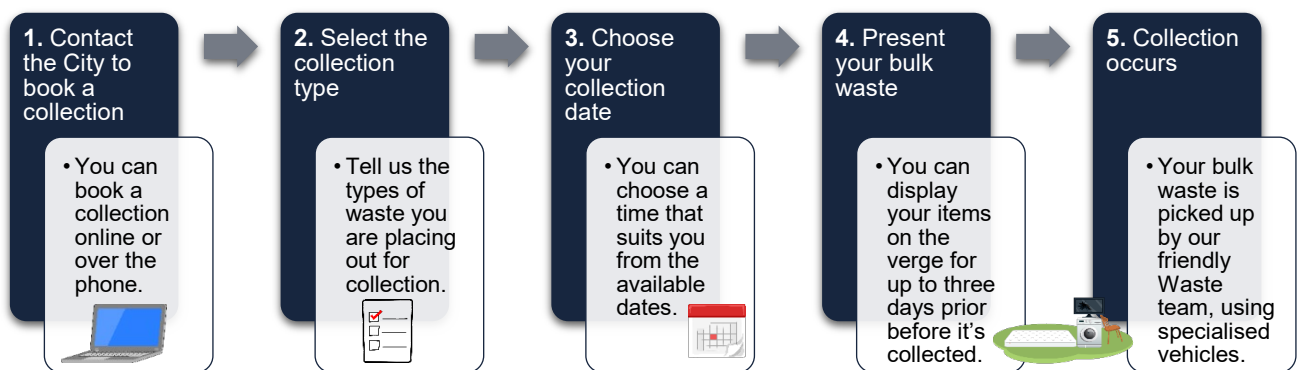


Background

The Bulk Waste Review identifies the most beneficial service for the community in terms of visual amenity, ease of service delivery, achieving Waste Strategy objectives, safety, and customer satisfaction. Council endorsed community engagement to gather the views of the community prior to implementation of the proposed service.

How will the proposed pre-booked verge collection work?

Residents would have the flexibility to pre-book one bulk junk (hard) waste and one bulk greens waste is collected at a time that suits them each year. Extra collections available for a fee.



Community Engagement Process

Through the City's community engagement portal, community were invited to provide their views through the completion of a short survey question or public publication of opinion on the YourSay page. Supporting documentation was also provided for community reference.

- 9,916 views during the engagement period from 3,771 unique IP addresses
- 998 unique participants engaged
- 770 survey responses related to proposed service. Respondents were asked "What is your level of support for this change?" on a Likert scale from 1 (strongly support) – 5 (strongly against) and provide an optional comment. Respondents could alternatively provide a comment via the publically viewable comments on the Your Say page, or directly contact the project team with their comments.
- 539 comments received, related to the proposed service.
- Diverse range of respondents, with respondents self-identifying as a ratepayer (66.6%), resident (28.6%), community group (1.5%), employee (0.4%), local business (0.4%) or other (2.6%)

Insights

Analysis of open-form comments provided by respondents reveals five key considerations of our community on the proposed service. The frequency of comments aligned to each of the key insights demonstrates the priorities the community has when they are considering waste management practices.

1: Resource recovery	2: Visual amenity	3: Convenience	4: Cost	5: Illegal dumping
Respondents feel strongly about sending less waste to landfill.	Respondents care about the aesthetics of their streets.	Respondents mention convenience as a key feature of the pre-booked service.	Respondents expressed concerns about service costs.	Respondents believe the service influences illegal dumping behaviours.

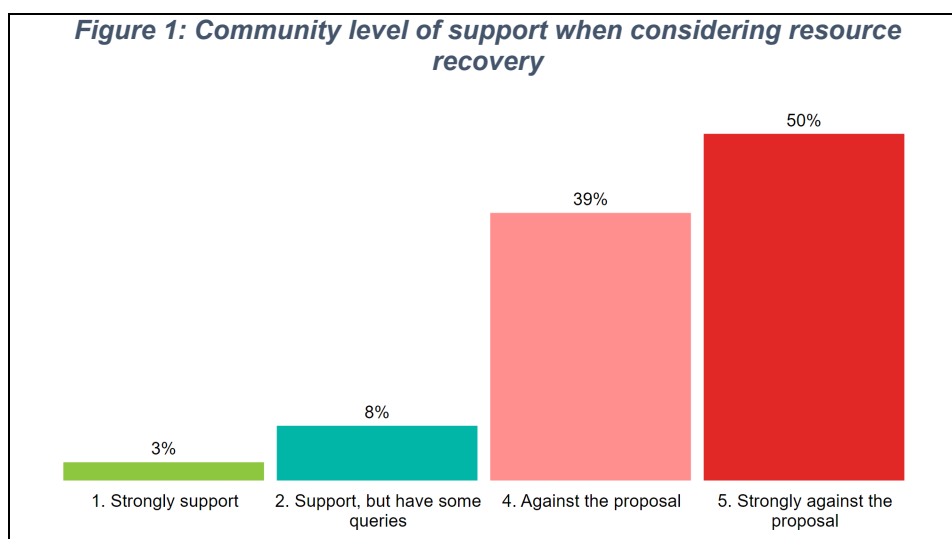
Outcomes

Analysis was undertaken to identify the root cause of community support. Cross referencing community sentiment with key community priorities reveals which issues drive support for or against the service.

Commentary that best exemplifies respondent sentiment for each of the insights have been included below. Some comments have been edited for clarity and length.

1. Resource recovery - Respondents feel strongly about sending less waste to landfill

36% of comments spoke to this theme



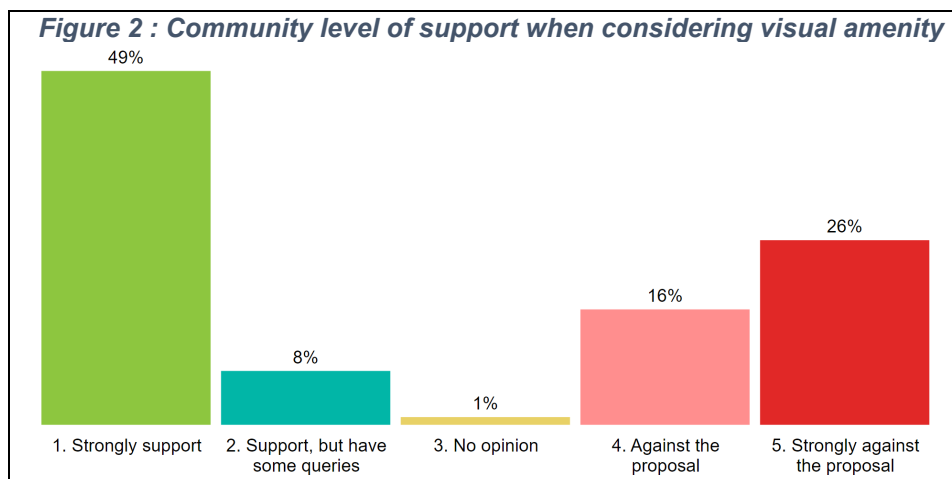
The community is concerned the City is removing an opportunity to personally participate in the process of recycling. There is a prevailing perception that resource recovery is best achieved through the community saving items for reuse from the kerbside. Therefore, there is a perception that the new proposal results in less recycling and more to landfill. Those who do not support the new service see scavenging as the ultimate example of reuse.

It's a good idea as will make people think about their waste management and what they actually dispose of on a yearly basis.

Prefer to keep verge collection as it is as it gives a chance for items to be reused and recycled rather than going straight to landfill.

2. Visual amenity - Respondents care about the aesthetics of their street

30% of comments spoke to this theme



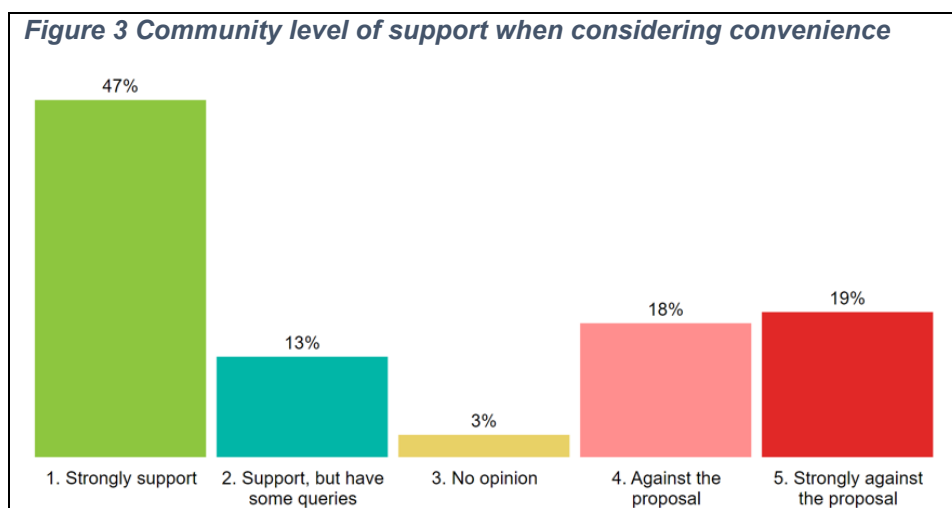
Those who support highlight that there will be less scavenging behaviour, lower impact by weather and fewer piles out over an extended time period. Those who do not support raise the concern that there will be rubbish presented on the verges of their suburb year round, and that waste will pile up in people's yards.

I think this is a much better idea. This will hopefully prevent people rummaging through your rubbish and leaving it in a mess.

It is fine as is. Doing it the new way will mean junk on the verge potentially all year round. At least when each suburb is at the same time the mess is only there once a year.

3. Convenience - Respondents mention convenience as a key feature of the service

22% of comments spoke to this theme



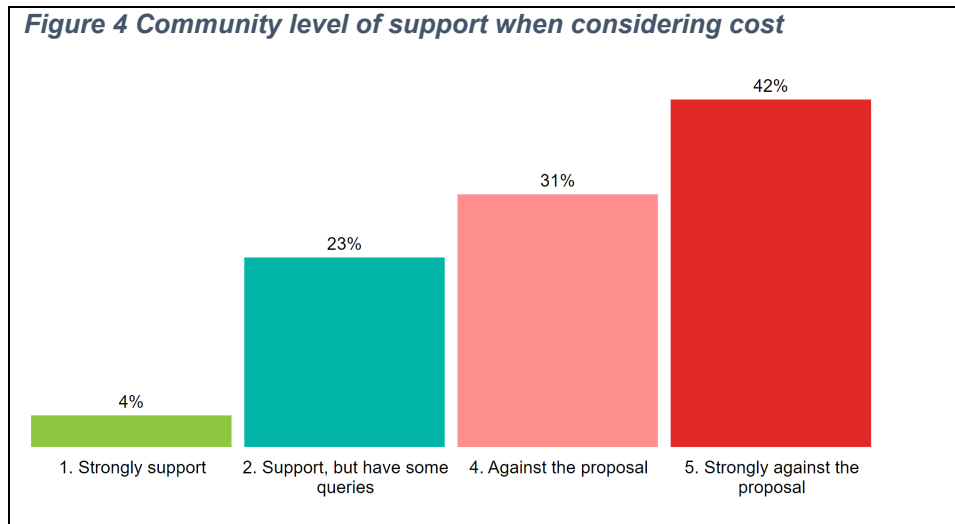
The ability to schedule a collection appeals to some due to sporting commitments, FIFO rosters, weather, holidays and disposal requirements outside of scheduled time. Others prefer the structure of the current scheduled system, as they feel it is a reminder to declutter, they don't have enough waste to justify booking their own collection or booking availabilities won't suit them.

Excellent idea to have a pre-booked service. Residents have different reasons and time frames to want junk removal and this would suit many people.

I prefer the once a year pick up. We don't always need to use it but when we do it's convenient to have a set date. I would not feel right booking for just a few items but feel comfortable that the guys are already out and collecting.

4. Cost - Respondents expressed concerns about service costs

8% of comments spoke to this theme



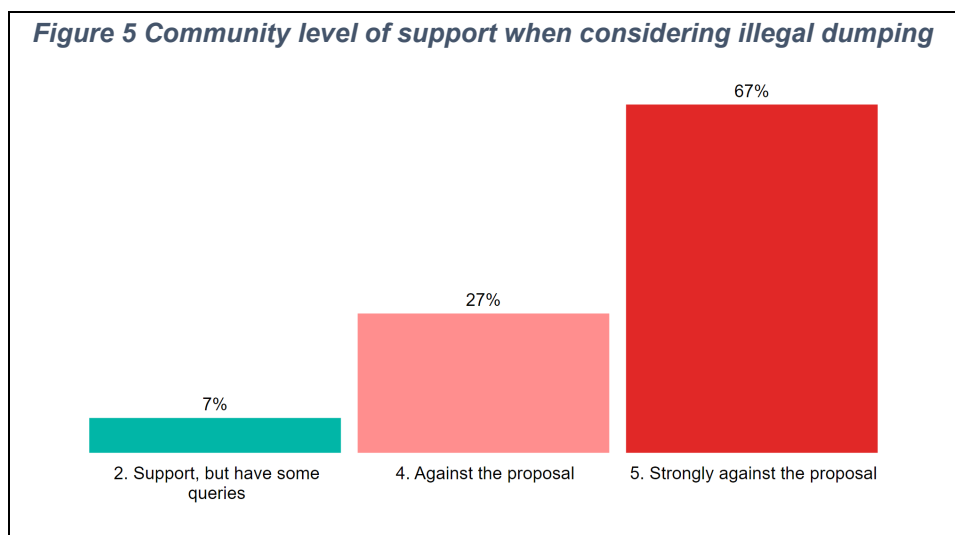
General community concern is that the changes will not be cost effective, and therefore do not support. Reasons cited include perception of increased fuel costs and reduced efficiency.

It is a good idea so long as it stays included as a service funded by our rates. I would not like to see that after some time there is an extra cost to ratepayers at the time of booking.

I think it will increase the cost of collection dramatically at a time we need to spend more wisely.

5. Illegal dumping - Respondents believe the service influences illegal dumping behaviours

5% of comments spoke to this theme



Those who do not support the new system are concerned that changes will result in more illegal dumping on verges as people will add to another's waste pile, won't bother to pre-book and just leave their waste out or will find it easier to flytip on public land.

People will just be dumping more stuff in the streets instead of booking to get it collected.

How does the proposed service address this?

1. A pre-booked service improves opportunities to increase resource recovery. It is estimated this service model will increase material recovery by at least 8% through better material separation at source, achieving a minimum 51% bulk junk recovery rate. Additionally, through the booking process, residents will be educated about opportunities for community reuse, such as charity donation, Buy Nothing groups and second-hand marketplaces. Showing the community what happens to their bulk junk and greens after collection can also help foster confidence in the resource recovery process of the new service.
2. Pre-booked service will help maintain the visual amenity of the City's environment, avoiding numerous properties presenting material for collection for weeks at a time. Short presentation and service periods can discourage unwanted behaviours associated with the current service, such as systematic scavenging and illegal dumping, which also impact amenity.
3. The proposed service addresses the inconvenience for the community having to wait for scheduled service and the current, limited access for community drop-off within the region.
4. The Bulk Waste Review modelling shows pre-booked is most cost effective, followed by skip bins, business as usual scheduled service, then hybrid. The cost to operate a pre-booked verge collection service is modelled at \$3,064,468 for 2023/24. In comparison to costs for delivering the City's business as usual model, option 3 would result in a cost saving of 32%.
5. The current model invites illegal dumping onto the existing bulk waste piles presented, including waste from residents outside the Wanneroo region. A pre-booked service removes opportunity for systemic illegal dumping in scheduled collection areas. The proposed service also reduces clean-up costs associated with going back to suburbs that have litter and illegal dumping dispersed across its streets, verges, roundabouts, parks, etc.