



Governance & Services Committee

TO: Governance and Services Committee

FROM: Jodie Foster, Director of Communication and Information Services

DATE: October 2, 2019

SUBJECT: Curbside Waste Collection Contract Update

Purpose: To provide the Governance and Services Committee with an update on the progress of the 2019 curbside waste collection contract.

Executive Summary

Environmental 360 Solutions (E360s) was awarded the contract for curbside waste collection for the region with an amended start date of June 1, 2019. This amended contract ended on September 30th and, on October 1st, 2019 E360s commenced operations under the terms of the 7 year agreement with new fleet of natural gas trucks.

Staff wish to take this opportunity to update the Board on this matter and answer questions the Committee may have.

RECOMMENDATION:

THAT the Governance and Services Committee receives for information the report from the Director of Communication & Information Services dated October 3, 2019 regarding the 2019 curbside waste collection contract.

Respectfully Submitted:

Jodie Foster
Director of Communication and Information Services

Approved for Committee's Consideration

Brian Reardon, CAO

Implications of Recommendation:

Strategic Plan: The curbside waste collection contract is highlighted in the region's solid waste management plan in two strategies. Strategy 16 identifies "before renewing the curbside collection contract, investigate a number of changes in service to encourage improved waste diversion". Strategy 23 identifies "when renewing the curbside collection contract, assess the option to incorporate bear-proof locks on garbage carts for residents that report issues with wildlife".

Background:

Environmental 360 Solutions (E360s) was awarded the contract for curbside waste collection for the region with an amended start date of June 1, 2019.

New Natural Gas Fleet

The new fleet has arrived and 18 of the 22 residential trucks are operational. The remaining trucks are expected to arrive and be operational later this month.

Natural Gas Filling Station

The natural gas filling station opened with a ribbon cutting ceremony on September 30th as a partnership project between E360s and FortisBC. The station will service the fleet and act as the first public fueling station in the Okanagan. The compressed natural gas network at E360s is the result of a \$1.9-million investment by FortisBC (\$800,000), the federal government (\$600,000) and e360s (\$500,000).

e360s Employees Union Certification

The employees of E360s Kelowna have voted to unionize. E360s and the Teamsters local #213, representing the employees now have 1 year to bargain a first collective agreement. No service disruptions are anticipated. E360s has successfully negotiated similar agreements and they are optimistic they will reach a satisfactory first collective agreement with their employees.

Performance to Date

Since June 1, when E360s began delivering services, there have been some instances of service irregularities, but overall service levels have been acceptable. Rental fleet reliability, old routing software and new drivers are the primary reasons for service deviations. It is anticipated that with the new fleet now in service and new drivers becoming familiar with routes and processes, full service performance levels will be achieved.

New Routing, Cart Inventory and Monitoring Software

On October 1, E360s implemented a new software called Lateral Innovations aboard their trucks which digitizes pick up routes, cart inventory and cart monitoring. This is an upgrade to the previous system. It is based on radio-frequency identification (RFID) tags on each of the carts which are tracked by household. Improvements in the data available on contamination is expected.

Bear-resistant cart pilot

A small pilot on two styles of bear-resistant carts is taking place in Lake Country to test available options. One option has a physical lock for the top of the cart and the other is an auto-lock which opens when the cart is tipped. Once a style is selected staff will work to determine a per unit cost and distribution model to make the carts available in interface areas across the region.

Carts

There has been an increase in the number of damaged carts as many of them come to the end of their life span (10 years). There was a delay in deployment of new carts earlier this year with the change of contractors and an extended arrival date of carts from the supplier. E360s has now removed the backlog and a second order of carts is underway. In addition, there has been a clean up of damaged carts from the landfill site where they have historically been stored. The damaged or destroyed cart bodies have been sent for recycling and the functional carts are being moved to the new E360s site.

Fleet sales and other assets

Now that the contractor has permanent fleet in place, staff will dispose of the existing fleet and other assets. Assets not acquired by E360s will be sold or disposed of appropriately. A report is expected back to the Regional Board and partner Councils later this fall with further details.

Considerations not applicable to this report:

Financial Considerations:

Organizational Issues:

External Implications:

Alternative Recommendation: