

The NSWBI is a membership of municipalities that are focused on understanding solid waste management systems across Canada. Although each member community faces different issues and challenges, there is general agreement from participants on the goals for their solid waste management programs. The goals and performance measures have evolved over the last 12 years and the 2023 goals and performance measures are presented in Table 3.1.

The 2023 performance measures and relative information are graphed in this section. The graphs contain data from 2010 to 2022 where applicable. Average and median values are displayed for comparison and overall trend analysis.

The graphs and tables are categorized into eight sections corresponding to each management goal:

- Goal 1: BE FINANCIALLY SUSTAINABLE**
- Goal 2: WASTE REDUCTION**
- Goal 3: CHANGE CUSTOMER BEHAVIOUR**
- Goal 4: OFFER GOOD CUSTOMER SERVICE**
- Goal 5: HAVE SUFFICIENT CAPACITY**
- Goal 6: RUN EFFICIENT OPERATIONS**
- Goal 7: INCREASE PRODUCTIVITY**
- Goal 8: PROVIDE A SAFE WORKPLACE**

Table 3.1 Solid Waste Management Program Goals and Related Benchmarking Performance Measures

| 2023 Management Goals | KPM # | 2023 Performance Measures | Service Area | Waste Stream |
|---|------------------------------------|---|--------------|--------------|
| Goal 1: Be Financially Sustainable | 1.1-1 | Tipping Fee per Tonne Garbage - Residential - Self-haul | Financial | Garbage |
| | 1.1-2 | Tipping Fee per Tonne Garbage - Residential - Contracted | Financial | Garbage |
| | 1.1-3 | Tipping Fee per Tonne Garbage - Commercial | Financial | Garbage |
| | 1.2-1 | Residential Curbside Collection Cost per Tonne Collected Material - Garbage | Financial | Garbage |
| | 1.2-2 | Residential Curbside Collection Cost per Tonne Collected Material - Recyclables | Financial | Recyclables |
| | 1.2-3 | Residential Curbside Collection Cost per Tonne Collected Material - Organics | Financial | Organics |
| | 1.3-1 | Residential Curbside Collection Cost per Household per Stop - Garbage | Financial | Garbage |
| | 1.3-2 | Residential Curbside Collection Cost per Household per Stop - Recyclables | Financial | Recyclables |
| | 1.3-3 | Residential Curbside Collection Cost per Household per Stop - Organics | Financial | Organics |
| | 1.4-1 | MU/ICI Collection Cost per Tonne Collected Material - Garbage | Financial | Garbage |
| | 1.4-2 | MU/ICI Collection Cost per Tonne Collected Material - Recyclables | Financial | Recyclables |
| | 1.5 | Operational Cost for Disposal Facilities per Tonne Garbage Accepted | Financial | Garbage |
| | 1.6 | Processing Cost per Tonne Processed Material at MRF | Financial | Recyclables |
| | 1.7 | Processing Cost per Tonne Accepted Material at Composting Facility | Financial | Organics |
| 1.8 | Full Cost Recovery Tipping Fee | Financial | All | |
| 1.9 | Effective Tipping Fee - Percentage | Financial | All | |
| 1.10 | Public Education Cost per Capita | Financial | All | |

| 2023 Management Goals | KPM # | 2023 Performance Measures | Service Area | Waste Stream |
|--|--|--|---------------------------------|------------------------|
| Goal 2: Waste Reduction | 2.1-1 | Residential Waste Collected at the Curb per Household (Garbage, Recyclables, and Organics) – (kg/household) | Collection | All |
| | 2.1-2 | Self-hauled Residential Waste (Garbage, Recyclables, and Organics) - per Capita | Collection | All |
| | 2.2-1 | Residential Garbage Collected at the Curb – (kg/household) | Collection | Garbage |
| | 2.2-2 | Residential Garbage Collected at the Curb – (kg/household/scheduled collection) | Collection | Garbage |
| | 2.3-1 | Residential Recyclables Collected at the Curb – (kg/household) | Collection | Recyclables |
| | 2.3-2 | Residential Recyclables Collected at the Curb – (kg/household/scheduled collection) | Collection | Recyclables |
| | 2.4-1 | Residential Organics Collected at the Curb – (kg/household) | Collection | Organics |
| | 2.4-2 | Residential Organics Collected at the Curb – (kg/household/scheduled collection) | Collection | Organics |
| | 2.5-1 | Residential Garbage Self-hauled to Landfill / Self-haul Facility - per Capita | Collection | Garbage |
| | 2.5-2 | Residential Garbage Self-hauled to Landfill / Self-haul Facility - per Trip | Collection | Garbage |
| | 2.6 | Residential Curbside Type Recyclables and Other Recyclables Self-hauled - per Capita | Collection | Recyclables |
| | 2.7 | Residential Organics Self-hauled - per Capita | Collection | Organics |
| | 2.8 | Recyclables Collected at the Curb and Recyclables Self-hauled (Residential Curbside Type) - per Capita | Collection | Recyclables |
| | 2.9 | Residential Curbside Organics Collected and Residential Organics Self-hauled - per Capita | Collection | Organics |
| | Goal 3: Change Customer Behaviour | 3.1-1 | Garbage Composition from Audits | Education & Outreach |
| 3.1-2 | | Recyclables Composition from Audits | Education & Outreach | Recyclables |
| 3.1-3 | | Organics Composition from Audits | Education & Outreach | Organics |
| 3.2 | | Residential Curbside Organics Collection Rate (Weight Based) | Collection | Organics |
| 3.3 | | Residential Curbside Diversion Rate (Weight Based) | Collection | Organics & Recyclables |
| 3.4 | | Tonnes Waste Disposed at Municipally Controlled Landfill(s) per Capita (Residential + Non-Residential Waste) | Disposal | Garbage |
| 3.5 | | Participation Rate - Residential Curbside Collection of Garbage, Recyclables, and Organics | Disposal | All |
| 3.6 | | Total Number of Vehicle Trips to Landfill / Self-haul Facility per Capita | Disposal & Self-haul | All |
| Goal 4: Offer Good Customer Service | 4.1-1 | Missed Collections Reported per 1,000 Scheduled Collections (Residential Curbside Garbage) | Collection | Garbage |
| | 4.1-2 | Missed Collections Reported per 1,000 Scheduled Collections (Residential Curbside Recyclables) | Collection | Recyclables |
| | 4.1-3 | Missed Collections Reported per 1,000 Scheduled Collections (Residential Curbside Organics) | Collection | Organics |
| | 4.2 | Number of Solid Waste Management Public Education FTEs - per Capita | Education & Outreach | All |

| 2023 Management Goals | KPM # | 2023 Performance Measures | Service Area | Waste Stream |
|----------------------------------|-------|--|----------------------|--------------|
| Goal 5: Have Sufficient Capacity | 5.1 | Annual Average Landfill Airspace Utilization Factor Achieved at Active Landfills | Disposal | Garbage |
| Goal 6: Run Efficient Operations | 6.1 | MRF Residual Rate | Processing | Recyclables |
| Goal 7: Increase Productivity | 7.1-1 | Tonnes Residential Waste Collected at the Curb per Collection Crew FTE - Garbage | Collection | Garbage |
| | 7.1-2 | Tonnes Residential Waste Collected at the Curb per Collection Crew FTE - Recyclables | Collection | Recyclables |
| | 7.1-3 | Tonnes Residential Waste Collected at the Curb per Collection Crew FTE - Organics | Collection | Organics |
| | 7.2 | Tonnes Waste Disposed per Disposal Staff FTE at Landfill | Disposal | Garbage |
| Goal 8: Provide a Safe Workplace | 8.1 | WCB Claims per 200,000 Hours - Residential Curbside Collection - All Streams | Collection | All |
| | 8.2 | WCB Claims per 200,000 Hours - Landfill / Self-haul Facility | Disposal & Self-haul | All |

