

# Enhanced Safety Orientation and Training

**Jonathan Fry, Manager**

Solid Waste Management Services – Collections Operational Support  
City of Toronto

**April 5, 2024**



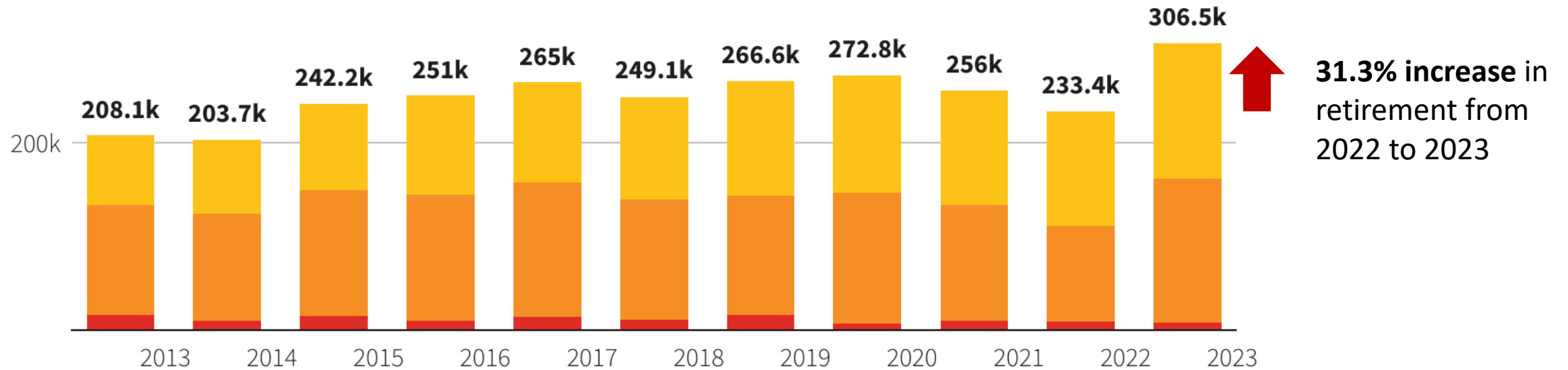
# Introduction



# Aging Workforce

## Canadians are retiring in droves

● 15 to 54 ● 55 to 64 ● 65+



Note: Data is for August of each year and represents the net number of people who retired in the previous 12 months

Source: Statistics Canada

# Toronto's Solid Waste Collection Staffing Challenges

- COVID-19 Pandemic
- Competition for Drivers
- Retirement and Retention
- Internal City transfers

	Left for various reasons	Retired	Total Removed	% of Permanent Workforce
2020	27	15	42	12%
2021	10	21	31	14%
2022	13	14	27	14%



# Recruitment – Media blitz

## TV / Radio

- CP24
- 680 news

## Social Media

- Facebook
- Instagram
- Twitter
- Snapchat

## Print

- Bulletin boards at City of Toronto Facilities
- Email
- Credible commercial driving schools
  - Humber College
  - Durham College



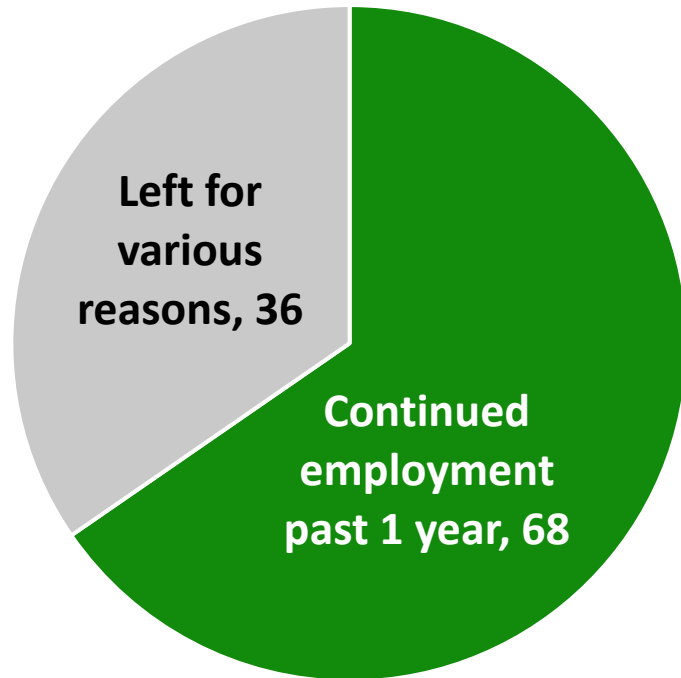
# 2023 recruitment Events



- ❖ More than 300 persons in attendance
- ❖ Greater than 500 applicants
- ❖ Success with coordination from: SWMS team, Fleet Services, People and Equity, and the 416 Union.
- ❖ 3 events at full capacity

# Recruitment Drive - Outcomes

## Recruitment Outcome



# Employee Engagement – Driver Safety Awareness Week

- **Purpose:**

- Engage staff in an environment that promoted safety
- Opportunity to discuss and receive feedback from employees on core issues

- **First Event:**

- 2022





# Events during the week – 14 Event locations



# Engagement - Communication



## THANK YOU SWMS STAFF!!

### RED LIGHT AND ASE TICKETS

We would like to thank you for placing safe driving as a high priority. This year we have reduced our ticket infractions by 48% from January to July.

### TICKET STATS

2022 - 27 tickets

2023 - 14 tickets

## GOODLIFE MEMBERSHIP

### Corporate Membership Benefits:

- Waived enrollment fee exclusive to corporate partners (regular fee \$99 + tax)
- Corporate rate may be extended to two family members
- 24-hour locations (select Clubs only)
- Access to GoodLife Rewards
- Corporate Offer Details: 30% Savings on all membership types.

**DISCOUNT 30% OFF**

GOODLIFE  
MEMBERSHIPS



### SIDEGUARD INSTALLATIONS

Side guards will become a common feature on all SWMS Class 8 vehicles. Side guards help in reducing the chance of serious injuries for vulnerable road users. As bike lanes and more pedestrians fill the streets and spaces of Toronto side guards may help prevent serious injuries.



## DRIVER SAFETY AWARENESS

2023 EDITION  
BRINGING YOU NEWS YOU CAN  
USE ABOUT SAFETY IN OUR  
FLEET

### DRIVER RECOGNITION IS BACK

In May of 2024 we will be recognizing all Solid Waste staff whose main job requires them to be driving a City vehicle. They will be recognized for doing this job safely for the calendar year of 2023. To be recognized, you will:

- Have no at fault accidents
- Not be on attendance management
- Have no Suspensions
- Have no Tickets or CVOR infractions

### KEELE VALLEY TRAINING FACILITY

Thanks to Jonathan Martinez, Mark Coates and Butch Shadid for providing training to new staff. As well, we would like to thank the trainers from each of the yards for providing exceptional work. Over 300 staff have gone through training at the facility since 2019.

### RODEO

In the past Solid Waste Management Services provided a Rodeo for staff to participate in and attend. SWMS is looking to start the Rodeo up again and would like to see the interest level of staff. Give us your feedback!

### SAFE DRIVING MEDIA BLITZ

Based on the feedback from the survey in 2022, SWMS is in the process of developing a media campaign to help make residents more aware of our vehicles on the road through the use of advertising on Bus shelters, social media, radio and City vehicles that will promote safe driving around our vehicles.

### ACCIDENT DATA COMPARING 2022 AND 2023 PERIOD OF JANUARY - JULY

14% decrease in overall accidents.

160% increase in mechanical arm accident as of June 30, 2023.

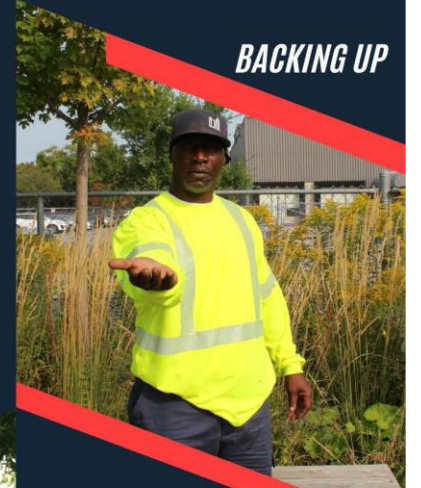
38% of our collisions are caused by backing up.

### AUTOMATED ACCIDENTS

Ensure the arm is fully retracted into the body, prior to moving the vehicle.

Ensure the bin is positioned in a safe location as to not hit objects around the bin before collecting.

### BACKING UP



Always check to ensure the area is clear.

Avoid Backing up whenever possible. If possible plan a route to avoid backing up.

If you are backing up by yourself make sure to get out and check behind the vehicle.



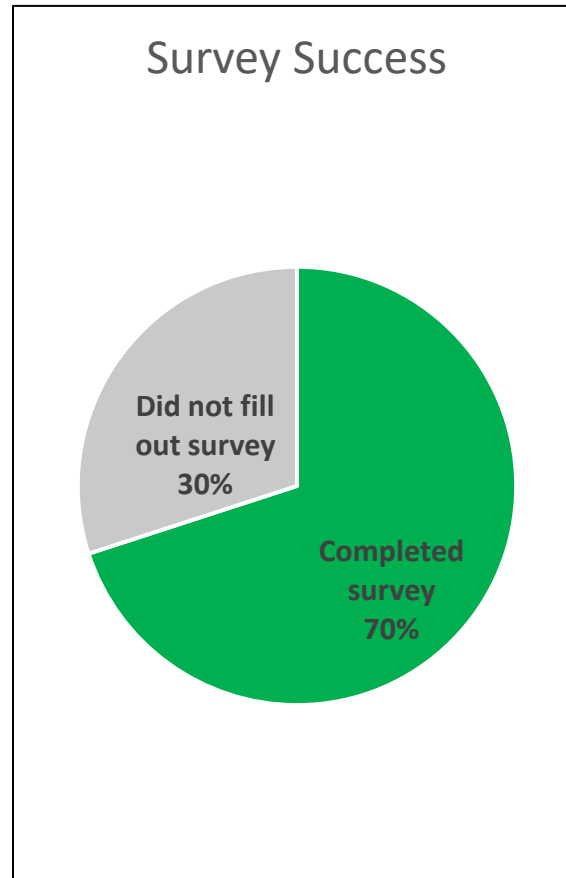
# Engagement - Survey

- **Purpose:**

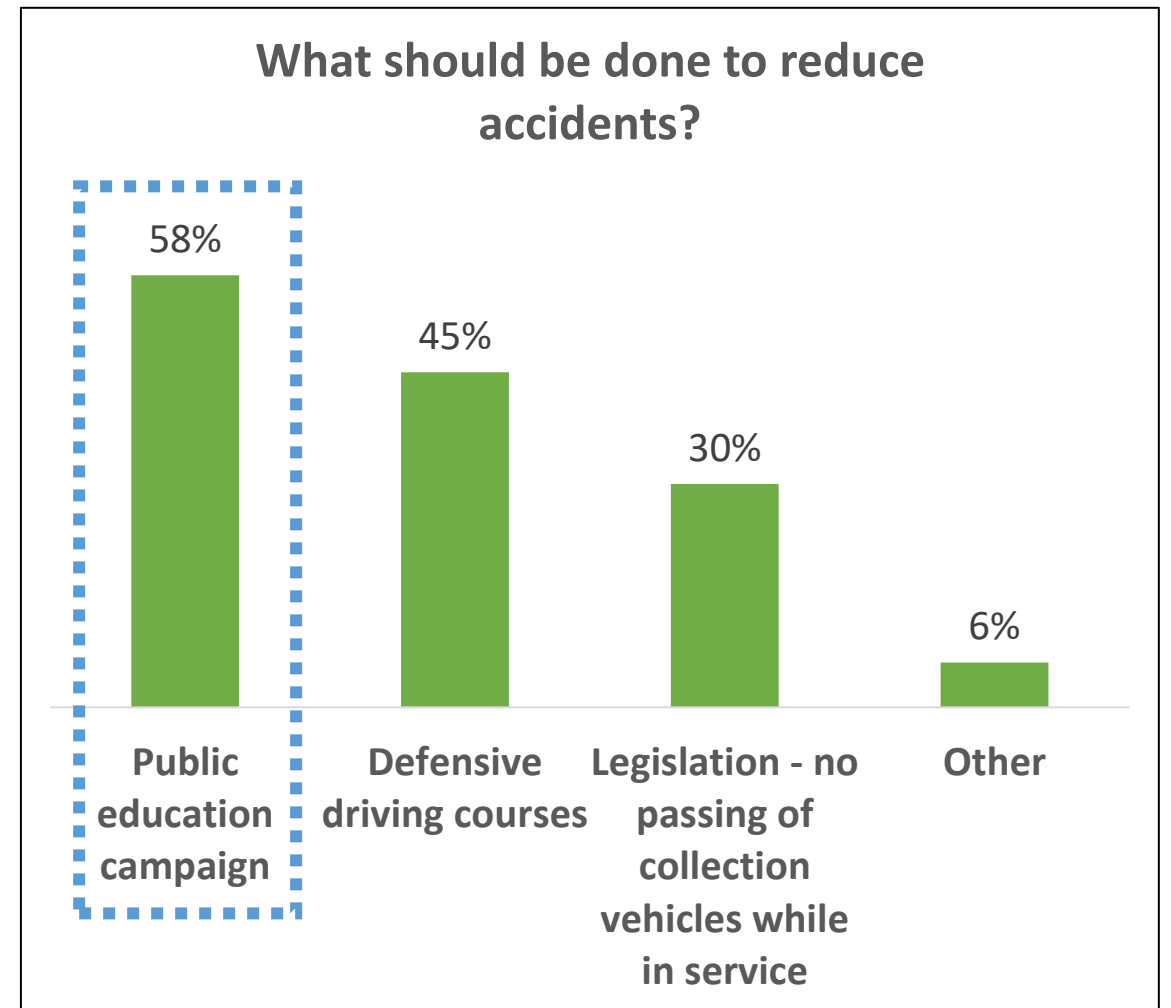
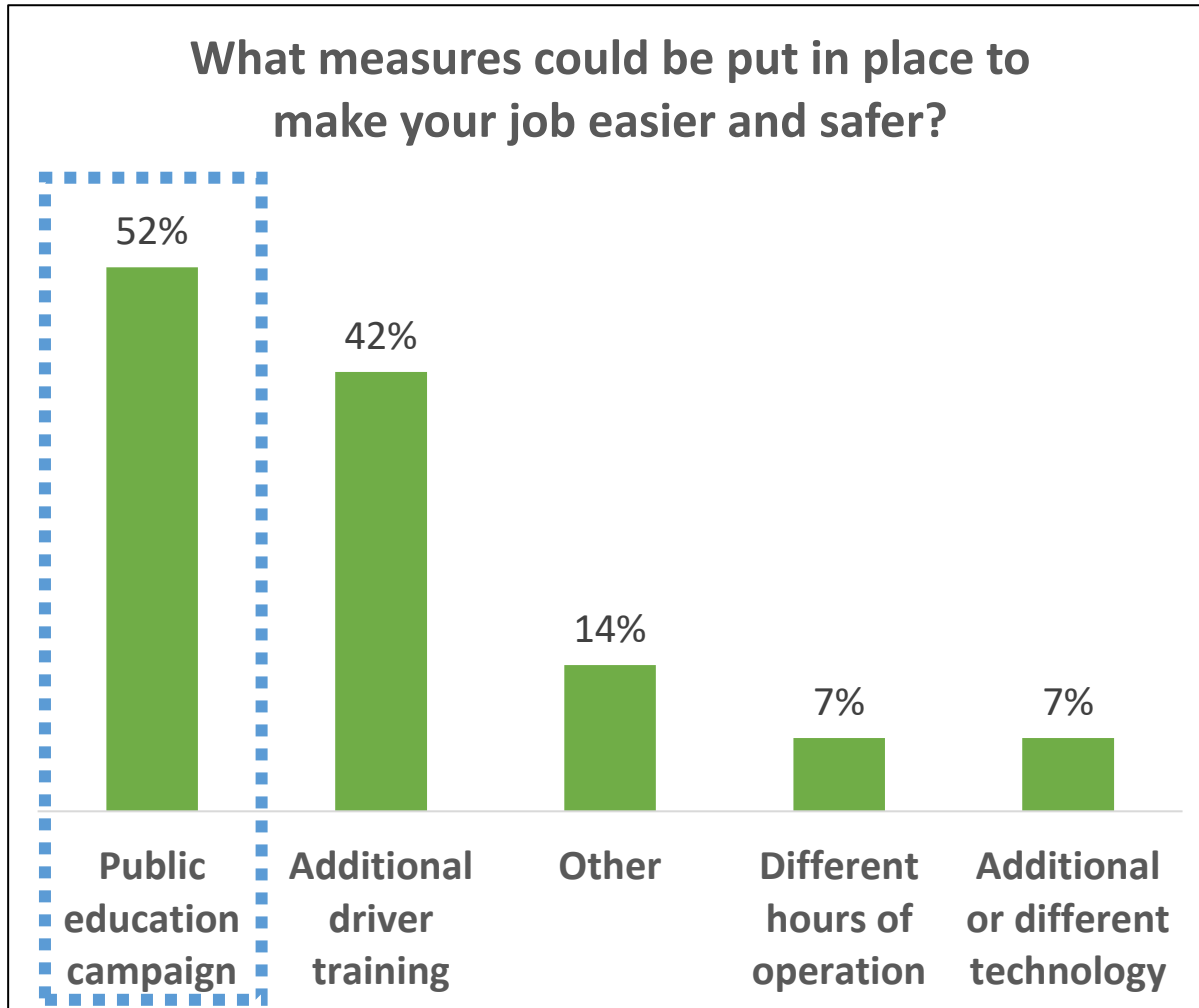
- Measure safety perception
- Gain feedback

- **Method:**

- Electronic and paper versions available
- 12 questions



# Engagement – Improving Safety Survey Results



# Survey – Educational Campaign

## Result: Public Safety Campaign

- 4-week advertisement
  - Social media
  - Bus shelters
  - Online ads
  - Radio ads
- Multiple languages



# Survey – Actions Additional Training

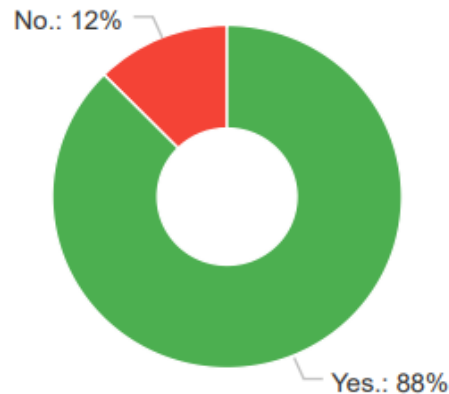
## Result: Additional Driver Training

- Keele Valley Training Center program
  - Automated vehicle drivers: more practical training
  - Mentorship program to recognize skills as safe driver



# Engagement – Improving Safety and Recognition

Would you like to be acknowledged for driving safely?



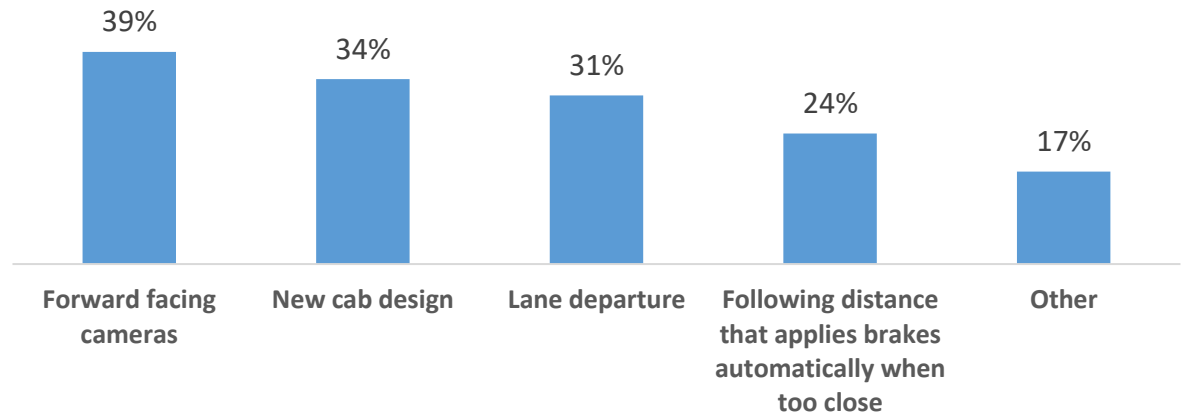
- **Completed:**

- Employee recognition program rolled out in 2023

- **In progress:**

- Rodeo currently being planned to recognize and engage employees for safe driving

Safety features that would be of benefit



- **In progress:**

- Forward-facing camera – being standardized as a feature
- Collision avoidance system – pilot project
- Cab enhancement – on-going

# Engagement – What's next

- Continue to Promote recruitment and engage new avenues of employment to capture the right employees.
- Improve retention through employee engagement and regular feedback from our employees
- Reward and recognize staff for their achievements





# Thank you!



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