

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

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Curbside Monitoring	September 30, 2010 – Naughton Community October 7, 2010 – Val Caron Community November 25, 2010 – 5 streets, approx. 20 hhlds November 30, 2010 – 5 streets, approx. 16 hhlds December 10, 2010 – 7 streets, approx. 12 hhlds December 15, 2010 – 5 streets, approx. 20 hhlds December 21, 2010 – 5 streets, approx. 18 hhlds	Monthly between September and November 2010 Every 7 to 14 days, commencing November 2010
Planning activities	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.	Daily/weekly