

Inquiries – December 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials																																										
1	December 4, 2024	York Region E-mail	<p>Good afternoon: I reviewed York's 2023 Annual Waste Mgmt Report and have a question about York's Residential Curbside Waste Generation Rate graph on page 9, title: Graph 1: York Region Residential Curbside Waste Generation Rate (Kilogram/Capita) at: https://www.durhamyorkwaste.ca/en/education-and-resources/resources/Documents/2023%20Waste%20Diversion%20Reports/2023_RPT_York_Region_Annual_Waste_Management_ACC.pdf Would it be possible to provide the actual total regional numbers from 2019-2023 used to produce that graph for garbage and green bin, similar to what provided in the individual municipality breakdowns on pages 10 & 11. Also, what specifically does York's waste generation rate on page 9 include e.g. collection from multi-residential buildings, waste from your facilities/ depots and any business improvement areas serviced by York? The reason I ask is I am trying to compare York's waste generation data to that of Durham's (page 8 of Durham's Annual Waste report) at: https://www.durhamyorkwaste.ca/en/education-and-resources/resources/Documents/2023%20Waste%20Diversion%20Reports/2023_RPT_Region_of_Durham_Annual_Waste_Management_ACC.pdf For Durham from page 8: <i>Yard waste generation is not included as this waste is mostly unpredictable, with yard waste tonnage influenced by weather. Waste includes residential garbage collected from single family dwellings, multi-residential units and business improvement areas serviced by the Region and garbage managed through the Region's three waste management facilities.</i> An understanding of what's included and what's not would be helpful.</p> <p>Thanks in advance and regards.</p>	<p>Thank you for your message. York Region's waste generation rate is calculated using tonnages collected from single-family dwellings and multi-residential units that receive municipal servicing, divided by the total Region population. It does not include tonnages collected from Business Improvement Areas (BIAs) or our waste depots.</p> <p>York Region's 2019-2023 residential waste generation rates have been included in the following table below:</p> <table border="1"> <thead> <tr> <th></th> <th>2019</th> <th>2020</th> <th>2021</th> <th>2022</th> <th>2023</th> <th>2031 Target</th> </tr> </thead> <tbody> <tr> <td>Comingled Blue Box Recyclables</td> <td>64</td> <td>65</td> <td>63</td> <td>60</td> <td>59</td> <td></td> </tr> <tr> <td>Source Separated Organics</td> <td>84</td> <td>92</td> <td>93</td> <td>87</td> <td>86</td> <td></td> </tr> <tr> <td>Solid Waste</td> <td>81</td> <td>91</td> <td>90</td> <td>82</td> <td>78</td> <td></td> </tr> <tr> <td>Solid Waste Target</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>66</td> </tr> <tr> <td>Source Separated Organics Target</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>71</td> </tr> </tbody> </table> <p>I hope this helps. Let us know if you have any other questions.</p> <p>Thanks, and have a great day.</p>		2019	2020	2021	2022	2023	2031 Target	Comingled Blue Box Recyclables	64	65	63	60	59		Source Separated Organics	84	92	93	87	86		Solid Waste	81	91	90	82	78		Solid Waste Target						66	Source Separated Organics Target						71	December 5, 2024	MF
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2	December 12, 2024	DYEC Project E-mail	<p>I am a reporter, and I am working on an article about the Durham York Energy Centre and what happens to garbage once it reaches the facility. If possible, I would like to speak with someone from the Durham York Energy</p>	<p>Hello, I received your inquiry regarding our Durham York Energy Centre (DYEC) located at 1835 Energy Drive in Clarington. The DYEC is a waste management facility that produces energy from the combustion of residential garbage (garbage collected at the curb). The facility is</p>	December 12, 2024	SG/AE																																										

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			<p>Centre to get as much information as possible about the facility and the work done there.</p> <p>A few examples of questions that I have include:</p> <p>What happens to the actual garbage that can't be recycled? Where does it go?</p> <p>I also have some questions surrounding the "categories" the DYEC may separate garbage into, such as plastics, metals, etc.</p> <p>If you could please put me in contact with the correct person, I would greatly appreciate it.</p> <p>I can be contacted at this email.</p> <p>Thank you.</p>	<p>owned by Durham and York Regions. Residents sort their waste prior to placing it at the curb for pick-up so that only garbage that remains after maximizing our other waste diversion programs (rethinking, reducing, reusing, recycling and composting) is sent to the DYEC for disposal. (Of note, Blue Box collection is no longer the responsibility of the Region as the operation of this program has been transferred under the Province's Extended Producer Responsibility framework as of July 1.)</p> <p>More information about the DYEC facility, including frequently asked questions can be found at DurhamYorkWaste.ca. You can also access a virtual tour of the DYEC at DurhamYorkWaste.ca to get a better understanding of how the facility works.</p> <p>If you still have additional questions after viewing the website, please let me know and I can connect you to one of our staff members in our Waste Management Division.</p> <p>Sincerely, DYEC Project Team</p> <p>A follow-up communication including a phone call with the reporter was completed.</p>		

Total Inquiries – December 2024

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	1
Total Reworld Inquiries received this month:	0
Total Durham Region Council / Committee Inquiries received this month:	0
Total Durham Region Call Centre Inquiries received this month:	0
Total Inquiries received from York Region this month:	1
Total Inquiries received from previous months in 2024 to-date:	13
Total Inquiries received in 2024 to-date:	15

Complaints – December 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	December 4, 2024	Durham Works Committee	Delegation to Durham Council Re: EFW-WMAC Annual Report. Delegation presented on the EFW-WMAC Annual Report.	No further action required by DYEC staff.	December 4, 2024	N/A

Total Complaints – December 2024

Complaint Type	Total by Complaint Type
Total Project Team Complaints received this month by project web email / telephone:	0
Total Reworld Complaints received this month:	0
Total Durham Region Council / Committee Complaints received this month:	1
Total Durham Region Call Centre Complaints received this month:	0
Total Complaints received from York Region this month:	0
Total Complaints received from previous months in 2024 to-date:	10
Total Complaints received in 2024 to-date:	11