

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "Direct to Mayor and Council - DL"
Date: 5/12/2023 3:59:13 PM
Subject: Household waste collections - potential service delays

Good afternoon Mayor and Council,

I am writing to make you aware of the potential for increased delays in household waste collections over the next few weeks.

As you may recall, due to ongoing equipment and labour shortages, Sanitation crews are regularly working overtime to complete household collection routes. We are making every effort to avoid falling behind the collection schedule and to reduce the service impacts on residents, including reducing the number of missed service calls. While overtime will still be required as we renew our fleet, routine overtime work poses increased risks for staff and we are aiming to maintain regular work schedules as far as possible.

I am very pleased to report that, after extensive recruitment efforts, the Sanitation team has hired five new drivers. We also have four new trucks that are expected to be in service by early summer.

In order to integrate these new drivers onto the team, we will need to reallocate some trucks over the coming weeks to support the training. These roles involve challenging, safety-sensitive work and our comprehensive training process involves a combination of classroom, yard and field training in trucks with seasoned driver mentors. Getting this training accomplished as soon as possible is crucial in order to achieve improvements in our service levels, although the temporary redeployment of vehicles may affect service in the short term.

We will be closely monitoring the effect on our service levels and will do everything possible to minimize the impacts. We will also continue to send out notifications to customers in areas which may see service delays this month through the VanCollect messaging system and via 311.

Should you receive inquiries directly on this matter, the following key messages may assist you in responding:

- Our crews have been working extended hours and weekends to maintain service levels in the face of equipment and labour challenges.
- We have recently recruited new drivers and are expecting four new collection vehicles to be in service by early summer.
- The City will be training the new drivers for the new trucks this month. In the short term, there may be some service delays until drivers are trained and new vehicles fully in service.
- Please continue to set out your bins on your scheduled collection day and leave them out until they are collected.
- The City appreciates the patience and understanding of residents as we work to re-establish consistent service levels into this summer.

Please do not hesitate to contact me or Taryn Scollard if you have any questions or concerns regarding this matter.

Best,
Paul

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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.