

Attachment 1: Customer Service Metrics for Q1 2026

Residential Recycling Survey

311 Customer Service Representatives tracked residential recycling issues and inquiries from January to March 2026. After confirming a caller was seeking assistance related to eligible source recycling, the 311 Customer Service Representatives noted the information in a survey. The survey was reviewed by Solid Waste Management Services to understand the types of concerns that are being reported by residents regarding recycling and where they occurred. The survey was extended until the end of April 2026. Since then, 311 has been managing all residential recycling-related calls in alignment with the standard process for handling general inquiries. The matters that are tracked in the survey include the following:

Collection Service

- Missed collection
- Incomplete pick up (materials left behind, cardboard or clear bags not collected, etc.)
- Accommodation not met (for households receiving front and side door collection)

Recycling Bins

- Repair damaged bin
- Exchange for larger or smaller bin
- Missing bin
- Additional bin
- Missing bin sticker
- Damaged or peeling bin sticker

Complaints

- Staff Conduct (rudeness, unprofessionalism, etc.)
- Collection vehicle driver (dangerous driving, traffic infraction, etc.)
- Property damage by vehicle or driver

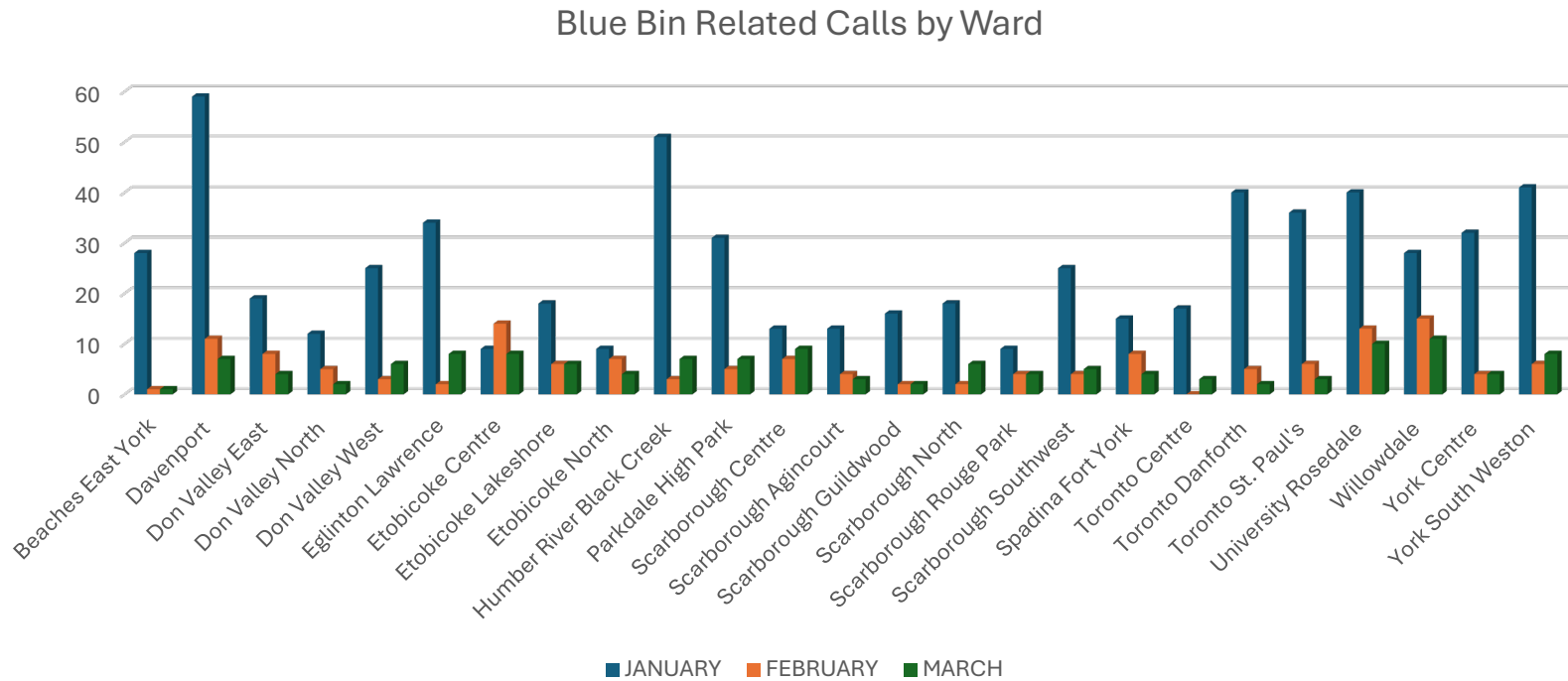
Inquiries

- Accepted recyclable materials
- Collection day

Q1 2026 Recycling Call Volume Data: By Ward

Figure 1 below shows the number of calls by month, broken down by Ward.

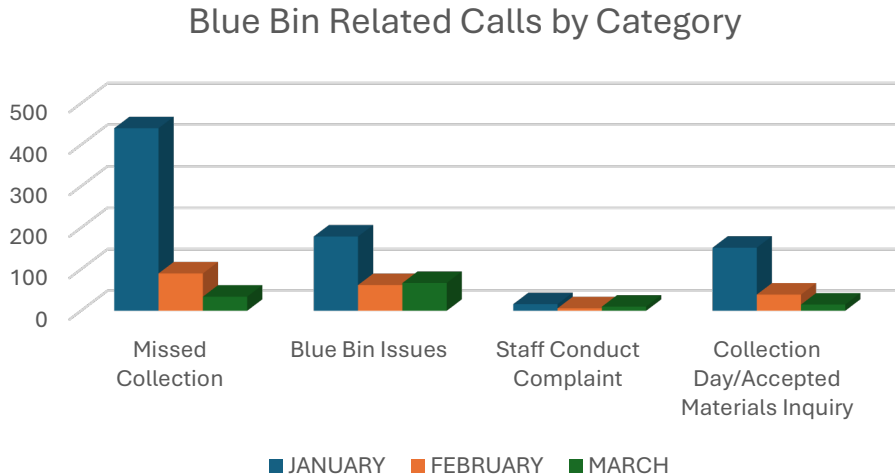
Figure 1: Residential Recycling Calls by Ward



Q1 2026 Recycling Call Volume Data: By Category

Figure 2 provides a summary of the calls by category. Initially, missed Collections constituted the highest volume of calls. However, Bin Issues became the most prevalent issue by March.

Figure 2: Residential Recycling Calls by Category



Q1 2026 Recycling Call Volume Data: By District

Figure 3 provides a summary of calls broken down by District. Month over month, District 2 consisted of the highest volume of calls.

Figure 3: Residential Recycling Calls by Collection District

