

HOW RCO LAUNCHED THE PHASE 2 REPORTING PROGRAM IN LESS THAN 60 DAYS

RECYCLING COUNCIL OF ONTARIO



OVERVIEW

Recycling Council of Ontario (RCO) is a not-for-profit, membership-based organization involved in policy, education, and project work relating to the issues of consumption, waste generation, reduction and diversion, and recycling. RCO is responsible for the delivery and management of the provincial Phase 2 program – a dedicated stewardship fund that reimburses participating municipalities the eligible costs associated with the proper management of Phase 2 materials under the Municipal Hazardous or Special Waste (MHSW) program.



**CENTRALIZED
DATA**



**INCREASED
EFFICIENCY**



**REDUCED
ERRORS**

The Challenge

Prior to RCO's management of Phase 2, municipalities were required to report claim information monthly via excel spreadsheets in order to receive reimbursements. When RCO was awarded the contract to manage Phase 2 in 2012 by the Ontario Ministry of the Environment, it was instructed to develop core program elements including online registration, a streamlined reporting process, pay-out methodologies, and advanced auditing functionality. Phase 2 program managers had tight timelines to implement an easy-to-use online reporting system. RCO was required to accept reimbursement claims beginning Oct. 1, 2012.

“ Phase 2 program managers had tight timelines to implement an easy-to-use online reporting system. ”

The Solution

RCO was already managing both the RCO Awards and 3RCertified programs using Re-TRAC Connect™ so the software's ability to meet the demands of Phase 2 was quickly recognized, and aligned with the RCO's goal to provide a seamless user interface for all its ongoing programs.

In order to prevent a significant backlog of claims and undue administrative burden on municipalities, RCO and Emerge Knowledge created and launched the online reporting program using Re-TRAC Connect. It launched on Dec. 2, 2012, which was less than 60 days after work began on the program.

By taking advantage of Re-TRAC's robust set of pre-existing features and launching the reporting program in such a short time-frame, RCO was able to hit the ground running and focus its energy on running the program instead of designing software.

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The Results

The flexibility and breadth of analytical tools in Re-TRAC Connect allows Phase 2 program managers to analyze, monitor, and track an extremely large volume of data. The simplicity of the reporting forms is appreciated by the users of the systems (municipalities) and reassures them that their data is secure, complete, and accurate.

Re-TRAC Connect provides Phase 2 program managers with tools to ensure all municipal claim data is entered correctly. It also provides access to real-time data and analytical reports on an ongoing basis. Real-time data is available to interested stakeholders and the software instills the highest confidence that the data is accurate.

Feedback from municipalities has also been positive: the interface is intuitive, they can come and go anytime without losing any of their work, and they can easily review their data before submitting claims. Successfully launching this comprehensive and financially sensitive reporting system in such a short time with the help of Emerge Knowledge enabled RCO to earn the trust and respect of its key stakeholders.

**RE-TRAC CONNECT
PROVIDES ACCESS TO
REAL-TIME DATA AND
ANALYTICAL REPORTS
ON AN ONGOING BASIS**

“Re-TRAC Connect’s customized reports give us the insight we need to effectively manage our program and our budget.”

- Shannon Lavalley, Claims Manager

Phase 2 | RECYCLING COUNCIL OF ONTARIO