

Item 10**Supplementary Answers to Previous Questions**

Supplementary Answers to Questions on Notice are as follows:

Question on Notice – Council 20 February 2023**5. City of Sydney Waste Disposal**

By Councillor Scott

Question

- 1. In the last five years, has the City withheld payment for waste services at any time from any external providers? If so, when, how much and what for?**

No. Payments are adjusted to reflect work undertaken by contracted service providers.

- 2. If not, will the City consider this option in future? If not, why not?**

The City always reviews invoices to ensure that payments are correct.

- 3. Has the City sought any contract amendments from Cleanaway since 2019?**

No.

- 4. Have Cleanaway sought any contract amendments from the City since 2019?**

No.

- 5. What are the additional costs that the City has incurred as a result of increased waste complaints?**

Nil additional costs associated with the management of the waste complaints.

7. Please detail, broken down by month since 2018, how many requests for bulk collection the City has received? Of these, how many have been collected on the day booked? How many have been missed? How many have been delayed?

The below table details total number of bookings received, per year and month versus service provider.

Year/Month	City - Garbage Services	Cleanaway	URM	Waste - Soft Landing	Grand Total
2018					
Jan	1656	N/A	3256	894	5806
Feb	1139	N/A	2435	782	4356
Mar	1132	N/A	2480	802	4414
Apr	1185	N/A	2413	791	4389
May	1131	N/A	2396	837	4364
Jun	936	N/A	2118	761	3815
Jul	1182	N/A	2620	866	4668
Aug	1049	N/A	2470	830	4349
Sep	1102	N/A	2371	754	4227
Oct	1212	N/A	2612	886	4710
Nov	1251	N/A	2822	902	4975
Dec	1421	N/A	2794	830	5045
Total 2018	14396	0	30787	9935	55118

2019	City - Garbage Services	Cleanaway	URM	Waste - Soft Landing	Grand Total
Jan	1878	N/A	3512	1042	6432
Feb	1577	N/A	3050	988	5615
Mar	1395	N/A	2919	1016	5330
Apr	1448	N/A	2846	996	5290
May	1218	N/A	2730	884	4832
Jun	1109	N/A	2413	773	4295
Jul	1020	3413	14	1004	5451
Aug	856	3113	N/A	824	4793

Year/Month	City - Garbage Services	Cleanaway	URM	Waste - Soft Landing	Grand Total
Sep	949	3336	N/A	890	5175
Oct	955	3453	N/A	813	5221
Nov	1012	3460	N/A	866	5338
Dec	1157	3793	N/A	929	5879
Total 2019	14574	20568	17484	11025	63651

2020	City - Garbage Services	Cleanaway	URM	Waste - Soft Landing	Grand Total
Jan	1361	4313	N/A	1072	6746
Feb	1128	3980	N/A	1074	6182
Mar	820	4677	N/A	1222	6719
Apr	N/A	6421	N/A	1480	7901
May	N/A	5530	N/A	1240	6770
Jun	N/A	5579	N/A	1288	6867
Jul	N/A	5918	N/A	1388	7306
Aug	N/A	5842	N/A	1321	7163
Sep	N/A	6017	N/A	1318	7335
Oct	N/A	5577	N/A	1210	6787
Nov	N/A	5967	N/A	1316	7283
Dec	N/A	6662	N/A	1314	7976
Total 2020	3309	66483	0	15243	85035

2021	City - Garbage Services	Cleanaway	URM	Waste - Soft Landing	Grand Total
Jan	N/A	7180	N/A	1408	8588
Feb	N/A	6041	N/A	1395	7436
Mar	N/A	6056	N/A	1371	7427
Apr	N/A	5554	N/A	1235	6789
May	N/A	5574	N/A	1187	6761
Jun	N/A	5119	N/A	1108	6227

Year/Month	City - Garbage Services	Cleanaway	URM	Waste - Soft Landing	Grand Total
Jul	N/A	5881	N/A	1274	7155
Aug	N/A	6162	N/A	1342	7504
Sep	N/A	5596	N/A	1245	6841
Oct	N/A	5383	N/A	1166	6549
Nov	N/A	5557	N/A	1243	6800
Dec	N/A	5782	N/A	1224	7006
Total 2021	0	69885	0	15198	85083

2022	City - Garbage Services	Cleanaway	URM	Waste - Soft Landing	Grand Total
Jan	N/A	6446	N/A	1221	7667
Feb	N/A	5134	N/A	1180	6314
Mar	N/A	6051	N/A	1259	7310
Apr	N/A	5499	N/A	1140	6639
May	N/A	5862	N/A	1258	7120
Jun	N/A	5208	N/A	1085	6293
Jul	N/A	2373	N/A	511	2884
Aug	N/A	5475	N/A	1204	6679
Sep	N/A	4702	N/A	1055	5757
Oct	N/A	3359	N/A	787	4146
Nov	N/A	4100	N/A	855	4955
Dec	N/A	2543	N/A	650	3193
Total 2022	0	56752	0	12205	68957

2023	City - Garbage Services	Cleanaway	URM	Waste - Soft Landing	Grand Total
Jan	N/A	1893		660	2553
Feb	N/A	591		303	894
YTD 2023		2484	0	963	3447
Grand Total	32279	216172	48271	64569	361291

The below table details total requests received over the same period (as at 28 February 2023), including detail about days to complete request versus scheduled date:

Early	3148
On time - on day due	138153
Past due	219900
Not yet completed	90
	361291

No bulky waste is ever missed, all bulky waste is eventually collected. Waste is sometimes reported as not presented, generally because it has been recycled or repurposed by others.

8. What other metrics does the City collect on waste and recycling collection services? How are these monitored?

Service Level Measurement	Frequency
1- Sustainable Safe Service	
Management of Personnel	
% of safety inspections conducted (safety interactions) of its employees or subcontractors in accordance with the Contractors inspection program.	Monthly
Attend meetings with City WHS representatives as required	As Requested
Provision of adequate WHS supervision of personnel	As Requested
Tool Box or Start Up meetings have safety contact	As Requested
Contract specific risk register is developed and updated and available on an ongoing basis within 3 months of Contract and available to the City	As Requested
Contract specific WHS Incident register is developed and updated and available on an ongoing basis within 3 months of Contract and available to the City	As Requested
Escalation process for managing WHS incidents and risk is developed and updated as required	As Requested
Risk, Safety and Incident Management	
% of incidences and near misses recorded immediately, including mitigation strategies, investigations closed out within 10 business days with root cause analysis, incident to be mitigated immediately with plan to close out within 2 weeks	Monthly
Evidence of inspections and audits recorded. Monthly reporting of safety performance indicators	Monthly
Comply with all statutory reporting and report as part of the Contractors monthly report.	Monthly
Contractor audits compliance with all WHS requirements and undertaken in accordance with Contractor audit program.	Monthly
Management of Personnel and Training	
% of environmental inspections conducted of its employees, subcontractors, equipment in accordance with the Contractors inspection program.	Monthly
Attend meetings with City Environmental representatives as required	As Requested
Provision of adequate Environmental supervision of personnel	As Requested
Tool Box or Start Up meetings have environmental contact	As Requested
Environmental, Risk Incident Management	
Contract specific environmental risk register is always developed and updated and available on an ongoing basis within 3 months of Contract and available to the City	As Requested
Contract specific environmental Incident register is always developed and updated and available on an ongoing basis within 3 months of Contract and available to the City	As Requested
Escalation process for managing environmental incidents and risk is developed and updated as required	As Requested
No materials, oils, liquids are spilt during collection	Monthly
Any materials, oils, liquids are spilt during collection is cleared within 2hrs or as required by WHS or Environmental rules, policy or legislation (whichever is quicker)	Monthly
Compliance with all legislation and Environmental requirements	By Quality Audit

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Process and Systems in Place	
% of incidences and near misses recorded immediately, including mitigation strategies, investigations closed out within 10 business days with root cause analysis, incident to be mitigated immediately with plan to close out within 2 weeks	Monthly
Evidence of inspections and audits recorded. Monthly reporting of environmental performance indicators	Monthly
Comply with all statutory reporting and report as part of the Contractors monthly report.	Monthly
Contractor audits compliance with all Environmental requirements and undertaken in accordance with Contractor audit program.	Monthly
Traffic infringements are recorded immediately, investigated including mitigation strategies, investigations closed out within 10 business days with root cause analysis	Monthly
Third Party vehicle damage is recorded immediately, investigated closed out within 10 business days with root cause analysis	Monthly
Third Party property damage is recorded immediately, investigated closed out within 10 business days with root cause analysis	Monthly
Contractor undertakes scheduled maintenance procedures in accordance with all OEM and Clean Fleet minimum requirements	Monthly
2 - Quality Waste Collection Service	
Service Delivery Compliance against Standards	
Missed Garbage collection ≤ 1 per 1,000 services	Monthly
Missed Recyclables collection ≤ 1 per 1,000 services	Monthly
Missed Garden Organics Collection ≤ 1 per 1,000 services	Monthly
Missed Clean Up Collection ≤ 1 per 150 services	Monthly
100% of unsuccessful Mobile Bins collections are collected within 24hrs of nominated Collection Day and time period	Monthly
Nil early starts for any Collection Service	Monthly
Specific recovered material streams are delivered to the processing facility in the intended condition. Recyclables and Organic streams are not rejected at the material recovery facility due to Contamination or compaction.	Monthly
Reduction of Customer Complaints	
≤ 40 complaints on Garbage collection services	Monthly
≤ 40 complaints for Recyclables collection	Monthly
≤ 10 complaints on Garden Organics collection Services	Monthly
≤ 10 complaints on Clean Up collection Services	Monthly
Mobile Bin repair request are serviced within 2 days	Monthly
New Bin Service requests are fulfilled within 2 days	Monthly
New Mobile Bin replaced on day of service when Mobile Bins are beyond economical repair.	Monthly
All complaints resolved or escalated and documented in a complaint register as part of the monthly report	Monthly
Customer Responsiveness	
All responses to customer complaints resolved within the specified timeframes. Complaints resolution within 24hrs or as otherwise agreed with the City.	Monthly
% of attendance at all scheduled & ad-hoc meetings	Monthly
All information as requested by the City for use in relation to stakeholder management is delivered within agreed timelines	Monthly
Provision of accurate, up to date and completed reports by the due date	Monthly

3 - Effective Contract & Commercial Management	
Meeting and Reporting	
Develop, implement and maintain a Business Continuity plan	As Requested
All required data and documents, missed services footage etc are accessible to City via a web portal	Monthly
100% accurate monthly invoices	Monthly

7. Waste Management in the City of Sydney

By Councillor Weldon

Question

- How many missed waste and recycling collections were reported to the City of Sydney in each of the preceding 12 months (January 2022 to January 2023)?**

The below table details missed waste and recycling bin reports received by month from January 2022 to 22 January 2023.

	Missed Garbage Bin	Missed Recycling
2022		
Jan	1019	847
Feb	456	235
Mar	459	348
April	609	268
May	511	373
June	449	370
July	476	376
Aug	406	256
Sept	458	314
Oct	588	505
Nov	613	914
Dec	711	696
2023		
Jan	1326	965

2. How much did the City of Sydney expend on waste management services (combined in-house and contracted services) in each of the last five years (FY2017/18, FY2018/19, FY2019/20 and FY2020/21 and FY2021/22)?

Unit 2020 Cleansing and Waste Operating Expenditure	2021-22	2020-21	2019-20	2018-19	2017-18
Salaries and Wages Expenditure	\$24.7M	\$24.5M	\$29.6M	\$28.5M	\$26.8M
Non Salaries and Wages Related Expenditure-including all contracts	\$40.6M	\$39.8M	\$37.3M	\$34.5M	\$32.0M
Total Expenditure	\$65.3M	\$64.3M	\$66.9M	\$63.0M	\$58.8M

This table represents operating costs only and does not include capital purchases or corporate overheads.

3. What was the number of full time/part time staff employed by the City of Sydney engaged in collecting waste in each of the last five years (FY2017/18, FY2018/19, FY2019/20 and FY2020/21 and FY2021/22)?

	FTE Cleansing and Waste Operations
2018	181
2019	188
2020	181
2021	193
2022	183
2023	189

Cleansing and Waste Operations includes street cleaning and sweeping, street litter bin collection, and food scraps collection.

6. If the answer to 5. is yes:

- (a) On how many occasions and on what dates have City of Sydney employees collected waste that is part of the contract obligations of Cleanaway?

The City responds to urgent complaints and health and safety issues, as required. Payments are adjusted to reflect work not completed by contracted service providers.

As a result of the protected industrial action the City has collected 2293 illegal dumps and booked clean ups since 30 January 2023.

- (b) What are the terms under which City of Sydney employees are doing work that is part of the contract obligations of Cleanaway?

The City maintains responsibility for the management of waste, Cleanaway is only paid for waste they have collected, in accordance with the Schedule of Rates as per the contract. Monthly invoices are reconciled and paid on services delivered.

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7. **Were any privately operated waste collection companies engaged by City of Sydney prior to the execution of the contract with Cleanaway?**

Refer to 20 February 2023 report to Council – City of Sydney Waste Management and Operating Environment.

8. **If the answer to 7. is yes:**

- (c) What was the value of the contracts with City of Sydney with each of the companies?

Provider	Amount Spent	Contract Term	Commenced
URM	\$72.6M	5+2 Years plus variation to 30 June 2019	10/03/2010
Soft Landing	\$4.6M	3+1+1 Years	01/08/2018