



# USING APPS TO PROMOTE WASTE MANAGEMENT

**DURHAM REGION WASTE APP**

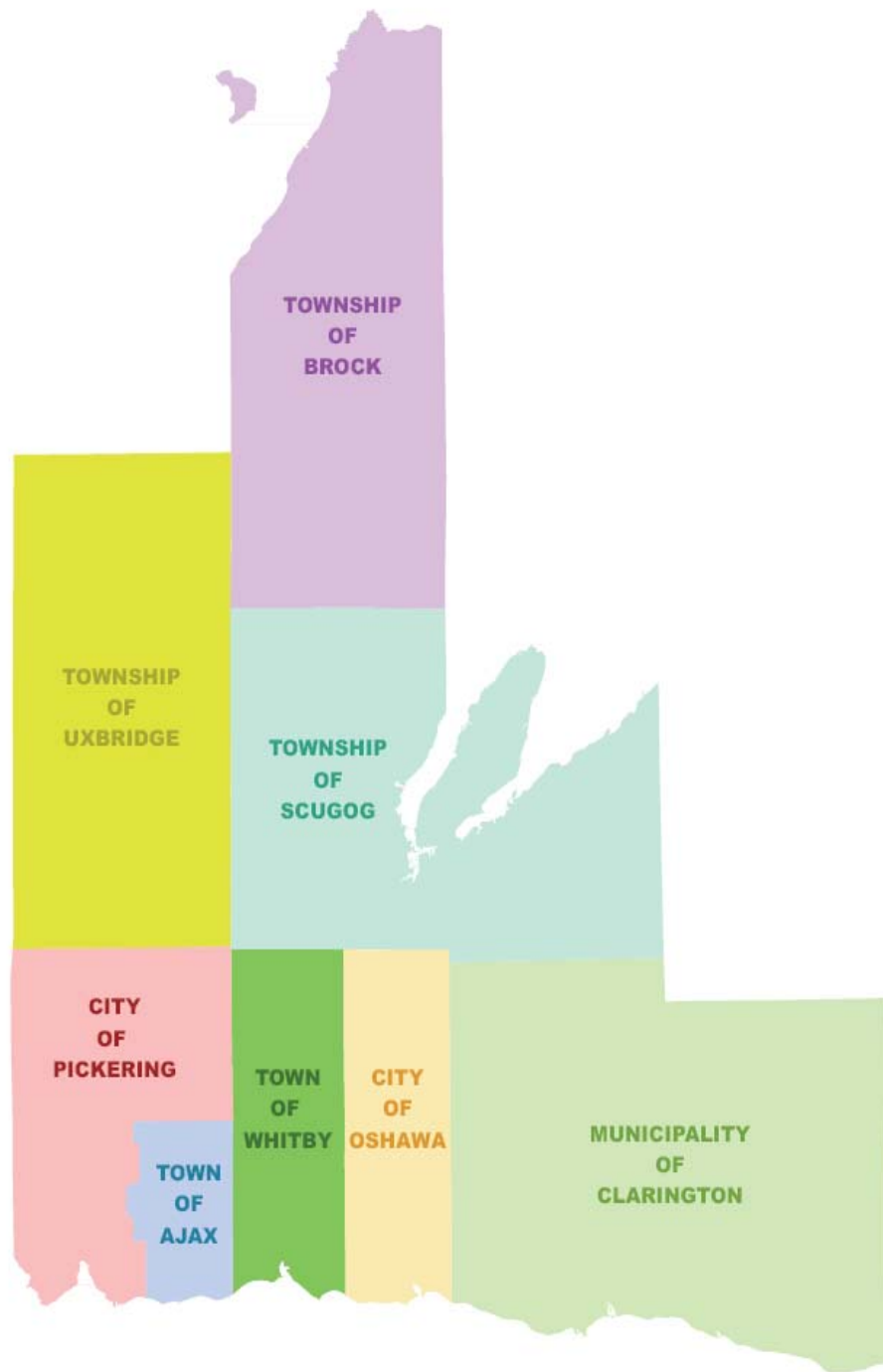


**#DURHAMREGIONWASTE**



## BACKGROUND

- The Regional Municipality of Durham is located in Ontario, east of Toronto;
- Upper Level of Two-tier Government; Regional and Municipal;
- Current Population of approximately 650K across eight local area municipalities and forecasted to reach 1M by 2031;
- Approximately 2,537 Square KM in area.



## BACKGROUND

- The Region of Durham is comprised of eight Area Municipalities;
- Responsible for residential waste collection for six municipalities;
- Responsible for Blue Box collection and processing, composting and disposal for all eight municipalities in its jurisdiction.



68 % of households in Ontario have a smartphone, the leading digital media engagement platform today.

Mobile is no longer an option, but a necessity.

Canadian Radio-Television and Telecommunications Commission (CRTC), 2015 Communications Monitoring Report.

# OBJECTIVES

- Embrace new ways that technology can improve resident engagement including web & mobile functionality, automation and self-service;
- Augment existing CS & CRM software;
- Improve data management and analytics;
- Improve accessibility;
- Improve operational efficiencies;
- Improve community outreach using insight-driven marketing.

# REALITY

## WASTE MANAGEMENT

- Increasing complexity
- Generates high call volumes
- Politically sensitive

## RESIDENTS

- Want instant information
- Consider paper calendars/guides outdated
- Using mobile technology

# TECHNOLOGY PARTNERSHIP

- On January 1, 2015, a professional services agreement was approved for the development and maintenance of a mobile application.
- ReCollect Systems Inc. is a technology company specializing in digital solutions for the waste management sector.
- Device support for mobile, tablets, and desktop.

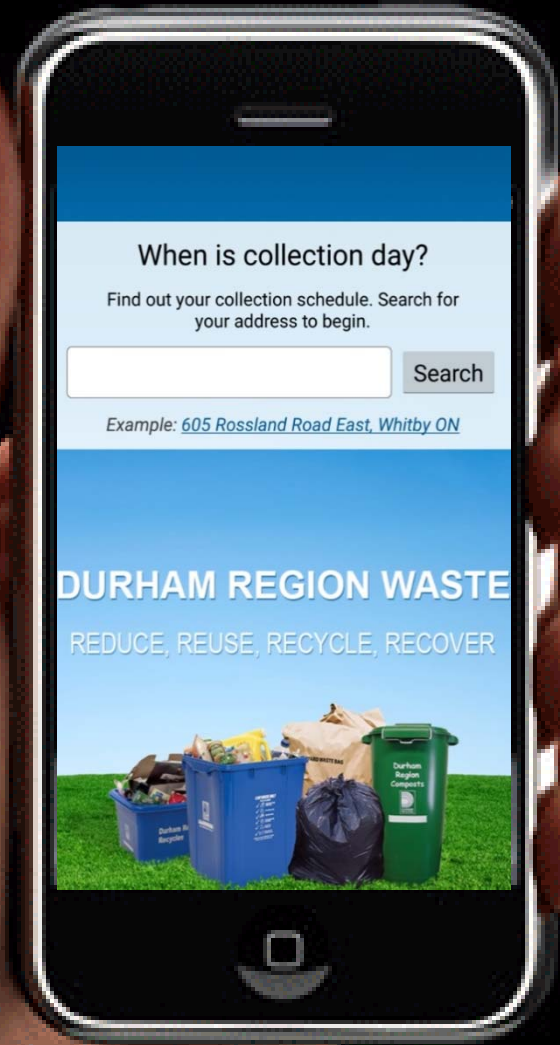


## KEY FEATURES

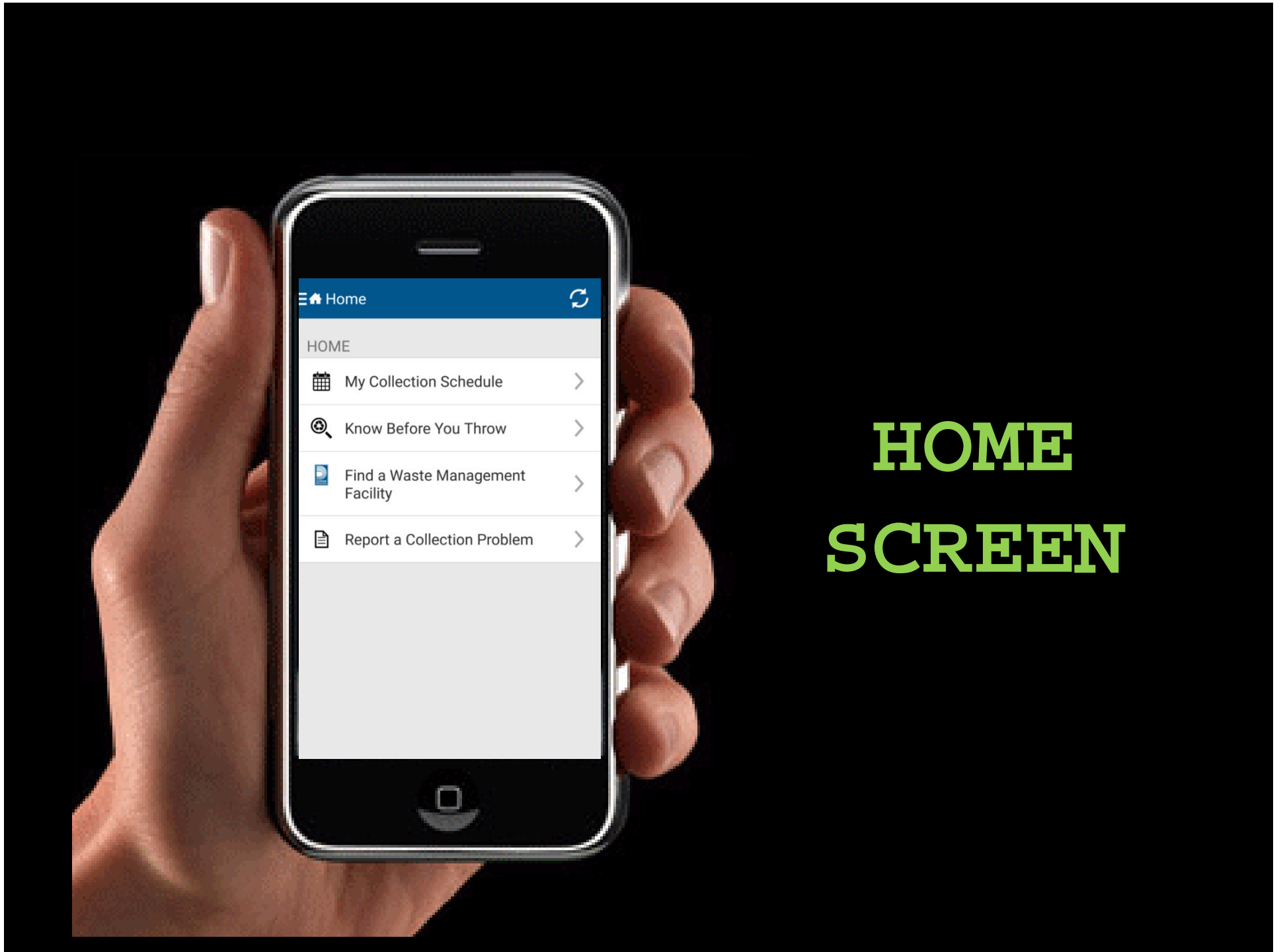
- Personalized collection calendar;
- Reminders by email, phone call, text message, mobile app push notification;
- Material lookup database, *Know Before You Throw*;
- Report collection issues, including adding photos;
- Multi-language capabilities;
- Compliance with Accessibility for Ontarians with Disabilities Act and Web Content Accessibility Guidelines.



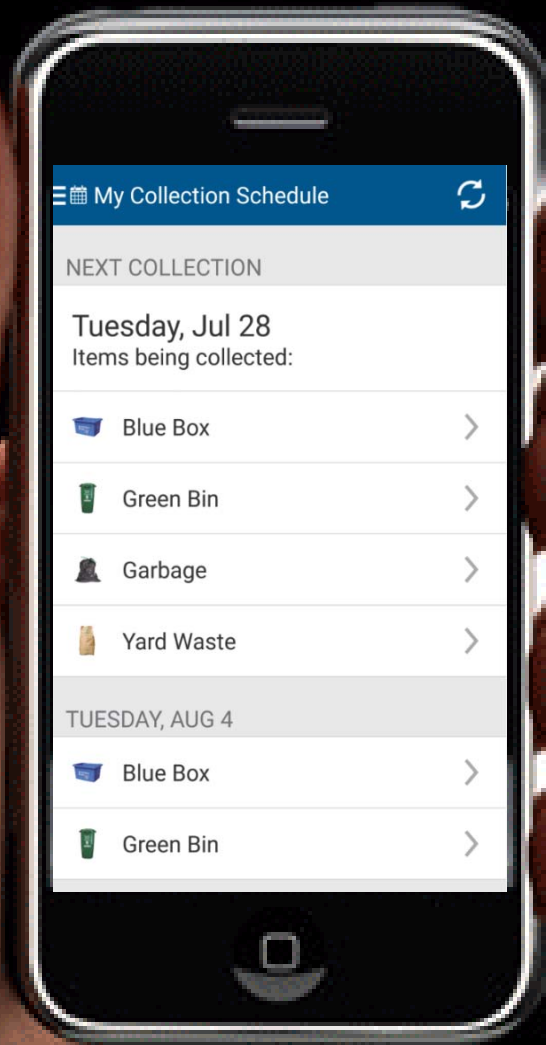
# MOBILE APP IN ACTION



# INITIAL ADDRESS SEARCH



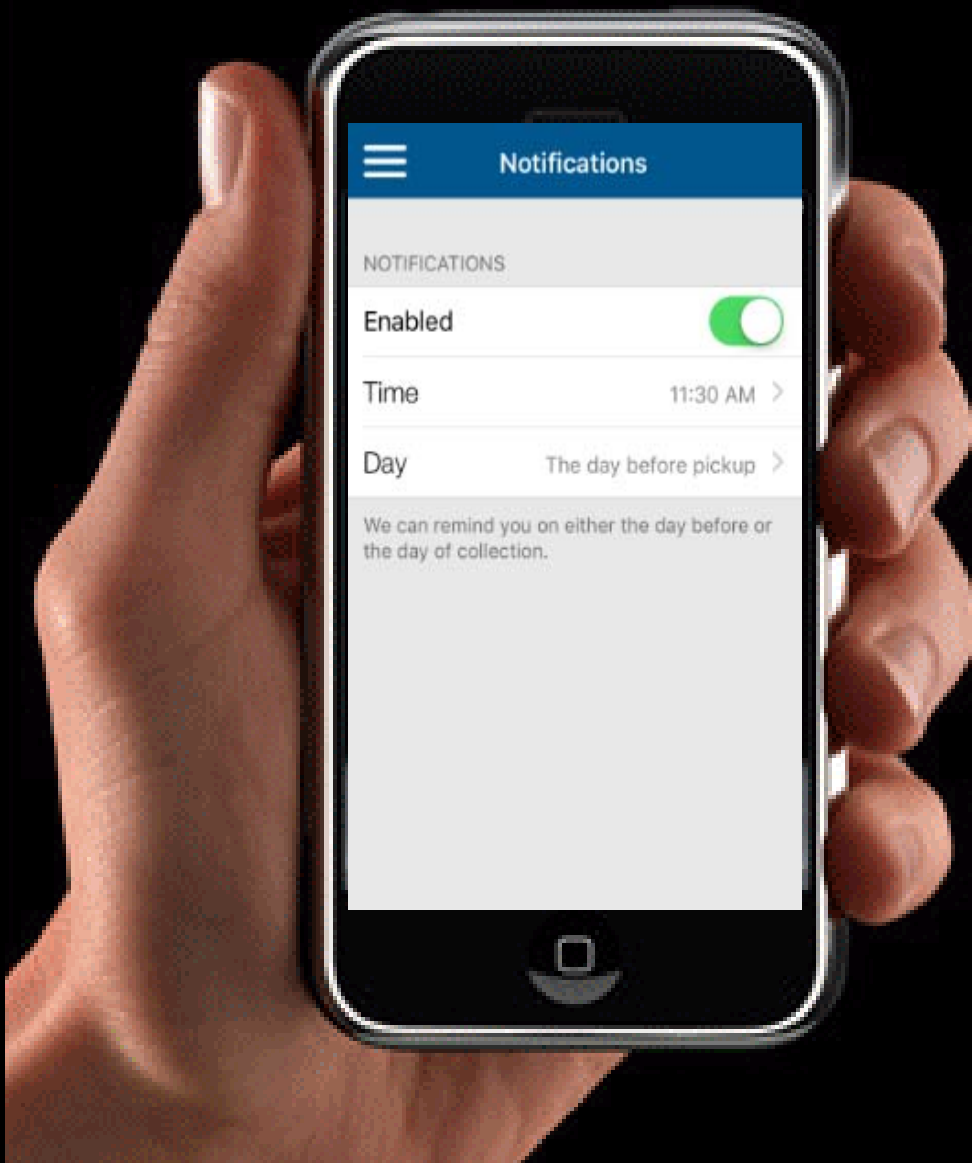
# HOME SCREEN



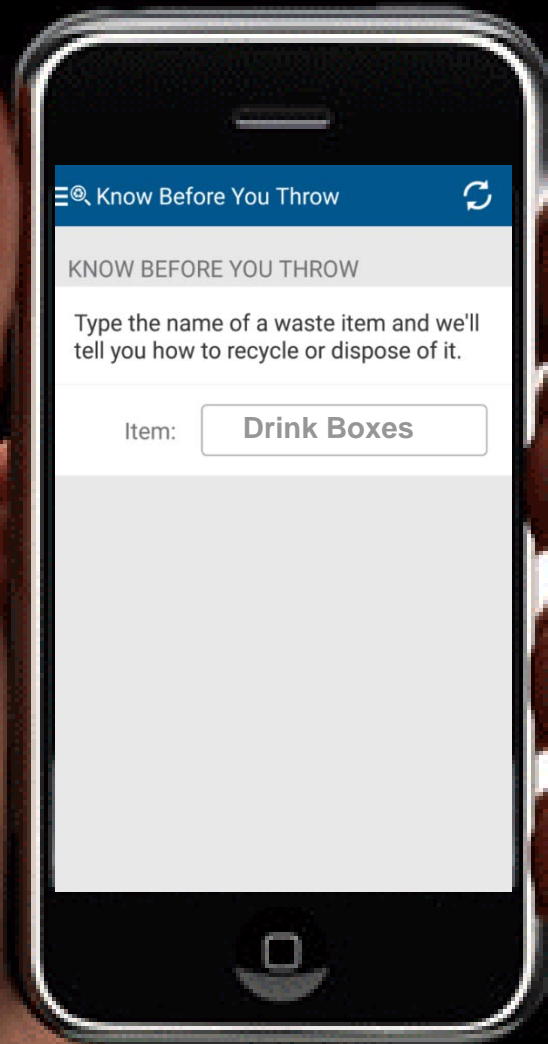
# PERSONALIZED COLLECTION SCHEDULE



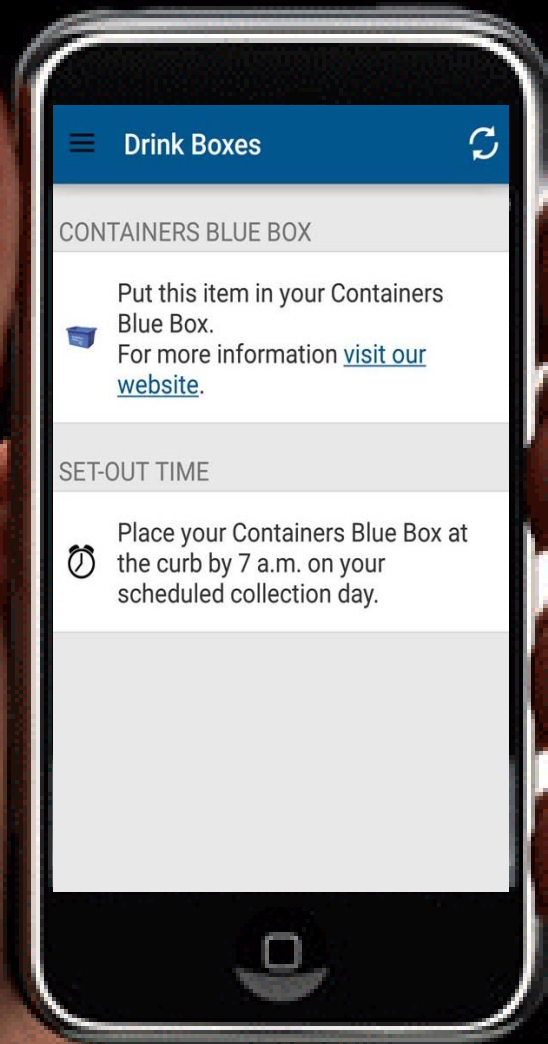
# PROGRAM INFORMATION



# NOTIFICATIONS

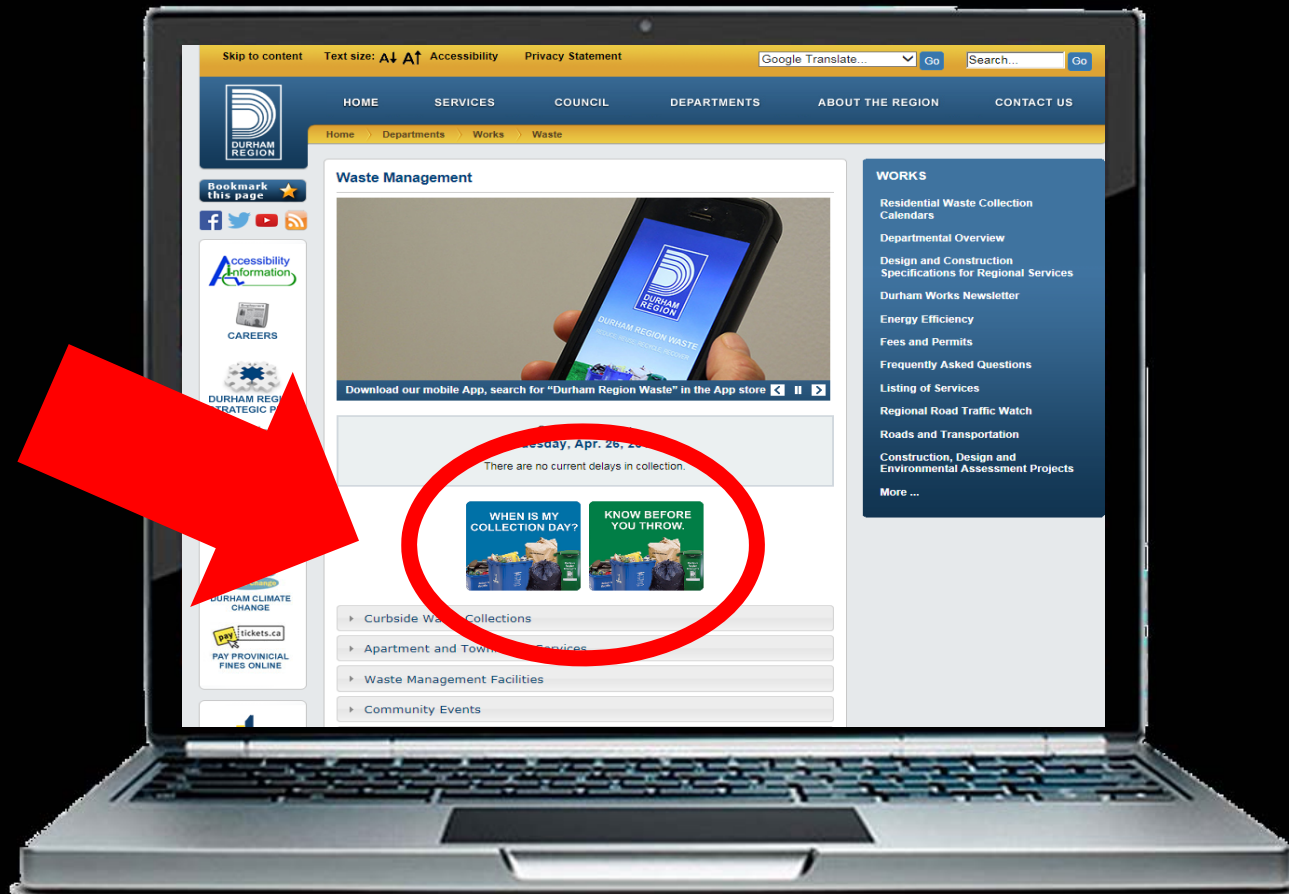


**KNOW BEFORE  
YOU THROW  
(SEARCH)**



**KNOW BEFORE  
YOU THROW  
(RESULTS)**


# DURHAM.CA/WASTE WEB APP



# CUSTOMIZED CALENDAR



## WHEN IS MY COLLECTION DAY?

 Residents in new developments are asked to call Durham Region at 1-800-667-5671 to confirm that Waste Collection Services have started on your new street.

Collection Schedules and Reminders


English

Need help?

Please type your home address:

Search

*Example: 605 Rossland Rd E, Whitby*

Powered by 

Share:

 Email

 368

 0

If you have any issues accessing information or services on this page, or would like to request assistance, please contact us at 905-579-5264 Monday to Friday between 8 a.m. to 5 p.m.





Collection Schedules and Reminders


English

Need help?

43 Mill St, Orono  
Clarington Thursday

 Get a reminder!

 Get a calendar

 Search for another address

Tell a friend about reminders!


If you find our reminder service helpful please consider telling a friend!

March 2016

Today


< >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	1	2	3 Blue Box Green Bin	4	5
6	7	8	9	10 Blue Box Green Bin Garbage	11	12
13	14	15	16	17 Blue Box Green Bin	18	19 Reuse Day
20	21	22	23	24 Blue Box Green Bin Garbage	25 Good Friday	26
27	28 Easter Monday	29	30	31 Blue Box Green Bin	1	2
3	4	5	6	7 Blue Box Green Bin Garbage Yard Waste	8	9

Powered by 


# GET A CALENDAR



 Residents in new developments are asked to call Durham Region at 1-800-667-5671 to confirm that Waste Collection Services have started on your new street.

[Collection Schedules and Reminders](#)

English 

 [Need help?](#)

[Home](#) / [Calendar](#) / [Add to Calendar](#)

## Add to Calendar

Please choose the type of calendar application you use:

 [Add to Google Calendar](#)

 [Add to iCal](#)

 [Add to Microsoft Outlook](#)

## Print a Calendar

To print your calendar, please click the following button:

 [Print a Calendar](#)

[← Back](#)

# PRINT YOUR CALENDAR

## Collection Schedule

Ajax Wednesday (durham-zone-ajax-wednesday)



: Blue Box  
 : Green Bin  
 : Garbage  
 : Yard Waste  
 : Reuse Day  
 : Holiday

May 2016

S	M	T	W	T	F	S
1	2	3		4	5	6
8	9	10		11	12	13
15	16	17		18	19	20
22		23		24	25	26
29	30	31				

June 2016

S	M	T	W	T	F	S
				1	2	3
5	6	7		8	9	10
12	13	14		15	16	17
19	20	21		22	23	24
26	27	28		29	30	

July 2016

S	M	T	W	T	F	S
						1
3	4	5		6	7	8
10	11	12		13	14	15
17	18	19		20	21	22
24	25	26		27	28	29
31						

August 2016

S	M	T	W	T	F	S
	1	2		3	4	5
7	8	9		10	11	12
14	15	16		17	18	19
21	22	23		24	25	26
28	29	30		31		

September 2016

S	M	T	W	T	F	S
				1	2	3
4	5	6		7	8	9
11	12	13		14	15	16
18	19	20		21	22	23
25	26	27		28	29	30

October 2016

S	M	T	W	T	F	S
						1
2	3	4		5	6	7
9	10	11		12	13	14
16	17	18		19	20	21
23	24	25		26	27	28
30	31					

# COLLECTION CALENDAR WIDGET CAN GO ANYWHERE!

Collection Schedules and Reminders

English Need help?

Please type your home address:

Search

*Example: 605 Rossland Rd E, Whitby*

Powered by **ReCollect**

**Brock** breathe it in. Township of Brock

HOME RESIDENTS VISITORS SERVICES MUNICIPAL OFFICE

Search... Go

**COUNCIL SCHEDULE**

Click here for Full Schedule

About Brock

Agendas & Minutes

By-laws

Community Info & Events

Contact Us

Council & Committees

Employment Opportunities

Fire Department

News

Planning and Development

## Garbage and Recycling

[« back to 'Services'](#)

Garbage and Recycling services are provided by the [Region of Durham](#).

Collection Schedules and Reminders

English Need help?

Please type your home address:

Search

*Example: 605 Rossland Rd E, Whitby*

Powered by **ReCollect**

**TOWNSHIP OF Scugog**

Home Feedback Contact Us Website Feedback What are you looking for? Pd Like to...

Live and Play Explore Scugog Do Business Township Office

NEWS: Canada Day Performers - Posted Date: May 03, 2016

## Garbage and Recycling

Home / Live and Play / Garbage and Recycling

The **Region of Durham** is responsible for residential waste collection in the Township of Scugog, including:

- Garbage
- Recycling
- Green bin (organic waste)
- Yard waste
- Large items, such as furniture

Learn more about **waste collection** in the Region of Durham.

Collection Schedules and Reminders

English Need help?


Please type your home address:

Search


*Example: 605 Rossland Rd E, Whitby*

Powered by **ReCollect**

# CREATE A REMINDER



**WHEN IS MY COLLECTION DAY?**








 Residents in new developments are asked to call Durham Region at 1-800-667-5671 to confirm that Waste Collection Services have started on your new street.

Collection Schedules and Reminders | English | Need help?

Home / Get a reminder!

### How should we notify you?

Pick the reminder you'd like to receive. You can sign up for multiple reminders.

 Email	Select >
 Android or iOS App	Select >
 Phone Call	Select >
 Text Message	Select >
 Embed in Outlook, Google Calendar, iCal	Select >
 Print a Calendar	Select >
 Service alerts only	Select >