
Congested Front Street Collection Level of Service

Recommendation

That the Standing Policy Committee on Environment, Utilities and Corporate Services recommend to City Council:

That the matter of level of service for congested front street collection be deferred to the 2018 public engagement and discussion on the expanded waste utility business model.

Topic and Purpose

The purpose of this report is to recommend deferring the matter of congested front street collection levels of service to the 2018 waste utility discussions.

Report Highlights

1. The Administration did not recommend any action regarding congested front street collection because of low numbers of missed collections, higher costs for these services, and it being a change in service level.
2. The 2018 development and implementation of a waste utility include service location discussions and decisions related to congested streets and would be optimally considered at that time.

Strategic Goal

The recommendation in this report supports the Strategic Goal of Quality of Life by providing access to services in a manner that is desired by citizens.

Background

At its meeting held on June 12, 2017, the Standing Policy Committee on Environment, Utilities and Corporate Services deferred consideration of the Options for Collection – Front Street Garbage and Recycling on Streets with Significant Parking report and to be brought back prior to discussions on the 2018 Business Plan and Preliminary Budget.

At its meeting held on September 25, 2017, City Council considered the Waste Handling Service of Level report and resolved, in part:

- “4. That all other service level changes be considered during the development and implementation of waste utility options.”

Report

Previous Recommendation – Maintain Current Service Level

In the report Options for Collection – Front Street Garbage and Recycling on Streets with Significant Parking, the recommendation was to maintain the current level of service after evaluating six alternative ways of delivering service due to the low occurrence of missed collections (99.9% or greater success) and the alternatives leading to higher operating costs or lower overall service to citizens.

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Optimal Opportunity to Evaluate Changing Service Levels

Development and implementation of a waste utility includes review and discussion on service location, which may impact the service for congested streets. This is an optimum opportunity to review the work on collecting from congested streets.

Options to the Recommendation

City Council may choose to not approve the recommendations and lock in the current level of service for congested streets going forward into the utility.

Communication Plan

A communication and engagement strategy for the development of a waste utility and city wide organics strategy will be taking place in 2018 and will include service location.

Financial Implications

The costs of citizen engagement and discussion will be included in the citizen engagement on waste in 2018.

Other Considerations/Implications

There are no public and/or stakeholder involvement, policy, environment, privacy, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

A report on the findings from the waste utility public engagement is expected in April of 2018.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

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