

2024/2025



CITY OPERATIONS

WASTE SERVICES

2024/2025 Annual Service Plan



LAND ACKNOWLEDGMENT

Waste Services acknowledges that our City lies within the traditional land of Treaty 6 Territory. We acknowledge this land as the traditional territory of many First Nations such as, the Nehiyaw (Cree), Dene, Nakota Sioux (Stoney), Anishinaabe (Saulteaux) and Niitsitapi (Blackfoot). We also acknowledge this as the Métis homeland and the home of one of the largest communities of Inuit south of the 60th parallel.

The City of Edmonton owes its strength and vibrancy to these lands and the diverse Indigenous Peoples whose ancestors' footsteps have marked this territory. Settlers from around the world continue to be welcomed here and call Edmonton home.

Together, we call upon all our collective honoured traditions and spirits to work in building a great city for today and future generations.

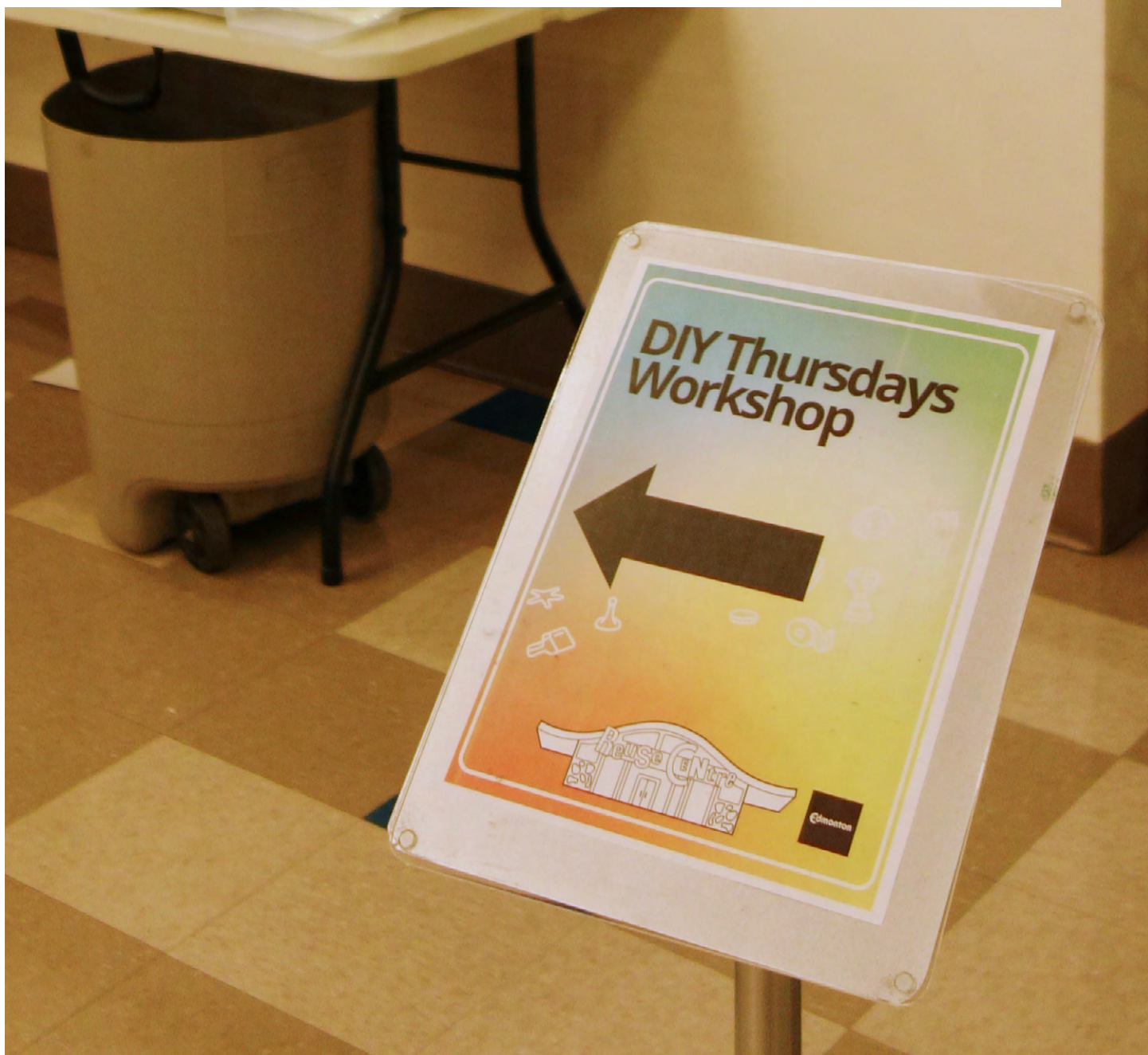
Artist: Lana Whiskeyjack



TABLE OF CONTENTS

LAND ACKNOWLEDGMENT

1.0 INTRODUCTION	2
2.0 RESULTS IN 2024	9
3.0 SERVICE PLAN 2025	11
APPENDIX	13



1.0 INTRODUCTION

CITY OF EDMONTON STRATEGIC ALIGNMENT

This plan outlines priority actions that align with Edmonton's City Plan and help advance the four strategic goals of ConnectEdmonton, Edmonton's Strategic Plan 2019–2028, to achieve our vision of:



HEALTHY CITY

Edmonton is a neighbourly city with community and personal wellness that embodies and promotes equity for all Edmontonians.



REGIONAL PROSPERITY

Edmonton grows prosperity for our metro region by driving innovation, competitiveness and relevance for our businesses at the local and global level.



URBAN PLACES

Edmonton neighbourhoods are more vibrant as density increases, where people and businesses thrive and where housing and mobility options are plentiful.



CLIMATE RESILIENCE

Edmonton is a city transitioning to a low-carbon future, has clean air and water and is adapting to a changing climate.

We advance these goals through the three corporate objectives described in the 2023–2026 Corporate Business Plan:

Making Transformational Impacts.

We plan for opportunities that urban growth, a changing climate and prosperous region will bring.

Delivering Excellent Services.

We respond to the current needs of Edmontonians and the work we do allows people to live their best lives here.






Managing the Corporation.

We continuously pursue new ways of building our capabilities, knowledge, processes and procedures to provide excellent services and value for tax dollars. This important work ensures the City of Edmonton can meet the evolving needs of the people and communities we serve.

DEPARTMENT PRIORITIES

City Operations delivers a wide range of core services to help keep Edmontonians working, moving and thriving. The department's employees span four branches – Edmonton Transit Service; Fleet and Facility Services; Parks and Roads Services; and Waste Services. Staff are dedicated to delivering their best as they drive buses; collect waste; operate Eco Stations; clear snow; maintain roads and bike lanes; care for parks and trees; maintain City facilities; and service City vehicles, including buses, waste collection trucks, snow plows and emergency service vehicles.

City Operations has five priorities for 2025:

-  **1 | Improve safety in the spaces we operate and maintain**, which enables employees to deliver excellent services and helps Edmontonians feel secure.
-  **2 | Enhance public trust and confidence** through accountable, transparent communication and fiscally responsible service delivery.
-  **3 | Align service delivery to budget** to ensure effective asset management and financial sustainability.
-  **4 | Strengthen integrated relationships, actions and outcomes** to facilitate better service delivery.
-  **5 | Integrate changing climate conditions into service plans** to mitigate operational risks and help ensure long-term service sustainability.

We are committed to providing a safe and healthy workplace for employees and a safe experience for visitors, residents, volunteers and contractors. This means we value, respect and protect physical, mental and emotional well-being. Leadership plays a foundational role in safety culture while the responsibility for health, safety and wellness is shared by all employees.

This Annual Service Plan demonstrates our commitment to excellence as we maintain and operate City infrastructure, and provides you with insight on the important work our teams will deliver in 2025.

MESSAGE FROM THE BRANCH MANAGER



DENIS JUBINVILLE
BRANCH MANAGER



I am grateful every day for the opportunity to lead such an exceptional team of people. Together in 2024, we have made some great strides towards advancing our 25-year Waste Strategy and continue to provide excellent service for our community.

I am pleased to report that our diversion numbers further increased in 2024, as we also advanced our organics processing program through efficiencies and modernizations. We also saw a reduction in Edmonton's waste generation per capita as a result of our waste reduction efforts. We achieved these accomplishments within budget, and were able to implement a 10.7 per cent utility rate decrease through revenue generation from the implementation of the provincial Extended Producer Responsibility. This regulation, coming into effect in April, removes the responsibility and cost of managing recyclable and some hazardous materials from municipalities to producers.

In 2025, we will remain firmly on our path to provide consistent and effective waste services for our community. We will see further progress on transitioning apartment and condo residences to three-stream source separation, promoting waste reduction and item reuse, integrating Extended Producer Responsibility into our recycling program, and advancing our climate resiliency and mitigation. Together, with our community, we will keep our city clean and healthy in the year ahead.

BRANCH OBJECTIVES

WASTE COLLECTION SERVICE



Operate efficient, consistent, affordable and accessible waste collection and processing services to support a healthier community.

SUSTAINABLE WASTE PROCESSING



Deliver environmentally responsible waste management services that reduce waste, increase waste diversion and protect our environment.

1.2 BRANCH STRUCTURE

WASTE SERVICES

BUSINESS INTEGRATION AND TECHNICAL SERVICES

- » Asset Management
- » Client Relationship & Sales
- » Customer Experience
- » Data & Performance Management
- » GIS
- » Operational Finance and Billing
- » Operational Planning and Project Delivery
- » Planning Assessment
- » Purchasing, Procurement & Contracts
- » Waste Education and Outreach
- » Waste Strategy

SUSTAINABLE WASTE PROCESSING

- » Organics Processing
- » Recyclables Processing
- » EWMC Operations
- » Landfill Management
- » Environmental Compliance

WASTE COLLECTION SERVICES

- » Residential Waste Collection
- » Waste Drop-off Services
- » Assisted Waste Collection
- » City Facility Waste Collection
- » Customer Support Team
- » Eco Stations

HIGHLIGHTS FROM 2024

Customer Experience

EWMC TOUR STATS



**FIRST FULL YEAR
OF EWMC TOURS
POST-PANDEMIC**

**242 SCHOOL
TOURS** OF EWMC



**6,796 CHILDREN
AND 1,536 ADULTS EDUCATED
IN EWMC TOURS**

MASTER COMPOSTER RECYCLER (MCR) PROGRAM (2024)

**MCRs reached
20,840 people**



133 MCRs  recorded
volunteering
hours

**MCRs VOLUNTEERED
2,386 HOURS**

**MCRs VOLUNTEERED
913 TIMES**

WASTEWISE



93,756
printed calendars

4,762,949
SCHEDULE VIEWS

209,928
TOTAL COLLECTION
DAY REMINDERS

3,655,668
total App sessions

23,920 
new mobile installs
in 2024 (276,000+
total)



**82,000+ WASTE INQUIRIES
RECEIVED THROUGH 311 AND
WASTE CUSTOMER SUPPORT
TEAM**

**24 waste education
presentations**
delivered to newcomer organizations



1,500+ tonnes
of compost given
away to residents

21,373 residents picked up free compost at Eco Stations

REUSE CENTRE STATS



184 tonnes
of incoming goods



88%
of goods recirculated
back into community

97% total
diversion rate



47,785
REUSE CENTRE
VISITORS

WASTE OUTREACH



24,200+ FACE-TO-FACE CONVERSATIONS
WITH APARTMENT AND CONDO
COLLECTION RESIDENTS

Utility rate lowered 10.7%
for most residential
customers in 2025



Service Delivery and Transformation



269,000+
homes with three-stream
curbside waste collection

3,300+
sites with apartment
and condo collection

27,000 more units
BEGAN RECEIVING THREE-STREAM
WASTE COLLECTION IN 2024

Over 1/3
of all apartment
and condo units have
three stream sorting
and collection

8,254



customers served
and 1000+ tonnes dropped off
at eight Big Bin Events



473,000+
Eco station visits



1,000+ CUSTOMERS
RECEIVING ASSISTED WASTE
COLLECTION

Environmental Impact

44%
of residential waste
diverted



15,000+
tonnes of yard waste
collected or dropped off



10,760+ tonnes
of yard waste collected

4,350+ tonnes
of yard waste dropped off



**237,000+
TONNES**

OF RESIDENTIAL GARBAGE AND
ORGANIC WASTE RECEIVED AT
EDMONTON WASTE MANAGEMENT
CENTRE

Safety & Engagement



8 IN-HOUSE CERTIFICATION
COURSES OFFERED
IN 2024

**260 training
courses**

conducted in 2024 –
increase of 130 over 2023



**OVER 340
EMPLOYEES**

COMPLETED INTERNAL
CERTIFICATION AND
COMPETENCY TRAINING –
97% CERTIFICATION RATE

SOP review rate in areas
participating in SOP
program training is 98%



139% inspection
completion rate



**163 WASTE
SERVICES STAFF**
NOMINATED FOR CULTURAL
COMMITMENT AWARDS

1.3 SERVICE OVERVIEW

WASTE COLLECTION SERVICE



SERVICE DESCRIPTION

A public service offering waste collection and drop-off services.

SUBSERVICES

- » Apartment and Condo Collection
- » Curbside Collection
- » Waste Drop-off (Eco Stations, Community Recycling Depots, Big Bin Events, Reuse Centre)
- » Assisted Waste Collection
- » Waste Education and Outreach

SERVICE DRIVERS

- » Population growth
- » Inflationary pressures
- » Changes in consumer behaviour and waste generation
- » Supply chain issues (e.g., vehicle replacement delays)
- » Regulatory changes (e.g., Extended Producer Responsibility, federal environmental legislation)
- » Council direction and bylaw changes (e.g., rezoning)

FUNDING MODEL

- » Utility rates and user fees

SUSTAINABLE WASTE PROCESSING



A public service providing sustainable waste management, including landfill reduction and diversion operations and resource recovery.

- » Environmental Compliance
- » Organics Processing
- » Recyclables Processing
- » Refuse Derived Fuel Processing
- » Residual Waste Disposal
- » Sales and Support Services

- » Population growth
- » Inflationary pressures
- » Changes in consumer behaviour and waste generation
- » Changes in commodity markets
- » Regulatory changes (e.g., Extended Producer Responsibility, federal environmental legislation)
- » Council direction and bylaw changes (e.g., rezoning)
- » Operational outages and disruptions due to extreme weather (e.g., pipes freezing or bursting)

- » Utility rates and user fees

2.0 RESULTS IN 2024

2025 RATE FILING

Service: Waste Collection Service + Sustainable Waste Processing

ACTIONS

- » Lowered waste utility rates for most ratepayers by 10.7% while keeping internal operational costs stable, reducing cost impacts to ratepayers.
- » Rate reduction achieved alongside waste reduction, reducing residential waste generated per person below 2021 levels.
- » \$5.24 less per month for curbside, \$3.33 less per month for apartment and condo.

APARTMENT AND CONDO COLLECTION THREE-STREAM ROLLOUT

Service: Waste Collection Service

ACTIONS

- » By the end of 2024, 33.5% of Edmonton's apartments and condos are sorting their waste into food scraps, recycling and garbage, helping to divert more waste from landfill.
- » Outreach staff successfully engaged with close to 23,000 residents through in-person conversations and knocked on more than 55,000 doors, educating the public about changes to their waste sorting and collection.
- » 1,106 apartments and condo buildings have received food scraps and recycling collection, introducing service equity between curbside and apartment and condo collection.

ORGANICS PROCESSING PROGRAM

Service: Sustainable Waste Processing

ACTIONS

- » Utility Committee approved long-term direction on a sustainable organics processing program to accommodate Edmonton's growth, ensuring Edmonton's waste management can grow with the city in alignment with corporate priorities while reducing environmental and financial impacts.
- » Over 20,000 residents collected more than 3,300 tonnes of free compost, helping Edmontonians enrich their gardens and reduce waste.

ENVIRONMENTAL COMPLIANCE AND CLIMATE ACTIONS





Service: Sustainable Waste Processing

ACTIONS

- » Construction of new landfill gas collection wells complete, commissioning of wells to follow in 2025, helping to reduce GHG emissions and fulfill regulatory obligations.
- » Improvements to water distribution infrastructure at EWMC approved by Council to support waste processing operations and continued growth of facilities. Planning and design work progressed in 2024, with construction to begin in 2025.
- » Climate Action Plan to improve efficiency at Waste Services buildings approved by Council. Work is underway on supporting sustainable and efficient asset maintenance.

2024 PERFORMANCE RESULTS

CUSTOMER PERFORMANCE MEASURES

SERVICE	MEASURE	MEASURE DESCRIPTION AND NARRATIVE	2024 TREND
Waste Collection Service	Curbside Organics and Recyclables Collected	This metric measures the percentage of total waste set out for curbside waste collection as separated food scraps, yard waste or recycling (instead of mixed garbage). This helps evaluate changes over time in waste sorting and set out behaviour by residents with curbside collection. Preliminary data reports a 53% value, a similar result to the final reported value of 52% in 2023.	 NEUTRAL
	Residential kg/capita Waste Generated	This annual metric looks at the monthly average kg/capita of residential waste generated. Preliminary data reports 311 kg generated per capita, an improvement from the final reported value of 335 kg/capita in 2023.	 POSITIVE
Sustainable Waste Processing	Residential Diversion Rate	This metric measures residential waste diverted from the landfill. Preliminary 2024 data reports a 44% residential diversion rate, an improvement from the final reported value of 41% in 2023.	 POSITIVE
	Number of Reportable Environmental Incidents	This metric measures the number of environmental incidents that are reported. In 2024 the number of reportable environmental incidents increased to 19 from 16 incidents in 2023, led by an increase in battery fires reported in processing facilities.	 NEGATIVE

3.0 SERVICE PLAN 2025



WASTE COLLECTION SERVICE

OBJECTIVE

Deliver excellent waste collection and drop-off services.

ACTIONS

- » Complete expansion of three-stream apartment and condo collection rollout in north and northeast Edmonton, allowing more residents to sort food scraps, recycling and garbage thereby helping to increase waste diversion.
- » Seek approval of business case to proceed with Coronation Eco Station expansion to renovate the site and improve the customer experience.
- » Continue to digitize the collection fleet by adding new technology displays in truck cabs to enable real-time tracking and monitoring of waste collection.

PERFORMANCE MEASURES

TARGETS

Number of unfinished curbside collections/month

<833/month

Eco Station diversion rate

40%

Fleet availability

80%

RISKS

Delays in acquiring new collections vehicles may impact the ability to roll out three-stream apartment and condo collection in alignment with planned timelines.

CONTROLS

Review asset acquisition timelines using proactive procurement strategies, limiting impacts of potential delays on service delivery.

Delays to Coronation Eco Station construction impact existing waste drop-off patterns and increasing traffic at other Eco Stations.

Limit disruptions through robust communication ahead of construction to inform residents and provide clarity about alternatives.

Delays to acquisition of technology may slow the implementation of deployment of technology in trucks.

Follow procurement rules and use appropriate project management tools.



SUSTAINABLE WASTE PROCESSING

OBJECTIVE

Deliver environmentally responsible waste management services and programming.

ACTIONS

- » Reduce waste generated in Edmonton through strategic review and planning, including Industrial, Commercial and Institutional (ICI) waste, Waste Reduction Roadmap (WRR) and continued implementation of the 25-year Waste Strategy.
- » Continue progress on renovating, redeveloping and installing infrastructure to improve Edmonton's overall waste processing capacity, enhance operational efficiency, reduce environmental impacts and increase climate resilience to sustainably meet future service demand.

PERFORMANCE MEASURES

TARGETS

Residential diversion rate

40%

Tonnes sent to landfill

20,000 tonnes/month

Number of Reportable Environmental Incidents

<20/year

RISKS

CONTROLS

Public engagement for waste strategy updates conflicts with municipal election and public engagement restrictions.

Implement public engagement for ICI and WRR in early 2025.

Pressures on resources limits effectiveness of waste reduction strategies and landfill diversion progress with long-term environmental impacts.

Strategic diversification of waste processing, prioritizing lower-cost processing options, and using public procurement best practices approaches to limit utility rate impacts.

APPENDIX: FINANCIAL SUMMARY

2025 BUDGET (000s)

Expenses	\$236,312
Revenue and Recoveries	(\$239,941)
Net Position	(\$3,629)

BUDGET SUMMARY

(000s)	Expenses	Recovery	Revenue	Net
Waste Collection Services	\$98,759	727	(99,486)	-
Sustainable Waste Processing	\$137,553	(1,143)	(140,039)	(\$3,629)
Total	\$236,312	(416)	(\$239,525)	(\$3,629)





Edmonton

edmonton.ca/waste

