

SOLID WASTE MANAGEMENT SERVICES

2013 SERVICE LEVEL REVIEW

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Agenda

1. SWMS Strategic Plan
2. Program Overview
3. Service Review – Key Service Levels and Issues:
 - ✓ City Beautification
 - ✓ Collection & Transfer
 - ✓ Processing & Transport
 - ✓ Residual Management
 - ✓ Education & Enforcement
4. Division Wide Key Issues

SWMS Mission and Vision

Mission Statement:

To provide *innovative waste management services* to residents, businesses and visitors within the City of Toronto in an efficient, effective and courteous manner, creating environmental sustainability, promoting diversion and maintaining a clean city.

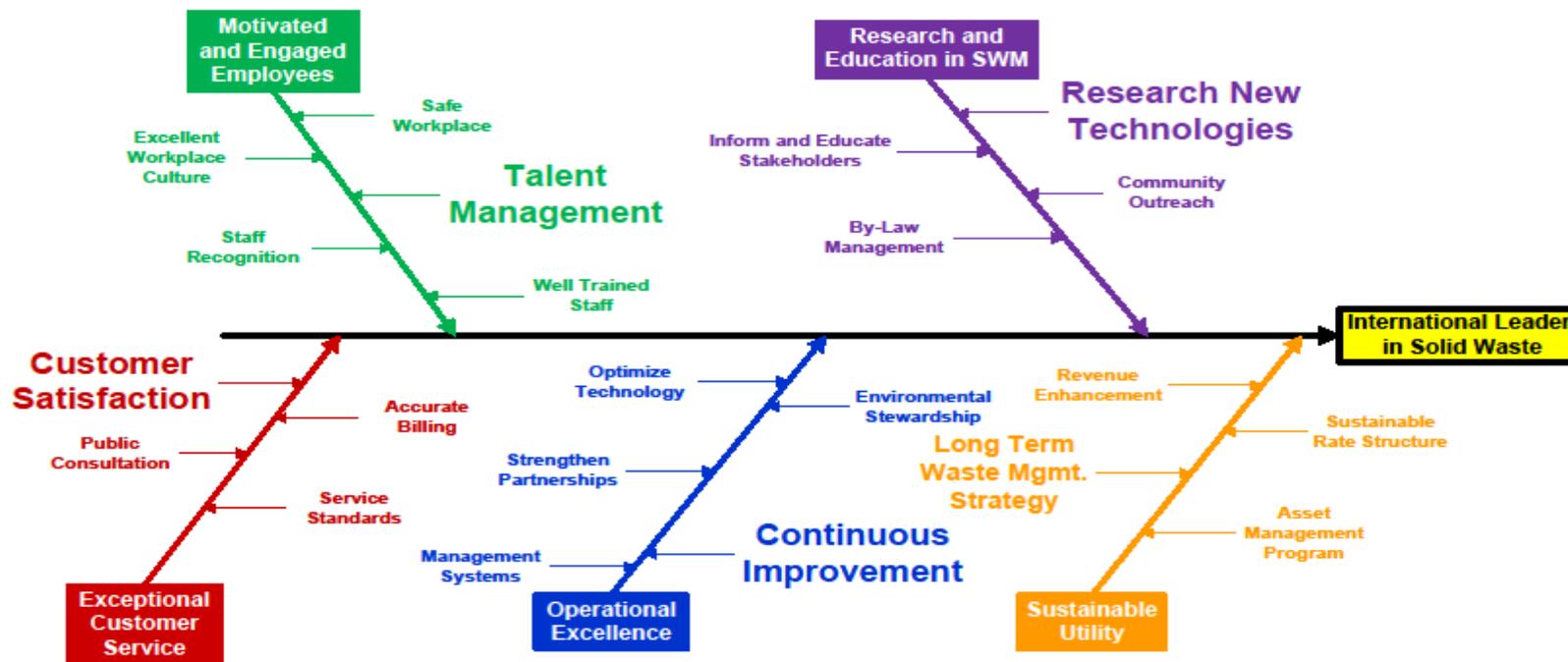
Vision:

To be an *International Leader* in the Operation of an Innovative and Sustainable Solid Waste Management Utility.



2014 – 2019 SWM Strategic Plan

**City of Toronto
Solid Waste Management
2013 – 2018 Strategic Framework**



Solid Waste Management Services Program Overview



Solid Waste Management Assets



Total Value of Managed Assets: \$600 Million

- 7 Transfer Stations (6 with Household Hazardous Waste Depots)
- Green Lane Landfill
- 1 Material Recovery Facility (MRF)
- 1 Organics Processing Facility + (1 New Facility 2013)
- 1 Durable Goods Recycle Centre
- 4 Collection Yards and 1 Litter Collection Yard
- 160 Former Landfills
- Over 600 vehicles and pieces of equipment
- Over 1.4 million garbage, recycling and green bins

Program Overview

Personnel: 1,102 SWMS Employees

Budgets: \$353.4 M Operating Budget and \$94M Capital Budget

- Manage approximately 1 million tonnes of material annually
- Manage and dispose of approximately 450,000 tonnes municipal waste
- Manage and process over 200,000 tonnes of recycle material
- Manage and process over 130,000 tonnes of source separated organics
- Manage and process over 100,000 tonnes of leaf and yard waste
- Manage electronic and household hazardous waste programs
- Provide disposal services to York Region, City of Guelph, City of St. Thomas and other municipalities in the vicinity of Green Lane
- Collect litter from public right-of-ways
- Maintain and collect over 6000 litter/recycling bins
- Ensure the perpetual care of 160 closed landfill sites

2013 Program Map

Solid Waste Management Services
 To be a leader in providing innovative waste management services to residents, businesses and visitors within the City of Toronto in an efficient, effective and courteous manner, creating environmental sustainability, promoting diversion and maintaining a clean city.

**City
Beautification**

To provide collection services within the public realm to all residents and visitors city-wide to support a clean city.

- Litter Pick-up
- Parks Bins
- Public Realm
- Special Events

**Collection &
Transfer**

To provide effective and efficient solid waste collection services to residents, businesses, visitors and ABCDs of the City of Toronto.

- Green Bin
- Bulky
- Garbage
- Municipal Hazardous & Special Waste
- Recyclables
- Leaf & Yard Waste

**Processing &
Transport**

To provide effective and environmentally safe processing and transport services for the City of Toronto's solid waste.

- Green Bin
- Bulky
- Garbage
- Municipal Hazardous & Special Waste
- Recyclables
- Leaf & Yard Waste
- Sales Revenue

**Residual
Management**

To provide effective, efficient and environmentally sound management of residual waste.

- Green Lane
- Energy Generation
- Perpetual Care

**Education &
Enforcement**

To effectively communicate to the residents, businesses, visitors and ABCDs on how to participate in the City's waste management programs and to encourage diversion.

- Bylaw Enforcement
- Environment Days
- Promotion & Education



City Beautification

To provide collection services within the public realm to all residents and visitors city wide to support a clean city.

Key Service Levels:

Activity/Type	Service Levels			
	2011	2012	2013	2014 Proposed
Litter Pick Up (Manual & Mechanical)	1x – 7x /wk	1x – 7x /wk	1x – 7x /wk	1x – 7x /wk
Special Events	On Demand	On Demand	On Demand	On Demand
Parks Bins	1x – 7x /wk	1x – 7x /wk	1x – 7x /wk	1x – 7x /wk
Street Litter Bins	1x – 7x /wk	1x – 7x /wk	1x – 7x /wk	1x – 7x /wk

City Beautification

Issues, Challenges and Opportunities

- Service Levels are consistently being achieved
- Manual and mechanical Litter Pick Up collection services provided to over 1,200 km of roads and laneways (in-house and contracted)
- Expanded Litter Operations to winter months
- Reporting back Q4 2013 on Strategy to Reduce Litter in the City of Toronto
- Working with PF&R in response to 'Park's Plan' to review placement and collection of Parks garbage and recycling Bins



Collection & Transfer

To provide effective and efficient solid waste collection services to residents, businesses, visitors, and Agencies of the City of Toronto.

Key Service Levels:

Activity/Type	Service Levels			
	2011	2012	2013	2014 Proposed
Curbside Garbage Collection	1x/2weeks	1x/2weeks	1x/2weeks	1x/2weeks
Curbside Green Bin Collection	1x/week	1x/week	1x/week	1x/week
Curbside Recycling Collection	1x/2weeks	1x/2weeks	1x/2weeks	1x/2weeks
Multi-Residential Garbage Collection	2x/week	2x/week	2x/week	2x/week

Collection & Transfer (continued)

To provide effective and efficient solid waste collection services to residents, businesses, visitors, and Agencies of the City of Toronto.

Key Service Levels:

Activity/Type	Service Levels			
	2011	2012	2013	2014 Proposed
Multi-Residential Green Bin Collection	1x/week	1x/week	1x/week	1x/week
Multi-Residential Recycling Collection	1x/week	1x/week	1x/week	1x/week
Commercial Garbage or Recycling Collection	1x – 2x/week	1x – 2x/week	1x – 2x/week	1x – 2x/week
Commercial Green Bin Collection	1x – 6x/week	1x – 6x/week	1x – 6x/week	1x – 6x/week

Collection & Transfer

Issues, Challenges and Opportunities:

- Reduction in number of complaints in both the East and West ends of the City
- Continue to exceed meeting target of 90% Service Requests completed within established service standards
- Ongoing implementation of SSO to Multi-Family, Non-Residential, ABCDs and Schools.
- Implementation of RFID (Radio Frequency Identification) for large Multi-residential Bins
- Implementation of “Green Bin 2.0” and Green Bin Collection Automation



Processing & Transport

Issues, Challenges and Opportunities:

- Processed the following tonnes of material:
 - Source Separated Organics– 135,1000 tonnes
 - Single Stream Recycling– 211,1000 tonnes
 - Yard Waste – 102,700 tonnes
 - Residual Waste sent to Green Lane Landfill – 497,300 tonnes
- Completion of Disco SSO plant and Awa of Dufferin SSO Expansion
- Maintain and expand Diversion facilities



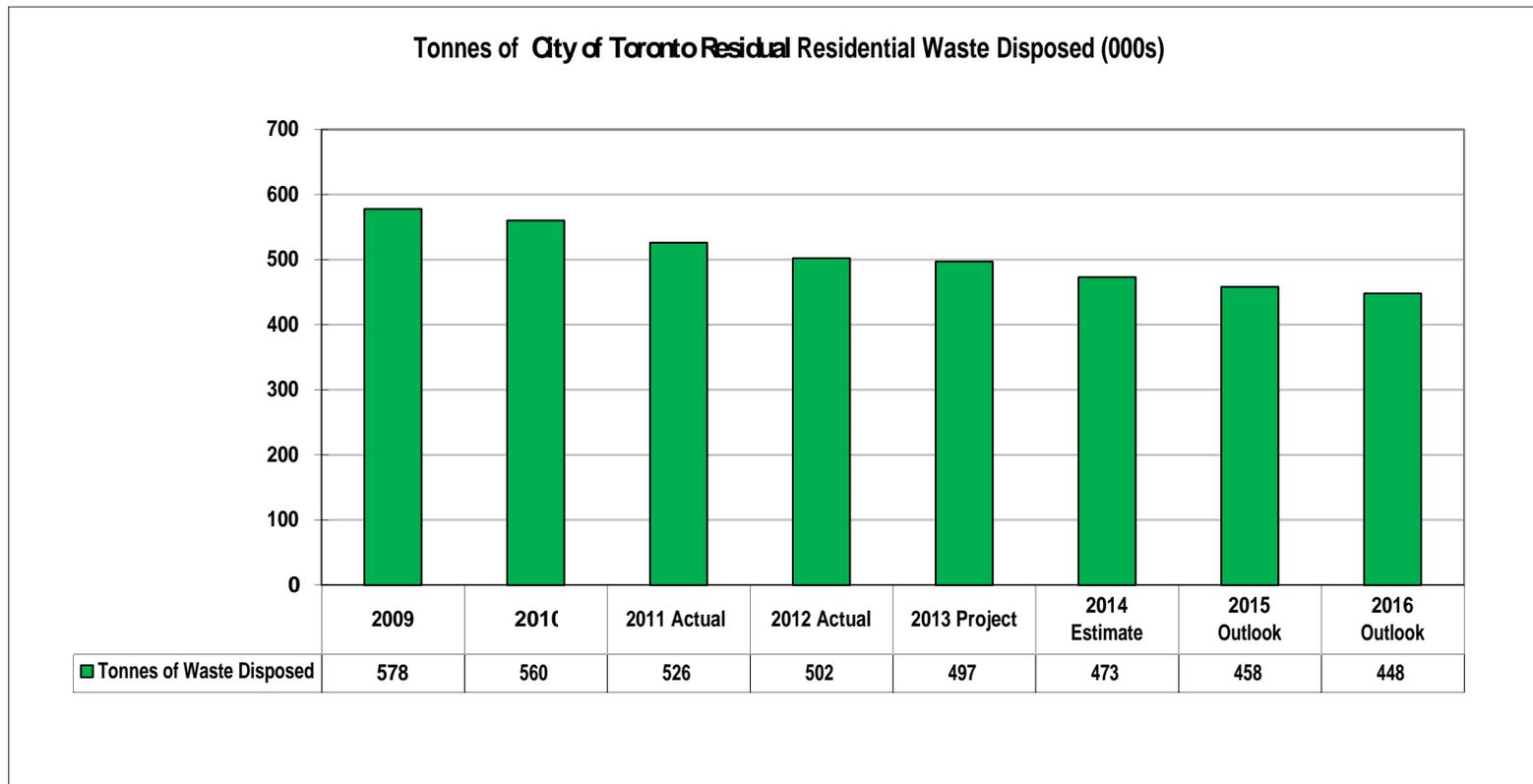
Residual Management

Issues, Challenges and Opportunities:

- Develop Long Term Waste Management Strategy
- Procure capital construction projects at GLL
- Biogas Utilization Study
- Green Lane Landfill Community Liaison Committee
- Installation of landfill gas control and leachate control/ ongoing engineering, development and monitoring of GLL to reduce the amount of odour complaints
- Site surveys, remedial measures and general maintenance of all closed landfill sites



City of Toronto Residual Waste Disposed



Total tonnes of residential waste being disposed in the Green Lane Landfill are decreasing with the implementation of various recycling and diversion initiatives.

Education & Enforcement

To effectively communicate to the residents, businesses, visitors and Agencies on how to participate in the City's waste management programs and to encourage diversion.

Key Service Levels:

Activity/Type	Service Levels			
	2011	2012	2013	2014 Proposed
Collection Calendars	Issue 1M calendars annually			
Environment Days	On Demand (up to 44 annually)			

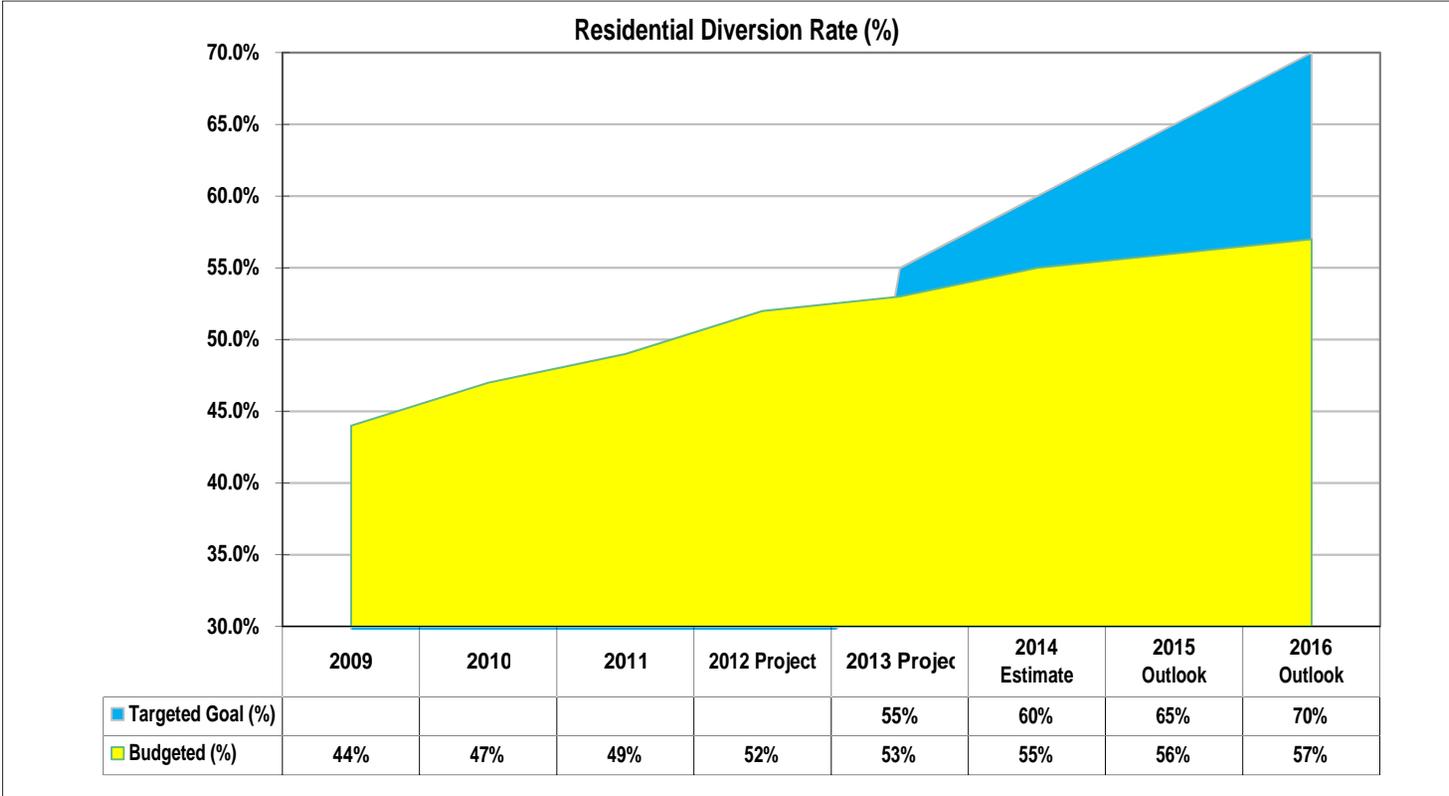
Education & Enforcement

Issues, Challenges and Opportunities:

- Increase Diversion Rates
- Initiate Customer Satisfaction Surveys
- Litter Audits and Waste Audits
- 3Rs Ambassador Program
- Partner with ML&S
- Investigate New Diversion Technologies
- Increase Public Education for Multi-Family Residential Customers



Residential Diversion Rate



The residential diversion rate will continue the trend upward with the implementation of the volume based rate structure for single and multi-unit residences as well as other diversion initiatives. The current goal is 70% diversion.

Division Wide Key Issues

- Development of the SWM Long Term Strategy
- Development of a comprehensive Asset Management Program for:
 - Transfer Stations and Yards
 - Closed Landfills
 - Green Lane Landfill
 - Vehicles and Bins
- Implications on SWM of the proposed Waste Reduction Act
- SWM Restructuring and Talent Management Program
- Development of an Integrated Management System (IMS)
 - Environmental
 - Quality
 - Health and Safety

