

DURHAM YORK ENERGY CENTRE COMPLAINT PROTOCOL LOG JULY 2012

July 2012											
Date Received	Method Received	Full Name	Comment Details/Description:	Positive (P) Negative (Neg) Neutral (N)	Response/ Remedial Action	Date Sent	Staff	Comment Details/Description 2:	Date Received	Response 2	Date Sent
July 1, 2012	email	[REDACTED]	Please add me to your list regarding upcoming meetings and bid information for waste to energy.	P	<p>Good day,</p> <p>Thank you for your email. The Region has awarded the contract to Design, Build and Operate (DBO) the EFW facility to Covanta Energy Corporation following a public procurement process. As the DBO contractor to the Regions, Covanta is responsible for the procurement of equipment and the hiring of all subcontractors.</p> <p>I will direct you to: Joey Neuhoff, Director of Business Development Covanta Energy Corporation 445 South Street Morristown, New Jersey 07960, USA E-mail: jneuhoff@covantaenergy.com 862-345-5104</p> <p>or Warren Fisher, Project Manager Covanta Energy Corporation 445 South Street Morristown, New Jersey 07960, USA wfisher@covantaenergy.com</p> <p>Regards, Project Team</p>	July 4, 2012	LW				
July 16, 2012	Email from York Region forwarded to Project web email address	[REDACTED]	<p>Good afternoon,</p> <p>I am looking for confirmation/ update of some of the information published on the DYEC project website regarding residual ash management, disposal of unaccepted wastes (e.g. bulky materials) and disposal contingency planning for the purpose of a briefing note have been asked to prepare for one of our City councillors. Could you please put me in touch with the correct individual to answer these questions? I can be reached at [REDACTED]</p> <p>Specifically, the Review of the Durham and York Residual Waste Study Amended Environmental (February, 2010) identifies Republic Services' Pine Avenue Landfill in Niagara Falls, New York, USA as the primary site for ash management from the DYEC. The Modern Landfill in Model City, New</p>	N	<p>Project team responded via email and follow up with phone call. Inquirer stated the project website gave the info that they were looking for.</p>	July 16, 2012					

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			<p>York USA has been identified as a secondary disposal site.</p> <p>Have any local landfill alternatives and alternative non-landfill uses for the process residues since the publication of that document?</p> <p>The Review of the Durham and York Residual Waste Study Amended Environmental (February, 2010) notes that as a contingency for waste management, York Region will continue its agreement with the City of Toronto's Greenland Landfill, in London Ontario.</p> <p>Can you please confirm and identify if this contingency is only for shutdown of the facility, or if this also include unprocessed "unacceptable" wastes as identified in the DYEC Design and Operations Report?</p> <p>Thank you very much for your time and assistance.</p>								
July 16, 2012	Call centre		Person working for councillor in Ottawa has questions on bottom ash.	N	Same person as above. Response see above.						
July 31, 2012	email		Hello, Can you tell me when construction will begin on the EFW facility?	N	<p>Hello,</p> <p>Thanks for your interest in this exciting project. Construction on the EFW facility began in March 2012. We have updated our project website to include construction updates. Please refer to: http://durhamyorkwaste.ca/pdfs/project/construction/ConstructionUpdateMay1112.pdf for the most current updates and exciting construction photos.</p> <p>If you have any other questions we would be happy to answer them for you.</p> <p>Regards, Project Team</p>	August 2, 2012	LW				



DYEC Call Centre Log July 2012

Case ID	101001081970	101001094135	
Date (YYYYMMDD)	20120703	20120716	
Municipality	OutsideRegion	OutsideRegion	
Details	Inquiring about dates for upcoming bids as well as public/private partnerships.	Working for a councillor in Ottawa, has questions regarding ashes from EFW.	
Follow Up	Project team replied to inquiry via the project website email address. He was provided Covanta contacts for bid enquiries on July 4, 2012.	Project team followed up on July 16, 2012 via email. No more info required as the Project website was sufficient for the info required.	
Escalate To	info@durhamyorkwaste.ca	info@durhamyorkwaste.ca	
Category	EFW -Supplier/Vendor Request	EFW Technology Inquiry	
Status	Closed	Closed	
Follow-up By	Email	Email	



Monthly Statistical Report

Report run: **Monthly Statistical Report**

Site: <http://www.durhamyorkwaste.ca/>

The report includes: **1 period**

Report period : **01-Jul-2012 — 31-Jul-2012**

Period filterdefinition

Name: **Exclude Own Traffic**

IP filter: **Exclude Own Traffic**

Reporting date and time: **01-Aug-2012 03:44**

Basic traffic statistics

Basic statistics included: Page views, New unique users, Returning users, Unique users

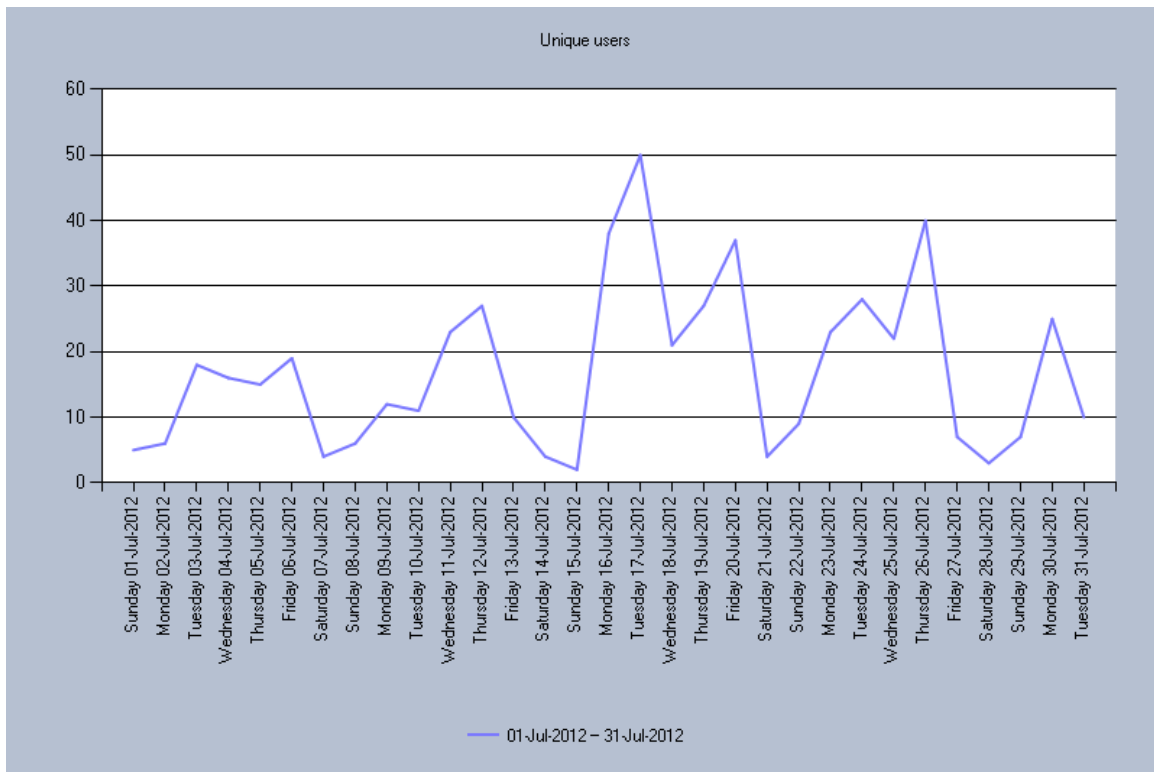
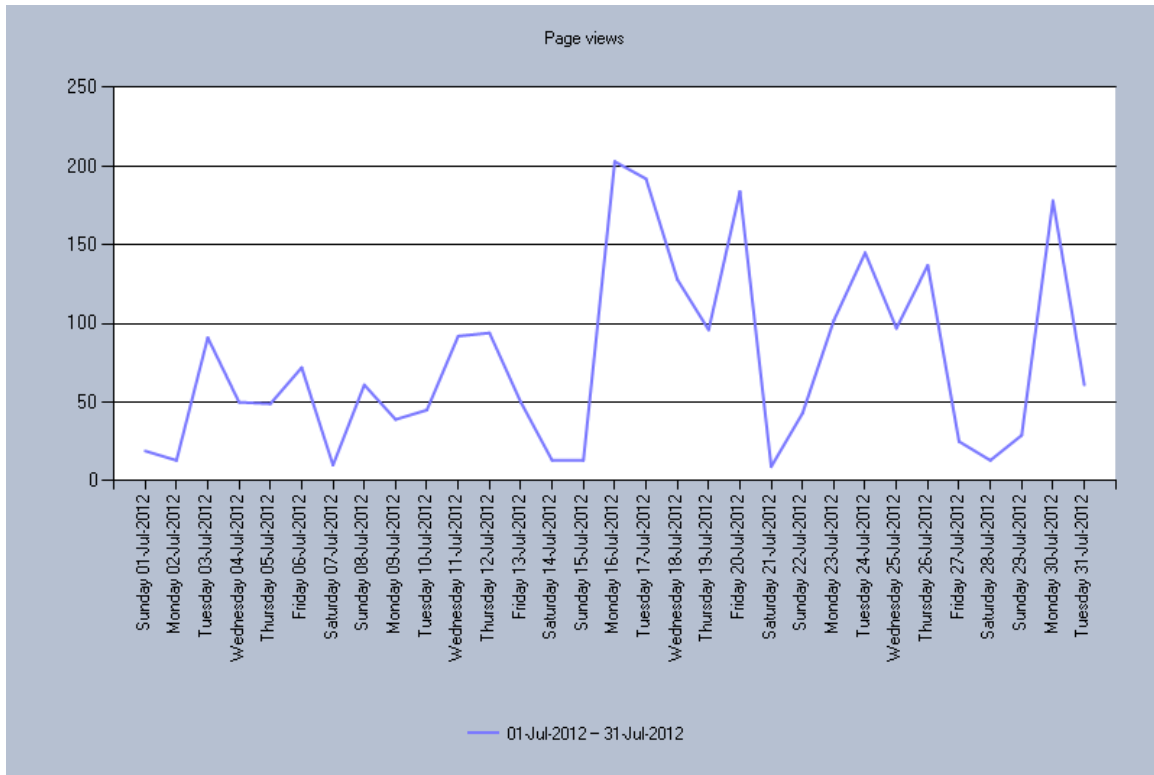
Graphs included: Page views, Unique users, New unique users, Returning users

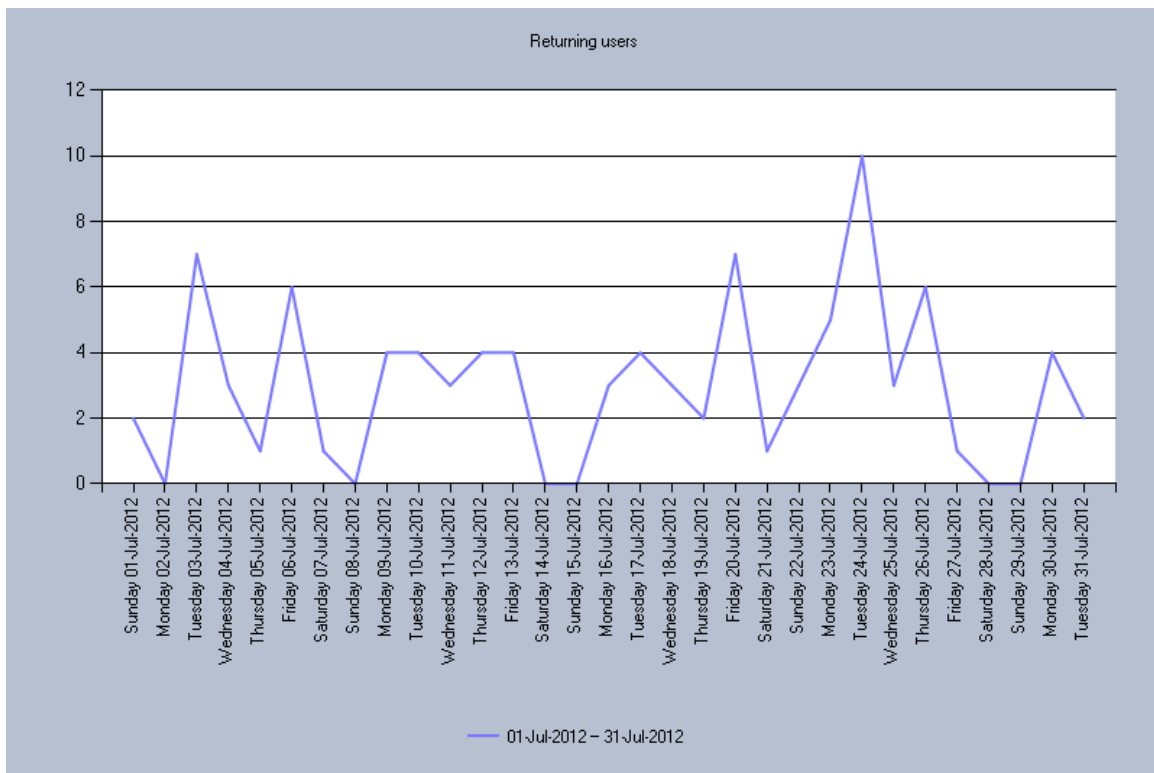
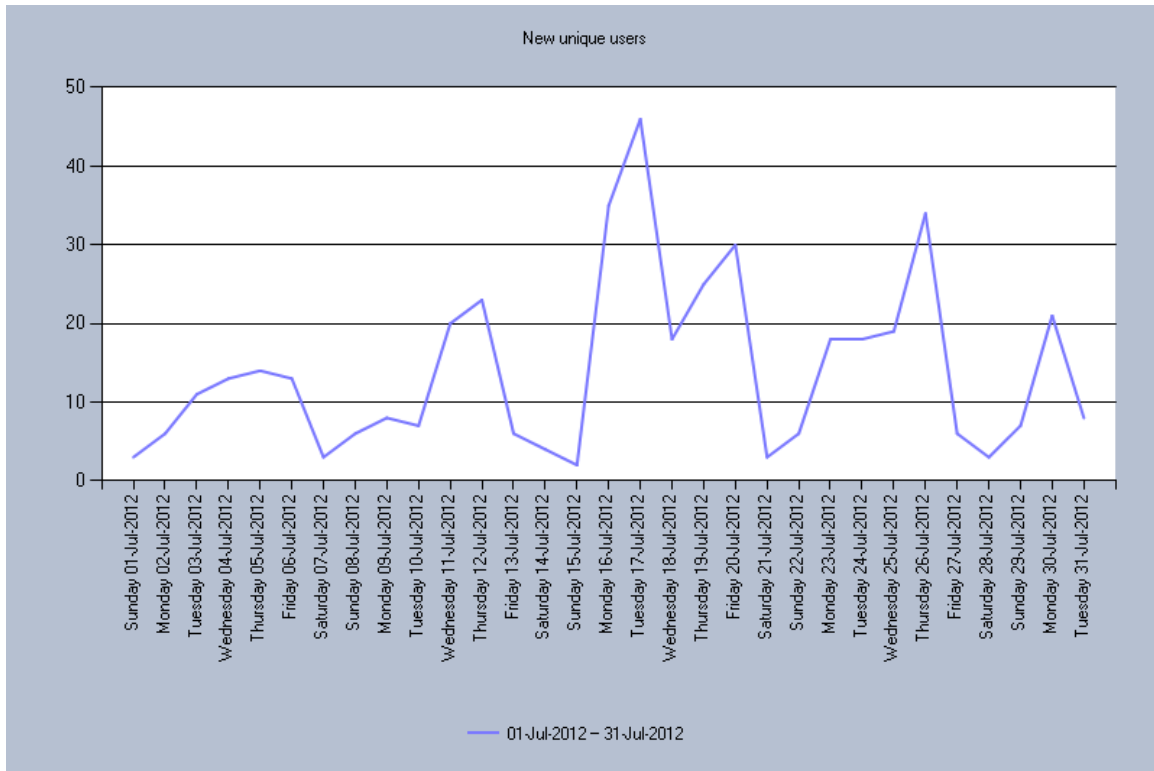
Additional statistics included: None.

Statistics for page views, unique users, new unique users, returning users

Date/Time	Page views	Unique users	New unique users	Returning users
Sunday 01-Jul-2012	19	5	3	2
Monday 02-Jul-2012	13	6	6	0
Tuesday 03-Jul-2012	91	18	11	7
Wednesday 04-Jul-2012	50	16	13	3
Thursday 05-Jul-2012	49	15	14	1
Friday 06-Jul-2012	72	19	13	6
Saturday 07-Jul-2012	10	4	3	1
Sunday 08-Jul-2012	61	6	6	0
Monday 09-Jul-2012	39	12	8	4
Tuesday 10-Jul-2012	45	11	7	4
Wednesday 11-Jul-2012	92	23	20	3
Thursday 12-Jul-2012	94	27	23	4
Friday 13-Jul-2012	50	10	6	4
Saturday 14-Jul-2012	13	4	4	0
Sunday 15-Jul-2012	13	2	2	0
Monday 16-Jul-2012	203	38	35	3
Tuesday 17-Jul-2012	192	50	46	4
Wednesday 18-Jul-2012	128	21	18	3
Thursday 19-Jul-2012	96	27	25	2
Friday 20-Jul-2012	184	37	30	7
Saturday 21-Jul-2012	9	4	3	1
Sunday 22-Jul-2012	43	9	6	3
Monday 23-Jul-2012	102	23	18	5
Tuesday 24-Jul-2012	145	28	18	10
Wednesday 25-Jul-2012	97	22	19	3
Thursday 26-Jul-2012	137	40	34	6
Friday 27-Jul-2012	25	7	6	1
Saturday 28-Jul-2012	13	3	3	0

Sunday 29-Jul-2012	29	7	7	0
Monday 30-Jul-2012	178	25	21	4
Tuesday 31-Jul-2012	61	10	8	2
Total	2,353	479	436	43





Statistics for referring sites

Maximum number of items displayed: 25

Filtering out "no referrer".

Top referring sites

#	Referring site	Number of referrals
1	www.durhamyorkwaste.ca	1,704
2	www.google.ca	239
3	www.google.com	45
4	www.york.ca	33
5	www.covantaenergy.com	23
6	www.durham.ca	23
7	www.bing.com	20
8	dev.york.ca	6
9	myportal.york.ca	6
10	www.google.be	4
11	www.oshawa.ca	4
12	www.solidwastemag.com	4
13	www.oshawaexpress.ca	3
14	ca.search.yahoo.com	3
15	www.google.co.in	2
16	www.google.co.uk	2
17	search.yahoo.com	2
18	www.ene.gov.on.ca	2
19	www.google.com.hk	2
20	isearch.avg.com	2
21	www.ebr.gov.on.ca	1
22	www.eastwillimbury.ca	1
23	notify.bluecoat.com	1
24	www.google.com.ph	1
25	mail.yahoo.com	1

Most popular pages

Maximum number of items displayed: 25

Most popular pages ordered by unique users

#	Page title	Page URL	Page views	Number of user sessions	Unique users
1	Durham York Energy Centre	http://www.durhamyorkwaste.ca	343	253	234
2	Durham York Energy Centre - Home	http://www.durhamyorkwaste.ca/project_index.htm	328	237	224
3	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/whats_new.htm	132	77	72
4	Durham/York Residual Waste Project - Project Information	http://www.durhamyorkwaste.ca/project/project_overview.htm	92	75	70
5	Durham/York Residual Waste Study - Facts and Info	http://www.durhamyorkwaste.ca/project/study_schedule.htm	99	60	59
6	Durham/York Residual Waste Study	http://www.durhamyorkwaste.ca/study_index.htm	94	65	57
7	Durham/York Residual Waste Project - Facts and Info	http://www.durhamyorkwaste.ca/project/faq.htm	105	55	52

8	Durham/York Residual Waste Project - Contact Us	http://www.durhamyorkwaste.ca/project/contact.htm	63	54	50
9	EFWTimeline	http://www.durhamyorkwaste.ca/pdfs/project/EFWTimeline.pdf	51	47	47
10	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/project_doc.htm	63	37	35
11	Durham/York Residual Waste Project - Media Releases	http://www.durhamyorkwaste.ca/project/media.htm	46	33	31
12	Durham/York Residual Waste Project - Project Information	http://www.durhamyorkwaste.ca/project/project_wasteprograms.htm	41	31	29
13	Durham/York Residual Waste Study - Documents and Publications	http://www.durhamyorkwaste.ca/amended_ea_study_doc.htm	51	28	24
14	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/construction.htm	62	23	22
15	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/efw-facility.htm	35	22	22
16	Durham/York Residual Waste Project - EFW WMAC Meetings	http://www.durhamyorkwaste.ca/project/efwmac-committeemeetings.htm	34	23	21
17	20110817-DurhamYorkRegionsbreakgroundonEFWfacility	http://www.durhamyorkwaste.ca/pdfs/media/20110817-DurhamYorkRegionsbre-DurhamYorkRegionsbre	19	19	19
18	Durham/York Residual Waste Project - Links	http://www.durhamyorkwaste.ca/project/links.htm	25	20	18
19	Durham/York Residual Waste Project - Getting Involved	http://www.durhamyorkwaste.ca/project/efw-committee.htm	52	19	16
20	Durham/York Residual Waste Project - Facts and Info	http://www.durhamyorkwaste.ca/project/reference_material.htm	20	15	15
21	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/cert_doc.htm	24	16	15
22	Durham/York Residual Waste Project - Project Information	http://www.durhamyorkwaste.ca/project/project_assessment.htm	24	14	14
23	EFWprocess	http://www.durhamyorkwaste.ca/pdfs/project/EFWprocess.pdf	13	13	13
24	EFW Feb15 2011	http://www.durhamyorkwaste.ca/pdfs/project/EFW_Feb15_2011.pdf	13	12	11
25	Durham/York Residual Waste Study - Documents and Publications	http://www.durhamyorkwaste.ca/ea_study_doc.htm	26	12	11

Search statistics

For searches without results:

Minimum number of searches: 1

Maximum number of items displayed: 10

For searches with results:

Minimum number of searches: 1

Maximum number of items displayed: 10

External searches

Minimum number of searches: 1

Maximum number of items displayed: 10

Searches without results		
#	Search phrase	Number of searches

Searches with results		
#	Search phrase	Number of searches

External searches (e.g. on Google)

#	Search phrase	Number of searches
1	durham york energy centre	55
2	york durham energy from waste	7
3	durham york	6
4	durham york energy from waste	5
5	durham york energy from waste project	5
6	durham-york energy centre	4
7	durham york waste	3
8	york energy centre	3
9	durham region energy from waste	2
10	durham region waste to energy	2

Browser statistics: Type

Browser types

Browser	Page views		Unique users	
	Count	Percentage	Count	Percentage
IE	1,425	60.79%	273	52.50%
Firefox	313	13.35%	89	17.12%
Chrome	383	16.34%	72	13.85%
Mobile Safari	96	4.10%	46	8.85%
Others	42	1.79%	18	3.46%
Safari	62	2.65%	16	3.08%
Android Webkit	21	0.90%	4	0.77%
Opera	1	0.04%	1	0.19%
Opera Mini	1	0.04%	1	0.19%













Browser types and version






Browser types and version

Browser version	Page views		Unique users	
	Count	Percentage	Count	Percentage
IE 8.0	879	37.50%	152	29.01%
IE 9.0	390	16.64%	69	13.17%
Chrome 20.0.1132.57	257	10.96%	53	10.11%
Firefox 13.0.1	184	7.85%	51	9.73%
Mobile Safari 5.1	90	3.84%	44	8.40%

IE 7.0	134	5.72%	42	8.02%
Others	42	1.79%	18	3.44%
Firefox 14.0.1	56	2.39%	15	2.86%
Chrome 20.0.1132.47	95	4.05%	14	2.67%
Safari 5.1.7	52	2.22%	10	1.91%
Firefox 9.0.1	19	0.81%	10	1.91%
IE 8.0 (Compatibility View)	16	0.68%	5	0.95%
IE 6.0	5	0.21%	4	0.76%
Safari 5.0.6	4	0.17%	4	0.76%
Android Webkit 4.0	21	0.90%	4	0.76%
Firefox 12.0	16	0.68%	3	0.57%
Firefox 11.0	10	0.43%	3	0.57%
Chrome 19.0.1084.56	24	1.02%	3	0.57%
Safari 5.1.6	2	0.09%	2	0.38%
Mobile Safari unknown	6	0.26%	2	0.38%
Firefox 10.0.2	7	0.30%	2	0.38%
Firefox 13.0	6	0.26%	2	0.38%
Firefox 3.6.8	4	0.17%	1	0.19%
Chrome 12.0.742.112	4	0.17%	1	0.19%
Firefox 10.0.1	8	0.34%	1	0.19%
IE 9.0 (Compatibility View)	1	0.04%	1	0.19%
Chrome 17.0.963.56	3	0.13%	1	0.19%
Firefox 10.0	1	0.04%	1	0.19%
Firefox 3.6.24	1	0.04%	1	0.19%
Firefox 3.6.26	1	0.04%	1	0.19%
Opera Mini 4.2.22537	1	0.04%	1	0.19%
Safari 5.0	1	0.04%	1	0.19%
Safari 6.0	3	0.13%	1	0.19%
Opera 11.50	1	0.04%	1	0.19%

Country statistics

Country statistics				
Country	Page views		Unique users	
 Canada	1,886	80,15%	391	74,62%
 United States	296	12,58%	89	16,98%
 United Kingdom	44	1,87%	13	2,48%
 Belgium	21	0,89%	9	1,72%
 India	10	0,42%	6	1,15%
 China	55	2,34%	3	0,57%
 Germany	10	0,42%	2	0,38%
 Spain	2	0,08%	2	0,38%
 Sri Lanka	17	0,72%	1	0,19%
 Saudi Arabia	2	0,08%	1	0,19%
 Italy	1	0,04%	1	0,19%
 Ghana	1	0,04%	1	0,19%

 Chile	1	0.04%	1	0.19%
 Netherlands	1	0.04%	1	0.19%
 Hong Kong	4	0.17%	1	0.19%
 Philippines	1	0.04%	1	0.19%
 Satellite Provider	1	0.04%	1	0.19%

Resolution statistics

Resolution statistics				
Resolution	Page views		Unique users	
1280x1024	201	9.31%	48	10.71%
1366x768	239	11.07%	43	9.60%
1280x800	254	11.76%	42	9.38%
1024x768	195	9.03%	40	8.93%
1920x1080	232	10.75%	31	6.92%
1680x1050	101	4.68%	30	6.70%
1440x900	154	7.13%	29	6.47%
320x480	36	1.67%	15	3.35%
1024x1024	31	1.44%	14	3.13%
1600x900	25	1.16%	12	2.68%
1152x864	57	2.64%	10	2.23%
1280x720	16	0.74%	8	1.79%
1152x720	31	1.44%	8	1.79%
1280x768	37	1.71%	8	1.79%
768x1024	37	1.71%	7	1.56%
1435x810	85	3.94%	7	1.56%
1920x1200	30	1.39%	7	1.56%
1536x864	41	1.90%	5	1.12%
1360x768	47	2.18%	5	1.12%
1344x840	31	1.44%	5	1.12%
1755x987	23	1.07%	4	0.89%
800x600	6	0.28%	4	0.89%
1249x702	13	0.60%	4	0.89%
1280x960	12	0.56%	4	0.89%
1536x960	19	0.88%	3	0.67%
1024x600	4	0.19%	3	0.67%
1229x983	14	0.65%	3	0.67%
1365x1024	2	0.09%	2	0.45%
1245x778	7	0.32%	2	0.45%
1239x697	2	0.09%	2	0.45%
991x743	4	0.19%	2	0.45%
1120x700	5	0.23%	2	0.45%
1441x810	7	0.32%	2	0.45%
1093x614	2	0.09%	2	0.45%
1311x737	8	0.37%	2	0.45%

1400x1050	13	0.60%	2	0.45%
1250x781	10	0.46%	2	0.45%
800x1314	1	0.05%	1	0.22%
2560x1440	2	0.09%	1	0.22%
800x480	2	0.09%	1	0.22%
2025x1139	4	0.19%	1	0.22%
1067x600	9	0.42%	1	0.22%
1350x844	1	0.05%	1	0.22%
1429x893	1	0.05%	1	0.22%
800x1202	5	0.23%	1	0.22%
894x670	1	0.05%	1	0.22%
1276x708	1	0.05%	1	0.22%
1117x698	1	0.05%	1	0.22%
853x683	5	0.23%	1	0.22%
30720x768	1	0.05%	1	0.22%
Other resolutions	94	4.35%	16	3.57%

Operating systems

Operating systems				
Operating system	Page views		Unique users	
Windows XP	1,010	42.92%	195	37.36%
Windows 7	919	39.06%	186	35.63%
iPhone OS	96	4.08%	46	8.81%
Windows Vista	122	5.18%	31	5.94%
Mac OS X 10.6 Snow Leopard	98	4.16%	22	4.21%
unknown	42	1.78%	18	3.45%
Mac OS X 10.7 Lion	23	0.98%	6	1.15%
Mac OS X 10.5 Leopard	7	0.30%	6	1.15%
Android	19	0.81%	3	0.57%
Linux (Ubuntu)	7	0.30%	2	0.38%
Linux (CentOS)	2	0.08%	2	0.38%
Linux	1	0.04%	1	0.19%
Mac	1	0.04%	1	0.19%
Android 4 Ice Cream Sandwich	2	0.08%	1	0.19%
JVM (Platform Micro Edition)	1	0.04%	1	0.19%
Mac OS X	3	0.13%	1	0.19%

External links

External links

Title	User sessions	% of total
Strict Conditions Put On Energy -From-Waste Facility	4	21.05%
Unknown title	3	15.79%
Energy-from-Waste EFW Waste-to-Ener -Ener	3	15.79%
default_SWM.htm	2	10.53%
Region of Durham - Clerk's - Minutes and Agendas	2	10.53%
Region of Durham - Works - Waste Management	2	10.53%
York Region Home Page	1	5.26%
Plasco Energy Group	1	5.26%
Waste not ... - thestar.com	1	5.26%

External domains

External domains			
Title	Links	User sessions	% of total
www.durham.ca	3	7	36.84%
www.news.ontario.ca	1	4	21.05%
www.york.ca	2	3	15.79%
www.covantaenergy.com	1	3	15.79%
www.thestar.com	1	1	5.26%
www.plascoenergygroup.com	1	1	5.26%

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