

Solid Waste Management Services

Update on Street Litter Bin Reliability Rates and Improving Responses

Presentation to Service Excellence Committee
on September 6, 2024



Program Highlights

Customers



Residential – 870,000
Single family households
and Multi-residential units



Commercial – 6,500 Bin
and bag-only small
commercial locations



Non-Residential – 2,300
Schools, charities,
religious institutions, City
facilities



**Public Space and
Events** – 20,000+ Parks
and litter bins, 1,000
special events annually

Services

- Garbage
- Blue Bin Recycling
- Green Bin Organics
- Yard Waste
- Household Hazardous Waste (HHW)
- Electronic Waste
- Drop-Off Depots
- Oversized Items
- Private sector use of Drop-Off Depots and landfill

Assets

- 4 Operating & Maintenance Yards
- 7 Transfer Stations/Drop-Off Depots
- 6 HHW Depots
- Green Lane Landfill
- 160 Closed Landfills
- 2 Organics Processing Facilities
- 4 Collection / Litter Yards
- 750+ Vehicles and equipment
- 1.5 million bins

Solid Waste Management Services' Strategic Framework

- Our **vision** is to deliver innovative, sustainable, and customer-focused waste management solutions that adaptively respond to the unique and evolving needs of Toronto's residents, businesses, and visitors.
- Our **mission** is to provide a safe, efficient, and reliable waste management program that supports city beautification and environmental sustainability, while developing staff and creating a culture of service excellence, planning for the future and advocating for the best interests of Toronto.
- Our six **Focus Areas** are:
 - Excellence in Service Delivery
 - Innovation & Continuous Improvement
 - Advancing a Health & Safety Culture
 - Creating an Exceptional Workplace
 - Long-Term Planning & Resilience
 - Financial Sustainability

Divisional Customer Service Measures

Solid Waste Management Services has various indicators to measure service delivery and performance for the collection of litter bins, parks bins and street litter bins as well as the collection of garbage, recyclables and organics.

- Number of service requests
- Service requests resolved within service standard
- Reliability rate of collection for single-family households
- Reliability rate that litter bins were collected and not reported as overflowing

Curbside Collection

- Toronto has one of the most comprehensive and customer-focused residential collection services in Canada.
- In addition to collecting garbage, recycling, organics, and yard waste, the following curbside services are also offered:
 - Front or side door collection program offered for those who are unable to set out waste to the curb for collection
 - Curbside electronic waste collection
 - Toxic Taxi service offered for the pick-up of Household Hazardous Waste
 - Oversized and bulky items collection every two weeks

Curbside Collection

There are approximately 70 million touchpoints with curbside single-family customers annually

Customer Service Measure	2023
Reliability of Collection for Single-Family Households	• 99.97%
Validated Service Requests for Missed Single-Family Residential Collection	• 20,496
Service Request Standard for Missed Single-Family Residential Collection	• Within 24 hours
Percentage of Service Requests Resolved within Standard	• +85%

Street Litter Bins

- There are more than 10,000 street litter bins across the city.
- Under the street furniture contract with Transportation Services, street litter bins are owned and maintained by Astral Media until 2027.
- Solid Waste Management Services is responsible for collection.
- The frequency varies based on the location and/or usage of each bin, as well as seasonality.
 - Bins located in Business Improvement Areas and the downtown core are collected daily. Some bins in these areas receive additional collection during the day as required.



Street Litter Bins

- There are approximately 2.6 million scheduled litter bin collections annually.
 - There are 51,589 collections weekly, the majority (46,662) happen at night for safety and efficiency reasons.

Customer Service Measure	2023
Reliability Rate for Litter Bin Collection	<ul style="list-style-type: none">• 99.93%
Validated Service Requests for Overflowing Bins or Bins Not Picked Up on Schedule	<ul style="list-style-type: none">• Total of 1,991
Number and Rate of Locations Receiving Repeat (2+) Overflowing Litter Bins Service Requests	<ul style="list-style-type: none">• 310• 15.6%
Number and Rate of Locations Receiving 3+ Repeat Service Requests	<ul style="list-style-type: none">• 160• 8%
Service Standard to Addresses Service Requests Related to Overflowing Street Litter Bins	<ul style="list-style-type: none">• Within 24 hours
Percentage of Service Requests Resolved within Standard	<ul style="list-style-type: none">• 99.6%

Street Litter Bin – New Initiative

Enhanced Bin Design

- Transportation Services and Solid Waste Management Services, in collaboration with Astral Media, have made a number of enhancements to the bin design to allow for easier disposal of materials and better functioning overall.
 - Larger openings so that items do not get stuck
 - Two openings for litter and one for recycling
 - Various improvements to the door mechanism to ensure that doors remain closed after collection
- Approximately 1,100 of these bins are to be installed by October 2024.



Street Litter Bin – New Initiative

Temporary Field Staff

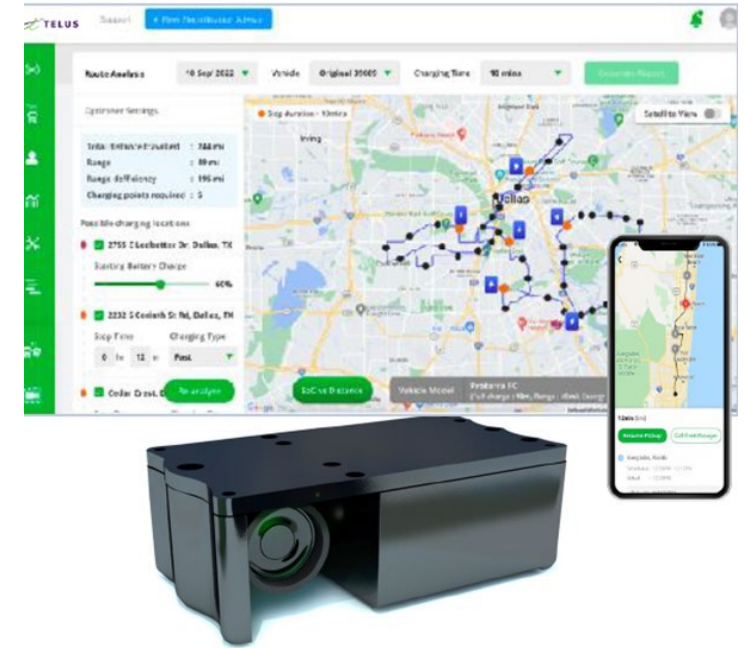
- SWMS has added temporary field staff to inspect litter bins, gather data on capacity levels and state of good repair and proactively report any overflowing bins.
- Staff will be inspecting each bin at least once a week for a period of 6 months to gather sufficient data and capture seasonal fluctuations.
- Staff began their visits in July 2024.
 - Preliminary data shows that some bins are underutilized and may not require the frequency of service they are currently receiving.
 - This may allow us to modify routes to focus on bins which require more frequent service or redeploy bins.



Street Litter Bin – New Initiative

Bin Sensor Pilot

- Sensors will be installed starting in Q3 2024 on approximately 150 street litter bins.
- The sensors electronically detect the fullness of the bins and relay the data when the bins are at or near capacity.
- The objectives of this pilot are to provide data, provide timely service, and optimize routes.



Next Steps

- Solid Waste Management Services will report back on findings when the pilots have been completed.

Thank you

