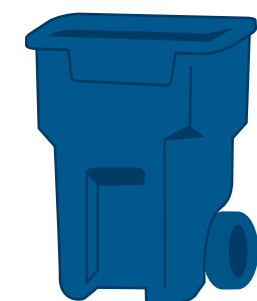


SOLID WASTE MANAGEMENT SERVICES


Did you know?

A snapshot of services provided in 2016/17

 **209,000 TONNES** of Blue Bin recyclables

 **144,000 TONNES** of Green Bin organics

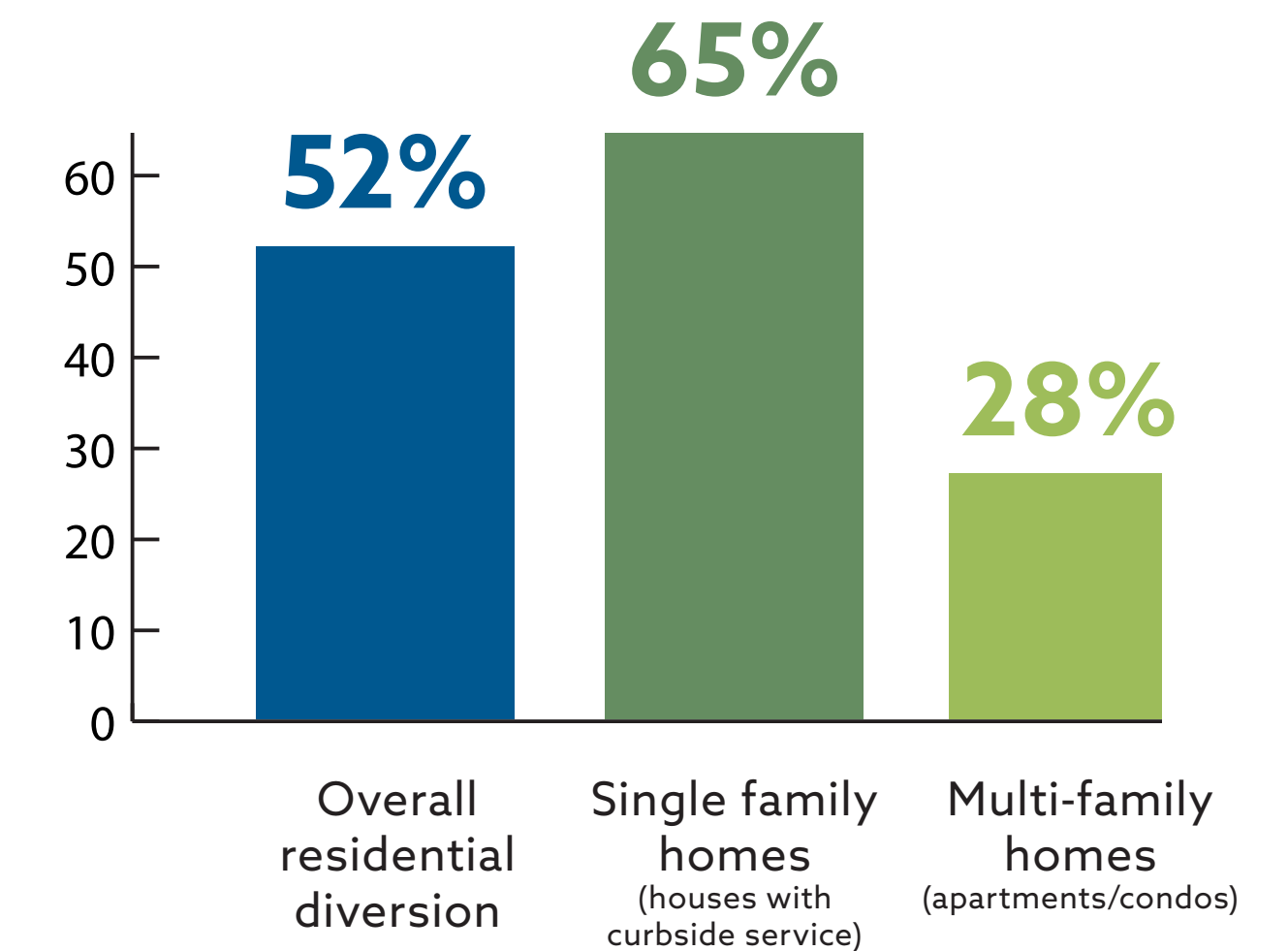
 **491,000 TONNES** of garbage

 **84,000 TONNES** of yard waste



In 2016, Solid Waste managed over **900,000 TONNES OF MATERIAL** generated within the City of Toronto.

2016 DIVERSION RATES



Provides waste services to over

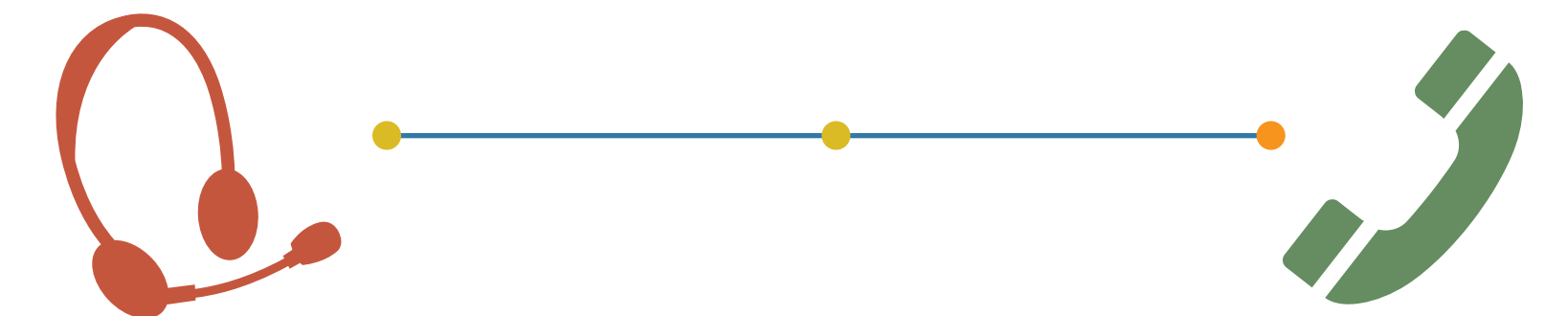
900,000

Toronto residential homes, businesses, charities, institutions, religious organizations, schools, and City divisions, agencies and corporations.



IN 2017, IT COST **\$2.83/WEEK**

to collect garbage, recycling, organics, yard waste and oversized items from a single-family home with a medium-sized bin.



Handled 180,437 customer service requests in 2016 - that's

493/DAY,

or 1 every 3 minutes - and achieved an **89% RESOLUTION RATE** within service-level timelines.