
Memorandum

WMPSC-C 2-2024

Subject: Collection Contractor Performance Report October 19, 2022 to October 18, 2023 Summary

Date: February 26, 2024

To: Waste Management Planning Steering Committee

From: Jennifer Wilson, Supervisor Waste Management Services

This memorandum is intended to provide an update following the conclusion of year three (3), October 19, 2022 to October 18, 2023, of the curbside collection contracts (2019-RFP-156) with Green For Life Environmental Inc. (GFL) and Miller Waste Systems Inc. (Miller), hereinafter referred to as the Contract.

Background

The region is divided into two collection areas. Collection Area One under contract with GFL includes Town of Grimsby, Town of Lincoln, Town of Pelham, City of Thorold, Township of Wainfleet and Township of West Lincoln. Collection Area Two under contract with Miller is comprised of the Town of Fort Erie, City of Niagara Falls, Town of Niagara-on-the-Lake, City of Port Colborne, City of St. Catharines, and the City of Welland.

Completion Times

In year three (3) of the Contract, GFL and Miller have successfully completed collection on all days, except during a multi-day inclement weather event in South Niagara (Winter Storm Elliot in December of 2022) which impacted waste collection services in areas of Port Colborne, Fort Erie and Wainfleet. Details of impacts are outlined below:

- On December 23, 2022, small sections of Fort Erie and Port Colborne were not collected. Residents were advised to hold onto their material until their next collection day.
- On December 26, 2022, collection was cancelled in Fort Erie. Residents were advised to hold onto their recycling and organics until their next collection day. Garbage collection was rescheduled to December 31, 2022.

- On December 27 through to December 31, 2022 small areas in Fort Erie remained inaccessible, however, material was collected as soon as the area(s) became accessible.

All service impacts were communicated to the public, by the Region, via the website, Waste Info Line messaging, and the Niagara Region Waste app.

The contractors are required to complete collection by 5:30 p.m. each day as per the requirements of the Contract. Throughout year three, GFL consistently completed collection in Area One before 5:30 p.m. Miller has finished collection prior to 5:30 p.m. on 91% of collection days. Where reported collection times exceeded 5:30 p.m., approximately 2% of the late completion times were related to high leaf and yard volumes. Collection on days where completion was after 5:30 p.m. in Miller’s area resulted in an average reported finish time of 5:58 p.m.

Contractor Performance Issues

Contractor performance can be measured by the number of service issues received from residents or businesses. Types of service issues include but are not limited to missed collection, incomplete pick-up, container placement and other operator related complaints.

Table 1 summarizes the number of service complaints logged in the past three years of the Contracts.

Table 1: A summary of the number of service complaints received in the past three years of the Contract.

Service Complaints	Oct. 2019 to Oct. 2020	Year 1	Year 2	Year 3
Total Service Complaints	14,282	10,278	5,740	4,788

Note:

- The three-year average of the Contract represents 6,935 service complaints.
- The three-year average compared to the baseline year of October 2019 to October 2020 represents a decrease of 7,347 (51%) in service complaints.

Service complaints continue to drop in year three (3) when compared to the first two years of the current Contracts and the last year of the previous collection contracts. As previously identified, this could be related to improved service delivery since the start of the new Contracts, the availability of video footage to verify actions taken by the contractor, or better communication about program requirements.

Accidents/Incidents

The collection contractors are required to report any incidents, including vehicle collisions, spills, and property damage. While both contractors have experienced vehicle incidents, vehicle collisions have been minor, and the contractors have resolved these issues directly with the insurance providers. Both contractors have maintained a Commercial Vehicle Operator Registration (CVOR) carrier safety rating of satisfactory.

Spills were reported for each contractor, however, spills have been small events, including the spillage of vehicle fluids (i.e. engine oil, engine coolant, hydraulic fluid), fluids from organics/waste collection, and spillage of household hazardous waste material (i.e. paint) hidden within garbage bags. Spills were appropriately cleaned up by the contractors and in accordance with the Contract terms.

Property damage includes damage to personal property, landscaping features or structures. Property damage issues were reported in Area Two and have been resolved with property owners at the contractors' expense, as required by the contract. There were no reports of property damage for Area One.

Liquidated Damages

Liquidated damages can be issued by staff to address breaches of the performance standards, as outlined in the contract. In year three (3), no liquidated damages were issued to the collection contractors.

Curbside Tonnage

WMPSC-C 4-2023 provided a general review of the incoming tonnes collected in the previous contract years using a baseline time period of October 1, 2019 through September 30, 2020. Table 2 and Chart 1 below has been updated to include data for year three (3). Curbside garbage tonnage continues to decrease following the collection frequency change from weekly to every-other-week (EOW).

Table 2: Garbage, organics, and recycling tonnage by year, comparing weekly to every-other-week garbage collection over the first 3 years of the Contract.

Time Period	Curbside Garbage Tonnes	Curbside Organic Tonnes	Curbside Recycling
October 2019 to September 2020 (Before EOW)	72,500	32,226	37,369
Year One	60,007	39,430	40,509
Year Two	58,219	39,315	38,947
Year Three	56,535	39,024	36,786
% Change from Weekly to EOW	-22.0%	+21.1%	-1.56%

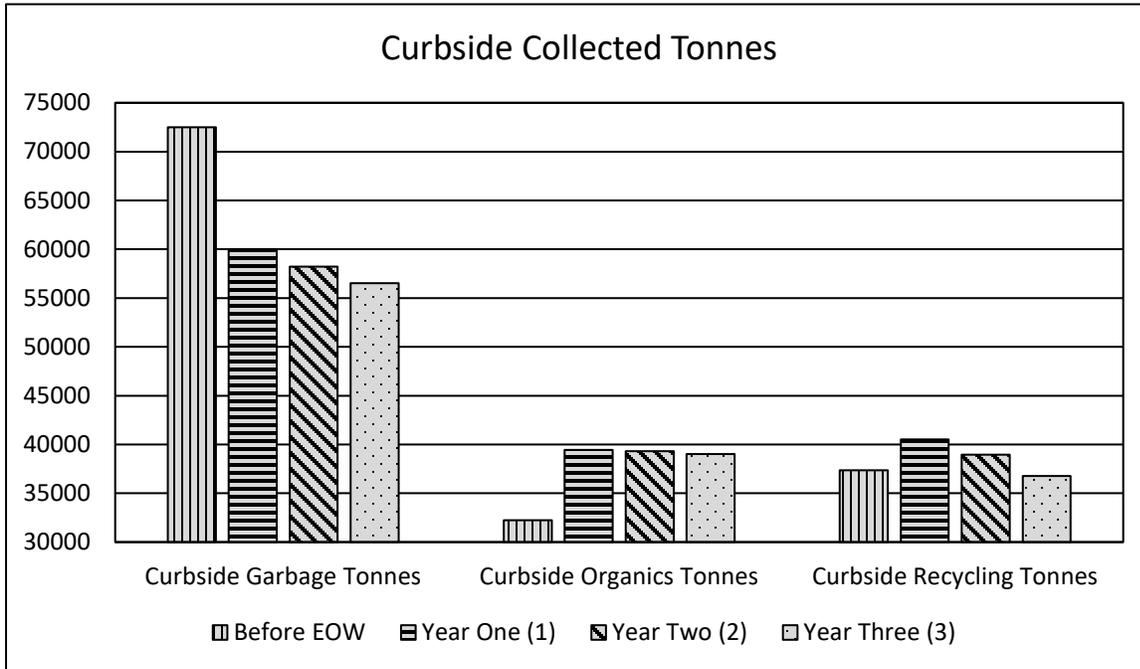
Note:

- Tonnage does not include leaf and yard waste, branches and front-end containerized garbage (an Enhanced Service); however, the majority of the waste is generated by the residential sector through the EOW curbside collection service.

Curbside garbage and recycling tonnage continued to decrease in year three. Although organics tonnage also saw a slight decrease, it is comparable to the first two years of the Contract and remains well above tonnages collected before EOW. A decrease in organic tonnage could be attributed to drier weather or a slight change in spending or conservation habits due to the rising cost of consumer goods in 2023.

The decreases in recycling tonnages could be attributed to residents returning to pre-pandemic routines (dining out, shopping in stores as opposed to online, returning to in person work) in addition to the on-going changes in consumer packaging, and continued decline in printed paper which have been the main drivers in this category.

Chart 1: Garbage, organics, and recycling tonnage by year, comparing weekly to every-other-week garbage collection over the first 3 years of the Contract.



Next Steps

The performance of both GFL and Miller during the third year of their Contracts has remained positive. Staff will continue to monitor contractor performance throughout year four (4) of the Contract and will promptly work with the contractors to correct any Contract deficiencies as they may arise.

Respectfully submitted and signed by

Jennifer Wilson
Supervisor, Waste Management Services