



City of
Peterborough

To: **Members of General Committee**

From: **Cynthia Fletcher**
Commissioner of Infrastructure and Planning Services

Meeting Date: **July 6, 2020**

Subject: **Report IPSES20-018**
Review of the Transition for Recycling (Waste Diversion)
Contracted Services

Purpose

A report to provide an update and review of the transition of recycling (waste diversion) contracted services for the City of Peterborough.

Recommendation

That Council approve the recommendation outlined in Report IPSES20-018, dated July 6, 2020, of the Commissioner of Infrastructure and Planning Services as follows:

That report IPSES20-018 be received for information.

Budget and Financial Implications

There are no direct budget or financial implications arising from the approval of this report.

Background

At the November 25, 2019 Council meeting, staff was directed to conduct a post-mortem, city-wide analysis of the recycling change-over and report back to Council at a future General Committee meeting.

Prior to November 1st, 2019 there were two separate contractors providing recycling collection and processing services for the City (and County). HGC Management (HGC) was responsible for the processing of recyclables at the City material recovery facility (MRF) and operated the household hazardous waste (HHW) and electronic waste (E-waste) collection depots. Curbside collection of City recycling was performed by Waste Connections Canada. Both contracts had been awarded in 2008 and extended twice in the past five years, as municipalities anticipated the long-promised transition to a recycling system to be run entirely by the product stewards under full cost extended producer responsibility (EPR) program. Because of this anticipated change, neither contractor was prepared to upgrade collection vehicles or MRF processing equipment. Also, in 2018, HGC had received an emergency increase in processing fees to enable them to address potential liquidity concerns. In spring 2019, the City according to the procurement process was required to tender the Recycling collection and processing services contract. The results were presented in the award report IPSES19-002.

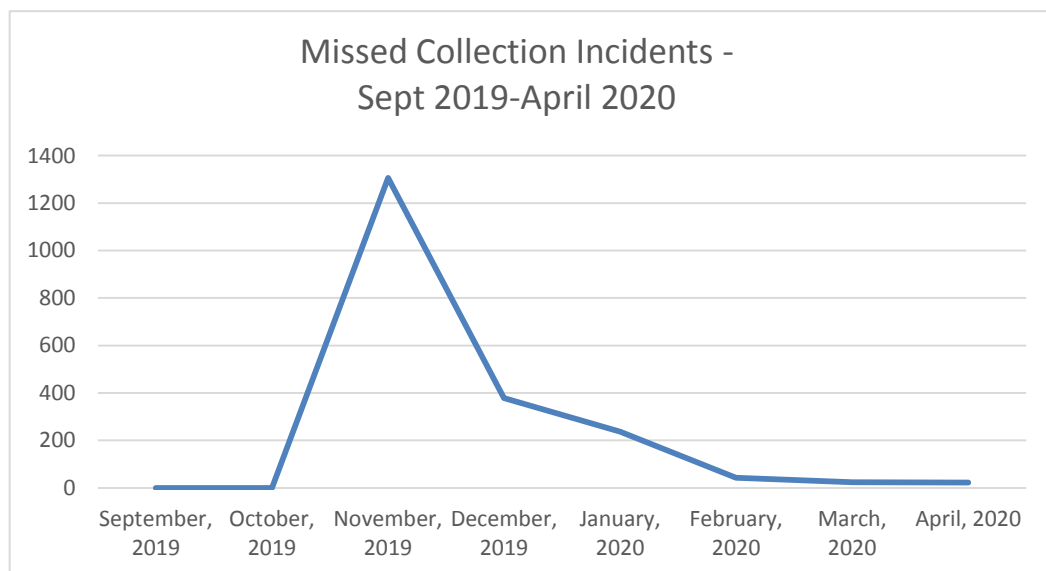
Typical to similar service contract change, the City anticipated a three-month transition period. During this transition period, the expectation was the new contractor would orientate collection vehicle drivers to City (and County) routing and implement brand new vehicles and instill a higher level of compliance towards enforcement of residential requirements to refrain from bagging container type items.

During this initial three-month transition period (November 2019 to January 2020), the City received an average of 641 missed collection incidents per month (with November totalling 1,306) and 42 days in which routes were not completed. Upon internal (City) and contractor (Emterra) investigation, it was determined that a number of calls related to late set out of material by residents as the time of day that recyclable material was collected changed from the previous contractor routes.

To assist in the continuous improvement process, the following areas were analyzed over a six-month period: transition, route completion, and missed collection incidents. The results of this analysis are described below:

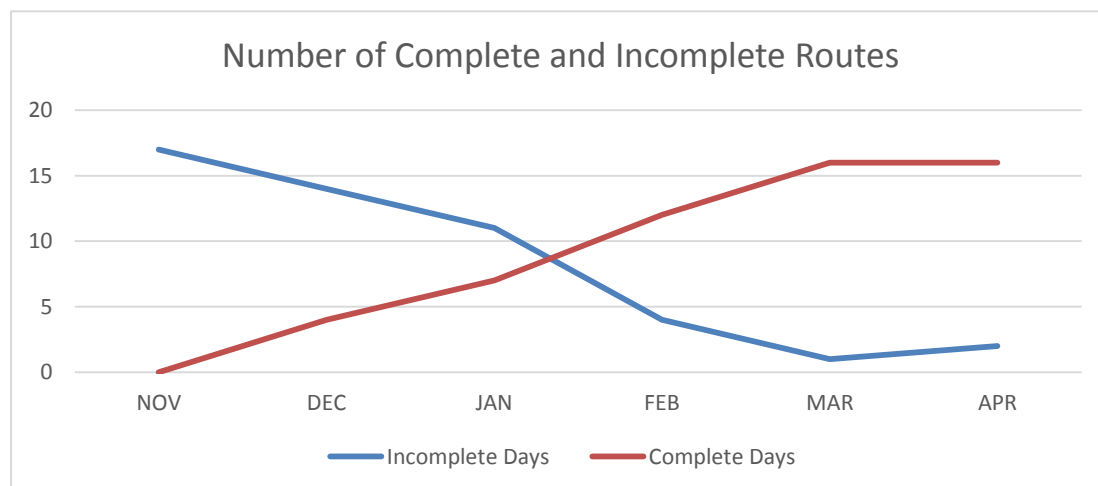
Pre- and Post-Contract Transition – Missed Collection

The number of missed collection incidents captured by the City is now lower than the average number reported during the last two months of the previous contractor (Waste Connections). Between September and October 2019, Waste Connections averaged 60 incidents per month. Since February 1, 2020, Emterra has averaged 30 incidents per month.



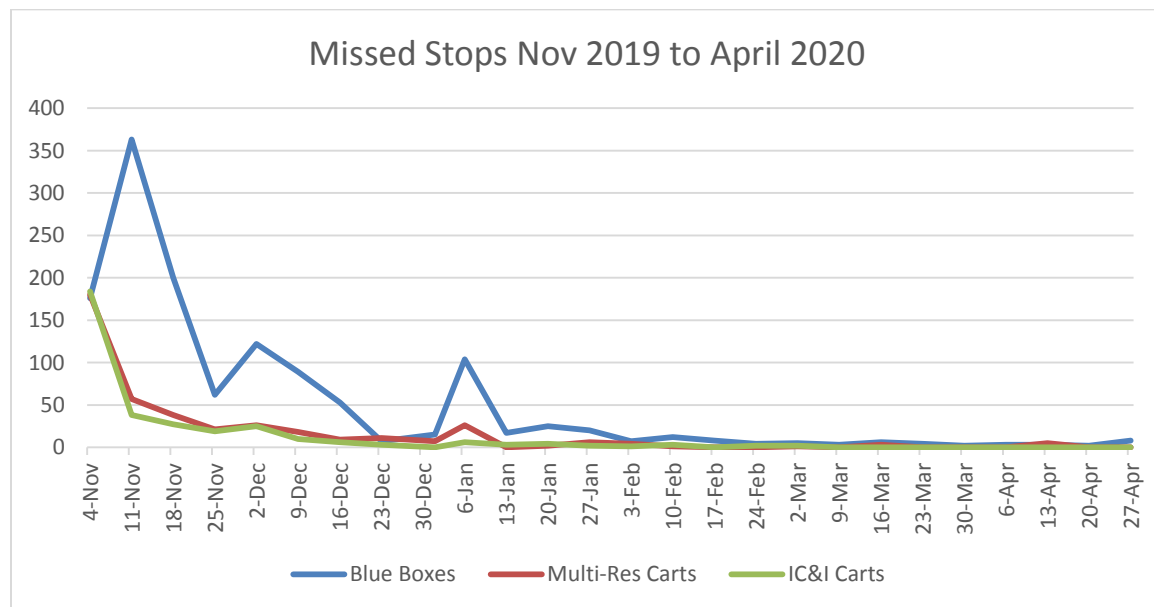
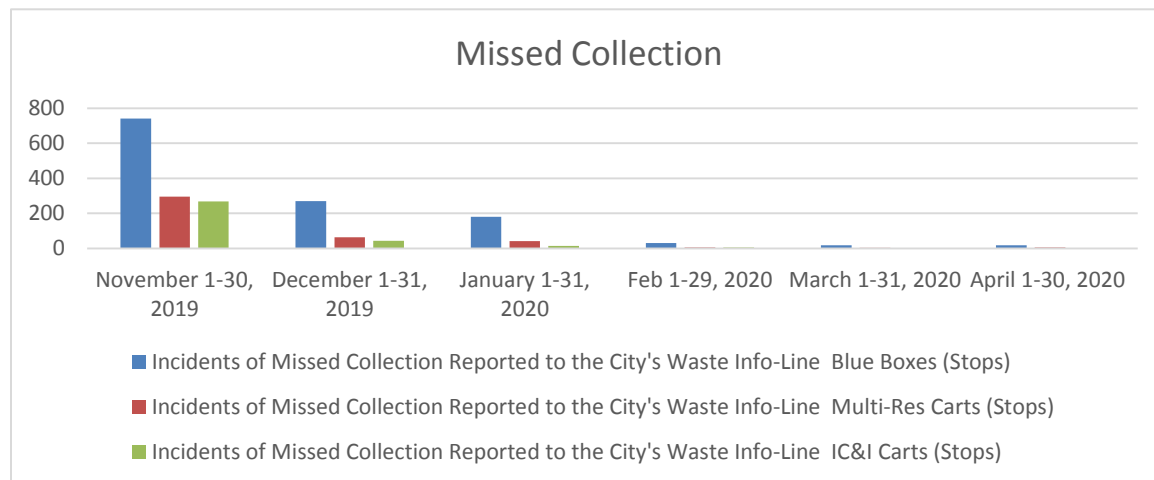
1. Route Completion – New Service Provider

Since March 1st, 2020, the average number of incomplete routes has been below 2 days per month. This result has been achieved during a very difficult period associated with the covid-19 pandemic that has required additional measures to ensure collector (and resident) safety.



2. Missed Collection Incidents – New Service Provider

The number of missed collection incidents (residential blue boxes, multi-residential, and businesses) reported to the City's Waste Info line has dropped from 1,306 in November 2019 to 23 in April 2020. Similarly, the incidents of missed stops reported to the City each week has decreased from 540 in early November to 8 during the last week of April.



In comparison to other Ontario municipalities who track the quality of contractor collection services (missed pickups, uncompleted routes, calls to customer service), Emterra Environmental has been achieving a high level of quality service and at the high end of the industry service levels. Considering the many variables including

seasonal (weather), infrastructure, variable set-out of material and general residential education and behaviour, there will always be small anomalies and challenges that occur under any similar service provisions.

3. Community Satisfaction Survey

Included in the 2021 Budget Survey, the City engaged with residents to gather feedback on services provided, including waste management and recycling. An overwhelming number of replies ranked recycling as very important or somewhat important. A majority of respondents rated recycling service received as somewhat satisfied or very satisfied. In addition, the Downtown Business Improvement Area (DBIA) Executive Director wrote, in June of 2020, to express their satisfaction and congratulations on the work of the Emterra team, as the DBIA had not received any complaints about service in the past three months.

Summary

The review of Waste Diversion (Recycling) services concludes that the contractor has managed to resolve their initial transition challenges and are delivering a satisfactory level of service.

Submitted by,

Cynthia Fletcher
Commissioner of Infrastructure and Planning Services

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