



# INFORMATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	June 9, 2020
<b>SUBJECT:</b>	Complaints Tracking for Waste Collection Services (ES20007) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Craig Murdoch Director, Environmental Services Public Works Department
<b>SIGNATURE:</b>	

This Information Update is to provide the Mayor and Members of City Council with information related to how complaints about waste collection services are tracked and the results of that tracking.

## Background

During discussions at the May 27, 2020 Committee of the Whole meeting regarding Recommendation Report PW16059(g) Award of Request for Proposal C11-55-19, Waste Collection Services, staff were asked to provide an update on how complaints are tracked for waste collection programs and the results of that tracking.

## Service Provision by Zone

Curbside waste collection service in the City of Hamilton (City) is provided by both public and private forces, using a 50/50 service model. The City is divided into two main collections zones, A and B. Public forces collect garbage, green bin, leaf and yard waste and bulk waste in the A-zones, while private forces collect garbage, green bin, leaf and yard waste and bulk waste in B-zones, in addition to providing blue box / cart and multi-residential front end bin collection for the entire city.

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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Tracking Complaints

From time to time, residents encounter service issues related to collection of their waste materials. To report a complaint, residents contact the City's Customer Contact Centre to advise that their waste was missed or that they encountered another service issue on their waste collection day. For calls related to missed waste, Customer Contact Centre staff ask a series of open-ended questions to confirm the waste was set out on time and prepared properly for collection. Once it is confirmed that the waste should have been collected, the complaint is logged as a Service Request in the Environmental Services Divisions' asset management and customer service database, Infor Public Sector. Service requests are also logged for calls related to service issues other than missed waste such as mess made by collection staff during pick up, property damage by collection vehicles and containers not returned to the curb properly. The table below shows the number of complaints logged, by zone, in 2019. In any given year, waste collection vehicles make 27 million stops when you consider an average of three trucks travel each street per week for 170,000 properties. Taking this into consideration, the total complaints below represent a 0.05% complaint rate.

Service Issue	A-Zone	B-Zone
Missed garbage	2269	1698
Missed green bin	1118	664
Missed bulk	981	429
Missed yard waste	921	2321
Missed litter container	64	48
Missed blue box*	127	983
Missed blue cart*	404	93
Missed apartment bin*	110	19
Container taken during pickup	144	100
Mess made during pickup	148	265
Property damaged by collection vehicle	103	103
Total service issues reported	6389	6723

\*Although complaints are noted for blue box, blue cart and front-end bin service, both A and B zones are collected by the City's waste collection contractor.

As approved by Council in 2019, the City's Public Works Department is procuring a new Enterprise Asset Management (EAM) system. The new system will allow for additional features for tracking complaints to better report on service issues that are brought to the City's attention.

If you have any questions related to Waste Collections, please contact Joel McCormick, Manager of Waste Collections, at extension 4770 or, if related to the asset management

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and customer service database tracking system, please contact Angela Storey, Manager of Business Programs, at extension 6483.

**APPENDICES AND SCHEDULES ATTACHED**

Not applicable