

Topic	Tools	Frequency
Total waste generated (by type and by weight)	Measuring of wastes and recyclables at landfill sites Measuring of wastes and recyclables at residential waste transfer depots	Each load – information is then populated monthly in the WasteWorks Software Each container – weight is estimated based on quantity in each container and this information is updated monthly.
Residential Diversion Rate	Determined by the WDO Datacall program	Annually
Program participation	Monitoring set-out rates	Twice Annually (Spring & Fall Waste Audit)
Diversion rates achieved (by type and by weight)	Formula: (Blue box materials + other diversion) ÷ Total waste generated * 100%	Twice Annually (Spring & Fall Waste Audit)
Waste disposed (by type and by weight)	Reconciliation of weigh scale tickets	Monthly
Customer satisfaction	Tracking calls/complaints received to the municipal office	Daily
Review/Updating of Plan	The Waste Diversion (Recycling) Plan is reviewed and updated annually.	Annually

Topic	Tools/Schedule	
Curbside Monitoring	<p>Jan 6, 2011 – 9 streets, approx. 21 hhlds Jan 12, 2011 – 4 streets, approx. 23 hhlds Jan 20, 2011 – 3 streets, approx. 15 hhlds Jan 28, 2011 – 6 streets, approx. 16 hhlds Feb 3, 2011 – 6 streets, approx. 17 hhlds Feb 9, 2011 – 6 streets, approx. 2 hhlds Feb 17, 2011 – 6 streets, approx. 17 hhlds March 1, 2011 – 1 street, approx. 1 hhld March 11, 2011 – 8 streets, approx. 14 hhlds March 18, 2011 – 4 streets, approx. 26 hhlds March 22, 2011 – 4 streets, approx. 20 hhlds March 29, 2011 – 6 streets, approx. 18 hhlds April 5, 2011 – 5 streets, approx. 20 hhlds April 15, 2011 – 1 street, approx. 17 hhlds April 20, 2011 – 6 streets, approx. 20 hhlds April 27, 2011 – 4 streets, approx. 18 hhlds May 6, 2011 – 4 streets, approx. 19 hhlds May 10, 2011 – 3 streets, approx. 20 hhlds May 17, 2011 – 7 streets, approx. 19 hhlds May 25, 2011 – 3 streets, approx. 16 hhlds June 10, 2011 – 4 streets, approx. 15 hhlds June 15, 2011 – 3 streets, approx. 17 hhlds July 4, 2011 – 4 streets, approx. 15 hhlds July 15, 2011 – 6 streets, approx. 14 hhlds Aug 10, 2011 – 4 streets, approx. 15 hhlds Aug 18, 2011 – 4 streets, approx. 16 hhlds Aug 23, 2011 – 3 streets, approx. 17 hhlds Aug 30, 2011 – 4 streets, approx. 18 hhlds</p>	<p>Sept 9, 2011 – 1 street, approx 16 hhlds Sept 16, 2011 – 2 streets, approx. 15 hhlds Sept 20, 2011 – 6 streets, approx. 14 hhlds Sept 29, 2011 – 4 streets, approx. 15 hhlds Oct 4, 2011 – 3 streets, approx. 11 hhlds Oct 20, 2011 – 3 streets, approx. 13 hhlds Oct 25, 2011 – 3 streets, approx. 17 hhlds Nov 1, 2011 – 2 streets, approx. 16 hhlds Nov 10, 2011 – 4 streets, approx. 11 hhlds Nov 16, 2011 – 3 streets, approx. 15 hhlds Nov 22, 2011 – 4 streets, approx. 16 hhlds Nov 29, 2011 – 5 streets, approx. 12 hhlds Dec 9, 2011 – 4 streets, approx. 14 hhlds Dec 13, 2011 – 4 streets, approx. 9 hhlds</p>
Monitoring of curbside litter containers	<p>Sept 7, 2011 - 5 containers Sept 29, 2011 - 2 containers Nov 1, 2011 - 2 containers Nov 22, 2011 - 3 containers Nov 28, 2011 - 1 container Dec 6, 2011 - 2 containers</p>	
Topic	Tools	Frequency
Planning activities	<p>Educational materials are designed according to issues identified by residents calling in, evaluation of daily run sheet reports completed by collectors, comments provided by the processing contractor, curbside monitoring inspections, Spring & Fall Waste Audits etc.</p>	Daily/weekly