

Report to Community & Protective Services Committee

To: Chair and Members
Community & Protective Services Committee
From: Kelly Scherr, P.Eng., MBA, FEC
Deputy City Manager, Environment & Infrastructure
Subject: Part Two: Green Bin and Biweekly Garbage Collection
Program – Next Steps
Date: September 29, 2025

Recommendation

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions **BE TAKEN**:

- a) The following Part Two report (Green Bin and Biweekly Garbage Collection) **BE RECEIVED** for information purposes;
- b) Civic Administration **BE DIRECTED** to complete an implementation plan for a one-year pilot project to add pet waste to the Green Bin Program in a few areas totalling between 1,000 and 3,000 households including resident information details, costs, benefits, monitoring and identify a proposed start date for Quarter 2 (Q2) 2026;
- c) Civic Administration **BE DIRECTED** to focus on program optimization by increasing the quantity of existing Green Bin materials being captured and increasing program participation;
- d) Civic Administration **BE DIRECTED** to take no action on expanding the materials collected in the Green Bin Program at this time;
- e) Civic Administration **BE DIRECTED** to implement a pilot project to add churches providing food services and non-profit organizations providing food services to residents of London and are located on residential collection routes over a three-month period starting December 1, 2025, and take no action on other additional collection services at this time;
- f) Civic Administration **BE DIRECTED** to establish a fee or fees for those townhome complexes that cannot implement a Green Bin program due to on-site constraints and require weekly garbage collection and report back in Quarter 1 (Q1) 2026; and
- g) Civic Administration **BE DIRECTED** to provide the next comprehensive Green Bin and Biweekly Garbage Collection Program update report for April 2027.

Executive Summary

London’s Green Bin Program, the change to biweekly garbage collection and the implementation of a booking system for large furniture and bulky waste for households who set their materials to the curb for collection launched on January 15, 2024. This report and the previous Part A report provide additional details, analysis and Civic Administration recommendations for next steps.

Quantity of Green Bin Materials Collected

- The City of London Green Bin Program and other collection program changes for households who set their garbage to the curb launched on January 15, 2024. As of July 2025, 128,200 Green Bins have been delivered to curbside households. To

date, Green Bin Carts (centralized collection point) have been delivered to about 1,110 households (26 complexes).

- In the first year of the Green Bin program, approximately 14,480 tonnes of Green Bin materials have been collected from curbside households and transformed into a nutrient rich organic product for farm fields. In the first eight months of 2025 (to the end of August), about 9,972 tonnes have been collected.

Curbside Waste Diversion Rate

- The Curbside Residential Diversion rate increased to 60% in 2024 compared to 51% in 2023; an 18% increase in one year. This rate includes all materials from single family homes that are weighed or estimated. Households with curbside service have the greatest access to waste diversion programs. At the same time there was a 15% decrease in the amount of garbage sent to landfill.

Program Monitoring – Green Bin Setout, Participation and Garbage Setout Compliance (Based on Monitoring Areas)

- In 2024, Green Bin program participation grew from an initial 40% to just over 60%. To date in 2025, the Green Bin participation has remained consistent ranging between 60% - 65%% (set-out once in a two-week period). A small percentage of households (between 3% and 4%) placed a Green Bin at the curb in other weeks during the monitoring periods. This suggests that overall participation may be as high as 70%.
- A preliminary comparison with eight comparable Green Bin programs in Ontario undertaken in the spring of 2024 identified that program participation ranges between 41% and 69% with the average being 57%.

Information Compiled Through Service London (the City's contact centre)

- The number of contacts per day throughout 2024 ranged from 140 to 190, averaging at 170 contacts per day (including contacts for booking large furniture and large bulky items). The total number of contacts with the City in 2024 was 62,643 compared to 20,571 in 2023, slightly over a 200% increase.
- There was a total of 30,305 contacts for all waste management related matters in the first 6 months of 2025. Daily contacts ranged from 155 to 199, with an average of approximately 175 contacts per day.
- In 2024, the large furniture and large bulky item pickup program received 18,542 booking requests (about 50 bookings per day). In the first six months of 2025, the program received 11,655 booking requests (about 65 bookings per day). On a monthly basis, approximately 30% to 40% of all waste management contacts are related to booking a large furniture pick-up.

Other Green Bin Program Adjustments and Impacts

Medical Exemptions

- To date there are 57 locations on the program. Prior to January 15, 2024, there were 22 exempted locations. After January 15, 2024, when the Green Bin program launched, along with the three-container biweekly collection, another 35 locations were added, bringing the total to 57 locations. Eight of these locations were added in the first six months of 2025.

Illegal Dumping on City Boulevards, Parks, Roadsides and Other Public Properties

- City Roadside Operations continue to report that the shift to biweekly garbage pickup and the implementation of a booking program for large furniture and large bulky waste has had impacts (e.g., an increase in illegal dumping and an increase in debris). This increase has stabilized in the first half of 2025; however, it remains an activity that requires resources that could be spent doing more important activities in London. City Parks Operations continue to note an increase in the amount of household garbage turning up in parks garbage containers in particular at locations

with parking lots (e.g., arenas using dumpsters and parks where they can unload in a parking lot).

- On average, approximately 4 contacts for illegal dumping are occurring on public property per day in 2024, with the same daily average continuing through the first six months of 2025. Overall, illegal dumping remains an ongoing issue with no significant change in activity. Civic Administration will be recommending that additional attention be placed on illegal dumping in 2026 as part of an upcoming report to the Community & Protective Services Committee.

Part B – Green Bin Pilot Project for Multi-residential Buildings

- The City launched the Green Bin Cart Pilot Project in April 2024. To date, five buildings are operational noting that one building on Talbot Street started as an “opt-in” concept with residents signing up to participate (i.e., 40 eligible units participating in the pilot program). Two new buildings onboarded to the Pilot Project in July 2025.
- Discussions are on hold with an additional three to five buildings about joining the Pilot Project. It is important to note that Municipal Council as part of its 2026 Budget Deliberations will be reviewing a “cost savings” Business Case associated with the elimination and/or reduction of the Pilot Project and/or the full rollout of the multi-residential Green Bin (Cart) program.

Part C – Update: Overview of Other Select Municipalities

- Information provided to Committee and Council in July 2024 has been updated and is included in this report as background information. London continues to benefit from insight and operational experience in other Ontario and select Canadian jurisdictions in the following areas:
 - Weekly and Biweekly Garbage Collection (Appendix B)
 - Schedule for Collection Services and Service Frequency (Appendix C)
 - Container Limits and User Fees (Appendix D)
 - Diapers and Incontinence Products (Appendix E)
 - Pet Waste (Appendix F)
 - Furniture and Bulky Items (Appendix G)

Part D - City Staff Focus and Recommendations

Addressing Pet Waste Collection in the Green Bin

- Pet waste is the most common item added to Green Bin programs beyond traditional food waste items and soiled paper in other Ontario municipalities. It is also one of the most common items that Londoners would like to see added to the Green Bin Program. A review of other municipalities and experience to date in London suggests there are both a number of benefits of adding pet waste to a Green Bin program as well as concerns that must be considered should Municipal Council wish to add pet waste to the Green Bin.
- Civic Administration recommend compiling further information and developing an implementation plan for a pilot project to help generate local information to combine with experience from other municipalities. Based on experience in London and with other Ontario municipalities, an implementation plan for a 12-month pilot project with between 1,000 to 3,000 households (i.e., one route equals about 1,000 homes each) be undertaken. Components of the implementation plan would address:
 - Education, awareness and resident feedback;
 - Curbside monitoring for participation, compliance and addressing concerns raised;
 - Collection and processing impacts including collection requirements and material quality; and
 - Proposed budget.
- Civic Administration recommend submitting an implementation plan for a one-year pilot project in Quarter 2 (Q2) 2026.

Green Bin Program Optimization, Customer Satisfaction and Related Services - Areas for Optimization

Areas to Focus on from an Optimization Perspective

- Based on a year and a half of results, the following activities will be used to measure and optimize the Green Bin program performance, biweekly garbage collection and the management of large furniture and large bulky waste noting that some are already underway:
 - Providing more feedback to residents;
 - Developing focused education and awareness materials for areas that have lower participation;
 - Undertaking additional curbside monitoring;
 - Reviewing processes to handle repairs and options for selling Green Bins;
 - Identifying pain points for households that may be contributing to the challenges being experienced and how to remedy these situations;
 - Improving the processes associated with the large furniture and large bulky item management and collection system; and
 - Undertaking operational exercises to address curbside service concerns and optimize collection services.

Green Bin Program for Churches Providing Food Services and Non-Profits Offering Food Services

- Extending the curbside Green Bin Program to include churches that offer food services and non-profits organizations that offer food services for community meals can be added as part of a pilot project to the collection system at no additional charge. There are about 20 locations that may qualify for this service. A few conditions must be met before being added including a site visit. This pilot project would commence starting December 1, 2025, and onboarding would take up to three months in order that site visits and logistics can be finalized before starting.

Townhome Complexes not Able to Include Green Bin Service

- There are 63 townhomes complexes with about 3,200 units that do not have Green Bin service as the complex owner/management required more time to determine how the service could be offered. In many cases there are space constraints and/or other on-site matters that need to be addressed.
- For those townhomes that require weekly garbage collection that cannot implement a Green Bin program due to on-site constraints, Civic Administration is recommending a fee or fees be established to provide weekly garbage service and report back in Quarter 1 (Q1) of 2026 on how this would be implemented.

Weekly Garbage Collection in the Summer Months

- A number of Londoners have requested that weekly garbage collection be provided year-round. Some have requested weekly garbage collection in the summer months. This report lists a number of advantages and disadvantages of providing more garbage collection service in the summer months.
- Civic Administration is not recommending further evaluation and costing of this additional service as it would require more funding estimated at between \$1 million and \$1.5 million.

Financial Impact/Considerations

- The actions being recommended by Civic Administration can be accommodated in the 2024-2027 Multi-Year Budget for 2026. These are items tied directly to the implementation of the Green Bin and biweekly garbage pickup as part of the 60% Waste Diversion Action Plan. The total estimated amount to be allocated to optimization exercises focused on households is \$150,000.

Linkage to the Corporate Strategic Plan

Municipal Council continues to recognize the importance of waste management and the need for a more sustainable and resilient city in the 2023-2027 Strategic Plan for the City of London. Specifically, London’s efforts in waste management address the following Areas of Focus: Climate Action and Sustainable Growth and Well-Run City.

On April 12, 2022, Municipal Council approved the Climate Emergency Action Plan which includes Area of Focus 5, Transforming Consumption and Waste as Part of the Circular Economy. In addition, the 60% Waste Diversion Action Plan, including the Green Bin program, addresses various aspects of climate change mitigation within the waste management services area including greenhouse gas (GHG) reduction.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

Relevant reports that can be found at www.london.ca under Council meetings include:

- One Year Update: Green Bin and Collection Program Implementation (March 17, 2025, meeting of the Community & Protective Services, Item # 2.6)
- Mid-year Update: Green Bin and Collection Program Implementation (July 16, 2024, meeting of the Civic Works Committee (CWC), Item # 2.4)
- Green Bin and Collection Program Changes (August 15, 2023, meeting of the CWC, Item #4.2)
- RFP-2022-224 Green Bin Processing Services, (July 18, 2023, meeting of the CWC, Item #2.3)
- RFP-2022-105 Supply and Distribution of Green Bins and Kitchen Containers, (April 21, 2023, meeting of the CWC), Item #2.3)
- Updates: Green Bin Implementation, (June 21, 2022, meeting of the CWC, Item #2.3)
- Green Bin Program Design – Community Engagement Feedback (March 30, 2021, meeting of the CWC, Item #2.13)
- Community Engagement on Green Bin Program Design (November 17, 2020, meeting of the CWC, Item #2.3)

1.2 Previously Provided - Overview of Collection Program Changes that Occurred in 2024

A summary of the service changes that came into effect January 15, 2024, and those services that did not change are identified on Tables A1a and A1b in Appendix A. The changes that occurred are the most significant since 1996 when the “Different Day” or 6 Day Collection System (including Green Week collection) were introduced.

1.3 Recent Reports and Council Directions

Civic Administration provided a Mid-year Update: Green Bin and Collection Program Implementation at the July 16, 2024, meeting of the Civic Works Committee. On July 23, 2024, City Council resolved that:

- a) Civic Administration BE DIRECTED to report on the cost, the advantages and disadvantages, design considerations and other potential opportunities and implications of the following changes to the collection system including:
 - i. Adding pet waste to the Green Bin program in 2025,
 - ii. Reviewing the Garbage Container Limit and the Garbage Container Exemption periods to ensure there is a balance between customer service and an incentive to reduce waste and maximize the use of the Green Bin and recycling systems, and
 - iii. Providing additional collection services or other solutions for items like diapers, incontinence products, large bulky items, other materials, and hard to service townhome complexes, in 2025 or 2026.

Civic Administration provided a One Year Update: Green Bin and Collection Program Implementation at the March 17, 2025, meeting of the Community & Protective Services. On April 1, 2025, City Council resolved that:

- b) the Civic Administration BE DIRECTED to add the following details to the Part Two report, in addition to details on pet waste, garbage container limits and additional collection services and related matters, by including:
 - i. a final update on Blue Box transition and what Londoners can expect starting January 1, 2026, when the program fully transitions to the producers of packaging, paper products and packaging-like products;
 - ii. options on how recyclable materials that have been deemed as non-eligible sources for collection by industry can be handled;
 - iii. an update on other extended producer responsibility programs and the impact on waste diversion in London and program cost; and,
 - iv. options and cost estimates on how the green bin program can be extended to churches and non-profits offering food services for hospitality meals.

Items i, ii, and iii will be subject of a separate report at an upcoming Community & Protective Services Committee meeting.

2.0 Discussion and Considerations

Section 2.0 is divided into four parts:

- Part A – Green Bin performance, diversion and other available data
- Part B – Green Bin Pilot Project for Multi-Residential Buildings
- Part C – Update: Overview of other select municipalities
- Part D – Civic Administration Focus and Recommendations

Part A – Green Bin Performance, Diversion and Other Available Data

2.1 Households Served and Quantity Collected

The City of London Green Bin Program and other collection program changes for households who set their garbage to the curb launched on January 15, 2024. As of July 2025, 128,200 Green Bins have been delivered to curbside households. To date, Green Bin Carts (centralized collection point) have been delivered to about 1,110 households (26 complexes).

In the first year of the Green Bin program, approximately 14,480 tonnes of Green Bin materials have been collected from curbside households and transformed into a nutrient rich organic product for farm fields. In the first eight months of 2025 (to the end of August), about 9,972 tonnes have been collected (Table 1). Based on data from eight months, the year end estimate would be about 14,950 tonnes or about a 3% increase in tonnes delivered to Convertus compared to 2024. It continues to be observed that, while there is some variation across city collection zones, overall, the quantities collected are consistent city-wide. The following neighbourhoods help to identify areas within each zone:

- Zone A: Byron, Oakridge, Westmount, Talbot Village
- Zone B: Masonville, Stoneybrook Acres, Foxfield, Medway, Sherwood Forest Whitehill, Cherryhill, part of Lambeth,
- Zone C: Carling Heights, Northridge, Old North, Stoneybrook Heights, River Bend
- Zone D: Argyle Park, Fairmount, Huron Heights, Trafalgar Heights, part of Lambeth
- Zone E: Cleardale, Old South, Pond Mills, Westminster Park, Glen Cairn, Summerside

Table 1: Green Bin Materials Collected Monthly by Collection Zone in 2025

Collection Zone	A	B	C	D	E	Total (tonnes) ¹
January	249	308	290	233	220	1,300
February	234	235	182	220	222	1,093
March	228	234	276	221	219	1,178
April	250	258	238	285	236	1,267
May	259	253	239	235	293	1,278
June	301	236	228	228	236	1,228
July	255	307	287	245	243	1,337
August	264	258	249	265	253	1,289
Total	2,040	2,089	1,989	1,932	1,922	9,972

- Notes:
1. These are quantities delivered to Convertus Group. Tonnes include about 7.5% non-compostable materials.

Overall, the Green Bin program has maintained stable performance, with London households placing at the curb an average of 1,250 tonnes per month in both 2024 and 2025 (January–August). On average, a participating household places at the curb 190 kilograms (420 pounds) of Green Bin material per year or about half a kilogram (or about 1 pound per day).

Civic Administration have confirmed with the Convertus Group that the quality of Green Bin materials being delivered to their processing facility on Wellington Road continues to meet expectations and all materials are being processed along with other organic materials at the facility. To date London’s Green Bin materials have been used to create an organic-rich product that is applied to local farm fields to replenish lost nutrients within local farmlands and lessen farmers’ reliance on chemical or synthetic fertilizers. In addition, some of the compost has been bagged for resident use. As part of the City of London’s annual National Tree Day celebration September 24, 2025, one free bag of Green Bin compost was provided for those picking up one or two free trees.

Between 6% and 9% of the materials that arrive at the composting facility are estimated to be non-compostable and are removed during the screening process and considered process residues that go to landfill. Further work will be undertaken on non-compostable materials to identify the major items that are arriving with the goal to develop target messaging to residents to help reduce their arrival. Convertus Group staff have identified that London’s non-compostable rate is at a reasonable level when compared to other communities that experience between 8% and 24% non-compostable materials in the incoming materials.

2.2 Overall Residential Waste Diversion, Curbside Waste Diversion and Organics Waste Diversion

Three different measures of waste diversion are discussed below including a new one that remains under development.

Residential Waste Diversion Rate

The Residential Waste Diversion Rate refers to the percentage of residential waste from people living in single family households and people living in multi-family buildings that is diverted from a disposal facility (e.g., landfill) through reduction, reuse, recycling, composting and other waste diversion programs. This rate is calculated by dividing the amount of residential waste diverted by the total amount of residential waste generated, then multiplying by 100 to get a percentage.

The Residential Waste Diversion rate for London increased to 52% in 2024 compared to 45% in 2023; a 16% increase in one year. At the same time there was a 12% decrease in the amount of garbage sent to landfill. This rate includes all materials from single family homes and multi-family buildings that are weighed or estimated.

Curbside Residential Waste Diversion Rate

The Curbside Residential Waste Diversion Rate is the same as the Residential Waste Diversion Rate with one exception; the materials generated and diverted by multi-residential buildings are not included. More waste diversion programs are designed and implemented for households that receive curbside collection therefore this rate provides a more focused view of what is occurring from actions being implemented to turn waste materials into resources.

The Curbside Residential Diversion rate increased to 60% in 2024 compared to 51% in 2023; an 18% increase in one year. At the same time there was a 15% decrease in the amount of garbage sent to landfill. This rate includes all materials from single family homes that are weighed or estimated.

Curbside Food and Organic Waste Diversion Rate

Ontario's Food and Organic Waste Policy Statement was issued on April 30, 2018:

"The Food and Organic Waste Policy Statement ("the Policy Statement") supports the provincial vision of a *circular economy* and is an important tool to help move towards the province's visionary goals of zero waste and zero greenhouse gas emissions from the waste sector.

The Policy Statement focuses on *waste reduction* and *resource recovery* through preventing and reducing *Food waste*, effectively and efficiently collecting and processing *food and organic waste* and reintegrating recovered resources back into the economy."

Part of the Policy Statement identifies the targets that municipalities must meet. For example, a city such as London has a target as follows: *70% waste reduction and resource recovery of food and organic waste generated by single-family dwellings in urban settlement areas by 2025*. Unfortunately, the standardized formula for measuring this is not currently available from the Ministry of the Environment, Conservation and Parks (MECP).

Using the best available interpretation of a future formula, City has estimated the quantity of food and organic waste that is targeted for diversion and added together what has been reduced and diverted from single family homes. It is important to note that this number will change in the future when a standardized estimation formula has been provided by MECP.

For now, the Curbside Food and Organic Waste Recovery Rate has been estimated to be between 70% and 76% for 2024. This rate includes all targeted food waste and leaf and yard waste generated by single family homes. As noted above, the rate is established by the Provincial Government for municipalities and is set at 70% by the end of 2025.

2.3 Program Monitoring – Green Bin Setout, Participation and Garbage Setout Compliance

In 2025, two seasonal curbside monitoring events have taken place to assess Green Bin set-out and household participation using the following definitions (Table 2):

- A Green Bin set-out is defined as a household placing their Green Bin to the curb for collection;
- A household is a Green Bin participant if set out to the curb occurs once within 2 collection cycles. This is considered a reasonable timeframe considering food waste is generated weekly for many households. Experience has shown that not all

- participants place a Green Bin at the curb each pickup and may vary up to once every 3 or even 4 weeks; and
- Biweekly garbage non-compliance is defined as a resident placing garbage out to the curb on the wrong collection day when it is a non-garbage week.

Table 2: Monitoring Period Details

Monitoring Periods	Duration	What was Measured	Number of Households
Spring (April 26 – May 16)	3 weeks	<ul style="list-style-type: none">• Green Bin set-out and participation	<ul style="list-style-type: none">• 2,000 households (400 households per zone)
Summer (June 23 – August 1)	6 weeks	<ul style="list-style-type: none">• Green bin set-out and participation• Biweekly garbage non-compliance	<ul style="list-style-type: none">• 2,000 households (400 households per zone)

The streets monitored are in the following neighbourhoods: Argyle, Carling, Glen Cairn, Medway and Oakridge. Program monitoring data was captured as a drive by observation on the day of collection. Weekly information was collected on the Green Bin. A summary of the average household participation in the monitoring areas is found on Table 3.

In 2024, Green Bin program participation grew from an initial 40% to just over 60%. To date in 2025, the Green Bin participation has remained consistent ranging between 60% - 65% (set-out once in a two-week period). A small percentage of households (between 3% and 4%) placed a Green Bin at the curb in other weeks during the monitoring periods. For monitoring periods longer than two weeks, participation was analyzed based on whether a Green Bin was set out at least once. Over these extended periods, participation rates ranged from 60% to 78%.

Table 3: Green Bin Program Participation

Monitoring Period	Average Participation ¹	Participation Over an Extended Period of Time ²
Spring (April/May)	65%	65%
Summer (June/July/August)	60%	70%

- Notes:
1. Defined as set-out once in a two-week period.
 2. Defined as set-out once in the monitoring period that is greater than 2 weeks.

A preliminary comparison with eight comparable Green Bin programs in Ontario undertaken in the spring of 2024 (City of Barrie, Region of Durham, Region of Halton, Region of Niagara, Region of Peel, County of Dufferin, City of Hamilton and City of Kingston) identified that program participation ranges between 41% and 69% with the average being 57%. These locations represent about 30 cities and towns and have a total population of over 4.6 million.

The variation in Green Bin usage by collection zones across the monitoring periods is highlighted in Table 4. The same households were tracked throughout the monitoring periods. The percentages in Table 4 represent overall Green Bin usage meaning a bin was set out for collection at least once during the full duration of the monitoring period. For example, a household may not have set out a Green Bin in weeks 1 or 2 but did so

on week 3 or week 4. Green Bin usage ranged from 60% to 78%, with an overall average of about 70%

Consistent weekly Green Bin usage was observed in the spring and summer monitoring periods. The average weekly set-out rate was higher in the spring at approximately 35%, before declining to 25% in the summer, likely due to seasonal vacation periods, overall Green Bin usage across all monitored neighbourhoods was higher in the summer monitoring period.

Table 4: Green Bin (GB) Usage Trends During Monitoring Period and Rate of Consistent Weekly Usage

Zone	Resident Using a Green Bin	Spring (March/April)	Summer (June - August)	Average
Zone A	GB usage	67%	73%	70%
	Each week	39%	26%	33%
Zone B	GB usage	73%	77%	75%
	Each week	42%	28%	35%
Zone C	GB usage	56%	60%	58%
	Each week	22%	22%	22%
Zone D	GB usage	58%	65%	62%
	Each week	25%	16%	21%
Zone E	GB usage	72%	78%	75%
	Each week	37%	25%	31%

The summer curbside monitoring period also tracked the number of garbage containers placed at the curb on garbage collection day. In 2024, the areas monitored showed an average of approximately two containers per household set out on a biweekly basis. Observations from 2025 indicate a similar average of two containers per household per collection. This is one below the 3-container limit. Most households appear to be managing their garbage within the existing container limit.

The majority of households are compliant with the biweekly garbage collection schedule. Households are considered non-compliant if garbage containers are placed at the curb on the incorrect collection week. In 2024, an average of 3.5% of households monitored across three monitoring periods were found to be non-compliant. In 2025, early observations show a smaller number of households, about 2%, setting garbage out on the wrong week. Some zones monitored were fully compliant.

Residents who wish not to hold onto garbage for the two-week period have the option to drop-off bagged garbage at the EnviroDepots for a fee of \$2.00 per bag. Alternatively, residents can also set out additional containers above the three-container limit to the curb with a garbage tag.

2.4 Information Compiled Through Service London

The new Green Bin Program and collection schedule changes continue to have residents contacting Service London on a wide range of waste management related matters. The total contacts from January to December 2024 versus 2025 to date is presented in Table 7. Contacts include telephone calls, emails or submissions through the Service London Portal (which is available 24 hours/7 days per week).

There was a total of 30,305 contacts for all waste management related matters in the first 6 months of 2025. Daily contacts ranged from 155 to 199, with an average of approximately 175 contacts per day. During the same time period in 2024, there were

31,635 total contacts, with a similar daily average. In total for 2024, there were over 62,640 contacts.

Table 7: 2024 and 2025 Service London Contact Data for All Waste Management Inquiries and Service-Related Matters

	2024 Total Contacts	2024 Total Contacts per Day ^{2,3}	2025 Total Contacts	2025 Contacts Per Day ^{2,3}
January ¹	6,652	215	4,794	155
February	4,476	154	4,064	145
March	4,389	142	5,103	165
April	5,278	176	5,982	199
May	5,119	165	6,072	196
June	4,391	146	5,620	187
July	5,410	175		
August	5,339	172		
September	5,422	181		
October	5,908	191		
November	5,117	171		
December	5,142	166		
Total	62,643	-	31,365	-

- Notes:
- 1. Over 70% of the contacts came after January 15, 2024, meaning contacts per day increased to about 260 for about two to three weeks.
 - 2. Based on number of calendar days in the month.
 - 3. Also includes large bulky furniture bookings per day which are further highlighted on Table 8.

In 2024, the large furniture and large bulky item pickup program received 18,542 booking requests. In the first six months of 2025, the program received 11,655 booking requests. On a monthly basis, approximately 30% to 40% of all waste management contacts are related to booking a large furniture pick-up. A monthly summary is provided in Table 8.

In 2024, an average of approximately 50 bookings were made per day, whereas in 2025, the daily average has increased to approximately 65 bookings per day. This upward trend suggests growing awareness and continued demand for the service.

Ongoing community outreach and communications regarding large furniture and large bulky item pickup continue to bring awareness to the program. Some residents remain unaware that a scheduled pick-up is required. Civic Administration continue to inform residents directly when they contact Service London about a missed collection. In addition, By-law compliance or other technical staff notify residents at the curb using information handouts and/or letters, if large furniture remains at the curb for an extended period. Awareness efforts are through community outreach events, City publications and social media, when possible.

The distribution of service type categories to further illustrate the trending is presented in Table 9. The major intake categories listed below do not include the large furniture and large bulky item booking requests, which are presented separately in Table 8.

Table 8: 2024 and 2025 Service London Contact Data for Large Furniture and Large Bulky Item Requests (Scheduled Collection)

	2024 Total Contacts	2024 Total Contacts per Day ^{2,3}	2025 Total Contacts	2025 Contacts Per Day
January ¹	1,042	34	1,563	50
February	1,103	38	1,067	38
March	1,290	42	1,935	62
April	1,721	57	2,364	79
May	1,637	53	2,459	79
June	1,490	50	2,267	76
July	1,821	59		
August	1,753	57		
September	1,930	64		
October	1,798	58		
November	1,724	57		
December	1,233	40		
Total	18,542	-	11,655	-

Notes:
1. Based on number of calendar days in the month.

Table 9: 2024 and 2025 (January to June) Waste Management Inquiries and Service-Related Matters by Major Intake Category

Major Intake Category	Garbage 2024	Garbage 2025	Recycle 2024	Recycle 2025	Green Bin 2024	Green Bin 2025	Yard Waste/ Leaves 2024	Yard Waste/ Leaves 2025
General Inquiry ¹	11,309	15,636	535	576	1,759	546	118	184
Service Complaints ²	5,707	4,369	19,810	2,606	3,046	2,068	309	351
By-Law Complaints ³	1,400	1,260	25	20	2	3	10	12
Container Requests ⁴	-	-	140	207	925	1,315	-	-
Total	18,416	21,265	2,681	3,409	5,732	3,932	437	547
% Change		15%		27%		-31%		25%

Notes:

- General questions about program subject, i.e. garbage, recycling, Green bin and Yard Waste/ leaves.
- Residents reporting dissatisfaction with service provided which may include not collected, container handling or placement after collections, damaged or broken containers and overall dissatisfaction with program (i.e., biweekly garbage schedule).
- Reports of non-compliance of the Municipal Waste & Resource Material Collections By-law (WM-12), such as large furniture and large bulky items not scheduled in advance, waste out at the wrong time and non-collectible materials.
- Requests for Green Bin or Blue Boxes for new homeowners.

General waste management inquiries not specific to a program subject (i.e., garbage, recycling, Green Bin or yard waste/leaves) are shown separately in Table 10. The general inquiries related to waste management examples include collection schedule requests, EnviroDepot, landfill inquiries and questions related to community projects (e.g., London Clean & Green).

Table 10: 2024 and 2025 (January to June) Waste Management General Inquiries

Major Intake Category	2024	2025
General Inquiries	2,938	2,380
Percent Change		-19%

In summary, Service London contact data for all Waste Management inquiries and service-related matters increased in 2024 and remain consistent into 2025, as the introduction of the Green Bin Program, collection schedule changes and large furniture collection program continue to generate a wide range of inquiries and service-related matters from residents.

2.5 Other Green Bin and Collection Service Adjustments and Impacts

Medical Exemptions

The City of London started offering a medical exemption with respect to the number of bags/containers at the curb in January 2017. Individuals contact the City, and details are confirmed including circumstances. To date there are 57 locations on the program. Prior to January 15, 2024, there were 22 exempted locations. After January 15, 2024, when the Green Bin program launched and the three-container biweekly collection came in another 35 locations were added for a total of 57 locations. Eight of these locations were added in the first six months of 2025.

The medical exemption is serving its purpose. Based on the current number of requests, it is currently a manageable program.

Illegal Dumping on City Boulevards, Parks, Roadsides and Other Public Properties

City Roadside Operations continue to report that the shift to biweekly garbage pickup and the implementation of a booking program for large furniture and large bulky waste has had impacts to City boulevards and roadsides in the form of illegal dumping and an increase in debris. Three measurement programs are in place:

- Locations are being tracked and addressed by Roadside Operations staff in all three districts;
- Experience of Supervisors and other operations staff; and
- Concerns and issues that are reported directly to Service London.

City Roadside Operations reported an increase in the amount of materials being illegally dumped in 2024. This increase has stabilized in the first half of 2025; however, it remains an activity that requires resources that could be spent doing more important activities in London. Response times are reduced in the fall and winter months when seasonal staff are reduced.

Items that are associated with waste collection program changes are mattresses, large furniture and some bags of garbage. Construction, renovation and demolition materials are on the increase in the south end of London (rural areas) and are not part of the program changes. However, there is a noticeable increase with bagged garbage in some of these locations.

As Parks Operations staffing levels are significantly reduced in the Fall/Winter/Spring seasons, many garbage containers are removed from public spaces during these

months, which affects service levels; in locations where containers remain, the reduced collection capacity can increase issues of illegal dumping.

City Parks Operations continue to note an increase in the amount of household garbage turning up in parks garbage containers in particular at locations with parking lots (e.g., arenas using dumpsters and parks where they can unload in a parking lot). As Parks Operations staffing levels are significantly reduced in the Fall/Winter/Spring seasons, many garbage containers are removed from public spaces during these months, which affects service levels; in locations where containers remain, the reduced collection capacity can increase issues of illegal dumping.

One measurement being used is the Service London contacts for 2024 and 2025 across multiple areas (Table 11). These contacts include telephone calls, emails and submissions through the Service London Portal.

On average, approximately 4 contacts for illegal dumping are occurring on public property per day in 2024, with the same daily average continuing through the first six months of 2025. Overall, illegal dumping remains an ongoing issue with no significant change in activity. Civic Administration will be recommending that additional attention be placed on illegal dumping in 2026 as part of an upcoming report to the Community & Protective Services Committee.

Table 11: Service London Contact Data for Illegal Dumping, Debris and Litter City Boulevards, Parks, Roadsides and Other Public Properties

	2024 Total Contacts	2024 Total Contacts per Day ¹	2025 Total Contacts	2025 Total Contacts per Day ¹
January	111	4	59	2
February	135	5	61	2
March	147	5	188	6
April	171	6	149	5
May	149	5	146	5
June	105	4	87	3
July	119	4		
August	135	4		
September	122	4		
October	171	6		
November	118	4		
December	54	2		
Total	1,537	-	690	-

Notes:

- 1. Based on number of calendar days in the month.

Part B – Green Bin Pilot Project for Multi-residential Buildings

The City launched the Green Bin Cart Pilot Project in April 2024 (Table 12). To date, five buildings are operational noting that one building on Talbot Street started as an “opt-in” concept with residents signing up to participate (i.e., 40 eligible units participating in the pilot program). Two new buildings onboarded to the Pilot Project in July 2025. The rollout included lobby displays at two different pre-scheduled times at each location and residents stopped by to collect their kit (kitchen container, a box of certified compostable bags and program details and information).

Discussions are on hold with an additional three to five buildings about joining the Pilot Project. It is important to note that Municipal Council as part of its 2026 Budget Deliberations will be reviewing a “cost savings” Business Case associated with the elimination and/or reduction of the Pilot Project and/or the full rollout of the multi-residential Green Bin (Cart) program.

Additional data collection and outreach is planned for all existing buildings in the Pilot Project later this summer (e.g., participation, estimated tonnage quantities, resident feedback, on-site lobby displays, etc.).

The Multi-Residential Green Bin Cart Pilot Project locations receive weekly collection for the 120L Green Bin Carts. Monthly collection estimates are calculated by multiplying the measured cart weights by the total number of collections per month. Cart weights were recorded the day before collection, with fullness estimated through visual inspection. From the pilot project's launch in April 2024 to the end of December 2024 (seven months), approximately 4 tonnes of organics were collected from the three participating buildings. There are no new updates on tonnage at this time.

Table 12: Status of Multi-Residential Green Bin Cart Pilot Project

Location	Start Date	Number of Building Units	Number of Units with Access to Green Bin Cart	Number of Green Bin 120 Litre Carts Collected Per Month	Quantities Collected per Month
9 Commissioners Road East	Mid-April 2024	137	137	22 - On average carts are 75% full when collected	301 kg/month (3 weeks measured) 2.23 kg/unit/month
1371 Commissioners Road West	Mid-April 2024	40	40	7 - On average carts are 65% full when collected	94 kg/month (1 week measured) 2.61 kg/unit/month
505 Talbot Street	May 2024	199	40	9 - On average carts are 70% full when collected	221 kg/month (4 weeks measured) 11.04 kg/unit/month
750 Wonderland Road South	July 2025	142	142	4 carts available on-site	No data at this time
485 Castlegrove Boulevard	July 2025	89	89	2 carts available on-site	No data at this time

Green Bin collection differs between curbside/townhouse residences and multi-residential buildings. Curbside and townhome residents place their bins directly at the curb, whereas multi-residential collection occurs from a centralized collection point onsite at the building. The multi-residential residents gather food scraps in their in-unit kitchen containers and transport them to the designated collection area internal or external to the building, depending on the site. At program launch, enhanced outreach efforts were conducted to encourage participation, with property management playing a key role in resident engagement. Multi-residential collection also presents challenges such as space constraints and varying participation levels. There have been varying amounts of organics collected when comparing at a per unit for each of the buildings (Table 12).

Part C – Update: Overview of Other Select Municipalities

Information provided to Committee and Council in July 2024 has been updated and is included in this report as background information. London continues to benefit from insight and operational experience in other Ontario and select Canadian jurisdictions in the following areas:

- Updated - Weekly and Biweekly Garbage Collection (Appendix B)
- Updated - Schedule for Collection Services and Service Frequency (Appendix C)
- Updated - Container Limits and User Fees (Appendix D)
- Updated - Diapers and Incontinence Products (Appendix E)
- Updated - Pet Waste (Appendix F)
- Updated - Furniture and Bulky Items (Appendix G)

The following changes are contained in the Appendices B through G:

- City of Ottawa reduced the number of containers at the curb from 6 to 3 as part of biweekly garbage pickup that started on September 24, 2024;
- User fees for extra garbage containers/bags continue to range between \$1.75 to over \$6.00 with the average price from those municipalities with fees now being about \$2.75. Many municipalities that have increased user fees (per container) in the last year include Toronto and several communities in Region of York;
- The majority of municipalities do not allow diapers and incontinence products in the Green Bin, and these materials are placed in the garbage. Only Region of York, City of Toronto and municipalities in the Region of Durham allow placement in the Green Bin; and
- In 2024, two municipalities (City of Barrie and Region of Durham comprised of many cities and towns) added pet waste to the Green Bin.

Part D – Civic Administration Focus and Recommendations

Based on Council direction and ongoing review of information received from Londoners; this section contains details on:

- Addressing Pet Waste Collection in the Green Bin
- Green Bin Program Optimization, Customer Satisfaction and Related Services - Areas for Optimization
 - Areas to Focus on from an Optimization Perspective
 - Green Bin Container Replacements
 - Green Bin Program for Churches Providing Food Services and Non-Profits Offering Food Services
 - Townhome Complexes not Able to Include Green Bin Service
 - Weekly Garbage Collection in the Summer Months

2.6 Addressing Pet Waste Collection in the Green Bin

Pet waste is the most common item added to Green Bin programs beyond traditional food waste items and soiled paper in other Ontario municipalities (Appendix F). It is also one of the most common items that Londoners would like to see added to the Green Bin Program.

A review of other municipalities and experience to date in London suggests there are a number of benefits of adding pet waste to a Green Bin program as well as concerns that must be considered should Municipal council wish to add pet waste to the Green Bin. Preliminary information is provided below.

Benefits of adding pet waste to a Green Bin Program

- Pet waste represents between 5% and 10% (by weight) of the materials sent to landfill;
- Reduces methane emissions at waste disposal facilities - organic waste in landfills decomposes anaerobically, producing methane, a potent greenhouse gas. Composting pet waste through aerobic or anaerobic digestion helps to reduce emissions from a landfill site even with a landfill gas recovery system;
- Enhances compost quality – when properly processed, pet waste contributes to nutrient-rich compost, which can improve soil health and reduce reliance on chemical fertilizers;
- Improves Green Bin Program participation - allowing pet waste in Green Bins increases convenience for residents and can boost participation rates;
- Promotes responsible pet ownership - providing a proper disposal method for pet waste encourages environmentally responsible behaviour and reduces improper disposal in parks and public spaces;
- Minimizes stormwater pollution - improperly disposed pet waste can wash into storm drains, polluting waterways. Green Bin collection helps protect local ecosystems and water quality; and
- Aligns with provincial policy goals - Ontario's Food and Organic Waste Policy Statement promotes resource recovery and waste reduction. Including pet waste supports these goals and helps municipalities comply with provincial directives.

Potential Resident Concerns

- Odour and hygiene - fear that pet waste will cause unpleasant smells and attract pests if not properly contained;
- Health and safety - concerns about the risk of disease transmission, especially if bins are not cleaned regularly or if waste leaks;
- Green Bin contamination - worry that pet waste may contaminate compost, especially if residents use non-certified compostable bags;
- Confusion about acceptable materials - uncertainty about what types of pet waste (e.g., dog feces, cat litter) and wrapping materials are allowed;
- Storage and handling - discomfort with storing pet waste in bins for up to a week before collection, especially in warmer months;
- Smaller Green Bin capacity - concern that adding pet waste will fill bins faster, requiring more frequent collection or larger bins;
- Neighbourhood aesthetics - worry that improperly managed bins will lead to messes or unpleasant curbside conditions;
- Skepticism - about whether pet waste can be safely composted and whether it truly benefits the environment; and
- Privacy and stigma - some residents may feel uncomfortable with others seeing pet waste in their bins or may be embarrassed by odours.

Potential Operational Concerns (Municipal Perspective)

- Worker health and safety - risk of exposure to harmful bacteria or parasites for collection crews if waste is not properly wrapped or bagged;
- Contamination risk - increased likelihood of non-compostable materials (e.g., plastic bags) being mistakenly used, contaminating the stream;
- Public awareness and education requirements - need for robust outreach to ensure residents understand how to properly dispose of pet waste;
- Increased operational costs - potential need for more frequent collection, bin upgrades, or specialized equipment to manage odour and leakage;
- Infrastructure strain - additional volume may strain existing collection and processing infrastructure;
- Monitoring and enforcement - difficulty in ensuring residents follow proper disposal guidelines, especially in high-density areas; and
- Community pushback - risk of resistance or complaints from residents if rollout is not well-communicated or if issues arise post-implementation.

Next Steps – Develop Implementation Plan for a Pilot Project

Preliminary estimates suggest that adding pet waste to the Green Bin city-wide may cost between \$700,000 and \$1 million per year plus capital costs to pay for:

- Additional processing costs at the composting facility;
- Additional collection costs because overall Green Bin participation would increase as some non-participants would likely start participating to have their pet waste handled weekly;
- Additional Green Bin containers may be required to ensure that the weight of the containers stays below the maximum weight of 20 kg (44 pounds); and
- Additional education, awareness and potentially compliance matters.

City-wide estimates suggest that between 2,000 and 4,000 tonnes of pet waste could be recovered depending on Londoner's willingness to follow basic instructions such as the use of certified compostable bags, etc.

Civic Administration recommend compiling further information and developing an implementation plan for a pilot project to help generate local information to combine with experience from other jurisdictions. Based on experience in London and with other jurisdictions, an implementation plan for a 12-month pilot project with between 1,000 to 3,000 households (i.e., one route equals about 1,000 homes each) could be undertaken. The pilot project would help compile information on what this may do to household participation and weekly set-outs as well as potential impacts at the curb and in the collection system. Components of the implementation plan would address:

- Education, awareness and resident feedback
- Curbside monitoring for participation, compliance and addressing concerns raised;
- Collection and processing impacts including collection requirements and material quality; and
- Proposed budget.

Civic Administration recommend submitting an implementation plan for a one-year pilot project in Quarter 2 (Q2) 2026.

2.7 Green Bin Program Optimization, Customer Satisfaction and Related Services - Areas for Optimization

Areas to Focus on from an Optimization Perspective

Information, feedback, inquiries and/or concerns continues to be generated on a daily basis on Green Bin, biweekly garbage collection, and large bulky waste collection. Based on a year and a half results, the following activities will be used to measure and optimize the Green Bin program performance, biweekly garbage collection and the management of furniture and bulky waste noting that some are already underway:

- Providing more feedback to residents on the Green Bin program including the need to reduce non-compostable materials;
- Developing focused education and awareness materials for areas that have lower Green Bin participation;
- Undertaking additional curbside monitoring to understand household behaviours, how the system is being used from the customer perspective;
- Reviewing processes to handle Green Bin repairs, options for selling Green Bins;
- Reviewing other Ontario municipalities to learn how they overcame the concerns being expressed by Londoners;
- Identifying pain points for households that may be contributing to the challenges being experienced and how to remedy these situations;
- Improving the processes associated with the large furniture and large bulky item management and collection system; and
- Undertaking operational exercises to address curbside service concerns and optimize collection services.

Focusing on these and similar actions will require an allocation of approximately \$150,000 in approved funds.

Green Bin Container Replacements

The City provided one Green Bin and kitchen container per residential household during the initial distribution prior to Green Bin Program start up and one to each newly constructed home as it becomes occupied. To date, 128,200 households have been delivered a Green Bin (45 litre), and 129,310 households delivered a kitchen container. The latter number is due to some homes in townhome complexes are on a centralized collection point system.

Residents who have reported a broken or damaged Green Bin beyond use, or who have moved into a previously occupied home where the City-issued Green Bin is missing or reported it to be stolen, have been provided with a replacement at no charge (Table 13).

Replacement bins have been provided to encourage households to continue participate in the program and to ensure every household has a functioning Green Bin. This also benefits operational consistency. A standardized Green Bin makes collection more efficient and safer for collectors. Currently, should a household request a second Green Bin, they are directed to retailers that sell the 45-litre container (about \$50 plus taxes).

Table 13: Management of Green Bin and Kitchen Containers (January 2024 to July 2025)

Item	Green Bins	Kitchen Containers
Deliver – missed originally, townhomes	635	739
New build - newly constructed – never received the two items	876	876
New owner – existing home	737	757
Additional Units at existing homes	146	143
Sub-total: Missed or New	2,394	2,515

Item	Green Bins	Kitchen Containers
Green Bin Repair - lid, lock, wheel	284	
Green Bin Replace – Damaged	153	
Missing Green Bin – Replace	578	
Kitchen Container – Replace		221
Sub-total: Repair or Replace	1,015	221
Total	3,409	2,736

Other municipalities vary in their approach to providing replacement Green Bins, some offer them at no charge, others require residents to pick them up from a designated location, while in some cases, the municipality is not responsible for lost or stolen bins and residents must purchase their own replacement Green Bin (Appendix H).

Currently, Civic Administration is taking an approach whereby all Green Bin replacement requests are being agreed to subject to further exchanges with the household. Further work is required on appropriate options that would meet the needs of Londoners, have a manageable distribution system and are priced appropriately for a:

- Request for a replacement Green Bin
- Request for a second Green Bin

Green Bin Program for Churches Providing Food Services and Non-Profits Offering Food Services

Extending the curbside Green Bin Program to include churches that offer food services and non-profits organizations that offer food services for community meals can be added to the collection system at no additional charge as long as the following conditions are met:

- The church or non-profit organization must provide food services as a service free of charge to the public on a regular basis. For example, food waste from the preparation of meals at a church as part of helping those less fortunate (e.g., residents facing food insecurity, community members in need, etc.) in the community would be eligible. It would not apply to a church that only provides meals or snack to its members; and
- The church or non-profit is on a curbside collection route or no more than one street away from an existing curbside collection route with an easy curbside location to collect Green Bins or Green Carts. These locations can be collected with existing truck capacity and the cost of collecting one or two extra Green Bins or Carts at these locations is minimal due to the small, anticipated number.

According to available information, there are about 20 locations in London (Appendix I) that provide daily meals that would produce food waste similar to a residential household. Implementing a pilot project with these locations would be an ideal method to ensure that the needs of the locations can be met and the ability to collect materials can be accommodated into the existing collection service. These will be collected on a weekly basis when the collection vehicles are providing Green Bin service to residential households. Locations wishing to use this service would need to sign up and have a site visit performed by Civic Administration and approved before service can be started.

This pilot project would commence starting December 1, 2025, and onboarding would take up to three months in order that site visits and logistics can be finalized before start up.

Townhome Complexes not Able to Include Green Bin Service

There are 63 townhomes complexes with about 3,200 units that do not have Green Bin service as the complex owner/management requires more time to determine how the service could be offered. In many cases there are space constraints and/or other on-site

matters that need to be addressed. Of these 63 locations, 15 of them are curbside set out locations and have weekly garbage pickup due to the constraints above and it is not being possible for these locations to have biweekly garbage pickup without the Green Bin service. In the interim, to assist these complexes, garbage collection is provided weekly to ensure site cleanliness is maintained as best as possible. The remaining 48 locations have front-end bulk bin service with weekly or in some cases twice weekly collection.

For those townhomes that require weekly garbage collection that cannot implement a Green Bin program due to on-site constraints, Civic Administration is recommending a fee be established to provide weekly garbage service and report back in Quarter 1 (Q1) of 2026 on how this would be implemented.

Weekly Garbage Collection in the Summer Months

A number of Londoners have requested that weekly garbage collection be provided year-round. Some have requested that weekly collection in the summer months. Listed below are the advantages and disadvantages of providing more garbage collection service in the summer months (May to August).

Advantages

- Odour control: less time for garbage to accumulate and decompose, reducing unpleasant smells;
- Pest prevention: minimizes attraction of flies, maggots, raccoons, and rodents;
- Resident satisfaction: perceived as more responsive to some household needs, especially for families or high-waste generators;
- Health and hygiene: lower risk of bacterial growth and airborne contaminants in warm weather;
- Flexibility for household summer events: accommodates increased waste from summer gatherings, summer BBQs; and
- Reduced illegal dumping: less incentive to dump waste due to more frequent service in the warm summer months.

Disadvantages

- Higher operational costs: increased fuel, labour, and vehicle wear. A preliminary estimate of between \$1 million and \$1.5 million would be required per year;
- Environmental Impact: more garbage packer trips mean higher greenhouse gas emissions;
- Resource allocation: may divert funds from other initiatives;
- Staffing challenges: harder to maintain staffing levels during summer vacations. Additional full time or temporary qualified staff would be required;
- Reduced incentive to separate food waste and recyclables: may discourage proper use of Green Bin and Blue Box and other waste reduction practices;
- Potential reduction in Green Bin tonnage delivered to composting facility: the City is required to pay if the minimum number of tonnes of Green Bin materials drops below the contracted threshold for each year;
- Limited marginal benefit: if organics are already collected weekly, residual waste may not justify weekly pickup for many/most households; and

- Equity concerns: not all households generate enough garbage to need weekly service.

Civic Administration is not recommending further evaluation and costing of this additional service as it would require more funding. Civic Administration are not aware of any municipality in Ontario that makes this kind of switch in the summer months and municipalities have either weekly or biweekly garbage collection services (Appendix B).

3.0 Financial Impact/Considerations

The actions being recommended by Civic Administration can be accommodated in the 2024-2027 Multi-Year Budget for 2026. These are items tied directly to the implementation of the Green Bin and biweekly garbage pickup as part of the 60% Waste Diversion Action Plan. The total estimated amount to be allocated to optimization exercises focused on households is \$150,000.

Conclusion

This Part Two report, along with details from the Part One report, serves as a compilation of program data and community feedback for the changes to London’s collection system. The changes involved 130,000 households and approximately 325,000 people. These are the most significant changes made to the collection system since 1996.

This report includes Civic Administration recommendations to continue to optimize the existing system.

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Appendix A	Information Previously Provided - Summary of Changes to the Number of Curbside Pickups as Part of the New Collection System
Appendix B	Updated - Weekly and Biweekly Collection
Appendix C	Updated - Schedule for Collection Service and Service Frequency
Appendix D	Updated - Container Limits and User Fees
Appendix E	Updated - Diapers and Incontinence Products
Appendix F	Updated - Pet Waste
Appendix G	Updated - Furniture and Bulky Items
Appendix H	Provision of Green Bin Containers
Appendix I	Community Meal Programs

APPENDIX A
Information Previously Provided - Summary of Changes to the Number of Curbside Pickups as Part of the Current Collection System

A summary of the service changes that came into effect January 15, 2024, and those services that did not change are identified on Tables A1a and A1b in Appendix A.

Table A1a: Summary of Changes to the Number of Curbside Pickups as Part of the New Collection System

Collection Service and/or Items to Collect	Previous Services – Number of Pickups per Year	Current Services – Number of Pickups Per Year	Can these Items be Brought to the Enviro- Depots?
Green Bin	0	50	Under review
Garbage (including 3 Container Limit Exemption Pickups)	42	26	Yes, no change (Bagged Garbage Fees applies)
Small Furniture/Small Bulky Item Collection	42	26	No, no change
Blue Box	42	50	Yes, no change
Yard Waste Collection	5	5	Yes, no change
Leaf Collection	3	4	Yes, no change
Diapers and Incontinence Products	42	26	Yes, no change
Pet Waste	42	26	Yes, no change
Large Furniture/Large Bulky Item Collection (see Table 1b for further changes)	42	26	No, no change

Table A1b: Summary of Other Changes as Part of the New Collection System

Collection Service and/or Items to Collect	Previous	Current	Comment
Container/bag limit per pickup	3	3	No change to limit for garbage per pickup.
Garbage Tag Fee and Bagged Residential Garbage	\$1.50	\$2.00	This fee was last increased 2012.
Large Furniture/Large Bulky Item Collection	Placed at the curb	Call in Service	New Service – Pickups for these items need to be booked in advance.

A few summary items include:

- Green Bin and Blue Box collection are provided weekly on the same day except where a Statutory Holiday occurs (50 pickups per year). Garbage collection is provided at half that frequency and a provision to handle garbage was implemented to minimize the longer cycles created by Statutory Holidays;
- Under the new system, over the course of a year, more than 128 Green Bins and garbage bags/containers (50 Green Bin pickups plus 26 garbage pickups x 3 containers/bags per pickup) can be placed at the curb. In addition, there are currently four container/bag limit exemption periods included plus the use of an unlimited number of Blue Boxes which increased to 50 pickups per year from 42;

- Previously, over the course of a year, more than 126 bags/containers of garbage (42 garbage pickups x 3 containers/bags per pickup) could be placed at the curb;
- A portion of households are required to hold onto pet waste, diapers and/or incontinence products four to six additional days compared to the previous system;
- There is a shortened period of time between Green Week pickups focused on yard waste (from every six weeks to every five weeks) and one additional Green Week for leaf collection has been added for all collection areas; and
- Large furniture and large bulky items are on a booking system with a limit of 4 items per pickup. Small items are part of regular garbage pickup. Both are collected on the scheduled garbage collection day.

Appendix B
Updated - Weekly and Biweekly Garbage Collection

Municipalities with Green Bin Service

Biweekly garbage collection is the common service level in large Ontario municipalities with Green Bin programs. Municipalities with Green Bin programs that did not initially have biweekly collection found that the amount of organic material collected increased by 50% to 100% with the introduction of biweekly garbage collection. Collection of Blue Box recyclables also increased with the introduction of biweekly garbage collection.

Twelve of the fifteen largest Ontario municipalities with a Green Bin program have biweekly garbage collection (Table B1), and two of the other programs are reviewing the option or in transition to go to biweekly collection.

Table B1: Garbage Collection Frequency for Large Municipalities with Green Bin Collection

Garage Collection Frequency	Municipality
Weekly	Dufferin County, Hamilton, Kingston Other Canadian: Montreal, Winnipeg
Weekly	St. Thomas ¹
Biweekly	Barrie, Durham, Guelph, Halton, Niagara, Ottawa, Peel, Simcoe County, Toronto, Waterloo, York, Other Canadian: Calgary, Halifax, Vancouver

Notes:
¹ Weekly garbage, biweekly Green Bin and recycling

Updated - Appendix C

Updated - Schedule for Collection Services and Service Frequency

Information from other Municipalities

A previous review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified several different collection scheduling systems that are designed to handle the Statutory Holidays. Very little has changed in the last year (since the last update in summer 2024).

In general municipalities may vary in the number of days included in a collection cycle. The collection cycle may be a four- or five-day cycle. There is also variability in the collection on Statutory Holidays and how the collection schedule changes if not collected on a Statutory Holiday.

When addressing waste collection around Statutory Holidays, every municipality faces the unique set of circumstances presented by their collection programs, systems, and schedules, the days required to complete the work, the number of unique collection zones, the type of staff collecting (municipal staff versus a contractor), and the specifications of the contracts and agreements which define service levels. There are generally five ways that municipalities handle Statutory Holiday collections (Table C1):

- With a few exceptions in smaller communities, most municipalities have periods of the year when the collection day changes to accommodate Statutory Holidays;
- A number of municipalities have limited the number of changes by collecting on many Statutory Holidays;
- A number of municipalities collect on the Saturday when a Statutory Holiday occurs; and
- All municipalities require change in collection days per week from twice to 12 times.

Table C1: How Statutory Holidays are Handled in Other Municipalities

How are Statutory Holidays Handled	Municipalities in this Category	How Many Times Does Collection Day Change Per Year
Current City of London – No collection on Statutory Holidays; entire collection schedule advances one business day (weekday)		10 or 11
1. Collect on all Statutory Holidays	Some smaller municipalities collect on all Statutory Holidays	0
2. Collection on Statutory Holidays (except Christmas Day and New Year's Day, which advance schedule into Saturday)	City of Barrie, Region of Durham, Region of Niagara, County of Simcoe, City of Toronto, Region of Waterloo, Region of York (Markham, Vaughan), City of Calgary	2
3. No collection on Statutory Holidays. Collection schedule advances into Saturday	City of Guelph, Region of Halton, City of Hamilton, City of Kingston, City of Ottawa, Region of Peel, City of Halifax	10-12

How are Statutory Holidays Handled	Municipalities in this Category	How Many Times Does Collection Day Change Per Year
4. No collection on Statutory Holidays (4 collection zones)	County of Dufferin, City of St. Thomas	6-8
5. No collection on Statutory Holidays, entire collection schedule advances one business day (weekday)	City of Vancouver	12

Identified on Table C2 are the annual collection frequencies for garbage, Green Bin and Blue Box. The majority of municipalities have a similar system with garbage every two weeks (biweekly) and weekly service for Green Bin and Blue Box.

Changes that have occurred since the last update include City of Ottawa reducing the number of containers at the curb from 6 to 3 as part of biweekly garbage that started September 24, 2024, and City of Barrie transitioning to fully automated cart collection as of September 8, 2025.

Table C2: Collection Frequency in Select Municipalities

Municipality	Annual Garbage Collection Frequency	Number of Bags (Containers) Per Pickup	Annual Green Bin Collection Frequency	Annual Blue Box Collection Frequency
Current City of London	Biweekly	3	Weekly	Weekly
City of Barrie	Biweekly	2 (started September 8, 2025) 1 cart	Weekly	Weekly
Region of Durham	Biweekly	4	Weekly	Weekly
City of Guelph	Biweekly	1 (cart)	Weekly	Biweekly
Region of Halton	Biweekly	3	Weekly	Weekly
Region of Niagara	Biweekly	2	Weekly	Weekly
City of Ottawa	Biweekly	3	Weekly	Weekly
Region of Peel	Biweekly	1 cart or 4 bags	Weekly	Biweekly
County of Simcoe	Biweekly	1 (cart)	Weekly	Biweekly
City of Toronto	Biweekly	1 (cart)	Weekly	Biweekly
Region of Waterloo	Biweekly	3	Weekly	Weekly
Region of York	Biweekly	No limit to 3	Weekly	Weekly
City of Calgary	Biweekly	1 (cart)	Weekly	Weekly
City of Halifax	Biweekly	6	Weekly	Weekly
City of Vancouver	Biweekly	2 (carts)	Weekly with biweekly in January/ February starting September 2025	Weekly
County of Dufferin	Weekly	1	Weekly	Weekly

Municipality	Annual Garbage Collection Frequency	Number of Bags (Containers) Per Pickup	Annual Green Bin Collection Frequency	Annual Blue Box Collection Frequency
City of Hamilton	Weekly	1	Weekly	Weekly
City of Kingston	Weekly	1	Weekly	Weekly
City of St. Thomas	Weekly	2	Biweekly	Biweekly

Appendix D
Updated - Container Limits and User Fees

Information from Other Municipalities

A review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified a range of garbage bag/container limits and user fees in use (Table D1):

- The number of garbage containers/bags permitted for biweekly collection ranges from 2 to 6 per pickup. For municipalities that have wheeled carts it is 1 to 3 carts per pickup noting that wheeled carts usually hold 2 or more bags;
- The number of garbage containers/bags permitted for weekly collection ranges from 1 to 2 per pickup;
- User fees for extra garbage containers/bags range from \$1.75 to over \$6.00 with the average price from those municipalities with fees being about \$2.75; and
- Many municipalities have increased user fees (per container) in the last year including Toronto, several communities in Region of York.

Table D1: Bag Limits and User Fees for Municipalities with Green Bin Service

Municipality	Annual Garbage Collection Frequency	Number of Containers/ Bags Per Pickup	Number of Containers/ Bags Per Year	Are Extra Containers/ Bags Permitted?	Cost for Extra Containers/ Bags
Current City of London	Biweekly	3	78	Yes	\$2.00
City of Barrie	Biweekly	1 (cart) starting September 8, 2025 - current 2	26 carts (September 8, 2025) - 52 current	Yes	\$3.00
Region of Durham	Biweekly	4	104	Yes	\$2.50
City of Guelph	Biweekly	1 (cart)	26 (carts)	No	Extra Bag/ Containers Not Available
Region of Halton	Biweekly	3	78	Yes (up to 3)	\$2.00
Region of Niagara	Biweekly	2	52	Yes	\$2.85
City of Ottawa	Biweekly	3	78	Yes	\$4.40
Region of Peel	Biweekly	1 (cart) or 4 bags	104	Yes	\$3.00
County of Simcoe	Biweekly	1 (cart)	26 (carts)	Yes (up to 5)	\$3.00
City of Toronto	Biweekly	1 (cart)	26 (carts)	Yes	\$6.56
Region of Waterloo	Biweekly	3	78	Yes	\$2.00
Region of York	Biweekly	2 (Georgina, King, East Gwillimbury)	52, 78 or no limit (clear bags)	Yes Stouffville, King (up to	\$2.00 (Georgina), \$2.30

Municipality	Annual Garbage Collection Frequency	Number of Containers/ Bags Per Pickup	Number of Containers/ Bags Per Year	Are Extra Containers/ Bags Permitted?	Cost for Extra Containers/ Bags
		3 (Aurora, Richmond Hill, Vaughan, Stouffville, Newmarket), No limit (clear bags) (Markham)		3)	East Gwillimbury), \$2.25 (Stouffville), \$2.43 (Richmond Hill), \$3.00 (King), \$2.60 (Vaughan), \$3.00 (Newmarket), \$5.00 (Aurora)
City of Calgary	Biweekly	1 (cart)	26 (carts)	Yes	\$3.00
City of Halifax	Biweekly	6 (1 dark and the rest clear)	156	No	Extra Bag/ Containers Not Available
City of Vancouver	Biweekly	1 (cart) (can request additional cart)	26 (carts)	Yes	\$2.00
County of Dufferin	Weekly	1	52	Yes	\$2.00
City of Hamilton	Weekly	1	52	Yes	None (each household automatically gets 12 garbage tags per year and can request an additional 14 garbage tags/year)
City of Kingston	Weekly	1	52	Yes	\$2.00
City of St. Thomas	Weekly	2	52	Yes	\$1.75

Appendix E
Updated - Diapers and Incontinence Products

City of London Current Programs and Practices

London’s current collection system allows diapers and incontinence products to be placed inside garbage bags or containers for collection as part of regular garbage collection (collected 26 times per year). Should diapers and/or incontinence products require an additional container or bag, a fee of \$2 is required for a Bag Tag or delivery of a container/bag to the EnviroDepots.

On April 13, 2021, London Council approved that the Green Bin program in London would exclude diapers and sanitary products.

Information from Other Municipalities

A review of larger Ontario and some Canadian municipalities with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified a few different solutions for handling diapers and incontinence products when Green Bin service is offered (Table E1):

- The majority of municipalities do not allow diapers and incontinence products in the Green Bin, and these materials are placed in the garbage. Only Region of York, City of Toronto and Durham Region as of July 2024, allow placement in Green Bin;
- A few municipalities help households with diapers and incontinence products by offering free disposal at landfill or depots;
- A few municipalities help households with diapers and incontinence products by offering exemptions at the curb such as free collection in clear bags or free garbage tags to go over the container limit; and
- Most municipalities, with weekly or biweekly garbage pickup, do not have any special services for managing diapers and incontinence products.

Table E1: Municipal Practices to Manage Diapers and Incontinence Products

Municipality	Place in Garbage (Number of Pickups)	Place in Green Bin (Number of Pickups)	Description of Special Programs Offered
Current City of London	Yes (26)	No	Not offered
City of Barrie	Yes (26)	No	From May 1 – October 31, residents can dispose of a maximum 2 clear bags of diapers/sanitary products (only) per week at the landfill at no charge.
Region of Halton	Yes (26)	No	A diaper bag tag program where households may receive diaper bag tags (that must be affixed to a clear bag) that allow them to exceed the three-bag limit without having to purchase a \$2 bag tag. Up to 40 tags per year free of charge. Must be in clear bags. Free drop-off at Halton Landfill, clear or black bags accepted.
Region of Niagara	Yes (26)	No	A diaper exemption program where eligible residents can apply for an

Municipality	Place in Garbage (Number of Pickups)	Place in Green Bin (Number of Pickups)	Description of Special Programs Offered
			exemption to their biweekly waste collection on weeks when garbage is not collected. Clear bags required.
City of Ottawa	Yes (26)	No	A sign-up program for the collection of diapers/sanitary products, on weeks when garbage is not collected.
Region of Waterloo	Yes (26)	No	Free diaper drop-off at depots (clear bags are mandatory) and a Medical Exemptions program.
County of Dufferin	Yes (52)	No	A diaper exemption program where eligible residents can apply to receive bag tags to cover 1 extra garbage bag (diapers only) for a period of six months.
Region of Durham	Yes (26)	Yes (52)	Starting July 1, 2024, several materials were added to the Green Bin including diapers and pet waste.
City of Guelph	Yes (26)	No	Not offered
City of Hamilton	Yes (52)	No	Not specifically but have a ‘special considerations program’ for families with more than 2 children under four, and residents with special medical circumstances to receive additional tags at no cost.
City of Kingston	Yes (52)	No	Not specifically but have a ‘medical exemption program’ for families with a documented (doctor’s note) need to put out extra garbage bags, without tags.
Region of Peel	Yes (26)	No	Not offered
City of St. Thomas	Yes (52)	No	Not offered
County of Simcoe	Yes (26)	No	Not offered
City of Calgary	Yes (26)	No	Not offered
City of Halifax	Yes (26)	No	Not offered
City of Vancouver	Yes (26)	No	Not offered
City of Toronto	Yes (26)	Yes (52)	
Region of York	Yes (26)	Yes (52)	

Appendix F
Updated - Pet Waste

City of London Current Programs and Practices

London’s current collection system allows dog waste, kitty litter and other pet waste to be bagged and placed inside garbage containers or bags for collection as part of regular garbage collection (collected 26 times per year).

Some London households have found that dog waste is easily managed using a backyard digester (sold at the EnviroDepots for a subsidized price). However, digesters cannot manage kitty litter and may not be practical for some households.

London offers in-ground dog waste disposal containers at some of its dog parks through a pilot project implemented for up to ten in-ground dog waste disposal units in City parks.

On July 25, 2023, London Council approved the processing of food waste and soiled paper at Convertus Canada Inc. London Council also approved the price to add pet waste and/or food waste contained inside plastic bags at a future date.

Information from Other Municipalities

A review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified two separate approaches for managing pet waste (Table F1):

- A number of municipalities do not allow pet waste in the Green Bin. In these communities, pet waste goes in the garbage that is collected either weekly or biweekly;
- A number of municipalities allow pet waste to be placed inside the Green Bin, generally inside paper or certified compostable bags for feces;
- A couple of municipalities allow pet waste placed in regular plastic bags and then placed in the Green Bin;
- In 2024, two municipalities (City of Barrie and Region of Durham comprised of many cities and towns) have added pet waste to the Green Bin);
- A number of municipalities have separate dog waste handling systems in dog parks and regular parks; and
- No municipalities surveyed provided separate curbside solutions for pet waste.

Table F1: Municipal Programs to Manage Pet Waste

Municipality	Place in Garbage (Number of Pickups)	Place in Green Bin (Number of Pickups)	Notes and/or Other Approaches Available in Dog Parks and/or Municipal Parks
Current City of London	Yes (26)	No	In-ground containers at Dog Parks. Pilot project underway for Parks with in-ground containers.
County of Dufferin	Yes (52)	No	
Region of Halton	Yes (26)	No	
City of Hamilton	Yes (52)	No	In-ground dog waste containers in some parks (2020); paused shortly after due to contractor issues and not re-introduced.
City of Kingston	Yes (52)	No	
Region of Peel	Yes (26)	No	In-ground dog waste containers pilot program in parks (Mississauga only). Concluded in 2024.

Municipality	Place in Garbage (Number of Pickups)	Place in Green Bin (Number of Pickups)	Notes and/or Other Approaches Available in Dog Parks and/or Municipal Parks
City of Halifax	Yes (26)	No	In-ground dog waste containers pilot program in a limited number of parks.
City of Vancouver	Yes (26)	No	Dog waste bins pilot program in parks
City of Barrie	Yes (26)	Yes (52)	Effective May 1, 2024, pet waste is accepted in the Green Bin.
Region of Durham	Yes (26)	Yes (52)	Effective July 1, 2024, pet waste is accepted in the Green Bin.
City of Guelph	Yes (26)	Yes (52)	
Region of Niagara	Yes (26)	Yes (52)	
City of Ottawa	Yes (26)	Yes (52)	
City of St. Thomas	Yes (52)	Yes (26)	
County of Simcoe	Yes (26)	Yes (52)	
City of Toronto	Yes (26)	Yes (52)	Organics bins in parks pilot project specifically for pet waste. Expanded into third and final phase in May 2024
Region of Waterloo	Yes (26)	Yes (52)	In-ground dog waste containers in parks.
Region of York	Yes (26)	Yes (52)	Town of Aurora has in-ground dog waste containers in select parks.
City of Calgary	Yes (26)	Yes (52)	Pilot project at 2 dog parks.

Appendix G
Updated - Furniture and Bulky Items

Information from Other Municipalities

A review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified a range of options for managing small and large furniture and bulky items (Table G1):

- Not collected at the curb – these municipalities direct households to depots, transfer stations and/or landfill. Disposal fees apply;
- Booking required; then place with garbage on collection day - some municipalities have specific fees for items to be picked up;
- Booking required; then place with garbage on collection day – some municipalities have no fees but limit the number of items to be picked up; and
- Place with garbage on collection day – some municipalities allow collection on regular garbage day with a separate collection vehicle (large items), have no fees but may limit the number of items.

Table G1: Municipal Programs that Manage Large Furniture and Large Bulky Items

Municipality	Description	Frequency of Pickup	Fees	Limit
Current City of London	Booking required for large furniture and bulk items; then place with garbage on collection day	Every garbage pickup	No fee	4 item limit
City of Barrie	Not collected at the curb		Landfill site – fees apply	No limit
City of Kingston	Not collected at the curb		Private facilities – fee apply	No limit
City of St. Thomas	Not collected at the curb		Community depot - \$135 per tonne	No limit
City of Calgary	Not collected at the curb		Landfill or eco centre drop off - 25\$ for load <250 kg	No limit
City of Vancouver	Not collected at the curb		Depot, transfer station or landfill – fees apply	No limit
County of Dufferin	Booking required; then place with garbage on collection day	Monthly	\$25 - 4 items \$20 - white goods \$30 - white goods with refrigerant	No limit
City of Guelph	Booking required; then place with garbage on collection day	Every garbage pickup	\$60 - one item, \$27 for additional items \$26.55 - refrigerant/ cfc pumping (for refrigerators etc.)	No limit
County of Simcoe	Booking required; then a specific time for pickup is provided	On demand	\$50 - 5 items	

Municipality	Description	Frequency of Pickup	Fees	Limit
City of Hamilton	Booking required; then place with garbage on collection day	Every garbage pickup	No fee	4 item limit
Region of Niagara	Booking required; then place with garbage on collection day	Every garbage pickup	No fee	4 item limit
Region of Durham	Place with garbage on collection day. For some Durham municipalities this needs to be booked in advance.	Every garbage pickup	Generally, no fee but in some cases a \$35 fee.	Varies by Durham municipality
Region of Halton	Place with garbage on collection day	Every garbage pickup	No fee	3 item limit
City of Ottawa	Place with garbage on collection day	Every garbage pickup	No fee	Counts towards collection day 3 item limit
Region of Peel	Place with garbage on collection day	Every garbage pickup	No fee	No limit
City of Toronto	Place with garbage on collection day	Every garbage pickup	\$21.58 annual charge	No limit
Region of Waterloo	Place with garbage on collection day	Every garbage pickup	No fee	3 item limit
Region of York (Markham)	Place with garbage on collection day	Every garbage pickup	No fee	3 item limit
Region of York (Vaughan)	Place with garbage on collection day	Every garbage pickup	No fee	Counts towards collection day 3 item limit
City of Halifax	Place with garbage on collection day	Every garbage pickup	No fee	1 item limit

Appendix H
Provision of Green Bin Containers

Municipality	Green Bin Size (L)	Newly Constructed Homes	Replacement for Existing Homes	Damaged Green Bin	Municipality Sells Green Bin
Current City of London	45	No charge.	No charge.	No charge.	No.
City of Barrie	120	No charge, pickup or delivery available upon request.	No charge, pickup or delivery available upon request.	No charge, pickup or delivery available upon request.	Yes, no charge. Photo identification for Barrie residency must be provided.
City of Kingston	45 80	No charge, pickup from recycling centre.	No charge, pickup from recycling centre.	Pick up from recycling centre, free exchange.	\$4.20
City of St. Thomas	240	No charge.	Contact customer service; \$84.75 (tax included).	Contact customer service to buy a new cart (\$84.75) or exchange a damaged one for no charge.	\$84.75
City of Calgary	240	No charge, delivered to home.	No charge, contact municipality.	No charge, contact municipality.	Annual fees apply per cart.
City of Vancouver	120 180 240 360	Each home is initially provided with 1 Green Bin. Can use online portal or call 3-1-1.	Can change size of Green Bin once per year without charge. A fee of \$25 will be charged for any additional changes.	No charge, will either replace or repair the Green Bin.	Each home is initially provided with 1 green bin. Annual rates billed as part of property taxes.
County of Dufferin	45	No charge, pick-up at municipal location.	No charge, pick-up at municipal location.	No charge, pick-up at municipal location.	\$15
City of Guelph	80	No charge, delivered to home.	No charge at this time.	No charge, will either repair or replace.	No, additional carts are not available for purchase. Pick-up latch replacement for no charge. \$40 cart exchange at residence.

Municipality	Green Bin Size (L)	Newly Constructed Homes	Replacement for Existing Homes	Damaged Green Bin	Municipality Sells Green Bin
County of Simcoe	120	No charge, delivered to home.	Contact the municipality, fees may apply.	Contact the municipality, fees may apply.	One additional cart may be provided per property. \$50 fee per cart.
City of Hamilton	120	Request online for pick-up at Community Recycling Centre.	City is not responsible for lost or stolen Green Bins. Fees may apply for replacement.	Request online for pick-up at Community Recycling Centre. Bring broken bin for replacement. Fees may apply.	No
Region of Niagara	46	Pick-up for free.	Pick-up for free.	Exchange at transfer station, free.	Exchange at transfer station, free.
Region of Durham	46	No charge, delivered to home.	Fees apply for lost or stolen bins.	Replaced free of charge - bring to depot for exchange.	\$19 each
Region of Halton	45	No charge, delivered to home.	Free pickup, can get 1 free Green Bin each year.	Return to Halton Waste Management Site to exchange for a new Green Bin for no charge.	Pick up at Halton Waste Management Site.
City of Ottawa	46 80	No charge, delivered to home.	No charge, delivered to home.	No charge, will either repair or replace.	No. Online request form to request new or replacement.
Region of Peel	100	No charge, delivered to home.	No charge, request online to be delivered to home.	No charge, request online to be delivered to home.	No. Online request form to request new or replacement.
City of Toronto	100	No charge, delivered to home.	No charge, online request form may only be requested by the name on utility bill.	No charge, will either repair or replace.	Request additional Green Bin at no cost.
Region of Waterloo	45	No charge, pick-up at municipal location.	No charge, pick-up at municipal location.	No charge, pick-up at municipal location.	No charge, pick-up at municipal location.

Municipality	Green Bin Size (L)	Newly Constructed Homes	Replacement for Existing Homes	Damaged Green Bin	Municipality Sells Green Bin
Region of York (Markham)	45 (standard)	\$32, pick-up at municipal location.	\$32, pick-up at municipal location.	45L - \$5.50 exchange fee. If damaged during collection, contact the city.	\$32 pick-up at municipal location.
Region of York (Vaughan)	46.5	No charge, delivered to home. Must provide certificate of completion from the builder.	\$27, purchase at Vaughan Community Centres or online portal for delivery.	Exchange (online only) for no charge. City Logo must be on bin to be eligible for free exchange.	\$27 Can pick up or deliver \$3 upcharge.
City of Halifax	240	No charge, delivered to home.	Report to 311 for replacement.	Report to 311 for repairs or replacement as needed.	No, contact the municipality.

Appendix I
Community Meal Programs

Location	Address	When (as of July 2025)
Rowntree Memorial United Church	156 Elliot St	Every Tuesday and every Wednesday (September to June only) of the month
St. Michael's Catholic Parish	511 Cheapside St	Every Monday (September to May only) of the month
Trinity United Church	76 Doulton St	Tuesdays and first Sunday of each month
Ark Aid Street Mission	696 Dundas St. E	Daily twice a day (Monday to Friday). Daily once per day (Saturday and Sunday)
St John the Divine Church Hall	390 Base Line Rd W	Every Tuesday of the month
St John the Evangelist Church	280 St James St	Every Tuesday and Saturday of the month
Youth Opportunities Unlimited – Youth Action Centre	332 Richmond St	Monday to Friday
Church of Ascension	2060 Dundas St	Every second Tuesday
Paul's Place	472 Richmond St	Every Thursday and Friday of the month
St George's Anglican Church	227 Wharncliffe Rd N	Every second Friday
St Jude's	1537 Adelaide St N	Every second Saturday of the month
St Andrew Memorial	55 Foxbar Rd	Last Saturday of the month
Calvary United	290 Ridout St S	Third Saturday of the month
Hyatt Mosque	282 Hamilton Rd	Every Saturday of the month
St Francis St Martin	46 Cathcart St	Last Saturday of the month
London Coffee House	371 Hamilton Rd	Daily
St Joe's Café	602 Queens St	Monday to Friday, Saturdays and holidays
Salvation Army-Westminster Church	1190 Southdale Rd E	2 nd Monday of the month
Salvation Army Food Truck	566 Dundas St	Every Wednesday of the month
Salvation Army Food Truck	201 King St	Every Wednesday of the month
My Sister's Place	566 Dundas St	Daily