

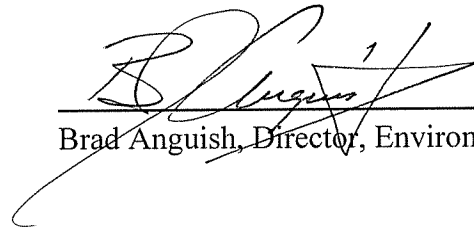


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**Halifax Regional Council**  
**September 9, 2003**

**TO:** Mayor Kelly and Members of Halifax Regional Council

**SUBMITTED BY:**

  
\_\_\_\_\_  
Brad Anguish, Director, Environmental Management Services

**DATE:** August 29, 2003

**SUBJECT:** Questions - Collection Services Contract

**INFORMATION REPORT**

**ORIGIN**

At the Regional Council meeting on August 19, 2003, Councillor Warshick requested a staff report to address questions with respect to the collection services contract.

- Question #1: What plan of action is in place to inform residents when refuse pickup is missed?
- Question #2: Has HRM started implementing fines for nonperformance under the contract?

**BACKGROUND**

Implementation of the new 5 year collection contracts began on July 2, 2003. Expectations for performance are built into this new contract.

HRM conducts daily monitoring of Contractor's performance for compliance with the works and service delivery requirements of the Contract. The tools used to review contractor's performance includes:

- a) Daily collection logs and records from receiving facilities (provides details as to the collection completion times);

- b) Hansen reports by collection Area (reveals the number and nature of public complaints/inquires received by HRM);
- c) Notifications received from facilities (shows the noncompliance with operational and safety procedures upon delivery of materials); and
- d) Audits conducted at both the compost and recycling plants (monitors contamination and the level of stickering activity in each collection area).

## **DISCUSSION**

### **Question #1: What plan of action is in place to inform residents when refuse pickup is missed?**

When materials (including refuse/organics/recyclables) are missed due to equipment breakdowns, new drivers unfamiliar with routing and/or weather related issues, the hauler responds by contacting the HRM Customer Service Call Centre and Solid Waste staff to advise residents to keep their materials curbside for collection the same day or within 24 hours. HRM Solid Waste personnel notify the respective District Councillor when the hauler will return to collect. The HRM Call Centre Customer Service line (490-4000), upon receiving notification from the hauler or Solid Waste staff, then relay to the customer calling that collection will occur, however it is delayed.

The HRM 490-4000 customer service line is included in all HRM advertising via radio, TV campaigns, all newspaper advertisements and is included in every communication and education brochure (Householders 4 stream waste/resource guide) and collection calendars distributed to all households in HRM. In the case of complaints or inquiries received by the call centre agents, where they have not received any notification with respect to lateness or missed collection by the hauler, the agent from the call centre can contact Solid Waste staff for advice. The customer will receive a phone call back and the hauler will return to collect the same day or within 24 hours.

Staff will emphasize the 490-4000 phone line for residents with solid waste questions in the next edition of the Naturally Green Newsletter slated for distribution in October 2003. This will include a "Did You Know" for residents experiencing delays or missed collection to call 490-4000.

Staff has been asked by Councillor Warshick to look into how solid waste collection notifications could be integrated into the "CityWatch" program. Staff followed up with CityWatch program administrators and were advised that this program's focus is to provide information and notices to residents respecting issues of public safety. Notification respecting waste collection does not fit with the CityWatch program goals and objectives and was not recommended at this time.

**Question #2: Has HRM started implementing fines for nonperformance under the contract?**

Deductions for nonperformance are provided in the new collection contract. During the first six week period (July 2 - August 8), Solid Waste provided the haulers with a transition period whereby deductions were not used. During this period both the collectors and HRM residents became accustomed to the new routes and collection times. The collectors worked with HRM and returned to collect where streets were missed or residents missed collection in not having materials placed for collection by collection start times: 7:30 a.m. in Halifax and Dartmouth; 7:00 a.m. in the rest of HRM.

The transition period concluded on August 8<sup>th</sup> and staff have applied deductions in one collection area where incidents of noncompliance have occurred.

Deductions in the contract are referred to as Liquidated Damages which are applied to the monthly invoice. The contract refers to categories of performance and key deliverables that are important to HRM respecting collection, lateness, education (i.e. stickering) and customer service.

**BUDGET IMPLICATIONS**

N/A

**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.

**ALTERNATIVES**

N/A

Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

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Report Approved by:



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