

ATTACHMENT 1 – REVIEW OF CONTRACT NO 0977 FOR HARD & GREEN WASTE BOOKED COLLECTION SERVICE AND DUMPED RUBBISH COLLECTION.

1. REPORT SUMMARY

This review is conducted as per Council's decision in September 2007 to award Contract No 0977 for the Hard & Green Waste Booked Collection Service and Dumped Rubbish Collection to Four Seasons Waste Pty Ltd. It was also resolved by Council that a formal annual review be carried out over the three year period with a focus on:

- The ongoing need for the service
- Council's wish to continue the service
- Changes to future legislation which may impact upon the cost of the service

The service has been assessed as meeting its purpose. The assessment of current scope and performance of the service by reference to community research, monthly performance indication and customer complaint/request recording and management, indicate a service that is reflecting and meeting community needs. The service matches the performance of other inner urban Councils whilst often contending with higher levels of difficulty due to local issues and conditions.

2. THE ONGOING NEED FOR THE SERVICE

The City of Port Phillip currently provides a Hard & Green Waste Booked Collection Service and a proactive Dumped Rubbish Collection Service. The Hard & Green Waste Booked Collection Service offers the residents of Port Phillip a means to remove waste from their property at their convenience. In some cases it also assists with transport, as some residents have no means to deliver waste to the transfer station.

The dumped rubbish service is a 'stand alone' service in its own right; however it is also closely related to the booking service.

Theoretically, if people are able to easily arrange for their rubbish to be removed, at no cost, they will be less likely to dump it.

Also, dumped rubbish comes from outside the municipality, so it is not seen as a total solution to the dumped rubbish problem.

Table 1 and Table 2 (below) show that demand and need for both services has remained strong over the last few years. There are no distinct trends, with respect to a decrease or increase in dumped rubbish but it should be noted that dumped rubbish is an issue that needs to be dealt with in several ways.

For example, more prosecutions for breaching the local law against dumping rubbish would act as a greater deterrent.

Just as importantly, if the City of Port Phillip may become too effective in picking up dumped rubbish, which could send the wrong message to the offenders (i.e. "it's acceptable to dump rubbish in Port Phillip, as they pick it up and cart it away").

We need to ensure that Local Laws, Waste Management and our Communications teams all work in a coordinated way to address this ongoing issue.

Both of these services currently fulfill their purpose and there is a continuing need to provide them.

TABLE 1: Comparison of tonnages for Dumped rubbish and Hard Waste booked rubbish

2007/2008	Dumped Rubbish	Hard waste booked service	2008/2009	Dumped Rubbish	Hard waste booked service
July 07	commenced Nov 07	84.74t	July 08	35.50t	76.80t
Aug 07	-	80.06t	Aug 08	31.36t	58.90t
Sept 07	-	70.72t	Sept 08	48.37t	54.52t
Oct 07	-	86.84t	Oct 08	63.34t	59.26t
Nov 07	49.66t	92.38t	Nov 08	29.98t	75.24t
Dec 07	37.02t	96.86t	Dec 08	50.96t	93.30t
Jan 08	40.02t	97.00t	Jan 09	60.80t	133.56t
Feb 08	50.28t	90.58t	Feb 09	55.66t	60.76t
Mar 08	33.28t	56.64t	Mar 09	56.76t	63.76t
Apr 08	38.38t	92.28t	Apr 09	40.94t	77.30t
May 08	46.72t	76.20t	May 09	30.54t	85.08t
June 08	36.20t	78.14t	June 09	28.36t	58.55t

TABLE 2: Comparison of Dumped Rubbish Complaints and Hard & Green Waste Bookings

2007/2008	Dumped Rubbish Complaints	Hard & Green Waste Bookings	2008/2009	Dumped Rubbish Complaints	Hard & Green Waste Bookings
July 07	commenced Nov 07	645	July 08	194	707
Aug 07	-	732	Aug 08	131	660
Sept 07	-	695	Sept 08	230	753
Oct 07	-	789	Oct 08	194	869
Nov 07	188	756	Nov 08	188	749
Dec 07	139	740	Dec 08	204	869
Jan 08	192	928	Jan 09	198	968
Feb 08	234	819	Feb 09	205	833
Mar 08	166	623	Mar 09	206	776
Apr 08	229	849	Apr 09	221	777
May 08	150	746	May 09	217	643
June 08	130	696	June 09	171	649

3.0 CONSIDERATION IN CONTINUING THE SERVICE

- Hard & Green Waste Booked Collection and Dumped Rubbish are longstanding services and are regarded as essential by the community.

In our most recent customer satisfaction survey, conducted between March and May 2009, 63% of people surveyed rated our waste management services as excellent or good.

- A significant amount of rubbish is removed from our streets and public places, via this contract.
- Funding of these services has been included in the 2009/2010 operational budget.

Consequently, it would be appropriate to continue the service.

4.0 CHANGES TO FUTURE LEGISLATION.

There have been no recent changes to any legislation affecting this service.

However, in 2008, hard and green waste collection services across the state undertook a review as part of Work Safe Victoria's ongoing program for continued improvement and safe work practices.

The review included consultation with industry stakeholders, associations, employers, local government and unions.

As a result a draft guide was produced, listing good industry practice and processes.

Many examples from the 2008 guide have been adopted by the City of Port Phillip and Four Seasons Waste Pty Ltd in the current contract: e.g. cradle lifting on the rear of trucks and use of trolleys to assist with heavy items, clearer instructions to residents about what can and cannot be placed out for collection to reduce hazardous waste, collection from inside of properties where possible and placing items out 24 hours prior to collection to reduce hazards on kerbside.

Many of these initiatives are not only safer for workers and the public but also more user-friendly for our residents.

5.0 CONCLUSIONS

The following conclusions are drawn from this annual review:

- The service is meeting its purpose and has a continuing need.
- Four Seasons Pty Ltd is performing to a satisfactory level (63% satisfaction rating) and external contracting continues to be an effective method of service delivery
- The service delivery method within this contract, meets industry and state government legislation requirements

It is recommended that the service should continue, as per contract specifications for the remaining year of the contract.