



Bizerte



Citizen engagement and waste management

“Our project is capable of responding to changing needs because we have worked hard to identify the problem [...] and on the fact that the solution must be scalable, agile, which will take into account all the changes that will be made within the administration of cleanliness, at the level of internal management, and also in relation to the citizen, their way of seeing things and the nature of their relationship with the administration..”

Wiem Amri,
member of the
local ASToN group in Bizerte

Our project / To design and roll out an interactive platform which centralises information on waste management

Our potential solutions

1. Launch an **online survey** about cleanliness and residents' quality of life to **collect respondents' expectations and proposals for improvement** in managing both areas.
2. Continue with the elimination of waste collection black spots. **Awareness and clean-up actions with participation from civil society** will be launched.
3. Adopt the **new Municipal Waste Management Plan** which should improve collection and transport techniques. It will also optimise the organisational and financial management of the hygiene department.
4. **Identify the improvement goals** with the relevant departments and the implementation of indicators. The situation of available human and material resources should be taken into consideration.



Bizerte in figures

Population:
167,000 inhabitants

Area: **34 km²**

Accumulated waste (2020):
52,191 tons

Recovered green waste (2020):
2,912 m³

Waste produced per resident (2020):
311 kg

Bizerte and the poor waste collection situation

Waste collection is patchy and poorly organised since the collection area has been enlarged. Despite the means and resources implemented, the general level of cleanliness in the city fails residents' expectations.

The challenges to overcome

- Bizerte is a growing town:
 - The area where waste is collected grew from 5,300 hectares to 45,000 hectares between 2018 and 2020.
 - The new collection area is composed of 53,000 inhabitants primarily living in rural areas.
 - The weight of the waste to be treated has increased from 40,000 tons to 52,000 tons.
- The different areas are not yet covered and the collection circuits have not been optimised.
- The city council has not digitised its waste management accounting (zoning, tonnage, etc.), although this would enable it to control costs and management data.
- The city already has a mature digital infrastructure for the improvement of services offered to citizens and their use of digital tools. However, waste collection has not yet been included in this global digital strategy.

Our goals

-  Instill a culture of digital transformation in municipal management staff and citizens.
-  Optimise collection routes with a view to develop logistics covering all collection areas.
-  Digitalise waste accounting and management to take control of collection costs and data management. This will make it possible to set a collection cost per ton for each of the areas covered.
-  Ease the relationship with residents through the management of agreements, cleaning and tracking.

This content has come from the preliminary research carried out by the city as part of the ASToN project in 2021