



Assets | Engineering | Environment | Noise | Spatial | Waste

Community Engagement Outcomes Report

Bulk Hard Waste Verge Collection Options 2020



CITY OF VINCENT

Prepared for City of Vincent

May 2020

Project Number: TW18054

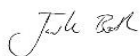
DOCUMENT CONTROL

Version	Description	Date	Author	Reviewer
0a	Internal Review	12/03/20	JW	JO
1a	Released to Client	17/03/20	JO	CLIENT
1b	Released to client	14/05/20	JO	CLIENT

Approval for Release

Name	Position	File Reference
Janelle Osenton	Principal Waste Consultant	TW18054 - Community Engagement Outcomes Report.1a

Signature



Copyright of this document or any part of this document remains with Talis Consultants Pty Ltd and cannot be used, transferred or reproduced in any manner or form without prior written consent from Talis Consultants Pty Ltd.



Table of Contents

1	Summary and Recommendation	1
2	Introduction	1
3	Background	1
4	Workshop participants	2
5	Workshop structure and summary of discussion.....	2
6	Survey Questions.....	3

Tables

- Table 3-1: Question 1 Response
- Table 3-2: Question 2 Response
- Table 3-3: Question 3 Response
- Table 3-4: Question 4 Response
- Table 3-5: Question 5 Response
- Table 3-6: Most preferred option
- Table 3-7: Second preferred option
- Table 3-8: Third preferred option
- Table 3-9: Fourth preferred option
- Table 3-10: Fifth preferred option
- Table 3-11: Least preferred option
- Table 3-12: Respondents comments



Figures

Figure 3-1: Question 1 Response

Figure 3-2: Question 2 Response

Figure 3-3: Question 3 Response

Figure 3-4: Question 4 Response

Figure 3-5: Question 5 Response

Figure 3-6: Most preferred option

Appendices

Appendix A : Survey questionnaire

1 Summary and Recommendation

Residents from the City of Vincent's Community Engagement Panel were invited to participate in a bulk hard waste verge collection options workshop on Saturday, 7 March 2020. Thirteen residents attended. Feedback was sought through small group discussions and individual participant surveys.

Three breakout groups provided feedback and reached broad consensus that the City should adopt an on-request uncontained bulk waste collection service, with a limited volume of 2m³ per collection. Participants wanted the costs for the service included within the City's annual rates, rather than a user pays service. This was reflected as the preferred option in the individual survey responses as well.

Respondents also indicated that they would like a second on request collection to be available at cost (charged) to the resident.

2 Introduction

Residents from the City of Vincent Community Engagement Panel were invited to participate in a bulk hard verge waste collection options workshop on Saturday, 7 March 2020.

The workshop provided an opportunity to obtain feedback on City of Vincent's (City) existing bulk waste verge collection service, and alternative models proposed, to be able to enhance the City's decision-making process. Feedback was sought through small group discussions and a written survey for each participant.

The responses to the survey have been used to identify the group and individual preferred options to the proposed changes to the bulk waste collection service.

A total of 13 residents participated in the workshop on the day. Most were members of the City's Community Engagement Panel, five were guests of the panel. All had used and were familiar with the City's bulk waste collection service.

3 Background

In September 2018 Talis provided a '*Bulk Waste Option Considerations – Brief Report*' to the City. At the City's April 2019 Council Meeting the elected members requested a more detailed report outlining alternative options for bulk waste management and collection including financial modelling. In November 2019 Talis developed the *Bulk Waste Options Considerations – Detailed Options Report* which outlined a range of collection options and implementation considerations including policy and contractual recommendations. Council officers identified 6 preferred models within the *Detailed Options Report* which were the focus of the consultation session:

- 1) Scheduled – limit time material presented;
- 2) Scheduled - limit volume and time material is presented;
- 3) On request skip bin – charged;
- 4) On request skip bin – no charge;
- 5) On request – uncontained, 2m³, charged; and

- 6) On request – uncontained, 2m³, no charge.

4 Workshop participants

The City sent an email via MailChimp to their Community Engagement Panel inviting them to take part in the community workshop to discuss the future of the bulk hard waste verge collection services. A total of 30 community members registered for the event, including one group of 10 which did not attend. Eight members of the Community Engagement Panel attended, five bought a guest with them, totalling 13 workshop participants. Refer below photo.



5 Workshop structure and summary of discussion

Talis delivered a 45 minute presentation outlining the existing bulk verge service; reasons for considering alternatives; and a description, the advantages and disadvantages of each option.

Following the presentation there was general discussion around the indicative costs for each of the options.

The majority of respondents felt there would be benefit in also considering the option of no bulk verge hard waste service if the City is moving towards zero waste. This option was considered in the *Brief Report* (2018) but was ruled out by elected members.

A small group breakout session was conducted focusing on the following key discussion areas:

- Scheduled or on-request service?
- Limited volume:
 - None;
 - 2m³;
 - 3m³; or
 - Limit by number of items.
- Skip bins or uncontained?
- On request service – user pays when booking or included in rates?
- Number of collections per year?

The three breakout groups provided feedback and reached broad consensus that the City should adopt an on-request bulk waste collection service, with a limited volume of 2m³ per collection, uncontained service, for which the costs should be included within the City's annual rates.

Respondents also indicated that they would like a second on request collection to be available at cost (charged) to the resident.

The group also agreed that ceasing the bulk waste collection service would disadvantage many residents who did not have access to trailers or could afford to pay to have bulk waste removed and therefore it may result in an increase in illegal dumping.

One resident asked whether other service options had been considered for example encouraging reuse, online markets such as Facebook/buy nothing pages, garage sales etc. Talis indicated that these had been considered and are currently being encouraged by the City as complimentary measures to the bulk hard waste verge collection service.

6 Survey Questions

To ensure all participants could provide their own independent feedback following the presentation and small group discussion session respondents were provided with a written survey to complete, refer Appendix A. All respondents completed and returned the survey and the outcomes are provided, as follows. Below is a photo of a group completing the individual survey.





QUESTION 1: Do you think the City should continue with a scheduled service or adopt an on-request service.

Respondents were asked to indicate if they would like to have a scheduled or un-scheduled bulk waste collection service. The majority of respondents indicated that they would like an un-scheduled service. This data is shown in the table and chart below.

Table 6-1: Question 1 Response

Option	Respondent	Percentage
Scheduled	2	15%
On Request	11	85%
TOTAL	13	100%

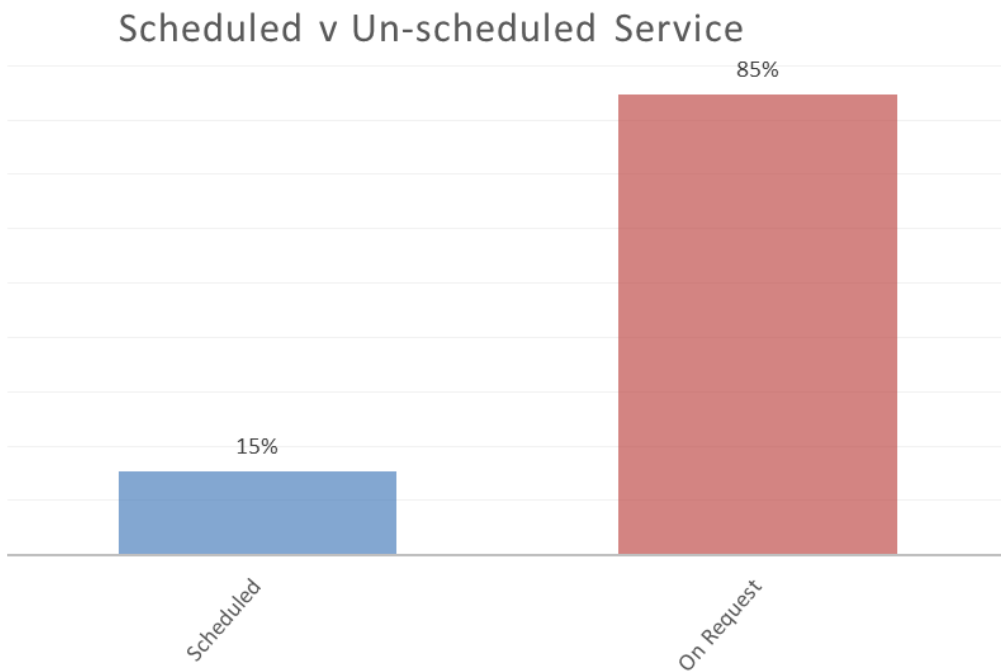


Figure 6-1: Question 1 Response

QUESTION 2: Should there be a limited volume permitted per collection? If yes what should be the limit?

Respondents were asked if there should be a volume limit on the amount of waste that could be put to the verge for collection. The options presented for selection included:

- a. None
- b. 2m³
- c. 3m³
- d. Limit by number of items
- e. If limited by number of items – how many items should be permitted _____

Just over one third of respondents indicated that they would support a 2m³ limit, while the remainder of respondents were evenly divided between keeping no limits and supporting the 3m³ limit. No respondents chose the option to limit the number of items. This data is shown below.

Table 6-2: Question 2 Response

Option	Respondent	Percentage
None	4	31%
2m ³	5	38%
3m ³	4	31%
Limit by number of items	0	0%
TOTAL	13	100%

Volume Limits

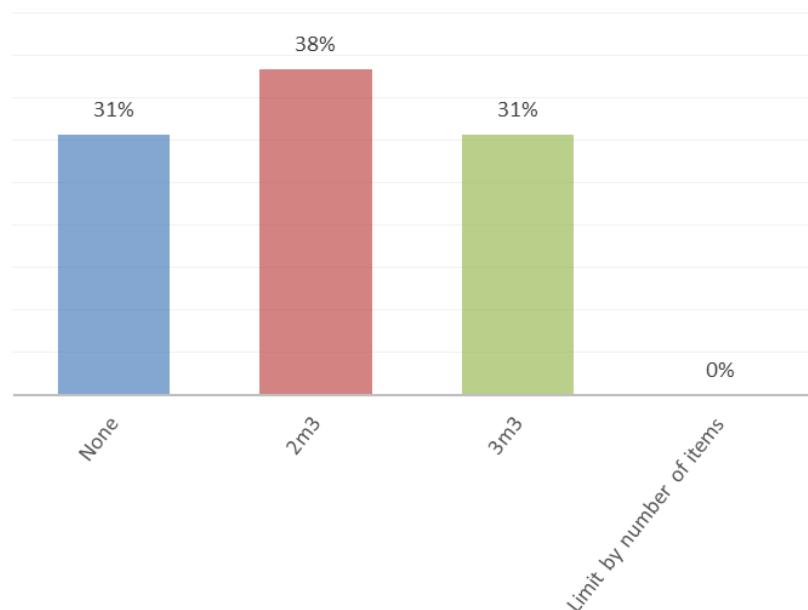


Figure 6-2: Question 2 Response



QUESTION 3: Should the collections be in skip bins or uncontained.

Respondents were asked if the City should introduce the use of skip bins. Respondents unanimously agreed that the service should remain uncontained. Some respondents indicated they would not have space for a skip bin at their property. This data is shown in the table and chart below.

Table 6-3: Question 3 Response

Option	Respondent	Percentage
Skip Bins	0	0%
Uncontained	13	100%
TOTAL	13	100%

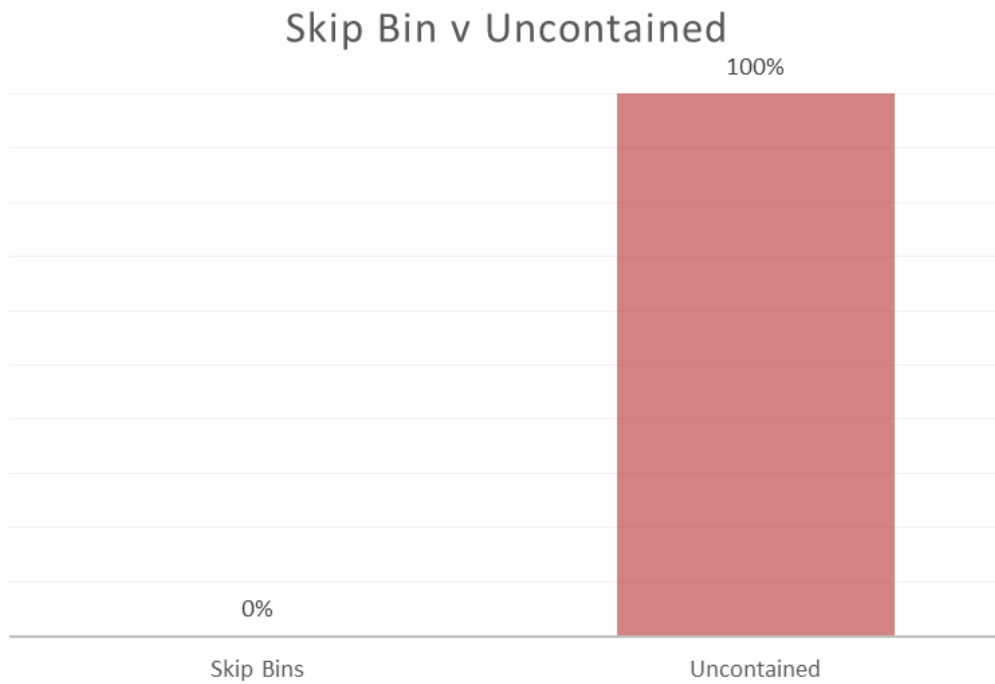


Figure 6-3: Question 3 Response



QUESTION 4: Should the service be user pays or included in rates.

Respondents were asked if the bulk waste collection service should become a user pay system or if it should be included within the annual rates notice. One participant did not provide a response and only one participant chose user pays. The majority of respondents indicated that they would want to see costs included in rates. This data is shown in the table and chart below.

Table 6-4: Question 4 Response

Option	Respondent	Percent
User pays	1	8%
Included in rates	11	92%
TOTAL	12	100%

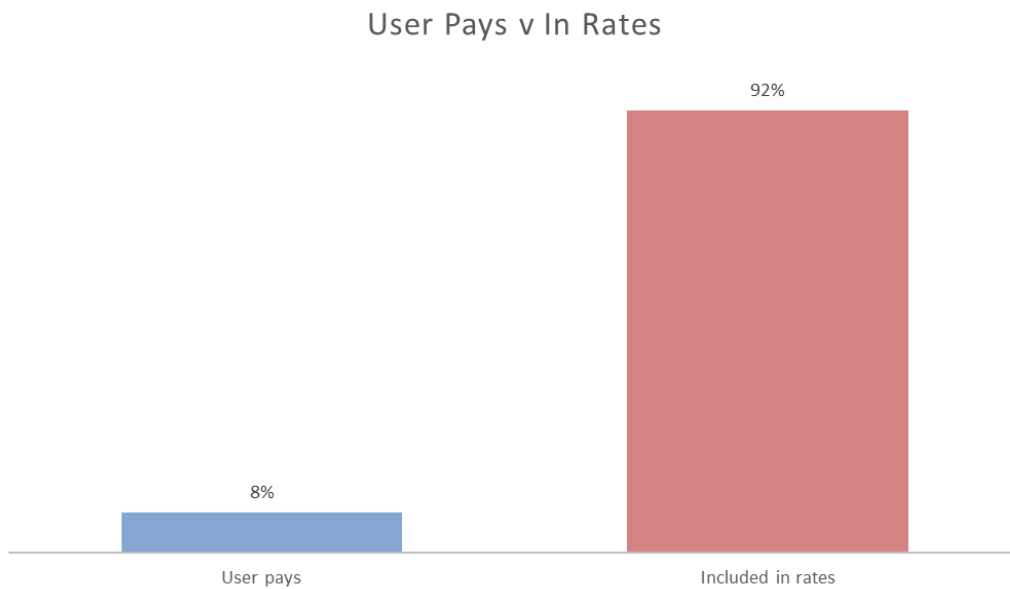


Figure 6-4: Question 4 Response

QUESTION 5: How many collections should be permitted per household per year.

Respondents were asked how many bulk waste collections the City should provide each year. The options presented for selection included:

- a. 1;
- b. 2;
- c. 1 with any additional collections charged at the nominated rate;
- d. 2 with any additional collections charged at the nominated rate; and
- e. Unlimited if charged to the household at the nominated rate.

The majority of respondents indicated that they would like 2 collections, followed by 1 collection within rates and additional collections charged. This data is shown in the table and chart below.

Table 6-5: Question 5 Response

Option	Respondents	Percent
1	2	15%
2	5	38%
1 with any additional collections charged at the nominated rate	4	31%
2 with any additional collections charged at the nominated rate	2	15%
Unlimited if charged to the household at the nominated rate	0	0%
TOTAL	13	100%

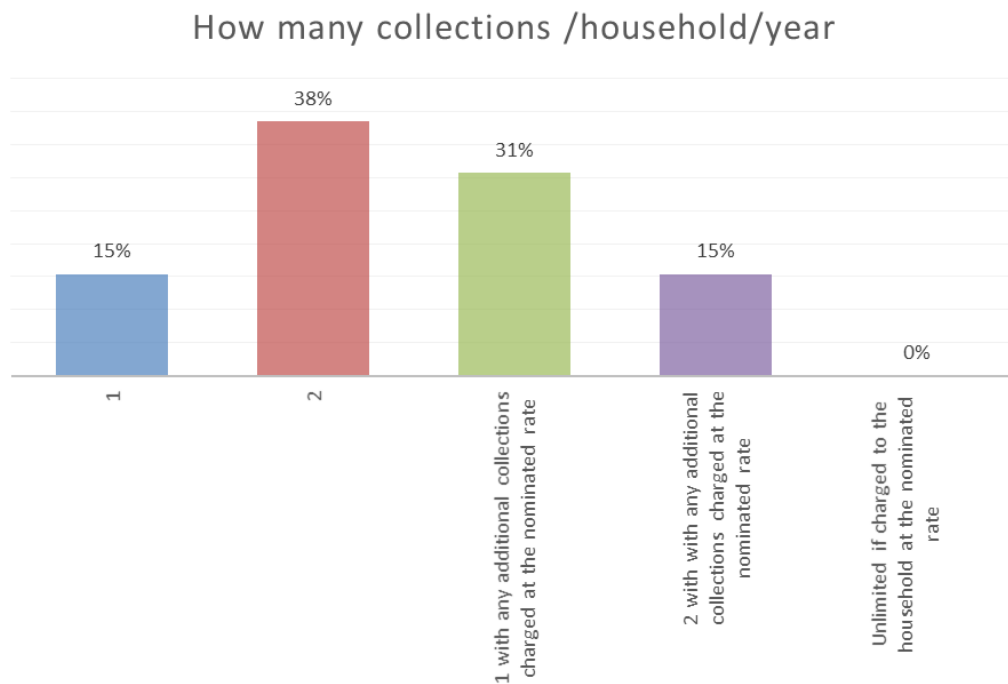


Figure 6-5: Question 5 Response

QUESTION 6: Please rank your preferred option 1-6 below (with 1 being preferred):

Respondents were asked to rank 6 collection options in order of 1 being the preferred option; the options included the following:

- 1) Scheduled – limit time material presented;
- 2) Scheduled - limit volume and time material is presented;
- 3) On request skip bin – charged;
- 4) On request skip bin – no charge;
- 5) On request – uncontained, 2m³, charged; and
- 6) On request – uncontained, 2m³, no charge.

Not all respondents fully completed the rankings. 2 respondents indicated that they preferred the current service and subsequently chose option 1 as their only preference.

The majority of respondents indicated that their preference would be Option 6, an uncontained service which is limited to a volume of 2m³ with charges kept within annual rates, while their least preferred option would be an on request, contained (skip bin) under a user pays system.

The ranked data for option 1 to option 6 is shown in the following tables and charts.

Table 6-6: Most preferred option

#1 Ranked Option – Most Preferred	Respondent	Percent
1) Scheduled –limit time material presented	3	23%
2) Scheduled - limit volume and time material is presented	0	0%
3) On request skip bin – charged	0	0%
4) On request skip bin – no charge	0	0%
5) On request – uncontained, 2m ³ , charged	0	0%
6) On request – uncontained, 2m ³ , no charge	10	77%
TOTAL	13	100%

1 Ranked Option - Most Preferred

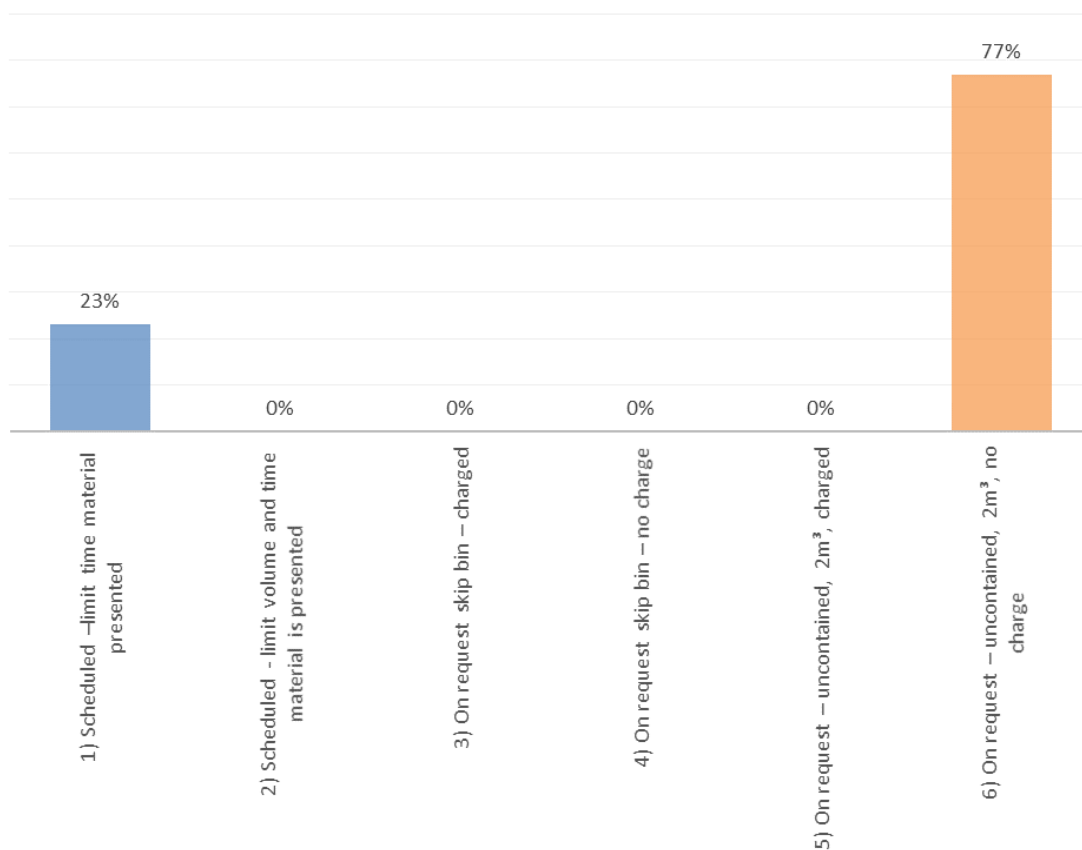


Figure 6-6: Most preferred option

Table 6-7: Second preferred option

#2 Ranked Option	Respondent	Percent
1) Scheduled –limit time material presented	2	18%
2) Scheduled - limit volume and time material is presented	1	9%
3) On request skip bin – charged	0	0%
4) On request skip bin – no charge	5	45%
5) On request – uncontained, 2m ³ , charged	3	27%
6) On request – uncontained, 2m ³ , no charge	0	0%
TOTAL	11	100%

Table 6-8: Third preferred option

#3 Ranked Option	Respondent	Percent
1) Scheduled –limit time material presented	0	0%
2) Scheduled - limit volume and time material is presented	8	73%
3) On request skip bin – charged	0	0%
4) On request skip bin – no charge	2	18%
5) On request – uncontained, 2m ³ , charged	0	0%
6) On request – uncontained, 2m ³ , no charge	1	9%
TOTAL	11	100%

Table 6-9: Fourth preferred option

#4 Ranked Option	Respondent	Percent
1) Scheduled –limit time material presented	6	55%
2) Scheduled - limit volume and time material is presented	1	9%
3) On request skip bin – charged	2	18%
4) On request skip bin – no charge	1	9%
5) On request – uncontained, 2m ³ , charged	1	9%
6) On request – uncontained, 2m ³ , no charge	0	0%
TOTAL	11	100%

Table 6-10: Fifth preferred option

#5 Ranked Option	Respondent	Percent
1) Scheduled –limit time material presented	0	0%
2) Scheduled - limit volume and time material is presented	1	9%
3) On request skip bin – charged	1	9%
4) On request skip bin – no charge	3	27%
5) On request – uncontained, 2m ³ , charged	6	55%
6) On request – uncontained, 2m ³ , no charge	0	0%
TOTAL	11	100%

Table 6-11: Least preferred option

#6 Ranked Option	Respondent	Percent
1) Scheduled –limit time material presented	2	18%
2) Scheduled - limit volume and time material is presented	0	0%
3) On request skip bin – charged	8	73%
4) On request skip bin – no charge	0	0%
5) On request – uncontained, 2m ³ , charged	1	9%
6) On request – uncontained, 2m ³ , no charge	0	0%
TOTAL	11	100%



COMMENTS: Respondents were also asked to provide comments on the proposed changes, below are the responses.

Table 6-12: Respondents comments

Verbatim responses
There definitely needs to be a higher frequency of verge collection in our City of Vincent i.e. at least 2 or more rather than just the scheduled 1 at present
Vincent needs to be competitive with Belmont/Bayswater. Belmont- 3x on demand 3m ³ . Bayswater 4x on demand 3m ³
All part of broader solutions? Multi-pronged approach.
Charge landlord not tenant
I think that if you charge for the service, then it defeats the purpose somewhat. I think it would also increase illegal dumping
On request, 3m ³ , no charge, uncontained
Current system fine
Current system ok
Thank you for this opportunity. It could be useful for council to provide info about what other similar councils around Australia are doing with waste management.



Appendix A: Survey questionnaire



CITY OF VINCENT

Questionnaire

1. Do you think the City should continue with a scheduled service or adopt an on-request service?
Scheduled On request (please circle)

2. Should there be a limited volume permitted per collection? If yes what should be the limit?
(a) None
(b) 2m3
(c) 3m3
(d) Limit by number of items
If limited by number of items – how many items should be permitted _____

3. Should the collections be in skip bins or uncontained
Skip bins Uncontained (please circle)

4. Should the service be user pays or included in rates?
User pays Included in rates (please circle)

5. How many collections should be permitted per household per year:
(a) 1
(b) 2
(c) 1 with any additional collections charged at the nominated rate
(d) 2 with any additional collections charged at the nominated rate
(e) Unlimited if charged to the household at the nominated rate

6. Please rank your preferred option 1-6 below (with 1 being preferred):

Preferred Option	Rank 1-6
Scheduled –limit time material presented	
Scheduled - limit volume and time material is presented	
On request skip bin – charged	
On request skip bin – no charge	
On request – uncontained, 2m3, charged	
On request – uncontained, 2m3, no charge	

Other comments?

Talis Consultants

**Level 1, 604 Newcastle Street,
Leederville,
Western Australia 6007**

**PO Box 454,
Leederville,
Western Australia 6903**

Phone: 1300 251 070

Email: info@talisconsultants.com.au

