

SERVICE REVIEW OUTCOMES

WASTE MANAGEMENT

DETAILS OF SERVICE

Waste Management is a service unit within Maroondah's Parks and Works Service Area, Best Value & Infrastructure Directorate.

SCOPE OF SERVICES

The Waste Management team consists of 7 EFTs (equivalent full time), located at Council's Croydon Depot.

Waste Management Services includes;

- The provision of a Council operated Customer Service facility for enquiries, information and referrals;
- Management of the service provider contract for;
 - Garbage collection, including street litter bin collection;
 - Hard waste collection;
 - Garden organics collection;
 - Recycling collections;
 - Receipt and sorting of recyclables;
- Cleaning contracts
 - Public toilet cleaning;
 - Public BBQ cleaning;
- Waste education; and
- Street sweeping.

SERVICE REVIEW OUTCOMES

Best Value Principle	Key Performance Indicator	Performance Result 2002-03	Target 2003-04
Cost Standard	Operate within Annual Budget 2002-03 Target: Net \$518,000 (Budget Exp \$6,895,000)	Budget saving of \$246,000	Performance to +/- 5% of Net budget
Quality Standard	Customer satisfaction with the service (Department of Victorian Communities Annual Satisfaction Survey)	84%	84%

Best Value Principle	Key Performance Indicator	Performance Result 2002-03	Target 2003-04
Quality Standard	Diversion rate: Weight of recyclable material as a % of total	38.8%	39%

Best Value Principle

Action taken

Accessibility

Waste Management Services operates standard office hours 8.30am to 5.00pm Monday to Friday, excluding public holidays. Access to service information is also available on Council's Web site.

Waste collection service offer a 24hour recall service for bins not emptied on their assigned collection day. Special hard waste collections and chemical disposal are included as part of the annual service. Booking for resident specific hard waster collections is available.

Benchmarking

Council offered its waste delivery service to Public Tender as a means of obtaining the best value for money option. Tenderers were requested to consider a variety of service delivery options and their comparative costs as a means of exploring the value and benefits of alternate delivery models

Consultation

In preparation of the Waste Service Specification Council undertook an extensive consultation process surveying 2000 residents with a response rate of 59%. The survey results formed the basis of the service specification which called for submissions for a waste collection service with 10 alternate options for service delivery. Tenderers costed and promoted options and their preferred best on offer solutions for Maroondah residents for assessment within their submissions.

Reporting

Reporting against key service performance indicators is performed monthly and the results documented in Council's monthly performance report, tabled before Council on a quarterly basis.

Maroondah's Best Value Annual Community Report of key findings, key performance targets and results will be available on Council's web page or from one of our Customer Service Centres.