
MEMORANDUM

WMPSC-C 20-2021

Subject: Update on Contractor Performance Following the Commencement of the Curbside Collection, Haulage of Garbage, Recycling and Organics Contracts

Date: Monday, April 19, 2021

To: Waste Management Planning Steering Committee

From: Kate Ashbridge, Waste Management Supervisor; Jennifer Wilson, Waste Management Supervisor

The purpose of this memorandum is to provide an update on the progress of the waste collection contracts with GFL Environmental Inc. and Miller Waste Systems Inc. that were commenced on October 19, 2021.

Contract Implementation Process

The contract implementation process began in January 2020, with monthly meetings between Regional staff and the incoming contractors, GFL Environmental Inc. and Miller Waste Systems Inc. As part of the implementation process, the enhanced services which are selected by the local area municipalities were confirmed.

The status of equipment orders and deliveries were reviewed and the contractors provided regular updates as they advanced through the process of securing a local yard and hiring staff. As the implementation period progressed, both contractors reported delays in the delivery of collection vehicles, due to the pandemic. GFL and Miller developed contingency plans in response to the equipment delays and provided alternative vehicles on an interim basis. Within the first week of the contract commencement, GFL's last collection vehicle arrived at the Niagara Yard. Miller experienced longer delays with the last two (2) collection vehicles arriving mid March 2021. Despite experiencing equipment delivery delays, both contractors provided adequate resources to fulfil the contract requirements.

Curbside Collection, Haulage of Garbage, Recycling and Organics Contracts Operations Update

Since October 19, 2020, Miller Waste Systems (MWS) met the Region's expectations of 100% same day collection for all curbside waste streams. During the same time period

GFL completed collection of all curbside waste stream on all but one occasion. The one-day delay was directly related to the winter snowstorm event that occurred on February 16, 2021. GFL notified regional staff of service disruptions in the morning of February 16, and staff communicated these delays to residents in the effected areas through the Region's website, social media and the Niagara Waste app. Approximately 919 properties, primarily in rural areas, were impacted by the weather related delay. Collection in this area was completed the following morning.

Fall Leaf and Yard Waste Collection

Shortly after the collection contracts commenced Niagara Region entered the fall leaf and yard waste season. During four (4) weeks in the fall and four (4) weeks in the spring, leaf and yard waste in urban area is collected separately from the Green Bin material. The separate yard waste collection required the contractors to provide additional staffing and equipment resources to complete daily collection. Both collection contractors successfully navigated the first leaf and yard waste season, with no collection delays or service disruptions to residents. As part of their plan, GFL and Miller brought in additional collection vehicles and staff to ensure they could collect yard waste materials daily.

Waste Info Line

The Waste Info Line receives calls from Niagara residents regarding waste management related issues. After determining the details of the residents' concern, the Waste Info Line staff will dispatch the issue to either Regional staff for the investigation of a by-law related issue or to the collection contractor for issues such as missed collection, incomplete collection and other contractor related concerns. The volume of contractor related calls peaked at the start of the contracts, which is typically when new service levels and contractors are introduced. As collection staff became familiar with routes and customers became familiar with the new service levels, incoming calls decreased.

The number of calls related to contractor issues has consistently decreased over the past five (5) months. In the first two weeks of the new collection contracts, a total of 1,434 contractor related issues were received by the Waste Info Line. From March 8 to March 21, 2021 a total of 195 contractor related issues were received over the two week period. Additionally, since the start of the collection contracts, 29 residents have contacted the Waste Info Line to express their appreciation and gratitude for the

services they are currently receiving. A detailed break down of incoming calls related to contractor issues is presented in Appendix A.

Contractor Performance

As the collection contracts progress through the first year, staff are monitoring contractor performance through daily review of completion times, GPS checks and contractor issues reported to the Waste Info Line. Additionally, waste management staff provide on-road monitoring of collection contractors, reviewing quality of work, such as container placement following collection. Pre and post collection audits enable staff to ensure the collection contractors are collecting the appropriate number of garbage containers and following the Region's contract requirements to tag non-compliant material.

The collection contractors are required to document non-compliance set outs on daily run sheets, which allows staff to follow up with residents regarding by-law and non-compliance issues. Staff are working with the collection contractors to decrease the number of properties with non-compliant set-outs. Waste management staff and the District Manager and Operations Manager for GFL and Miller have transitioned from meeting weekly in the lead up to the collection contract to quarterly scheduled contract performance meetings.

Early Impacts of Every-Other-Week Collection

October 19, 2020 marked the start of the new collection contracts and the Region's new service levels for residential, multi-residential, mixed-use and industrial, commercial and institutional properties located outside of the designated business area. The transition to every-other-week garbage collection was initiated in order to address the Region's stagnant diversion rate. The early data appears to show that the change in the frequency of garbage collection has had a positive impact. When comparing November 2019 to February 2020 tonnages to November 2020 to February 2021, incoming tonnes of garbage has decreased 15.1%, recycling has increased 12.5% and Green Bin (excluding leaf and yard waste) has increased 27.3%. In May, Staff will provide a more detailed report to the Public Works Committee regarding the impacts of every-other-week garbage collection.

Respectfully submitted and signed by

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Appendices

Appendix A Summary of Incoming Calls Related to Contractor Issue