

## **Bulk Lift Collection Services in North York Community Council Area**

*(City Council on December 14, 15 and 16, 1999, adopted this Clause, without amendment.)*

**The North York Community Council recommends the adoption of the following report (November 15, 1999) from the General Manager, Solid Waste Management Services:**

### Purpose:

The purpose of this report is to review the policy of using only one operator per vehicle for multi-residential bulk lift garbage collection services in the North York Community Council Area.

### Financial Implications and Impact Statement:

Funding for the North York bulk lift contract has been previously approved. There are no financial implications if the current one operator per truck policy is continued, with the exception of the annual consumer price index adjustments.

As stated in the initial joint report dated November 2, 1998 from the Commissioner of Works and Emergency Services and the Chief Financial Officer, the cost saving accrued to the City by using one employee instead of two per collection vehicle is \$200,383 per annum (excluding GST), or \$601,149 over the term of the three year contract.

### Recommendation:

It is recommended that the one person per bulk collection vehicle policy remain in effect throughout the City of Toronto, including the North York Community Council Area.

### Background:

At its meeting of April 6, 1999, the Budget Committee approved a recommendation from the North York Community Council meeting on March 30, 1999, that “the one staff person per truck policy for multi-residential garbage collection be reviewed and that the review include, but not be limited to: speed of pick-up; type and suitability of vehicles; employee morale; customer satisfaction.”

Council, at its meeting of November 25, 1998, considered the joint report from the Commissioner of Works and Emergency Services and the Chief Financial Officer and Treasurer headed, “Award of Contract No. 358 – Bulk Lift Collection Services – North York and Scarborough Community Council Areas,” dated November 2, 1998. Council adopted a recommendation that, “J & F Waste Systems Inc., utilizing one person collection vehicles, be awarded Contract No. 358 in the total estimated annual amount of \$1,546,865.40, including GST, for the provision of bulk collection services for all designated areas within the North York and Scarborough Community Council areas for a three-year period, subject to adjustment in the

price for years two and three of the contract based on the average percentage increase/decrease of the Statistics Canada's Employment Earnings and Hours for the previous year, with an option to extend for two years should the terms and conditions be agreeable to both parties."

The report stated that, except for the former City of North York, all of the City of Toronto's bulk waste collection was being conducted with one person per vehicle. In the former City of North York, the additional employee was required to assist with positioning the bulk waste containers for collection and to guide the vehicle operator, when necessary, while manoeuvring or exiting at each site.

The report recommended that, "bulk lift service be harmonized across the City by using one person collection vehicles." It was estimated that by harmonizing the one person per vehicle policy, the new contract for the North York and Scarborough Community Council Areas, would result in a saving of \$200,383 per annum (excluding GST), or \$601,149 over the term of the three year contract.

#### Comments:

One month before the one person per vehicle policy was implemented, property owners were notified that, due to this policy, all bulk collection containers would have to be placed in the designated collection area and that site staff may be required to move or shuttle the waste containers for collection. It is important to note that almost one third of all the multi-residential properties previously stored their containers in a location where they could be accessed without being moved.

To meet safety requirements, the contractor must have all vehicles equipped with rear view cameras with monitors that are in full view of the driver. The vehicles must also be equipped with a backup warning alarm system that will alert the operator when objects are within a close distance to the rear of the vehicle.

The use of rear view cameras on waste collection vehicles has become standard throughout North America where there is one operator per vehicle. With the rear view cameras in place, the contractor's vehicles are in full compliance with the City's collection safety requirements.

After approximately nine months of operation, the one person per bulk lift collection vehicle policy has been operating successfully in the North York Community Council Area. Although initially there were a few complaints and inquiries from property owners about the new policy, these calls have decreased dramatically. Most of the calls currently received are in regard to the garbage not being collected because there was no one on site to move the bins into the correct collection position.

In instances where the collection containers are not properly positioned in the designated collection area, the contractor is required to contact their dispatcher who then contacts the property owner or site staff. The contractor will return to the site before the end of the day and empty the containers as long as they are in the designated collection position or site staff are available to move the bins.

The overall speed of bulk lift collection has improved since the bulk containers are now usually placed in the proper position for collection, allowing the operator to empty them efficiently. This has resulted in fewer delays, more prompt collection service and improved customer satisfaction.

Conclusion:

Staff recommend that the City of Toronto's current policy of one operator per vehicle for bulk waste collection continue for the duration of the contract.

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