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LOCAL 416

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May 14, 2014

Public Works & Infrastructure Committee

**Attn: Councillor Denzil Minnan-Wong, Committee Chair
& Committee Members**

City workers aim to provide the highest levels of service. We expect the same from our contractors. More and more we are learning that the contracting out of solid waste in the City of Toronto has not resulted in the outcomes that Council and residents expected. Today, the issue of what kind of service we are receiving needs to be examined closer.

The quarterly solid waste collections report before this committee examining service responses, or complaints, city-wide and specifically the District 2 contract contains revealing information. The City of Toronto collections operations in Districts 3 and 4 have shown an incredible improvement. However, the contractor in Districts 1 and 2 has performed in the opposite direction.

The data shows complaints fell 7.23% in District 3 and an impressive 63% in District 4 for the first quarter in 2014, compared to the same quarter in 2013. Conversely, GFL complaints increased 55.6% in District 1 and a staggering 117.2% in District 2, when measured against the first quarter of 2013. Put another way, when the total amount of complaints is examined city-wide, GFL was responsible for 64% of complaints and the public city service, only 36%.

No doubt, Councillors will also examine the data the City released on the first year (August 2012 to September 2013) since District 2 was contracted out. When total complaints for the period are examined the city Districts of 3 and 4 were responsible for 52% of complaints versus the contractors 48%. This is a negligible difference between the parties and moreover, the City has shown improvement, while the contractor has performed worse.

This data raises further questions given the decision by the Solid Waste Department to re-tender the District 1 contract away from existing provider GFL. In answer to the recent Council meeting Administrative Inquiry, it was acknowledged that increasing complaints were a factor in the decision.

Service issues have not been confined to just District 1. In District 2 the Auditor General found in his Report which went to Council in February that the contractor had a 4.9% deficiency rate, or 887 late finishes, for completing routes on time. This rate was calculated excluding the initial month of GFL District 2 service, and the period after the July 2013 storm. GFL is also allowed a later finishing time of 6:00pm, then the rest of the City at 5:00pm. The Auditor General also notes, late finishes would escalate to over 3,000 or 16.7% of the time if the 5:00pm threshold was applied in District 2.

Toronto is not the only municipality to experience issues with the contractor. This past winter, York Region Councillors and residents expressed frustration over GFL service. The Northern six municipalities – Aurora, Newmarket, Whitchurch-Stouffville, King, East Gwillimbury, and Georgina – all experienced a high volume of complaints, in part due to malfunctioning trucks,

which led some councillors to consider penalties up to and including cancellation of their contract.

This was not the first time collection was an issue. In King, Council have "frequently voiced complaints". One Councillor called the issues which recently began in November of 2013 a "crisis".ⁱ In Stouffville, communication with the contractor was so bad that Councillor Richard Bartley, commented, "It was really disturbing the lack of communication between the staff at GFL, they basically unplugged their phone lines and left our staff and residents out to dry. This is unacceptable."ⁱⁱ

Given all this information, coupled with the recent downgrade of GFL's Commercial Vehicle Operating Rating, we must seriously question the value and true savings of contracting-out.

Thank you.

Sincerely,



Dave Hewitt

Acting President

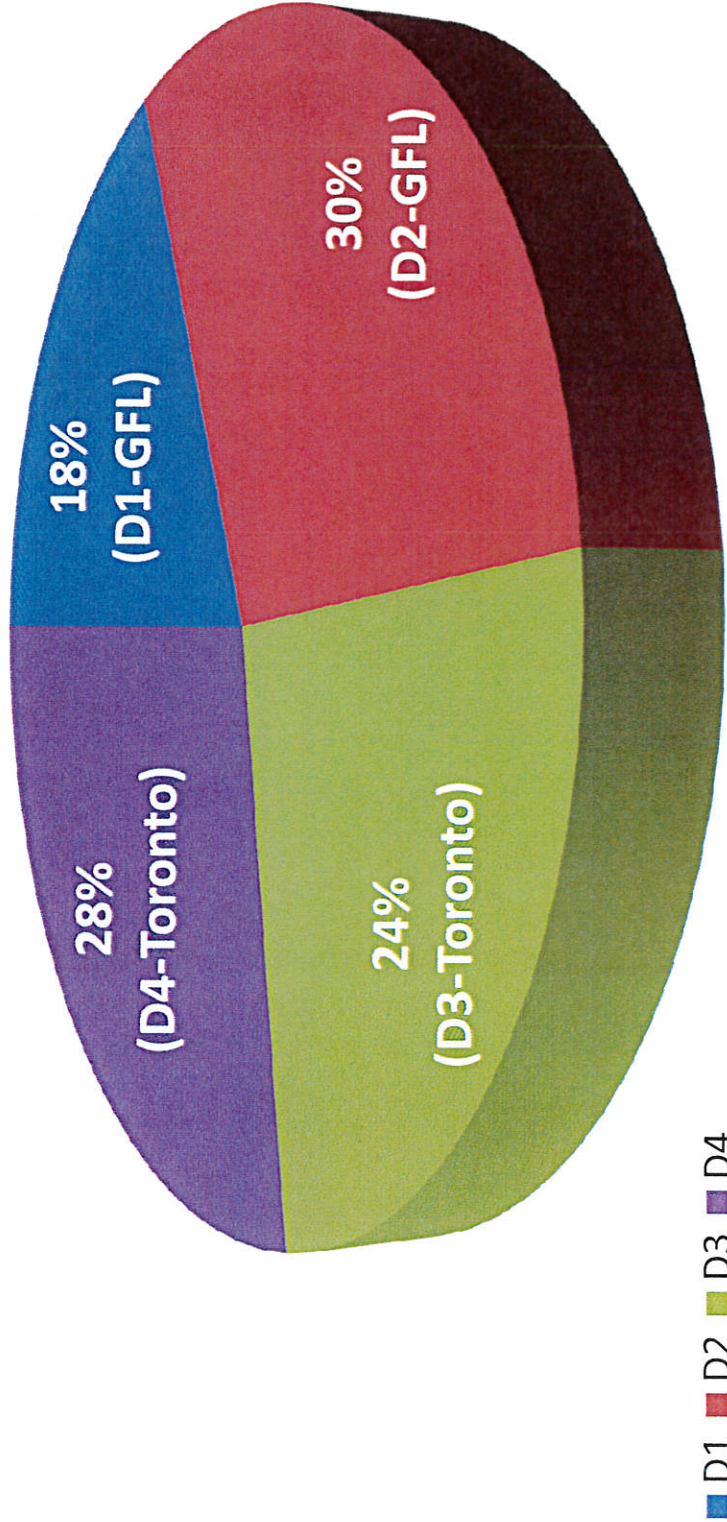
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ⁱ Riedner, Heidi. *GFL may be one left at curb if politicians decide to scrap garbage contract; Company faces penalties, cancellation of waste contract; The mayors and CAOs of Georgina, East Gwillimbury, Whitchurch-Stouffville, Newmarket, Aurora and King met Thursday to take a closer look at the contract and pool their collective concerns.* YorkRegion.com; Jan 17, 2014. From: <http://www.yorkregion.com/news-story/4321423-gfl-may-be-one-left-at-curb-if-politicians-decide-to-scrap-garbage-contract>

ⁱⁱ Bolan, Sandra. *Angry Stouffville councillors demand answers from waste firm; Hargrave wanted contract trashed.* Stouffville Sun-Tribune; Jan. 15, 2014. From: <http://www.yorkregion.com/news-story/4317141-angry-stouffville-councillors-demand-answers-from-waste-firm>

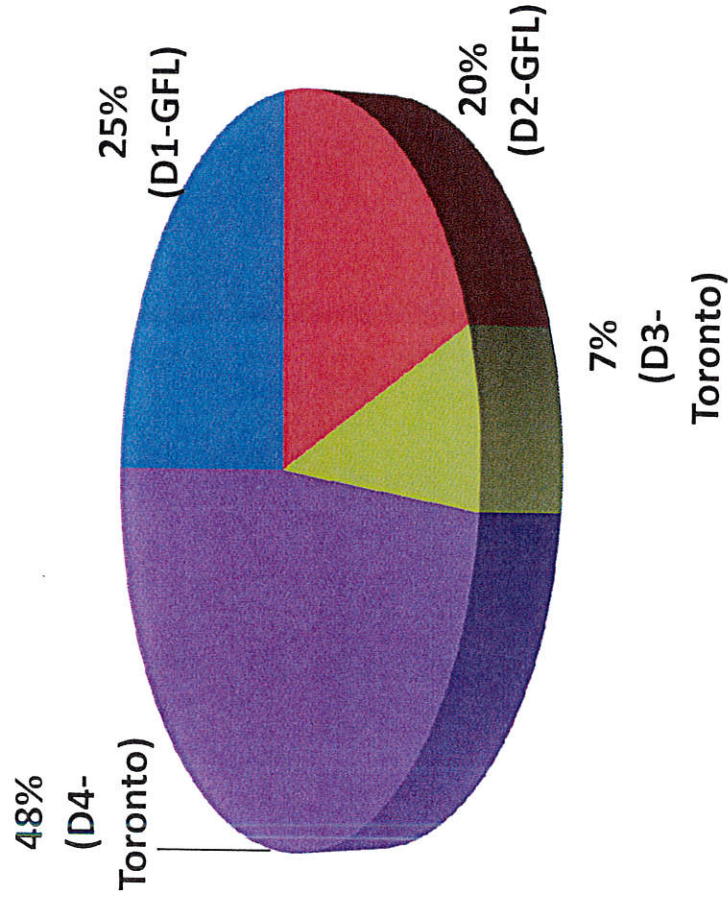


**Toronto Solid Waste Service Requests (complaints)
August 2012 to September 2013**

Share of complaints
 City of Toronto: 52%
 GFL: 48%

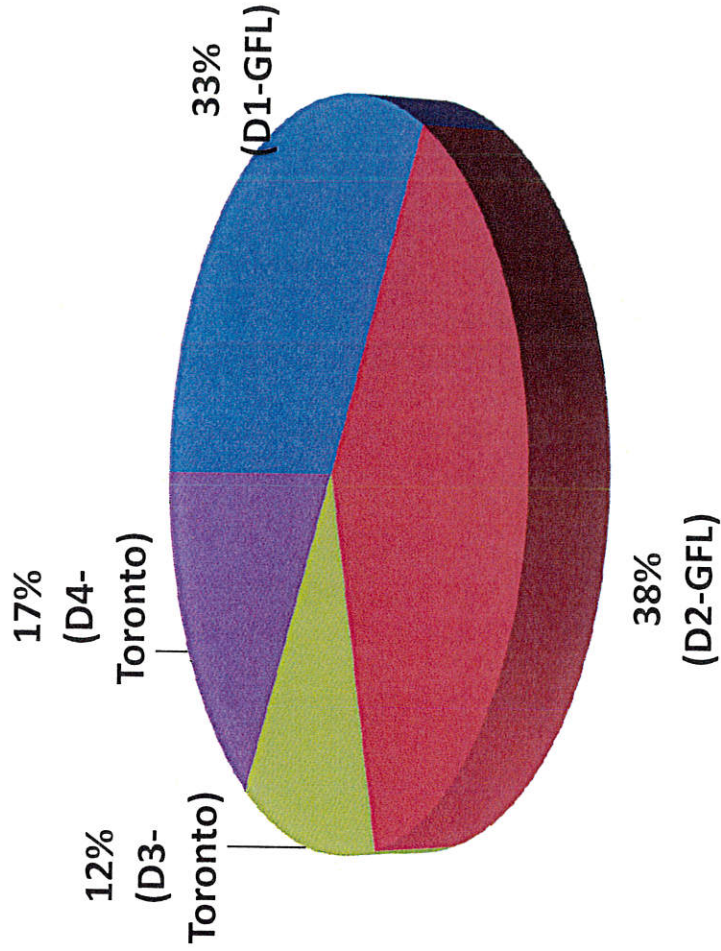
2013 Q1 Solid Waste Collection Service Requests (complaints)

■ D1 ■ D2 ■ D3 ■ D4



2014 Q1 Solid Waste Collection Service Requests (complaints)

■ D1 ■ D2 ■ D3 ■ D4

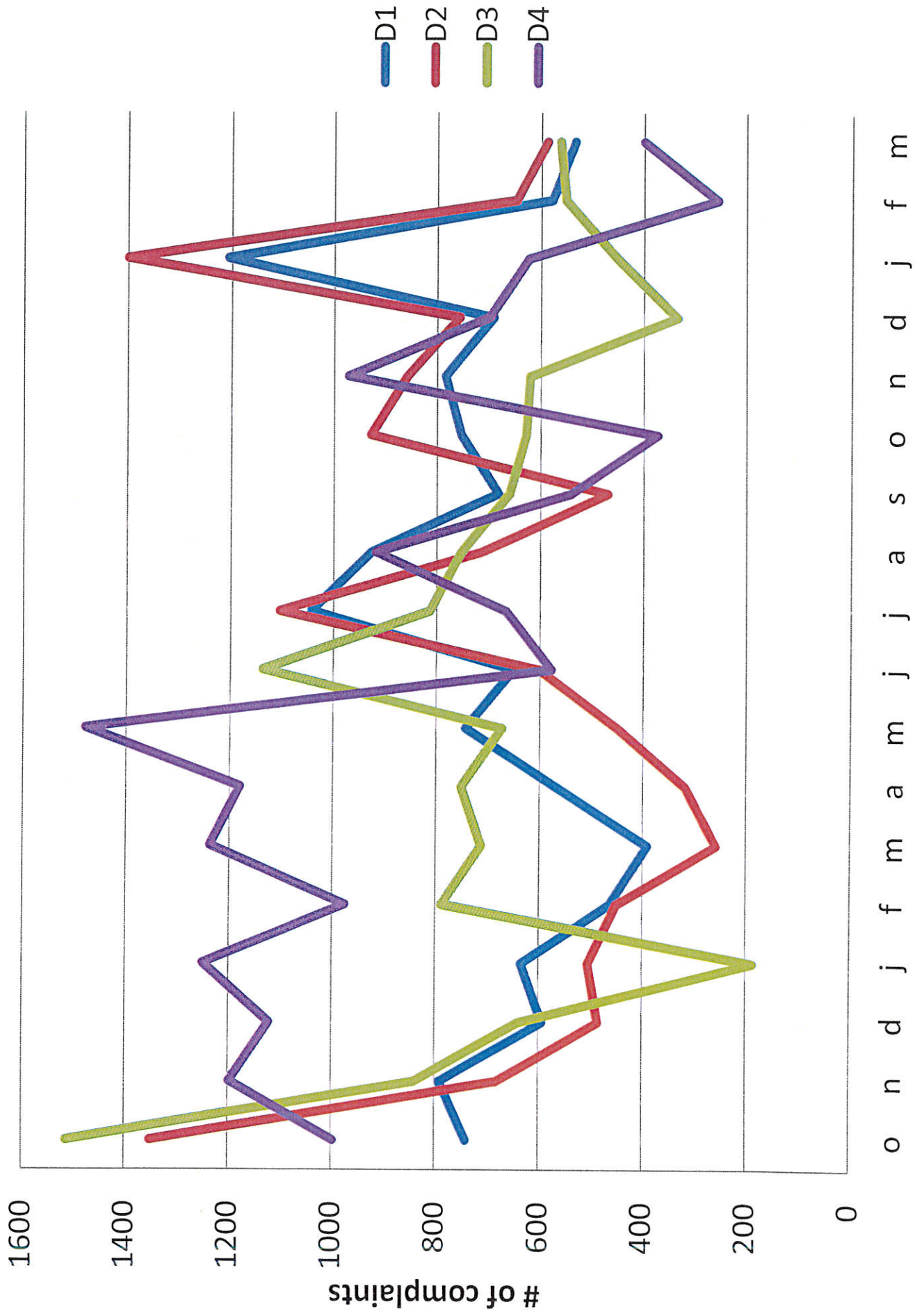


Solid Waste Collection Service Requests by District

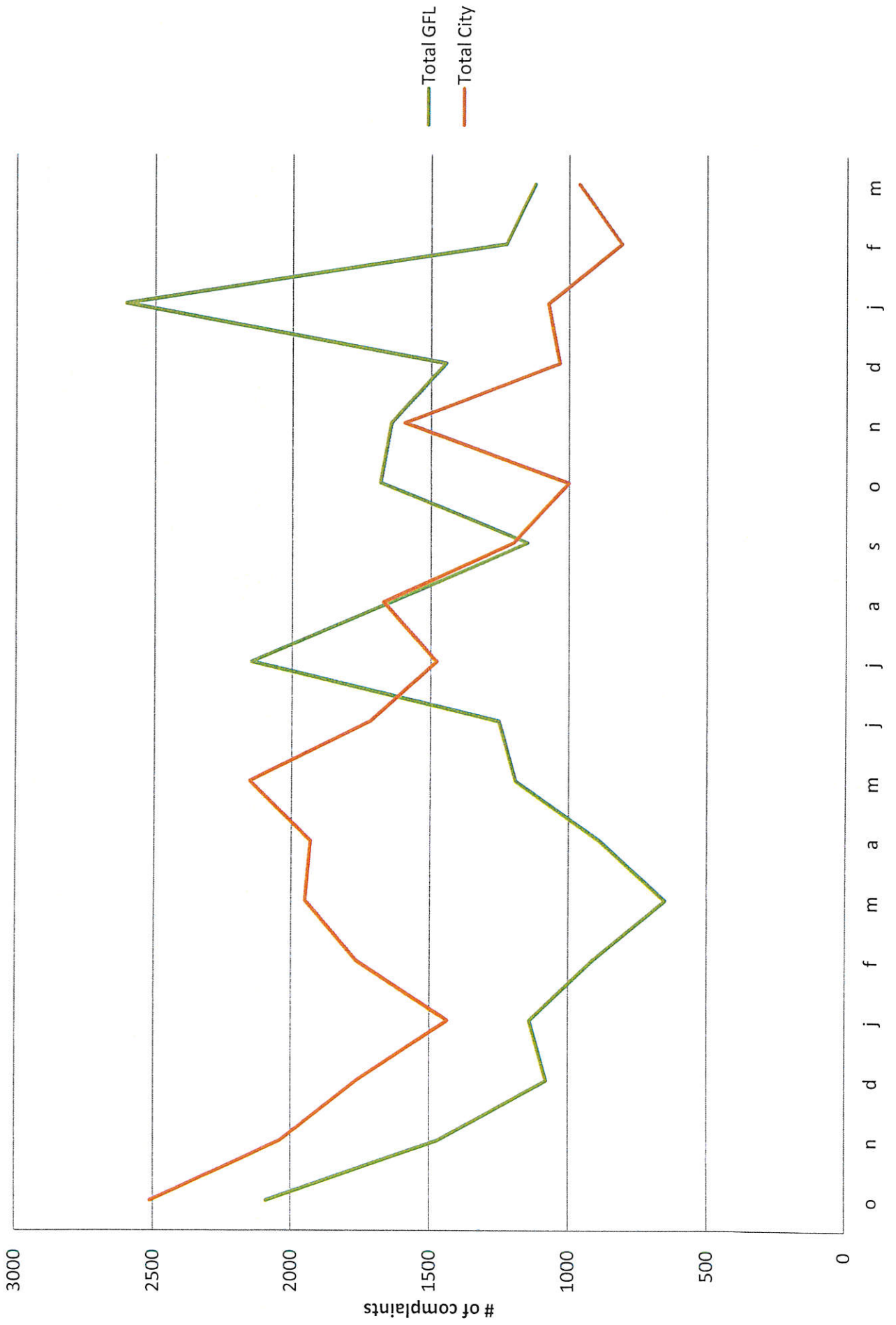
2013/2014 First Quarter Comparison

	2013 Q1				2014 Q1				% Percent +/-
	Jan	Feb	Mar	Total	Jan	Feb	Mar	Total	
D1	635	464	391	1490	1206	579	534	2319	55.6
D2	505	450	258	1213	1399	648	588	2635	117.2
D3	187	788	712	1687	450	552	563	1565	-7.2
D4	1250	976	1238	3464	624	256	399	1279	-63.0

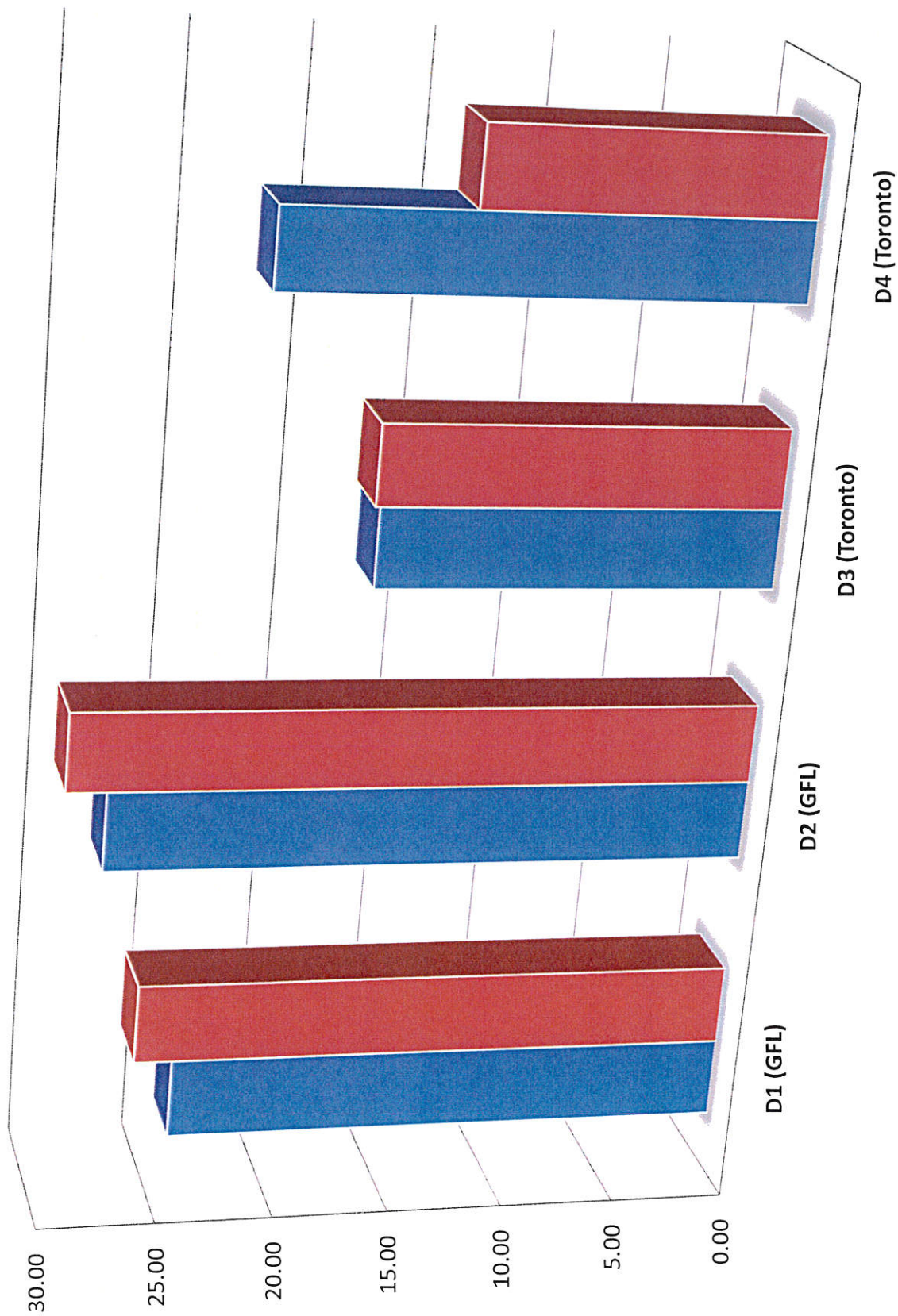
Solid Waste Complaints Q4 2012 through Q1 2014



Solid Waste Collection Complaints Q4 2012 through Q1 2014 Toronto VS. GFL Districts

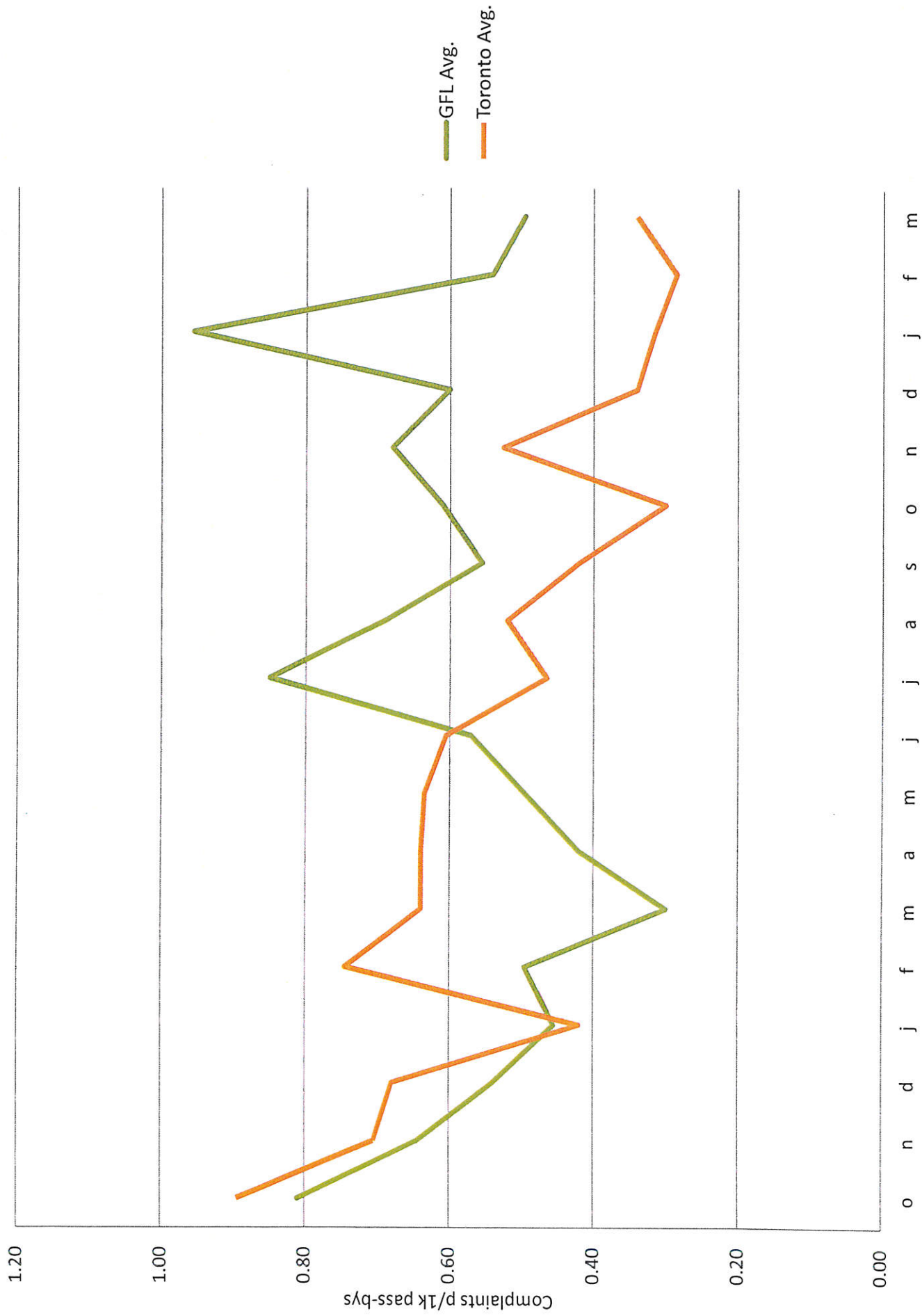


Average Daily Complaints Q4 2013 to Q1 2014 by District



	D1 (GFL)	D2 (GFL)	D3 (Toronto)	D4 (Toronto)
■ Q4 2013	24.20	27.60	17.20	22.20
■ Q1 2014	25.80	29.30	17.40	14.20

Number of Solid Waste Complaints Per 1,000 Pass-bys by Month & Provider



Sources

- PW 31.3 Solid Waste Management Services, Collections Operations Quarterly Report - January to March, 2014. Appendix 1
- PW 27.7 Solid Waste Management Services, Collections Operations Annual Report - August 2012 to July 2013. Appendix 2
- PW29.7 Solid Waste Management Services, Collections Operations Quarterly Report - October to December, 2013. Appendix 1