

Item no 5.19

QUESTION NO 19

By Councillor Bruce for answer by the Convener of the Transport and Environment Committee at a meeting of the Council on 7 February 2019

- Question** (1) Any resident trying to contact you over the Festive Period received an out of office reply stating: "I will be away from the office over the Christmas recess and not answering emails from Fri 14/12/2018 until Mon 7/1/2019".
- What arrangements did you put in place for oversight of this service during its busiest time of year, and following the poorly implemented route changes in October 2018?
- Answer** (1)
- Question** (2) Would you like to elaborate on your apology, published in the Edinburgh Evening News on 23 January, regarding the poor service that residents have received?
- Answer** (2)
- Question** (3) What lessons would you pass on to any other Convener of a Council Committee, in terms of overseeing a significant operation change in a Council Service?
- Answer** (3)
- Question** (4) For each week since 1 October till 1 February, please break down the number of uplifts recorded on route smart, failed uplifts and complaints by week and waste stream.
- Answer** (4)