

## **Recommended 2021 Service Levels – Solid Waste Management Services**

**Date:** November 6, 2020  
**To:** Budget Committee  
**From:** General Manager, Solid Waste Management Services  
**Wards:** All

### **SUMMARY**

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This report provides the recommended 2021 Service Levels for Solid Waste Management Services in comparison to service levels planned and achieved from 2018 to 2020.

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 were provided in a separate document in 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**

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The General Manager of Solid Waste Management Services recommends that:

1. City Council approve the 2021 service levels for Solid Waste Management Services as outlined in Appendix 1 attached to this report.
2. This report be considered concurrently with the report entitled "2021 Rate Supported Budget and Recommended 2021 Rates and Fees" for Solid Waste Management Services.

## **FINANCIAL IMPACT**

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The service levels recommended in this report are fully funded by the 2021 Recommended Operating and Capital Budgets for Solid Waste Management Services.

## **DECISION HISTORY**

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

For 2020 Budget, Council approved on December 17, 2019, the report entitled "2020 Rate Supported Budgets - Solid Waste Management Services and Recommended 2020 Solid Waste Rates and Fees" from the City Manager and the Chief Financial Officer and Treasurer that included recommended 2020 service levels for Solid Waste Management Services.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.EX11.3>

## **COMMENTS**

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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 2021 service levels for Solid Waste Management Services can be found in Appendix 1 of this report.

Overall, the 2021 recommended service levels are consistent with the service levels approved in 2020. Where applicable, the Appendix attached to this report identifies where service levels have changed, added or deleted.

## **CONTACT**

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## **SIGNATURE**

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Matt Keliher,  
General Manager, Solid Waste Management Services

## **ATTACHMENTS**

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Appendix 1: Solid Waste Management Services - Recommended 2021 Service

## Appendix 1

### Solid Waste Management Services - Recommended 2021 Service Levels

2021 Service Levels City Beautification							
Activity	Service Level Description	Type	Status	2018	2019	2020	2021
Litter Pick-up	Park and Litter Bin Collection of Garbage and Recycling	Residential 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	Special Events Collection of Garbage, Recycling and Green Bin	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
2021 Service Levels Residual Management							
Activity	Service Level Description	Type	Status	2018	2019	2020	2021
Green Lane Landfill Site	In Compliance with Certificate of Approval	Compliance with Certificate of Approval	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
Perpetual Care	In Compliance with Certificate of Approval	Compliance with Certificate of Approval	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
Energy Generation	In Compliance with Certificate of Approval	Compliance with Certificate of Approval	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
2021 Service Levels Solid Waste Management Transfer and Collection							
Activity	Service Level Description	Type	Status	2018	2019	2020	2021
Garbage & Recyclables	Single Residential	Collection & Transfer	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	Collection & Transfer	Approved	1x 2/wks.	1x 2/wks.	1x 2/wks.	1x 2/wks.
			Actual	1x 2/wks.	1x 2/wks.	1x 2/wks.	
	Commercial	Collection & Transfer	Approved	1x 2/wks.	1x 2/wks.	1x 2/wks.	1x 2/wks.
			Actual	1x 2/wks.	1x 2/wks.	1x 2/wks.	
Green Bins	Single Residential	Collection & Transfer	Approved	1x /wk	1x /wk	1x /wk	1x /wk
			Actual	1x /wk	1x /wk	1x /wk	
	Multi Residential (where provided)	Collection & Transfer	Approved	1x /wk	1x /wk	1x /wk	1x /wk
			Actual	1x /wk	1x /wk	1x /wk	
	Commercial	Collection & Transfer	Approved	1x - 6x/wks.	1x - 6x/wks.	1x - 6x/wks.	1x - 6x/wks.
			Actual	1x - 6x/wks.	1x - 6x/wks.	1x - 6x/wks.	
Durable Goods	Single Residential	Collection & Transfer	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	Collection & Transfer	Approved	1x /wk	1x /wk	1x /wk	1x /wk
			Actual	1x /wk	1x /wk	1x /wk	
Leaf & Yard Waste	Seasonal Leaf and Yard Waste pick up	Collection & Transfer	Approved	1x 2/wks.	1x 2/wks.	1x 2/wks.	1x 2/wks.
			Actual	1x 2/wks.	1x 2/wks.	1x 2/wks.	
Municipal Hazardous & Special Waste	Single Residential	Collection & Transfer	Approved	Upon Request	Upon Request	Upon Request	Upon Request
	Multi Residential		Approved	Upon Request	Upon Request	Upon Request	Upon Request

2021 Service Levels Solid Waste Processing & Transport							
Activity	Service Level Description	Type	Status	2018	2019	2020	2021
Residual Waste	Processing & Transport	In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
Green Bin		In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
Durable Goods		In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
Leaf & Yard Waste		In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
Municipal hazardous & Special Waste		In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
Resale of Recyclables		In compliance with Certificate of Approval	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	

2021 Service Levels Solid Waste Education & Enforcement							
Activity	Service Level Description	Type	Status	2018	2019	2020	2021
Advertised Campaign	On schedule on budget for each campaign	Pubic communication	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
Printed Material	On schedule on budget for each campaign	Pubic communication	Approved	100%	100%	100%	100%
			Actual	100%	100%	100%	
3R Ambassadors - Volunteer Recruitment	Number of volunteers	Community Involvement	Approved	400	400	400	400
			Actual	400	400	400	
Community Environment Days	Household Hazardous Waste / Electronic Waste Re-Use / Donation	Community Engagement	Approved	Up to 45 events / year	Up to 26 events / year	Up to 26 events / year	Up to 26 per year plus 7 events at Transfer Stations
			Actual	44 events	46 events	7 per year at Transfer Stations	
By-law Enforcement (SWMS)	By-Law Amendment, By-law Complaints, Enforcement	Enforcement	Approved	Proactive Enforcement	Proactive Enforcement	Proactive Enforcement	Proactive Enforcement
		Enforcement	Actual	Proactive Enforcement	Proactive Enforcement	Proactive Enforcement	