

Reports to Committee and/or Council re SWMS Collections

Meeting Date	Subject	Ref. No.	Action	Timeline
MAY				
May 17, 18 & 19, 2011	Solid Waste Management Services Garbage Collection Request for Quotations (RFQs) Council Decision – May 17, 18 & 19	2011-05-17, CC, PW 3.1	<ul style="list-style-type: none"> • (6) CM to provide annual reports to PWI on diversion, customer service and cost savings 	<ul style="list-style-type: none"> • REPORT Annually • When? – To be reported out in Annual Report (see below)
OCTOBER				
October 24 & 25, 2011	Contract Award RFQ 6033-11-3186 – Curbside Collection, District 2 Council Decision – October. 24 & 25	2011-10-24, CC, 13.5	<ul style="list-style-type: none"> • (3) Ensure collection vehicles be required to post large sign on side and back that incl. complaint tel. no. and truck no. for residents to call in when service is not to standard • (4) Report to City Council on structure intended to be used to oversee contract, assoc. costs, that specific performance targets be incl. in monitoring plan and that not meeting those targets be reported to PWI immediately. Performance targets should include Health & Safety violations in a set time; complaints received; diversion targets; accidents; spills; incidents of contamination; contract violations; warnings issued and fines/penalties imposed. 	<ul style="list-style-type: none"> • In time for collection change • REPORT COMPLETED – PWI May, 2012

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			<ul style="list-style-type: none"> • (5) Submit reports to PWI on no. of 311 complaints and no. of open tickets regarding SW pick up in Districts 1, 2, 3 and 4. • (6) Submit reports to City Council through PWI on following areas: customer service satisfaction rate, complaints in each of 4 districts w/ details on compliance w/ performance standards, fair treatment of workers in the company, diversion rate and tonnage by district, any and all "extras" beyond the contract paid to the contractor, any city costs to monitor/oversee contract and other areas that GM feels that GFL should bring to the attention of Council • (7) GM develop criteria to evaluate the residential garbage collection east and west of Yonge, and report results of this comparison to PWI at the conclusion of each year of the contract. • Referred Councillor Davis's motion - GM report to PWI whenever route schedules, collection times and annual collection calendar are affected by 	<ul style="list-style-type: none"> • REPORT Quarterly • When? - FIRST QUARTERLY REPORT Q1 2013 reporting out on Q4 2012 results, and end of each quarter thereafter. • REPORT Annually • When? – FIRST ANNUAL REPORT Q4 2013 reporting out on first year anniversary of D2 contract and each Q4 thereafter. • REPORT - At conclusion of each year of contract • When? - Will be reported out in Annual Report (see above) • REPORT (as required) - When changes occur

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			City staff initiatives or any changes to the districts serviced by GFL and all 4 collection districts Davis Motion - GM to report to PWI when GFL routes, schedules, truck deployment, yards use, implementation and communication plans are confirmed.	