Item 10.5. Wheelie Bin Trial Survey Results

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<th>SUBJECT</th>
<th>Majors Creek and Araluen Wheelie Bin Trial Survey Results</th>
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<td>FILE NO.</td>
<td>WM0016</td>
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<tr>
<td>DIVISION</td>
<td>Infrastructure Planning</td>
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**Attachments**

1. Attachment 1 – Majors Creek Survey Comments
2. Attachment 2 – Araluen Survey Comments
3. Attachment 3 – Sample of Survey Form

**Synopsis**

This report presents the results of the recent waste surveys undertaken in the Majors Creek and Araluen areas and makes recommendations for the permanent implementation of the wheelie bin/bin compound arrangements of the trial.

As the surveys closed the day after the business paper closed, the survey results are interim only. They will be updated and circulated to Councillors prior to the Council meeting.

**Recommendations**

Recommended that Council:

1. Introduce as a permanent arrangement a Domestic Waste Collection service at Majors Creek and Araluen from July 2014 with the service being based on the arrangements of the trial with continued collection of a 240L household waste bin and a 240L recycling bin fortnightly.

2. Agree to the supplementary arrangement under the Domestic Waste Collection service for land owners from both inside and outside the designated collection areas to nominate to have their bins located for collection from a bin compound located at the old landfill sites.

3. Continue to provide, as part of the bin compound arrangements, a site for the disposal of green waste on week-ends.

4. Set the charges for the DWC service for 2014/15 as follows:
   a. For collection of bins from the roadside in front of residences at the same charge as applies in collection areas ($263pa),
   b. For subscribers to the bin compound at $198 pa
   c. For properties without a residence within the designated Domestic Waste collection area at $22pa

5. Re-define the designated collection areas as necessary to reflect the responses received in the surveys and the addresses of respondents.

6. Amend the Palerang 20 Year Waste Strategy to reflect the above adopted waste arrangements for these areas.

7. Place the results of the surveys on Council’s website.
Report

The trial at Majors Creek commenced in December 2013 and at Araluen in January 2014. Apart from some relatively minor teething problems (involving some missed bins and some inappropriate misuse of bins in the bin compound) there have been very few issues with the operation of the service and none that could not be resolved. The bin compounds were open for the same timeframes as previously applied when the tips were operating as tips.

The survey was undertaken to seek feedback on whether the service should be continued in 2014/15 with the same Domestic Waste Charge as applies in Braidwood and other collection areas. The survey also listed other possible options at Q.4 if the ‘as trialled’ wheelie bin service was not suitable. A copy of the Majors Creek survey form is included at Attachment 3 as a sample.

Respondents were requested to provide their residential address in the survey to help with analysis and interpretation of results in a situation where collection boundaries might need to be refined.

The survey form at Q.4 advised the expected charges that would apply from 2014/15 under the different scenarios. A reduction in the charge for those who have their bins in the bin compound was proposed to recognize a saving in travel time to collect their bins, which otherwise for many would have been further out on the surrounding access roads.

Q.4 included an option for a waste transfer station if it can be based on the bin compound concept, with residents subscribing to use it if they wish. The proposed annual charge of $198 would cover the costs of the 2 x 240L bin system collected fortnightly from the compound.

Under the first two options, any waste other than general household waste, recyclables and green waste will need to be taken to the Braidwood landfill/WTS. The temporary bin compound were set up with a designated stockpile sites for green waste. Under the third option, any and all waste will need to be taken to the Braidwood facility.

The survey form and a covering letter with the survey requested that the survey form be completed and returned to Council in the reply paid envelope provided by 24 April 2014.

The Trial Areas

While there were potentially 245 properties in the Majors Creek area and 202 in the Araluen/Neringla area which could have been serviced by the collection arrangements, approximately half of these did not receive bins as they were either vacant lots or were more remote residences and their owners chose not to participate after being written to.

- Number of properties provided with bins
  a. Majors Creek – 135 of which 25 were provided in the bin compound
  b. Araluen – 95 of which 22 were provided in the bin compound
• Number of bins typically collected each fortnight:
  a. Majors Creek 102 waste bins and 90 recycling bins
  b. Araluen 76 waste bins and 81 recycling bins

**Survey Results - Majors Creek**

Survey population 245 properties  
Responses 79 32.2%  
Anomalies 9

Trial participation:  
Yes - Roadside 44 55.7%  
Yes – Compound 12 15.4%  
No - Vacant 8 10.3%  
No - Other arrangements 9 11.5%  
No - Did not use 5 6.4%  
No - Didn’t know 0 0.0%

Preferred future arrangements:  
4.1 Roadside collection (DWC) 49 62.0%  
4.2 Bin Compound only 7 9.0%  
4.3 None –use Braidwood tip 14 17.9%

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<th>Inside or Outside the designated DWC area</th>
<th>Total</th>
<th>Inside</th>
<th>Outside</th>
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<tbody>
<tr>
<td>4.1 Bin Compound</td>
<td>7</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>4.2 None</td>
<td>14</td>
<td>8</td>
<td>6</td>
</tr>
</tbody>
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(One of the 8 lots inside the collection area, and nominating no service, is vacant)

**Survey Results - Araluen**

Survey population 202 properties  
Responses 45 22.3%  
Anomalies 6

Trial participation:  
Yes - Roadside 23 51.18%  
Yes – Compound 6 13.3%
No - Vacant 10 22.2%
No - Other arrangements 3 6.7%
No - Did not use 3 6.7%
No - Didn't know 0 0.0%

Preferred future arrangements:
4.1 Roadside collection(DWC) 26 57.8%
4.2 Bin Compound 4 8.9%
4.3 None - use Braidwood tip 11 24.4%

Inside or Outside the designated DWC area

<table>
<thead>
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<th>Total</th>
<th>Inside</th>
<th>Outside</th>
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<tbody>
<tr>
<td>Compound</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>None</td>
<td>11</td>
<td>6</td>
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(Two of the six lots inside the collection area, and nominating no service, are vacant)

Survey Comments

These are provided in Attachment 1 for the Majors Creek survey and Attachment 2 for the Araluen survey.

Generally those who did not indicate the wheelie bin collection option as their first choice were more inclined to provide comments. At Majors Creek 41 respondents provided comments and at Araluen 22 respondents provided comments.

An updated summary of the comments received will be provided prior to the Council meeting.

Staff Comments

There is good support for the domestic wheelie bin collection service (DWC) to continue in both areas when compared to the other options. This support is indicated by the 62.0% primary vote in Majors Creek and the 57.8% primary vote in Araluen.

It is to be noted that for the Majors Creek area, 10 of the returns which did not vote for the DWC were from outside the designated collection area and considering these it can be inferred that 74.7% of total properties responding to the survey be would not be dissatisfied with the introduction of the DWC service - as these 10 properties can opt in or out of the DWC service or bin compound arrangements as they choose.

For the Araluen area, 6 of the returns which did not vote for the DWC were from outside the designated collection area, and it can be inferred that 71.1% of total properties responding to the survey should not be dissatisfied with the introduction of the service.

It is considered that there is adequate support for Council to implement a DWC service on a permanent basis in both areas.
Financial considerations
Domestic Waste Collection services across our LGA are undertaken on a user charge basis with Council covering its costs but not seeking to make a profit.

Adoption of a wheelie bin service as the preferred option for both areas would mean that expensive waste transfer stations would not be provided in these localities.

This would result in ongoing general waste charges being $18pa lower for the local and wider community than they otherwise would be.

In addition, for properties within a DWC area, Council sets the General Waste Charges at approximately $35 less than properties outside of DWC areas- to recognise that they otherwise do not need to use rural recycling stations.

The full DWC charge ($263pa) would apply to all properties with a residence in the designated waste collection area that have their bins collected from in front of their properties. For properties without a residence a $22 pa (availability) charge will apply. It is to be noted however that these vacant properties would be $35-$22=$13pa better off for being in the DWC designated area.

Property owner may also take advantage of the bin compound arrangements and the lower charge of $198pa whether their property is inside the designated collection area or not.

Policy implications
It is part of Council’s charter under the Local Government Act 1993 to provide services for its community. The recommendations above are in keeping with objectives in Council’s adopted 20 Year Waste Strategy to provide efficient waste services and to increase recycling so as to reduce the amount of waste going to landfill.

Social implications
The landowners in these areas where new waste services are being investigated have been surveyed and the recommendations made in this report reflect the majority wishes of respondents.

The wheelie bin service/bin compound option will not only satisfy those who directly chose this option, it will also provide flexibility to those who did not to subscribe to the service now to partake in the future if they want.

Environmental considerations
Implementing the proposals will assist Council in providing a more sustainable community and healthy environment. It will also allow the full restoration of the landfills in the area to proceed without delay.
Attachment 1 - Majors Creek Survey Comments

As a non-residential land owner, the bin trial is of no use to us as we cannot put the bins out and collect them over a 24 hour period. We previously used the tip on the weekend for small household waste and green waste.

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We have been happy with the wheelie bin trial and found the council staff very helpful with overcoming some minor teething problems.

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Working well.

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Preferred old landfill tip

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Very well satisfied

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Am I being charged for something I'm not using, as I have a vacant block and I am not in the Majors Creek pick up area?

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The system works well, we are happy with the current situation.

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I would like access to the compound during the week as I am away a lot at weekends.

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We are very satisfied with the roadside bin collection service and the recycling bin is great too. Thank you.

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Many residents outside the village still have to take their bins quite a distance to be collected. Will this be considered in the rates outside of the village?

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Could we learn what you want in recycle and rubbish bins? Examples: thin plastic boxes as used for eg. berries; polystyrene; aluminium (not foil); envelopes with plastic 'windows'; paper cartons with plastic pourer. Thanks.
The present arrangements are working well for us. Could we please continue with this.

Living outside the proposed area will we be charged gate fee @ Braidwood tip?

For us roadside bin collection is the best option – strictly speaking, monthly collection would be fine for us.

A good service that is progress. Our road was to be resurfaced also – this has not been completed. Thank you.

My other block is a part of reserve Long Flat, has no house and does not join house block. I have been charged full rate waste on it. It is for grazing stock only. Should not be charged for waste. There are no bins either.

Preference to take bins ourselves as fortnightly collection is too long.

We would like clarification on charges to use Braidwood Waste Transfer Station should options 4.1 or 4.2 be implemented. Also, the ability to opt out of Option 4.1 should we not wish to use the bin compound.

Our holiday home [address] is used MAXIMUM 8 weeks per year only and this period will not change – we would prefer to use Braidwood Tip and pay as we use.

I wish to advise you that I have sold my house at [address]. Thanks you.

From an environmental point of view it makes no sense expecting residents outside the villages to individually drive to Braidwood to dispose of their waste. Let’s assume there are 1) 150 properties (a very low figure); 2) that the average distance to and from the Braidwood tip is 40km; and 3) they make one trip per week. That’s a total of 6,000km and 150 hours of travelling time + garbage fees on rate notices. Council only looks at its own costs - not the constituents. We need a little creative thinking for a better solution for rural properties. The failure of the Ballalaba waste station shows
just how desperate rural residents are to get rid of their waste. The current situation is unsatisfactory and will continue to cause problems.

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My preference is for a purpose built WTS, not a bin compound. This would be far better environmentally and would provide greater scope for disposal of all waste, not just household and recyclables. But to date wheelie collection seems to work. Concerns are held re costs pa??

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(4.1 and 4.2 are the same for us.) Limiting access to bins to the weekend is difficult. At least one week day would be much easier e.g, Monday or Friday.

We never fill the bins and use them every 2 weeks usually.

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Didn't we pay for this through increased rates 6–7 years ago when Council incompetence in financial management was responsible for fiscal difficulties?

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I understand from the previous meeting that we could have a recycling depot, where one can drop unwanted "rubbish", have it sorted and, most importantly take out anything wanted from the centre. The dump has saved me over $2,000 and I miss it. Recycling is also a sane & sustainable option.

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If the compound was used by everyone it might end up with dumped rubbish and may need to have some form of gating.

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The trial arrangement was in no way satisfactory for me i.e. only once did I put anything in my allocated bins.

Reasons: 1) Compound only open on weekends, meaning I had to maintain my own arrangement for keeping my rubbish at home during the week; and 2) My access to Braidwood is via Cooma Road. i.e. it is an imposition for me to use the Majors Creek compound even if it was open 7 days per week. i.e. It is easier and more convenient for me to take my rubbish to the Braidwood WTS.

P.S. Has no one thought about roadside collection outside the purple area i.e. your waste removal truck goes past my property every week!

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Very little waste is produced off this property. No need for bins or Majors Creek waste depot. Thank you.

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I only put my bins out about once a month and even then they were less than half full. As one person I don't have a lot of rubbish. I used to take rubbish to tip about every 6 weeks previously.

Roadside collection charge of $263 p.a. is a lot for the amount of rubbish I have & it bites into my pension.

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Current green waste arrangements are suitable. Please do not change.

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As we do not live on this property I dispose of our garbage in the wheelie bins at our permanent place of residence.

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The bins around the village streets are unsightly and often left out for many days. Makes the place look suburban, not rural village.

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Our property is for weekend use only. Most garbage is taken to Canberra for disposal. A few times a year I will take a larger load to Braidwood. Happy to pay gate charges for those occasions.

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I don't have any waste.

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Q.3 You gave me no bins

This is country for heaven's sake, not a Canberra suburb.

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Often we have recycling than can fit & less rubbish so end up putting recycling in the landfill bin.

How about a large recycling skip or bigger recycling bins or extra recycling bins to keep people sorting recycling & avoid the above. Also a sign reminding people of which bin is which (red vs yellow) as are often mis-sorted.

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[Address] is vacant land, so no collection service required at present.

1) Why are some ratepayers charged $21 if there is no residence on the block?

2) Could the council confirm that if Option 4.1 is chosen, the old Majors Creek landfill area will remain open for the disposal of green waste as the charge of $21 applies (as long as there is no residence)?

Allow for metals, TVs, mattresses etc. to be dumped at Majors Creek Transfer Station for transfer to Braidwood to stop roadside dumping in Majors Creek/Ballalaba areas.

I do not reside in Majors Creek. I go for some weekends and take my waste home with me. I do not use the bins.

What about pensioner discounts?

The increased truck movements on Red Hill Road have resulted in deterioration of road base. Dust from truck movements an annoyance.

Will the bin compound always be locked for most days? Why? If so, could the authorised users have access (a key) to their bins like all other residents?

Will the vehicle access surface be improved with gravel/bitumen surface?

Will the bins eventually be mounted on a concrete strip, with a back rest to stop them being tipped over?

Before I make a decision to continue if I do could you please confirm cost of taking my yellow and red bin rubbish to Braidwood Transfer Station?
The roadside collection has been great but I resent having to pay additional fees on top of the $2300 per year in rates. Other than the dodgy Majors Creek Road, garbage is the only service we get.
Attachment 2 - Araluen Survey Comments

It takes me an hour or so to get from my place to Neringla Road - so bins not useful. Nothing wrong with the old dump. My annual rates provides zero for me except the tips - which is now to be charged for?

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The roadside bin collection is good but feel it is unfair to increase the cost to $263 p.a. simply because the road to the compound is so bad and inaccessible when the road is wet. I have personally 'slipped' quite badly in the pot holes and deep tyre tracks causing the underside of my car to hit the mud and slush.

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Happy with the service but can't see why we should be charged for the Braidwood tip when it has been included in the current rates.

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Now that the problems have been worked out, the bin compound is working well.

Could bins be put back at the lookout on the Araluen/Braidwood Mountain Road, as there is more & more litter up on the roadside.

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We don't use the waste bins in Araluen or Majors Creek.

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Will we continue to take green waste to Araluen compound?

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- Transfer Station should be open for the full day, 7 days per week

- Small amounts of waste should be able to be dropped off for free (e.g. shopping bag size)

- Recyclables should be able to be dropped off for free 24 hrs per day – as per the ACT

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We will be taking our waste to Braidwood transfer station when it is completed. So therefore we will not require the wheelie bins at the Araluen bin compound. We have only used our bins twice at the Araluen bin compound and the second time our bin had waste in it (wasn't ours).

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Although my property is vacant at present, I intend to build next year when I retire. Roadside wheelie bins a bin compound would be the best outcome.

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My block has a garage – non-residential. We meet our daughter from Canberra there approx one Sunday (sometimes two) a month from 11.30am to 3.00pm for a barbecue. Our limited waste is taken back to our permanent residence in Moruya. There is no electricity connected – and only a small water tank.

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(Without Prejudice)
Araluen wheelie bin trial will be suitable for Araluen's 'clean' image against open tip arrangement and for residents convenience who have agreed to such a trial. The green waste concept may require attention but overall after costs incurred by council to sustain bin collections financially we as owners will pay dearly for bin collection as refusal of the service is not possible so I do question where "user pay only" concept is a reality in an assumed democratic council such as yours and others against bin collections.

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Excellent service, very happy.

Would love to have a place for "green waste" if possible.

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Q.4 Can you please inform me what the total cost for these [Options 4.1 & 4.2] will be?

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Please add more value to the bin compound by accepting more waste streams such as metals recycling & better green waste services. Also, please reduce the cost for the bin collection service from the bin compound.

Can you also please clarify for all participants the total cost per rateable household i.e. General Waste Charge & Bin Collection Service = Total Cost

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I take most of my rubbish to Wollongong. I have taken next to nil rubbish to Araluen tip (4 years). Paying any extra money on top of my current rates is hard to swallow guys. I have a dirt road out the front of a vacant block, where does my money $900.00 p.a. get spent? No value for me at all, not happy!

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Our waste removal needs will always be small, but we will support the roadside bins if that is the permanent arrangement. Otherwise, we would go to Braidwood WTS just a few times per year (preferred choice).

So far bins in compound working okay. We also appreciate the green waste area.

There is a visible increase in the amount of rubbish on the sides of roads, especially the Araluen mountain.

Extra skip bin facilities to be provided by council for other rubbish (maybe a monthly service to Araluen residents).

What happened to the option of a Waste Transfer Station for Araluen that was part of the services that we as a community were offered earlier??

I purposefully generate very little rubbish. To pay for a roadside service would be extravagant, unnecessary and therefore expensive. A large truck driving all around the area is wasteful. The bin compound would be a second choice to taking responsibility for my own waste.

Letter attached:
Dear Sir or Madam,
Individual roadside collection in the semi-rural situation is wasteful and extravagant. The large truck is required to drive many kilometres to collect a small number of bins. In a town or suburb it may make sense but not here. A single 'bin compound' where all waste can be dealt with is the only sensible solution if we are to be issued bins. No roadside bin spillage, no missed bin days. The cost of roadside collection is too great and the whole approach encourages people to be wasteful and thoughtless about the amount of waste they generate.

I believe the best option is for us to take our rubbish to the compound and put it in large skip bins. I think it would save Palerang Council money and make it cheaper and easier for ratepayers in Araluen. Araluen is a very scattered community and I think the compound system a better option.

My only concern is having the rubbish wheelie bin emptied only once a fortnight during the summer months, otherwise more than happy with the collection service.
Palerang Council

Majors Creek Wheelie Bin Trial – Survey (April 2014)
(Please place an X, or for Q4 the numbers 1 to 3 in the appropriate boxes)

Q.1 What is your property’s residential address? .................................................................

Q.2 Is your property located within the area bordered by the purple line shown on the map overleaf?
☐ Yes
☐ No

Q.3 Please indicate whether or not you have been participating in the wheelie bin trial:
☐ Yes – with my bins collected from the roadside in front of my property
☐ Yes – with my bins provided for me in the Bin Compound at the tip site
☐ No – because the lot I own is vacant
☐ No – because I have used other waste arrangements
☐ No – bins were delivered to my property but I did not use them
☐ No – because I did not know about it

Q.4 For waste management arrangements in the future, please indicate your order of preference:
☐ 4.1 Continue the wheelie bin collection/bin compound service, as per the trial.
   (Note that from 1 July 2014, the proposed cost for this service will be $263 pa for roadside collection, $198 pa if you use the bin compound or $21 for a property with no residence within the collection area)
   OR
☐ 4.2 Continue the bin compound arrangements only (effectively as a small Waste Transfer station) where you apply to use it and pay an annual fee.
   (Note that from 1 July 2014, the proposed annual fee for this service is $198)
   OR
☐ 4.3 Take your waste to the Braidwood Waste Transfer Station.
   (Gate Fees of $5–$25 per visit will typically apply, depending on load size.)

Q.5 Are there any other comments you wish to make?
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Q.6 Contact Details (OPTIONAL)
Name ........................................................................................................................................
Best contact phone number ......................................................................................................
Email ........................................................................................................................................
Please place the completed survey in the reply paid envelope provided and post back to Council by 24 April 2014.

Thank you for your participation.