


DURHAM YORK ENERGY CENTRE COMPLAINT PROTOCOL LOG AUGUST 2012

August 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
August 19, 2012	Project web email	[REDACTED]	How do I find out about job openings for this operation? I am a Chemist by trade with almost a decade of management experience and I currently live in Courtice. Please contact me in this regard, since working in my field, close to home would be wonderful! Thank You	P	<p>Good afternoon,</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 hiring and employing all staff involved in delivering the project as well as the ongoing operations staff. There is currently no planned hiring by the Region of Durham, however, if you wish to register your name and information with the Region you can do so via the online application forms at http://www.durham.ca/ .</p> <p>For employment opportunities with Covanta Energy at the site I will direct you to:</p> <p>Joey Neuhoff, Vice President 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</p> <p>Warren Fisher, Project Manager Covanta Energy Corporation 445 South Street Morristown, New Jersey 07960, USA wfisher@covantaenergy.com</p> <p>Regards,</p>	August 23, 2012	GB				
August 27, 2012	Call Centre	[REDACTED]	Looking for job at EFW administrative position.	P	<p>Good day,</p> <p>Thank you for your interest in our facility. The Region has awarded the contract to Design, Build and Operate (DBO) the EFW facility to Covanta Energy Corporation</p>	August 27, 2012	LW				

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					<p>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 and admin staff.</p> <p>I will direct you to: Joey Neuhoff, VP 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,</p>						
August 28, 2012	Call Centre		Potential bid opportunities		<p>Good day,</p> <p>Thank you for your interest in working in our facility. 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 and admin staff.</p> <p>I will direct you to: Joey Neuhoff, VP of Business Development Covanta Energy Corporation 445 South Street Morristown, New Jersey 07960, USA E-mail: jneuhoff@covantaenergy.com 862-345-5104</p>	August 28, 2012	LW				

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DYEC Call Centre Log August 2012

Case ID	101001118804	101001130682	101001133476
Date (YYYYMMDD)	20120813	20120828	20120830
Municipality		Pickering	Oshawa
Details	Looking for employment information regarding the EFW.	Looking for information regarding contracting.	Resident was looking for employment opportunities with EFW. He was wondering if the hiring process has started and how he can apply. Please advise. Thanks.
Follow Up	Followed up by telephone on August 27, 2012 and provided Covanta contacts for employment.	Followed up by telephone and email on August 28 2012 and provided Covanta contacts for employment.	Left message to return call with regard to employment at EFW on September 5, 2012. Call returned to project team and provided Covanta contacts for employment on September 6, 2012.
Escalate To	info@durhamyorkwaste.ca	info@durhamyorkwaste.ca	info@durhamyorkwaste.ca
Category	EFW Employment Inquiry	EFW Employment Inquiry	EFW Employment Inquiry
Status	Closed	Closed	Closed
Follow-up By	Telephone	Telephone	Telephone



Monthly Statistical Report

Report run: **Monthly Statistical Report**

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

The report includes: **1 period**

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

Period filterdefinition

Name: **Exclude Own Traffic**

IP filter: **Exclude Own Traffic**

Reporting date and time: **01-Sep-2012 03:50**

Basic traffic statistics

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

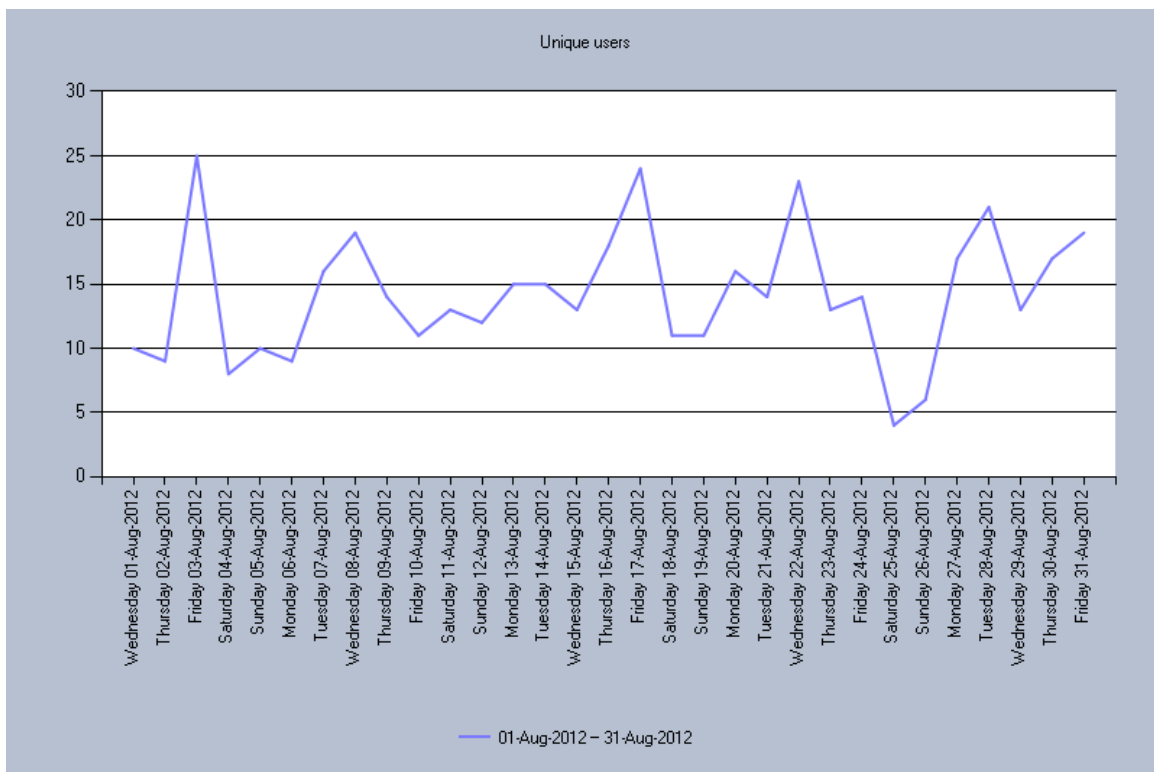
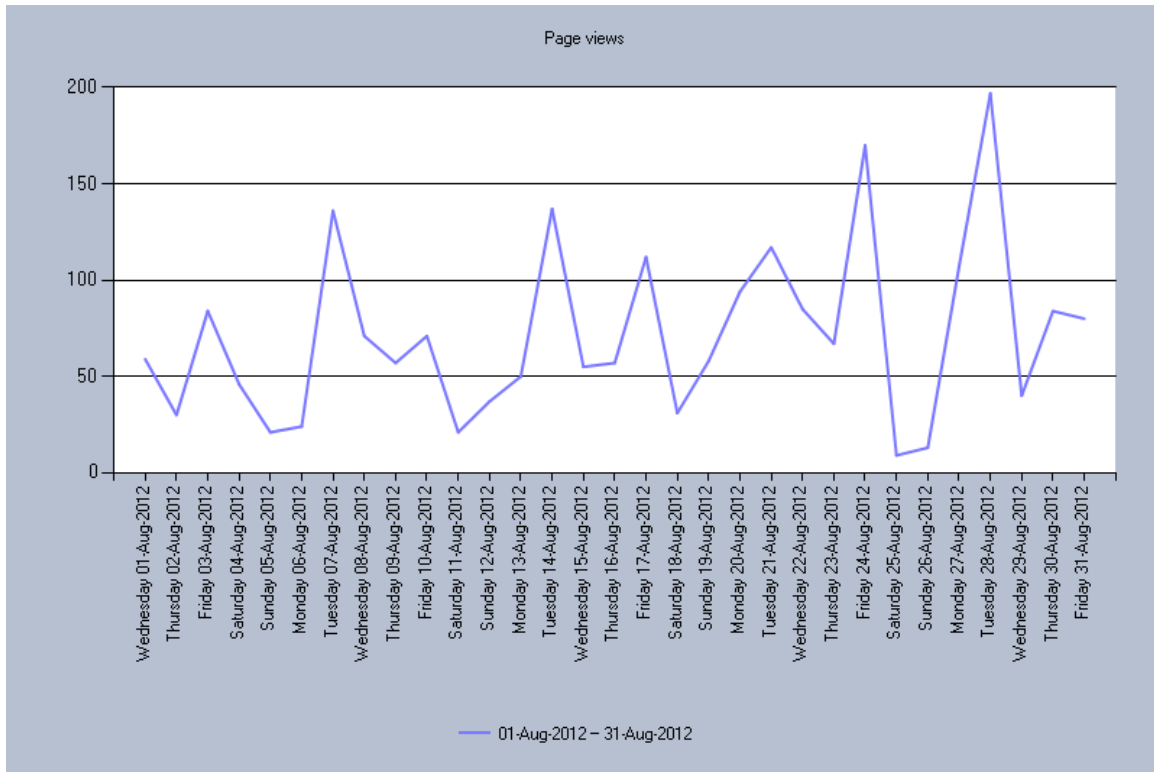
Graphs included: Page views, Unique users, New unique users, Returning users

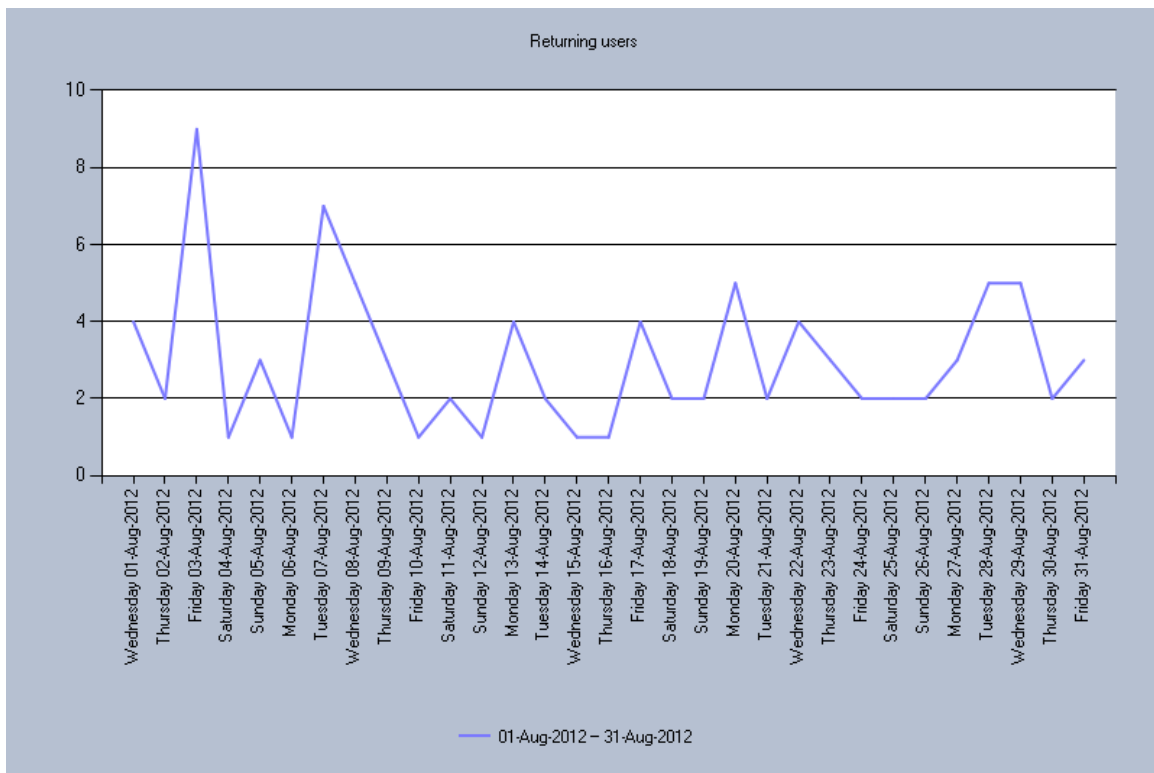
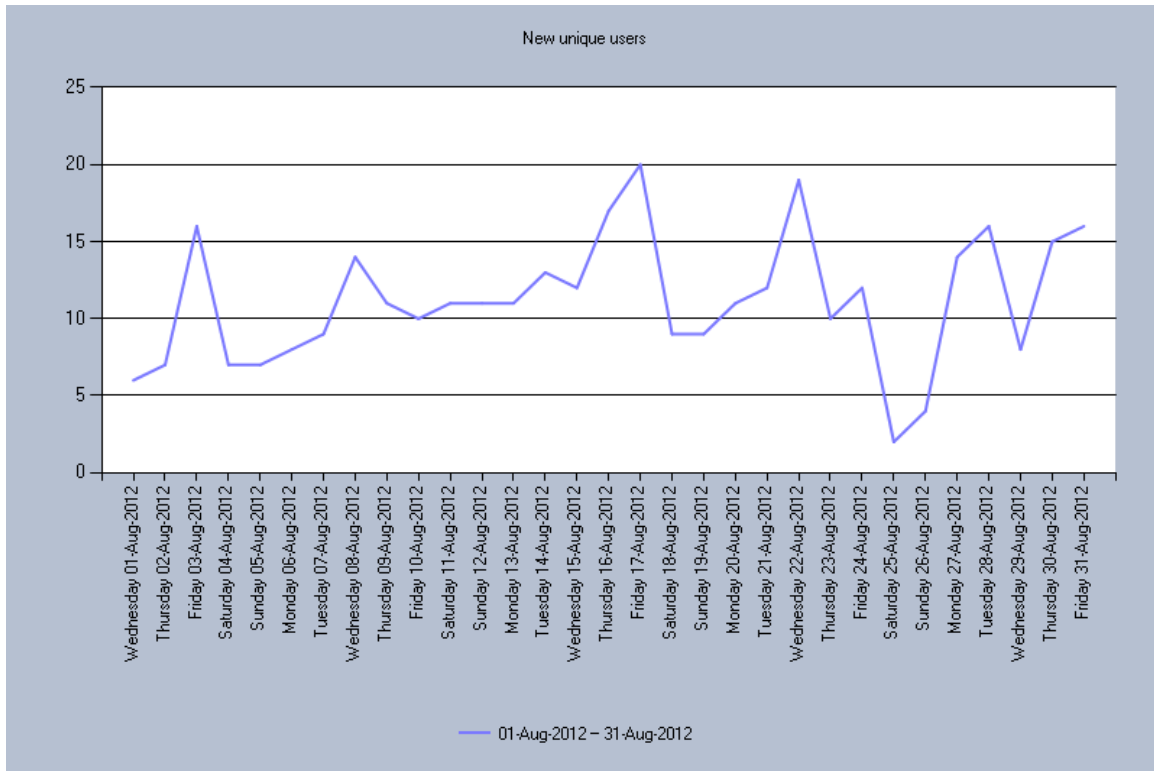
Additional statistics included: None.

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

Date/Time	Page views	Unique users	New unique users	Returning users
Wednesday 01-Aug-2012	59	10	6	4
Thursday 02-Aug-2012	30	9	7	2
Friday 03-Aug-2012	84	25	16	9
Saturday 04-Aug-2012	46	8	7	1
Sunday 05-Aug-2012	21	10	7	3
Monday 06-Aug-2012	24	9	8	1
Tuesday 07-Aug-2012	136	16	9	7
Wednesday 08-Aug-2012	71	19	14	5
Thursday 09-Aug-2012	57	14	11	3
Friday 10-Aug-2012	71	11	10	1
Saturday 11-Aug-2012	21	13	11	2
Sunday 12-Aug-2012	37	12	11	1
Monday 13-Aug-2012	50	15	11	4
Tuesday 14-Aug-2012	137	15	13	2
Wednesday 15-Aug-2012	55	13	12	1
Thursday 16-Aug-2012	57	18	17	1
Friday 17-Aug-2012	112	24	20	4
Saturday 18-Aug-2012	31	11	9	2
Sunday 19-Aug-2012	58	11	9	2
Monday 20-Aug-2012	94	16	11	5
Tuesday 21-Aug-2012	117	14	12	2
Wednesday 22-Aug-2012	85	23	19	4
Thursday 23-Aug-2012	67	13	10	3
Friday 24-Aug-2012	170	14	12	2
Saturday 25-Aug-2012	9	4	2	2
Sunday 26-Aug-2012	13	6	4	2
Monday 27-Aug-2012	107	17	14	3
Tuesday 28-Aug-2012	197	21	16	5

Wednesday 29-Aug-2012	40	13	8	5
Thursday 30-Aug-2012	84	17	15	2
Friday 31-Aug-2012	80	19	16	3
Total	2,220	389	347	42





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	1,647
2	www.google.ca	156
3	www.covantaenergy.com	56
4	www.york.ca	41
5	www.google.com	36
6	www.durham.ca	22
7	www.bing.com	10
8	www.google.co.uk	5
9	search.yahoo.com	5
10	ca.search.yahoo.com	5
11	myportal.york.ca	4
12	www.oshawaexpress.ca	3
13	www.durhamprosperity.org	3
14	www.oshawa.ca	3
15	www.solidwastemag.com	3
16	translate.googleusercontent.com	3
17	www.ebr.gov.on.ca	2
18	www.google.ru	2
19	www.google.com.ph	2
20	search.mywebsearch.com	2
21	www.google.com.pk	2
22	dev.york.ca	2
23	www.google.com.co	1
24	www.google.pl	1
25	www.google.co.za	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 - Home	http://www.durhamyorkwaste.ca/project_index.htm	280	212	182
2	Durham York Energy Centre	http://www.durhamyorkwaste.ca	288	189	172
3	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/construction.htm	255	64	61
4	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/whats_new.htm	110	63	57
5	Durham/York Residual Waste Project - Project Information	http://www.durhamyorkwaste.ca/project/project_overview.htm	68	51	50
6	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/project_doc.htm	121	50	46
7	Durham/York Residual Waste Project - Facts and Info	http://www.durhamyorkwaste.ca/project/faq.htm	76	46	43
8	Durham/York Residual Waste Study - Facts and Info	http://www.durhamyorkwaste.ca/project/study_schedule.htm	82	46	43

9	Durham/York Residual Waste Study	http://www.durhamyorkwaste.ca/study_index.htm	63	36	30
10	Durham/York Residual Waste Project - Contact Us	http://www.durhamyorkwaste.ca/project/contact.htm	41	30	29
11	EFWTimeline	http://www.durhamyorkwaste.ca/pdfs/project/EFWTimeline.pdf	31	29	28
12	Durham/York Residual Waste Project - Project Information	http://www.durhamyorkwaste.ca/project/project_wasteprograms.htm	27	24	24
13	Durham/York Residual Waste Project - Media Releases	http://www.durhamyorkwaste.ca/project/media.htm	33	22	22
14	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/efw-facility.htm	39	22	21
15	Durham/York Residual Waste Project - Links	http://www.durhamyorkwaste.ca/project/links.htm	25	20	20
16	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/cert_doc.htm	31	22	20
17	ConstructionUpdateMay1112	http://www.durhamyorkwaste.ca/pdfs/project/construction/ConstructionUpdateMay1112.pdf	23	19	19
18	ConstructionSchedule	http://www.durhamyorkwaste.ca/pdfs/project/construction/ConstructionSchedule.pdf	22	19	19
19	SitePreparationMay1112	http://www.durhamyorkwaste.ca/pdfs/project/construction/SitePreparationMay1112.pdf	24	17	16
20	Durham/York Residual Waste Project - Project Information	http://www.durhamyorkwaste.ca/project/project_assessment.htm	20	15	15
21	EFWprocess	http://www.durhamyorkwaste.ca/pdfs/project/EFWprocess.pdf	16	16	15
22	Durham/York Residual Waste Project - Committee and Council Reports	http://www.durhamyorkwaste.ca/project/council_reports_dur.htm	35	16	15
23	Durham/York Residual Waste Study - Documents and Publications	http://www.durhamyorkwaste.ca/amended_ea_study_doc.htm	32	15	13
24	Durham/York Residual Waste Project - Facts and Info	http://www.durhamyorkwaste.ca/project/reference_material.htm	17	12	12
25	CofA	http://www.durhamyorkwaste.ca/pdfs/project/certApproval/CofA.pdf	14	11	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
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Searches with results

#	Search phrase	Number of searches
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External searches (e.g. on Google)

#	Search phrase	Number of searches
1	durham york energy centre	26
2	durham york energy from waste	7
3	york energy centre	6
4	durham-york energy centre	5
5	york durham energy from waste	3
6	durham waste to energy	2
7	durham york	2
8	durham york efw	2
9	durham york waste energy	2
10	waste projects with boxes	2

Browser statistics: Type








Browser types				
Browser	Page views		Unique users	
IE	1,569	70.68%	247	57.31%
Firefox	257	11.58%	58	13.46%
Chrome	128	5.77%	49	11.37%
Mobile Safari	75	3.38%	36	8.35%
Others	91	4.10%	19	4.41%
Safari	91	4.10%	17	3.94%
Android Webkit	9	0.41%	5	1.16%













Browser types and version

Browser types and version				
Browser version	Page views		Unique users	
IE 8.0	962	43.33%	126	29.03%
IE 7.0	163	7.34%	59	13.59%
IE 9.0	423	19.05%	58	13.36%
Firefox 14.0.1	173	7.79%	42	9.68%
Mobile Safari 5.1	65	2.93%	33	7.60%
Others	91	4.10%	19	4.38%
Chrome 21.0.1180.79	42	1.89%	14	3.23%
Chrome 21.0.1180.60	19	0.86%	9	2.07%

Chrome 21.0.1180.83	21	0.95%	9	2.07%
Chrome 21.0.1180.75	15	0.68%	7	1.61%
Safari 5.0.6	13	0.59%	6	1.38%
Android Webkit 4.0	9	0.41%	5	1.15%
Safari 5.1.7	31	1.40%	5	1.15%
Safari 6.0	45	2.03%	4	0.92%
Chrome 20.0.1132.57	4	0.18%	4	0.92%
IE 8.0 (Compatibility View)	18	0.81%	3	0.69%
Firefox 10.0.2	32	1.44%	3	0.69%
Firefox 13.0.1	11	0.50%	2	0.46%
Safari unknown	2	0.09%	2	0.46%
Chrome 19.0.1084.52	9	0.41%	2	0.46%
Firefox 9.0.1	12	0.54%	2	0.46%
Firefox 8.0.1	7	0.32%	1	0.23%
Firefox 10.0.6	1	0.05%	1	0.23%
IE 9.0 (Compatibility View)	3	0.14%	1	0.23%
Firefox 3.6.11	1	0.05%	1	0.23%
Firefox 3.6.13	1	0.05%	1	0.23%
Firefox 2.0.0.6	1	0.05%	1	0.23%
Mobile Safari 4.0.4	2	0.09%	1	0.23%
Mobile Safari unknown	1	0.05%	1	0.23%
Mobile Safari 7.1.0.267	7	0.32%	1	0.23%
Firefox 7.0.1	2	0.09%	1	0.23%
Firefox 3.6.6	10	0.45%	1	0.23%
Firefox 12.0	5	0.23%	1	0.23%
Firefox 8.0	1	0.05%	1	0.23%
Chrome 12.0.733.0	3	0.14%	1	0.23%
Chrome 21.0.1180.4	1	0.05%	1	0.23%
Chrome 21.0.1180.82	2	0.09%	1	0.23%
Chrome 19.0.1084.36	1	0.05%	1	0.23%
Chrome 21.0.1180.77	2	0.09%	1	0.23%
Chrome 21.0.1180.57	7	0.32%	1	0.23%
Chrome 20.0.1132.47	2	0.09%	1	0.23%

Country statistics

Country statistics				
Country	Page views		Unique users	
 Canada	1,394	62.79%	271	62.88%
 United States	733	33.02%	128	29.70%
 United Kingdom	11	0.50%	10	2.32%
 Russian Federation	3	0.14%	3	0.70%
 Europe	7	0.32%	2	0.46%
 Germany	19	0.86%	2	0.46%
 India	2	0.09%	2	0.46%

 Pakistan	2	0.09%	2	0.46%
 South Africa	2	0.09%	1	0.23%
 Greece	1	0.05%	1	0.23%
 Austria	6	0.27%	1	0.23%
 Slovakia	17	0.77%	1	0.23%
 Colombia	7	0.32%	1	0.23%
 Mexico	2	0.09%	1	0.23%
 Romania	1	0.05%	1	0.23%
 Anonymous Proxy	2	0.09%	1	0.23%
 Hong Kong	7	0.32%	1	0.23%
 Philippines	3	0.14%	1	0.23%
 Poland	1	0.05%	1	0.23%

Resolution statistics

Resolution statistics				
Resolution	Page views		Unique users	
1280x1024	292	14.60%	45	12.71%
1366x768	320	16.00%	45	12.71%
1440x900	131	6.55%	34	9.60%
1024x768	134	6.70%	32	9.04%
1680x1050	214	10.70%	28	7.91%
1280x800	207	10.35%	25	7.06%
1920x1080	106	5.30%	21	5.93%
320x480	33	1.65%	16	4.52%
1600x900	34	1.70%	11	3.11%
1024x1024	62	3.10%	11	3.11%
1152x720	42	2.10%	10	2.82%
1280x720	26	1.30%	8	2.26%
1536x864	5	0.25%	5	1.41%
768x1024	29	1.45%	4	1.13%
1024x819	37	1.85%	4	1.13%
1152x864	7	0.35%	4	1.13%
1920x1200	75	3.75%	4	1.13%
1280x768	3	0.15%	3	0.85%
1024x600	10	0.50%	3	0.85%
1344x840	1	0.05%	2	0.56%
1239x697	10	0.50%	2	0.56%
1167x656	27	1.35%	2	0.56%
1021x638	6	0.30%	2	0.56%
1600x1200	2	0.10%	2	0.56%
1441x810	1	0.05%	2	0.56%
1093x614	4	0.20%	2	0.56%
1755x987	29	1.45%	2	0.56%
1466x916	17	0.85%	2	0.56%

1088x614	1	0.05%	1	0.28%
640x960	1	0.05%	1	0.28%
1140x641	1	0.05%	1	0.28%
1120x700	8	0.40%	1	0.28%
911x512	7	0.35%	1	0.28%
1525x857	10	0.50%	1	0.28%
1402x877	24	1.20%	1	0.28%
800x1065	1	0.05%	1	0.28%
1301x813	13	0.65%	1	0.28%
1117x894	1	0.05%	1	0.28%
1192x670	1	0.05%	1	0.28%
1067x800	1	0.05%	1	0.28%
1311x737	22	1.10%	1	0.28%
800x358	5	0.25%	1	0.28%
800x600	1	0.05%	1	0.28%
640x480	7	0.35%	1	0.28%
1280x960	7	0.35%	1	0.28%
1204x752	7	0.35%	1	0.28%
800x1130	1	0.05%	1	0.28%
1613x1008	11	0.55%	1	0.28%
540x960	1	0.05%	1	0.28%
1276x708	1	0.05%	1	0.28%
Other resolutions	4	0.20%	1	0.28%

Operating systems

Operating systems				
Operating system	Page views		Unique users	
Windows XP	839	37.79%	164	38.05%
Windows 7	958	43.15%	152	35.27%
iPhone OS	68	3.06%	35	8.12%
Windows Vista	112	5.05%	25	5.80%
unknown	79	3.56%	16	3.71%
Mac OS X 10.5 Leopard	31	1.40%	9	2.09%
Windows 2003 Server	4	0.18%	5	1.16%
Mac OS X 10.6 Snow Leopard	32	1.44%	5	1.16%
Mac OS X	51	2.30%	4	0.93%
Mac OS X 10.7 Lion	5	0.23%	4	0.93%
Android	7	0.32%	3	0.70%
OS X 10.6 Snow Leopard	12	0.54%	2	0.46%
BlackBerry Tablet OS 2	9	0.41%	2	0.46%
Linux	1	0.05%	1	0.23%
Android 2.3/4 Gingerbread	1	0.05%	1	0.23%
OS X 10.7 Lion	3	0.14%	1	0.23%
Android 4 Ice Cream Sandwich	1	0.05%	1	0.23%
RIM OS	7	0.32%	1	0.23%

External links

External links		
Title	User sessions	% of total
DurhamYorkCovantaProjectAgt	11	32.35%
Strict Conditions Put On Energy -From-Waste Facility	3	8.82%
Energy-from-Waste EFW Waste-to-Ener -Ener	3	8.82%
Unknown title	2	5.88%
An overview of the global waste-to -energy industry - full text articl - full text articl	2	5.88%
EIA Energy Kids - Using & Saving Energy	1	2.94%
Welcome to the SITA Isle of Man web Welcome to the SITA Isle of Man web	1	2.94%
Ministry of the Environment / Ministère de l'Environnement	1	2.94%
WasteEnergyFactsheet	1	2.94%
Region of Durham - Special Council Meeting - March 25 / Education and Training Education and Training	1	2.94%
Other external links	8	23.53%

External domains

External domains			
Title	Links	User sessions	% of total
www.durham.ca	5	16	47.06%
www.covantaenergy.com	1	3	8.82%
www.news.ontario.ca	1	3	8.82%
www.seas.columbia.edu	1	2	5.88%
www.york.ca	2	2	5.88%
www.municipalwaste.ca	1	1	2.94%
www.wte.org	1	1	2.94%
www.thestar.com	1	1	2.94%
www.sita.co.im	1	1	2.94%
www.ene.gov.on.ca	1	1	2.94%
	3	3	8.82%

