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2022 OPERATING BUDGET BRIEFING NOTE

Solid Waste Management Services – Education and Enforcement

Issue/Background:

- At its meeting on November 3, 2021, the Budget Committee adopted [Item BU34.1](#), "2022 Rate Supported Budget Launch", which included the following motion:
 1. That the General Manager, Solid Waste Management Services provide a briefing note to the November 19 2021 Budget Committee meeting on:
 - a. the Solid Waste Management Services 2022 work-plan for education, how service levels for enforcement are distributed across the districts and whether or not these levels are meeting requests for enforcement.
- This Briefing Note provides a response to the above motion and presents information on Solid Waste Management Services' 2022 Communications, Engagement, Consultation and Outreach Plan as well as details on waste related enforcement activities through Municipal Licensing and Standards.

Key Points:

1. Solid Waste Management Services Work Plan for Education

Solid Waste Management Services works with Strategic Communications to develop and implement a variety of educational programs and activities aimed at informing the general public about its programs and services, proper waste set out and sorting and waste reduction.

In 2020, a new Stakeholder and Community Outreach unit was created within Solid Waste Management Services to support enhanced outreach efforts and engagement with stakeholders and Rights Holders (Indigenous communities). Plans are underway for the development of a roadmap to guide the Division's communications, outreach and engagement activities between 2023 and 2026. The newly formed Stakeholder and Community Outreach unit consists of 6 Full-Time Employees with an additional Stakeholder Engagement Lead requested in the 2022 budget. The staffing complement will be reviewed again as part of the internal road-mapping work. In

addition to the unit's staffing levels, Solid Waste Management Services has increased its resourcing support from Strategic Communications for 2022 to ensure the successful deployment of public education activities.

The 2021 budget for the Communications, Engagement, Consultation and Outreach Plan had been reduced due to the COVID-19 pandemic, which resulted in fewer initiatives/campaigns with less reach and no in-person outreach activities. The 2022 recommended budget includes an increase to support recovery of communications, engagement and outreach activities. The 2022 work plan will support a variety of communications, outreach and engagement activities. The total requested budget (both operating and capital) is outlined in Table 1.

Table 1 – 2022 Requested Budget – Communications, Engagement, Consultation and Outreach Plan

Capital Budget	\$700,000
Operating Budget	\$3,118,000
Total	\$3,818,000

The recommended budget will support the following activities:

- Public Education Campaigns – Includes 10-15 campaigns focusing on key waste reduction, reuse and diversion priorities
- Waste Management Guide and Collection Schedules – Includes design, printing and mailing
- Stakeholder and Community Outreach Roadmap – Includes consulting support for the development of the roadmap to guide work between 2023-2026
- Engagement Initiatives – Includes general supports to enhance meaningful engagement with First Nations in proximity to Green Lane Landfill
- Research – Includes research on residents' experience with the new condensed Waste Management Guide and distribution of collection schedules through utility bills
- Outreach and Communications Supports - Includes development of new outreach tools/resources, literature, supports to Solid Waste Management Services programs and communications supports (e.g. remediation and translation)
- Key Policy Initiatives - Communications supports for policy initiatives (such as single-use item reduction)

This work plan and recommended 2022 budget will ensure ongoing communications with residents about the City's waste management programs and services as well as how to reduce waste and properly participate in the City's diversion programs. It will also allow the City to better respond to the needs of the Division and work toward the 2016 Long Term Waste Management Strategy's aspirational goals of zero waste and moving towards a circular economy.

2. Waste Related Enforcement Activities

Waste-related enforcement activities fall under the responsibilities/accountabilities of Municipal Licensing and Standards and not Solid Waste Management Services. The Divisions have worked

together in the past on waste-related enforcement to follow up on educational efforts to support by-law compliance. For example, in 2017 a compliance blitz at multi-residential buildings was coordinated to enforce by-laws related to waste diversion programs and the issuance of Notices of Violation.

Municipal Licensing and Standards has two different teams currently handling waste-related enforcement. The Solid Waste Enforcement Team currently focuses on investigating public property waste complaints (i.e. illegal dumping) and the Investigation Services District Teams respond to private property complaints related to illegal dumping and property standards violations. Solid Waste Management Services funds the activities of the Solid Waste Enforcement Team, comprised of twelve positions. The Investigation Services District Team is not funded by Solid Waste Management Services. Table 1 outlines the Municipal Licensing and Standards budget for the Inter-Divisional Charges to Solid Waste Management Services from 2019 to the recommended budget in 2022. Staffing resources (By-law Officers) and the enforcement budget is not allocated by district; By-law Officers are deployed to areas of the city where they are required based on enforcement needs.

Table 1 – Municipal Licensing and Standards Budget to Support Solid Waste Management Services (2019-2022)

Year	Budget*
2019	\$1,487,945
2020	\$1,487,945
2021	\$1,337,000
2022 (recommended)	\$1,337,000

*Actuals charged are the budgeted amounts

Tables 2 and 3 below provide the total amount of service requests specific to waste-related enforcement (illegal dumping and property standards by-laws) directed to the Investigation Services District Teams and the Solid Waste Enforcement Team from 2018 to 2021 (Note: the Municipal Licensing and Standards' District boundaries are different than Solid Waste Management Services District boundaries).

Table 2 – Total # Service Requests (2018-2021) – Investigation Services District Teams

District	2018	2019	2020	2021 (YTD)
Toronto	7,966	7,705	4,929	6,027
North	1,303	1,264	828	1,036
South	2,750	2,720	1,713	2,051
East	2,071	2,075	1,303	1,633
West	1,789	1,643	1,085	1,307

Table 3 – Total # Service Requests (2018-2020) – Solid Waste Enforcement Team

Year	2018	2019	2020	2021 (YTD)
Total # Service Requests	9,085	8,309	5,966	5,980

As per Municipal Licensing and Standards' prioritization model, initial contact should occur within two days of receipt of the service request. Table 4, outlines the Investigation Services District Team ability to meet the current service-level standard of providing an initial response within two days of receiving the complaint.

Table 4 - Service Request Response between 0-2 Days

District	2018	2019	2020	2021 (YTD)
North	77%	77%	76%	76%
South	69%	69%	64%	69%
East	81%	75%	83%	81%
West	48%	76%	62%	77%

Municipal Licensing and Standards are working to restructure the Solid Waste Enforcement Team to integrate them into the Investigation Service District Teams with the objective to best prioritize waste issues on private and public property to address current challenges related to private property matters. For example, in the past Solid Waste Enforcement Team officers have responded to public property waste complaints where waste is present on both private and public property. Due to the current service-level agreement they are not addressing issues related to the private property portion of the complaint. Referrals from the Solid Waste Enforcement Team to Investigation Services District Teams have created further delays to response time. By restructuring the Solid Waste Enforcement Team to integrate them into the Investigation Services District Teams, Municipal Licensing and Standards will be better positioned to respond to complaints within the set service level standards.

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