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August 3, 2017

**DEVELOPMENT & INFRASTRUCTURE SERVICES COMMISSION
PUBLIC WORKS SERVICES
INFORMATION REPORT – PWS 2017-28**

TO: Mayor and Members of Council

SUBJECT: Waste Collection Route Changes

ORIGIN: Director, Public Works Services

In accordance with the Procedure By-law, any Member of Council through the Clerk may request this Information Report be placed on an upcoming Committee of the Whole agenda for discussion.

PURPOSE

The purpose of this report is to outline proposed changes to waste collection days in order to balance collection volume among routes and to accommodate growth over the term of the next waste collection contract beginning January 1, 2018.

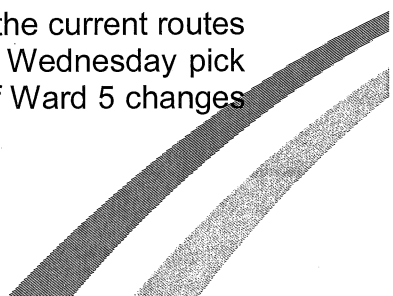
BACKGROUND

Working together with our selected contractor, Green For Life (GFL), staff are proposing adjustments to the collection routes (days) in order to better accommodate growth over the multi-year term of the next waste collection contract effective January 1, 2018. The existing and proposed routes are appended as Attachment 1 and Attachment 2, respectively.

ANALYSIS

The current waste collection routes (days) have been in place for many years and will need to be modified to accommodate significant growth in Newmarket and surrounding municipalities so as to better balance collection volume among the routes. This one-time change to collection routes for the 2018-2025 waste collection contract is based on the projected growth over the term of the contract as vetted by the waste collection contractor.

Although there are changes in every Ward, the most significant change to the current routes are proposed for Wards 3, 4 & 5. All of Ward 3 changes from Tuesday to Wednesday pick up, all of Ward 4 changes from Thursday to Wednesday pick up, and all of Ward 5 changes



from Wednesday to Tuesday pick up. Wards 1, 6 & 7 have changes to certain parts, while there is no change to Ward 2.

A map of the existing routes/days, along with the proposed revised routes/days, is attached to this report as Appendix A. Staff note that a tailored and detailed communication plan will be developed with Corporate Communications and rolled out in advance so as to implement the new routes in January 2018. Although the route balancing exercise is essentially complete there may be some minor adjustments by the contractor to achieve efficiencies prior to finalizing the routes.

Some of the efficiencies that will be realized with the new routes include:

- **Consistent number of trucks each day** – A similar number of collection vehicles will serve the Town each collection day. This takes into consideration current volumes and future expected growth. Route changes will only be at the beginning of the contract and will then be able to absorb the growth in population during the contract.
- **Decrease in missed collections** – Because the numbers of collections per day will be relatively similar, there is no need to call in operators of collection trucks on peak days from other areas who may not be familiar with a given route. As a result there should be fewer missed collections. It is also less likely to have missed calls due to communication errors because there will be no travelling to a different location in Town – all collection areas are contiguous.
- **Eliminates trucks working on different sides of Newmarket** – Currently on Tuesdays, there are collection trucks working on different sides of Town on the same day. The new collection routes help to decrease the traffic of commercial vehicles in multiple residential areas in Newmarket on the same day. This also reduces confusion for residents on days of collection due to the consolidation and defined boundaries. There is also no time lost travelling to the other side of Town for pick-up, which makes it easier for the Town and GFL to supervise and assist trucks on other routes, in the event of vehicle failure or inclement weather conditions.

NEED FOR PUBLIC CONSULTATION

Staff are in the process of preparing the 2018 waste collection calendar and will incorporate the new routes into the calendar. The Town of Newmarket's Corporate Communications Department will work closely with the Public Works Services Department and our

contractor on a comprehensive communications plan. Some tactics used to raise awareness and educate affected stakeholders include, but are not limited to:

- Town-wide mail-out to communicate this change
- Weekly advertisements in Newmarket's Town Page
- Advertisements in local papers
- Messaging on Town Facility Marquee Signs
- Information on a designated webpage at newmarket.ca/wasteandrecycling
- Online address look-up web application for affected stakeholders to see if their collection day has changed
- Town-wide mail-out to communicate this change
- Social media messaging
- 'Push Notifications' messaging through the My-Waste mobile application
- Communications to local paper (press release)
- Communication materials for Council members to use in their ward meetings

FINANCIAL IMPLICATION

GFL has agreed to finance any costs associated with the advertisements and promotion and education material for the change in routes. There will be no financial implications to the Town.

CONCLUSION

New growth in Newmarket and surrounding areas aligns with the commencement of the next waste contract on January 1, 2018. Adopting new routes to incorporate this growth at the beginning of the contract will provide efficiencies as well as cost containment benefits in the future.

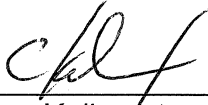
BUSINESS PLAN AND STRATEGIC PLAN LINKAGES

Well Equipped and Managed

Deliver affordable, efficient and effective solid waste collection services that meet or exceed provincially mandated requirements, Council and the public's expectations, while promoting and encouraging solid waste diversion through recycling, composting, rethinking, reusing, reducing and implementing programs to achieve a realistic diversion rate and environmental protection.

CONTACT

For more information on this Report, contact: Christopher Kalimootoo, Director of Public Works Services at extension 2551.

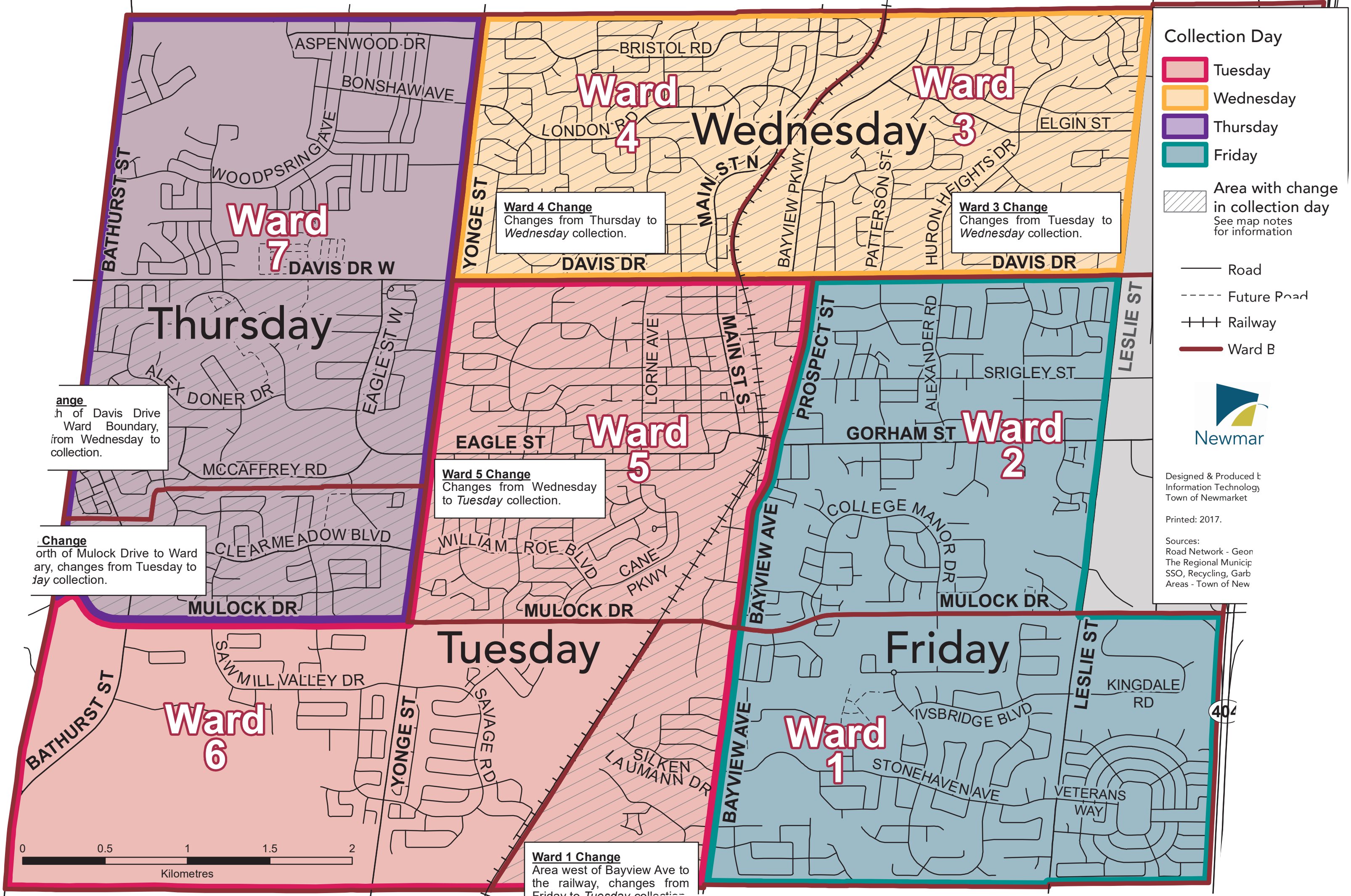


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Curbside Collection Days Changes



Curbside Collection Boundaries

