



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.

Strategies for Noise Mitigation

Strategies for Property Managers

Equipment:

- **Use bins with plastic lids:** Property managers are encouraged to choose bins with plastic lids instead of metal ones, as they create less noise during collection and handling.
- **Regularly maintain equipment:** Ensuring that bins are regularly maintained can prevent unnecessary noise caused by faulty equipment, loose parts, or worn-out wheels.
- **Upgrade equipment:** Where possible, upgrading to newer, low-noise equipment can help. For example, some property managers commented that battery-operated bin rollers reduced the noise made when rolling bins out for collection.

Timing:

- **Alter collection timing:** In cases where property managers receive complaints from residents or neighbours about late-night collection causing excessive noise, property managers can consider contacting their waste collector to adjust timings to reduce disturbance.
- **Coordinate pickup times:** To reduce the frequency of noise disruptions, property managers are encouraged to coordinate waste pickup schedules with multiple waste collection operators. Consolidating collection times can reduce the overall noise impact.
- **Roll bins out earlier:** Where possible, property managers should arrange for bins to be rolled out to the collection site in advance to reduce the noise caused by moving bins between 11 p.m. and 7 a.m.

Best Practices for Waste Collectors

Equipment:

- **Regularly maintain vehicles:** Ensuring that collection vehicles are regularly maintained can prevent unnecessary noise caused by faulty equipment, loose parts, or worn-out equipment.
- **Multi-frequency back-up alarms:** Private waste collectors are encouraged to use multi-frequency (non-tonal) back-up alarms on vehicles to reduce the intensity and disruptiveness of alert sounds.

Behavioral changes

- **Soften bin placement:** Collectors should carefully lower bins rather than dropping them, which can cause loud, abrupt noises.
- **Optimize routes:** Consider changes to routes to avoid overnight pickup in residential areas
- **Improve loading efficiency:** Collectors can train drivers to avoid excessive backing up and long load times to minimize noise created by collection

Timing

- **Avoid early mornings where feasible:** Private waste collectors are encouraged to avoid scheduling pickups during early morning hours, where feasible, particularly in residential neighborhoods.

Responding to Complaints

- **Responding to complaints:** When the City of Toronto forwards a complaint, private waste collectors should respond to the complaint and inform the City of

their action (e.g. information on how they plan to mitigate noise or resolve the complaint), where possible

In cases where noise complaints are received, Municipal Licensing & Standards (MLS) will assess the compliance of private waste collection operators with these guidelines. MLS will evaluate the efforts made by waste collection services to align with best practices.

As part of an ongoing effort to improve the guidelines, the City will work with stakeholders to update this document as needed to incorporate emerging technologies and additional noise mitigation methods.

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Prepared in Collaboration with Waste to Resource Ontario