

City Operations Waste Services

Edmonton

Administration Response to Waste Collections Audit

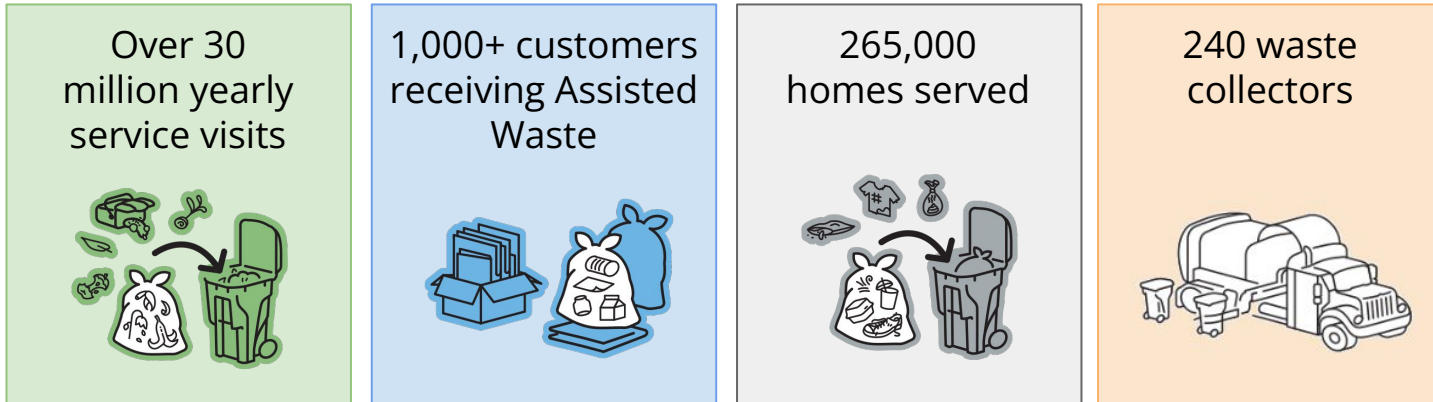
September 4, 2024

Audit Committee

Craig McKeown, Denis Jubinville, Chris Fowler

Waste Collection

- Two residential collection services operated by Waste Services, curbside collection and apartment and condo collection.
- Curbside collection primarily services single-unit homes.
- Four-stream (food scraps, garbage, recycling, yard waste) sorting and collection available to all homes with curbside collection.



Curbside collection statistics

Curbside Collection Changes

- The Edmonton Cart Rollout transformed curbside collection in 2021.
 - Dedicated food scraps sorting and separate yard waste collection introduced to all homes.
 - Food scraps and garbage converted to automated collection.
 - Opportunity for increased technology in daily collection operations.



Curbside Collection Changes

- Residential curbside collection was overhauled with minimal service interruptions to Edmontonians.
- Directly contributed to increased diversion of residential waste from landfill, from 18% in 2020 to 41% in 2023.
- Per capita waste generation decreased from 363 kg/person in 2020 to 320 kg/person in 2023.



13.4%
decrease

Per capita
residential waste
generation (kg)

0.025%

verified
missed
collections

Edmonton

Integration of More Data Sources

- Purchase of 500,000 carts required additional asset management.
- Opportunity for more data collection to complement existing data sources.
- Includes three-button set-up (“service verification application”) in truck cabs.



Audit Recommendations & Administration Response

	Audit Recommendation	Administration Response
1	Implement data assurance and control processes for its service verification application to improve data integrity for decision making and reporting.	Develop, improve and refine procedures to manage, validate, retain and report data obtained through collection trucks.
2	Enhance training and guidance documents for collectors using the service verification application to improve the quality of the data available for management decisions.	Ensure collectors are regularly trained on service verification application using new training documents.

Audit Recommendations & Administration Response

	Audit Recommendation	Administration Response
3	Assess the division of internal and external service providers for collection services to determine if it continues to provide the best value for the City and residents.	Formally assess division of City and contractor curbside collection service before the next round of contracts.
4	Improve inventory management to provide more oversight over City cart assets.	Improve cart management procedures, including more physical inventory counts in City and contractor yards.

Summary

- Waste collection is an established part of the City's waste management operations. This work is only possible through the hard work of the waste collectors.
- Waste Services will work to meet the audit recommendations in upcoming years.
- The overall program findings support curbside collection's effective performance management system, that KPIs are aligned with outcomes and annual targets are reasonably met.
- Thank you to the Office of the City Auditor for their review, recommendations and collaboration during this audit.

Thank you. Questions?

edmonton.ca/**CurbsideCollection**
edmonton.ca/**waste**

Edmonton