

To: Community and Operations Services Committee

From: Kevin Alexander, Commissioner,
Community and Operations Services Department

Report Number: CO-25-05

Date of Report: February 5, 2025

Date of Meeting: February 10, 2025

Subject: Options for Expansion of Large Item Collection Program

Ward: All Wards

File: 03-05

1.0 Purpose

The purpose of this report is to respond to Council's direction of October 25, 2021, concerning Item CS-21-111 regarding the Expansion of Large Item Collection Policy:

“Whereas the City of Oshawa’s current Large Item Collection policy applies only to residents living in single-family dwellings, semi-detached, duplexes, or buildings with 2 or less dwelling units that receive municipal waste collection services; and,

Whereas renters experience varying levels of effective communication, cooperation, and ability to coordinate with the owners or property managers of their place of residence such that the coordination of large item pickup under the current policy may not lead to the intended outcomes of either the City policy or the intended users of the service, and that the foregoing may additionally lead to residents using other less desired means of disposing of large items; and,

Whereas the City of Oshawa is committed to social equity, and attractive and clean neighbourhoods;

Therefore, the Community Services Committee recommend that staff prepare a report on the expansion of the Large Item Collection policy to include residents in rental accommodations on a basis that is fair and similar to the service level available to other residents, with appropriate consideration for feasibility, technical limitations, alignment with existing exclusions for some multi-residential and apartment buildings required to provide their own waste services, and other reasonable limits, such that renters generally will no longer be subject to the requirement that arrangements be made through the property owner, property manager or building superintendent.”

Attachment 1 is a table of Municipal Comparators providing a Summary of Municipal Large Item Collection Programs.

2.0 Recommendation

That the Community and Operations Services Committee recommend to City Council:

That the Community and Operations Services Committee select an option as set out in Section 4.2 of Report CO-25-05 dated February 5, 2025, concerning the potential expansion of the Large Item Collection Program.

3.0 Input From Other Sources

- Corporate Communications
- Finance Services
- Information Technology Services
- Legal Services
- Legislative Services
- Service Oshawa
- Municipal Law Enforcement and Licensing Services
- Municipal comparators:
 - City of Barrie
 - City of Belleville
 - City of Hamilton
 - City of London
 - City of Ottawa
 - City of Peterborough
 - City of Toronto
 - City of Vaughan
 - Region of Durham
 - Region of Peel
 - Region of Waterloo
 - Town of Whitby

4.0 Analysis

4.1 Background

At its meeting of October 25, 2021, Council directed staff to prepare a report on expanding the Large Item Collection (“L.I.C.”) program to include residents in rental accommodations “on a basis that is fair and similar to the service level available to other residents”. The goal of this Report is to provide Council with a background of the L.I.C. program and present options for modernizing and expanding access to residents of multi-residential properties eligible for municipal waste collection services. The proposed options consider feasibility, operational challenges and technical limitations associated with expanding the program.

4.1.1 Current Program Requirements & Participation Rates

In 2009, the City initiated a call-in service for the collection of items that are too large to fit into a standard sized garbage bag, including furniture and appliances.

The L.I.C. program operates with specific eligibility criteria, collection schedules, item limits, fees, and booking processes. At this time, to be eligible to book a collection the site must be zoned as residential land use and approved to receive municipal waste collection

services. Collections are available to be scheduled bi-weekly on the same day as residential garbage collection for that area. The first collection per calendar year can be scheduled for free and additional collections may be booked for an additional \$35 fee. Residents in low-density sites (2 or fewer dwelling units) can book their collection directly with the City, while high-density sites (3 or more dwelling units) require property owners or their designated representative (such as property managers or superintendents), to schedule collections on behalf of the residents, including some townhouse condo complexes. An assistance program permits the \$35 fee to be waived for up to three (3) additional collections for eligible seniors or persons with disabilities.

In the last three years it is estimated an average of 9,500 L.I.C. collections were booked by residents, of which approximately 9% were charged a fee for additional collection in the same calendar year. The average operating cost over this period is estimated to be \$400,000 per year, including costs incurred by Waste, Fleet, and Service Oshawa related to the program, with an average revenue of \$30,000. For 2025, the anticipated operating cost of the program is estimated to be \$417,000, reflective of inflation.

4.1.2 Feasibility & Technical Considerations

The current L.I.C. program does not differentiate between rental and non-rental but instead considers the requirements set out in the City's Waste Collection By-law 90-2024, as amended, the Guidelines for Municipal Waste Collection Service and the City's ability to enforce and administer a free booking based on an address. There are several factors that impact the feasibility of allowing each apartment or dwelling unit to book their own large item collection directly under the current program requirements:

Logistics and Administration: Managing individual bookings from numerous apartment units can be complex and require considerable tracking and scheduling to ensure collection is done efficiently. The current program which offers one (1) free collection per calendar year plus unlimited additional collections for a fee is administratively cumbersome as it requires a system to track and manage the allocation of this free collection.

For higher density sites, individual dwelling units are not always identified within the booking tool. To track the free collection, bookings must be registered using an individual address which may not always include the unit number.

Coordination: Implementing a centralized system where property managers schedule a primary collection for the entire site helps control the process and prevents residents from dumping their materials without coordination and ensures set outs are organized, leading to efficient pickups. The potential exists that without proper coordination, items may be left out for extended periods if residents do not call in, thus impacting cleanliness and aesthetics. Additionally, it may result in an excessive number of items being set out that exceeds collection capacity.

Space Constraints: Higher density buildings typically generate larger amounts of waste but have limited space on-site for storing large items between collections. Managing individual bookings from numerous apartment units is complex and requires tracking to ensure a set out area's capacity is not exceeded. Ensuring all residents follow guidelines for bulky item disposal (e.g. limits, placement) is challenging. A centralized approach to

booking a collection supports the property manager in managing the material on site between collections. These sites typically have shared set out locations making enforcement difficult in terms of by-law compliance.

Compliance and Enforcement: Ensuring that all residents follow the guidelines for bulky item disposal (e.g. limits, placement) can be challenging. A centralized approach which is facilitated by the property owners or managers helps to administer these rules more effectively. They can ensure that all items are prepared and placed correctly for collection, reducing the risk of illegal dumping and issues with non-compliance. Property owners or managers are ultimately responsible for ensuring compliance with local by-laws, including waste management and property standards.

4.1.3 Additional Considerations

In addition to the considerations highlighted above, the current L.I.C. booking tool was developed in-house in 2006 to manage the City's complex booking requirements and to support the hybrid fee model of one free collection per year. This software tool has reached its end of life and presents maintenance and security concerns given its age. If L.I.C. bookings are to continue, this legacy application will need to be replaced. A custom-built tool that would address the current program requirements would be expensive to develop. A procurement process for the purchase of suitable booking software will be required to replace the current system. Estimated costs will be submitted as part of the 2026 budget process.

Staff are currently researching options for the replacement of this application, however there are limited options available for off-the-shelf programs because of the unique nature of the City's current program that requires the tracking of bookings by address to determine if a fee is to be applied. In addition, some replacement software suppliers require purchasing modules that are redundant for the City's needs, as the Region of Durham already provides some of these features within the web and mobile app-based calendar tool currently utilized by Oshawa residents (i.e. the Durham Region Waste App).

Staff recommend the dual free/fee-based program be changed to address challenges associated with the equitable allocation of the one free collection, and to reduce complexity which would support the acquisition of a new booking software if the requirement for bookings is to continue. If the program requirements are simplified as outlined in the Option 1 and 2 below, an out-of-the-box booking tool could be purchased (approximately \$20,000 annually).

The current program has remained unchanged since 2006; however, the number and type of multi-residential properties have changed and continue to change as higher density developments are becoming the norm. This increase in high-density housing will likely result in a higher demand for L.I.C. services, particularly in areas where space for storing large items is limited. Additionally, over the years, exceptions to the City's collection requirements have allowed locations that would have otherwise not received service, thus adding to the confusion and complexities associated with managing the service. There is a need to modernize the current L.I.C. program in order for the City to ensure that it continues to provide reliable and equitable waste management services to residents based on clear eligibility requirements as the housing landscape evolves.

4.1.4 Municipal Comparators

Through a review of comparator municipalities, no standard L.I.C. program delivery model exists. Each municipality’s large item collection program is based upon their unique operating model including equipment, staffing resources and/or service providers, with some choosing not to provide the service at all. Service levels vary across municipalities with some distinctions between curbside and front-end collected sites, including frequency, fees, limits, booking requirements, eligible items and collection eligibility. It should be noted that Oshawa is the only municipality that combines one (1) free collection with a user pay model for additional collections. A summary of municipal programs is appended as Attachment 1.

4.2 Proposed Program Options

Staff have identified three (3) options which address equitable access to the City’s L.I.C. program while considering operational challenges, resources and the need to modernize the program. These options would only apply to those locations approved for municipal waste collection services in accordance with the Guidelines for Municipal Waste Collection Service, the criteria for determining eligibility will remain the same so as not to impose further budget impacts or require additional resources.

4.2.1 Option 1: Expand Self Booking to Low-Density Sites, Reduce Item Limit, and Eliminate the Fee for Additional Service

Program Changes: This option proposes expanding self-booking eligibility to residents of properties with up to 8 dwelling units and reducing the item limit to 6 items per collection. Higher density properties (9+ units) would continue with centralized booking through property managers, maintaining a 12-item limit per collection. This option eliminates the fee for additional collection thereby eliminating the administration and tracking of the free collection and fee payment.

Service Level	Low Density	Higher Density
Number of Dwelling Units	8 or less	9+
Booking Requirement	Yes, increase in the eligibility to self-book a collection (3,100 additional dwellings).	Yes, maintains centralized booking requirement through property owner, managers or agents.
Fee	No	No
Item Limit	6 / dwelling unit (reduction from current limit).	12 / site, no longer allowed to stack two collections on the same day.
Frequency	Bi-weekly, current practice.	Bi-weekly, current practice.
Service Provider	City forces, current practice.	City forces, current practice.

Rationale: This change aims to increase access to the L.I.C. program while considering operational limits. By allowing more properties to self-book, the City can streamline the process, making it more user-friendly and equitable for residents in low-density buildings. Eliminating the fee for additional collections encourages participation and reduces challenges associated with enforcement. Reducing item limits helps manage increases that may result from the program change. This aligns with the Council's goal of providing equitable services.

Pros:	Cons:
<ul style="list-style-type: none"> • Increases access to self-booking from 2 units or less to 8 units or less. An additional 3,100 dwellings would now be able to book their own collection without relying on the property owner. • Reduces administrative burden for property owners/managers of buildings with 3-8 dwelling units. • Keeps centralized booking at higher-density sites to leverage property managers for logistics, communication, and program enforcement. • Aligns with the City's waste collection program (curbside collection for building with 8 dwelling units or less vs. front-end services for multi-residential). • Fits within current operational capabilities and staffing. • Reduced item limit increases operational capacity for demand. • Removal of the fee may incentivize landlords of higher density sites to participate in the program. • Does not require customized booking software. 	<ul style="list-style-type: none"> • Some residents at higher density (9+ dwelling units) sites will still need to rely on property owners/managers to schedule collections on their behalf (388 properties or 19,800 dwelling units). • Residents and landlords may be unhappy with the reduced item limit. • The new limit of six items may be frustrating, especially for those generating large volumes of waste, such as during move in/out that may require the resident or property owner to pay for private collection or transportation of the material to a waste management facility. • Reducing the item limit to six (6) may cause residents to distribute their additional items over several weeks. • At properties with 3-8 units, the removal of property-owner oversight could lead to issues with compliance to the Waste Collection By-law. • Will require communication to raise awareness about the changes to the allowable limit. • A small portion of residents use this service. Without a fee the program would remain subsidized by all residents despite low usage.

Financial Considerations:

The following is a summary of the estimated financial impacts associated with Option 1:

- **Estimated Annual Operating Increase:** \$50,000
 - **Operating Budget:** Additional staff and resources are not expected to be necessary, as a cap on the number of bookings per day will ensure the operation remains within the capacity of existing resources.
 - **Booking Software:** \$20,000 per year for a stand-alone off-the-shelf tool (one-time setup fee of \$5,000 included below).
 - **Estimated Loss of Revenue:** Removing the fee for extra bookings will result in an annual revenue loss of approximately \$30,000 (based on the three-year average).
- **Year 1 (One-time Costs):** \$15,000
 - **Communication Plan (Year 1):** \$10,000
 - **Booking Software Setup Fee:** \$5,000

Should Option 1 be selected, the following motion should be passed:

“That Community and Operations Services Committee recommend to City Council:

That based on Report CO-25-05 dated February 5, 2025, concerning the potential expansion of the Large Item Collection program:

1. That commencing in 2026, the City’s Large Item Collection program be expanded in accordance with Option 1 as outlined in section 4.2.1 of said Report; and,
2. That the 2026 annual operating budget be updated to reflect the change in program in accordance with Option 1 as outlined in section 5.0 of said Report; and,
3. That staff further amend the Waste Collection By-law 90-2024, as amended, and the Fees and Charges By-law 109-2024, as amended, to address the program changes outlined in section 4.2.1 of said Report.

4.2.2 Option 2: Hybrid Approach - Expand Self Booking for Low-Density Properties and Provide Routine Collection for High-Density Sites

Program changes: This is a hybrid model that combines self-booking for low-density properties with routine collection for high-density sites. Similar to Option 1, self-booking eligibility would be expanded to residents of properties with up to 8 dwelling units and the item limit would be reduced to six (6) items per collection, and sites would be limited to one scheduled collection per collection day.

However, unlike Option 1, higher density properties would receive routine collection based on their site density (i.e. the number of dwelling units at a site), removing the requirement

for property owners or their representatives to schedule a collection on behalf of their tenants. The following is an example of the higher density routine collection frequency based on dwelling units:

Dwelling Units	Frequency
9-20 units	1/month
21-50 units	2/month
51-100	bi-weekly
100+	weekly

High density sites would be limited to a maximum of 12 items per collection. The program would be provided without a fee to residents, eliminating the administration and tracking of the free collection, and would ensure residents have equitable access to the service.

Service Levels:

Service Level	Low Density	Higher Density
Number of Dwellings Units	8 or less	9+
Booking Requirement	Yes, increase in the eligibility to self-book a collection (3,100 additional dwellings).	No, establish routine L.I.C. collection days.
Fee	No	No
Item Limit	6 / dwelling unit (reduction from current limit).	12 / site, no longer allowed to stack two collections on the same day.
Frequency	Bi-weekly, current practice	Based on the number of dwelling units
Service Provider	City forces, current practice	Contracted service provider

Rationale: This approach balances access and operational efficiency, ensuring that all property types receive equitable service. By allowing low-density properties to self-book, the City can maintain flexibility and responsiveness to residents' needs. For high-density sites, routine collection days simplify logistics and reduce the burden on property managers. This model leverages contracted services for high-density sites, providing additional capacity and reducing health and safety risks for City staff. The hybrid approach aligns with best practices from other municipalities and ensures that the L.I.C. program can adapt to changing housing patterns and demands.

Pros:	Cons:
<ul style="list-style-type: none"> • Equitable access for both low and high-density properties. • Higher level of service and convenience. • May reduce illegal dumping of large items and the length of time large items sit out at multi-residential sites. • Reflects operational differences between low and higher density properties to maximize efficiencies. • For higher density sites the program is comparable to other municipal approaches and is adaptable to housing supply changes. • By utilizing a contracted service provider for higher density sites and decreasing the item limit for low density sites, additional capacity is provided for City forces to manage growth of low-density housing. • Utilization of contracted service provider reduces health and safety risks for City staff. • Contractors currently handle front-end bins and are experienced in collecting from private property. • Property owner, manager or agent is still responsible for managing waste on site from their tenants to ensure compliance. 	<ul style="list-style-type: none"> • Requires investment for higher service level to retain contractors to provide regular/routine collection at higher density sites. • Most residents do not utilize the existing program on a regular basis, but this could be because it isn't convenient or accessible through their property owner. • May incentivize excessive use and disincentivize alternative disposal methods.

Financial Considerations:

The following is a summary of the estimated financial impacts associated with this option:

- **Estimated Annual Operating Budget Increase: \$765,000**

- **Low-density collection (City forces):** No additional staff or equipment required, covered by current resources and equipment. Additional staff and resources are not expected to be necessary, as a cap on the number of bookings per day will ensure the operation remains within the capacity of existing resources.
- **High-Density Sites (Contractor):** \$715,000 Actual value would be pending the outcome of a procurement process.
- **New Booking Software:** \$20,000 annually (one-time fee of \$5,000 for setup). The actual value would be pending the outcome of a procurement process.
- **Estimated Loss of Revenue:** \$30,000 annually (based on three-year average)
- **Year 1 (One-Time Costs):** \$15,000
 - **Communications (First Year):** \$10,000
 - **Booking Software:** \$5,000

Should Option 2 be selected, the following motion should be passed:

“That Community and Operations Services Committee recommend to City Council:

That based on Report CO-25-05 dated February 5, 2025, concerning the potential expansion of the Large Item Collection program:

1. That commencing in 2026, the City’s Large Item Collection program be expanded in accordance with Option 2 as outlined in section 4.2.2 of said Report; and,
2. That the 2026 annual operating budget be updated to reflect the change in program in accordance with Option 2 as outlined in section 5.0 of said Report; and,
3. That staff further amend the Waste Collection By-law 90-2024, as amended, and the Fees and Charges By-law 109-2024, as amended, to address the program changes outlined in section 4.2.2 of said Report.

4.2.3 Option 3: Eliminate Booking Requirement

Program Changes: Routine collection would be provided to all properties eligible for large items collection, eliminating the requirement for residents to schedule a collection. This program would operate similar to yard waste collection. Frequency of collection would be based on the number of dwelling units at a site, and the item limit would be reduced to 2 items for low density sites and 12 items for higher density sites. The ability for properties to

stack multiple bookings on the same collection day would be eliminated, as would the fee for additional bookings.

Service Level	Low Density	Higher Density
Number of Dwelling Units	8 or less	9+
Booking Requirement	No	No
Fee	No	No
Item Limit	2 / dwelling unit	12 / site
Frequency	Bi-weekly, current practice	Will vary based on the number of dwelling units (i.e. higher density buildings will receive more frequent service).
Service Provider	City forces, current practice	Contracted service provider, most of these sites currently receive front-end garbage collection service through a contracted service provider.

Rationale: This approach simplifies the process for residents by removing the need for scheduling, ensuring equitable access to the L.I.C program. It reduces administrative overhead and provides a seamless customer experience, especially benefiting higher-density sites where coordination is challenging. However, it requires significant investment in operational resources and careful management to avoid excessive costs and environmental impacts. Utilizing contracted service providers for higher-density sites allows City forces to focus on curbside services as contractors are already used for on-site collections at many high-density locations.

Pros:	Cons:
<ul style="list-style-type: none"> • Provides equitable service to residents of both low and higher density properties by removing the need to schedule a collection. • Eliminates the need and cost for new booking software. • Reduces administrative burden associated with scheduling collections and administering fees. 	<ul style="list-style-type: none"> • Requires investment to provide a higher level of service. • May incentivize excessive use of the program. • May disincentivize alternative waste disposal methods (e.g., donations, garage sales). • Increase in greenhouse gas generation by requiring collection vehicles to routinely circulate around the City.

Pros:	Cons:
<ul style="list-style-type: none"> • Provides a high level of service and a seamless customer experience. • Utilizes contractors for high-density sites, providing additional capacity for City forces and eliminating health and safety risks for City staff. • Contractors are familiar with collection on private property. • Reducing item limits creates capacity for additional demand. 	<ul style="list-style-type: none"> • Reduced item limit could be problematic during high waste periods, such as months popular for moving. • Residents and landlords may be unhappy with the reduced item limit.

Financial Considerations:

The following is a summary of the estimated financial impacts related to this option, which may vary pending results a procurement process:

- **Estimated Increase in Annual Operating Costs:** \$1.15 million.
- **Operating Costs Utilizing City Resources for low-density collection:** \$402,000 (additional staff (2) and fleet maintenance).
- **Contract Service Provider for High-Density Sites:** \$715,000 (frequency based on the number of dwelling units) The Actual value would be pending the outcome of a procurement process.
- **Estimated Annual Loss of Revenue:** \$30,000 annually (based on three-year average).
- **Year 1 (One-Time Costs):** \$10,000 to communicate program changes.
- **Capital Equipment Purchase:** \$460,000 (requires a new truck with a 2-3 year wait for new trucks). The actual value would be pending the outcome of a procurement process. If implemented in 2026 rental equipment will be required until new equipment is received (estimated at \$150,000 annually).
- **Estimated Cost Avoidance:** This option reduces the administrative burden associated with managing bookings, scheduling and routing collections, and administering fee payment. Service Oshawa will see a reduction in the volume of interactions as residents will no longer need to book collections, and the need for assistance from Information Technology Services will not be required. Additionally, this may decrease illegal dumping and enforcement costs associated with items just being left at the curb.

Should Option 3 be selected, the following motion should be passed:

“That Community and Operations Services Committee recommend to City Council:

That based on Report CO-25-05 dated February 5, 2025, concerning the potential expansion of the Large Item Collection program:

1. That commencing in 2026, the City’s Large Item Collection program be expanded in accordance with Option 3 as outlined in section 4.2.3 of said Report CO-25-05; and,
2. That the 2026 annual operating budget be updated to reflect the change in program in accordance with Option 3 as outlined in section 5.0 of said Report; and,
3. That the 2026 annual operating budget be updated to add two additional full time staff resources required to operate the additional truck associated with Option 3 of said Report; and,
4. That the additional equipment rental be single sourced to Canada Big Truck Rental’s existing contract; and,
5. That staff further amend the Waste Collection By-law 90-2024, as amended, and the Fees and Charges By-law 109-2024, as amended, to address the program changes outlined in section 4.2.3 of said Report.

5.0 Financial Implications

The following is a summary of the estimated budget impacts, pending procurement processes, for each option detailed above:

- Option 1 (section 4.2.1):
 - Estimated increase in annual operating budget of \$50,000 which includes \$20,000 for new booking software and \$30,000 in lost revenue; and,
 - One-time costs of \$15,000 in the first year which includes \$10,000 to implement a communications plan and a \$5,000 setup fee for the new booking software.
- Option 2 (section 4.2.2):
 - Estimated increase in annual operating budget of \$765,000 which includes \$20,000 for new booking software, \$715,000 for contracted services and \$30,000 in lost revenue; and,
 - One-time costs of \$15,000 in the first year, which includes \$10,000 to implement a communications plan and a \$5,000 setup fee for the new booking software.
- Option 3 (section 4.2.3):

- Estimated increase in annual operating budget of \$1.15 million; and,
- One-time costs of \$10,000 in the first year to communicate the program changes plus an additional capital equipment purchase of \$460,000 (pending purchase of equipment this option requires equipment rental at \$150,000 annually for two (2) years pending procurement of fleet equipment).

It should be noted that the estimated financial impact for each option do not consider increases due to growth. Each option will need to be monitored, and additional program adjustments may be required over time to address growth-related demand.

6.0 Relationship to the Oshawa Strategic Plan

This report responds to the Oshawa Strategic Plan Priority Area “Lead: Governance and Service Excellence” with the goal to expand, embed, and modernize customer-centric service delivery.



Beth Mullen, Director,
Community and Environmental Services



Kevin Alexander, Commissioner,
Community and Operations Services Department

Municipality	Fee Model	Item Limits	Call-in Service	Frequency	Multi-residential Program
Whitby	\$25 / Collection	12 items	Yes	Bi-weekly	Same as curbside
Belleville	\$20 - \$50 per item (item size / type)	No set limit	Yes	Weekly	Same as curbside
Toronto	Annual rate of \$22.39 / home or dwelling unit, charged on utility bill (regardless of use)	No set limit	No	Bi-weekly	Same as curbside (frequency site dependent)
Peterborough	\$60 for first item, \$30 for each additional item	No set limit	Yes	Monthly from Apr - Sept.	Large buildings are private collection
Ottawa	\$145 / residential household / year, \$91 / unit / year. Fees levied on tax bill. Full cost recovery.	Bulky items are part of 3 item garbage limit	No	Bi-weekly	Landlord schedules, no set item limit
Region of Durham (Pickering, Ajax,)	Free Program	2 items	No	Bi-weekly	Same as curbside (no limit)
Region of Durham (Townships, Clarington)	Free Program	2 items	Yes	Bi-weekly	Same as curbside (no limit)

Municipality	Fee Model	Item Limits	Call-in Service	Frequency	Multi-residential Program
Region of Peel	Free Program	No set limit	No	Bi-weekly	Same as curbside (frequency based on site density)
Region of Waterloo	Free Program	1-2 dwelling units = 3 items, 3-6 dwelling units = 10 items / building	No	Bi-weekly	Does not provide waste collection to sites with 6+ dwelling units
Hamilton	Free Program	4 items	Yes	Weekly	Same as curbside (8 item limit)
Vaughan	Free Program	Bulky items are part of 3 item garbage limit	No	Bi-weekly	Landlord schedules, no set item limit
London	Free Program	4 items	Yes	Bi-weekly	Properties receiving front end-collection are not eligible
Barrie (no curbside program)	Landfill Rates Apply	N/A	No	N/A	N/A