

Project Charter

Project Name:

Assisted Waste Collection

The Challenge / why are you doing the project?

- To provide collection services (recycling and refuse) to those individuals who cannot take household waste to the collection location and do not have someone else in their home who can do it. This includes those individuals with long term disabilities and those with disabilities for a minimum of 3 months.
- To improve the City's liveability as per City Strategic Plan 200█ - 201█.

Project Goal Statement (SMART Specific, Measurable, Assignable, Realistic, Time)

- To provide household waste collection service to those with a demonstrated need for assisted collection service.
- Collection service to commence on September 8th, 200█ or sooner, depending upon number of approved applicants received after distribution of applications and pamphlets. Approved requests will be dealt with by collection services section within 7 days of receiving information from Community Relations (i.e. Field Order).
- Strategic Planning and Community Relations to coordinate information dissemination, applications and approvals, along with maintaining customer data base.
- Collection Services to contact applicants, inform them of collection procedure, and provide service.

Key Deliverables

1. Develop criteria for service and application form.
2. Develop implementation Plan.
3. Approved applications and maintain data base.
4. Provide collection service
5. Communicate to potential applicants/stakeholders, the program and application process.

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Imperatives: *(Must Have)*

1. Determine criteria for service and application form.
2. Community relations area will be responsible for approval of applicants.
3. Develop implementation plan.
4. Maintain data base
5. Assign resources (manpower, equipment and materials)
6. Have material taken to collection location for pickup on normal scheduled collection day.

Desirables *(Nice to have)*

1. Provide service on a callout basis
- 2.
- 3.

Stakeholders

Internal	Role	In what capacity
Branch Manager	Sponsor	Approve Project Charter which includes service levels.
Director Collection Services	Project Manager	Budget for manpower and equipment. Oversee the project.
GS Collection Services	Operations Supervisor	Coordinate manpower, equipment and materials.
Collection Supervisor	Field coordinator	Field coordination and servicing of approved applicants (including service information communicated to Community Relations group).
Refuse/Recycling Collectors	Collector	Provide service to approved applicants.

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Director of Strategic Planning & Community Relations	<ul style="list-style-type: none"> • External liaison with stakeholders • Approve applicants and maintain data base 	<p>Develop application form and pamphlets for the program.</p> <p>Final approval of applicants and maintaining data base of applicants (approved & not approved).</p> <p>Communicate program to interested public. Liaise with Health Region and other stakeholders.</p> <p>Communicate with collection service and approved applicants.</p>
External	Role	In what capacity
Health Region/ Other Home care providers	Inform potential customers of assisted waste collection program.	Distribute applications for service and information pamphlets.
Council		Budgetary approval.

Assumptions (Risks)

1. There is a need for this service
2. Council buy in for project
3. Funding is available for manpower and resources (budget approval) if demand exceeds budgeted amount.
4. Project approved applicants does not exceed 2,000 in first year.
5. Timely receipt of information on approved applicants from Community relations.
6. Some recipients of the service may be perceived by others to not have a real need.

Constraints

1. Costs not to exceed \$ 341,000 (338,000 operating budget and 3,000 community relations)

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2. Approval of initial applicants to commence July 31, 200█
3. Community relations will have dedicated resources to approve and update data base.
4. All approved applicants will be contacted within 7 days of approval, (depending upon volume of requests).

Success Criteria

1. Start up on September 8th, 200█ or sooner.
2. All approved applicants provided with service within 14 days after notification received by Collection Services.
3. Positive feedback from Customers.
4. Expansion of program and budgetary approval for subsequent years.

Major Risk

1. Final cost may exceed approved budget
2. Time is critical.
3. Demand exceeds resource availability.

Subject to confirming project plan for determining feasibility of this project.

Signatures:

Project Manager

Branch Manager