

---

**For Information**

---

**REPORT TITLE: Curbside Waste Collection Contractors' Performance in 2020**

**FROM: Kealy Dedman, Commissioner of Public Works**

---

**OBJECTIVE**

To provide Regional Council with information on the curbside waste collection contractors' performance in 2020.

**REPORT HIGHLIGHTS**

- Emterra Environmental (Emterra) collects waste from approximately two-thirds of the Region of Peel's curbside customers and Waste Connections of Canada Inc. (Waste Connections) collects from approximately one-third.
  - In response to the COVID-19 pandemic, the Region of Peel and the collection contractors put emergency response plans and preventive measures in place to ensure that essential waste collection services continued for Peel residents.
  - To ensure continuous improvement, both contractors set aggressive targets to reduce late and missed collections each year.
  - In 2020, notwithstanding the challenges presented by the pandemic, Emterra and Waste Connections have demonstrated an overall improvement in their performance and both contractors achieved a good level of service.
  - Staff continues to monitor and review the performance metrics with both collection contractors, to improve daily operations and ensure a good level of service.
- 

**DISCUSSION**

**1. Background**

On January 4, 2016, Emterra Environmental (Emterra) and Waste Connections of Canada Inc. (Waste Connections) began curbside waste collection services within the Region of Peel. The contracts expire on September 29, 2024, with options to extend for two additional 12-month terms. Emterra is responsible for collection services in the North and Southwest collection zones, servicing approximately 65 per cent of homes. Waste Connections is responsible for collection services in the Southeast collection zone, servicing approximately 35 per cent of homes. A collection zone map is included as Appendix I.

At the Region of Peel's request, to ensure continuous improvement, the contractors set aggressive targets (monthly and year-over-year) to improve their performance and contract compliance in 2019 and 2020 compared to previous years. Each month, staff review performance metrics with both collection contractors in an effort to improve daily operations and provide all of Peel's residents with a good standard level of service. The parties discuss

## **Curbside Waste Collection Contractors' Performance in 2020**

issues that may have hindered the contractor's achievement of their targets, determine if any additional support is needed from the Region, and identify next steps for improved performance moving forward.

This report provides information on the curbside collection contractors' performance in 2020.

### **2. COVID-19 Impacts on Waste Collection Programs, Services and Operations**

In response to COVID-19, the Region of Peel and the collection contractors put emergency response plans and preventive measures in place to ensure the safety of the public and workers, and to maintain Peel's essential waste services for the long-term. The Region temporarily adjusted the following curbside waste collection services:

- Cancellation of the spring battery collection event in April 2020;
- Cancellation of the spring, fall and winter garbage exemption periods in June 2020, September 2020 and January/February 2021;
- Suspension of bulky item collection (reinstated as of June 29, 2020);
- Suspension of cart exchanges (reinstated as of July 6, 2020); and,
- Allowance for residents to place two bags of excess garbage without bag tags at the curb for collection (discontinued on February 8, 2021).

Despite increases in tonnages collected of 11 per cent for organics, five per cent for garbage and five per cent for recycling in 2020 compared to 2019 and modified collection practices to ensure the safety of workers and residents, both contractors continue to provide a good level of service to Peel's residents, as described in section 3 below. Additional details of the tonnages collected by Emterra and Waste Connections in 2020 compared to 2019 are included in Appendix II.

At the request of Regional Council, commendation letters were sent to the Region's waste collection contractors in May and September 2020, thanking them for their outstanding efforts during COVID-19.

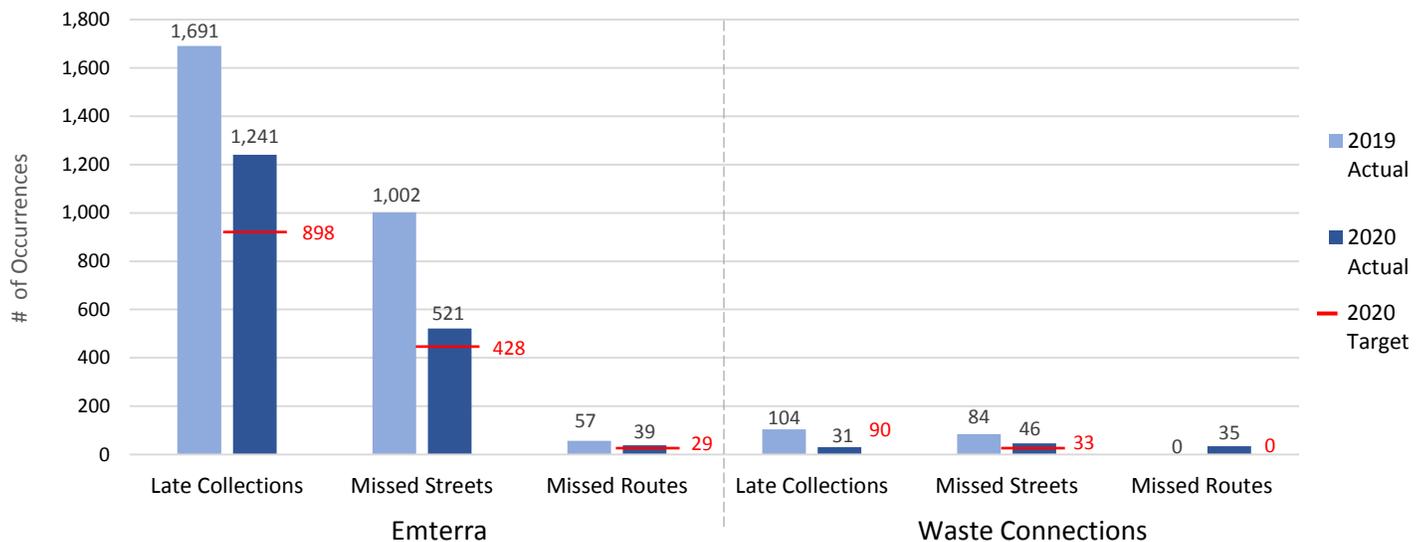
### **3. Performance Updates**

The collection contracts require that all waste be collected by 6:00 pm. If waste is collected after 6:00 p.m., it is considered a late collection. If it is not collected on the scheduled collection day, it is considered a missed collection. Liquidated damages are applied for late and missed collections.

Graph 2 below shows the 2020 targets and actual occurrences of late collections, missed streets, and missed routes by collection contractor for 2019 and 2020.

## Curbside Waste Collection Contractors' Performance in 2020

Graph 2 – Emterra and Waste Connections Late and Missed Collections, 2019 and 2020



Although the contractors do not always meet their targets each month, overall, they continue to make improvements in their service delivery year-over-year. This is especially impressive in 2020 due to COVID-19. Emterra continues to make significant improvements in the provision of their waste collection services, however, the order of magnitude in their late and missed collections exceeds that of Waste Connections, as shown above.

At the onset of COVID-19 in March and April 2020, the collection contractors' typical operations were impacted due to modified collection practices to ensure the safety of workers and residents. Additionally, there were considerable peaks in the tonnes set out for collection as a result of residents being required to stay home, causing more home and garden clean-ups, as well as the unanticipated early arrival of the yard waste season. In March 2020, tonnages increased for garbage, recycling, organics and yard waste by 18 per cent, 14 per cent, 23 per cent and 498 per cent respectively compared to March 2019. Understandably, the unprecedented situation contributed to an increase in late and missed collections while the contractors adapted to unanticipated operational impacts. There was another spike in late and missed collections by both contractors during the first two weeks of November 2020, which were the heaviest yard waste tonnage collection weeks in the fall. Again, this was understandable.

Despite the challenges, Emterra and Waste Connections were still able to significantly improve service levels in 2020 compared to 2019, with reductions in the number of late collections of 27 per cent and 70 per cent respectively and reductions of missed collections of 48 per cent and 45 per cent respectively.

Given the extraordinary circumstances of COVID-19 and the contractors' performance, where best efforts are being made to complete collections each day with no major service interruptions, all liquidated damages incurred from March to December 2020 have been waived for late and missed collections, in the amount of \$302,800 for Emterra and \$42,150 for Waste Connections.

## **Curbside Waste Collection Contractors' Performance in 2020**

### **CONCLUSION**

In 2020, Emterra Environmental and Waste Connections of Canada Inc. have demonstrated an overall improvement in their performance, notwithstanding the added challenges posed by COVID-19. The persistent and proactive efforts taken to improve daily operations are helping to ensure that all of Peel's residents receive a good level of service.

Staff will provide an update on the contractors' 2021 performance in 2022.

### **APPENDICES**

Appendix I - Curbside Waste Collection Zone Map

Appendix II - Curbside Tonnages, 2019 and 2020

---

*For further information regarding this report, please contact Norman Lee, Director, Waste Management, Ext. 4703, [norman.lee@peelregion.ca](mailto:norman.lee@peelregion.ca).*

*Authored By: Andrea Ivanovs, Advisor, Waste Collection*

#### ***Reviewed and/or approved in workflow by:***

Department Commissioner, Division Director, Financial Support Unit, Legal Services and Procurement.