

# Project Report

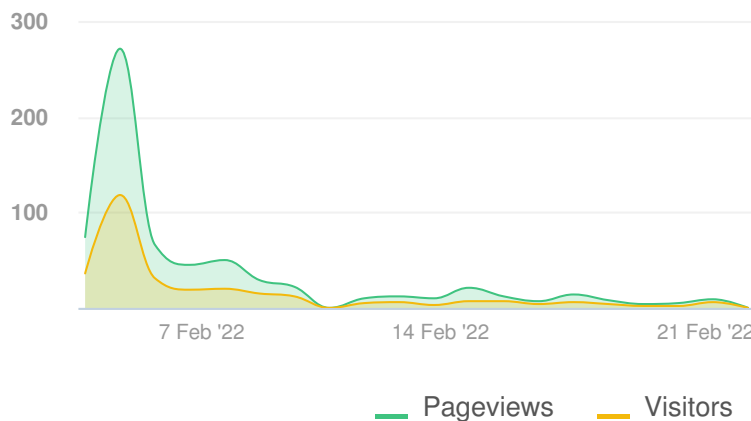
03 February 2022 - 22 February 2022

# Your Thoughts

## Annual Budget Participation



### Visitors Summary

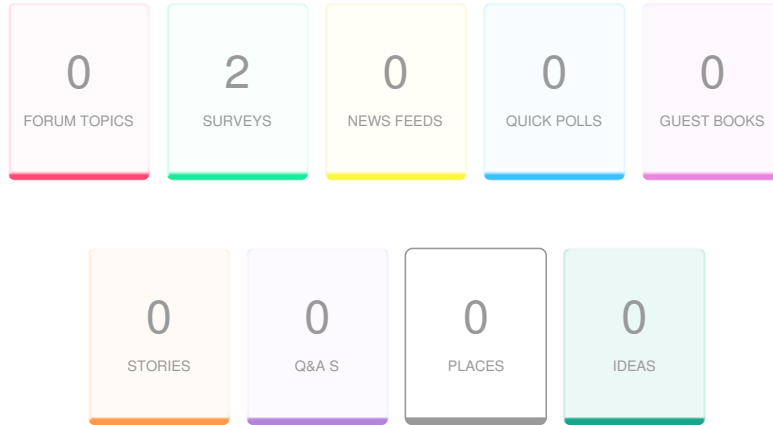


### Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
342	118	
NEW REGISTRATIONS		
1		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
127	194	293

Aware Participants		Engaged Participants						
293		127						
Aware Actions Performed	Participants	Engaged Actions Performed						
		Registered	Unverified	Anonymous				
Visited a Project or Tool Page	293							
Informed Participants	194	Contributed on Forums				0	0	0
Informed Actions Performed	Participants	Participated in Surveys				6	0	121
Viewed a video	0	Contributed to Newsfeeds				0	0	0
Viewed a photo	0	Participated in Quick Polls				0	0	0
Downloaded a document	0	Posted on Guestbooks				0	0	0
Visited the Key Dates page	0	Contributed to Stories				0	0	0
Visited an FAQ list Page	0	Asked Questions				0	0	0
Visited Instagram Page	0	Placed Pins on Places				0	0	0
Visited Multiple Project Pages	73	Contributed to Ideas				0	0	0
Contributed to a tool (engaged)	127							

## ENGAGEMENT TOOLS SUMMARY



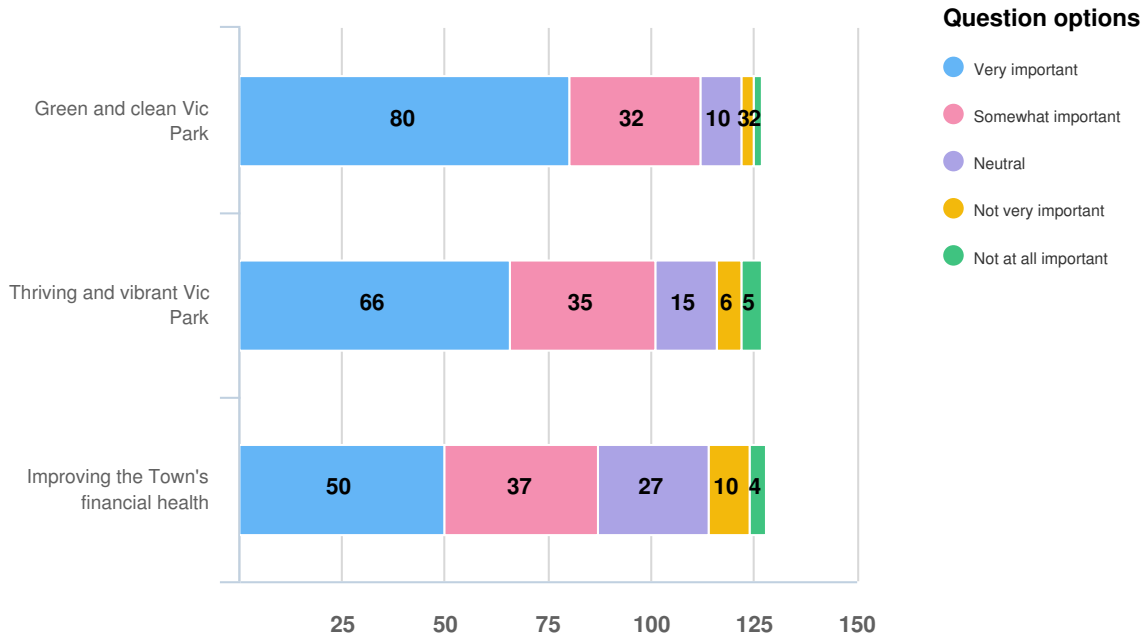
Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Budget focus survey	Archived	199	6	0	119
Survey Tool	RSVP to attend a Community Budget Workshop	Published	5	0	0	2

## ENGAGEMENT TOOL: SURVEY TOOL

### Budget focus survey

Visitors <b>199</b>	Contributors <b>125</b>	CONTRIBUTIONS <b>128</b>
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How important do you think the proposed budget focus areas are?



Optional question (128 response(s), 0 skipped)

Question type: Likert Question

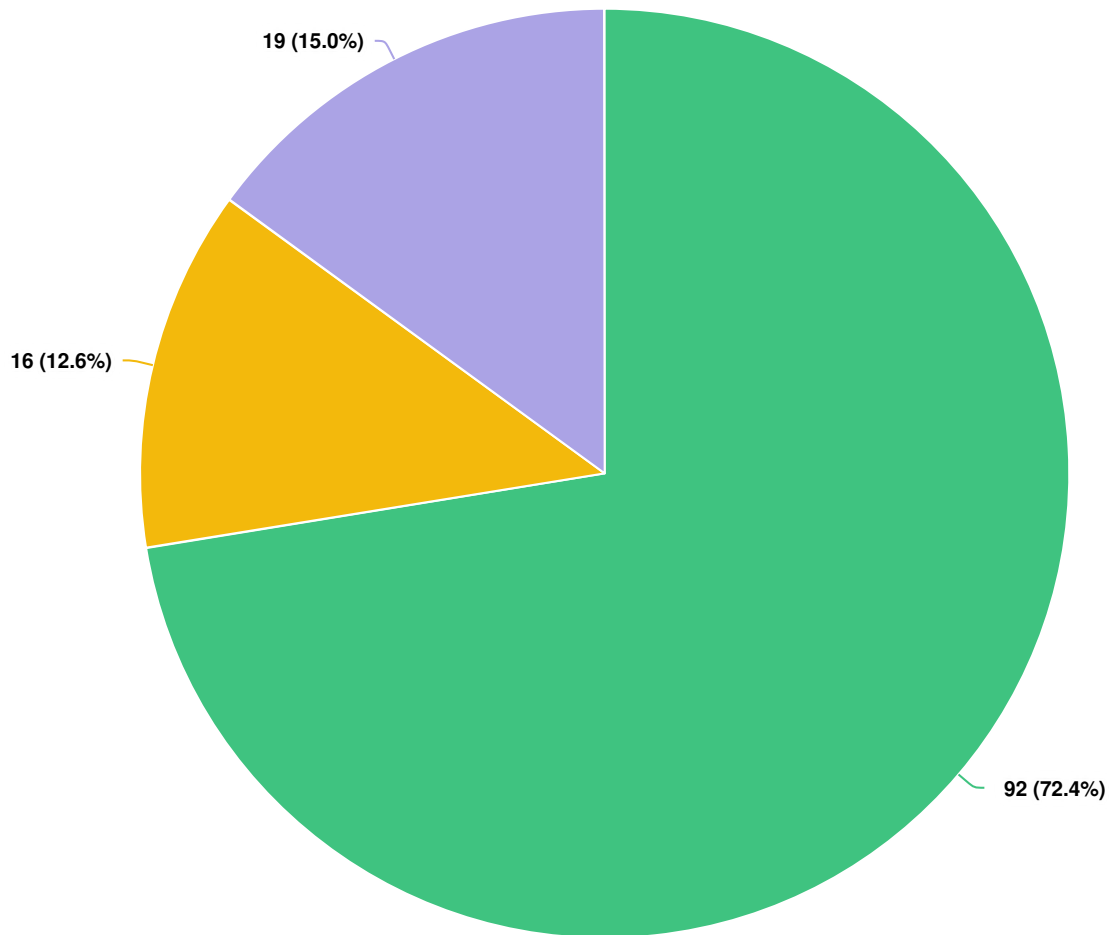
Please rank the proposed budget focus areas from most important (first) to least important (last)

<b>OPTIONS</b>	<b>AVG. RANK</b>
Green and clean Vic Park	1.69
Thriving and vibrant Vic Park	2.03
Improving the Town's financial health	2.26

*Optional question (128 response(s), 0 skipped)*

*Question type: Ranking Question*

### Overall, do you support the three focus areas?



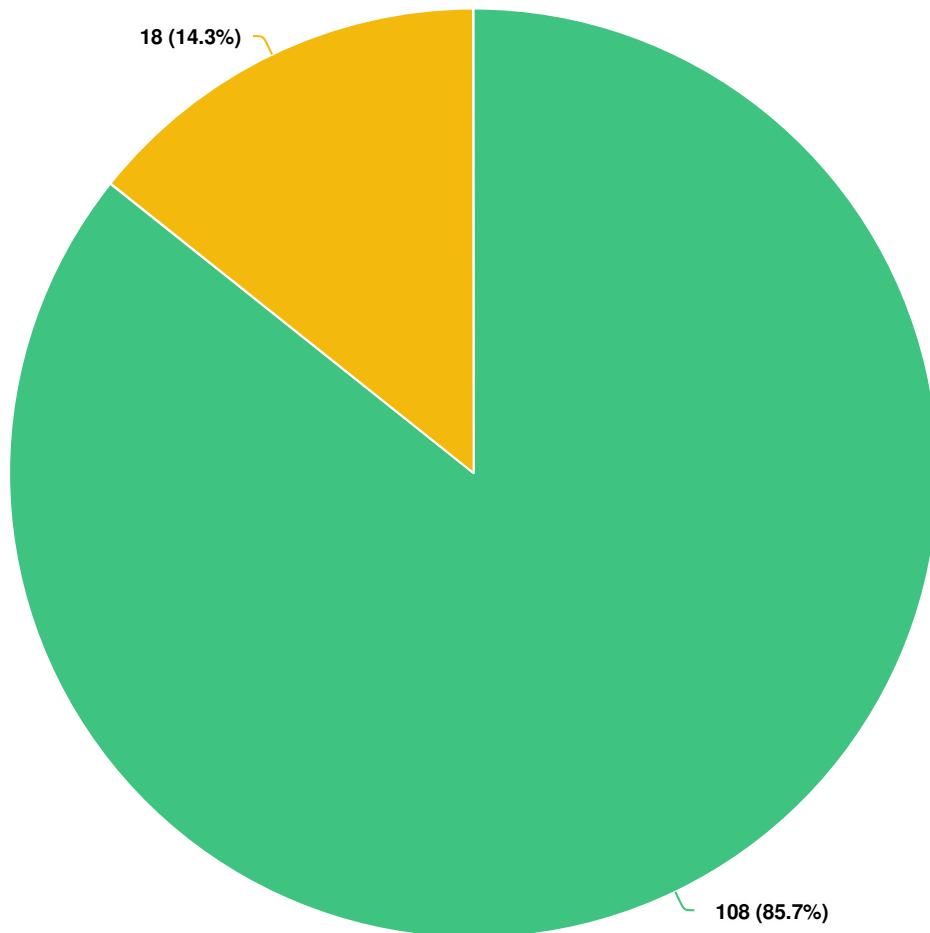
#### Question options

- I'm unsure
- No
- Yes

Optional question (127 response(s), 1 skipped)

Question type: Radio Button Question

### Are you a Town of Victoria Park ratepayer?



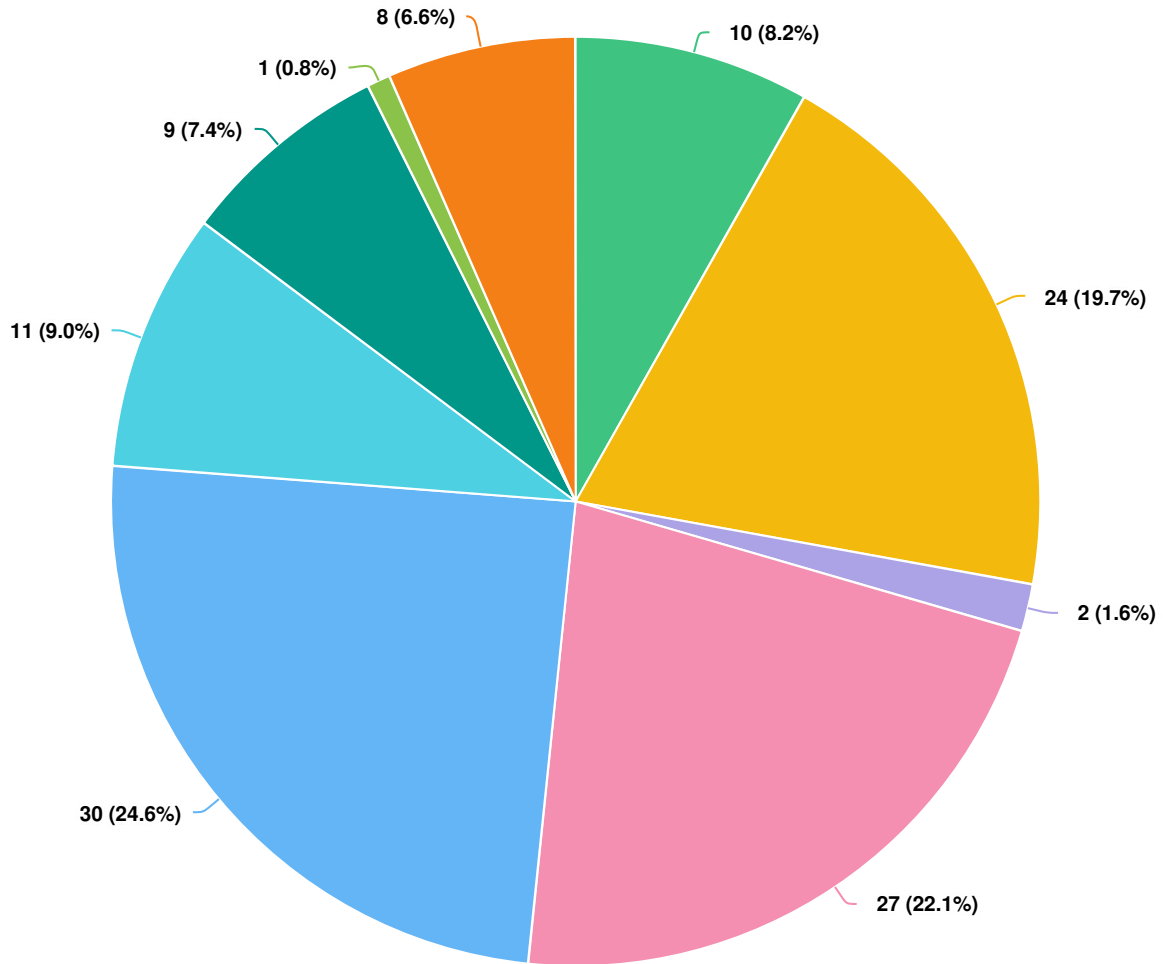
**Question options**

- No
- Yes

*Mandatory Question (126 response(s))*

*Question type: Radio Button Question*

### What suburb do you live in?



#### Question options

- Other (please specify)
- Welshpool
- St. James
- Lathlain
- Victoria Park
- East Victoria Park
- Curtin University or Bentley
- Carlisle
- Burswood

Optional question (122 response(s), 6 skipped)

Question type: Dropdown Question

## Raw text questions and answers from the survey

### Is there anything critical that you feel is missing from the three budget focus areas?

Yes. The residents. The whole focus seems to be visitors or people who run businesses, but not the people who actual live in the Town.

I think funding should be increased to our libraries, recreation centres, parks and maintenance, customer service and community development/social services. We should be providing more financial support for local charities and non-profits, and encouraging community-driven community development.

What do you mean by urban design? It is used In 2 of the themes but is jargon.

Thriving and vibrant theme should capture “project delivery/project completion” (archer St upgrade, old spaces new places program, Lathlain Park, Higgins Park, McCallum Park...”

Mental health and community projects outside of standard work hours

Support for Homeless

Sidewalks, kerbs, safety

All Covered

Improving the Towns Financial Health - would have liked more information ie examples of projects

Community

The wellbeing of residents in the area. It should take priority over creating money making exercises for local businesses.

Encourage more public music and musicians under vibrant focus. Also focus on local issues not state or federal government areas you cannot change.

security, crime

Roads

Street lighting and surveillance to reduce crime

Social justice issues at the local level - such as homelessness, Indigenous issues, crime. - in collaboration with other local governments and agencies, the private sector and community groups/charities.

Safety and security

Reducing operating costs doesn't always result in sustainable practices. Should look at ensuring the fundamentals are taken care of before the nice to have.

Homeless support

That the rate rise is in keeping with the affordability of all

I would need more information on improving the town's financial health.

I understand it is not a priority, but the Christmas decorations are well past their use-by date.

Keep it Basic, i.e. Clean Streets, Sustainable rubbish collection

More trees, green public open space, preserving trees and heritage

Promoting an inclusive and accessible community for all - people with disability, aged

A focus on prudent use of Council resources; principally rates

Reduce financial cost on ratepayers

Yes. Homeless people setting up 'house' in disused buildings. eg Cnr Teddington and Albany Hwy

A safer Victoria Park.

More security and police with a no tolerance approach.

Free parking to encourage people to come here and enjoy the array of restaurants and cafes.

Street lighting in Carlisle is very poor, we live close to Harold Hawthorn retirement this creates a dangerous situation at night time due to the poor lighting and should be upgraded.

No this is the correct focus in my opinion



Stop commercialising the strip  
Create more free parking  
Clean up the crackheads

Safety - there remains a crime problem within the ToVP that should be highly prioritised, along with other key safety measures (e.g. ensuring high CPTED standards are established and upheld through development applications / DRP; improving safety of pedestrians & cyclists throughout the Town).

Safety and security

Details

Community market advertising

1) verge maintenance - 2) fix black spot traffic areas - Shepperton and Mint st intersection

No, as I feel the headings are broad enough

Security & safety. A huge problem. You can't have a vibrant small business sector if you don't feel safe.

local council being part of collaborative solutions regarding planning, design and development of homes for people [and specifically older single women] on low incomes

Maintaining a sense of character with the buildings particularly character homes and buildings. We should protect what is beautiful about our town.

New ways of doing business with pandemics continuing

Upgrades to some of the town playgrounds.

More cycle friendly paths and parking which would encourage more cycle use and help in the long term of reducing carbon emissions.

Changes to the Bone/Upton corner modification to improve Bone St and give safer corner access.

Public safety, traffic flow I.e. Burswood Rd

Safety and wellbeing of residents

Including indigenous people.

no

Council to take on responsibility of verges.. unkept verges are sandpits/ weed banks/ native plantings uncared for resulting in fire hazards, pollen causing allergic reactions, dust from sandy verges & all contributing to an extremely HOT environment & unpleasant to live. Those who do look after verges at their own expense are thwarted in their attempts. Hold residents, especially those owning rental properties, responsible as well as council, Water Corp, Telstra & other public utilities.

NB recent tree plantings on verges have been allowed to die through lack of care/ watering..

PLEASE CLEAN UP VERGES etc & work towards a COOLER / ATTRACTIVE environment IN WHICH RATEPAYERS/ residents NOT investors, live.

Look after London Plane trees by watering & to prevent Mildew & Water causing leaves to drop, transferring disease to residents' gardens & blocking up drains( which cause flooding when flash flooding occurs & in winter.

Get advice re London Plane trees care & Maintenance from other Councils eg Gosnells

Part of a thriving and vibrant culture involves investment in the arts. Crime /security also needs to be addressed.

Operational spending reductions

Yes , the green and clean is critical, every bubble tea shop must provided information to the customers related to the disposal of the take away plastic cups where most of them ( customers)just throw out on land instead of in rubbish bins.. No plastic cups is best for the environment.

Making the town 'look' better. The verges are a mess. We need to change our hard rubbish pick ups to households being able to have skips when they are ready to clear out rather than everyone dumping on verge which is messy and hazardous for weeks.

Labour costs should be kept to a sensible limit.

Funding should reflect the town's carbon neutral aims.

Safety and health

Bottom end of Albany Hwy, needs attention. From John Hughes before Broken Hill Hotel.

Creating a safer area.

A focus on tackling crime. Introduce vehicle security patrols.

Community development - liaising with stakeholders - eg. Cultural inclusion; diversity and social justice.

Lack of detail in focus areas.

'Green and clean' should include upgrades to aging infrastructure and streetscapes.

No.

Parks and recreation.

Clean up Albany hwy

Renewal of assets

No specific and therefore are too broad to hold the council accountable

Social justice and social welfare, such as homelessness.

These areas cover most topics, however it would be nice to see diversity in businesses along the strip. There is much of the same and we are missing key venues like trendy wine bars. Mt Lawley has so many diverse nightlife offerings that we could learn from.

I think environment is very important these days, so 1 and 2 are covered. At the same time, the vibrant issue is important so people can see how good the area looks. Then again, nothing will happen without financial health, so I find it somewhat difficult to place any one very highly above the others. At the moment, Council seems to be moving steadily ahead with reasonable plans. I think most important issues would be covered above with careful planning!

benefits for rate payers (other than businesses) - what's in it for me? the local rate payer and voter? nothing you've highlighted seems to support me. the local.

Be reasonable about trees, some need to be removed/replaced.

The improvement to the approval of new developments needs better and more thorough investigations regarding design, environment and affects to local residents .

Traffic management and flow generally.

Arts precinct development

Difficult to respond with out any detail as to how it will be done!.....

Bone/Upton Street modification

While I have divided item into 3, the no. 3 must be given sufficient funds to make a start while providing funds to at least give the other areas a

Safety, neighbour hood watch, reduce crime

### In ten words or less, what should your Councillors' number one priority be for the 2022-2023 financial year?

The residents!

Interconnectedness - environment, community, "economy" - it's all linked.

Rolling out FOGO bins

Significantly increasing financial and human capital investment in local government-run facilities and amenities.

Any rate increase should support project delivery, not more staff.
Reducing car use, encouraging riding, walking. Shady streets.
Mental health
Support local business
Sustainability and increasing our tree coverage
Replace unsafe sidewalks, cameras in backlanes, and cafe parking
Maintain the status quo
Vic Park is a great suburb, however, would like more attention to the streets ie footpaths and pruning of street trees
Play a part in the operations of the town
Wellbeing of the residents.
Make Victoria Park a safe and happier place to live.
the strip, crime, vagrancy, parking
Asset preservation and maintenance
Improve desirability to live in the Town's suburbs
Financial Health of Town
Putting a stop to home businesses which have increased.
Environmental. - addressing the island effect in the Town is paramount.
Safety and security eg. I do not feel safe walking in Victoria Park on the streets nor foreshore towards evening, which in the current heat is the best time to get out!
Greener and safer Victoria park
Affordability
health and safety
Crime
Reduce Costs
Preserving and planting TREES
Greening the Albany Highway cafe strip from causeway to MacDonaldis
Greening up VP and looking after our native bird life
control or reduce spending to minimise pain to ratepayers.
Improving and encouragement of. being local
Reduce financial burden on ratepayers
Reducing operating costs, and shedding unnecessary costs
Moving on homeless people from traffic lights eg Albany Hwy
Security cameras at parks and laneways and in crime spots.
green clean Vic Park
ensuring Vic Park is the number one council for looking after its residents.
Restoring the activity in the hub of the town i.e. the Albany Highway strip
Making Town of Vic Park the most appealing place to live and visit.
Stop the high density living
Improving quality of life for residents in the ToVP
More green infill
More nature play areas
Safety
Focus on essential services, leave out political agendas
Supporting green friendly businesses and using recycled paper bills
Feral cats and stray dogs need collecting
Greening our town through tree protection, development guidelines that protect and promote the UFS. Addressing Climate Change.
Crime reduction - so that people feel safe and connected in the community and at home
The rate payers & residents.

Scrutinise all areas of council spending and proposed spending to ensure rates aren't raised to satisfy expenditure.

Financial

creating a beautiful, affordable, sustainable and connected age friendly community

addressing parking concerns especially around schools. Rate payers should be able to park on the street for more than 15 minutes during school times. Also NO parking on verges should NOT include crossovers for single occupancy properties, I suggest allowing this then rate payers would have less need to park in the street.

Green spaces and planting more trees

Best bang for dollars expended

Creating vibrancy along the strip.

Bone St/Upton St intersection modification

Incorporate homelessness into their plans

Including indigenous people in how the land is used.

\*Restrict High Rise apartment.

\*Plant trees/ beautify Shepperton Road... an Eyesore

Delivering normal services/existing initiatives not big new projects

Plant a lot more trees to cool suburbs in summer heat.

I agree with the three focus areas of the ToVP Council for 2022-23. My priority is improving the Town's financial health because the other focus areas will become difficult to achieve if budget repair is not addressed swiftly.

Make people feel proud of living in this area.

Ensuring we stop being the highest rated council in the Perth area.

Focus on small business

Make Vic Park Carbon Neutral

Healthy Environmental and safety community

Maintenance- verges, common areas, lighting. If the council cares the residence will. No dumping, skips only. People should be able to landscape verges since council doesn't look after them - or council looks after them. The area looks feral the way it is.

Keep Rates Low

Ensure Council Managers and CEO adopt the Clean & Green strategy

Ensure Council is Transparent.

Keep Labour costs sensible.

efficient use of expenditure by collaborating with other councils to reduce cost

Bad air quality worldwide is the greatest killer. Even compared to the pandemic.

Look after All Victoria Park Residents

Spend, but wisely.

Creating a safer area.

Addressing the climate emergency as a priority.

Growing our sense of community

More focus on the area of St-James the forgotten child.

Cleaner streets

Climate change

Improving the liveability for residents residing within the Town

St James has long been neglected. Beautifying St James and that the Bone St/Upton St corner modification should be the first priority.

Improving parks, making footpaths safer, upgrade to roads

East Perth Leederville south Perth make us look like the poor relations of inner city

Fiscal responsibility, asset renewal, not letting your mouth write a check that your butt can't cash.

Archer street in Carlisle

Engagement with the community
Improving the liveability and sustainability of the town
Trees and more trees
Improving vibrancy and aesthetic appeal of Victoria Park.
Good finance is important - nothing occurs without it!
targeting ongoing reduction of rates for residents
Be reasonable about trees, some need to be removed/replaced.
Upgrade to the McCallum Park skatepark.
Improved facilities. Some of the facilities are well past their expiry date. Until new facilities are built upgrades are needed to keep current users as well to entice new users to the services.
Community consultation prior to the proposal review being presented.
Neutralising climate change impact of the Town.
Supporting a vibrant community so it survives the borders opening
Ensuring rate payers get a return on their investment
Financial health and reducing costs to ensure the \$/rate does not increase yet again!
Bone/Upton Street modification
Delivering real benefits whether that be improvements to operations or things that can be seen in the community.
Sustainable energy, support for local residents in accessing alternative energy.
Activating more areas to reduce crime.
Available parking, events & culture

### Do you have any final comments that you'd like to share?

Sort out traffic and parking!

Change your way of operating in silos to see these areas as interconnected. There is no healthy economy without a healthy environment and a resilient community -- they have to be addressed together. Supporting businesses is important but community is deeper and more nuanced than that, and we lack an approach that goes beyond the focus on the take-away culture that thrives on the strip. Think outside the box, be bold, shift from risk-averse approach to opportunity and interconnectedness. Although Vic Park is gentrified, there are people struggling in and around it and we're not an island - if homeless people come in from the city is because we're also part of the city, so homelessness concerns us too. Lack of housing affordability concerns us too. The climate emergency will define everything going forward, are we prepared? We can't have a thriving, vibrant suburb if everything else around us is in poor shape.

I think trying to 'improve the town's financial health' in the way you describe is contrary to the goals we should have for government, especially local government. Local government is here to create vibrant, healthy, connected communities - it should be pushing state government for proper funding, not turning to cost-saving and profit-generating methods. These measures ultimately turn our public services into for-profit rather than for-community 'businesses'.

In addition to the below question - I'm not a ratepayer but I am a renter, so I do live in TOVP.

Don't forget about Carlisle!

Need to make sure that when works occur that other jobs in the area can be completed at the same time. Resurfacing a road? Build the missing footpath on that section. And make sure it's on the property boundary next to the letterbox not along the road where people put their bins. Footpath should always be buffered by trees and gardens. The postie will also appreciate having a path along the boundary to deliver to the letterbox. While you are fixing the street you can plant trees in the verges that don't have them.

It's time for some effort to go in to Carlisle. Lathlain has been uplifted so wonderfully, we are so impressed with the vibrant community focused space created at Kulbardi park. Would love something like that in the Carlisle area.

This is not participatory budgeting. Atleast give us some money to play with.

I have seen so many people fall and hurt themselves just by walking on the sidewalks which are uneven, and unsightly. If we want to have a clean and green area, please include renovation of kerbs and sidewalks, councils to attend to trees on government property.

Make the Art Exhibitions only for people living in the Town of Victoria Park. At the moment the general public can submit their work and win the prizes. Locals cannot compete and don't bother entering their product any more.

Council made a promise last year to address the congestion/parking/noise in the Carlisle (Archer St) area...but nothing has happened yet!

crime in vic park needs to be deal with

As long as we don't get charged any further fees or bills for projects like underground power. It's tough taking \$50 a month out of an already tight budget.

Also with people running businesses from home. My neighbours have been doing hairdressing and also rent out their rear unit (which was supposed to be a too shed) for the last 10 years or so and I've had to put up with the clients, tenants and the family parking and blocking my driveway. I've had to deal with the clients and tenants directly as the family have not done anything. I've even been threatened verbally and physically with mop and beer bottle.

'Environmental budget items could include:

- realistic budget for the Kent St Sandpit restoration and Jirdarup Bushland Precinct maintenance
- save our remaining trees with an effective tree protection Local Law,, including financial incentives and/or compensation for affected landowners.
- tree care grants and free services (eg pruning) to assist property owners maintain their canopy trees
- serious canopy tree planting on Town AND commercial land (eg car parks)
- conduct an accurate canopy mapping update to the 2016 Anditi report.

Please refocus on the fundamentals eg. Assets, roads, cleanliness, safety, innovative provision for homelessness

Just don't talk ... do something visible

Stay safe

no

A Great town keep it that way.

Well done regarding strategic vision, consultation and accessible communication with rate payers/residents.

VP ,Lathlain and Carlisle have a lovely community environment, keep moving forward with this

Much too much money is wasted on feel good projects such as street parties and painting pavements. Lets have some fiscal discipline for a few years.

Clear the roads of disused sandbags, high vis traffic cones, trollies in the street.

Bring back paper parking permits to Burswood Peninsula and notifying residents of "Event days"

I think the aquatic centre should be more financial viable for senior card holders To have swim spar and sauna is nearly \$10 and I and others are usually 1 hour or less \$5 for this service especially at quite times would be Hugh for us Thank You

The Town has worked through the Covid setback really well, now is the time to build on the advantage we have!

Great job so far, let's make Vic Park the envy of all others.

More police presence needed in public areas (train stations, vic park bus port, shopping areas).

While I agree that the Town's financial health is an important priority, I do not support the focus areas that have been specified - particularly "asset renewals" and "projects that will lead to income generation". This suggests a strong bias towards private ownership and profit being

prioritized over positive outcomes for local residents.

An initiative that I'd like to see prioritised through the 'Green and Clean' priority is the subsidy of insulation and other high-impact energy saving initiatives within the Town.

Ensure open dialogue with the community and don't push councilors personal agendas. Represent the rate payers.

Free parking in the town

we would be more functional if we amalgamated with another council

It should not be all about reducing rates. We have to look at ways we can protect our environment and stimulate and support small businesses

The parking meters have ruined it for the strip. Charging until 8pm is unconscionable.

I'm working on Reimagining Home with Connect Victoria Park so that older single women on low incomes can be part of creating homes where they can age well in their communities of choice. Local councils have a key collaborative role to play. Document I've created can be downloaded at [lizlennon.com](http://lizlennon.com)

YES review parking

Thank U for asking!!!

I would like to see rate payer parking permits.

Absolutely that the Bone St/ Upton St intersection gets major upgrade this financial year so we do not have a major traffic accident there. There have been too many near misses, just ask the residents.

High levels of traffic using Burswood Rd as a short cut is endangering lives. Particularly the elderly & unaccompanied children.

no

PLEASE Cool the suburb. Water wise/ natives not the ultimate answer. The environment needs a green carbon sink.

General/incremental improvements are great but council staff need to appreciate that dreaming up new and exciting ways to spend money via 'activation' and big new projects is not necessarily appreciated by ratepayers who live in the Town

Please try to work hard on the three focus areas and steer the Councillors' time away from "political causes". Using terms like "climate emergency" makes me uneasy - I agree that we need to tackle climate change with a sense of urgency however please be careful using hyperbole as you will alienate a lot of ordinary ratepayers like me who have no strong political views and just want common sense to prevail when making the ToVP better every day.

Happy being part of victoria park community, vibrant suburb and easy access to most places.

Noise and parking complaints are not able to be dealt with after hours. There should be a ranger available to deal with noise (power tools etc) when offence occurs.

Parking too close to corners is becoming very dangerous on our side streets making it difficult to turn, pass and see at intersections. Especially on roads parallel to Albany hwy which locals frequent.

Too many vehicles parked on residential streets when there is off street parking available to residents.

Need more boots on the ground than more chairs in the office.

Ecosystem restoration and reclaiming runoff surfaces like roads, walls, and roofing must be encouraged by pilot program grants and assistance writing these.

Improve Public Transport.

Over the past couple of years have been impressed with Councillors and Council staff. Time before felt like I was ignored when dealing with Issues. But most improved interaction.

I know this is probably already part of the plan but trees we need so many trees and lush, dense green spaces. These areas and trees need to be looked after over summer. These heat waves are brutal and will only get more frequent.



Beautifying community spaces, and putting effort into neglected suburbs like St James!!

By maintaining assets - roads, verges, parks, recreational areas will create more value.

Increase spending in St James.

Over the years i have attended many such council initiatives and nothing ever eventuates it's just a smokescreen

Thanks for asking about this! Best of luck with this one!

As part of sustainability please consider supporting reusable nappies and wipes as other councils have done. A once off \$200 grant would go a long way to minimising landfill from disposable nappies.

Please don't forget the Carlisle (Oats St / Cohn St) area when considering upgrades, greening and rejuvenation.

To improve outcomes for the Urban Forest Strategy, funding should be dedicated to:

- \* developing an effective and enforceable Tree Protection Law for trees on private land, including compensation and incentives for retaining canopy trees.

- \* reform the current 'battle-axe' development rules, which have failed the environment and caused dangerous heat island effects across the Town.

- \* introduce grants and other incentives to help private property owners to maintain their trees.

Eg. grants to assist with maintenance costs (pruning etc) for pensioners.

- \* Council to purchase land to increase green corridors/spaces.

- \* budget for the Kent St Sandpit restoration.

It would be great to see the streets of Victoria Park activated better, more street art, fairy lights wrapped around trees like you see on Mends Street in South Perth and Oxford Street in Leederville. Vic Park is already buzzing, however aesthetically it could be so much better, it needs to be modelled off inner-city Melbourne suburbs like Fitzroy, Collingwood and Carlton. This could be easily done with more street banners, fairy lights and street lighting in general.

Probably, just that there is a need to cover all areas of the VP without concentrating hugely on one area i.e. the need to cater for the disabled and families, as well as sporting areas, and the requirement to have events on a regular calendar which would be within reach of most pockets!

if you're going to target the climate emergency a town free of cars (or substantially reduced) is a huge step. close roads (such as a car free Albany Hwy once a month as a start?), build more bike paths, provide subsidies to residents who have solar panels, EVs and electric bikes/scooters/etc.

Also, fight for Vic Park suburbs to be included in the free transit area on the busses and trains to/from the city.

Let's get rid of cars as much as reasonably possible, our suburb (especially in around Albany Hwy in EVP) is so close together - we don't need cars! We can walk everywhere!

More resident affects consideration prior to Council approval, to stop the residents complaints because of the hidden impacts on them.

Keep up the good work in terms of events planning. Communication about events could be improved- sometimes I don't hear about them until it's too late. Flyers, specific event emails, etc.

A priority should be upgrading Kate Street Reserve - it is in terrible shape and should be upgraded to match other parks in the Town of Victoria Park.

Street tree trimming is non-existent - the place is forever untidy.

I would like a capital projects to ensure the river wall is repaired along the Foreshore, where the State Govt 'Parks & Wildlife 'building is .This has been deemed unsafe for MANY months and thus inaccessible to them any passive users who enjoyed the path and time to reflect or fish on the 'remaining jetty' Perhaps the income from the many exhibitions held by the river parks can be used for this purpose

Keeping rates the same or decreasing them hasn't benefited the whole community. Despite ratepayers receiving some relief, renters have had their rent increased dramatically since the



freeze was lifted. This survey should have also included whether a person is a resident of the Town as renters, which make up a large proportion of the Town's residents, indirectly pay rates and use the services and facilities that Town provides.

Needs a focus on reducing road traffic through Suburban areas (Roberts rd/ Miller street, Oats street/ hill view, etc.).

Stop producing paper newsletters and bin day magnets to reduce waste.