

DURHAM YORK ENERGY CENTRE COMPLAINT PROTOCOL LOG JANUARY 2012

January 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
12/01/12	telephone	Jaime Ephriam	Enquired about Covanta GC	N	Responded that Sigma has been retained for the design and Engineering and Courtice Power Partners have been awarded as the GC – comprised of Kenaidan and Barton-Malow.	12/01/12	LW				
26/01/12	telephone	Sharon Smith – Dufferin County	Exploring waste options and enquire if the DYEC has a compensation policy for residents living nearby to provide things to compensate for possible odour etc. Simcoe county has such a policy –wondered if this policy is common.	N	No- there is no compensation policy for residents living near the EFW in Durham.	26/01/12	LW				
27/01/12	telephone	Terry Rigby	Sent resume to Covanta and requests enquiry about receipt of resume. Covanta has not responded.	N	Explained a GC has been hired by Covanta and to put his resume in with them as well. Provided GC names.	31/01/12	LW				
31/01/12	telephone	Greg	Concerned about property value in Courtice living near EFW. Is there any compensation? Why facility to be built in an already burdened air shed? Concern for schools and children nearby. Concern for health due to asthma and other conditions caused by doctors over prescribed use of antibiotics. Concern for landfill in the sky over lake Ontario. Concern with excess packaging for bought goods. Feels he needs to move out of the area to Peterborough.	Neg	Asked what resident knows of facility. No compensation. There are not many comparables for facilities in Canada, but property values do not decrease in Europe due to need for district energy. EA study did cover this and it is anticipated that EFW and the Clarington Energy Business Park will attract new businesses and will bring more people to the area which will increase the property values if anything. EA studies have shown that there will be no impact to health or environment. Stressed that EFW is very new for Canada and Ontario despite having an EFW in Peel Region for many years and that people are very scared of what they do not educate themselves about. There is a lot of mis information about the facility due to the past performance of much older facilities without air pollution control equipment. Agreed that the government should work on a method to make manufacturers use less packaging. This is beyond what the Region can do as we provide the diversion programs and promote and educate residents to do their part as it is everyones responsibility to manage waste. But we also have to dispose of the waste that residents generate and EFW was determined to be the best method. Sorry you feel you have to move.	31/01/12	LW				

IN07 - Interaction Volume By Classification

Reports on interactions that have a related enquiry. Includes an embedded chart

Date Run: Friday, February 03, 2012

Start Date: 1/1/2012

End Date: 1/31/2012

Subject: 301. Works - Waste

				Total
301. Works - Waste	15. EFW	301.15.6.2 EFW Inquiry Employment -	Voice In	1
		301.15.8.2 EFW Inquiry Technology -	Voice In	1
		301.15.9.2 EFW Inquiry Miscellaneous -	Voice In	1
Total				3



Monthly Statistical Report

Report run: **Monthly Statistical Report**

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

The report includes: **1 period**

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

Period filterdefinition

Name: **Exclude Own Traffic**

IP filter: **Exclude Own Traffic**

Reporting date and time: **01-Feb-2012 03:24**

Basic traffic statistics

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

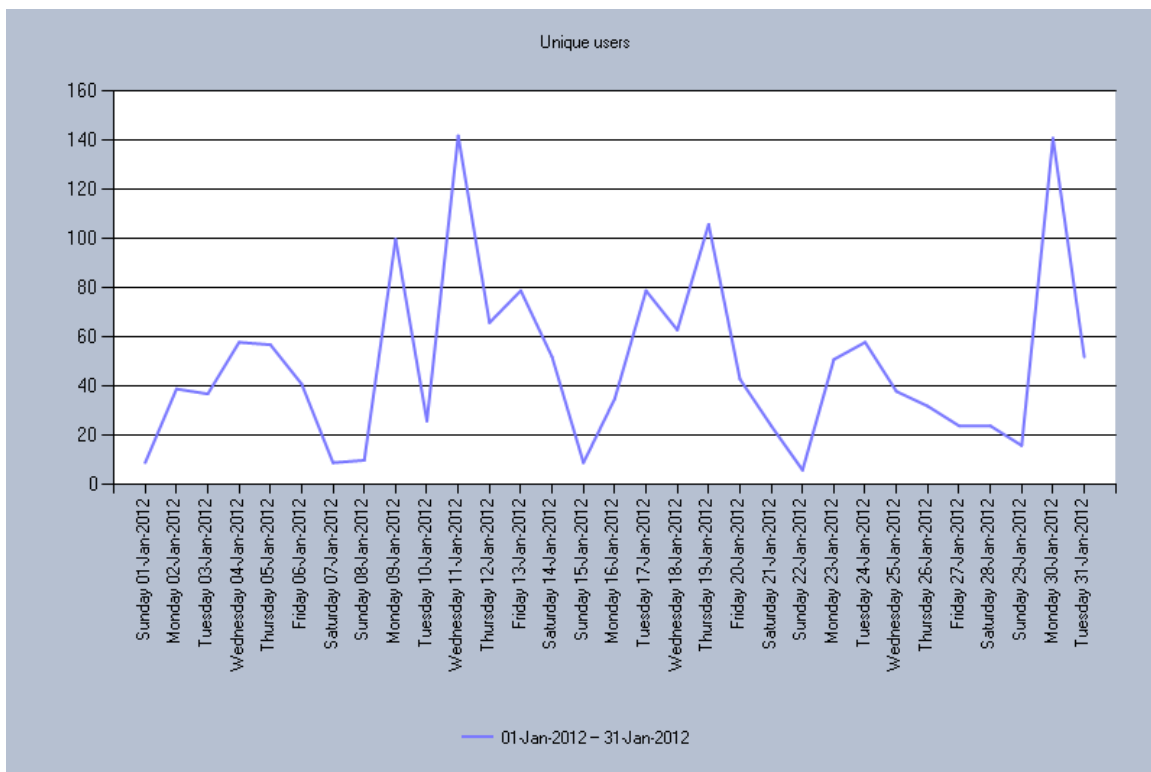
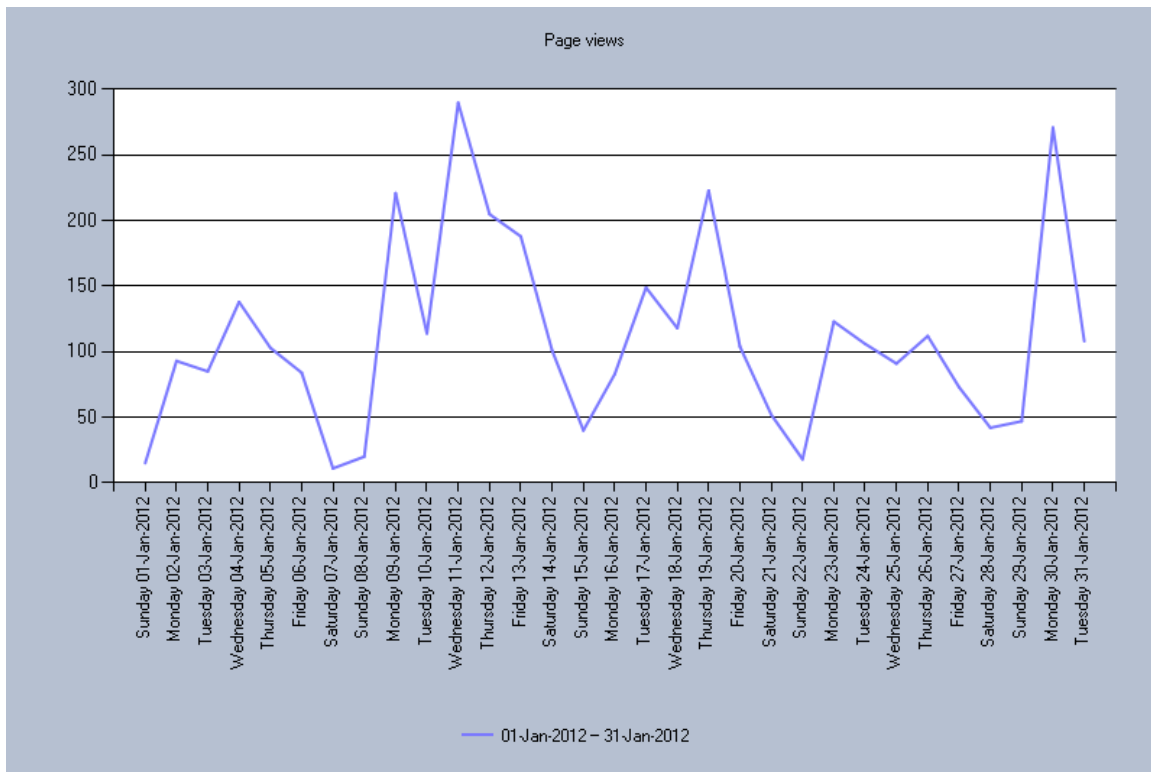
Graphs included: Page views, Unique users, New unique users, Returning users

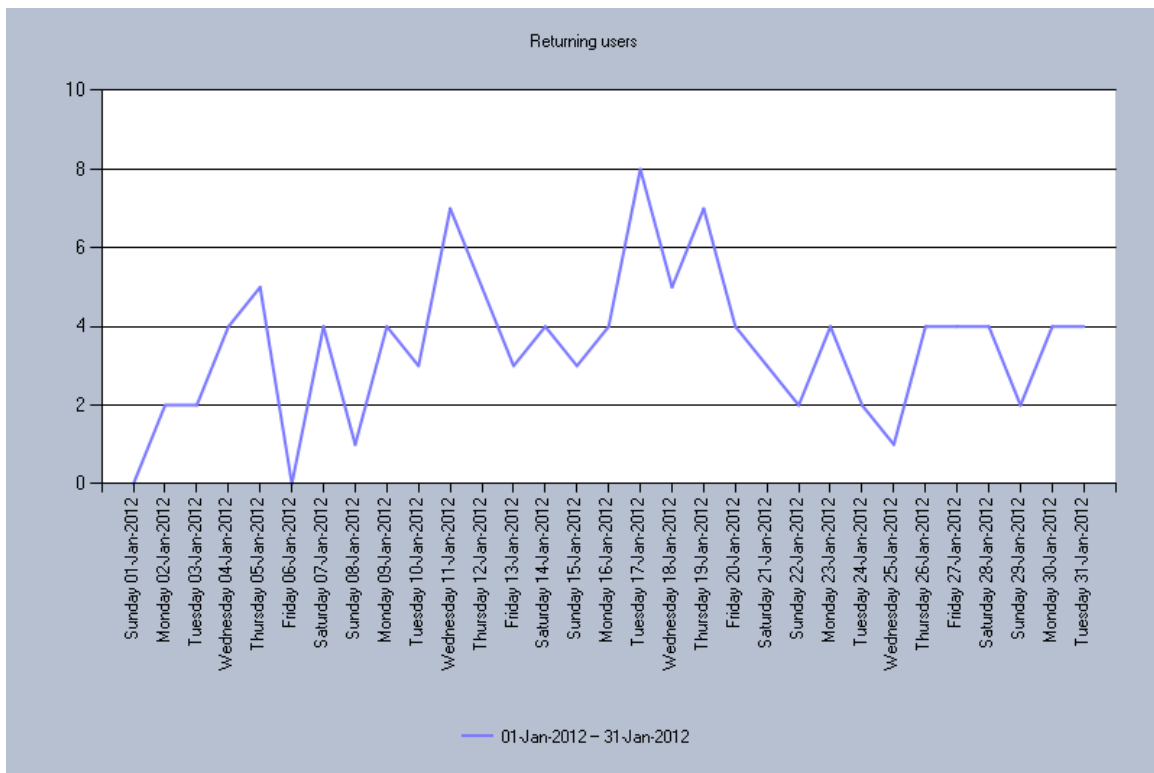
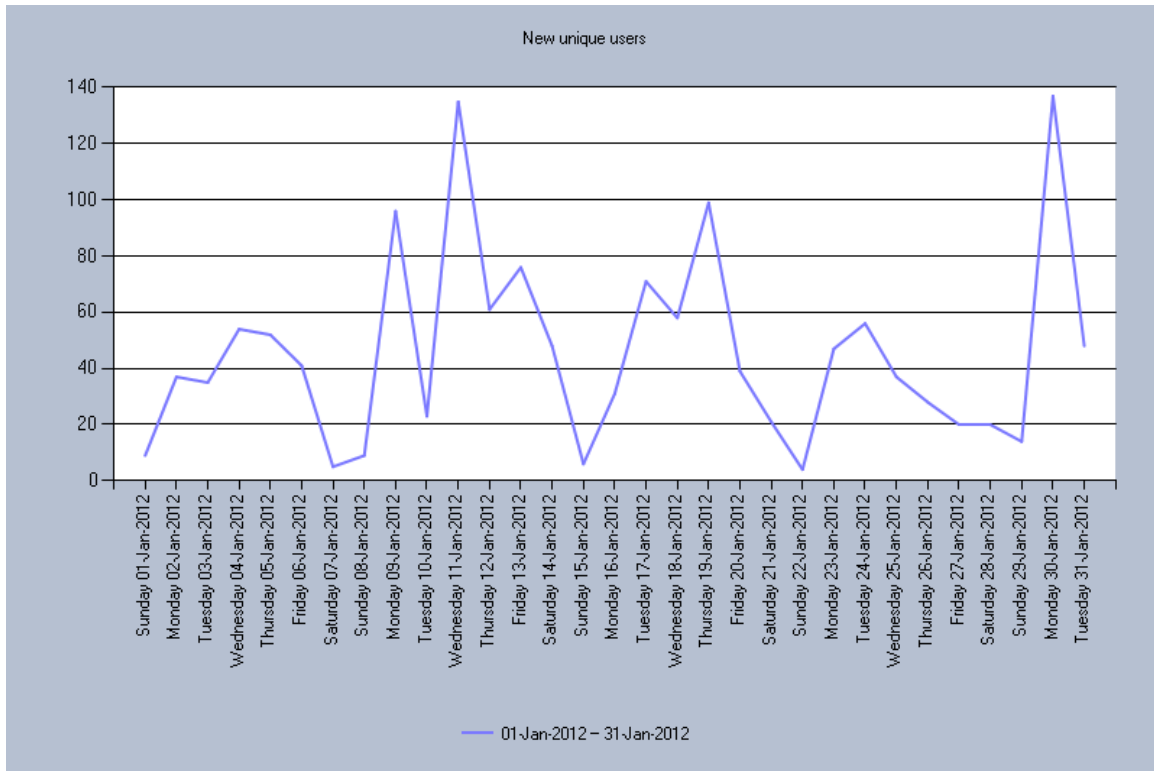
Additional statistics included: None.

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

Date/Time	Page views	Unique users	New unique users	Returning users
Sunday 01-Jan-2012	15	9	9	0
Monday 02-Jan-2012	93	39	37	2
Tuesday 03-Jan-2012	85	37	35	2
Wednesday 04-Jan-2012	138	58	54	4
Thursday 05-Jan-2012	103	57	52	5
Friday 06-Jan-2012	84	41	41	0
Saturday 07-Jan-2012	11	9	5	4
Sunday 08-Jan-2012	20	10	9	1
Monday 09-Jan-2012	221	100	96	4
Tuesday 10-Jan-2012	114	26	23	3
Wednesday 11-Jan-2012	290	142	135	7
Thursday 12-Jan-2012	205	66	61	5
Friday 13-Jan-2012	188	79	76	3
Saturday 14-Jan-2012	101	52	48	4
Sunday 15-Jan-2012	40	9	6	3
Monday 16-Jan-2012	83	35	31	4
Tuesday 17-Jan-2012	149	79	71	8
Wednesday 18-Jan-2012	118	63	58	5
Thursday 19-Jan-2012	223	106	99	7
Friday 20-Jan-2012	104	43	39	4
Saturday 21-Jan-2012	52	24	21	3
Sunday 22-Jan-2012	18	6	4	2
Monday 23-Jan-2012	123	51	47	4
Tuesday 24-Jan-2012	106	58	56	2
Wednesday 25-Jan-2012	91	38	37	1
Thursday 26-Jan-2012	112	32	28	4
Friday 27-Jan-2012	73	24	20	4
Saturday 28-Jan-2012	42	24	20	4

Sunday 29-Jan-2012	47	16	14	2
Monday 30-Jan-2012	271	141	137	4
Tuesday 31-Jan-2012	108	52	48	4
Total	3.428	1.458	1.417	41





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	2,581
2	www.google.ca	207
3	www.covantaenergy.com	122
4	www.google.com	76
5	www.york.ca	44
6	www.durham.ca	44
7	www.bing.com	19
8	www.ebr.gov.on.ca	7
9	ca.search.yahoo.com	7
10	www.google.co.in	6
11	myportal.york.ca	5
12	claringtonwatchdog.blogspot.com	4
13	www.ebmag.com	4
14	www.oshawa.ca	4
15	www.eastwillimbury.ca	3
16	www.oshawaexpress.ca	3
17	www.google.es	3
18	rogr.web-help-service.net	3
19	www.solidwastemag.com	3
20	mail.yahoo.com	3
21	www.google.co.uk	3
22	blogs.canoe.ca	2
23	www.durhamenvironmentwatch.org	2
24	search.mywebsearch.com	2
25	search.yahoo.com	2

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	527	389	343
2	Durham York Energy Centre	http://www.durhamyorkwaste.ca	479	358	289
3	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/whats_new.htm	230	191	182
4	Durham/York Residual Waste Study - Facts and Info	http://www.durhamyorkwaste.ca/project/study_schedule.htm	241	160	152
5	Durham/York Residual Waste Project - Project Information	http://www.durhamyorkwaste.ca/project/project_overview.htm	186	147	144
6	Durham/York Residual Waste Project - Facts and Info	http://www.durhamyorkwaste.ca/project/faq.htm	162	119	116
7	Durham/York Residual Waste Project - Media Releases	http://www.durhamyorkwaste.ca/project/media.htm	112	102	94

8	Durham/York Residual Waste Project - Contact Us	http://www.durhamyorkwaste.ca/project/contact.htm	107	90	89
9	Durham/York Residual Waste Study	http://www.durhamyorkwaste.ca/study_index.htm	124	92	89
10	EFWTimeline	http://www.durhamyorkwaste.ca/pdfs/project/EFWTimeline.pdf	79	78	78
11	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/project_doc.htm	117	70	66
12	Durham/York Residual Waste Project - Links	http://www.durhamyorkwaste.ca/project/links.htm	75	69	66
13	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/efw-facility.htm	80	52	49
14	Durham/York Residual Waste Project - Facts and Info	http://www.durhamyorkwaste.ca/project/reference_material.htm	57	45	43
15	Durham/York Residual Waste Project - Getting Involved	http://www.durhamyorkwaste.ca/project/efw-committee.htm	49	35	32
16	Durham/York Residual Waste Project - Project Information	http://www.durhamyorkwaste.ca/project/project_wasteprograms.htm	33	32	32
17	Durham/York Residual Waste Project - Documents and Publications	http://www.durhamyorkwaste.ca/project/cert_doc.htm	53	36	30
18	Durham/York Residual Waste Study - Documents and Publications	http://www.durhamyorkwaste.ca/ea_study_doc.htm	44	30	28
19	EFW Feb15 2011	http://www.durhamyorkwaste.ca/pdfs/project/EFW_Feb15_2011.pdf	29	28	28
20	Durham/York Residual Waste Project - EFW WMAC Meetings	http://www.durhamyorkwaste.ca/project/efwwmac-committeemeetings.htm	29	25	23
21	Durham/York Residual Waste Project - Getting Involved	http://www.durhamyorkwaste.ca/project/sessions.htm	26	21	21
22	EFWprocess	http://www.durhamyorkwaste.ca/pdfs/project/EFWprocess.pdf	21	21	21
23	20110817-DurhamYorkRegionsbreakgroundonEFWfacility	http://www.durhamyorkwaste.ca/pdfs/media/20110817-DurhamYorkRegionsbre-DurhamYorkRegionsbre	21	21	21
24	Durham/York Residual Waste Project - EFW Meetings	http://www.durhamyorkwaste.ca/project/efw-committeemeetings.htm	31	23	20
25	Durham/York Residual Waste Project - Project Information	http://www.durhamyorkwaste.ca/project/project_assessment.htm	22	19	19

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	43
2	durham york	12
3	energy from waste durham	10
4	durham york energy from waste project	7
5	york energy centre	7
6	durham york efw	5
7	durham york energy from waste	5
8	durham energy from waste	4
9	durham waste to energy	4
10	durhamyorkwaste.ca	4

Browser statistics: Type

Browser types

Browser	Page views		Unique users	
	Count	Percentage	Count	Percentage
IE	2,498	72.87%	1,255	83.72%
Firefox	415	12.11%	115	7.67%
Chrome	225	6.56%	56	3.74%
Mobile Safari	67	1.95%	29	1.93%
Safari	136	3.97%	20	1.33%
Others	46	1.34%	20	1.33%
Android Webkit	2	0.06%	2	0.13%
BlackBerry	39	1.14%	2	0.13%










Browser types and version







Browser types and version

Browser version	Page views		Unique users	
	Count	Percentage	Count	Percentage
IE 8.0	1,372	40.02%	668	44.36%
IE 7.0	569	16.60%	278	18.46%
IE 9.0	397	11.58%	227	15.07%
Firefox 9.0.1	216	6.30%	74	4.91%
IE 8.0 (Compatibility View)	74	2.16%	41	2.72%
IE 6.0	49	1.43%	24	1.59%

Chrome 16.0.912.75	112	3.27%	23	1.53%
Mobile Safari 5.1	41	1.20%	22	1.46%
Others	46	1.34%	20	1.33%
Firefox 8.0.1	88	2.57%	19	1.26%
IE 9.0 (Compatibility View)	37	1.08%	19	1.26%
Chrome 12.0.742	18	0.53%	15	1.00%
Chrome 16.0.912.77	59	1.72%	9	0.60%
Safari 5.1.2	28	0.82%	9	0.60%
Firefox 3.6.25	19	0.55%	8	0.53%
Chrome 16.0.912.63	34	0.99%	8	0.53%
Mobile Safari 5.0.2	15	0.44%	5	0.33%
Safari 5.1.1	15	0.44%	5	0.33%
Firefox 8.0	33	0.96%	5	0.33%
Safari 5.0.5	6	0.18%	3	0.20%
Safari 5.0.6	8	0.23%	3	0.20%
Firefox 3.6	8	0.23%	2	0.13%
Firefox 3.5.19	1	0.03%	2	0.13%
Android Webkit 4.0	2	0.06%	2	0.13%
Firefox 7.0.1	5	0.15%	2	0.13%
Firefox 3.6.3	39	1.14%	2	0.13%
Mobile Safari 6.0.0.448	10	0.29%	1	0.07%
Mobile Safari 4.0.4	1	0.03%	1	0.07%
BlackBerry 5.0.0.846	33	0.96%	1	0.07%
BlackBerry unknown	6	0.18%	1	0.07%
Firefox 3.6.10	4	0.12%	1	0.07%
Firefox 3.0.19	1	0.03%	1	0.07%
Safari 5.0	1	0.03%	1	0.07%
Chrome 14.0.835.202	1	0.03%	1	0.07%
Firefox 6.0	1	0.03%	1	0.07%
Safari 5.0.2	78	2.28%	1	0.07%
Chrome 13.0.782.112	1	0.03%	1	0.07%

Country statistics

Country statistics				
Country	Page views		Unique users	
 Canada	2,185	63.74%	955	63.71%
 United States	927	27.04%	414	27.62%
Unknown	119	3.47%	61	4.07%
 United Kingdom	99	2.89%	42	2.80%
 Australia	8	0.23%	5	0.33%
 Germany	13	0.38%	4	0.27%
 Barbados	7	0.20%	4	0.27%
 Spain	46	1.34%	3	0.20%
 India	9	0.26%	3	0.20%
 Belgium	3	0.09%	2	0.13%

 Denmark	1	0.03%	1	0.07%
 Italy	2	0.06%	1	0.07%
 Malaysia	1	0.03%	1	0.07%
 Slovenia	1	0.03%	1	0.07%
 France	1	0.03%	1	0.07%
 Iceland	6	0.18%	1	0.07%

Resolution statistics

Resolution statistics				
Resolution	Page views		Unique users	
1280x1024	456	18,73%	92	17,90%
1280x800	276	11,34%	69	13,42%
1680x1050	250	10,27%	45	8,75%
1366x768	194	7,97%	43	8,37%
1024x768	209	8,59%	43	8,37%
1440x900	155	6,37%	34	6,61%
1920x1080	188	7,72%	33	6,42%
1024x1024	37	1,52%	22	4,28%
1600x900	57	2,34%	17	3,31%
768x1024	28	1,15%	11	2,14%
800x600	13	0,53%	10	1,95%
320x480	26	1,07%	9	1,75%
1920x1200	21	0,86%	8	1,56%
1152x864	24	0,99%	7	1,36%
1280x960	46	1,89%	6	1,17%
1400x1050	39	1,60%	5	0,97%
1093x614	24	0,99%	3	0,58%
1280x720	17	0,70%	3	0,58%
1152x720	7	0,29%	3	0,58%
1600x1200	16	0,66%	3	0,58%
1536x960	7	0,29%	3	0,58%
991x619	19	0,78%	3	0,58%
1360x768	5	0,21%	2	0,39%
1707x1067	7	0,29%	2	0,39%
1466x916	2	0,08%	2	0,39%
1146x645	8	0,33%	2	0,39%
1344x840	9	0,37%	2	0,39%
1441x810	29	1,19%	2	0,39%
1024x600	7	0,29%	2	0,39%
1249x702	2	0,08%	2	0,39%
1170x936	2	0,08%	1	0,19%
1202x751	5	0,21%	1	0,19%
1140x641	1	0,04%	1	0,19%
1429x804	2	0,08%	1	0,19%
360x480	10	0,41%	1	0,19%

1336x751	3	0,12%	1	0,19%
1229x983	16	0,66%	1	0,19%
1024x819	15	0,62%	1	0,19%
1350x1080	1	0,04%	1	0,19%
1382x864	10	0,41%	1	0,19%
1896x1067	6	0,25%	1	0,19%
800x1125	1	0,04%	1	0,19%
1364x768	3	0,12%	1	0,19%
1311x737	1	0,04%	1	0,19%
1229x768	3	0,12%	1	0,19%
1024x640	5	0,21%	1	0,19%
800x375	1	0,04%	1	0,19%
320x240	33	1,36%	1	0,19%
1600x1000	15	0,62%	1	0,19%
2560x1440	78	3,20%	1	0,19%
Other resolutions	45	1,85%	6	1,17%

Operating systems

Operating systems				
Operating system	Page views		Unique users	
Windows XP	1,677	48,92%	737	49,17%
Windows 7	1,125	32,82%	514	34,29%
Windows Vista	285	8,31%	140	9,34%
iPhone OS	57	1,66%	28	1,87%
Linux	35	1,02%	27	1,80%
Mac OS X 10.6 Snow Leopard	113	3,30%	16	1,07%
Mac OS X	38	1,11%	13	0,87%
unknown	28	0,82%	10	0,67%
Windows 2003 Server	5	0,15%	4	0,27%
Mac OS X 10.5 Leopard	10	0,29%	4	0,27%
RIM OS	43	1,25%	2	0,13%
Android	2	0,06%	2	0,13%
RIM Tablet OS 1.0	6	0,18%	1	0,07%
Mac OS X 10.4 Tiger	4	0,12%	1	0,07%

External links

External links		
Title	User sessions	% of total

Unknown title	6	13,95%
York Region Home Page	5	11,63%
Energy-from-Waste EFW Waste-to-Ener -Ener	5	11,63%
DurhamYorkCovantaProjectAgt	3	6,98%
Region of Durham - Works - Waste Management	3	6,98%
An overview of the global waste-to -energy industry - full text articl - full text articl	3	6,98%
Facilities: Algonquin Power Energy Facilities: Algonquin Power Energy	2	4,65%
emissions data	2	4,65%
WasteEnergyFactsheet	2	4,65%
Ministry of the Environment / Ministère de l'Environnement	2	4,65%
Other external links	10	23,26%

External domains

External domains			
Title	Links	User sessions	% of total
www.durham.ca	4	13	30,23%
www.york.ca	2	6	13,95%
www.covantaenergy.com	1	5	11,63%
www.seas.columbia.edu	2	5	11,63%
www.sita.co.im	1	2	4,65%
www.ene.gov.on.ca	1	2	4,65%
www.selchp.com	1	2	4,65%
www.metrovancouver.org	1	2	4,65%
www.region.peel.on.ca	1	2	4,65%
www.news.ontario.ca	1	1	2,33%
	3	3	6,98%