

Ward 12, Toronto – St. Paul's
City Hall, 100 Queen Street West
2nd Floor, Suite A17
Toronto, Ontario M5H 2N2

Tel: 416-392-7906
Fax: 416-392-0124
councillor_matlow@toronto.ca
www.joshmatlow.ca



January 30, 2026

Toronto City Hall
100 Queen Street West
Toronto, ON M5H 2N2

Dear Chair and Committee Members,

I am writing to request your support to have Solid Waste Management Services provide public updates related to the delivery of recycling services in Toronto to ensure transparency and accountability.

As you know, on January 1st the final stage of Premier Ford's province-wide recycling privatization plan came into effect. The Province removed the City of Toronto from delivering the service and the responsibility for all residential recycling collection in Ontario was given to Circular Materials.

When the first collection under this new model was scheduled to take place on January 2nd, entire streets, buildings, and even neighbourhoods were missed and recycling bins were left out for days without any clear communications about when residents could expect pick-up. Issues have persisted with reports from across the City of more missed collections and a lack of accountability in addressing these systemic failures.

Waste and recycling collection is a basic service that must be reliable, well-run, and accountable. City Council requires clear, timely information about service levels, compliance, and diversion outcomes in Toronto in order to determine appropriate next steps, including potential advocacy to the Province and regulator.

This motion requests that the General Manager of Solid Waste Management provide certain regular updates to Committee and Council that will enable us to advocate for Toronto's residents and get them the quality recycling services that they deserve.

Recommendations:

1. Infrastructure and Environment Committee requests the General Manager, Solid Waste Management Services, in consultation with the Executive Director, Customer Experience, to report to the Infrastructure and Environment Committee in Q2 2026 related to:
 - a. volume of calls received through 311 related to recycling collection;
 - b. general nature of complaints received through 311 related to recycling collection; and
 - c. frequency and general location of reported missed or partial collections;

2. Infrastructure and Environment Committee requests the General Manager, Solid Waste Management Services, to provide annual updates to the Infrastructure and Environment Committee including:
 - a. general observations from field staff related to recycling collection;
 - b. any increase in recycling tonnes in the City-collected waste streams;
 - c. the annual report issued by the Resource Productivity and Recovery Authority;
 - d. advocacy efforts with the Province of Ontario for the implementation of producer-funded recycling collection for all multi-residential buildings before 2031; and
 - e. discussions with the Resource Productivity and Recovery Authority regarding their planned approach to ensure producer compliance with O. Reg. 391/21: Blue Box

Thank you for your attention in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Josh Matlow', with a large, sweeping flourish extending to the right.

Councillor Josh Matlow
City Councillor
Toronto – St. Paul's
www.joshmatlow.ca