

10.1 WASTE STRATEGY PROJECT 8 - COMMERCIAL WASTE COLLECTIONS (UPDATE)

- Attachments:**
1. **Survey Results**
 2. **Commercial Survey - Verbatim**

RECOMMENDATION:

That Council NOTES the results of the survey carried out in relation to the discontinuation of commercial waste collection.

PURPOSE OF REPORT:

To provide Council with the survey results of the community engagement activity undertaken in March 2022.

BACKGROUND:

Project 8 of the City's Waste Strategy 2018 – 2023 "Commercial Waste Collections Options Appraisal" was established to investigate the value of providing the existing commercial service in its historical capacity and review alternative options. This Options Appraisal and aligning Business Case, clearly demonstrated that the commercial waste service was no longer a viable option in the future.

At the September 15, 2020, Ordinary Council Meeting the decision was made to end the City's commercial waste and recycling service on the 30 June 2021. This decision has now been implemented; the service has ended, the bin infrastructure retrieved, and commercial ratepayers have transitioned over to their new supplier. Commercial ratepayers have also received their \$520 rates rebate (as detailed in the update report taken to the 17 August 2021 Ordinary Council Meeting).

As part of the September 15, 2020, Council decision, Council requested that Administration prepare a post implementation report, as detailed below:

4. **REQUESTS an implementation review report to Council on the discontinuation of the commercial waste service six months after implementation. The review report should include any financial and service impacts on commercial ratepayers and an assessment of any further transitional support that may be required for commercial ratepayers, to be considered as part of the 2022-2023 Annual Budget.**

Administration considered the best approach to ascertain the "**financial and service impacts on commercial ratepayers**", was for a survey to be undertaken by an external consultation/engagement specialist.

DETAILS:**Strategic Intent of the Survey**

The strategic intent to the survey was to determine if and how local businesses have been impacted by ceasing the City's commercial waste services, exploring:

- Current or replacement waste services
- Type of bins on site
- Adoption of sustainable waste behaviours
- Cost of waste services

Approach

A five-minute phone survey with a random sample of local businesses (n=100) was conducted. Catalyse profiled respondents by business type, size, and location to check for representativeness against loose, non-interlocking quotas. There was an option to use face to face interviewing for top-up sample as needed, which was not required.

Headline Results

Most businesses have adjusted well to the changes and are happy with their current arrangements. Businesses score their current commercial waste service arrangements 72 out of 100 – an average

performance rating of good. This is only 1 index point behind the MARKYT@Industry High and 8 index points ahead of the industry average.

The overall impact on waste behaviour appears to have been positive. While waste behaviour has remained steady for many businesses, 19% of businesses reported that the volume of waste being generated has decreased and 28% of businesses said the volume of waste being recycled has increased.

Please refer to Attachment 1 for the full report and Attachment 2 for the verbatim.

Further transitional support

When the City of Vincent ceased its commercial waste services this did have an impact on local businesses.

In June 2021, 74% of business respondents used the City of Vincent's waste services for some or all of their commercial waste. However, only 39% of respondents used the City's commercial waste services exclusively and 35% used City services for some of their waste, with top up services from external providers. 21% of business respondents did not use the City of Vincent for their waste service needs and 5% were unsure.

Businesses reported that they had experienced some challenges with the transition to a new service, including higher costs, inconvenience, more complicated systems and insufficient bins.

While it was anticipated that a service change may impact businesses, in terms of the inconvenience of having to seek new contracts for their waste services, the reported higher costs are more reflective of the fact that the business had previously had multiple bins or collection frequencies under the old collection system; a system with was subsidised by all ratepayers.

Having reviewed the report and verbatim feedback comments, it is apparent that not all businesses have taken advantage of the tailored waste options available to them – particularly those where waste is managed by the landlord or strata management.

The City does have waste minimisation tips available on the City's website and does also update businesses on any sustainability matters as part of the Business E-Newsletter.

It is not recommended that any further transitional financial support for commercial ratepayers is required. The City will continue to provide educational support as part of normal business to ensure businesses are maximising waste recovery and minimising associated waste processing/disposal costs.

STRATEGIC IMPLICATIONS:

This is in keeping with the City's *Strategic Community Plan 2018-2028*:

Enhanced Environment

We have improved resource efficiency and waste management.

By discontinuing the commercial waste service, commercial customers can now be provided with a tailored, contemporary waste service that incentivises and delivers diversion from landfill, which the City was unable to deliver without significant investment and high risk.

The City's Waste Strategy 2018-2023 has a vision of zero waste to landfill through maximising recovery and avoidance and cost effective, sustainable, and contemporary waste services.

The City's Sustainable Environment Strategy 2019-2024 has identical aims and sets the target of zero waste to landfill by 2028

SUSTAINABILITY IMPLICATIONS:

This is in keeping with the following key sustainability outcomes of the *City's Sustainable Environment Strategy 2019-2024*.

Waste Reduction

By ceasing the internal services, our commercial customers have access to tailored waste packages, inclusive of variable recoverable/recyclable waste streams, which in turn can provide a cost-effective collection service

which incentivise correct waste behaviours; thus, facilitating increased diversion from landfill and assisting in the delivery of our Sustainable Environment Strategy 2019-2024 target of zero waste to landfill by 2028.

FINANCIAL/BUDGET IMPLICATIONS:

The City has frozen Commercial rates for the last 2 years which has resulted in the rate in the dollar for Commercial rates now sitting at 19% lower than Residential rates.

In addition, a commercial waste rebate of \$520 was provided in FY22 to assist with the changes in waste services.

Removal of the Commercial waste rebate in FY23 saves the City approximately \$920,000 in costs.



Commercial Waste Services Survey

Prepared for: City of Vincent

Date: 1 April 2022

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Strategic Insights

Strategic Insights

When the City of Vincent ceased its commercial waste services it had an impact on many local businesses. Among business respondents, usage of the City's waste services went from 74% of businesses to 7% of businesses.

Prior to ceasing the service, 39% of respondents were using City services for all of their commercial waste, 35% were using City services for some of their waste and 21% were not using the City's waste services. Another 5% were unsure.

Businesses experienced some challenges with the transition to a new service, including higher costs, inconvenience, more complicated systems with multiple suppliers, and insufficient bins.

While many would have liked the City's waste services to continue, most have adjusted well to the changes and are happy with their current arrangements. Businesses score their current commercial waste service arrangements 72 out of 100 – an average performance rating of good. This is only 1 index point behind the MARKYT® Industry High and 8 index points ahead of the industry average.

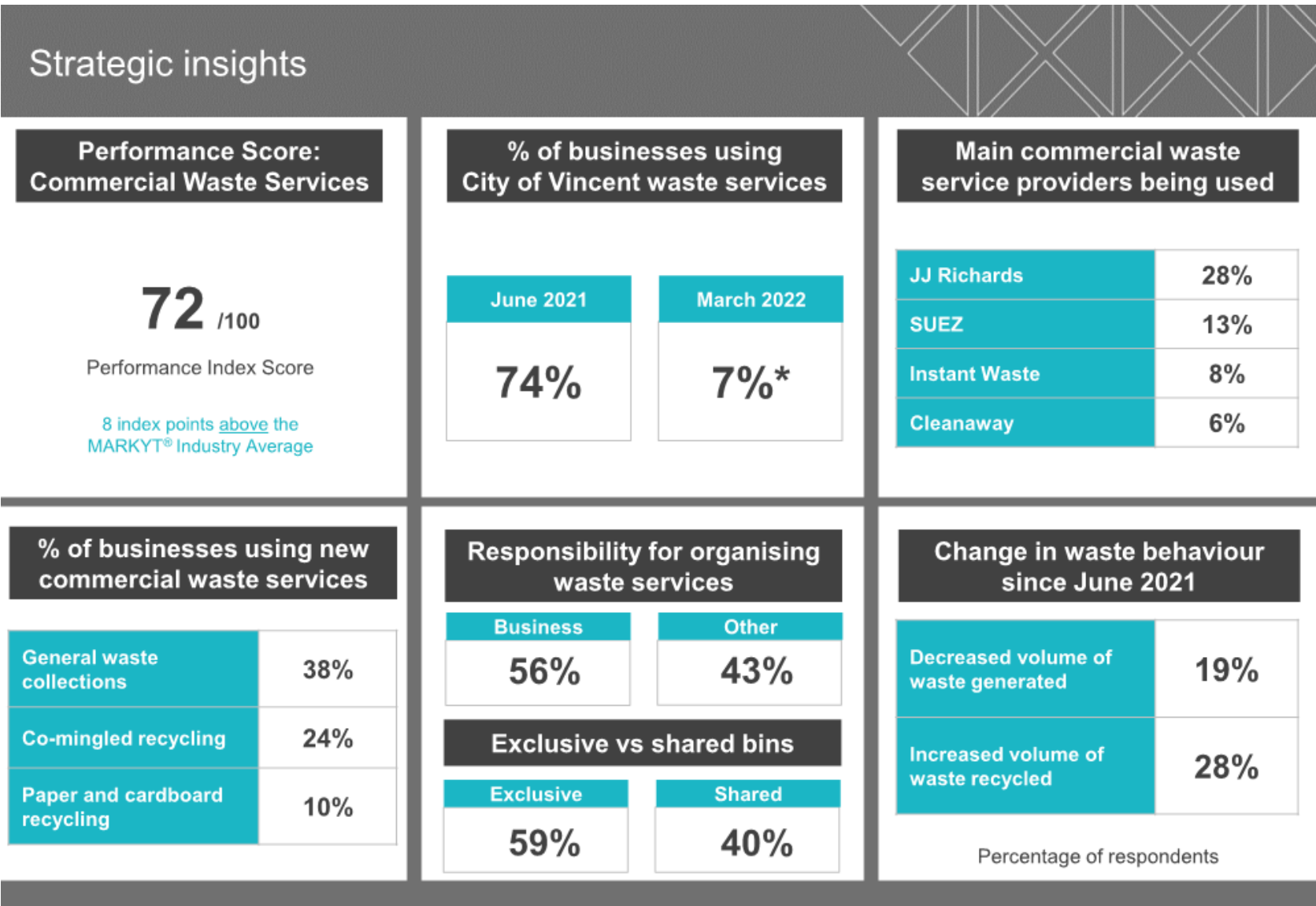
Businesses now use a broad range of commercial waste service providers - the most popular being JJ Richards (28% of businesses), followed by SUEZ (13%), Instant Waste (8%) and Cleanaway (6%).

The most popular commercial waste services are general waste collections (94% of businesses), followed by co-mingled recycling (55%), confidential document destruction (49%) and paper and cardboard recycling (41%). A smaller number of businesses are using container deposit scheme bins, grease traps, organic waste collections, sharps disposals, sanitary bins, and e-waste services.

Positive impacts on sustainable waste behaviour

The overall impact on waste behaviour appears to have been positive. While waste behaviour has remained steady for many business, 19% of businesses reported that the **volume of waste being generated has decreased** and 28% of businesses said the **volume of waste being recycled has increased**.





*Microbusiness Service (aligned with residential collections)



The Study

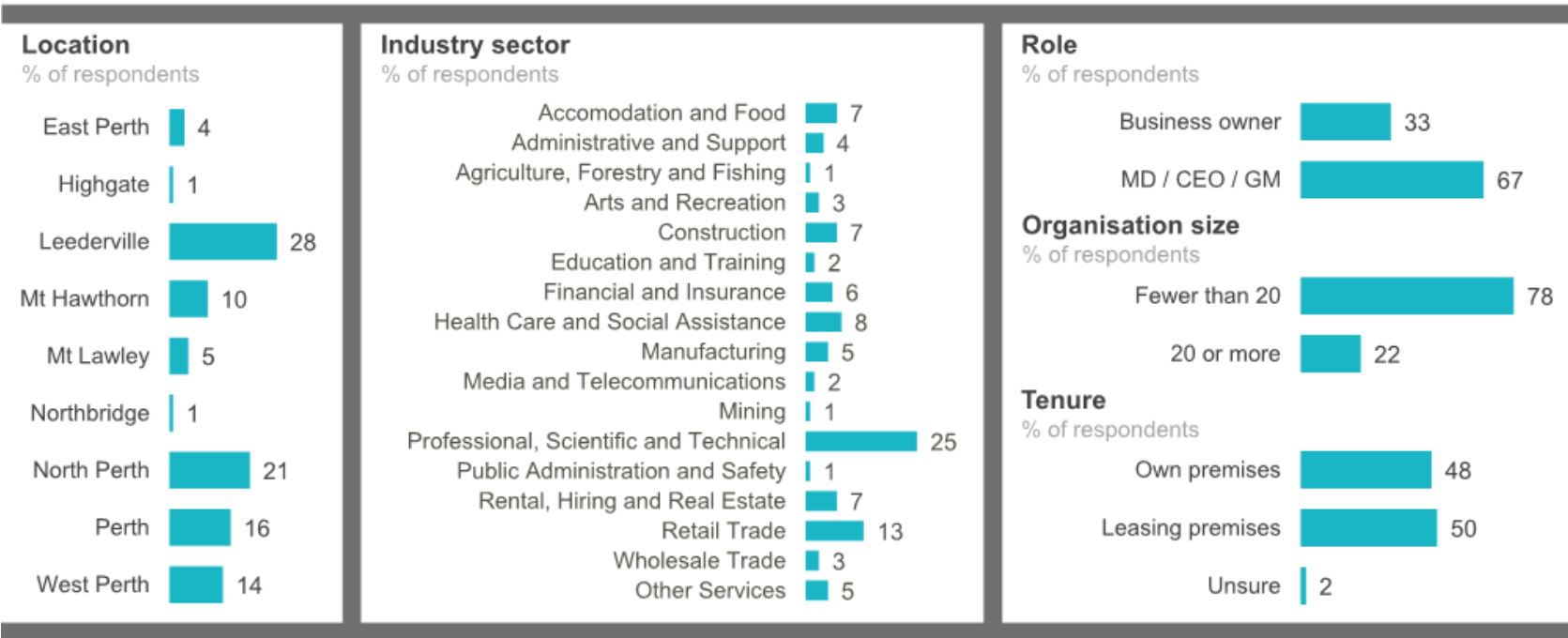
The Study

In February 2022, the City of Vincent commissioned a Commercial Waste Services Survey to determine if and how local businesses were impacted when the City's commercial waste services ended in June 2021.

Businesses were randomly selected, and the business owner or manager was invited to participate. Data was collected using Computer Assisted Telephone Interviews (CATI).

100 businesses took part in the study reducing the sampling error to $\pm 9.7\%$ at the 95% confidence interval.

Survey data has been analysed using SPSS. Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places. 39 respondents provided further feedback. These comments have been provided to the City in a separate report.



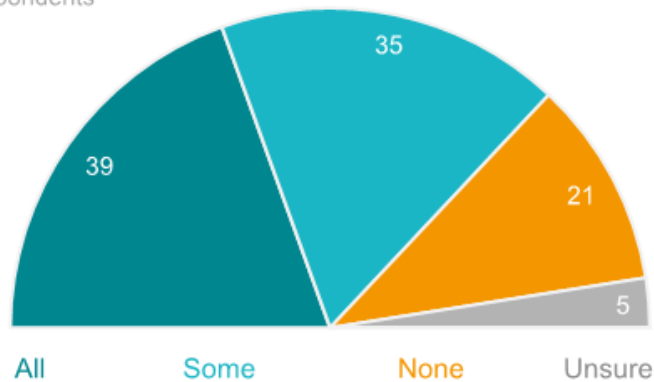


Waste Service Usage

Waste behaviour in June 2021

In June of last year, was your organisation using City of Vincent's waste services for all, some or none of your commercial waste?

% of respondents



In June 2021, 74% of business respondents used the City of Vincent's waste services for some or all of their commercial waste.

39% of respondents used City services for all of their commercial waste and 35% used City services for some of their waste.

21% of business respondents did not use the City of Vincent for their waste service needs. Another 5% were unsure.

Business variances

% of respondents

	Total	Business owner	MD / CEO / GM	< 20 employees	20+ employees	Own premises	Leasing premises	Perth / West Perth etc	Leederville / Mt Hawthorn	Mt Lawley / North Perth
All	39	39	39	44	23	46	32	44	37	35
Some	35	21	42	31	50	33	38	39	32	35
None	21	33	15	19	27	17	24	17	21	27
Unsure	5	6	5	6	0	4	6	0	11	4

Q. In June of last year, was your organisation using City of Vincent's waste services for all, some or none of your commercial waste?

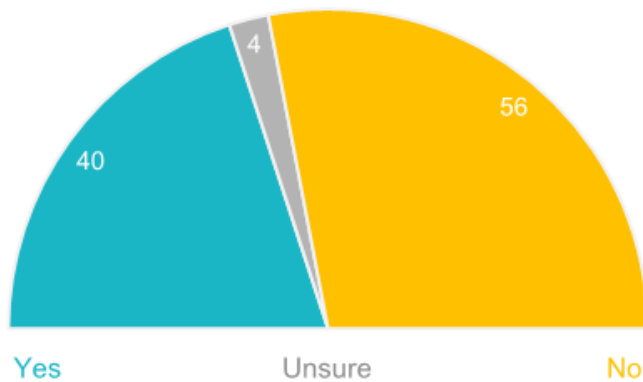
Base: All respondents (n = 100).



Uptake of new commercial waste services

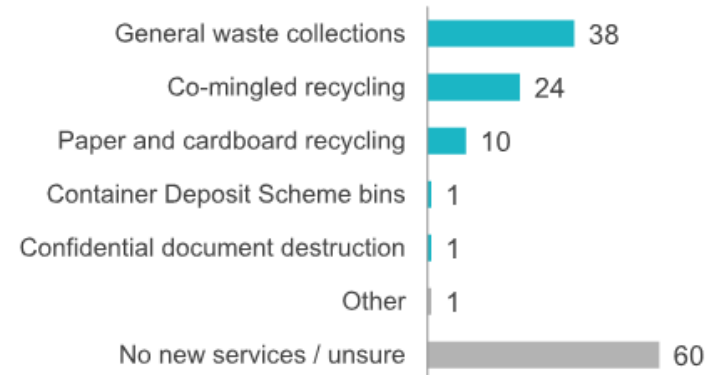
Since June 30 2021, have you contracted any new commercial waste services?

% of respondents



Which of the following services have you started using?

% of respondents



Business variances

% of respondents

	Total	Business owner	MD / CEO / GM	< 20 employees	20+ employees	Own premises	Leasing premises	Perth / West Perth etc	Leederville / Mt Hawthorn	Mt Lawley / North Perth
General waste collection	38	33	40	36	45	40	38	47	24	46
Co-mingled	24	18	27	22	32	25	24	33	13	27
Paper & Cardboard	10	9	10	9	14	10	10	11	11	8

Q. Since June 30 2021, have you contracted any new commercial waste services?

Q. Which of the following services have you started using?

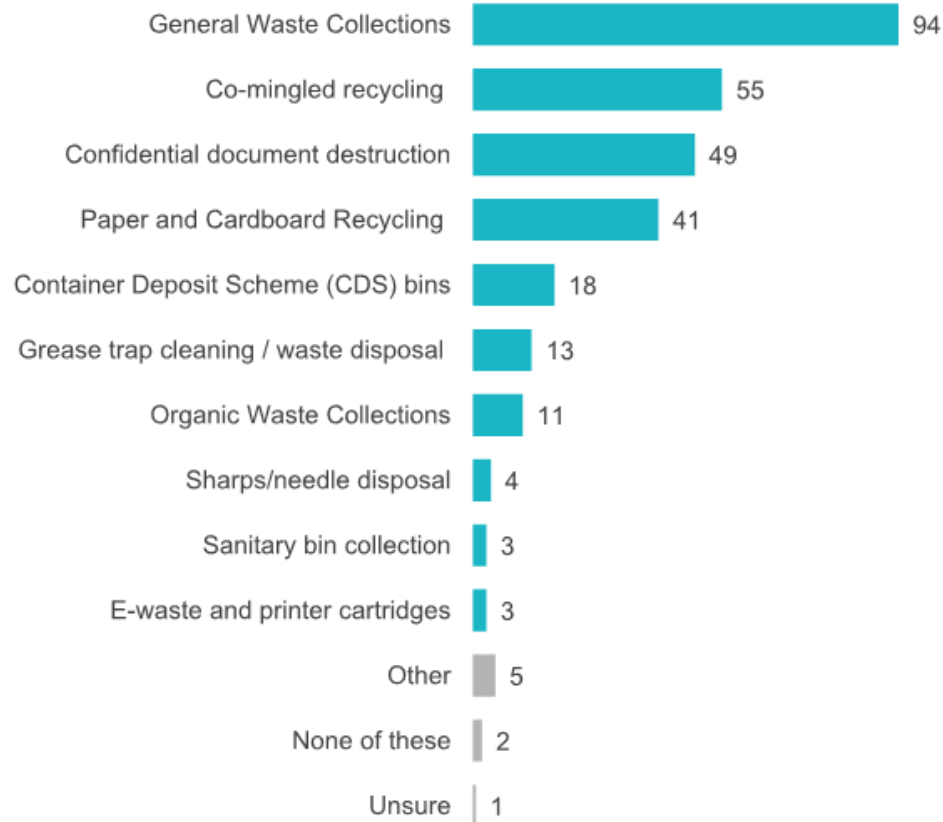
Base: All respondents (n = 100)



Current commercial waste services

Current commercial waste services

% of respondents



The most popular commercial waste services are:

- General waste collections
- Co-mingled recycling
- Confidential document destruction
- Paper and cardboard recycling

A small number of businesses are using container deposit scheme bins, grease traps, organic waste collections, sharps disposals, sanitary bins, and e-waste services.

Q2. Which of the following commercial waste services is your organisation currently using?

Base: All respondents (n=100)

Current commercial waste services

Business variances

% of respondents

	Total	Business owner	MD / CEO / GM	< 20 employees	20+ employees	Own premises	Leasing premises	Perth / West Perth etc	Leederville / Mt Hawthorn	Mt Lawley / North Perth
General waste collection	94	91	96	92	100	96	92	92	92	100
Co-mingled	55	61	52	51	68	50	62	58	58	46
Confidential document destruction	49	42	52	42	73	50	46	53	47	46
Paper and Cardboard	41	33	45	41	41	46	34	39	39	46
CDS bins	18	15	19	13	36	15	20	19	16	19
Grease trap	13	9	15	5	41	17	10	22	5	12
Organic collections	11	12	10	8	23	15	8	11	8	15
Sharps / needle disposal	4	3	4	5	0	8	0	0	5	8
Sanitary bin collection	3	3	3	1	9	4	2	3	3	4
E waste and printer cartridges	3	3	3	3	5	0	6	0	8	0
Other	5	6	4	6	0	2	8	6	3	8
None of these	2	3	1	3	0	2	2	3	3	0
Unsure	1	0	1	1	0	0	2	0	3	0

Q2. Which of the following commercial waste services is your organisation currently using?

Base: All respondents (n=100)

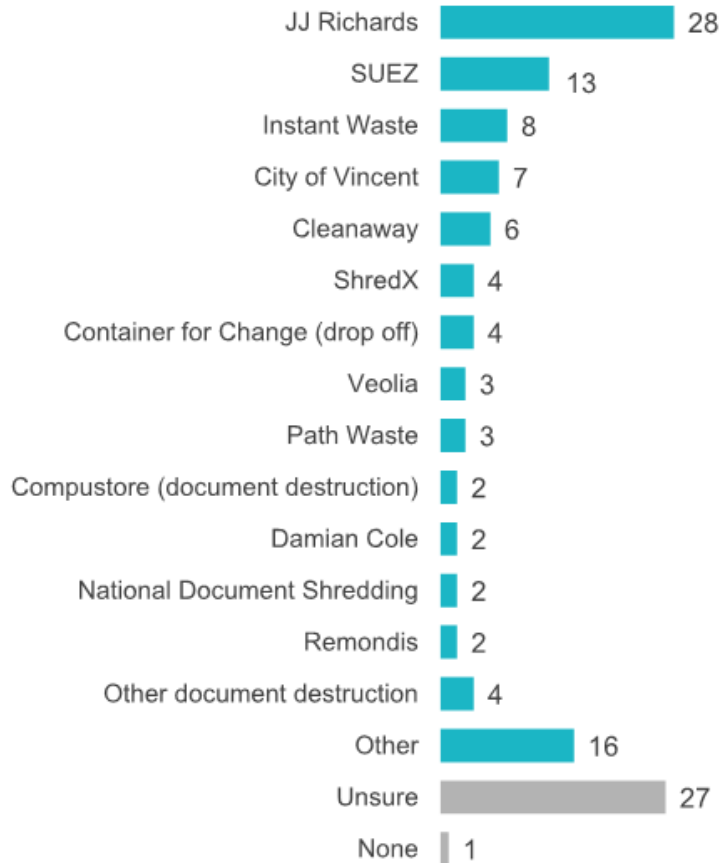


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Current commercial waste service providers

Current commercial waste service providers

% of respondents



Businesses are using a wide range of commercial waste service providers.

The most popular mentions were:

- JJ Richards
- SUEZ
- Instant Waste
- City of Vincent
- Cleanaway

Q. Which providers do you currently use for your organisations commercial waste services?

Base: all respondents (n=100) * 'Other' includes all providers only mentioned by one respondent



Current commercial waste service providers

Business variances

% of respondents

	Total	Business owner	MD / CEO / GM	< 20 employees	20+ employees	Own premises	Leasing premises	Perth / West Perth etc	Leederville / Mt Hawthorn	Mt Lawley / North Perth
JJ Richards	28	21	31	24	41	29	28	36	16	35
SUEZ	13	15	12	10	23	15	12	17	16	4
Instant Waste	8	0	12	9	5	10	6	6	11	8
City of Vincent	7	6	7	8	5	8	4	8	5	8
Cleanaway	6	6	6	6	5	4	8	0	13	4
ShredX	4	0	6	1	14	2	6	8	3	0
Containers for Change	4	3	4	1	14	4	4	6	3	4
Veolia	3	3	3	4	0	2	4	6	0	4
Path Waste	3	3	3	4	0	6	0	0	3	8
Compustore (document destruction)	2	3	1	1	5	2	2	0	3	4
Damian Cole	2	3	1	1	5	2	2	0	3	4
National Document Shredding	2	3	1	3	0	2	2	0	0	8
Remondis	2	3	1	1	5	2	2	3	3	0
Other document destruction	4	3	4	3	9	6	2	8	0	4
Other	16	18	15	14	23	19	14	8	16	27
Unsure	27	36	22	32	9	19	34	17	42	19
None	1	0	1	1	0	2	0	3	0	0

Q4. Which providers do you currently use for your organisations commercial waste services?

Base: all respondents (n=100)



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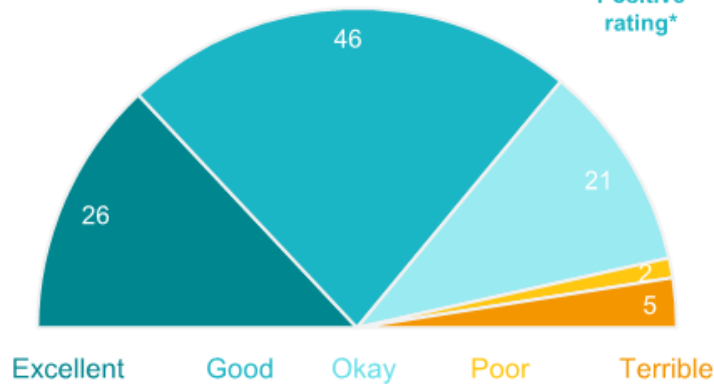


Waste Service Performance

Perceptions of current waste services

Performance ratings

% of respondents



93%

Positive rating*

72

Performance Index Score (out of 100)

MARKYT Industry Standards

Performance Index Score



City of Vincent	72
Industry High [^]	73
Industry Average [^]	64

[^]Source: MARKYT[®] Business Scorecard Industry Standards

Business variances

Performance Index Score

Total	Business owner	MD / CEO / GM	< 20 employees	20+ employees	Own premises	Leasing premises	Perth / West Perth etc	Leederville / Mt Hawthorn	Mt Lawley / North Perth
72	64	75	71	75	72	72	72	70	72

Q1. Overall how would you rate the waste services your organisation is currently using?

Base: All respondents (n = 100). * Positive rating = excellent, good or okay

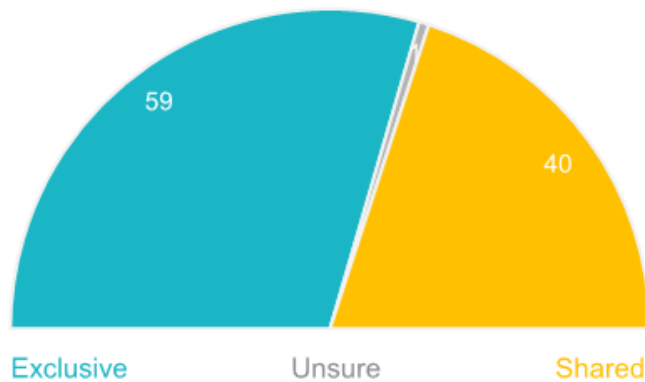




Exclusive versus shared use of commercial waste bins

Exclusive versus shared use

% of respondents



59% of respondents have exclusive use of their commercial waste bins.

40% of respondents have shared use of their commercial waste bins.

Larger organisations (20+ employees) and those who own the premises are more likely to have exclusive use of their bins.

Smaller organisations and those that lease premises are more likely to have shared use of bins.

Variations across the community

% of respondents

	Total	Business owner	MD / CEO / GM	< 20 employees	20+ employees	Own premises	Leasing premises	Perth / West Perth etc	Leederville / Mt Hawthorn	Mt Lawley / North Perth
Exclusive	59	45	66	55	73	65	52	72	42	65
Shared	40	55	33	44	27	33	48	25	58	35
Unsure	1	0	1	1	0	2	0	3	0	0

Q. Do you have exclusive or shared use of your commercial waste bins?

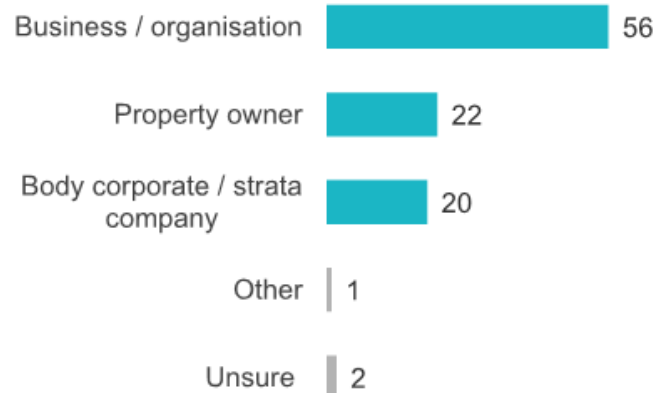
Base: All respondents (n = 100)



Responsibility for organising commercial waste services

Responsibility for organising commercial waste services

% of respondents



56% of respondents are responsible for organising their own commercial waste collection services, while 43% have their services organised by another party.

Those with exclusive use of their bins are more likely to organise their own service.

Larger organisations with 20 or more employees are more likely to organise their own service, as well as those that own the premises they operate from.

Business variances

% of respondents

	Total	Exclusive use	Shared use	Business owner	MD / CEO / GM	< 20 employees	20+ employees	Own premises	Leasing premises	Perth / West Perth etc	Leederville / Mt Hawthorn	Mt Lawley / North Perth
Self organised	56	88	10	42	63	51	73	67	46	67	37	69
Others organise	43	10	90	58	36	47	27	33	54	31	61	35

Q. Who is responsible for organising your commercial waste collection service? Is it your organisation, the property owner, your body corporate or strata company, or another party

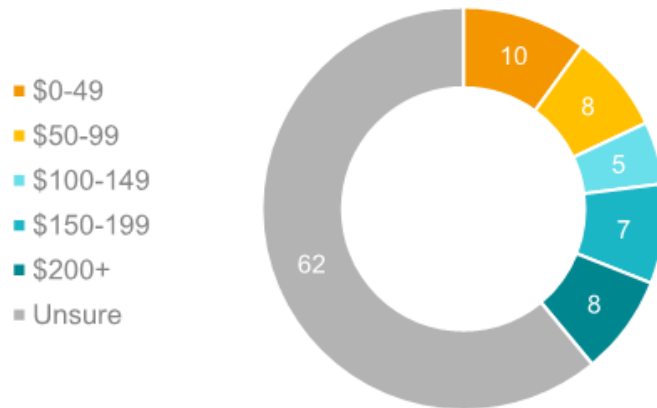
Base: All respondents, (n = 100)



Monthly cost for waste services

Monthly expenditure for waste collection

% of respondents



15% of business respondents spend \$150 or more per month on commercial waste collection services.

23% of respondents spend up to \$150 per month.

Most business respondents (62%) were unsure how much they spend on their waste services.

Business variances

% of respondents

	Total	Self-organised	Others organise	Business owner	MD / CEO / GM	< 20 employees	20+ employees	Own premises	Leasing premises	Perth / West Perth etc	Leederville / Mt Hawthorn	Mt Lawley / North Perth
\$0-49	10	13	7	9	10	12	5	13	8	11	13	4
\$50-99	8	14	0	12	6	9	5	6	10	11	8	4
\$100-149	5	9	0	6	4	6	0	4	6	6	5	4
\$150-199	7	7	7	12	4	6	9	8	6	6	0	19
\$200+	8	13	2	3	10	4	23	10	6	8	8	8
Unsure	62	45	84	58	64	63	59	58	64	58	66	62

Q. Approximately, how much do your commercial waste collection services cost per month?

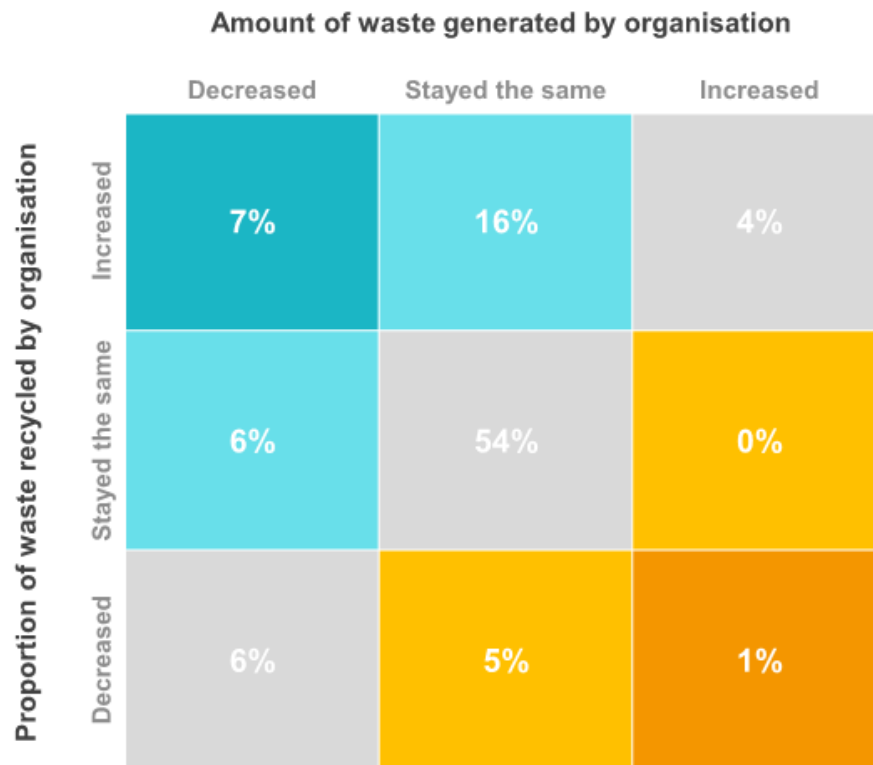
Base: All respondents, excludes 'no response' (n = 100)



Waste generation and recycling performance

Amount of waste generated vs proportion of waste recycled since June 30, 2021

% of respondents



7% of business respondents report more sustainable behaviour - the amount of waste they generate has decreased and the proportion they recycle has increased.

Overall, 19% of respondents decreased the amount of waste they generated since June 30, 2021 and 28%* increased the proportion of their waste being recycled.

54% of business respondents report that the amount of waste generated by their organisation and the proportion of their waste being recycled has remained the same since June 30, 2021.


Only 1% of business respondents increased the amount of waste generated and decreased their recycling.

Q. Since June 30 last year, has the total amount of waste generated by your organisation increased, stayed the same, or decreased?

Q. Since June 30 last year, has the proportion of waste that is recycled in your organisation increased, stayed the same, or decreased?

Base: All respondents, excludes unsure (n=98) * +/- 1% error is due to rounding to zero decimal places



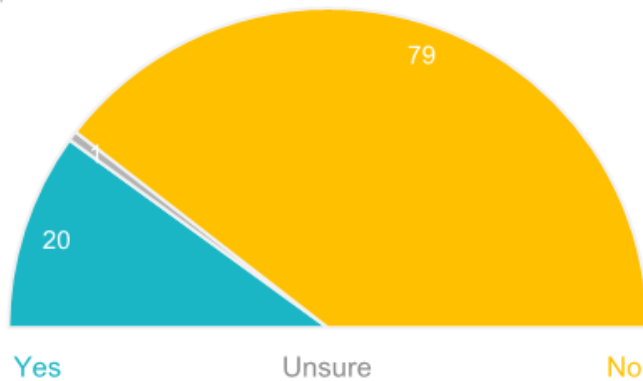


Awareness of the rates freeze

Awareness of rates freeze

Were you aware that the rates charged by City of Vincent for commercial properties have been frozen for the past two years?

% of respondents



Only 1 in 5 businesses were aware that the rates charged by the City of Vincent have been frozen for the past 2 years.

Business owners were more likely to be aware of the rates freeze.

Business variances

% yes

Total	Business owner	MD / CEO / GM	< 20 employees	20+ employees	Own premises	Leasing premises	Perth / West Perth etc	Leederville / Mt Hawthorn	Mt Lawley / North Perth
20	27	16	19	23	23	18	22	16	23

Q. Were you aware that the rates charged by City of Vincent for commercial properties have been frozen for the past two years?

Base: All respondents (n = 100)





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Attachment 2: Commercial Survey - Verbatim
Before we go, do you have any other feedback for the City of Vincent about commercial waste management?
Container deposit scheme, we take to collection point ourselves.
E waste is taken to either the Mens Shed or the Balcatta recycling centre.
Everybody is now using our bins, they are locked so they dump stuff on top so we have to pick it up and put it in the bin we're paying for, all in all we're not too happy.
Fees for waste included in the rent charged by the centre, not a separate outgoing.
I dont get any benefit from the rates freeze, it hasn't helped me out as a business, the landlord has done a little clap, just added an additional cost to my operational expenses and another thing I have to organise
I don't think they know what they are doing. Nothing is being recycled. I don't agree with privatisation of waste collection should be a municipal responsibility. Lack of service from City of Vincent and rates have increased in the last year. Not happy with services provided by City of Vincent and what we get for the rates paid - street sweeping & landscaping have gone.
I think their policy of not doing the bin service probably worked from a bean counters view but it has created other problems for us, people see the big metal bin and others dump their rubbish such as mattresses around the bin which is unsightly and a hazard for people using the park & the kids using the play area next to us (risk of sharp objects etc, kids get attracted by things in the rubbish pile).
I was a bit disappointed that they stopped collecting from businesses.
little waste in fact less than a normal household so dont understand why it had to change. Rates are very high compared to other suburbs especially for a small business.
I wish they hadn't done what they did and now I can't see what our value for money is now for the rates that we pay, I don't see what I'm getting now, I'm not using all the other amenities in the area.
I'd prefer what we had before, it was easier, it was better that we could do the recycling, it may be cheaper now as only have one bin but not ideal.
I'm disappointed they have stopped our non recyclable waste.
I'm waiting for the FOGO bin.
Is the city of Vincent providing extra FOGO bags to the residents?
It makes no sense why they are doing a survey about waste after the fact. Is something useful being done with the money being saved?
It works quite well now, there was a bit of a mix up at the beginning when things changed over but all operating smoothly now.
It would be nice if I could put the bins out the front.
owners.
rid of.
Note : everything is handled by the company we sub let from, the bins just get emptied at night and we don't do anything .
Note: whole organisation is over 20, that site is under 20.
Our rates have not been frozen as far as I'm aware and the owners are not happy since the commercial waste collection has stopped, they say the rates are far too high now that we don't receive that service and we have to look after our own street scape, there are two trees at the front of our premises, one is dead and nothing is being done about it. We hope the tree doesn't fall down on any of our vehicles.
Please bring it back, it was a pain going to [company name removed].

<p>Prior to changes we were able to recycle more, since changes owner only provides a shared general waste bin. Confidential document destruction is handled by us on an annual basis and varies depending on which company can do it at the time. Charges are included in rent figure so no separate \$.</p>
<p>Realistic cost of the change should have been prorated over a longer period of time, the amount should have increased to a more realistic amount of the cost of providing the service. The dramatic rise in costs has been the issue especially over these last two years especially during COVID. It was just the instant dramatic increase, a massive shift of a very large sum of money when we needed it most.</p>
<p>Seems to be poor communication and a lack of process not followed by City of Vincent, we need clear communication as to whose responsibility the waste removal is and who to contact to rectify this, waste bin collection is erratic and can never get the same person twice to get things sorted.</p>
<p>The containers for change made us think a lot about our recycling and we changed our practices in the office.</p>
<p>The more we can get it broken up and recycled the better, it would be great for face masks to be recycled by everyone, especially in these times but also toothpaste and other products, need to push the manufacturers who make & sell the products to provide the end of use recycling options.</p>
<p>The strata manager looks after our waste.</p>
<p>There are limited options with the private companies, very limited options with recycling across the board, they are very restrictive in what they would take, costs were similar, having the large dumpsters has stopped the homeless and vagrants going through the wheelie bins looking for cans.</p>
<p>collection day.</p>
<p>They have given us a rebate of \$500 pa but the charges are now \$1700pa so it is costing us 3 times as much as before, so the rate freeze is basically irrelevant.</p>
<p>They have the ratio wrong for the bins at [address removed], there is only space for two commercial bins and fifteen residential but the ratio of occupants to commercial is the other way around. Organic waste is only minimal but that is what gets collected and the recycling part is not enough.</p>
<p>They need to do a lot more recycling on the street - recycling bins, and it's pathetic that we have to pay for our waste services, it's a basic requirement of a council, that's how they are set up.</p>
<p>Very disappointed, I wish they would do their job as a council and service us who pay rates, that's what they are there for.</p>
<p>Waste collection charges included in strata fees not separate</p>
<p>We don't have enough recycling bins any more. We share with the residents and most of the bins have been taken away.</p>
<p>Why have they stopped collecting the waste, what is the reason, we pay rates so what services do they provide? Isn't it a crucial area for the council and their responsibility if they want to keep the area nice and tidy the bins is part of it. Other councils have street cleaners, you want to keep it tidy, I can't understand why they would put the onus on rate payers, it should be part of the service. With Covid and disease they have a responsibility to keep it going.</p>
<p>With the new system it was difficult to implement the changes, stringent requirements as to removal & bin contents such that it required additional staff training.</p>
<p> </p>