



STAFF REPORT ACTION REQUIRED

Solid Waste Curbside Collection, District 2 Contract Monitoring Plan

Date:	April 27, 2012
To:	Public Works and Infrastructure Committee
From:	Acting General Manager, Solid Waste Management Services
Wards:	7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 27
Reference Number:	P:2012/SWMS/May/003PW (AFS #14892)

SUMMARY

This report is to provide the Public Works and Infrastructure Committee with a monitoring plan to oversee the District 2 (area bounded by Yonge Street to the east, the Humber River to the west, Steeles Avenue to the north and Lake Ontario to the south) Curbside Collection contract which begins on August 7, 2012.

RECOMMENDATIONS

The Acting General Manager, Solid Waste Management Services, recommends that the Public Works and Infrastructure Committee:

1. Receive this report for information.

Financial Impact

This report has no financial impacts.

DECISION HISTORY

On May 17, 18 and 19, 2011, City Council adopted with amendments the recommendations in Public Works and Infrastructure Committee Report PW3.1 "Solid Waste Management Services Garbage Collection Request for Quotations" granting the Acting General Manager of Solid Waste Management Services authority to issue a

Request for Quotation for all daytime curbside collection west of Yonge Street to the Etobicoke border.

The City Council Decision Document (Page 45 to 48) can be viewed at:
<http://app.toronto.ca/tmmis/viewPublishedReport.do?function=getCouncilDecisionDocumentReport&meetingId=4417>

At its meeting on October 24 and 25, 2011, City Council adopted CC13.5 “Contract Award Request for Quotation No. 6033-11-3186 – Curbside Collection, District 2.”

The City Council Decision Document (Page 97 to 99) can be viewed at:
<http://app.toronto.ca/tmmis/viewPublishedReport.do?function=getCouncilDecisionDocumentReport&meetingId=4421>

ISSUE BACKGROUND

At its meeting on October 24 and 25, 2011, a staff report was put forward to City Council recommending that based on the results of the Request for Quotation No. 6033-11-3186 for the curbside collection of materials in the area bounded by Yonge Street to the east, Humber River to the west, Steeles Avenue to the north and Lake Ontario to the south, that City Council award the contract to GFL Environmental East Corporation, being the lowest bidder meeting specifications.

City Council approved the report awarding the contract to GFL Environmental East Corporation and adopted the following:

- “4. City Council direct the Acting General Manager, Solid Waste Management Services, to report to Council, in the first quarter of 2012, on the structure intended to be used to oversee the contract for the life of the contract and its associated costs and that specific performance targets be included in the monitoring plan, and that not meeting those targets be reported to the Public Works and Infrastructure Committee immediately. Performance targets should include (but not be limited to should staff identify additional measures):
 - i. Health and Safety violations in a set time;
 - ii. complaints received;
 - iii. diversion targets;
 - iv. accidents;
 - v. spills;
 - vi. incidents of contamination;
 - vii. contract violations;
 - viii. warnings issues; and
 - ix. fines/penalties imposed.”

COMMENTS

The same requirements that are currently in place with the existing District 1 (former Etobicoke area) contract (currently being done by GFL Environmental East Corporation) will be enforced/monitored in the District 2 area.

Staff have been having regular monthly meetings with the new Contractor (GFL Environmental East Corporation) in preparation for the August 7, 2012 start-up. These meetings provide the City with an update on the Contractor's plans, including staffing, vehicles, routing and training. We have reviewed with the Contractor the under-noted monitoring plan to ensure they are aware of their obligations for this contract.

The monitoring plan for the District 2 contract shall consist of the following items:

1) Customer Service Standards and Complaints

Meeting or exceeding service standards, service levels and customer service targets is an expectation of the Division, regardless of the service provider (in-house City staff or a contractor). The goal is to ensure that, at a minimum, our customers receive the same level of service regardless of where they live in the City and who provides the service to them.

The Contractor will be provided with access/training on how to retrieve service requests (requests placed by residents through the City's 311 system) electronically. It is the responsibility of the Contractor to investigate the service request, address the issue and close off the service request. The Contractor's Supervisory staff are expected to deal with service requests. City staff will monitor the number(s) of service requests through the 311 system. City on road Supervisory staff will also be available to attend to service requests in the field with Contractor staff if necessary.

The monitoring of service complaints received within the District 2 collection boundaries is done through service request downloads via the Toronto Maintenance Management System operating system. Comparisons to previous year(s) and other Districts will be done to gauge the Contractor's performance.

In addition to the total number of service complaints received, monthly reporting of service standards will be available for all Collection Districts.

The appearance and conduct by the Contractor's staff and failure to finish collection on time or starting late are subject to Liquidated Damages, as per the Agreement, wherein financial penalties may be imposed.

2) Contractor Obligations and Violations

As per the Agreement, the Contractor is to provide daily reports to City staff providing the number of trucks used for the day, the product(s) that were collected, the finishing

time of each truck, loads not delivered/dumped at transfer stations and the reason for it. The purpose of this daily report is for City staff to review for non-compliance and violations.

On road spot checks by City staff will be completed to ensure that:

2. Bags without City authorized tags are not collected and labelled appropriately by the Contractor.
3. Bins are returned to the original set out location.
4. Mixing of material(s) during collection is not occurring.
5. Unauthorized material not covered under the Contract is not collected.
6. Official City of Toronto signs are affixed on the Contracted vehicles during collection.
7. Scavenging is not occurring.
8. Equipment being used as reported by the Contractor and is solely for the purposes of this contract and not for other contracts/uses.
9. All yard waste collected from the Asian Long Horned Beetle Quarantined Area as identified by the City is to be unloaded only at the transfer station as specified by the City.

City staff can perform periodic spot checks using the GPS system to evaluate for early start times, late finishing times, or to follow up on a customer service complaint.

Liquidated Damages, as per the Agreement, can be imposed for Contractor violations and deficiencies.

3) Diversion Targets

Council has noted that if the City increases diversion rates east of Yonge Street, then the Contractor will be required to also meet the increased diversion rates west of Yonge Street. Diversion rates are set City-wide and not by the District. Diversion targets are influenced by numerous factors, including proper education, service convenience, enforcement and resident participation.

The role of the Contractor is important to ensure that the City can track diversion rates properly and the Contractor must be capable of adapting collection methods to the introduction of new diversion methods. In addition, City staff will monitor the

Contractor (by on road and transfer station inspections) to ensure materials set out for collection are properly collected and transported to City transfer facilities.

Liquidated Damages, as per the Agreement, can be imposed for contamination (mixing materials during collection) and scavenging.

4) Contamination

Periodic load audits and analysis of weigh scale data will enable an evaluation of contamination levels if any. City staff will inspect truck loads while unloading at a City transfer station to examine for contamination.

If necessary, the Contractor in conjunction with City staff will work with Municipal Licensing and Standards Waste Enforcement to follow through with incidents of high-level contamination.

Liquidated Damages, as per the Agreement, can be imposed for contamination (mixing materials during collection) and scavenging.

5) Health and Safety Requirements

On road spot checks by City staff will be performed to ensure that all Ontario Health and Safety Regulations are met with regards to Contractor staff.

City staff will request reporting from the Contractor indicating details related to Contractor staff safety training accomplishments and/or plans in addition to on road monitoring.

Failure to comply with Health and Safety Regulations is subject to Liquidated Damages as per the Agreement.

6) Accidents and Spills

The Agreement sets out the expectations of the City with respect to accidents and spills reporting. The Contractor must provide a report no later than 9:00 a.m. the day after an accident or spill. Failure to do so is in contravention of the Agreement and is subject to Provincial penalties. City staff will monitor the reports.

7) Staffing for Contract Oversight

The current Operations Manager in District 2 will oversee the contract. Four (4) additional staff will be utilized on the road to monitor the Contractor's performance. The monitoring will include visual checks on the Contractor's staff, electronic verification of route completion and ensuring that all aspects of the contract are complied with.

CONTACT

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SIGNATURE

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