Attachment 3 – Litter Bin Collection Information

Table 1 provides a summary of Solid Waste Management Services' Litter Bin Collection Information.

Table 1: Litter Bin Collection Information

Litter Bin Collection Information	**Description**		
Enhanced Service Delivery Through Implementation of Additional Shifts	Implementing additional litter bin collection shifts with increased staffing on a permanent basis to better align our services with demand. This provides more frequent service to high-priority areas across the city during peak and non-peak seasons.		
Bin Sensor Pilot	Sensors have been installed on select litter bins since 2024 to electronically detect the fullness of bins and relay the data when bins are at or near capacity. Through the pilot, sensors have been installed on litter bins that repeatedly overflow. They have also been installed on a full route with a mix of bins that overflow and others that do not. This enables staff to be routed to collect from litter bins that reach a certain threshold of fullness to improve responsiveness, productivity and overall operational efficiency.		
Litter Bin Collection Performance		**2025 (Jan.– Oct.)**	**2026 (Jan. – Oct.)**
	Litter Bin Reliability Rate	99.93%	99.94%
	Total Service Requests for Overflowing Litter Bins (includes illegal dumping and blocked bin openings when bins are not full)	2,058 Approximately 2,050,000 total collections	2,016 Approximately 2,050,000 total collections
	Percentage of Service Requests Resolved within Service Standard (within 24 hours)	94.66%	97.22%
	Average Closure Time	20 hours, 10 minutes	8 hours, 02 minutes