

# Committee News in Brief

## Standing Policy Committee on Utilities and Corporate Services

June 24, 2015

### [Collection Service Review: Operational Performance and Fleet Management Status Update](#)

Waste & Recycling Services (WRS) engaged consultant CH2M HILL to conduct a review of The City's residential collection services. In 2014 November, WRS presented the consultant's findings and recommendations which resulted in Council directing Administration to report back to The Standing Policy Committee on Utilities and Corporate Services (SPC on UCS) with two reports. The first (UCS2015-0220) was presented to UCS on 2015 March 20 and provided a review of collection service delivery model and; this report, which provides an update on the current status of the operational performance and fleet management recommendations.

The CH2M HILL report identified 25 recommendations on operational performance and fleet management. WRS has reviewed these opportunities and is implementing ten of the operational performance recommendations in 2015 and is working with Fleet Services to implement three additional recommendations before year end. The status of all 25 recommendations is included in an attachment. As well, Utilities and Environmental Protection (UEP) is taking a departmental approach and collaborating with Fleet Services to address additional opportunities prior to the development of the 2019 to 2022 Action Plan.

The committee received this report for information.

### [Plain Language Review](#)

In 2013, Council adopted the Plain Language Policy. The Policy includes a requirement to review the policy every two years and report the results to the Committee. This report provides an update on a recent review carried out by Customer Service & Communications (CSC) which includes a review of content created for internal and external audiences.

The committee received this report for information.

*Council News in Brief* is an informal summary of highlights from Calgary City Council's meetings. [The City Clerk](#) provides the complete and formal [documentation of Council's meetings](#).