

To: Strategic Initiatives Committee	Item: SIC-07-40-AG	Date of Report: September 26, 2007
From: Ron Foster Auditor General	File: C-1010	Date of Meeting: October 1, 2007
Subject: <i>Program Review Function</i>		Ward(s): ALL
<i>PUBLIC MEETING</i>		

1.0 PURPOSE

To provide an update on the program review of the Waste Collection Program.

2.0 RECOMMENDATION

It is recommended:

That the Strategic Initiatives Committee receive this report for information.

3.0 EXECUTIVE SUMMARY

The media release shown as Attachment No. 1 has been prepared to advise residents that the Auditor General will be conducting a number of program reviews over the next three years. Residents will be surveyed periodically to identify their satisfaction levels with specific programs. A copy of the survey for the Waste Collection Program has been provided as Attachment No. 2.

4.0 INPUT FROM OTHER SOURCES

- Director, Public Works Maintenance Services
- Director, Corporate Communications and Marketing
- Commissioner, Community Services
- City Manager

5.0 RESPONSE TO THE COMMUNITY STRATEGIC PLAN

- The Program Review function allows the Auditor General to assist Council and the administration team to assess their progress towards goals, objectives and strategies set out within the Community Strategic Plan.

Original signed by

Ron Foster
Auditor General
Attachments



MEDIA RELEASE

The Corporation of the City of Oshawa

For Immediate Release

October xx, 2007

RESIDENTS TO PROVIDE FEEDBACK ON CITY SERVICES

OSHAWA – Over the next three years, the City's Auditor General will be reviewing a number of City services to determine the best way to deliver these services. The reviews are being undertaken to identify opportunities for improvement to services and to increase value to residents.

"Other municipalities have implemented similar reviews to help identify the priorities of residents, optimize service delivery and better plan for the future needs of their communities," said Ron Foster, the City's Auditor General.

Oshawa residents will be randomly selected to complete anonymous surveys that will address the quality and level of City services. Starting this fall with the waste collection program, the Auditor General will oversee 18 planned reviews. Feedback from residents will be valuable to City Council and management when planning services for the next year and beyond.

The Auditor General's mandate is to ensure financial transparency and accountability to City residents and taxpayers. Reporting to City Council, the Auditor General is responsible for performance and compliance audits of all programs and services to assist Council and its administrators to be accountable for the quality of stewardship over public funds and for the achievement of value for money in City operations.

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Residential Waste Collection - Satisfaction Survey

We are conducting a review of the Residential Waste Collection Program and would like to know how satisfied you are with various aspects of the program provided to you by the City of Oshawa. We are not seeking feedback on the Blue Box Program which is provided by the Region of Durham. Please return your completed survey to my office using the enclosed envelope. Responses will be summarized and posted on the City's website later this fall.

Thank you for your time.

Ron Foster
Auditor General

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Residuals (garbage) collection				
- frequency of collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 4-bag limit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 44 pound weight limit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- charge for extra bags	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Green bin (organics) collection				
- frequency of collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- 44 pound restriction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Yard waste collection				
- frequency of collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- restrictions on type of bags	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Special collection (call-in service for larger household items)				
Have you used this service?				
	<input type="checkbox"/> Yes			
	<input type="checkbox"/> No			
- frequency of collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- size, weight and other restrictions (See 2007-2008 Waste Management Calendar)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				