



A practical collection app for residents and municipal teams.

A bilingual resident app can reduce repetitive calls, clarify collection schedules, support opt-in notifications, guide sorting questions, connect ecocentre instructions, and give staff a clearer follow-up queue for missed pickups and contractor exceptions.

Opt-in reminders

AI sorting guide

Ecocentre guidance

Contractor follow-up

Resident experience

Address calendar

Next pickups, holiday changes, material streams and local instructions.

Notifications

Reminders, delays, special pickups and schedule changes only when residents opt in.

AI sorting guide

A guarded assistant for questions like garbage, recycling, compost or ecocentre?

Missed pickup report

Address, bin type, optional photo, visible status and follow-up path.

Why it matters

Fewer repetitive calls

Residents get clear answers before they need to phone or email.

Better service visibility

Reports, sectors, exceptions and recurring issues become visible to staff.

Cleaner contractor follow-up

When trucks or services are contracted, exceptions and proof can still be tracked municipally.



Municipal operations view

Staff dashboard

Open reports, affected sectors, repeat issues, status filters and exports.

Contractor coordination

Route exceptions, return service, photo proof, vendor notes and follow-up history.

Approved content base

Bilingual rules for website, replies, notifications and AI assistant answers.

Ecocentre guidance

Accepted materials, hours, special items and redirect paths for hazardous or bulky materials.

Two-week discovery output

- **Clickable prototype** Resident and staff screens for collection schedule, reminders, reports, ecocentre and AI sorting.
- **Process map** Citizen, municipal team, contractor, route exception, return service and communication flow.
- **Data/access inventory** Required fields, roles, retention to discuss, AI limits and human validation points.
- **Pilot plan** Limited scope, success criteria, risks, dependencies, cost drivers and next decisions.

Suggested first mandate

Start with a two-week discovery sprint, then decide whether a limited pilot is worth pursuing. This keeps the commitment small while giving leadership, operations, communications and IT something concrete to review.

Recommended link: auvant.ca/fr/vaudreuil-modernisation