

Administration Goal Achievement



Single Garbage Hauler Implementation

Council formally approved the Single Hauler Agreement in the fall of 2017. City of Oelwein Administration Department was tasked with the responsibility of coordinating the implementation of this single hauler contract with Oelwein citizens garbage pickup. Several processes were needed to be put in place:

- ✔ New utility billing postcards were researched, created, printed and ordered
- ✔ General ledger accounting lines were created for new fees, late fees and collections there of
- ✔ Estimated revenue and expense amounts were determined for budgeting
- ✔ Citizens contacted staff requesting the size of the garbage containers they wanted
- ✔ Staff manages requests for container exchanges
- ✔ Weekly pickup dates for the 4 quadrants was determined and had to be adjusted
- ✔ Weekly pick up changes on Holidays was communicated to the public
- ✔ Recyclable waste educational information was created and shared
- ✔ Publication in the newspaper took place
- ✔ Detailed information regarding what can and cannot go in each container
- ✔ Assisted residents with their concerns
- ✔ Required single hauler ongoing biannual garbage and recycling education was and still is monitored



Numerous issues arose and solutions to obstacles were created and implemented:

- ✔ Tracked residents' complaints regarding their single hauler issues and follow up
- ✔ Created a graduated complaint process with final escalation to council
- ✔ Police support and conflict resolution was provided on calls to residents' properties
- ✔ Large item tags were created and sold to residents

Department Goals for 2019-2020

1. Resolution for Schedule of Findings in 2018-19 Audit
 - Wellness Center
 - Separately Maintained Records
 - Approval of Time Records
 - Utility billing and Delinquent Accounts
 - Insurance Levy
2. Electronic Timekeeping