

Waste Management Critical Success Factors: Listed below are *specific activities* that this department determines it must do in order to address the Township Vision. The list has been prioritized (“1” is highest priority), with approximate “achievable by” dates.

Overarching Goal	What must we keep doing?	priority	What must we start doing?	priority	By date
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1. Excellence in quality customer service is our business.	<ul style="list-style-type: none"> Have clear, publicized hours, and staff available to serve the customer 	1	<ul style="list-style-type: none"> Ensure tenants of multi-unit facilities get their annual “free day” pass, with expiry date 	2	2005
			<ul style="list-style-type: none"> Get the Blue Box / Recycling Program working properly across the Township, including Eganville 	1	June 05
			<ul style="list-style-type: none"> Develop a back-up plan to cover emergency employee absences 	1	Now
2. We know and manage our assets effectively and efficiently.			<ul style="list-style-type: none"> develop and implement a record system and work request process to address defects in equipment, buildings, gates, etc. 	2	2006
			<ul style="list-style-type: none"> find ways to reduce the number of trips required between curb and truck 	2	June 05
			<ul style="list-style-type: none"> evaluate the “free pass” system for purpose and cost-effectiveness for Township 	1	Fiscal 2005
3. We meet or exceed the applicable provincial standards for performance under current legislation	<ul style="list-style-type: none"> Watch for hazardous materials and other banned substances 	1	<ul style="list-style-type: none"> Meet all requirements for on-site health and safety (e.g. fire extinguishers, 1st Aid Kits, etc.) 	1	Now
			<ul style="list-style-type: none"> Understand and act on all applicable legislation 	3	2007
4. We support development and maintenance of attitudes of personal responsibility and professional pride among employees	<ul style="list-style-type: none"> Good team communications 	1	<ul style="list-style-type: none"> Hold a quarterly meeting among all Waste Management employees to iron out “whims and whines”; include a “new ideas” agenda item for each meeting 	1	Mar. 05

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5. We recognize that what we do has a direct effect on health and safety of the public and Township staff.	<ul style="list-style-type: none"> Ensure that waste containers can be safely handled by employees 	1	<ul style="list-style-type: none"> see 3. Above inform public of safe practices and procedures for waste disposal, and for protecting safety of employees (e.g needles and other bio-hazards, broken glass, propane tanks, etc.) 	1	April 05
6. We regularly evaluate services against objective standards, and how they are delivered.	<ul style="list-style-type: none"> Constant communication with customers regarding recyclables, banned materials, safe practices, etc. 	1	<ul style="list-style-type: none"> Establish standards and policy as required (e.g. communicating changes in acceptable recyclables) 	1	Now
7. We work to maintain effective communication among all departments Council and the public.	<ul style="list-style-type: none"> Go through proper channels to respond to customer concerns 	1	<ul style="list-style-type: none"> Ensure that M.O.E. information applicable to Waste Management is immediately transferred from the Township Office to office employees, and to waste management team 	1	Dec. 04 (Now)
			<ul style="list-style-type: none"> Council addresses Waste Management policy in consultation with Waste Management employees 	1	Now
			<ul style="list-style-type: none"> Develop a Waste Management policy manual 	2	Dec. 05
8. We abandon outmoded practices and support employees to innovate and bring forward new ideas.			<ul style="list-style-type: none"> Include “new ideas” on quarterly meeting agenda 	1	Mar. 05
			<ul style="list-style-type: none"> Examine and adjust the Waste Management reporting and accountability structure to ensure good policy, good communication, and produced results 	3	2007

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9. We recognize that we serve a community with a variety of ages and disabilities.	<ul style="list-style-type: none"> • See 6. above • Assist our disabled and frail customers, and make their safety come first 	1			
10. – 14. Not applicable					
15. We provide continuity of service delivery during transition from one Council to the next	<ul style="list-style-type: none"> • See 7. above 		<ul style="list-style-type: none"> • Ensure policies are in place to guarantee smooth transition 	3	2009
16. We serve the public’s need for quality of life.	<ul style="list-style-type: none"> • Watch for and listen to customers for ways to improve and innovate to meet their needs 	1	<ul style="list-style-type: none"> • Invite public once a year to our quarterly meeting 	2	Dec. 05