



Routine Disclosure Plan

Date: October 2024

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; however there are some exceptions to public access. 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 under this Routine Disclosure Plan 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 supplied in confidence)
- Personal Information as defined in MFIPPA
- 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 (financial 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
- 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 by Solid Waste Management Services. It identifies the type of information, a brief description, and how it is made available to the public.

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, 311 service requests and litter bin collection frequency	Open Data
Complaint/Compliment Process	Information on how to register a complaint or compliment to Solid Waste Management Services	Solid Waste Management Services – Complaints & Compliments
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	Track a Service Request
Residential Diversion Rates and Material Breakdown	Information on the amount of residential waste, Blue Bin recyclables, Yard Waste, Green Bin organics (etc.)	Solid Waste Reports & Diversion Rates

Type of information	Brief description	How to get the information
	material collected and diverted by the City	
Educational/Promotional Information	Information on various educational and promotional materials that Solid Waste Management Services 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	City Waste Collection Requirements for New Developments & Redevelopments
Bylaws	Solid Waste Bylaws including collection, fees and charges, waste transfer and landfill, litter and dumping of refuse, and the City's Single-Use and Takeaway Items Bylaw	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 residential container configurations, specifications and fees	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

Type of information	Brief description	How to get the information
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
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 Holiday Collection Impacts
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 Solid Waste billing calculations	Email: swmsupport@toronto.ca
Posted Offers to Purchase (OTP)	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 and the amount of material collected and diverted at events	Community Environment Days
Household Hazardous Waste	Information including what Household Hazardous Waste (HHW) is, information on how to and the criteria for arranging for the Toxic Taxi collection, how to	Household Hazardous Waste

Type of information	Brief description	How to get the information
	dispose of accepted items and where to find additional item-specific drop-off locations	
Green Bin Program	Information on the list of items that are accepted in the Green Bin and those that are not, and an outline of how the City's Organics Processing Facilities operate	What goes in the Green Bin What Happens to Organics
Blue Bin Recycling Program	Information on the list of items that are accepted in the Blue Bin and those that are not, general recycling instructions, and the transition to Extended Producer Responsibility (EPR) in Toronto	What goes in the Blue Bin?
Electronic Waste Recycling Program	Information on the list of items that are accepted as Electronic Waste and those that are not, important set out information, and where to find additional drop-off locations for electronic waste	Electronic Waste
Transfer Stations/Drop-Off Depots	Information on the list of materials accepted and Prohibited Materials not accepted at Transfer Stations/Drop-Off Depots, locations, fees, and the process to drop off waste	Transfer Stations/Drop-Off Depots
Renewable Natural Gas	Information on the City's renewable natural gas (RNG) projects at SWMS facilities that enable the upgrading of raw biogas/landfill gas into RNG, including RNG production potential and estimated greenhouse gas reductions	Turning Waste into Renewable Natural Gas

Type of information	Brief description	How to get the information
Long-term Waste Management Strategy	Information on the City's Long-term Waste Management Strategy (Waste Strategy), including reports and resources, programs and initiatives, the Strategy Update, and the Residual Waste Management Work Plan	Waste Strategy
General Solid Waste Management Services Information	General information related to Solid Waste Management Services programs and services	'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 Working Towards a Circular Economy 3Rs Ambassador Program Excess Garbage, Recycling and Organics Purchase Garbage Bag Tags Oversized and Metal Items Home Healthcare Waste 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](#)