



**STAFF REPORT  
ACTION REQUIRED**

**Solid Waste Management Services, Collections  
Operations Quarterly Report – October to December,  
2013**

<b>Date:</b>	February 3, 2014
<b>To:</b>	Public Works and Infrastructure Committee
<b>From:</b>	General Manager, Solid Waste Management Services
<b>Wards:</b>	7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 27
<b>Reference Number:</b>	P:\2014\Cluster B\SWM\March\002PW (AFS#18696)

**SUMMARY**

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The Curbside Collection contract for garbage, recycling, organic materials and other waste in District 2 was awarded to Green For Life Environmental East Corporation by City Council on October 24 and 25, 2011. Collection by the contracted service provider commenced on August 7, 2012.

As per City Council direction, this report provides a quarterly updated information on the number of 311 complaints received and open tickets concerning waste/recycling curbside collection in the four collection districts in the City between October and December 2013.

As per the Auditor General's report presented at Audit Committee on February 28, 2014, this report confirms that the overall savings achieved, as a result of contracting out District 2 in the first full year of operations, was approximately \$11.5 million.

## RECOMMENDATIONS

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**The General Manager, Solid Waste Management Services, recommends that:**

- 1. The Public Works and Infrastructure Committee receive this report for information.**

### Financial Impact

This report has no financial impacts.

### DECISION HISTORY

At its meeting on October 24 and 25, 2011, City Council directed the Acting General Manager of Solid Waste Management Services to submit reports quarterly to the Public Works and Infrastructure Committee on the number of 311 complaints and number of open tickets related to waste collection pick up in Districts 1, 2, 3 and 4.

City Council Decision document “CC13.5 – Contract Award Request for Quotation 6033-11-3816 - Curbside Collection, District 2”, can be viewed at:  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2011.CC13.5>

At its meeting on June 6, 7 and 8, 2012, City Council directed the Acting General Manager of Solid Waste Management Services to report to the Public Works and Infrastructure Committee as outlined in the supplementary report (June 1, 2012) from the Acting General Manager, Solid Waste Management Services [PW15.8b].

City Council Decision document “PW15.8 – Solid Waste Curbside Collection, District 2 Contract Monitoring Plan”, can be viewed at:  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.PW15.8>

At its meeting of March 19, 2013, the Public Works and Infrastructure Committee received item for information “PW21.3 – Solid Waste Management Services, Collections, Operations Quarterly Report - August to December 2012”. This item can be viewed at:  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.PW21.3>

At its meeting of June 19, 2013, the Public Works and Infrastructure Committee received item for information “PW24.4 – Solid Waste Management Services, Collections, Operations Quarterly Report – January to March 2013.” This item can be viewed at:  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.PW24.4>

At its meeting of September 20, 2013, the Public Works and Infrastructure Committee received item for information “PW25.4 – Solid Waste Management Services,

Collections, Operations Quarterly Report – April to June 2013.” This item can be viewed at: <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.PW25.4>

At its meeting of November 20, 2013, the Public Works and Infrastructure Committee recommended that City Council receive the report (October 28, 2013) from the General Manager, Solid Waste Management Services for information (PW27.7 – Solid Waste Management Services, Collections, Operations Annual Report - August 2012 to July 2013).

At its meeting of December 16, 17 and 18, 2013, City Council received the Report PW27.7 – Solid Waste Management Services, Collections, Operations Annual Report - August 2012 to July 2013” for information. City Council also directed the General Manager, Solid Waste Management Services to report back to City Council, through the Public Works and Infrastructure Committee, by January 2015 on options and related benefits to contracting out garbage collection east of Yonge Street (Districts 3 and 4). This decision can be viewed at: <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.PW27.7>

## **COMMENTS**

### **311 Complaints and Open Tickets**

Residents can contact 311 to file a complaint with their curbside collection service provided by either City staff or the City’s contractor, Green For Life Environmental East Corporation. All complaints are handled by 311 and processed in a similar fashion regardless of the affected collection district.

A service request is issued when a resident files a complaint about their waste/recycling curbside collection service with 311. Service requests can also include non-collection related matters such as bin exchanges, bin delivery for a new home owner, or requests for a collection calendar. This report will only consider service requests related to curbside collection.

Service requests concerning curbside collection issues primarily involve a missed collection or operator complaint. Missed collections service requests are investigated by staff or the City’s contractor and are closed once action has been taken to resolve the issue. Remedial action for a missed collection commonly involves:

- Collection of waste/recycling bins that were properly set out at the curb and not collected (missed);
- Posting a sticker on an improperly placed bin at the curb that identifies the infraction/reason for not being collected (i.e. materials were placed in incorrect bin or bin does not correspond with the collection schedule); or

- Speaking to resident/owner and providing advice on why the materials were not collected.

The above mentioned incidents and subsequent action, categorized as missed collection, typically result in closing the service request within 24 to 48 hours of its issuance by 311.

### **Curbside Collection Service Requests in Districts 1, 2, 3, and 4**

Curbside collection complaints in Districts 1 and 2 are forwarded to the contractor for their investigation and resolution. Contractor staff has received training and have been given access to service requests issued by 311. It is the responsibility of the contractor's staff to review, address, and close each service request received.

City staff monitor investigation notes and closure of service requests. Complaints in Districts 3 and 4 are forwarded to City Collection Supervisors for investigation, action, and resolution.

The average number of daily service requests between October 1 and December 31, 2013 in District 1 was 24.2 per day. District 2's average number of daily service requests was 27.6. District 3 had a daily average of 17.2 and District 4 had a daily average of 22.2 daily service requests between October 1 and December 31, 2013. These numbers have increased this Quarter mainly due to weather-related issues.

The investigation and closure of collection related service requests for the period from October to December 2013 were completed in a timely manner. Approximately 95.4% of curbside collection related service requests were completed within the Divisional service standard.

Appendix 1 illustrates the number of collection related service requests for the four districts between October 1 and December 31, 2013.

A comparison of each district's collection performance, which is to maintain the Division's service standard of one service request per 1,000 pass-bys, is also reflected in Appendix 1. All four districts met Solid Waste Management Services performance standard.

### **District 2 Contractor Performance**

The District 2 collection contractor adhered to Solid Waste Management Services' standard, which is to not go above one service request per 1,000 pass-bys. Throughout October to December 2013, the District 2 collection contractor maintained a performance indicator of below 0.5 service request per 1,000 pass-bys for each of the three months.

The contractor has also been in compliance with other requirements involving:

1. Health and Safety Requirements

There have been no reported Health and Safety deficiencies subject to action as outlined in the contract.

2. Accidents, Spills and Contamination

There have been no reported deficiencies in relation to accidents, spills or contamination that are subject to action as outlined in the contract.

3. Contractor Obligations and Violations

Green For Life Environmental East Corporation provides daily reports on the number of trucks in use, products collected, finishing times, and loads not delivered/dumped.

Field monitoring and spot-checks are conducted by City staff to ensure the contractor remains in compliance with the contract.

4. Diversion Targets

Field monitoring and spot-checks are conducted to ensure that the materials are being collected and loaded properly, is not contaminated, (i.e. materials mixed during collection) and that there is no scavenging of products.

Loads charged on the monthly invoices are reconciled between Green For Life Environmental East Corporation's records and the City's transfer station records. City staff and Green For Life Environmental East Corporation staff work together to resolve any discrepancies that are identified to ensure accurate invoicing and record keeping of types of material collected.

5. Provincial Labour Law Violations

Green For Life Environmental East Corporation have notified the City that they have been charged by the Ministry of Labour regarding employees working excess hours (more than 13 hours per day). This occurred during the July/August 2013 flooding in the Etobicoke area and employees were working on the debris collections.

## Labour Compliance – City of Toronto Fair Wage Policy

Subsequent to the review of the contractor's payroll sheets, time cards, and books conducted in November 2012, the City's Fair Wage Office has indicated that the company was in compliance with the Fair Wage Policy throughout October 1 and December 31 of 2013.

There have been no fines, penalties, or liquidated damages imposed on the contractor as of the date of this report.

## **CONTACT**

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## **SIGNATURE**

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Jim Harnum, CET, MBA  
General Manager  
Solid Waste Management Services

## **ATTACHMENTS**

Appendix 1 – Number of Service Requests (daytime curbside collection complaints) by month and Number of Service Requests per 1,000 pass-bys by month