

PUBLICATION OF PAPER COLLECTION KPIS



Background (REF: 1 & 2)

Key Performance Indicators (KPIs) are quantifiable measures that encapsulate critical success factors and are a framework for measuring achievements. They are presented as units of measurement (e.g. number, percentage, tonnage).

Establishing KPIs will allow the municipality to measure the performance on waste management. KPIs will also allow them to establish quantified objectives and verify their fulfilment, making the continuous improvement easier. KPIs and established objectives should be measurable, easy to understand, achievable and easy to manage.

Accurate and regular data is needed. Information to be compiled can include a summary of waste streams, collection dates, volumes collected, cost of collection, additional charges, bin rental fees and/or performance against KPIs.

The publication of the results is very important to create trust in the system. This information can be shown in the municipality's website, town hall, public locations, etc.

ACTION

Collection, processing and publishing KPIs on paper and board management on the municipal website. Also, improvements achieved each year and objectives for the next one should be included in order to gain transparency

Example of good practice implemented

Planning a sustainable future for the City of London (UK) (REF: 3)

London launched a strategy which seeks to lay out a vision for how the City of London will deal with its waste from 2013 until 2020.

They use three performance indicators to report the performance of their collection service;

- **Recycling rate**, which is the quantity of materials sent for recycling or composting as a percentage of the total household waste collected (formerly NI 191) II.
- **The weight per household of residual waste produced per year**, commonly referred to as kg/hh/yr (formerly NI 192) III.
- **The percentage of municipal waste sent to landfill of the total waste collected (formerly NI 193)**.

Table-1. Follow-up and publication of the three-municipal waste KPIs defined in the city of London

Indicator	2007/08	2008/09	2009/10	2010/11	2011/12
Recycling rate (NI 192)	34.27%	34.11%	34.37%	38.65%	37.10%
Kg/hh/yr of residual waste (NI 191)	Not measured for this year	568.53	542.08	464.00	465.08
Percentage of waste to landfill % (NI 193)	89.5%	83.4%	77.4%	75.0%	21.4%

Related to these KPIs several objectives, targets and actions have been established for future years. The results were published in a public report as well as in the city's website.

SEE MORE:
[Examples of KPIs](#)

PUBLICATION OF PAPER COLLECTION KPIS



Keep in mind that... (REF: 1)

- ⚠ It is important to plan dates and methodology for the collection of information to calculate the related KPIS.

How to start? (REF: 1)

- Choose the objectives to link to the KPIS: each objective that you set should have at least one related KPI.
- Choose KPIS that will help to measure your performance against your objectives.
- Gather the relevant data in an appropriate manner.
- Publish the KPIS in a public information database or location.
- Compare your monitoring data with the data from previous monitoring to identify any patterns or trends such as increases or decreases in figures over time.

GUIDELINE



Improving the Performance of Waste Diversion Scheme: A good practice guide to monitoring and evaluation (WRAP,2010).



Potential benefits (REF: 7)



Publication of improvements achieved each year and objectives for the next one leads to publication of improvements achieved each year and objectives for the next one leads to increased transparency for the public	●	●	
KPIS results from different years will facilitate the comparison and evaluation of recycling performances	●	●	●
Setting KPIS will help you to decide what to monitor and the method that will be needed			●
The commitment of the citizens will increase as they are involved in the achievements of the system	●	●	



References:

1. WRAP (2010): Improving the Performance of Waste Diversion Scheme: A good practice guide to monitoring and evaluation
2. SUSTAINABILITY VICTORIA: Best Practice Waste and Recycling Contracts
3. CITY OF LONDON: WASTE STRATEGY 2013-2020
4. WRAP (2010): Improving the Performance of Waste Diversion Schemes: A Good Practice Guide to Monitoring and Evaluation. CHAPTER 4

