

## **Additional Contract Information (T&F 7/7/21)**

*Q. Was there a 'menu' of options within the contract for the route optimisation project?*

*No, there was a single proposal developed by Veolia in February to April this year. The proposal is detailed in the chronology and the Veolia Plan Presentation.*

*Q. What is the contractual performance standard for missed collections?*  
Performance Criteria 21-23

In terms of missed collections there are three main performance criteria –

- PC21 'Repeat of an Unjustified Missed Collection of any waste stream from the same property within a rolling 6 week period.'
- PC22 'Failure to rectify a notified Unjustified Missed Collection from any element of the Collection Service – Residual/Dry Recycling/Food Waste/Garden Waste/Bulky Waste - and reporting of action taken on the CSMS. Rectification By the end of the day of notification if notified before midday, or by the end of the next Business Day if notified after midday.'
- PC23 'Minimise as far as possible the number of total Unjustified Missed Collections per 100,000 in a Month per stream: Residual/Dry Recycling/Food Waste/Garden Waste.' *This performance criteria is usually expressed (e.g. Annual Performance Reports – KPIs) as a threshold of under 50 unjustified misses per 100,000 collections.*

In addition under Schedule 2 (8.3) it was agreed that there would be a one month 'deduction relief period' in which no performance failure points would be applied for the collection service, whilst the route optimisation project was being implemented. For FHDC this period ran from 10 May to 10 June 2021.

*Q. What was the missed collections performance prior to the route optimisation project?*

Veolia performance on missed bin collections was historically very good over the course of the last contract. Information as presented in Annual Performance Report for 20/21.

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| Q1 20/21 | 8.22 per 100,000 collections                                 |
| Q2 20/21 | 11.47 per 100,000 collections                                |
| Q3 20/21 | 6.48 per 100,000 collections                                 |
| Q4 20/21 | Figure Unavailable as new the Echo system being implemented. |