

Recommended 2020 Service Levels – Solid Waste Management Services

Date: November 15, 2019
To: Budget Committee
From: General Manager, Solid Waste Management Services
Wards: All

SUMMARY

This report provides the recommends 2020 Service Levels for Solid Waste Management Services in comparison to service levels planned and achieved from 2017 to 2019.

Service levels have historically been presented in the Budget Notes for each Program/Agency for review by Budget Committee and approval by City Council. Beginning in 2020, as part of the budget modernization project, service levels will be provided in a separate document as part of an effort to deliver a more efficient and simplified budget process that will create greater opportunities for public participation through inclusive and outcome focused budget materials.

RECOMMENDATIONS

The General Manager of Solid Waste Management Services recommends that:

1. City Council approve the 2020 service levels for Solid Waste Management Services as outlined in Appendix 1 attached to this report.

FINANCIAL IMPACT

The service levels recommended in this report are fully funded by the 2020 Recommended Operating and Capital Budgets for Solid Waste Management Services.

DECISION HISTORY

Since 2012 budget process, City Council has been approving service levels for each Program and Agency as part of the annual operating budget.

For 2019 Budget, Council approved on March 7, 2019, the report entitled "2019 Capital and Operating Budgets" from the City Manager and the Chief Financial Officer and Treasurer that included recommended 2019 service levels for each Program and Agency.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.EX2.5>

COMMENTS

Service levels reflect discrete outputs that highlight the contractual levels of services being provided between staff, Council and the public. Service levels ideally express two key pieces of information: what is to be achieved; and how often it is to be achieved. Service level measures were identified in the 2011 Core Service Review.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2011.EX10.1>

Service levels are approved annually with the budget and speak to the manner in which services are delivered, and may include parameters such as frequency, turnaround time, accuracy, customer satisfaction, etc. Approved service levels are targets for the upcoming budget year, and actual service levels are the reported results.

Recommended 2020 service levels for Solid Waste Management Services can be found in Appendix 1 of this report.

Overall, the 2020 recommended service levels are consistent with the service levels approved in 2019. Where applicable, the Appendix attached to this report identifies where service levels have changed, added or deleted.

CONTACT

John Oswald,
Finance and Revenue, Solid Waste Management Services
Tel: 416-392-4226,
Email: John.Oswald@toronto.ca

SIGNATURE

Matt Keliher,
General Manager, Solid Waste Management Services

ATTACHMENTS

Appendix 1: Recommended 2020 Service Levels – Solid Waste Management Services

Appendix 1

Solid Waste Management Services

Recommended 2020 Service Levels

City Beautification						
Activity	Type	Status	2017	2018	2019	2020
Litter Pick-up, Park Bins and Street Litter Bin Collection	Residual Waste	Approved	1x - 7x/wk	1x - 7x/wk	1x - 7x/wk	1x - 7x/wk
		Actual	1x - 7x/wk	1x - 7x/wk	1x - 7x/wk	
	Single Stream Recycling	Approved	1x - 7x/wk	1x - 7x/wk	1x - 7x/wk	1x - 7x/wk
		Actual	1x - 7x/wk	1x - 7x/wk	1x - 7x/wk	
Special Events Collection	Residual Waste	Approved	On Demand	On Demand	On Demand	On Demand
	Single Stream Recycling	Approved	On Demand	On Demand	On Demand	On Demand
	Green Bin	Approved	On Demand	On Demand	On Demand	On Demand
Residual Management						
Activity	Type	Status	2017	2018	2019	2020
Green Lane Landfill Site	In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
Perpetual Care	In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
Energy Generation	In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
Solid Waste Collection Transfer						
Activity	Type	Status	2017	2018	2019	2020
Garbage & Recyclables	Single Residential	Approved	1x 2/wks	1x 2/wks	1x 2/wks	1x 2/wks
		Actual	1x 2/wks	1x 2/wks	1x 2/wks	
	Multi Residential	Approved	1x - 2x /wk	1x - 2x /wk	1x - 2x /wk	1x - 2x /wk
		Actual	1x - 2x /wk	1x - 2x /wk	1x - 2x /wk	
	Commercial	Approved	1x - 2x/wk	1x - 2x/wk	1x - 2x/wk	1x - 2x/wk
		Actual	1x - 2x/wk	1x - 2x/wk	1x - 2x/wk	
Green Bins	Single Residential	Approved	1x /wk	1x /wk	1x /wk	1x /wk
		Actual	1x /wk	1x /wk	1x /wk	
	Multi Residential - (where provided)	Approved	1x /wk	1x /wk	1x /wk	1x /wk
		Actual	1x /wk	1x /wk	1x /wk	
	Commercial	Approved	1x - 6x /wk	1x - 6x /wk	1x - 6x /wk	1x - 6x /wk
		Actual	1x - 6x /wk	1x - 6x /wk	1x - 6x /wk	
Durable Goods	Single Residential	Approved	1x - 2x/wk	1x /2wks	1x /2wks	1x /2wks
		Actual	1x - 2x/wk	1x /2wks	1x /2wks	
	Multi Residential	Approved	1x /wk	1x /wk	1x /wk	1x /wk
		Actual	1x /wk	1x /wk	1x /wk	
Municipal Hazardous & Special Waste	Single Residential	Approved	On Demand	Scheduled as Requested	Scheduled as Requested	Scheduled as Requested
		Actual		Scheduled as Requested	Scheduled as Requested	Scheduled as Requested
	Multi Residential	Approved	On Demand	Scheduled as Requested	Scheduled as Requested	Scheduled as Requested
		Actual		Scheduled as Requested	Scheduled as Requested	Scheduled as Requested

Solid Waste Education & Enforcement

Activity	Type	Status	2017	2018	2019	2020
Promotion & Education	Calendars	Approved	Issue calendars to 100% of the households within 3 months	Issue calendars to 100% of the households within 3 months	Issue calendars to 100% of the households within 3 months	Issue calendars to 100% of the households within 3 months
		Actual	"	"	"	"
	Website	Approved	80% of information content updated in advance of a change to a program	90% of information content updated in advance of a change to a program	90% of information content updated in advance of a change to a program	90% of information content updated in advance of a change to a program
		Actual	"	"	"	"
	Advertised campaign	Approved	100% on schedule /on budget for each campaign	100% on schedule /on budget for each campaign	100% on schedule /on budget for each campaign	100% on schedule /on budget for each campaign
		Actual	"	"	"	"
	Printed Material	Approved	100% on schedule / on budget for each campaign	100% on schedule / on budget for each campaign	100% on schedule / on budget for each campaign	100% on schedule / on budget for each campaign
		Actual	"	"	"	"
	3R Ambassadors - Volunteers Recruited	Approved	400	400	400	400
		Actual	"	"	"	"
Environment Days	Household Hazardous Waste / Electronic Waste Re-Use / Donation	Approved	On Demand (up to 45 events annually)	On Demand (up to 45 events annually)	On Demand (up to 26 events annually)	On Demand (up to 26 events annually)
		Actual	"	"	"	"
By-Law Enforcement (SWMS)	By-Law Amendment, By-Law Complaints, Enforcement	Approved	Proactive Enforcement	Proactive Enforcement	Proactive Enforcement	Proactive Enforcement
		Actual	Proactive Enforcement	Proactive Enforcement	Proactive Enforcement	Proactive Enforcement

Solid Waste Processing & Transport

Activity	Type	Status	2017	2018	2019	2020
Residual Waste	In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
		Actual	"	"	"	"
Green Bin	In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
		Actual	"	"	"	"
Durable Goods	In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
		Actual	"	"	"	"
Leaf & Yard Waste	In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
		Actual	"	"	"	"
Municipal hazardous & Special Waste	In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
		Actual	"	"	"	"
Resale of Recyclables	In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
		Actual	"	"	"	"