

## 2024 Work Summary

<b>Goal</b>	<b>Completed in 2024</b>
Customer Service Survey Preparation & Strategy	Waste Management staff provided members with an Action Plan for developing a customer service survey for the Lindsay Ops Landfill. The Survey was live for four months and collected customer satisfaction data on all landfill sites. Staff are to provide members with the results in Q1 of 2025.
Lindsay Ops Landfill Operations	Ongoing dialogue was completed in 2024 with regards to any changes or impacts on operations or diversion programs at the landfill site.
2023 Wetland Assessment Study	A review of the 2023 Wetland Assessment Study was provided in a presentation format to members at the September meeting.
2023 Annual Monitoring Report Review	A copy of the 2023 Annual Monitoring Report is available on the City's website for all PRC members and residents of CKL. At the November 2024 meeting, Waste Management staff presented the 2023 reporting results.
Review Ministry of Environment, Conservation, and Parks (MECP) Correspondence	City staff provided updates to the PRC regarding MECP correspondence that effect operations, the annual monitoring report and any inspection reports.
Development of the 2025 Work Plan	The PRC assisted in the development of the 2025 Work Plan and endorsed the Plan to be provided to Council for approval.