



GUIDANCE TO BIAs ON REPORTING WASTE CONCERNS IN CENTRE CITY

To Downtown, Chinatown, & North Edge Business Improvement Areas:

We know that waste in alleys is a current concern for each of your BIAs. A large volume of 311 notifications have been received from your BIAs' street teams and was a topic at the recent meeting with the Centre City team.

To streamline resolution regarding nuisance, waste, and litter complaints in these areas, we would ask your teams to report these concerns, including nuisance bylaw violations, in a specific way through 311 (web or app). This will help the Centre City team provide support through inspections, addressing cleanliness issues, and referring items for municipal enforcement officers when required.

- As a starting point, for all of your users of 311 (team members, street teams, & contractors), set the Reporter email address to be consistent for all of your users on each of their devices i.e. enter a single email address that each of your BIA will use for reporting purposes (one for Downtown, one for Chinatown, & one for North Edge). This will allow our City teams to easily identify BIA requests and to sort them by BIA as required.
- Whether on private or public property, report litter/waste concerns as Public Property concerns, so that they can be first directed to the Centre City team for clean up. If the concern merits a further bylaw investigation, the Centre City team will ensure that it is passed to municipal enforcement officers.

Concern	Choose Service	Where	Description
<p>Litter/waste on Private Property</p> <p>(commercial or residential properties & parking lots)</p>	<p>Heading: Litter/Waste</p> <p>Choose: Litter Public Property</p> <p>(not Litter Private Property)</p>	<p>Don't select an option</p>	<p>Make note of area on private property i.e.</p> <ul style="list-style-type: none"> • At front of building • At back of building • At side of building
<p>Litter/waste on Public Property</p> <p>(including public spaces adjacent to private commercial or residential properties)</p> <p>(large amount of loose garbage)</p>	<p>Heading: Litter/Waste</p> <p>Choose: Litter Public Property</p> <p>(not Litter Private Property)</p>	<p>Selection an option:</p> <ul style="list-style-type: none"> • Road (including public alleys) • Green Space (parks) • Sidewalk (City) • Boulevard (grassed area adjacent to curb) 	<ul style="list-style-type: none"> • If in an alley, make note of which alley • If in a park, make note of which park • If on a sidewalk, note the address • If on a boulevard, note the address

<p>Overflowing garbage cans</p> <p>(City-owned containers, not dumpster)</p>	<p>Heading: Litter/Waste</p> <p>Choose: Overflowing Garbage Cans</p>	<ul style="list-style-type: none"> ● City Street ● Park or Sports Field ● Transit / Bus Stop 	<p>Provide further detail, if applicable</p>
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- Do not use the Nuisance Property (Community & Neighbourhoods heading) for reporting the above types of items. The Centre City team will ensure that it is passed to municipal enforcement officers when such support is required.
- Screenshots of the 311 website follow below for reference.

Thank you in anticipation of your BIA making these 311 reporting adjustments for litter/waste items, which will help our teams respond to your requests. Please kindly pass on this guidance document to your team members, street teams, & contractors.

Sincerely,
BIA Infrastructure Team

Re: Overflowing Garbage Can Requests

Submit Overflowing Garbage Cans Request

Location

Enter street address to search.
Long-click and hold on map pin, then drag to adjust location.



Photo No file chosen

Description

* Where

Bus stop # (if applicable)

- City Street
- Park or Sports Field
- Transit / Bus stop
- Private Residence

Previous ref# if updating

Accessibility/disability issue?

Overflowing Garbage Cans

If this is an issue on private property, please select "Private Residence"

Instructions

Describe the issue you wish to report including a photo and/or a description.

* Indicates a required field.