



**Mayor Cr Heather Cunsolo**  
**21 July statement to TWiSK**

**How would Council describe the performance of bin collection in July (to date)?**

Citywide's performance since the commencement of the contract on 3 July has been unacceptable and does not meet the expectations of our community or Council. While most of these services have been going smoothly, we acknowledge this is little consolation to those residents who have been affected and we understand their frustration.

We are encouraged we are receiving far fewer reported missed bin collections this week. Citywide is advising Council that they expect further significant improvements to their kerbside service next week with updated routing maps.

If community members are still experiencing missed bins, please let us know via the Snap, Send, Solve app or My Port Phillip on our website. This means we can continue to:

let Citywide know where they have missed bins  
capture critical data to send to Citywide to improve the accuracy of their maps  
send Council crews to help empty missed bins.

Residents have the option of dropping off their rubbish free of charge at our Resource Recovery Centre until kerbside services are operating normally.

**Will you estimate/calculate the cost to council of the use of Council collectors to remedy collection failures?**

Yes we are.

**Will you confirm that a Council General Manager was engaged in bin collection at the street level?**

Council officers have been actively assisting Citywide to improve its route mapping. Our Council has also redeployed staff from across the organisation to help collect and empty

missed bins across the City. Council's General Manager, and other managers, have been assisting redeployed staff to clear residents' bins missed by Citywide.

**Is the council investigating financial or other penalties against the contractor for the failures?**

Our Council's immediate focus is on getting the bins collected. We are reserving all rights under the contract.

**Is the council considering financial compensation to waste charge payers for the service failures?**

Our focus is on getting the services sorted. Once services return to an acceptable standard we will focus on how we address the impacts from the disruption.

**Will the Council audit committee (or similar) be investigating the awarding of the contract and the initial performance?**

While our Council's immediate focus is on getting the waste and recycling services back to an acceptable standard, it is important that at the appropriate time we assess how this situation arose and what can be done to ensure that critical services that our community relies upon are not disrupted. A review will be undertaken to determine the root causes and provide recommendations.

Source: email to TWiSK 21 July



### **CEO Chris Carroll's statement to Council 19 July (in full)**

"I sincerely apologise to those in our community who have been affected by the recent disruption to our kerbside waste collection services since our new contractor, Citywide, commenced delivering these services on Monday 3 July. Citywide has experienced significant issues with its mapping for routes and bin locations, and while most residents have been unaffected, this is little consolation for those who have had their rubbish, FOGO and mixed recycling bins missed after being rolled out for collection.

We totally understand the frustration of our community members impacted by this issue. We have been very clear to Citywide, that we expect them to urgently resolve their collection issues and we have been doing everything we can to help. A dedicated team has been working through this issue with Citywide as a matter of urgency, and we've redeployed Council staff from other services to assist with this. Citywide has been deploying additional trucks every day as they attend to scheduled pickups and missed bins. At the same time, we have been redeploying Council staff and trucks from other services to provide additional crews to support Citywide in responding to missed bin collections. While there are no regular scheduled kerbside waste collections on weekends, we've had a fleet of Citywide and Council trucks and crews out on the road on Saturdays and last Sunday also, focused on missed bin pickups across our City.

Since last week our Resource Recovery Centre in South Melbourne has been open to Port Phillip residents to drop off mixed recycling (from yellow lidded bins) or bagged garbage (of household rubbish that would normally go in kerbside rubbish bins) at no charge.

And we're also continuing to operate our communal recycling hubs for glass and food organics, which are located across the municipality and are available for use by anyone in our community.

To ensure that progress is being made towards restoring service levels, Council officers have been conducting daily audits, particularly concentrating on those areas that have had missed bins. Each morning, our audit team is double-checking areas scheduled for collection the day prior, to verify that collection has taken place and if not ensuring it is scheduled in the missed bin run.

Communicating with our community through this process is a priority for Council. We have been providing regular updates to our community via daily messages on Council's social media pages and website updates, whilst to our ASSIST customer service team has been working hard responding to any enquiries received through our website or by phone. If you're experiencing any missed bin collections, to please report it to us the Snap Send Solve app or via My Port Phillip on our website. We're also reminding any residents reporting a missed bin pickup to please leave your bins out so that the waste collection crews can empty it without further delay.

It's really important that we capture any missed bin reports because they:

- Identify for our contractors exact locations where bin collection errors are occurring
- Capture critical data that feeds into Citywide's maps for service improvement and accuracy
- Enable us to send out Council crews to collect any missed bins as soon as possible.

We can report that there has been a substantial reduction in missed bins, with kerbside waste collection services getting better each day – but it's still not where we want it to be. Although the numbers show that service is improving, we know there's still work to be done.

I understand the frustration of our residents affected by these issues with our kerbside waste collection service. I unreservedly apologise to residents and councillors and appreciate your patience during this time."

Source <https://www.portphillip.vic.gov.au/media/nhodoqtb/minutes-council-meeting-19-july-2023.pdf>



**Response from Lachlan Johnson, General Manager, Operations and Infrastructure during question time.**

Public question: In relation to the current garbage collection problems. Why was it necessary to change the rubbish collection contractors and what was the factors that

Council took into account in making this decision to change to the new contractor? Is Council aware of reports that in some areas, all rubbish is being amalgamated into one and this will result in increased land fill costs for Council. How is this being addressed ?

Lachlan Johnson, General Manager, Operations and Infrastructure advised that last year Council's previous waste contract was coming to an end. It is standard and normal of Council to conduct rigorous public tender processes when contracts like that are due to expire, that process occurred throughout 2022. Council awarded the current collection contractor 'Citywide' in October 2022. In this case the contractors were engaged after a lengthy assessment process. Some of the things that were assessed included value for money, technology, capability, methodology as well as corporate social responsibility contributions. There was a rigorous probity process that applied throughout that procurement process.

Our Council is aware of the circumstances where multiple streams of rubbish have gone into the same truck, this is unfortunate. This is a short term consequence of us utilising some of our other teams such as the Street and Beach services to assist with the missed bin recovery. These trucks are not designed for the purposes of providing kerbside waste collection but have enabled us to make additional collections which is a priority whilst the issues are resolved. The City Wide contract does require three streams are separately collected. This temporary measure of having Council Staff and Council vehicles reallocated to collect kerbside waste will cease as soon as City Wide is able to provide the full service that they are required to under the contract and that the community expects. Whilst we regret any recycling that ends up in land fill we are trying to keep this limited as much as possible.

Source <https://www.portphillip.vic.gov.au/media/nhodoqtb/minutes-council-meeting-19-july-2023.pdf>