

Review of Nighttime Waste Collection Schedules

Public Consultation Report
November 2025

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Consultation Summary

From July 24 to October 27, 2025, the City of Toronto conducted public consultation on the Review of Nighttime Waste Collection Schedules. Engagement activities included a kick-off meeting with managers from the West Queen West, Little Portugal, College Promenade, and Ossington Business Improvement Areas (BIAs), as well as the Toronto Association of BIAs (TABIA). The City also delivered a guest presentation at TABIA's general meeting, hosted two virtual public meetings, and collected feedback through an online survey and comments submitted by mail, phone, and email. In total, more than 25 people attended the virtual meetings, 198 survey responses were received, and seven individuals provided feedback through other channels. To inform residents and businesses about the project and opportunities to participate, the City shared information via a dedicated project webpage, targeted emails to BIAs and businesses subscribed to the BusinessTO mailing list, LinkedIn posts, and by mailing 34,440 letters to nighttime collection customers.

Feedback showed that most customers were neutral about changes to nighttime collection schedules, with 42% of survey respondents neutral, 33% unsupportive, and 18% supportive. Notably, 47% identified "no change" to collection day as their most preferred option. Businesses, including existing customers and stakeholders, generally supported moving collection nights on commercial main streets to days with less economic activity, pedestrian traffic, and vehicle congestion. Thursday is currently the most common collection day (41%). While many residential respondents preferred maintaining their existing schedule, Tuesday and Wednesday (31%) emerged as the most preferred alternative options, whereas Monday is both the least common current collection day (12%) and the least preferred alternative (41% ranking it least preferred). Many respondents also suggested adjusting nighttime collection hours to start earlier. Noise concerns were a recurring theme particularly between midnight and 3am, with survey respondents identifying noise as a top issue and participants at public meetings requesting strategies to reduce noise during collection operations.

Additional feedback included interest in the Province's upcoming Extended Producer Responsibility (EPR) Regulation, with participants seeking clarity on its impact and suggesting that EPR-related activities be coordinated with existing waste collection to minimize noise and traffic congestion. Although not a primary focus of consultation, some respondents expressed concerns about the CaféTO program, questioning its impact on traffic and waste collection operations and calling for a review.

The feedback gathered through this consultation is just one input that will help guide potential changes to nighttime collection schedules in 2026. Other considerations and inputs that will be taken into consideration include impacts from EPR and a general operational review of our nighttime collection program. For more information on the public consultation, visit toronto.ca/collectionchange.

Project Overview

The City is reviewing its nighttime waste collection program, where collections occur between 9 p.m. and 6:45 a.m., to determine if a re-alignment of collection days would be beneficial for City customers and operations.

Overview of Communications and Consultation Activities

Communication Activities

A variety of methods were used to notify people of the project and opportunities to participate:

- Project web page toronto.ca/collectionchange (702 unique visits)
- Notice delivered through Canada Post (34,444 customers)
- E-notification to BusinessTO subscribers (47,498 contacts)
- Email to elected officials (26 contacts)
- Five social media posts via LinkedIn

Consultation Activities

Public and interest group comments on the project were received through the following consultation and engagement activities:

Activity	Date	Participation
Kick-off BIA Meeting	July 24, 2025	4 attendees (6 invited) <ul style="list-style-type: none">• West Queen West BIA• Ossington BIA• College Promenade BIA• Little Portugal BIA
Guest Presentation at TABIA General Meeting	August 19, 2025	67 attendees
Virtual Public Meetings	October 20, 2025	25 attendees
Online Survey	September 18 – October 27, 2025	198 responses
Email/Phone	September 19– October 27, 2025	7 comments received from 7 individuals

What We Heard

Feedback generally showed a neutral level of support for a collection day change. This was most evident in the survey, where most respondents indicated that their preference for a day change was 'no change'. Feedback suggested that Monday was the least preferred day for a change, and Thursday was the most preferred. Where a change in nighttime operations was suggested, feedback indicated this change should be earlier than 9 pm and/or from nighttime to daytime.

Noise during nighttime collection is the greatest challenge for respondents, specifically for residents. In the survey and virtual events, feedback described noise coming from collection trucks impacting resident sleep between midnight and 3 a.m.

Respondents, particularly in the survey, took issue with the CaféTO program and highlighted that it caused issues to street operations including garbage collection.

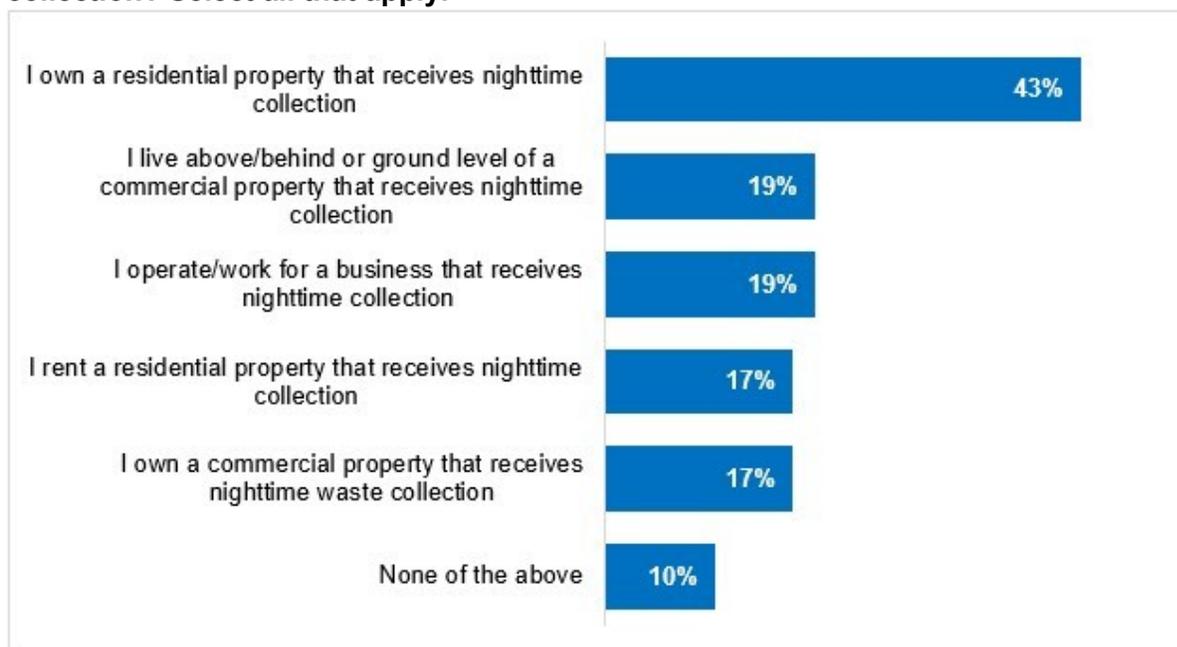
There was general interest in the Extended Producer Responsibility Program¹, specifically the potential impact on traffic congestion and eligibility for the program was shown primarily in meetings with Business Improvement Areas, as well as the virtual public events.

Survey

The survey was available online and included background information on the project. The questions included multi-choice or multi-select responses, in addition to open ended comment boxes and optional demographic questions. Participation in the survey was anonymous. Although outreach identified over 34,000 customers, survey responses yielded 198 responses, a lower than anticipated ratio.

Responses received to each question are presented in this section.

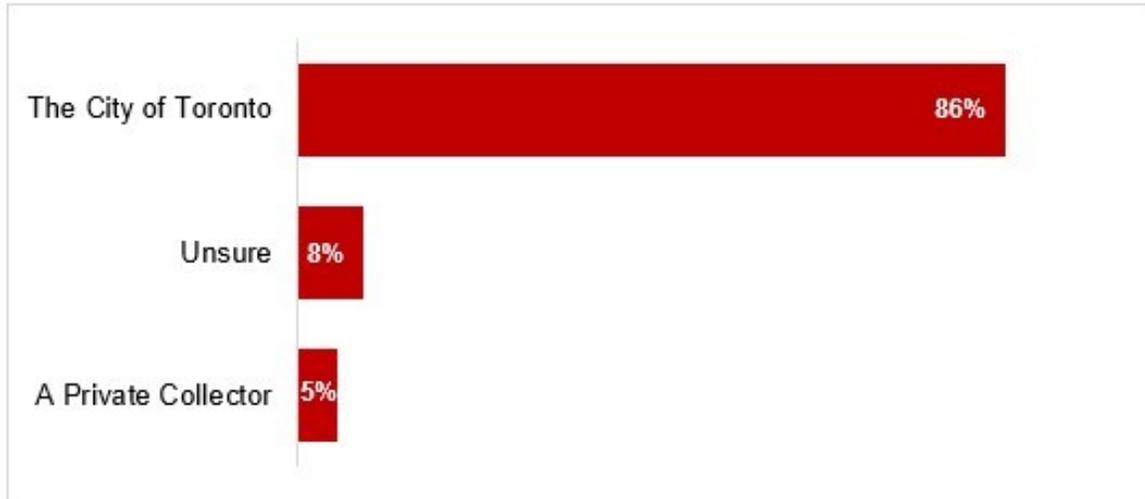
Question: Which statements describe your experience with receiving nighttime waste collection? Select all that apply.



There were 198 responses to this question, with 43% (86) owning a residential property receiving nighttime collection; 19% (36) either operating/working for a business that receives nighttime collection or living above/behind or ground level of a commercial property that receives nighttime collection and 17% (34) owning a commercial property that receives nighttime collection. Respondents had the option of selecting multiple responses.

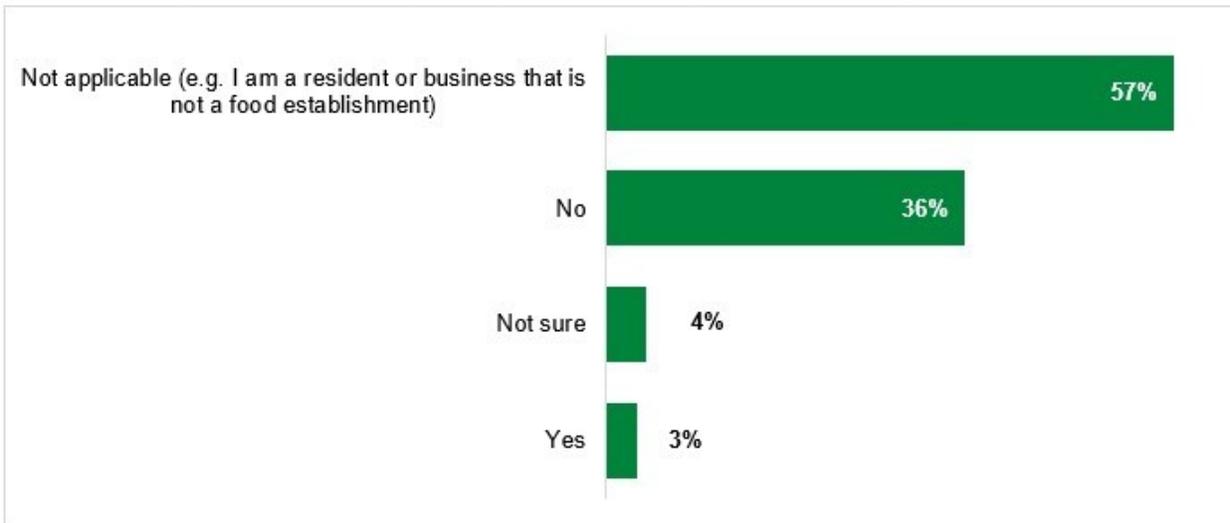
¹ Extended Producer Responsibility is a provincial regulation (O.Reg. 391/21: Blue Box) that transitions the Blue Box Program to producers of paper, packaging, and packaging-like materials to be fully responsible for the management of post-consumer Blue Box materials from those locations that the regulation classifies as eligible sources.

Question – Who is your current waste collection service provider?



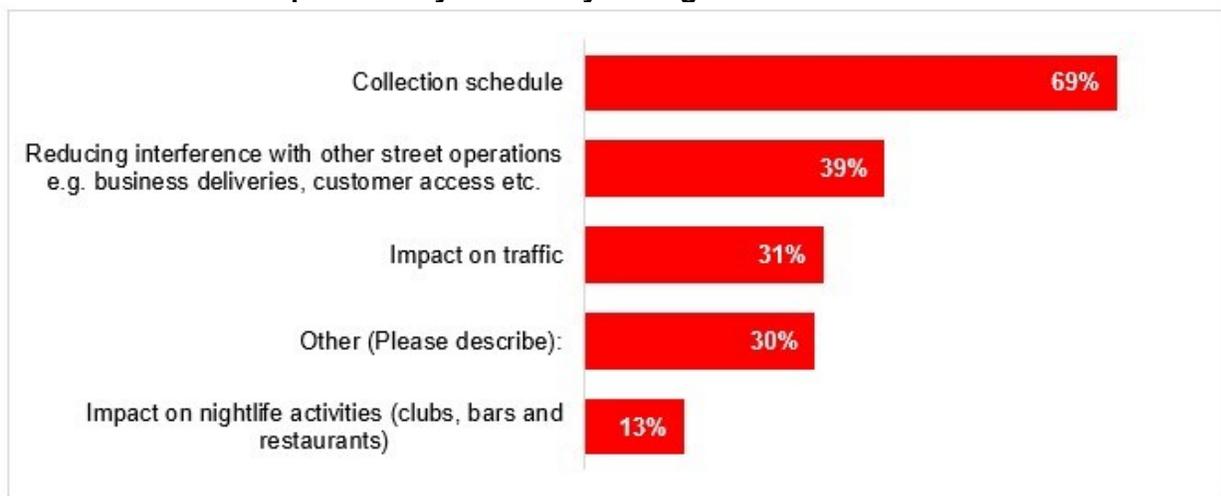
Majority of the 177 respondents (86%) use the City of Toronto’s waste collection services. Respondents who selected other options were not allowed to provide additional responses to the survey.

Question: Is your business a participant in the City’s CaféTO Program?



Of the 137 responses to this question, only 3% or 4 respondents are CaféTO participants. Most respondents (57% or 78 respondents) are a resident or business that is not a food establishment or do not participate in the program (36% or 50 respondents).

Question: What is important to you about your nighttime waste collection?

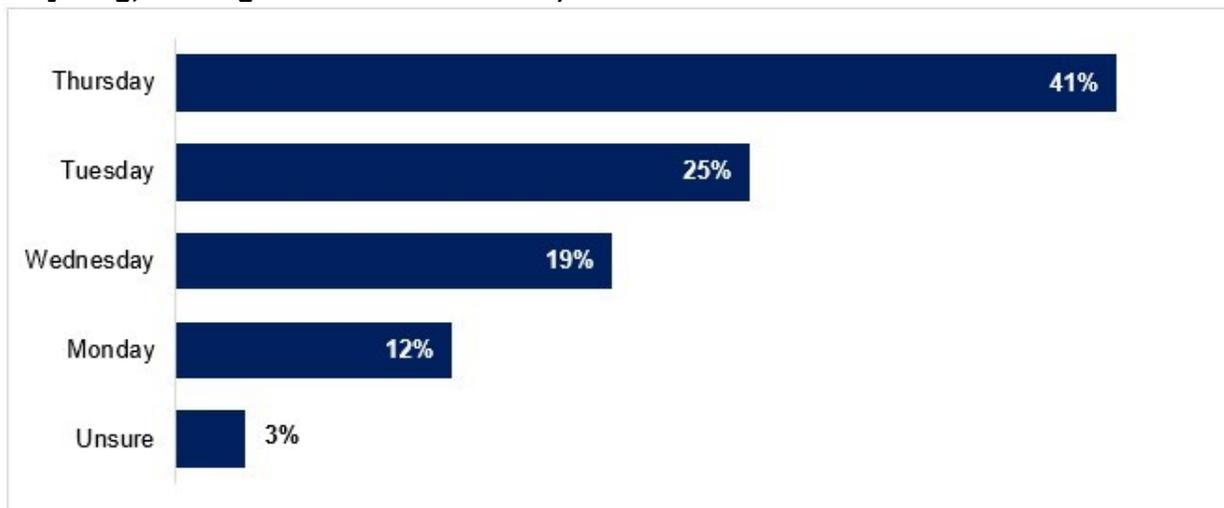


There were 132 responses to this question, with 69% (91) responses identifying the collection schedule as being important, 39% (52) responses indicating reducing interference with other street operations such as deliveries and customer access being important and 31% (41) Concerned with the impact on traffic. A total of 30% outlined other factors. Respondents had the option of selecting multiple responses.

The most common responses included:

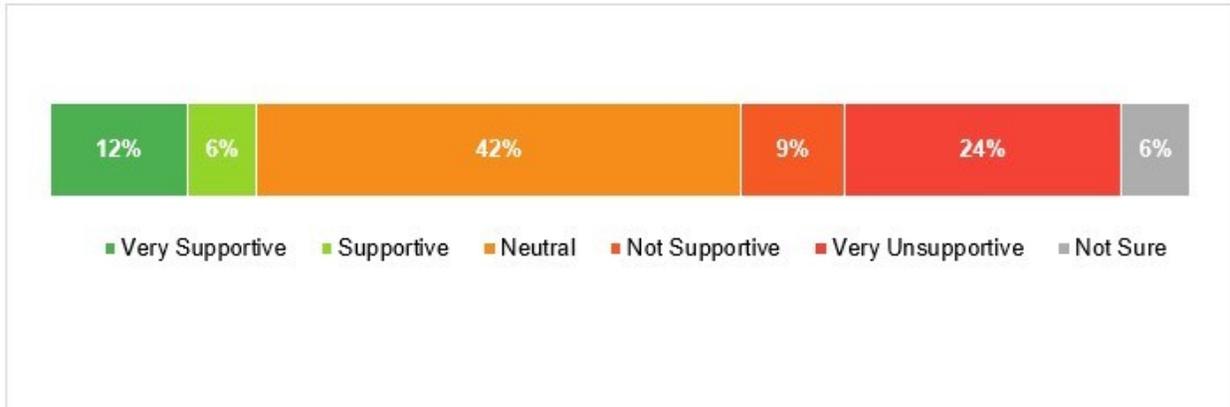
- Negative experiences with noise during collection at night
- A time/window for when bins are put out, serviced and brought back inside to avoid potential accessibility issues
- A preference for daytime collection
- Adjusting times so that collection does not happen late at night for e.g. 3 a.m.
- It does not interfere with the aesthetics of the street e.g. no overflowing garbage

Question: What night of the week is your collection day (the day when garbage, recycling, and organics are all collected)?



There were 137 responses to this question, with 41% (56) respondents' indicating Thursday as their collection day, followed by 25% (34) on Tuesday and 19% (26) on Wednesday. Monday is the least collected day for respondents (12%).

Question: In general, how supportive are you in changing your current waste collection night to another night of the week?



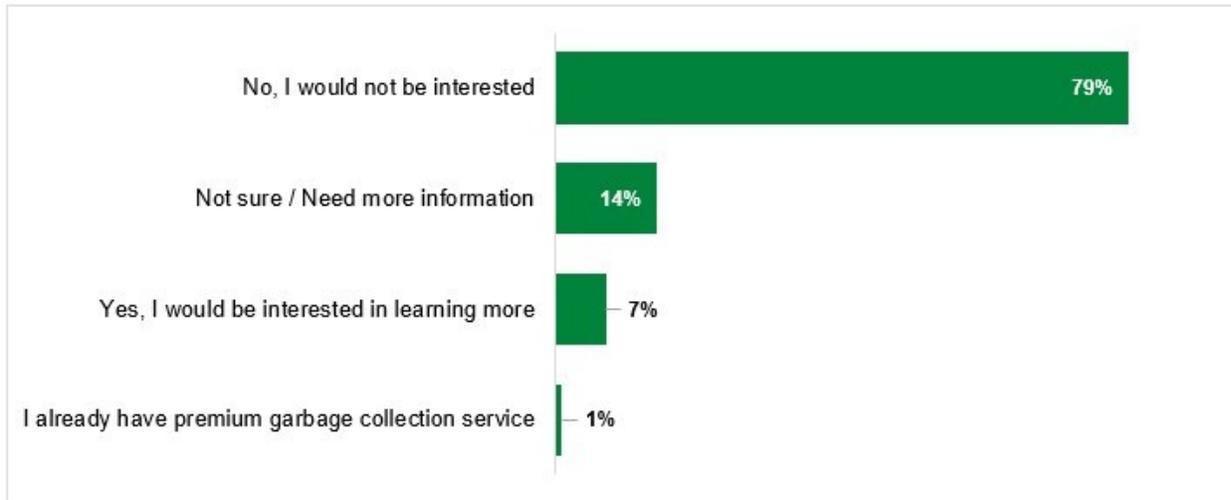
Of the 137 responses to this question, 42% of respondents were neutral, 33% were either very unsupportive or unsupportive and 18% were either very supportive or supportive.

Question: Please rank your preferred day for nighttime waste collection from least-preferred to most-preferred, with 1 being least-preferred and 5 being most-preferred.



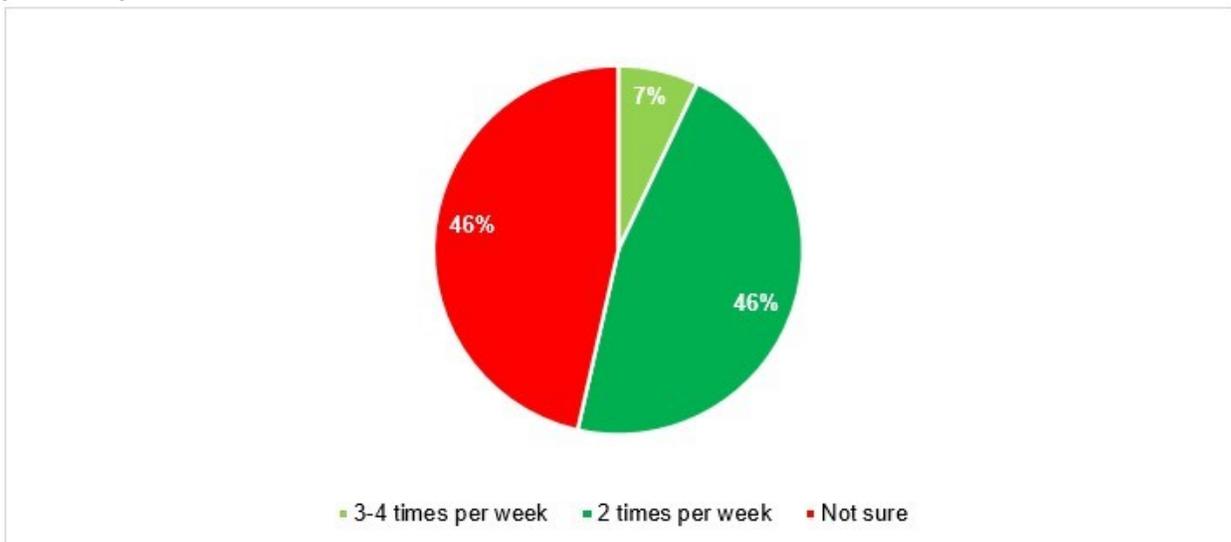
Of the 137 responses received, 47% identified no change to collection day as the most preferred option with 31% neutral. This is relatively consistent with the feedback received to the previous question, where there was mainly neutrality or a level of non-support. Tuesday and Wednesday are the days that are the most preferred day changes, with support for both days at 31%. At 41%, Monday is the least preferred date change.

Question: Would you be interested in paying an additional fee for a premium garbage collection service that provides more frequent collection than the standard 1/week service?



There were 137 responses received to this question, with 79% (108) respondents not interested and 14% (19) unsure/needing more information. Only 7% of respondents showed interest.

Question: If you were to pay for premium garbage collection services, how often would you like your waste collected?



Of the 28 respondents who were either interested/wanted to learn more or unsure/needing more information, 46% either indicated 2 times per week or were not sure who often they would like it collected. A total of 7% of respondents would like to see more than 2 times per week.

Question: Please share any additional comments, concerns, observations, or suggestions related to potential re-alignment of collection days in areas receiving City nighttime collection services.

There were 56 responses provided to this open-ended question. The most common responses are summarized below:

Topic	Comment Summary
CaféTO	- Patios installed on commercial streets impact general street operations including garbage collection, other business operations and overall patio experience.
Keeping Current Collection Operations	- Supportive feedback of nighttime collection indicate that daytime switches could have an impact on traffic congestion and programs such as CaféTO. Nighttime collection also works streets that are busy in the daytime. - Those who suggested that it remain as Monday/Tuesday collection days felt that it is easier for businesses that are restaurants and bars, or that activity is typically low on the street on those days.
Issues with Existing Collection Operations	- The City needs to maintain an appropriate level of service as it relates to collection, including better communication of schedule changes and generally adhering to schedules set out, as well as more frequent recycle/garbage collection.
Noise Concerns	- Nighttime collection is extremely disruptive to residents.
Preference for Another Collection Night	- Monday collection is least preferred, as statutory holidays may cause a disruption to the schedule. - The City should consider changing collection to daytime, related to the reason above, as well as for greater efficiency in areas where street parking is not allowed at select times of day.

Virtual Public Meetings

The virtual public meetings held on October 20, 2025 included presentations followed by Question & Answer periods. Participant comments are summarized below:

Topic	Comment Summary
Accessibility Concerns	- Ossington BIA needs supplemental services from the city to clear sidewalks of bins, so that access is maintained.
EPR-related concerns	- Inquiry regarding business eligibility to receive recycling collection under the new EPR program. - Inquiry regarding eligibility of recycling bags for collection under the new EPR program specifically for customers with disabilities who cannot physically carry bins to collection location.
Issues with Existing Collection Operations on Commercial Main Streets	- It may not be the most convenient move to change the existing night, but I understand that businesses may need to move to Monday or Tuesday nights so that that collection does not impact operations on busy nights. - Request to synchronize organic waste and recycling collection, as well as public bins so that it is not completed over multiple nights.
Keeping Current Collection Operations	- Garbage collection should stay as-is on busy streets, given that there are higher volumes of people and CaféTO operations in the daytime.

Topic	Comment Summary
Noise Concerns	<ul style="list-style-type: none"> - Interested in knowing what is being done to mitigate noise of overnight waste collection. - Request for noise coming from collection trucks to be lowered.
Operations on Ossington Avenue	<ul style="list-style-type: none"> - Inquiry regarding why some recycling bins on Ossington Avenue now have blue stickers on them, whereas other don't, as it impacts what bins get collected.
Operations on West Queen West	<ul style="list-style-type: none"> - In west Queen West, Thursday is not ideal and we would love for collection nights to be moved to Monday/Tuesday.

A copy of the virtual public meeting summary notes can be found online at Toronto.ca/collectionchange

Interest Group Feedback

The comments received through meetings with interest groups are summarized below:

Topic	Comment Summary
CaféTO	<ul style="list-style-type: none"> - More public bins are needed if it is anticipated that CaféTO program will grow.
EPR- Related Concerns	<ul style="list-style-type: none"> - With the new arrangements to collect recycling, there will be an increase in the number of trucks servicing commercial main streets, leading to more congestion and safety issues.
Increased service	<ul style="list-style-type: none"> - Streets will have increased foot traffic during the FIFA tournament, so more public bins and increased collection will be needed.
Operations on Ossington Avenue	<ul style="list-style-type: none"> - The BIA is employing contractors to straighten bins in the curb after collection nights because bins are typically displaced and cause accessibility issues.
Placement of Bins	<ul style="list-style-type: none"> - When bins are decommissioned to accommodate installation of patios during CaféTO, these bins should be relocated so there are still bins for the public to use.
Preference for Another Collection Night	<ul style="list-style-type: none"> - Ossington, Dundas and Queen commercial streets do not feel that Thursday night is the best collection night, as it impacts business operations.

Additional Feedback

The comments received through phone and email are summarized by theme below:

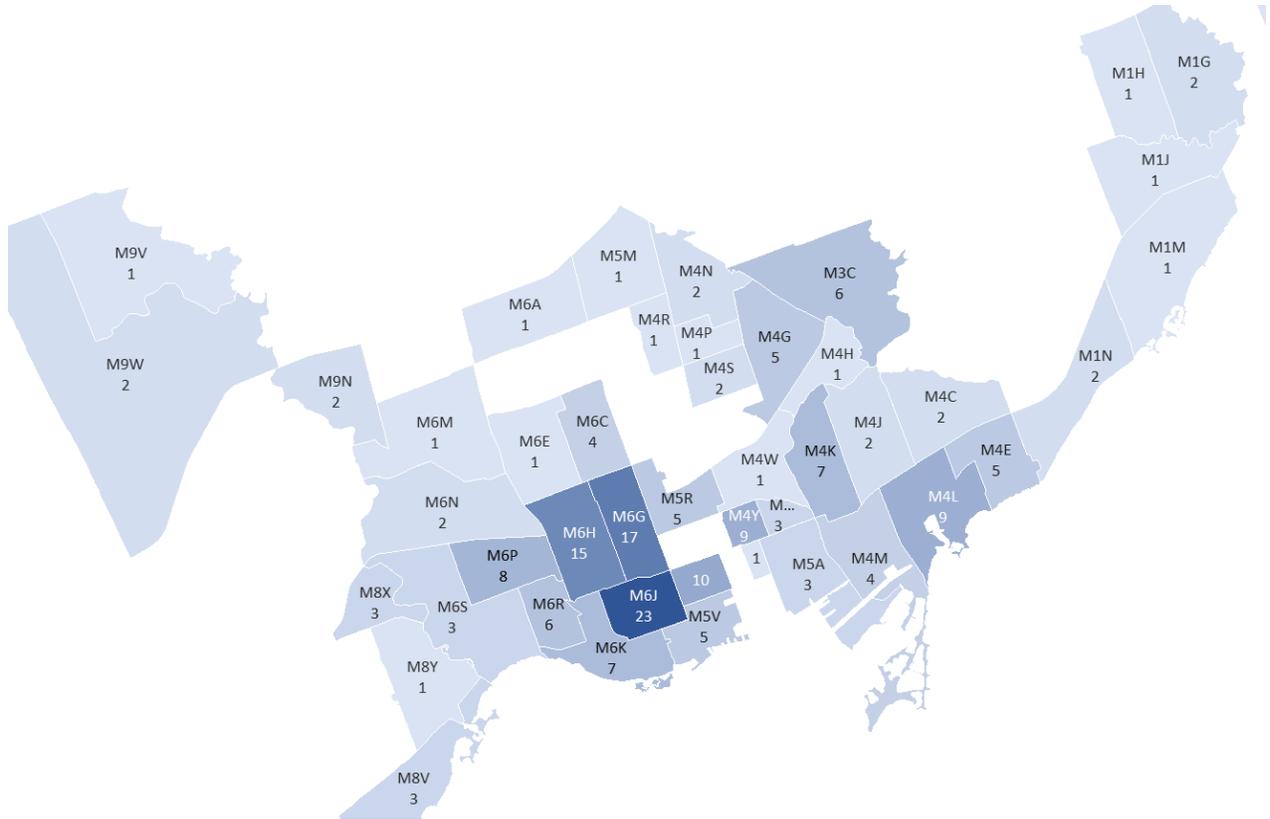
Themes	Comments
Keeping Current Collection Operations	<ul style="list-style-type: none"> - Customer expressed satisfaction at current waste collection schedule and would like it to remain. - If night must be changed on Dundas West, consider Tuesday night/Wednesday morning. - Keeping the collection at night will have less impact on traffic.
Issues with Existing Collection Operations	<ul style="list-style-type: none"> - Collection crew has not been collecting waste from some bins even though they have been paid for. - After collection, bin went missing and despite requests, new bin has not been received.

Appendices

Appendix A: Survey Participant Profile

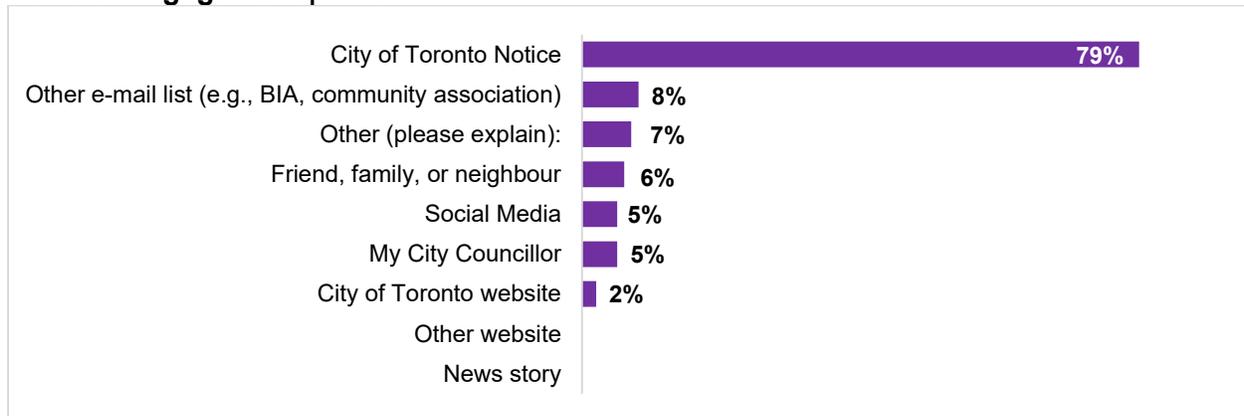
A total of 198 survey responded to optional questions described below.

Postal Code | n=198



Of the 198 respondents, 23 or approximately 12% provided responses for property in M6J which cover the neighbourhoods of Little Portugal and Trinity Bellwoods. This was followed by 17 respondents from M6G, covering the communities of Christie Pits and the western part of the Annex. There were 15 respondents from the M6H area which covers parts of Dovercourt Village.

Point of Engagement | n=131



Most survey respondents heard about this consultation by the mailed notice, followed by mailing lists from the BIA, as well as other means, including from a landlord or property manager.