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**Chebucto Community Council**  
**February 1, 2010**

**TO:** Chair and Members of Chebucto Community Council

**SUBMITTED BY:**

Ken Reashor, P.Eng., Acting Director, Transportation & Public Works

**DATE:** January 8, 2010

**SUBJECT:** **Overview - Solid Waste Collection -  
Holidays, Storm Days and Missed Collection**

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**INFORMATION REPORT**

**ORIGIN**

At the January 4, 2010 meeting of Chebucto Community Council the following motion was passed:

**12.4 Solid Waste - Friday and Holiday Collection Communication Concerns - Councillor Mosher**

**“MOVED BY Councillor Mosher, seconded by Councillor Adams, that Chebucto Community Council request that Solid Waste staff address collection days that fall on Fridays and holidays and implement an after hours emergency contact for Councillors and HRM staff. MOTION PUT AND PASSED.”**

**BACKGROUND**

Collection of curbside waste normally scheduled for Friday, January 1 was re-scheduled to Saturday, January 2 due to the holiday. A significant storm event on January 2 resulted in weather and road conditions that impacted municipal curbside collection services.

## **DISCUSSION**

On Saturday, January 2, municipal curbside collection progressed steadily through the morning (with some delays and impassable streets) until midday. The HRM Call Centre received some updates on collection status in the morning from the contractor for Halifax, Dartmouth, Cole Harbour and Western County (Waste Management).

As conditions on some roads/streets generally worsened, Solid Waste Resources staff made calls to the contractors' route Supervisors to obtain the current status update of what they generally were experiencing and could expect to complete that day. In the early afternoon, the contractors for most collection areas expected to complete collection with the exception of some hills, unplowed "side" roads/streets and flooded areas. The HRM Call Centre was provided this information about expected service impacts in the early afternoon on January 2 and that recovery of these missed roads/streets and areas was expected to occur on Monday, January 4, 2010.

The contact list for Collection Contractors and Solid Waste Resources staff is attached. This contact list is provided to the Corporate Call Centre and is available to other appropriate HRM staff and to Councillors. It contains phone numbers for both regular business hours and after hours.

A summary of the attached Solid Waste Collection - Holidays, Storm Days and Missed Collection-Contingency Planning Model that Solid Waste Resources utilises is as follows:

### **Holidays:**

- Changes in collection day schedule are advertised in the local newspapers, on the HRM website, in the annual waste collection calendar, on the local radio and local cable TV, and distributed to the Corporate Call Centre.

### **Storm Days:**

- During storm events that could cause weather and road conditions to impact solid waste collection services, the Manager, Solid Waste Resources, and the Coordinator, Collection and Processing, consult with the collection contractors, facility operators, information from Municipal Operations, current and future weather forecasts, etc., to determine if full cancellation of collection would be appropriate or if delays or missed streets/roads are occurring. Solid Waste Resources staff will also follow up with all necessary parties (e.g. Senior Management Team, HRM Communications, Councillors Support Office, HRM Call Centre, etc.) through the communications channels available. During holidays, Saturdays, and after hours, the main communication method available is via the Corporate Call Centre.
- The HRM Call Centre (490-4000) also has the Collection Contractors and Solid Waste Resources Staff Contact List with phone numbers for regular business hours and after hours to report service issues.

**Missed Collection:**

- Residents reporting incidents of missed collection on a street/road to the HRM Corporate Call Centre 490-4000 line, or directly to the Collection Contractor or Solid Waste Resources staff, may request information on when they should expect collection recovery. In some cases, staff and the collection contractor may need to follow up with the caller with information on the day and approximate time of collection recovery. Residents should remove material from the curb until the evening prior or morning of the day that collection recovery is scheduled (place by 7:00 a.m.).

**BUDGET IMPLICATIONS**

There are no budget implications with this report.

**FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN**

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

**ATTACHMENTS**

1. Contact List - Collection Services and Solid Waste Staff
2. Solid Waste Collection - Holidays, Storm Days and Missed Collection-Contingency Planning Model

A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/cc.html> then choose the appropriate Community Council and meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by : Robert Orr, P.Eng., Collection & Processing Coordinator



Report Approved by: Gord Helm, MPA, Manager, Solid Waste Resources

## HRM Solid Waste Contractors Providing Collection Services

Revised: January 6, 2010

Collection Area & Description	HRM Contact	Company Name & E-Mail Address	Contact	Title	Office	After Hours
(1) Former City of Halifax (4) Beechville-Timberlea, Herring Cove and all areas west (Prospect, Peggy's Cove, St. Margaret's Bay to Hubbards)	Grant McKenzie 490-7218 Cell 476-9832	Waste Management ssager1@wvm.com tcrowell@wvm.com sjordan1@wvm.com	Scott Sager Terry Crowell Shawn Jordan  Tanya/Karen/ Bev	Route Supervisor Route Supervisor Site Manager  General Line (inc. After Hours) Cust. Service	468-6836 468-4644  468-9111 468-5163 Fax: 468-2543	456-8325 (Cell) 233-9451 (Cell) 220-6442 (Cell)
(2) Former City of Dartmouth (6) Cole Harbour, Westphal, Eastern Passage, Cow Bay and Area	Andrew Carter 490-5987 Cell 476-9872	Waste Management kwebb@wvm.com tcrowell@wvm.com sjordan1@wvm.com	Ken Webb Terry Crowell Shawn Jordan  Tanya/Karen/ Bev	Route Supervisor Route Supervisor Site Manager  General Line (inc. After Hours) Cust. Service	468-6836 468-6836 468-4644  468-9111 468-5163 Fax: 468-2543	225-7294 (Cell) 233-9451 (Cell) 220-6442 (Cell)
(3) Bedford, Hammonds Plains, Pockwock (5) Sackville, Beaver Bank, Fall River, Waverley, Wellington, Dutch Settlement	Andrew Carter 490-5987 Cell 476-9872	Miller Waste Systems davef@millergroup.ca rorton@millergroup.ca jefft@millergroup.ca	Dave LeBlanc Rob Orton Kym/Pam/Trudy Jeff Traver	Operations Mgr. Supervisor Cust. Service  District Mgr.	883-4561 883-4561 883-4561 (Ext. 221) Fax: 883-4431 468-3161	209-2077 (Cell) 830-4778 (Cell)  880-1856 (Cell)
(7) Porters Lake, Lawrence town, Chezzetcook, Lake Echo, Prestons and Area	Grant McKenzie 490-7218 Cell 476-9832	Leo J. Beazley ljb@leoibeazley.com	Stephen Beazley Dianna	Owner Cust. Service	465-6053 465-6053 or 465-6460 Fax: 465-4859	456-6460 (Cell) 465-7080 (Home)
(8) Elderbank, Musquodobit Hbr, Middle Musc., Sheet Hbr. and all Eastern Shore, Rural Refuse Depots	Grant McKenzie 490-7218 Cell 476-9832	Eastern Shore Cartage brian@easternshorecartage.ca kent@easternshorecartage.ca	Brian Smith Kent Smith/ Nova	Owner Cust. Service	Fax: (902) 885-2390 885-2382 1-800-261-0372	885-5011 (Cell) 233-5368 (Cell)
Condo's - Halifax	Grant McKenzie 490-7218 or Andrew Carter 490-5987	Envirowaste Ltd. envirowaste@ns.sympatico.ca jwarwick@enviro-waste.ca	Joe Warwick Sheila John Armstrong	General Manager Cust. Service Ops. Manager	861-5002 864-4213 Fax: 864-1404	229-6426 (Cell) 471-8200 (Cell)
Condo's - Bedford, Dartmouth	Andrew Carter 490-5987 or Grant McKenzie 490-7218	Miller Waste Systems rpye@millergroup.ca	Rick Pye	Supervisor	883-4561 Fax: 883-4431	880-0113 (Cell)
<p><b>HRM Solid Waste Staff Person Contact: Robert Orr, Collection and Processing Coordinator - 490-6698 (Office) - 476-6754 (Cell) - 454-6187 (Home)</b>  <b>Alternate HRM Contacts: Gord Helm, Manager - 490-6606 (Office) - 476-3652 (Cell)</b>  <b>Laurie Lewis, Diversion Planning Coordinator - 490-7176 (Office) - 476-5571 (Cell)</b></p>						

Other: HRM Call Centre: 490-4000, HRM Call Centre Control Line: 490-6665, HRM SWR: 490-5960

Tara Hubley (Accounts Receivable) 490-6661

Dereck Avery (Millcove Treatment Plant) 835-8419, (Cell) 476-0077 / Shaune MacKinlay (Manager, Public Affairs) 490-6531, (Cell) 233-6838

## **Solid Waste Collection - Holidays, Storm Days and Missed Collection- Contingency Planning Model**

### **Holidays**

- Solid Waste Resources advertises changes in collection day schedule due to holidays in local newspapers, on the HRM website, in the annual waste collection calendar distributed in the annual Corporate Calendar and with the Naturally Green Newsletter, on local radio and local cable TV. The Corporate Call Centre is also distributed the holiday collection information.
- The alternate collection day for selected holidays is the Saturday preceding for collection normally scheduled for Mondays and Tuesdays that are holidays and the following Saturday for collection normally scheduled for Wednesdays, Thursdays or Fridays that are holidays.

### **Storm Days**

- Weather and road conditions during storm events can cause delays in collection services and/or cause some streets/roads to not be serviced and/or cancel collection services for the day or portion of the day.
- In instances of a severe weather or storm event that could impact collection services in the morning of a collection day, the Manager, Solid Waste Resources and Coordinator, Collection and Processing, will consult with the collection contractors and facility operators to determine if full cancellation of collection would be appropriate. Solid Waste Resources staff would also consult the current and future weather forecasts, information from Municipal Operations and other sources regarding plowing, salting, road conditions, impacts on Transit Services, Senior Management Team, etc. to aid in decision making.

For a regular business day, information on the service disruption would be prepared and distributed to the Corporate Call Centre, a PSA through HRM Communications, Councillors Support Office and HRM website PSA. If it is determined that collection services are cancelled for all or a portion of the HRM's Collection Areas, the PSA will communicate the revised day when this cancelled collection will occur. If only a portion of communities are affected (i.e. collection cancelled part way through the day), the PSA will also generally communicate the geographic areas that are impacted. In instances where weather or other events cause delays in collection services through the day (e.g. power outage at facilities, accident on bridge, etc.), similar announcements would be prepared as for a cancellation and distributed through the same channels. Similarly, for instances where selected streets/roads could not be serviced, as much information as possible about the streets/roads or neighbourhoods not serviced would be distributed through the same communications channels. By-Law Services are also advised of these service interruptions.

- For weather/storm impacts to collection services that occur on a holiday that is a regular collection day or a Saturday alternate collection day, the regular communications channels are not all available (Councillor's Support Office, website, etc.) or not readily available. In these instances, the Manager, Solid Waste Resources and Coordinator, Collection and Processing, will consult with the collection contractors and facility operators (and other available sources of information) and communicate service impacts to the HRM Call Centre as situation updates are available. HRM Call Centre is also updated directly by collection contractors periodically on any day (and after hours) with any service notifications or interruptions as they occur.

- The HRM Call Centre also has the Collection Contractors and Solid Waste Resources Staff Contact List with phone #'s for regular business hours and after hours to report service issues. This list is also available to other staff and Councillors. See attached.
- The HRM Corporate Call Centre (490-4000) is the primary point of contact for all information regarding services provided by HRM. It is also the primary means of timely communication and updates during an event such as a storm, as the situation evolves for services such as solid waste collection.
- It should be noted that during major events (such as a storm), the Corporate Call Centre will experience significant call volume which will impact wait times for callers. Individuals who fail to reach an operator may resort to other means of trying to find an answer to their service question which may result in calls directly to Councillors or other HRM communication sources. Individuals who do receive calls should ensure they have themselves contacted the Corporate Call Centre to obtain the latest available updated information in order to provide accurate responses to issues.

### **Missed Collection**

- There may be other times (other than weather/storm events) when an incident of missed collection of a street/road or portion of a street/road occurs (e.g. error by collection crews, construction of street/road, parked cars blocking, etc.). When residents notice this may have occurred, they should report the incident with information on location and the material that is remaining on the street/road. Residents may report this incident to the HRM Call Centre, directly to the collection contractor (phone numbers on side of the collection trucks) or to HRM Solid Waste Resources.

If the incident is reported during regular collection hours on collection days (generally 7:00 a.m. to 5:00 p.m.), the collection contractor will generally be requested to address the incident through the collection contractor's clerk and route supervisor. Once reported and determined to have been missed, the resident will generally be provided with an estimated time that recovery of collection on the street/road will occur, generally either that business day or the next business day. If the incident is reported after collection is finished for the day and the route supervisors, clerks and collection crews are no longer on the routes, the HRM Call Centre or HRM Solid Waste Resources Staff will log the incident for follow-up the next business day. However, if the collection contractor is delayed that day and it is after hours, but a crew or crews are available, Solid Waste Resources staff can contact the collection contractor's route supervisor to address the incident that evening. If it is after hours and route supervisors are no longer available, and no crews are on the routes, then a message will be left to prioritize this missed street/road for the next business day (e.g. missed street noted 7:00 p.m. Monday evening, message to address Tuesday morning; or missed portion of street noted 7:30 p.m. Friday evening, message to address Monday morning). The after hours phone numbers for the Collection Contractors and Solid Waste Resources Staff Contact List can be used by the Call Centre or others to report missed roads/streets.

- Residents reporting incidents of missed collection on a street/road may request information on when they should expect collection recovery to occur, or a follow-up from Solid Waste Resources Staff or the Collection Contractor as to the day and approximate time of collection recovery. Residents should remove material from the curb until the evening prior or morning of the day that collection recovery is scheduled (place by 7:00 a.m.).