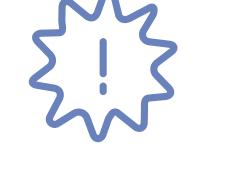
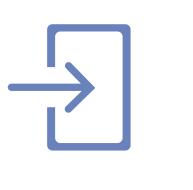
# SMART WASTE MANAGEMENT SYSTEM FOR METROPOLITAN CITIES



attending, and rating a local city tour



How does someone initially become aware of this process?



What do people experience as they begin the process?



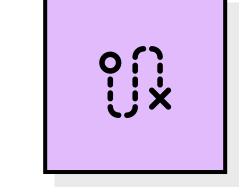
In the core moments in the process, what



What do people typically experience as the process finishes?



What happens after the experience is over?



What does the person (or group)

What interactions do they have at

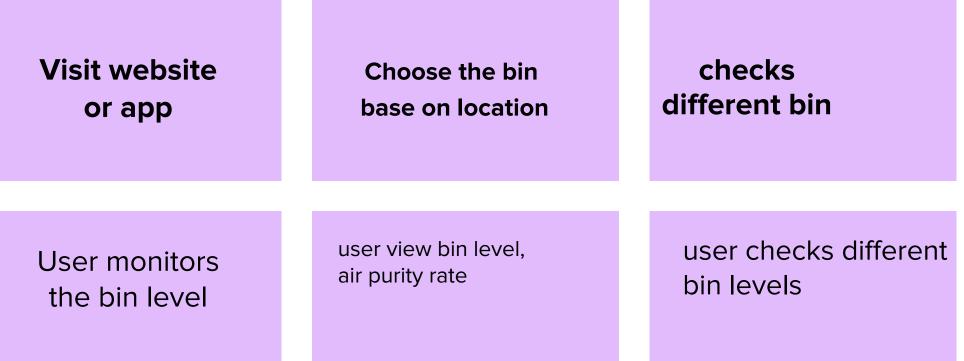
People: Who do they see or talk to?

Things: What digital touchpoints or

physical objects would they use?

each step along the way?

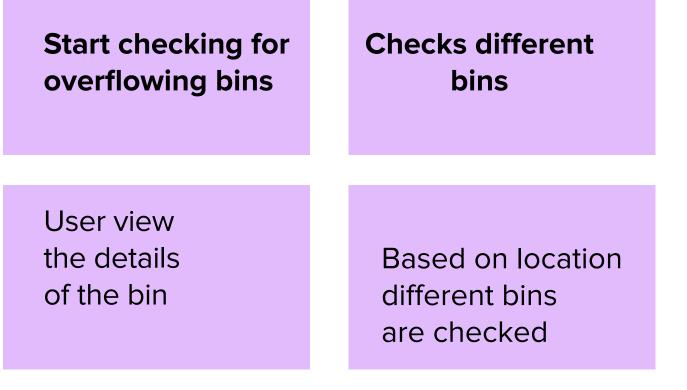
Places: Where are they?



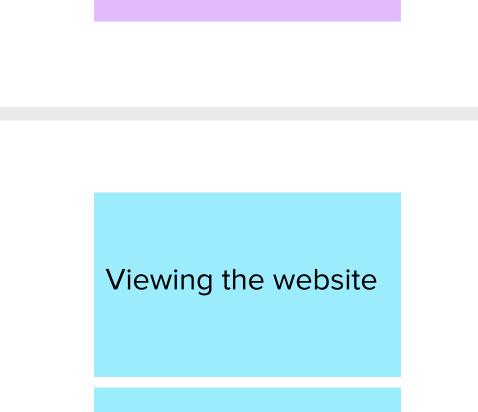




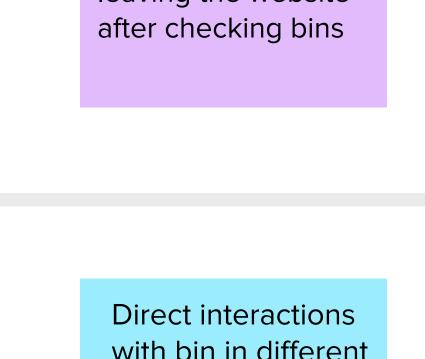
Air purity rate of bin



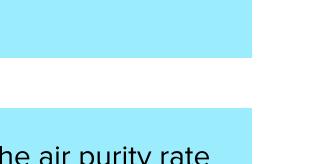




Viewing different bin level and details



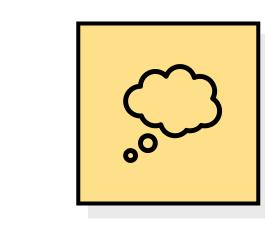




Depending on the bin





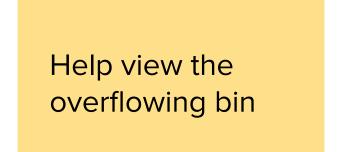


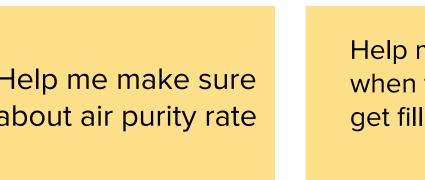
### **Goals & motivations**

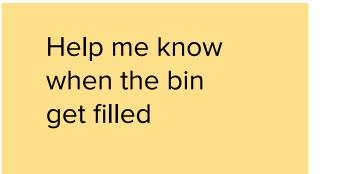
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

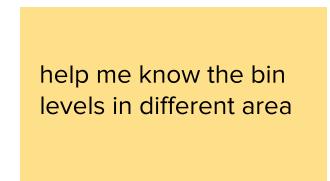


It's good to monitor different bins without



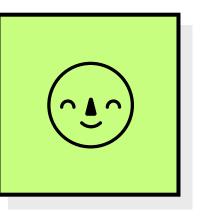








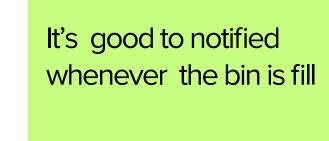


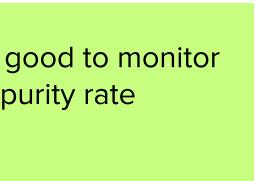


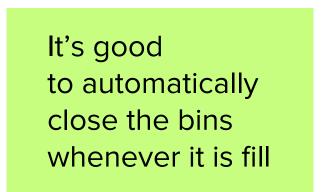
# **Positive moments**

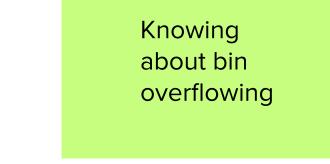
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

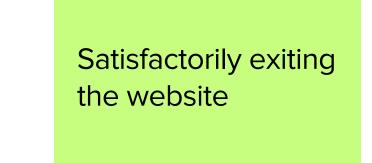


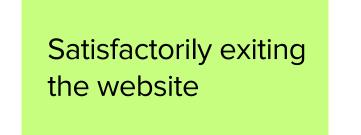


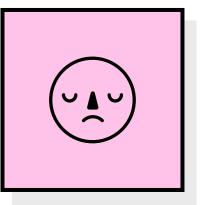




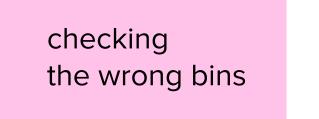


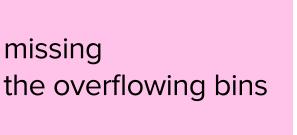


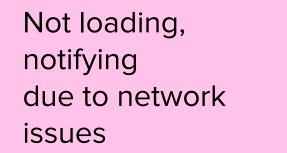




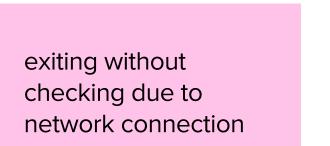
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?













# Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?



