

**Solid Waste Management Services, Collections
Operations Quarterly Report – April to June 2013**

Date:	July 31, 2013
To:	Public Works and Infrastructure Committee
From:	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:\2013\Cluster B\SWM\September\011PW (AFS#16285)

SUMMARY

The Curbside Collection contract for garbage, recycling, organic materials and other waste in District 2 was awarded to Green For Life Environment 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 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 April and June 2013.

RECOMMENDATIONS

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 the 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>

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 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 and have found that the contractor is meeting the conditions of the contract. Complaints in Districts 3 and 4 are forwarded to City Collection Supervisors for investigation, action, and resolution.

The average number of daily service requests per week between April 2 and July 1, 2013 in District 1 remained relatively stable at 21.7 per day throughout the 13 weeks reporting period. District 2 started the quarter with relatively low average per day of 11.1 for the first 8 weeks in the quarter and increased to 20.2 per day for the remaining 5 weeks in the quarter due to seasonal yard waste activities. District 3 and District 4 saw higher numbers of service requests, averaging 27.8 and 34.0 per day per week respectively. Adjusting to the yard waste collection season was the factor in the higher numbers. Although these service request numbers for District 3 and 4 are higher than District 1 and 2 they are an improvement over last year's average per day of 50 complaints.

District 4 has consistently had higher volumes of complaints out of all 4 districts, with one week in early May actually peaking at 60 complaints per day. Staff have put in place a review process to identify the root cause of these complaints and the daily average went down to 14 per day for the final 3 weeks of the quarter.

The investigation and closure of collection related service requests during the second quarter of 2013 were completed in a timely manner. Approximately 98% of curbside collection related service requests were completed within the Divisional service standard, which was an improvement of approximately 5% over the same period in 2012.

Appendix 1 illustrates the number of collection related service requests for the four districts between April 2 and July 1, 2013.

Appendix 2 shows 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. All four districts met Solid Waste Management Services performance standard.

District 2 Contractor Performance

The average number of daily service requests per week was lower in District 2, in comparison to collection Districts 1, 3 and 4. The District 2 collection contractor also adhered to Solid Waste Management Services' standard, which is to not go above one service request per 1,000 pass-bys. Throughout the second quarter of 2013, the District 2 collection contractor maintained the lowest number of service requests per 1,000 pass-bys, compared to the other districts.

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. A GPS tracking system is used by City staff to support the analysis of finishing times.

Field monitoring and spot-checks are conducted by City staff to ensure the contractor remains in compliance with the contract. The contractor is also being monitored on completion time. The contract calls for the collections to be completed by 6:00 p.m. daily. Since early October 2012, this requirement has been met to Solid Waste Management Services' satisfaction.

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

There have been no reported violations in relation to Provincial Labour Laws which are subject to liquidated damages as outlined in the contract.

6. 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 the first and second quarters of 2013.

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

CONTACT

Robert Orpin, Director, Collections and Litter Operations, Solid Waste Management Services, Telephone: 416-392-8286, Fax: 416-392-4754, E-mail: rorpin@toronto.ca

SIGNATURE

Vincent Sferrazza
Acting General Manager
Solid Waste Management Services

ATTACHMENTS

Appendix 1 – Average Number of Daily Service Requests (daytime curbside collection complaints) per week

Appendix 2 – Number of Service Requests (daytime curbside collection complaints) and per 1,000 pass-bys by month