



Routine Disclosure Plan

Date: November 2022

Division: Solid Waste Management Services

Introduction

Access to records held by the City of Toronto is regulated by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). The public has a right to see most City records, and to get copies of them (fees for photocopying may apply) however there are some exceptions to public access. If there are any concerns regarding what information can be disclosed, please contact City Clerks – Access and Privacy and/or Legal Services – Municipal Law.

Records are made available by:

- **Routine disclosure:** Divisions make information available to the public when it is requested, and by publishing it online or in a printed form such as brochures and reports.
- **Freedom of information request:** When information is not available routinely, the public may submit a freedom of information request to the City Clerk's Office, Corporate Information Management Services.

Solid Waste Management Services seeks to provide open data and transparent information to the public regarding the operation of the Division. However, Solid Waste Management Services will not disclose any proprietary, personal, private, critical business planning, or legal advice. This includes but is not limited to:

- Records received in confidence from another government
- Third Party Information (e.g. trade secret; scientific, technical, commercial, financial information; labour relations information)
- Personal Information
- Information subject to solicitor/client privilege

- Draft of a by-law prior to being considered in a meeting open to the public
- Performance information pertaining to a City Contractor (e.g. when asked for a reference or endorsement)
- City employee opinion, unless authorized by upper management to represent the City
- Proprietary Information
- Proprietary information pertaining to City Contractors
- Landfill Gas Royalty Statements (proprietary information)
- Companies using our transfer stations
- Disposal Contingency Planning Details
- Results of Disciplinary Investigations
- Unit charge rate that Contractors charge (if not read at Bid Opening)
- Single-Family, Multi-Residential, Parks, Mixed Waste Processing and other research or program study audits
- Recyclability of various materials not included in City Recycling Programs
- List of billable customers
- Details related to active procurement initiatives (RFQs, RFPs, Tenders, OTPs, NCPs, etc.)
- Email Listserv information

Routine Disclosure Plan

This document describes the types of records available routinely from the Solid Waste Management Services Division. It identifies the type of information, a brief description, and how it is made available to the public (online, by request, or by visiting a City office).

Table below displays the type of information, brief description and how to get the information.

Type of information	Brief description	How to get the information
Litter Audit Results	City-wide litter audit results for composition and amount of litter on City streets	Litter Audit Report
Solid Waste Datasets in the Open Data Portal	Solid Waste data including items such as in-park assets, pickup schedule, daytime curbside collection areas and 311 service requests	Open Data
Complaint Process	Information on how to register a complaint to Solid Waste Management Services	Solid Waste Management Services – Complaints
Customer Service Standards	Information on customer service standards such as complaints, material not collected, requests for additional containers, missing/damaged containers, odour complaints, overflowing litter bins, litter clean-up, and removal of posters from street furniture	Solid Waste Management Services – Customer Service Standards
Service Request Investigation Status Update	Information on the status of a Service Request investigation	Email: swmsupport@toronto.ca
Legal Agreements (with proprietary or confidential information redacted)	Legal Agreements that Solid Waste Management Services has entered into with another party	FOI Request
Data regarding amount of waste/recyclables/organics/yard waste, etc. collected by City	Information on the amount of residential waste, Blue Bin recyclables, Yard Waste, Green Bin organics (etc.) material collected and diverted by the City	Solid Waste Reports & Diversion Rates

Type of information	Brief description	How to get the information
Cost of collection containers	The cost of collection containers according to Toronto Municipal Code, Chapter 441 Fees and Charges	Cost of Collection Containers
Educational/Promotional information	Information on various educational and promotional materials that Solid Waste Management uses	Waste Educational Resources Email: wastestrategy@toronto.ca
Development Review Guidelines and Requirements	Requirements for garbage, recycling and organics collection services for new developments and redevelopments	Development Review Guidelines and Requirements
Bylaws	Solid Waste Bylaws including collection, fees, packaging, waste transfer and landfill, and litter and dumping of refuse	Solid Waste Bylaws
Application Forms for services	Form for opting in or out of City collection services	Opt in or Out of City Collection Services (Houses) Opt in or Out of City Collection Services (Apartments/Condominiums, Non-Residential Buildings)
Information on various container configurations and certain specifications of containers	Fees by bin size, including the specifications of the container	Garbage Bin Sizes & Fees
Side Door eligibility requirements for collection service	Front or side door collection of garbage, recycling and organics is only provided to those residents who are not physically able to carry their materials to the curb and who do not have an able-bodied person living with them who can take the materials to the curb	311 Request
Information related to Non-Residential eligibility requirements for collection services	Information for businesses, charities, institutions and religious organizations, schools and City divisions, agencies and corporations regarding eligibility for collection services	Non-Residential Eligibility for Collection Services

Type of information	Brief description	How to get the information
Information contained in collection schedules	If you live in a single-family home with daytime curbside collection, your waste is collected on a specific day of the week depending on where you live in the City. Green Bin organics are picked up every week while Blue Bin recycling and garbage are collected on alternating weeks	Collection Schedule Curbside Collection Maps Waste Management Guide and Collection Schedules
Council/Committee staff reports	Council/Committee staff reports from Solid Waste Management Services	Search for Council/Committee staff reports
Explanation of billing calculations	Information regarding billing calculations	Email: swmsupport@toronto.ca
Posted Offers to Purchase (OTP) – All prices disclosed at Bid Opening (PMMD)	Information on posted Offers to Purchase	Offer to Purchase
Community Environment Days	Information including a listing of event dates and locations, a list of items accepted or available for pick-up or purchase at Community Environment Days	Community Environment Days
Household Hazardous Waste	Information including what Household Hazardous Waste (HHW) is, a listing of Household Hazardous Waste Depots, information on how to and the criteria for arranging for the Toxic Taxi collection and how to dispose of accepted items	Household Hazardous Waste
Green Bin Program	Information on the list of items that can and can't go in the Green Bin, an outline of how the Dufferin Organics Processing Facility operates, and an outline of why the City launched the Green Bin program	What goes in the Green Bin What Happens to Organics
Blue Bin Recycling Program	Information on the list of items that can and can't go in the Blue Bin, recycling tips, the importance of recycling right, and top Blue Bin contaminants	What goes in the Blue Bin?
Electronic Waste Recycling Program	Information on what the Electronic Waste Recycling program is, a listing of E-Waste Depots, and information on collection	Electronic Waste

Type of information	Brief description	How to get the information
Transfer Stations	Information on the list of materials accepted and Prohibited Materials not accepted at Transfer Stations, locations, fees, and the process to drop off waste.	Transfer Stations
General Residential, Multi-Residential and Non-Residential Collection	General information related to residential, multi-residential and non-residential collection.	'Waste Wizard' sorting tool What is accepted as Yard Waste and how to set it out for collection What Goes in the Garbage Bin? Waste Reduction Municipal Act Public Notices 3Rs Ambassador Program Excess Garbage, Recycling and Organics Purchase Garbage Bag Tags Oversized and Metal Items Collection from Non-Residential sources Access to media relations documents related to solid waste management issues/programs

For more information, please visit [Access City Information or Records](#)