

BULK WASTE PERCEPTION SURVEY — ANALYSIS REPORT – EXECUTIVE SUMMARY

Hard-copy surveys were sent to 3000 randomly selected City's ratepayers, collecting a total of **872** responses throughout the 21-day advertised consultation period. A summary of the results is presented below:

Principles of waste disposal

- 61.8% of respondents were concerned with the City's current levels of Bulk Waste disposal, with major concerns surrounding illegal dumping, others dumping on their property, and high levels of waste disposal in the City
- 78.7% of respondents believed **reducing the cost** of Bulk Waste services was moderately or extremely important.
- 93.6% of respondents believed **reducing the environmental impact** was moderately or extremely important
- 92.3% of respondents believed the **convenience and availability** of using Bulk Waste services was moderately or extremely important
- 91.9% of respondents believed that **ability to re-use or recycle discarded items** was moderately or extremely important

Quality of service

- 87.3% of respondents used both the City's Green Waste and Hard Waste collection services
- 82.7% of respondents used the service every time it was available.
 - Comments indicated that they were happy with the current service but would like more regular collections and tip vouchers (or subsidised tip fees)
- 61.0% and 59.8% of respondents used the Hard Waste and Green Waste service respectively because of the convenience, whilst 37.5% and 38.3% of respondents respectively felt that they already paid for the service through their rates
 - Other comments indicated that they did not have the ability to bring the items to landfill, and believe the tip fees were too expensive
- 50.1% of respondents were concerned if there was a limit set on Bulk Waste, whilst 39.3% of respondents were not.
 - Comments indicated concern for illegal dumping on vacant blocks, and that amount would not be enough
 - Alternatively, comments also indicated that the 2m³ limit was reasonable and would be dependent on when the waste was collected

Frequency of service

- 43.6% of respondents would not like the frequency of service to be changed, whilst 37.8% of respondents would be happy to have the service once a year
 - Comments indicated that they would like the service collected every 6 months or an on-demand service
- 52.9% of respondents preferred a scheduled service, whilst 28.5% of respondents preferred an on-demand service
 - Comments indicated that they thought a 'On-demand' service would be more costly and would reduce the amount of recycling, whilst a number were happy with the current service
- 40.4% of respondents preferred to collect Hard and Green Waste separately, whilst 40.9% of respondents did not
 - Comments indicated that they did not mind whether it was collected separately but thought that it would be easier to collect it at the same time

Cost of service

- 63.2% of respondents prefer waste service where costs were evenly distributed across all ratepayers. 23.9% preferred a user pays system
 - Comments indicated concern for others misusing the system, an increase in illegal dumping, and a 'user-pays' system would increase the cost to individuals
- 69.6% of respondents believed the costs should be evenly distributed across all ratepayers, whilst 20.3% of respondents did not
- 38.1% of respondents were willing to pay \$50 – \$75 a year for Bulk Waste services whilst 21.8% indicated that they would not like to pay anything additional for a Bulk Waste service
 - Comments indicated that the cost would be dependent upon the limits set, whilst others believed a 'user pays' service would be difficult to monitor

Visual Appearance of service

- 61.1% of respondents indicated were not concerned about the suburb's visual appearance during the Bulk Waste Collection, whilst 35.5% of respondents were concerned
 - Comments indicated concern for others misusing the system, an increase in illegal dumping, and a 'user-pays' system would increase the cost to individuals
- 46.1% of respondents thought that skip bins would not improve the suburbs appearance during the Bulk Waste collection period, 38.7% thought that it would improve the visual appearance and 14.4% were unsure
 - Comments indicated concern that skip bins would cost more, and others would fill the skip bin before the users can, however, others believe that skip bins would improve the amenity of the area
- 67.4% of respondents believed that the use of skip bins would impact the ability to re-use or recycle discarded items, 15.7% thought it would have no impact whilst 15.2% were unsure
 - Comments indicated skip bins would reduce the amount of recycling, and items would be damage when put in skip bins, however others believe skip bins will stop others making a mess of their Bulk Waste piles
- 55.0% of respondents had a preference for a loose verge collection for Bulk Waste, 27.6% preferred a skip bin whilst 16.2% were unsure
 - Comments indicated others would use the skip bin, concern for lifting heavy items into a skip bin and the cost associated with changing the service.
- 48.0% of respondents had concerns of ordering separate skip bins for Hard Waste and Green Waste, 43.1% did not have any concerns whilst 7.6% were unsure.
 - Comments indicated concern for additional costs for a separate skip bin and believe the amount of waste disposed did not justify a separate collection
- 47.6% of respondents were concerned that skip bins would reduce the amount of Bulk Waste they could dispose of, 41.2% of respondents did not express any concerns whilst 10.0% were unsure
 - Comments indicated concern for the visual appearance of illegal dumping on vacant blocks, the costs involved in disposing waste, and questions around how often the skip could be ordered

Options of Collection

- **Current Bulk Waste service**
 - Hard Waste – 74.3% support, 9.8% oppose
 - Green Waste – 77.2% support, 8.7% oppose
- **Current Bulk Waste service with reduce frequency**
 - Hard Waste – 31.6% support, 47.4% oppose
 - Green Waste – 31.7% support, 46.6% oppose
- **On-demand, verge side collection where costs are shared across all ratepayers**
 - Hard Waste – 26.6% support, 47.1% oppose
 - Green Waste – 27.5% support, 45.1% oppose
- **On-demand, Skip Bin collection in where costs are shared across all ratepayers**
 - Hard Waste – 26.6% support, 55.5% oppose
 - Green Waste – 23.4% support, 54.0% oppose
- **On-demand, verge side collection in where individual users pay per usage**
 - Hard Waste – 24.5% support, 54.5% oppose
 - Green Waste – 23.4% support, 54.0% oppose
- **On-demand, Skip Bin collection in where individual users pay per usage**
 - Hard Waste – 25.3% supported, 54.5% oppose
 - Green Waste – 25.6% support, 62.4% oppose

Comments on Bulk Waste Service

- 295 respondents provided 366 comments. Top number of responses included:
 - Prefer to keep the current system (11.5%)
 - Believe the further education is needed on waste disposal (6.6%)
 - Concern for the equity for a 'User Pays' service (6.0%)
 - Would like the City to increase the frequency of the service (5.5%)
 - Would prefer a three bin system (General Waste, Recycling, Green Waste bin) (5.2%)

Additional comments about the City's Waste Collection In General

- 277 respondents provided 497 comments. Top number of responses included:
 - Believe the City provides a great Bulk Waste service (10.9%)
 - Concern for illegal dumping on vacant blocks (6.2%)
 - Would like the City to introduce a separate Green Waste Bin (5.4%)
 - Believe Bulk Waste should be collected more frequently (4.8%)
 - Would like more education on recycling to occur (4.4%)