



## Residential Black Cart Collection Mixed Service Delivery Pilot Project Update

UCS2020-0440

ISC: Unrestricted

Standing Policy Committee on Utilities and Corporate Services

15 April 2020





## **Council Direction – 2019 November 18**

### Notice of Motion C2019-1467: Residential Waste Collection Mixed Service Delivery Pilot

1. Report back to the SPC on Utilities and Corporate Services no later than April 2020 on the scoping and development of a pilot project to compare service delivery models on residential black cart collection through a Request for Proposal to contract out up to 25 per cent of residential black cart collection services;
2. Report back to the SPC on Utilities and Corporate Services no later than Q4 2020 on the results of the RFP and a timeline for an implementation goal of Q1 2022; and
3. That Administration meet with the Mayor and Councillors around community support for this pilot program when considering the scoping and development of the Request for Proposal.



## **Project Objective**

**To evaluate the performance of private-sector service delivery in comparison to public-sector service delivery for residential black cart collection.**

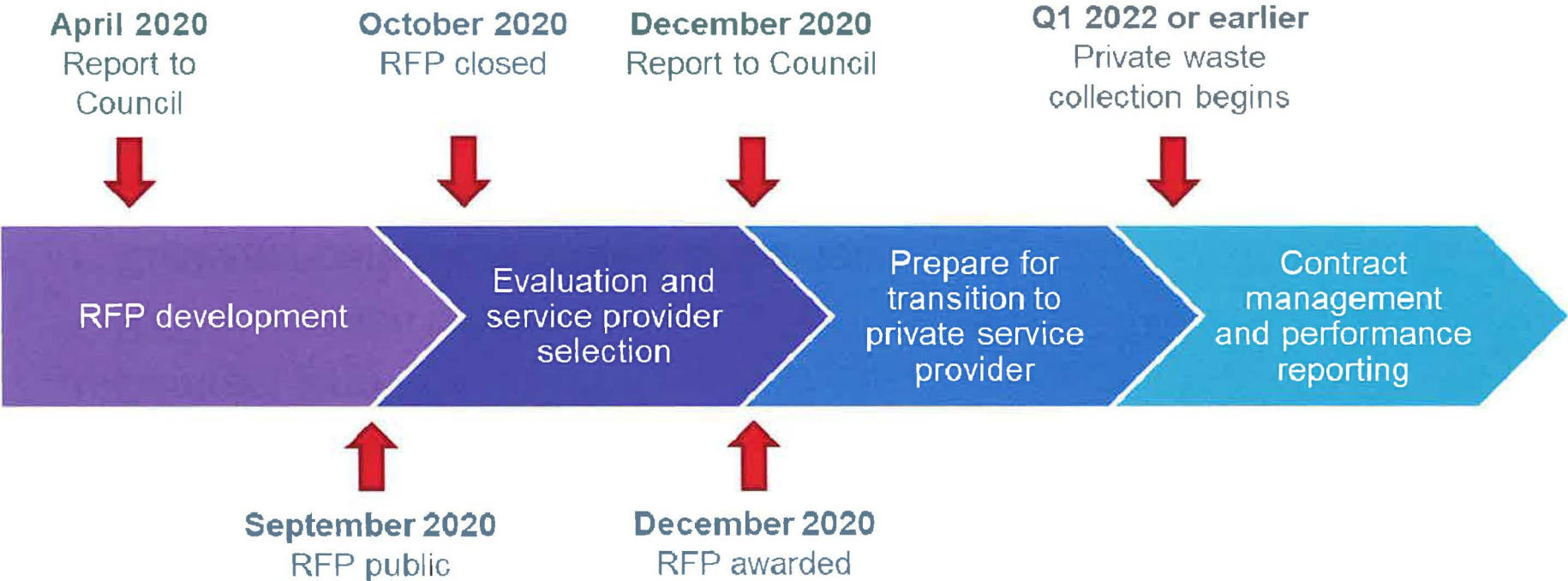


## Principles





# Timeline





## Key RFP Elements

Key elements of the RFP are being developed, including:

- Project scope
- Contract term
- RFP evaluation criteria
- Customer care, environment and safety
- Collections vehicles and employees
- Performance measures, reporting and verification
- Inspections, penalties and dispute resolution

**If recommendation is approved:**

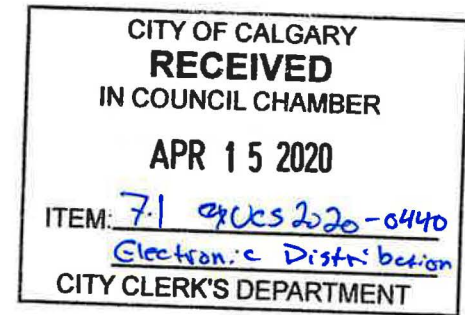
Organizations that are impacted by the COVID-19 pandemic may not be able to respond to the RFP as effectively as they would at a later date.

**If recommendation is not approved:**

The Mixed Service Delivery Pilot will be delayed and it will be longer before The City is able to evaluate the performance of private sector service delivery in comparison to public sector service delivery.



## Recommendations



That the Standing Policy Committee (SPC) on Utilities and Corporate Services (UCS) recommend that Council:

1. Direct Administration to finalize and issue the Request for Proposals (RFP) to move forward with the mixed service delivery pilot for residential black cart collection; and
2. Direct that Attachment 3 be held confidential pursuant to Section 24 of the Freedom of Information and Protection of Privacy Act, and remain confidential until the RFP to contract out up to 25 per cent of residential black cart collection services is released publicly or to be reviewed by 2025 April 09.