

## 7.3 -Waste Collections Audit

**Audit Objective:** To determine if the Waste Services Branch is effectively managing its curbside collections program to support waste reduction and divert waste from the landfill.

**Overall Conclusion:** The Waste Services Branch is effectively managing its curbside collections program.

### **Recommendations to the Waste Services Branch:**

1. Implement data assurance and control processes for its service verification application to improve data integrity for decision making and reporting.
2. Enhance training and guidance documents for collectors using the service verification application to improve the quality of the data available for management decisions.
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.
4. Improve inventory management to provide more oversight over City cart assets.