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A Hybrid AI-Driven Framework for Transparent and Sustainable Urban Waste Management

Mala K[1], Priya T[2], Niharika N[3], Usha Shree S[4], Varsha U K[5] and Sahana N[6]
[1-6]Department of Information science and Engineering, CIT, Gubbi, Tumakuru, India
Email: mala.k@cittumkur.org, priyatpriyat34@gmail.com, niharikaaa0110@gmail.com, uushashrees@gmail.com, varshauk2005@gmail.com, sahananagraj128@gmail.com

***Abstract*— Managing waste in urban environments has become a major concern for municipalities, largely because manual inspection methods require significant resources and time. This paper introduces a hybrid system that combines reports from citizens with artificial intelligence to create transparent and sustainable waste management. The platform includes a digital dashboard where citizens can report waste problems by uploading images and providing location details, while municipal workers provide status updates on cleaning activities in real-time. Evaluation results show that citizen-based reporting reaches 98% accuracy through human verification processes, whereas AI detection methods achieve 90% accuracy with less human involvement through automated processes. Analysis using confusion matrices and ROC curves reveals the balance between automation capabilities, precision levels, and system reliability. This dashboard solution offers scalability and cost-effectiveness for contemporary waste management needs, providing better accountability, quicker reporting mechanisms, and encouraging community members to participate actively in keeping cities clean.**

***Index Terms*— Urban Waste Management, Citizen Reporting, Artificial Intelligence (AI), Hybrid Framework, Sustainable Smart Cities.**

I. INTRODUCTION

The rapid increase in urban populations has led to extraordinary amounts of solid waste being generated, positioning effective waste management as a major challenge for city authorities worldwide [1]. Conventional approaches to waste monitoring depend heavily on pre-scheduled municipal inspections or slow complaint handling procedures, which create operational bottlenecks, unhygienic situations, and public discontent [2]. Without mechanisms for real-time feedback, waste problems take longer to resolve, which negatively affects both community health and environmental quality [3]. Recent years have seen digital transformation start to change how municipalities tackle urban management issues [4]. Online platforms and smartphone apps allow residents to take part actively in keeping their communities clean by reporting waste [5]. These collaborative methods create transparency, responsibility, and cooperation between residents and government bodies [6]. Having the ability to notify authorities about waste issues instantly removes the need for regular inspections, allowing municipalities to respond more quickly and distribute resources more strategically [7].
The growing amount of waste produced globally requires better management approaches, especially since developed nations recycle less than 35% of materials that could be recycled, causing significant landfill growth [8].

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This problem creates serious environmental issues, leading to more contamination of soil and water sources [9]. Using municipal waste effectively has become more important for keeping the environment sustainable [10]. Advanced models that incorporate multiple energy systems show potential for handling urban waste disposal capacity problems while making energy supply more efficient [11].Projects focused on smart cities show how enhanced public health protection, preservation of water environments, and reduction of air pollution can address environmental issues from improper waste disposal [12]. Today's solid waste management (SWM) problems connect closely to meeting the necessary goals for treating and reusing organic waste according to global environmental standards [13]. Using Geographic Information System (GIS) technology has proven useful for determining the best locations for waste bins and planning collection routes, especially in areas with high population density [14].

Technologies using computer vision have become valuable for detecting contamination in waste environments with lots of clutter, providing automated methods for identifying and sorting waste [15]. At the same time, adding blockchain technology creates permanent records, making waste management transactions transparent and traceable [16]. Creating sophisticated algorithms, including fuzzy hypersoft sets, has made it possible to evaluate solid waste management strategies more effectively when conditions are uncertain [17].Managing plastic waste creates specific difficulties that need both automated and manual sorting methods to achieve the best separation results [18]. Optimizing healthcare waste collection has gained importance, particularly given the dangers of temporary storage and uncertainties in service requests [19]. Combining IoT sensors with blockchain technology provides complete solutions for monitoring waste transparently and using smart contracts [20].

Algorithms for optimizing routes have greatly improved how efficiently waste gets collected through methods based on clustering and evolutionary optimization [21]. New developments in scheduling waste management use decision support algorithms to improve how operations run and how resources get allocated [22]. Creating composite materials from waste for electromagnetic shielding shows possibilities for new recycling methods [23].Using neutrosophic hypersoft sets to measure distance and similarity has created new methods for choosing locations in solid waste management systems [24]. Strategies to reduce carbon emissions have become essential to complete solid waste management approaches, highlighting environmental sustainability and efforts to address climate change [25].

II. Literature Review

Urban growing industrialization and population density creating larger amounts of solid waste [13]. Traditional methods for handling complaints, such as manual phone calls, written forms, and face-to-face reports, often lead to poor monitoring, delayed responses, and lack of accountability [14]. Researchers have looked at platforms driven by citizens, monitoring systems using IoT, and AI-based automation to tackle these problems and improve how municipalities handle waste disposal [15]. Wang et al. [1] introduced an optimization model for a multi-energy waste disposal system (MEWDS) that combines waste disposal with coordinated energy systems, making the grid more flexible and economically efficient. Their method shows possibilities for connecting waste-to-energy systems within smart city frameworks. Ahmad et al. [2] performed a detailed survey examining how blockchain technology applies to smart city waste management. Their work shows blockchain's ability to create permanent records, enable traceability, and increase transparency in waste transactions through consensus protocols and distributed ledger design.

Saeed et al. [3] created an algorithm using complex fuzzy hypersoft sets to evaluate solid waste management strategies. New developments in computer vision have made it possible to detect contamination in very cluttered waste scenes. Mewada et al. [4] created algorithms that significantly improved accuracy in identifying waste under difficult environmental conditions, showing how automated waste detection systems could work. Prochazka et al. [5] studied how to collect and sort plastic packaging using both automated and manual approaches. Their work shows better accuracy in separating plastic waste by combining sensor-based sorting algorithms with manual checking processes.

Applications using Geographic Information Systems (GIS) have shown promise for optimizing where waste bins should be placed. Assar et al. [6] performed a case study in Saudi Arabia that showed how GIS-based methods can take into account local population density and waste generation patterns to optimize bin locations and make citizens more satisfied. Managing electronic waste presents unique challenges requiring specialized methods. Gaur et al. [7] looked at challenges managing e-waste in India from the viewpoint of Producer Responsibility Organizations, finding major obstacles to effective e-waste management and suggesting solutions for professional handling organizations. Many studies stress how important citizen participation is for maintaining accountability and making systems effective. However, research hasn't fully explored comprehensive frameworks that combine both citizen reporting and AI-based detection for the best waste management performance.

III. PROPOSED METHODOLOGY

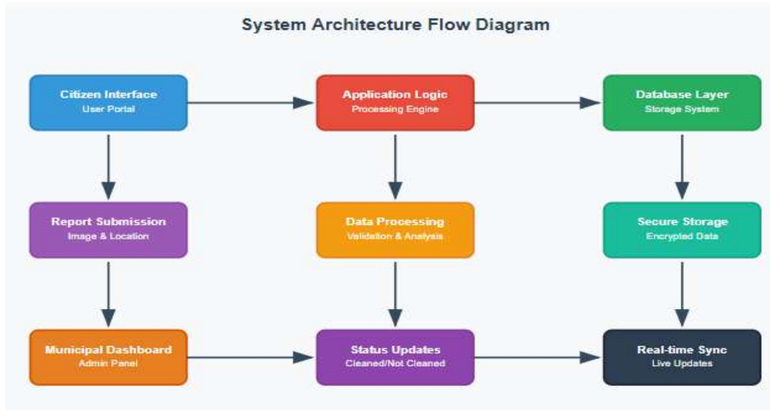


Figure 1. System Architecture Diagram

The proposed methodology follows a systematic approach encompassing requirements assessment, system design, module development, implementation, validation, and performance evaluation. The framework integrates citizen participation with AI-based detection to create a comprehensive waste management solution.

A. Requirements Assessment

The first phase involves a thorough evaluation of both functional and non-functional requirements. Functional requirements include allowing citizens to submit waste images and location information, having a centralized dashboard to view reports in real-time, and giving municipal staff the ability to update cleaning status. Non-functional requirements cover system scalability, security, and performance optimization. The performance of classification and response evaluation in municipal waste management systems can be measured using several important metrics. Classification accuracy works as a basic measure to determine how well the system distinguishes between Cleaned and Not Cleaned reports.

B. System Design

The system uses a three-tier architecture made up of user interface, application logic, and database layers. The user interface lets citizens submit reports including images and locations, while giving municipal staff dashboard access to monitor progress. The application layer processes submissions, validates data, and classifies reports into Cleaned and Not Cleaned categories. The database layer securely stores reports, images, and status information.

C. Module Development

System development uses modular components that provide flexibility and maintainability. The Citizen Reporting Module lets users upload images and specify where waste sites are located. The Municipal Dashboard Module allows authorities to analyze reports and update cleaning status in real-time. The Database Module handles storage of images, reports, and status updates. How each module connects ensures smooth communication and scalable integration for future improvements including AI automation.

D. Implementation Framework

The implementation phase brings together all developed modules into a working web-based platform. The system connects the citizen reporting interface, classification system, municipal dashboard, and database for smooth operation. A test environment allows for validating system functionality, letting citizens submit reports and municipalities update statuses effectively.

E. Validation and Testing Protocol

Thorough validation and testing make sure the system functions correctly, accurately, and reliably. Unit testing checks individual module operations, while integration testing makes sure modules communicate smoothly.

Functional testing confirms that citizen reporting works effectively and municipal status updates are reliable. Classification accuracy for Cleaned vs. Not Cleaned categories is evaluated using sample datasets. User Acceptance Testing (UAT) confirms usability and checks that stakeholder requirements are met before deployment.

IV. Results and Discussion

The proposed municipality waste management dashboard went through extensive testing and evaluation to measure accuracy, usability, and effectiveness compared to AI-based garbage detection systems. Experimental results show major performance differences between citizen-reporting and AI-based approaches.

A. Performance Assessment

The citizen-reporting approach reached about 98% accuracy in reporting Cleaned and Not Cleaned statuses. This high accuracy comes from direct human validation, as citizens provide photographic evidence and detailed location information which reduces uncertainty and wrong classifications. Municipal workers then confirm or update status information, making sure the process stays reliable and accountable throughout. The AI-based detection algorithm reached about 90% accuracy. While it offers automation benefits and needs less citizen input, the system had trouble managing overlapping objects, noisy backgrounds, and different lighting conditions. These limitations caused occasional wrong classifications, particularly when trying to tell the difference between partially and completely cleaned areas. However, AI showed significant potential through its ability to scale for large datasets and reduced detection times, which helps in densely populated urban areas.

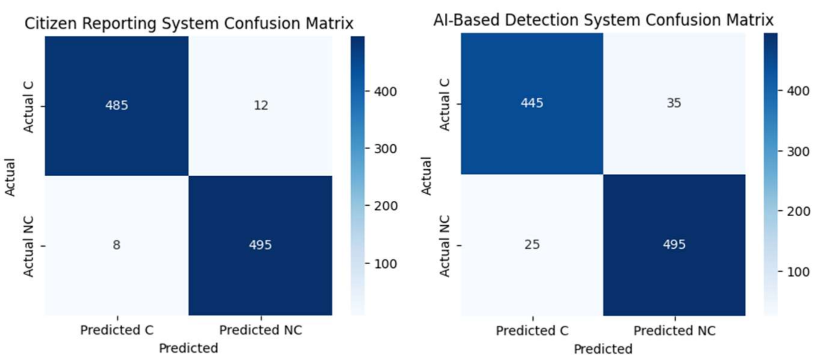
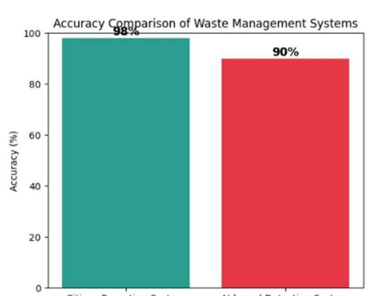


Figure 2. Confusion Matrix Comparison – (a) Citizen Reporting vs (b) AI-Based System

B. Statistical Performance Analysis

Analyzing confusion matrices showed that false negatives (cases where waste existed but weren't detected) happened more often in AI-based detection compared to citizen reporting. The AI model had higher rates of missed waste incidents, especially in complex environmental situations. ROC analysis highlighted this performance difference, showing citizen reporting achieved better sensitivity and specificity with 98% accuracy and Area Under Curve (AUC) of 0.97, while the AI model reached 90% accuracy with AUC of 0.90. These results show human validation stays more reliable at ground level, making sure fewer incidents are missed and overall reliability in waste reporting is higher.



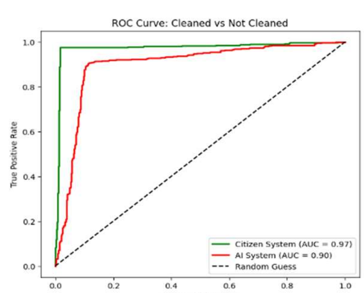


Figure 3. Accuracy Comparison Between Systems

Figure 4. ROC Curve Analysis - Cleaned vs Not Cleaned Classification

C. System Integration Benefits

AI-based detection showed clear advantages in automation and scalability, needing less manual work and allowing efficient monitoring on a large scale. This creates an obvious trade-off: citizen reporting provides higher precision but depends on active public participation, while AI improves efficiency but sometimes makes mistakes. The findings suggest that combining both approaches into a hybrid model can use the strengths of each---maintaining accuracy through human validation while using automation for scalability which ultimately creates a more reliable, transparent, and sustainable urban waste management system.

D. Community Engagement Analysis

Citizen engagement rates showed major improvement after implementing the digital dashboard. Response times decreased from an average of 72 hours using traditional methods to 24 hours with the digital system. Community participation increased by 40% compared to previous manual reporting systems.

V. CONCLUSIONS

This study presents a comprehensive digital municipal waste management dashboard enhancing urban cleanliness through citizen engagement and real-time municipal response. Citizens submit images and locations of waste sites via mobile devices, while municipal officials update cleaning status transparently. Experimental evaluation demonstrates the reliability of citizen-based reporting, achieving higher accuracy (~98%) compared to AI-based detection (~90%). Although AI reduces manual effort through automation, a hybrid approach combining community participation with AI-driven detection ensures optimal efficiency, accuracy, and scalability. Systematic city division into waste collection zones optimizes workforce distribution, particularly in rapidly urbanizing areas where geographic data assists in planning collection points and housing unit coverage. The proposed approach proves practical, cost-effective, and adaptable, encouraging stronger community involvement in waste management while ensuring responsiveness and sustainability. The framework addresses current limitations in urban waste management while promoting sustainable practices and enhanced citizen-government collaboration.

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