



SE13.2 - Using 311 and Other Data to Identify Trends and Improve Service Delivery in Solid Waste Management Services

July 6, 2026



No More Noise



- **Grassroots Advocacy:** A volunteer-led not for profit dedicated to reducing urban noise pollution to improve public health and sleep quality.
- **Health Focus:** Raises awareness that the World Health Organization ranks noise as the second-worst urban environmental health hazard, contributing to sleep loss, stress, and heart issues.
- **Data-Driven:** Crowd source and gather objective data about noise “at the bedroom window”
- **Civic Engagement:** Empowers and educates community members to petition city officials, send targeted emails, and speak at City Hall.
- **Collaboratively Improving Policy:** Working with Cities, Councillors and tech companies to improve processes and change policy to protect public health and improve resident outcomes.



SLEEP IS A BIOLOGICAL NECESSITY



Physical Health Risks

Chronic sleep disruption is linked to **increased cardiovascular disease**, hypertension, and stroke risks. Nighttime noise keeps the body in a state of high alert.



Cognitive Impairment

Impacts focus, memory, and decision-making. Repeated awakenings interrupt the **restorative stages of sleep** essential for mental well-being and productivity.

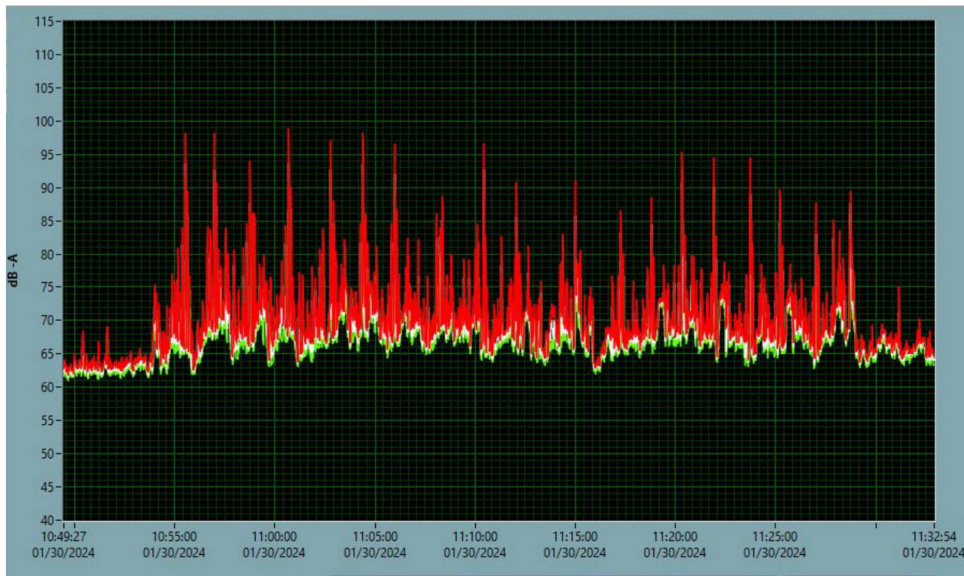


The Big Number

0

- Public consultation
- Graduated implementation
- Education of drivers
- Noise mitigation measures suggested
- Education for property managers
- Consideration for residents and their health
- Mention of noise the report submitted today

Unacceptable Noise

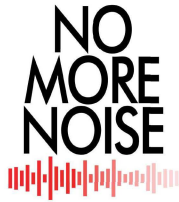


Louder than a modified muffler or a leaf blower

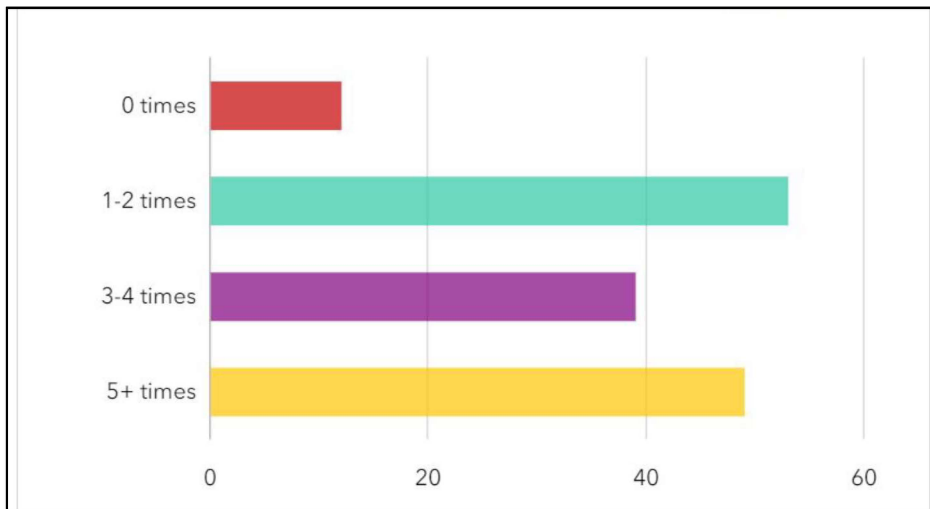
- High intensity
- Percussive noise spikes
- Causes of noise:
 - Metal on metal bin strikes
 - Banging of bins to empty
 - Heavy equipment compaction
 - Tonal back up alarms



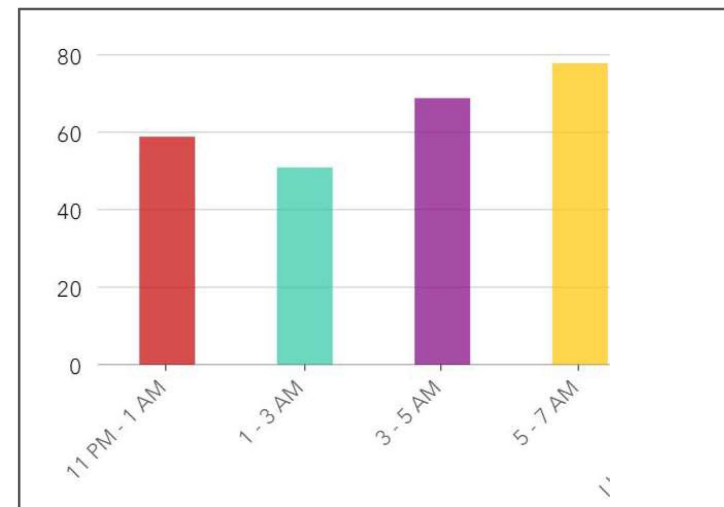
Waste Collection Survey -157 responses



How many times have you heard waste collection this week?



At what times have heard waste collection noise at night?



The 311 Data Paradox

Item SE13.2 focuses on using data to fix service gaps, but current trends show a failure in **voluntary compliance** from the operators.

You do not have an accurate picture of problem.

Residents:

- Have no confidence of city solving the issue
- Think why report? It's non enforceable
- Feel the city doesn't care about them



Noise Mitigation Guidelines for Private Waste Collection

City of Toronto Municipal Code [Chapter 591, Noise](#) ("the Noise By-law") regulates noise in Toronto. The intent of the Noise By-law is to maintain a livable and reasonably peaceful atmosphere in Toronto, while recognizing that it is reasonable to expect a city of almost 3 million people will have some noise.

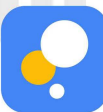
Noise from waste collection can be a source of complaint, especially in densely populated areas. This guidance document provides options and strategies for mitigating noise associated with waste collection services. Feedback from consultations with private waste collectors and other stakeholders informed the guidance in this document, to support property managers, waste collection companies, and other service providers in minimizing noise disruptions in residential and commercial areas. This document was prepared in Collaboration with Waste to Resource Ontario.

Reporting Noise from Waste Collection

Residents can now [submit reports](#) for various non-enforceable noise issues, specific to noise concerns for activities during permitted hours, those that do not exceed a provision in the Noise By-law, or those that are exempt.

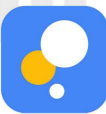
When a report is made, staff will forward complaint details to the waste collector identified by the complainant and work with them to resolve the issue.

QR Code to above page



Mandatory Technical Safeguards

- **Broadband Alarms:** Advocate for the province to mandate multi-frequency "white noise" backup alarms that are directional and less intrusive than tonal beepers.
- **Source Engineering:** Require rubber or plastic buffer mitigation on all commercial bins to cushion metal-on-metal contact.
- **Handling Practices:** Educate Drivers and enforce "low and slow" bin placement training and **install sound level monitoring** for compliance.
- **Schedule Coordination:** Use 311 "hotspot" data to minimize repeated overnight disturbances in the same neighborhood.



Immediate Health Relief

A Temporary Suspension

- We urge the Committee to propose to City Council an immediate, temporary halt to overnight private commercial waste collection
- This suspension provides immediate health relief while the City transitions from passive tracking to active enforcement by turning voluntary guidelines into **mandatory regulations**
- Allows for sound level monitoring to be installed



Ask yourself:

How would you feel going to be knowing that you will be woken up by multiple nights a week, sometimes multiple times a night?



Let's Create Healthy, Liveable Cities by Reducing Noise

