

Waste Collection Guide: Digital Transition Overview

Waste Management Planning Steering Committee

WMPSC-C 8-2026

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Purpose

- Provide an overview of the transition to a digital Waste Collection Guide
- Share the 2027 distribution model
- Outline resident communication plan
- Confirm next steps leading to implementation

Current State

- Approximately 183,000 guides mailed annually to low-density homes; and 26,500 multi-residential flyers delivered
- Annual printing, mail preparation, and postage costs: ~\$98,000
- Guides available online as PDF and through public pick-up sites
- Digital tools heavily used since 2020 launch:
 - 153,702 unique addresses searched
 - 2,326,295 material views
 - 91,121 collection reminders set

Digital Distribution Model

Beginning in 2027:

- Mass-mailed waste collection guides will end
- Digital tools become primary source of information
- Printed guides will remain available through:
 - ~35 community pick-up locations
 - By-request mailing (email + Waste Info-Line)
- This transition was included in the 2026 Waste Management Services operating budget

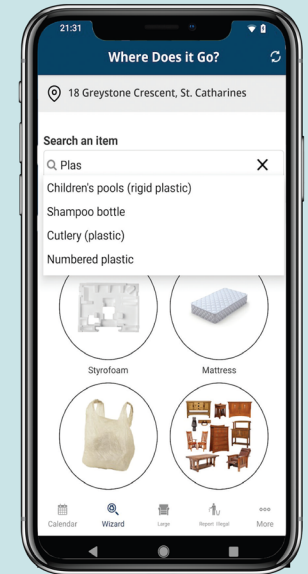
All Things Waste in One Place

Waste collection info and reminders right at your fingertips.

Scan the QR code to download the Niagara Region Waste App:



Niagara Region



Niagara Region

Growing
Better
Together

Transition Rationale

- Supports the Region's strategic direction and aligns with the Waste Strategy's digital engagement priorities
- Lowers operating costs, reducing approximately \$98,000 annually in printing and postage for mailed guides
- Reduces environmental impacts through lower print volumes and fewer distribution-related emissions
- Supports broader adoption of existing digital tools that deliver more accurate, timely, and customizable information than a static printed guide

2027 Resident Access Options

Digital access options:



Online print-ready PDF



Address-specific online calendar



Niagara Region Waste App

Printed access options:



Libraries, municipal buildings, community hubs



Collection guide request email



Request by calling the Waste Info-Line

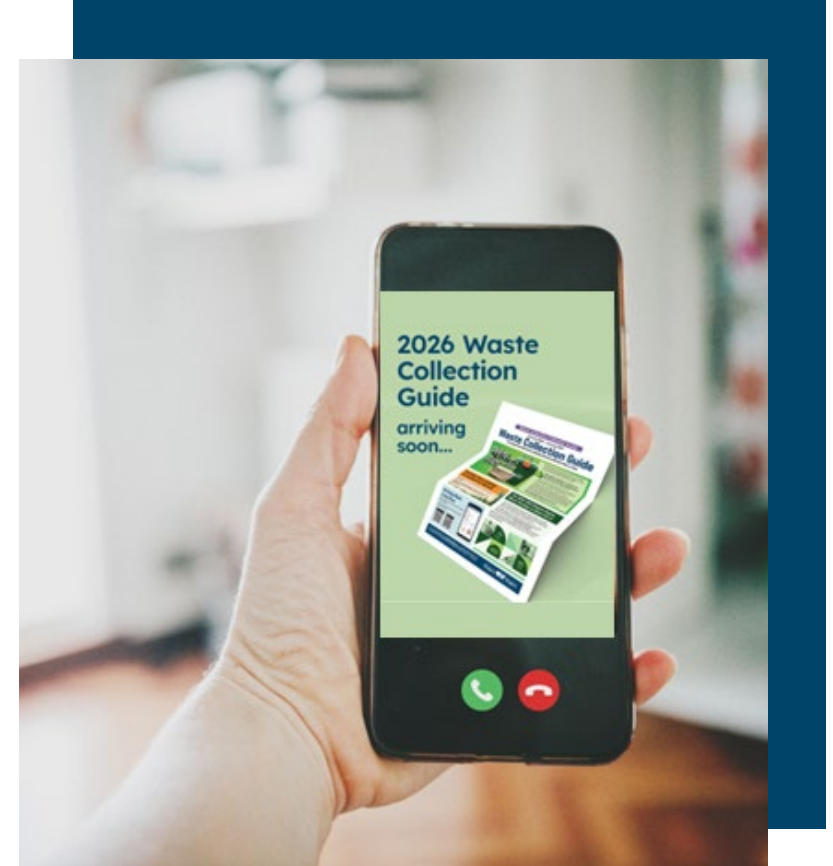
Resident Communication Plan – Timing and Messaging

- Communications will be pushed out to residents October 2026 – January 2027
- Key messaging will focus on:
 - Notifying residents that mass-mailed guides is discontinued
 - Explaining how to access digital tools
 - Identifying pick-up locations
 - Explaining how to request a mailed copy

**The Waste
Collection Guide
is now digital!**

Resident Communication Plan - Tactics

- Communications tactics include:
 - Website and Waste App updates
 - Signage at pick-up locations
 - Social media messaging
 - LAM newsletter content
 - FAQ for Waste Info-Line and other front-line staff
- Additional communications may be considered as required



Timeline and Next Steps

- **Fall 2026:** Finalize digital resources, confirm print quantities, and set up community pick-up locations.
- **Fall 2026:** Provide Council reminder via Weekly Correspondence Distribution.
- **Oct 2026 – Jan 2027:** Run public awareness campaign on the transition and access options.
- **Jan 2027:** Launch digital distribution model and provide printed guides through pick-up locations and by-request mailings.
- **Throughout 2027:** Monitor digital usage and demand for printed copies to guide future distribution levels.

Questions?