
Memorandum

WMPSC-C 6-2026

Subject: Collection Contractor Performance Report October 19, 2024 to October 18, 2025

Date: April 27, 2026

To: Waste Management Planning Steering Committee

From: Jennifer Wilson, Program Manager, Collection and Processing

Purpose

This memorandum provides an update on the performance of the curbside collection contracts for the period from October 19, 2024, to October 18, 2025, which represents the fifth 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 five 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. with an average reported completion time of 1:31 p.m.
- Miller completed collection prior to 5:30 p.m. on 98% of collection days, representing four incidents, with an average reported completion time of 4:08 p.m. On the late collection days, the average finish time was reported to be 5:42 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 five years of the Contract.

Table 1: Summary of Service Complaints

	Baseline 2019 to 2020	Year 1 2020 to 2021	Year 2 2021 to 2022	Year 3 2022 to 2023	Year 4 2023 to 2024	Year 5 2024 to 2025
Total Service Complaints	14,282	10,278	5,740	4,788	2,828	1,829

Note: The five-year average of service complaints under the Contract is 5,093. Compared to the baseline year (October 2019 to October 2020), this represents a decrease of 9,189 complaints or 64%.

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 various factors, including the availability of video footage to verify contractor actions and a mature program. Additionally, the decrease between year three and year five 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.

Sixteen spills were reported by both contractors, but these were relatively minor occurrences, including the spillage of vehicle fluids (e.g., 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.

Seven incidents of minor property damage, including damage to personal property, landscaping features, or structures, were reported by both contractors and has been resolved with property owners at the contractor's expense, as required by the Contract.

Liquidated Damages

Liquidated damages can be assessed for breaches of performance standards outlined in the Contract. In year five, no liquidated damages were issued to the collection contractors.

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
2019 to 2020 (Baseline)	72,500	32,226
2020 to 2021	60,007	39,430
2021 to 2022	58,219	39,315
2022 to 2023	56,535	39,024
2023 to 2024	57,264	39,304
2024 to 2025	57,736	39,967
% Change	-20.4%	+24.0%

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. Recycling tonnage is no longer reported due to transition of the residential Blue Box program to Extended Producer Responsibility.

Next Steps

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

Respectfully submitted and signed by

Jennifer Wilson
Program Manager, Collection and Processing