

2025/2026



CITY OPERATIONS

WASTE SERVICES

2025/2026 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.

Heart Beat of a Nation
Brad Crowfoot

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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.

CITY OPERATIONS DEPARTMENT

As the City of Edmonton's largest department, 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 operate buses and trains; collect and process waste; manage Eco Stations; clear snow; maintain roads and bike lanes; care for parks and trees; maintain City facilities; service City vehicles, including buses, waste collection trucks, snow plows and emergency service vehicles; and much more.

On February 20, 2026, City Council voted to establish a new set of Council priorities and principles.

The City Operations department is committed to aligning our work to the direction of Council.

Council Priorities and Actions

Economic Development: Support business start-ups and growth; Increase industrial and business investment; Leverage arts, culture and sports as economic and tourism drivers; Increase downtown vibrancy.

Growth Management: Increase new residential and employment in nodes and corridors; Enhance mobility networks; Focus on renewal while supporting strategic growth; Ensure fiscal resilience and design for redeveloping and developing areas.

Quality Services: Deliver services that respond to growth and public input; Innovate systems; Build and foster civic pride.

Safety: Ensure safety in public spaces; Support violence prevention and community safety; Continue action on housing options; address problem properties; ensure safety on our roadways.

Council's Guiding Principles

Fiscal Sustainability: We ensure strong governance that secures our financial position now and into the future.

Affordability: We support affordability through City programs, services, policy and infrastructure.

Relationship Driven: We foster trust and transparency to better serve Edmontonians, our partners and our staff.

Supporting a Strategic Shift to Loss Prevention

The City's Occupational Health and Safety (OHS) program undergoes an independent Certificate of Recognition (COR) Audit every three years, and recently completed its 2025 assessment. This audit, along with the newly approved *Roadmap to Loss Prevention*, highlighted key areas for improvement and set a new strategic direction for the organization. This includes cultivating a proactive safety culture where safety is a core belief; empowering business

areas to identify and address root causes of safety incidents; implementing proactive, data-driven approaches to loss prevention; developing targeted injury reduction tools, programs and processes to address risks proactively.

Leadership plays a foundational role in our safety culture while the responsibility for health, physical and psychological 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 assets, and strive to deliver services that are accessible, inclusive and safe. We hope it will provide greater insight into the important work our teams will deliver in 2026.

MESSAGE FROM THE BRANCH MANAGER



CHRIS FOWLER
ACTING BRANCH MANAGER

I'm incredibly proud of all we've accomplished together in 2025. To name a few examples, Eco Stations celebrated 30 years of operations, our annual Pumpkin Smash event broke attendance records, and our Wasteless Holidays campaign continued to highlight innovative, eco-friendly ways for gift giving over the holiday season.

None of this is possible without the hard work and dedication of our employees, who provide excellent service to Edmontonians every day. I look forward to building on these achievements and many more.

As we look ahead to the next year of operations, Waste Services continues to work on several large, transformative projects to improve services and environmental outcomes. This past year, our rollout of the three-stream waste sorting and collection at apartments and condos reached its halfway point. Over the next two years, all Edmonton residents will sort their food scraps and recycling at home.

Waste Services will be developing the next phase of the Waste Reduction Roadmap, with an emphasis on promoting reuse, the circular economy and reducing

food waste among residents. In the Industrial, Commercial and Institutional (ICI) sector, work is underway on a roadmap to address non-residential food and organic waste, as well as construction and demolition waste. Both of these plans will be presented to Council in 2026, which will be integral to our waste reduction and diversion strategy in the years to come.

Our focus remains on delivering efficient and cost-effective service to residents while identifying opportunities to increase waste reduction and diversion rates. Waste Services continues to prioritize employee safety and well-being while remaining accountable to ratepayers, ensuring fiscal responsibility heading into the four-year budget.

BRANCH OBJECTIVES

WASTE COLLECTION SERVICE



Deliver efficient, consistent, affordable and accessible waste collection and drop-off services to support healthier communities.

SUSTAINABLE WASTE PROCESSING



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

BRANCH STRUCTURE

WASTE SERVICES

BUSINESS INTEGRATION AND TECHNICAL SERVICES

- » Asset Management
- » Client Relations and Sales
- » Data and Performance Management
- » Geospatial Analysis
- » Operational Finance and Billing
- » Operational Planning and Project Delivery
- » Planning Assessment
- » Purchasing, Procurement and Contracts
- » Waste Education and Outreach
- » Waste Strategy

SUSTAINABLE WASTE PROCESSING

- » Environmental Compliance
- » Edmonton Waste Management Centre (EWMC) Operations
- » Landfill Management
- » Organics Processing
- » Recyclables Processing
- » Residual Waste Processing, Disposal and Transfer

WASTE COLLECTION SERVICES

- » Apartment and Condo Collection
- » Assisted Waste Collection
- » Bin and Cart Maintenance
- » City Facility Waste Collection
- » Community Recycling Depots
- » Curbside Collection
- » Customer Support Team
- » Eco Stations

SERVICE OVERVIEW

WASTE COLLECTION SERVICE



SERVICE DESCRIPTION

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

SUBSERVICES

- » Apartment and Condo Collection
- » Assisted Waste Collection
- » Curbside Collection
- » Waste Drop-off (Eco Stations, Community Recycling Depots, Big Bin Events, Reuse Centre)
- » 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)
- » Operational outages and disruptions due to extreme weather (e.g., heavy snowfall)

FUNDING MODEL

- » Utility rates and user fees

SUSTAINABLE WASTE PROCESSING



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

- » Environmental Compliance
- » Organics Processing and Composting
- » Recyclables Processing
- » Refuse Derived Fuel Processing
- » Residual Waste Disposal

- » 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

HIGHLIGHTS FROM 2025

Customer Experience

EWMC TOURS



209 SCHOOL TOURS



4,550+ CHILDREN AND 535 ADULTS EDUCATED

83 NON-SCHOOL TOURS

1,014 people educated in non-school

MASTER COMPOSTER RECYCLER (MCR) PROGRAM

MCRs reached 20,000+ people



161 MCRs recorded  volunteering hours

MCRS VOLUNTEERED **3,542 HOURS**

MCRS VOLUNTEERED **898 TIMES**

WASTEWISE



96,850 printed calendars

6,259,782 SCHEDULE VIEWS

376,900+ TOTAL COLLECTION DAY REMINDERS

4,378,000+ total app sessions

25,500 new mobile installs in 2025 

WASTE CUSTOMER SUPPORT



111,350 WASTE INQUIRIES RECEIVED THROUGH 311 AND WASTE CUSTOMER SUPPORT TEAM

ECO STATION COMPOST GIVEAWAY



3,400+ tonnes of compost given away to residents

21,573 residents picked up free compost at Eco Stations

REUSE CENTRE



200 tonnes of incoming goods

172  number of goods recirculated back into community



34 DIY THURSDAYS WORKSHOPS
525 DIY THURSDAYS PARTICIPANTS



53,000+ REUSE CENTRE VISITORS

94% total diversion rate

10 Reuse Swap events **580** Reuse Swap participants

HIGHLIGHTS FROM 2025

Waste Education and Outreach



25,000+ FACE-TO-FACE CONVERSATIONS WITH APARTMENT AND CONDO COLLECTION RESIDENTS

8,300+ FACE-TO-FACE CONVERSATIONS WITH CURBSIDE COLLECTION RESIDENTS



41 Waste education presentations delivered to newcomer organizations



1,128 NEWCOMERS EDUCATED ON EDMONTON'S WASTE SYSTEM

45

Waste Reduction Network member organizations

Service Delivery and Transformation



280,000+ homes with curbside waste collection

3,400+ sites with apartment and condo collection

39,000 more units BEGAN RECEIVING THREE-STREAM WASTE COLLECTION IN 2025

47% of all apartment and condo units have three stream sorting and collection

8,500+  customers served

and **981 tonnes** dropped off at eight Big Bin Events



500,000+ Eco station visits



1,100+ CUSTOMERS RECEIVING ASSISTED WASTE COLLECTION

Environmental Impact

41%

Residential diversion rate in 2025



25,800+ tonnes of yard waste collected or dropped off

71,600+ tonnes of residential organic waste received at the EWMC



175,800+ TONNES OF RESIDENTIAL GARBAGE RECEIVED AT EWMC

Safety & Engagement



85 IN-HOUSE CERTIFICATION COURSES OFFERED IN 2024

73 training courses

plus 5 courses for employees in different Branches, such as EFRS conducted in 2025



426 Waste Services employees, plus 18 external employees from other Branches completed internal certification and competency training



1,173 inspections completed

SOP review rate 100%



107 TOTAL CULTURAL COMMITMENT AWARDS NOMINATIONS FOR WASTE SERVICES EMPLOYEES



RESULTS FROM 2025



WASTE COLLECTION SERVICE

OBJECTIVE

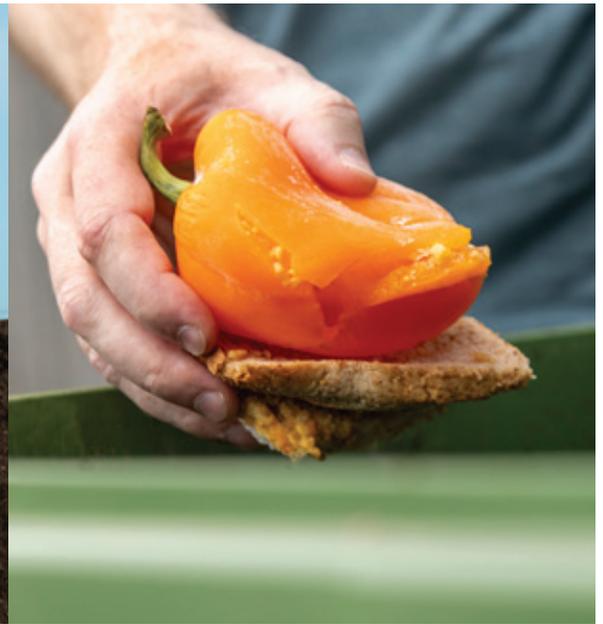
Deliver excellent waste collection and drop-off services.

ACTIONS IMPLEMENTED

- » Three-stream apartment and condo collection was completed in north and northeast Edmonton. By the end of 2025, the City had rolled out the program to half of the city, representing 1,775 properties containing 87,042 residential units. Reaching this milestone expands access to recycling and food scraps collection and advances the City's waste diversion goals. Final completion of the rollout is expected in 2027.
- » The Coronation Eco Station expansion was approved by Council in early 2025 to improve operations and customer experience. These improvements include restructuring traffic flow and increasing the number of waste drop-off bins to allow customers to move through the Eco Station more efficiently.
- » A proof of concept for fleet digitization was completed. While the proposed project did not advance, the assessment identified future opportunities to apply technology in targeted ways as fleet requirements and available solutions continue to evolve. This work is being advanced using internal resources.

PERFORMANCE MEASURES

PERFORMANCE MEASURE	TARGET	RESULTS
Number of unfinished curbside collections/month	<833/month	897/month
Eco Station diversion rate	40%	33%
Fleet availability	80%	77%



SUSTAINABLE WASTE PROCESSING

OBJECTIVE

Deliver environmentally responsible waste management services and programming.

ACTIONS IMPLEMENTED

- » Public engagement was completed for the Waste Reduction Roadmap '30 and the Industrial, Commercial and Institutional (ICI) Waste Roadmap, strengthening alignment between community priorities, industry needs and long-term waste reduction goals. Building on this work, interest holder engagement for the ICI Waste Roadmap will continue in 2026.
- » Continue to refine the organics processing strategy to reduce Waste Services costs while maintaining service reliability. This work supports more sustainable long-term decisions about waste processing.
- » Continual review of operations and the strategic impact of waste processing facilities. This work helps ensure facilities continue to meet environmental, safety and service objectives as demand and regulations evolve.

PERFORMANCE MEASURE	TARGET	RESULTS
Residential diversion rate	40%	41%
Tonnes sent to landfill	20,000 tonnes/ month	21,194 tonnes/ month
Number of Reportable Environmental Incidents	<20/year	9



SERVICE PLAN 2026



SUSTAINABLE WASTE PROCESSING

OBJECTIVE

Deliver environmentally responsible waste management services and programming

ACTIONS

- » Proceed with the Council-approved update to the City's organics processing program. After review, it was determined City investment in lower-cost outdoor organics processing facilities, combined with partial third-party organics processing, is the most operationally and economically viable future direction for the program.
- » Improve water distribution and wastewater management infrastructure at the EWMC to ensure regulatory compliance, support safe operations and strengthen environmental protection as processing volumes grow.
- » 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 meet future service demand in a sustainable manner.

PERFORMANCE MEASURES

TARGETS

Residential Diversion Rate

40%

KG of Waste Generated Per Capita

<385kg / capita

Number of Reportable Environmental Incidents

<20



WASTE COLLECTION SERVICE

OBJECTIVE

Deliver excellent waste collection and drop-off services

ACTIONS

- » Expand the three-stream apartment and condo collection rollout into southwest Edmonton, helping divert more waste from landfill and improving access to food scraps and recycling sorting and collection.
- » Present the Industrial, Commercial and Institutional (ICI) Waste Roadmap and Waste Reduction Roadmap '30 for approval. These Roadmaps will strengthen alignment between community priorities, industry needs and long-term waste reduction goals.
- » Begin construction on the Coronation Eco Station expansion. This expansion will increase processing capacity and improve customer service.

PERFORMANCE MEASURES

TARGETS

Number of unfinished curbside collections/month

≤833/month

Number of Eco Station visits

≥450,000 annual

Eco Station diversion rate

≥40%





Edmonton

edmonton.ca/waste

