

My-waste

The 'app' for municipal solid waste programs



Frequently asked Questions (FAQ's)

What is an 'app'?

"App" is short for "Application" or "Application Program". It is software that has been created to run on a smart phone or tablet computer.

What is a smart phone?

A smart phone is a cell phone that does more than just make phone calls – essentially it is a portable computer. Users who have them can connect to the internet, send/receive email, run apps and play games. The Apple iPhone, android powered phones and Blackberry devices are all smart phones.

What is a tablet computer?

A tablet computer is a computer shaped like a large thin book or a thin picture frame. It is light weight, requires no monitor, keyboard or mouse and it is powerful. Although the Apple iPad is the best known tablet computer, Samsung, HP, Amazon (Kindle), Kobo and others also make tablet devices.

Will the *my-waste* app run on any smart phone or tablet computer?

No. Smart phones and tablet computers use different operating systems (depending upon the brand) and so far the *my-waste* app has been adapted to run on the two most popular platforms (Android and iPhone/iPad), which power 70 per cent of smart phones and tablets. While traditional desktop computers run on the Windows, Mac or Linux operating system. Smartphones and tablets run on one of these operating systems:

ios (Apple) – all Apple iPhone, iPad and iTouch devices run on the ios operating system, which means they can all run the same *my-waste* app. Residents with an ios-powered smart phone or tablet can download the *my-waste* app for free from the iTunes online store.

Android – Developed by Google, Android is the most widely used operating system, powering almost 50 per cent of all smart phones. The **my-waste** app can be downloaded for free from the Android Marketplace.

Blackberry – Currently, different Blackberry models run on different operating systems, all of them proprietary to Research in Motion (RIM). RIM basically invented smart phones, and while their operating systems are excellent for what they were originally intended to do, it is impossible to develop an app that can be used on all Blackberry devices. Starting in 2012, all new Blackberries will be shipped with their ‘next generation’ operating system, called “BBX”. It is expected that the BBX operating system will be compatible with Android, meaning residents with one of these new Blackberry devices will be able to download and use apps developed for Android. So for now, there is no **my-waste** app for Blackberry, however this will change for those that have one of the new Blackberry devices.

Kindle, Kobo, HP and others – All of these devices run on different operating systems, and currently **my-waste** is not available for them.

How much does *my-waste* cost?

Residents may download and use **my-waste** for free. There is no code or coupon needed – anyone can download and use it.

Who owns *my-waste*?

My-waste is owned by Municipal Media Inc. of Toronto, Canada. Municipal Media has been actively promoting outreach and education for municipal solid waste since 2001.

If other municipalities are also using *my-waste*, will I have to look for information that pertains to me each time I access the app?

No. When you download **my-waste**, there is a five step set-up process and then from that point on, only information for your collection zone is displayed.

Does that mean the schedule shows only my collections?

Yes. There is no need to keep track of your zone or any sort of rotating collection. **My-waste** only shows the collections for your address.

How do the reminders work?

There are three types of reminders and they are all optional:

Reminders for year round collections – If you have weekly or bi-weekly collections throughout the entire year, you can choose to receive a reminder for every collection or just for when the collection day changes (e.g. due to a holiday). For all reminders, you can select one or more of the advance notice options (anywhere from one week to one hour in advance).

Reminders for seasonal collections – If you choose to be alerted, **my-waste** will remind you when seasonal collections such as yard waste or Christmas tree pick-up starts and ends for the year. Or, you can opt to get a reminder for every collection.

Special events and one-time collections – If there is a special event such as a Hazardous Household Waste (HHW) day or a special collection such as a bulky item or leaf pick-up, you can get reminders through **my-waste**.

What else does *my-waste* contain?

Information about most aspects of the solid waste program, including detailed information about:

- The various programs (garbage, recycling, yard waste, bulky items or hazardous waste)
- Landfill/Transfer station location, hours, accepted materials and fees
- Links to Google maps, where needed

Does the app contain all the waste and recycling info from the website?

No, but most of it. To fit the smaller screen of a smart phone, most of the text has been condensed so just the key information in simple terms is there.

So, is the app just the same as a website?

No, although there are similarities, there are many reasons why people prefer to use the **my-waste** app:

- **My-waste** is able to provide a personalized collection schedule for your home.
- A wide variety of reminders are available.
- Smart phones and tablets, by their nature, are generally close at-hand.
- Apps are found on your smart phone's desktop. One click and you are in. With a website you need to open the browser and search for the information.

- The ***my-waste*** app text is concise, to the point and easy-to-read.
- Virtually all information is accessible within three taps of a finger.
- There is greater integration between applications, such as:
 - Tap on a phone number to dial a number
 - Tap on an email address to send an email
 - Tap on an address to be taken to Google Maps

How does a resident go about downloading *my-waste*?

If they have an Apple device, they download the app from the iTunes online store. Residents can access the page that features the ***my-waste*** app either from a link on this launch page: www.my-waste.mobi/Aurora or by going to the iTunes store (via a link on the smartphone or tablet) and searching for ***my-waste***. Once they are on the download page, they click on the button to download the ***my-waste*** app.

The process is the same for residents with an Android-powered smart phone, except they visit the Android marketplace to access the ***my-waste*** app.