
Memorandum

WMPSC-C 2-2025

Subject: Collection Contractor Performance Report October 19, 2023 to October 18, 2024

Date: February 24, 2025

To: Waste Management Planning Steering Committee

From: Jennifer Wilson, Collection and Processing Project Manager

Purpose

This memorandum provides an update on the performance of the curbside collection contracts for the period from October 19, 2023, to October 18, 2024, which represents the fourth year of the contract term. The contracts are held 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 the 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, includes 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

GFL and Miller have successfully completed collections on all scheduled days during year four of the Contract. The contractors are required to complete collection by 5:30 p.m. each day as per the terms of the Contract.

- GFL consistently completed collections in Area One before 5:30 p.m.
- Miller completed collection prior to 5:30 p.m. on 96% of collection days. On the occasions where collection times exceeded 5:30 p.m., approximately 2% were

attributed to high leaf and yard volumes or weather-related events. On these late collection days, the average finish time was reported to be 6:02 p.m.

Contractor Performance Issues

Contractor performance is evaluated based on the number of service issues reported by residents or businesses. These issues include, but are not limited to, missed collections, incomplete pickups, improper container placement, and other operator-related complaints.

Table 1 provides a summary of the number of service complaints received during the past four years of the Contract.

Table 1: Summary of Service Complaints

	Baseline	Year 1	Year 2	Year 3	Year 4
	2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023	2023 to 2024
Total Service Complaints	14,282	10,278	5,740	4,788	2,828

Note: The four-year average of service complaints under the Contract is 5,909. Compared to the baseline year (October 2019 to October 2020), this represents a decrease of 8,373 complaints or 59%.

Service complaints have consistently decreased year over year throughout the duration of the Contract, reflecting an overall improvement in service delivery with fewer issues reported by residents and businesses. This decline can likely be attributed to several factors, including enhanced service since the new Contract began, the availability of video footage to verify contractor actions, and better communication of program requirements. Additionally, the decrease between year three and year four can be attributed to the Blue Box transition, during which contractors collecting on behalf of producers (Circular Materials) assumed responsibility for recycling collection, with service complaints now directed to them instead of the Region.

Accidents/Incidents

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

Spills were reported by both contractors, but these were relatively minor occurrences, including the spillage of vehicle fluids (e.g., engine oil, engine coolant, hydraulic fluid), as well as fluids from organics/waste collection and household hazardous waste materials (e.g., paint, oil) mixed in with garbage bags. The contractors appropriately cleaned up the spills in accordance with the terms of the Contract.

Property damage, including damage to personal property, landscaping features, or structures, was reported only in Area Two and has been resolved with property owners at the contractor's expense, as required by the Contract. There were no reports of property damage in Area One.

Liquidated Damages

Liquidated damages can be assessed for breaches of performance standards outlined in the Contract. In year four, \$300 in liquidated damages were assessed for the collection of non-compliant materials.

Curbside Tonnage

The table below compares the tonnage of garbage, organics, and recycling collected from the baseline year (previous contract) compared to each year of the current Contract.

Table 2: Annual Tonnage Comparison

Time Period	Curbside Garbage Tonnes	Curbside Organic Tonnes	Curbside Recycling Tonnes
2019 to 2020 (Baseline)	72,500	32,226	37,369
2020 to 2021	60,007	39,430	40,509
2021 to 2022	58,219	39,315	38,947
2022 to 2023	56,535	39,024	36,786
2023 to 2024	57,264	39,304	9,402
% Change	-21.0%	+22.0%	Not available

Notes:

Tonnage data excludes leaf and yard waste, branches, and front-end containerized garbage. Most waste is generated by the residential sector through the curbside collection service.

Year-over-year trends show that garbage tonnage remains lower than the base year, while organic tonnage remains higher.

In year four, there was a slight increase in curbside garbage and organics likely attributed to population growth and new development.

Year four recycling tonnage includes data only from October to December 2023, before Niagara Region's transition to Extended Producer Responsibility; data after December 31, 2023, is unavailable.

Next Steps

The performance of both GFL and Miller in the fourth year of their Contract has remained positive. Staff will continue to monitor contractor performance throughout year five and will work promptly with the contractors to address any Contract deficiencies that may arise.

Respectfully submitted and signed by

Jennifer Wilson
Collection and Processing Project Manager
Waste Management, Public Works