

April 2018

Solid Waste Resources



Review sponsor	Scott Stewart, Deputy Chief Administrative Officer, Infrastructure, Development and Enterprise Services
Review lead	Katherine Gray, Program Manager, Business Process Management
Review champion	Peter Busatto, General Manager, Environmental Services
Current phase	Identify and Improve

Purpose

To review Solid Waste Resource services and processes to inform options for the most effective and efficient service provision.

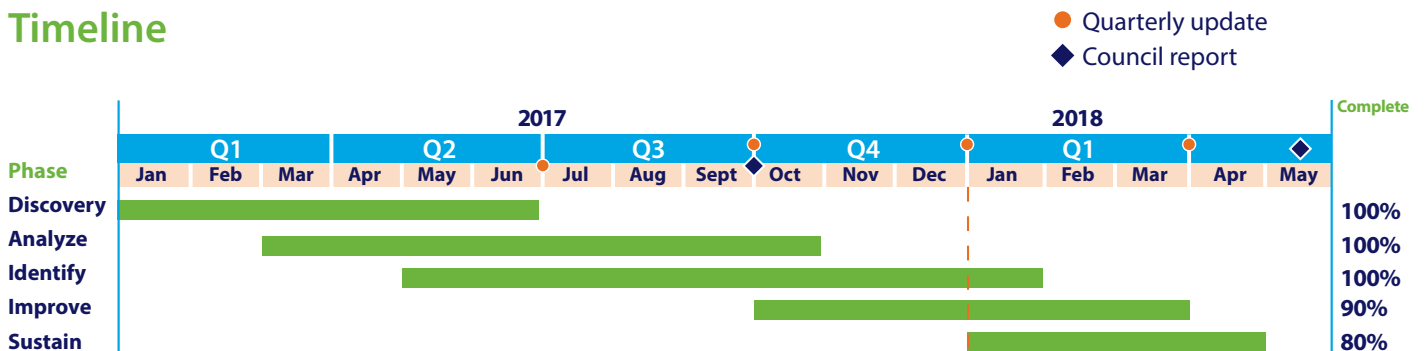
Scope

- Collections
- Material processing
- Material output
- Administration and customer service

Deliverables

- Process maps for all processes in the service
- Cost and social impact analysis around service delivery options
- Final report which provides recommendations for improvement
- Proposed implementation plan for recommendations

Timeline



Status

90%

of review complete

Milestones

Discovery phase
complete

Analysis phase
complete

Communication Plan
ongoing

Identify phase
complete

Engagement Plan
complete