

1. Introduction

The WMRC Bulletin serves to provide a summary update on key issues and developments in the periods between WMRC Council meetings. It is issued fortnightly and circulated to WMRC Councillors, Deputies, CEOs and key office bearers across the region. Past Bulletins are posted on our website at <https://www.wmrc.wa.gov.au/about-us/publications/wmrc-bulletin/>

2. Protecting our low GO bin processing rates



WMRC enjoys very low processing costs for the contents of the Garden Organics (GO) bins. However, our low price is under threat owing to an increasing level of GO bin contamination.

We are working with our four member Councils with GO bins and the two collection contractors to solve the problem. In the meantime, WMRC staff at the West Metro RC spend time daily hand-picking contamination from the stockpile of GO bin waste before its collected for processing.

Please remind people that small branches, flowers, leaves, lawn clippings, prunings and weeds ONLY go into the GO!

3. Waste to Energy on the agenda

Following on from our tender for waste to energy services in June, Council will consider the recommendation of the tender assessment panel this week. The tender puts the WMRC on track to divert residual waste (red lid bin) from landfill for energy recovery purposes from July 2022.

4. More waste throughput

Waste throughput is steadily increasing as WMRC rolls out its strategy to extend services across the west central metropolitan area to generate economies of scale and reduce average costs for member councils. The adoption by the Town of Cambridge has added to throughput by 25 tonnes per week – an increase of over 5% per annum. By comparison, Verge Valet at Mosman Park and Cottesloe combined generate around 11 tonnes per week – less than half the Cambridge total.

5. More interest in Verge Valet

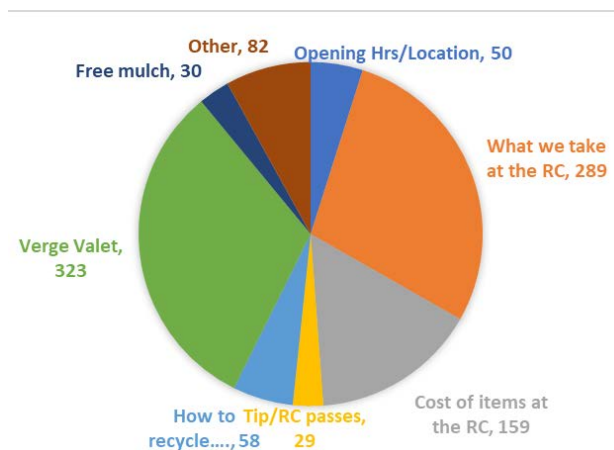
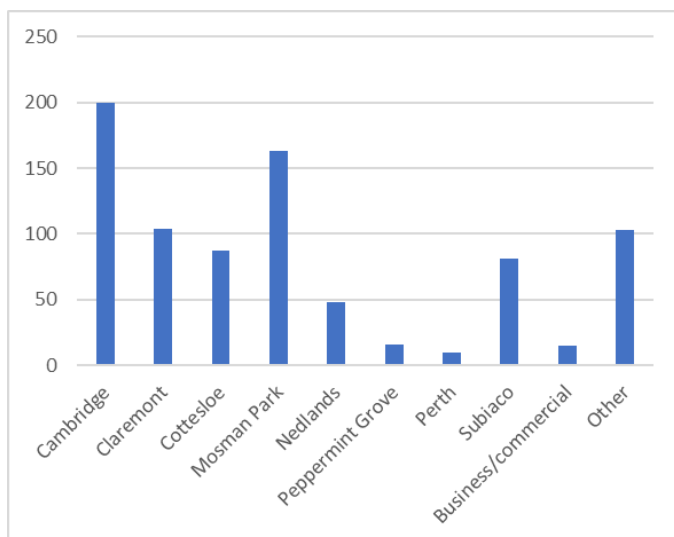
Verge Valet has been garnering interest from beyond our borders. We've been approached by four further Perth metropolitan councils about the service and it has been presented to a national body of waste educators. Residents are pretty happy with the system:

Ratings (out of 5)	MP	Cott	Camb
Booking System (out of 5)	4.78	4.91	4.60
Collection Service (out of 5)	4.62	4.75	4.41
As a whole (out of 5)	4.66	4.85	4.35
Prefer VV (%)	80%	81%	52%
Indifferent VV or scheduled	11%	8%	20%

These statistics are gathered from residents after they have had a Verge Valet booking. Customer satisfaction with the Verge Valet system remains high with most residents preferring it to a scheduled service. We anticipated the initial lower rating in Cambridge owing to its roll-out after the old scheduled service was due.

6. Recycling Hotline running hot!

You'll be pleased to know that 80% of calls to the Hotline are answered immediately with most of the rest directed to our website including for booking/amending their Verge Valet collection. Greenwaste is the single biggest reason for calls, with e-waste not far behind. We are seeing a spike in calls originating from Town of Cambridge and naturally an associated spike in Verge Valet calls. This data is from March 2020 onwards.



Stefan Frodsham - Chief Executive Officer