



Operations Update Promotion and Education

Item 8.3 (e)

Promotion and Education

Implementation of web services for frequently used waste programs:

- Online request to book a bulk pick up
 - Implemented city wide in the summer of 2020
 - 19% of 6209 bookings were online in April 2021
- Online request to obtain a service number to pick up a blue box or green bin at a Community Recycling Centre
 - Implemented in April 2021
 - 33% of 1084 requests for blue boxes were online in April 2021
 - 32% of 977 requests for green bins were online in April 2021