



Residential waste services

SURVEY



WASTE



RECYCLING



ORGANICS



FOOD WASTE



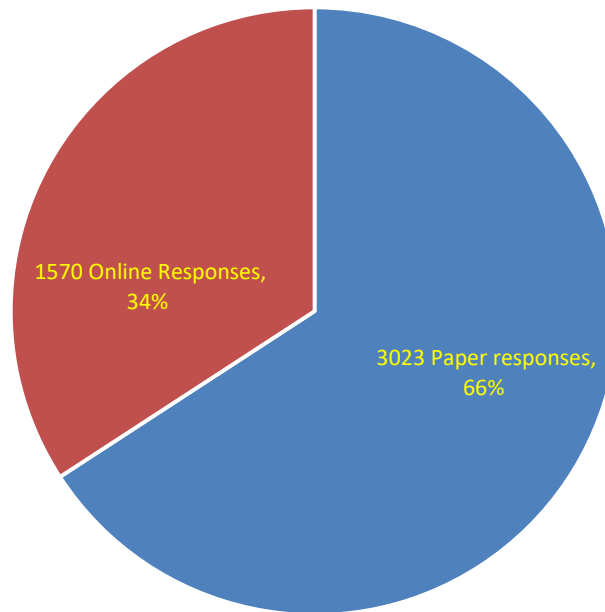
BULKY WASTE



RECYCLING CENTRE

RESIDENTIAL WASTE SERVICES SURVEY

A total of 4593 responses were received. Of these 66% (3023) were hard copy paper and 34% (1570) were online.



Consisted of 21 Closed Response questions, 3 Open Ended questions along with name and email capture.

The survey was open between 24th July to 3rd September 2019.

■ 3023 Paper responses, ■ 1570 Online Responses,

CURRENT WASTE SERVICES – INTRODUCTION

The Current Waste Services section consisted of:

- five closed response, single select, questions each consisting of six options, and
- one open response question.

The communication below was immediately before the questions on the survey.

“For the past decade or so, your rubbish, recycling and green waste has been collected by side-loading trucks. In areas where bins are difficult to access or parked cars block access to the kerb, a small team of runners move bins from the kerb to the roadside and back again after collection.

For high-rise apartments, the runners move the directly from bin bays beforehand and return them after collection. The current annual Domestic Waste Management Charge is \$586 per household which is paid as part of your Council rates.”



WASTE



RECYCLING



ORGANICS



FOOD WASTE



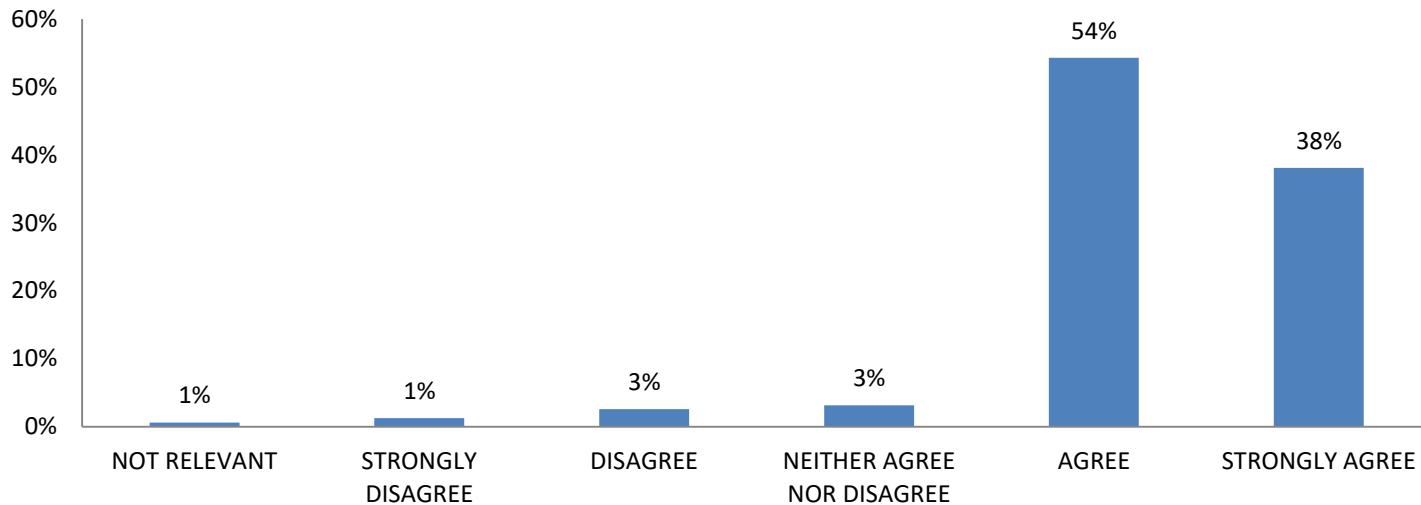
BULKY WASTE



RECYCLING CENTRE

CURRENT WASTE SERVICES - Q1a.

Q1a. Bin collection is generally reliable and on time



Overall, the results show quite a favourable response to the current waste services. Survey respondents believed that bin collection were reliable with over 92% answering Agree (54%) or Strongly Agree (38%).



WASTE



RECYCLING



ORGANICS



FOOD WASTE



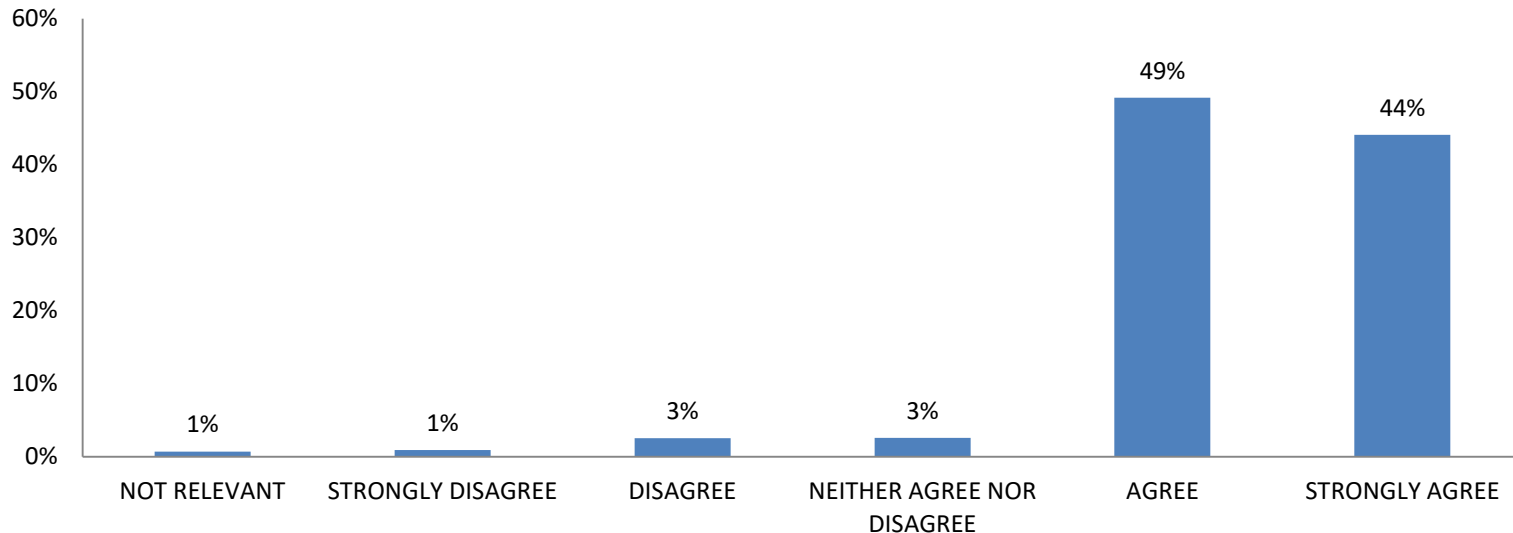
BULKY WASTE



RECYCLING CENTRE

CURRENT WASTE SERVICES – Q1b.

Q1b. Bin collections are rarely missed.



Survey respondents believed that bin collection were rarely missed with 93% answering Agree (49%) or Strongly Agree (44%). A minor 6% were recorded for Disagree and Neither agree nor Disagree which show current services has minimal disruption.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



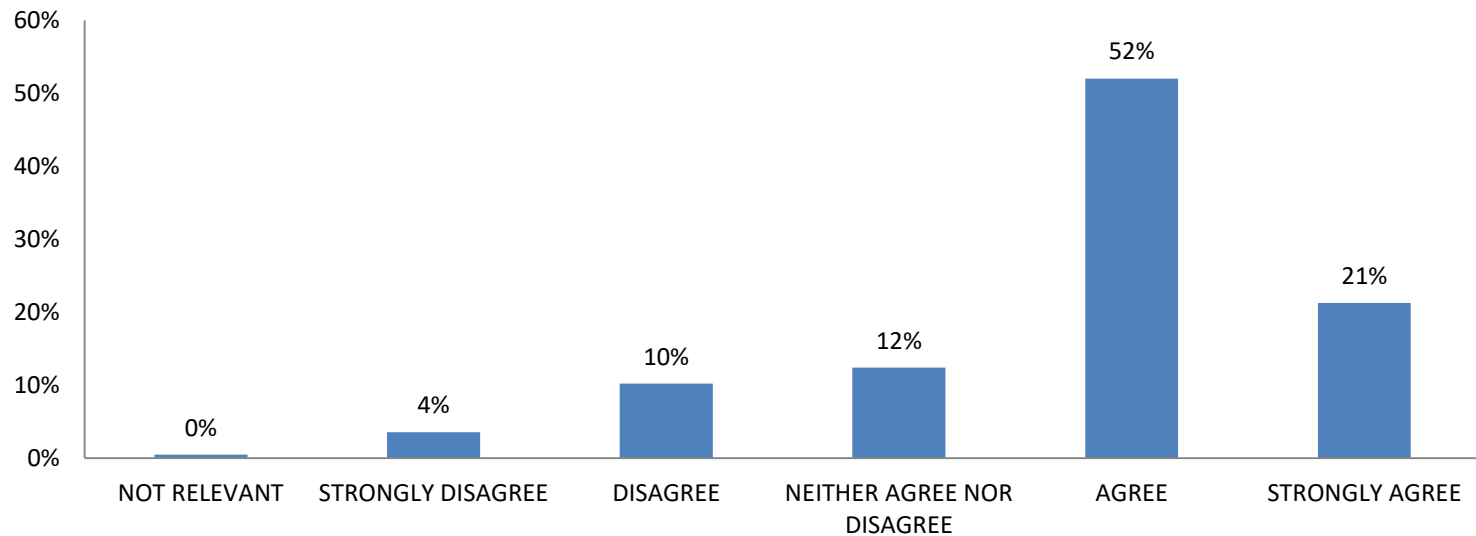
BULKY WASTE



RECYCLING CENTRE

CURRENT WASTE SERVICES – Q1c.

Q1c. The bins are generally left in a satisfactory condition after collection.



In contrast, there was a small drop off when it comes to the condition after collection, with only 73% Agreeing or Strongly Agreeing and 14% Disagreeing or Strongly Disagreeing.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



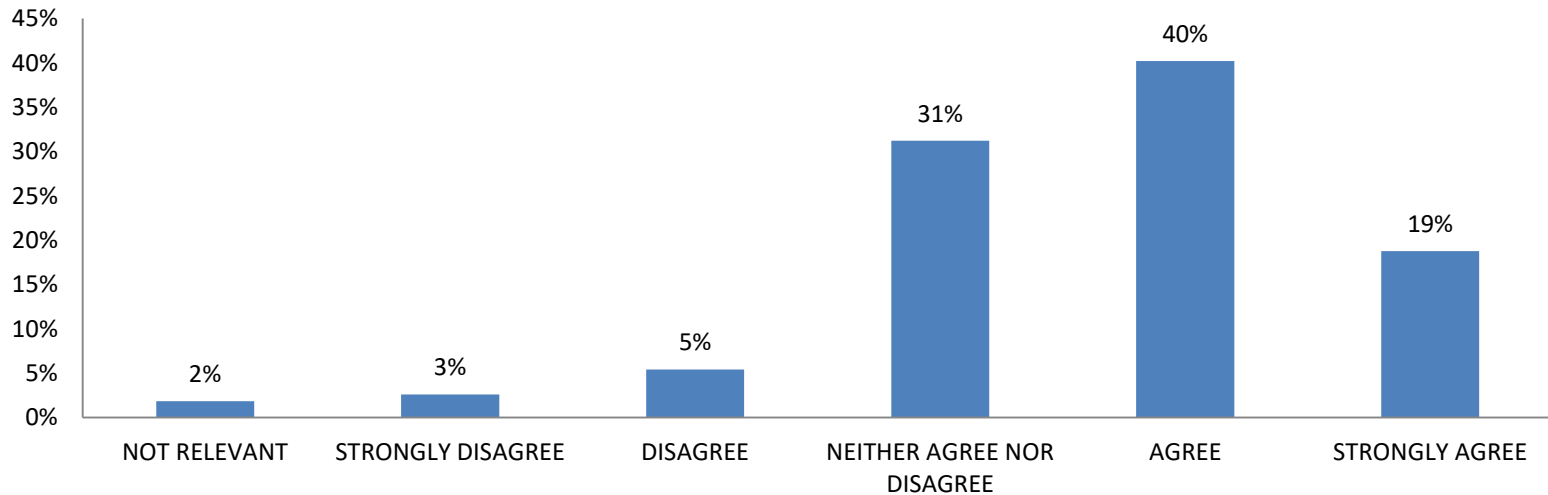
BULKY WASTE



RECYCLING CENTRE

CURRENT WASTE SERVICES – Q1d.

Q1d. The service is good value for money



Most respondents felt that it was good value for money (59%) with only 8% answering that they did not agree or strongly disagreed with this statement.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



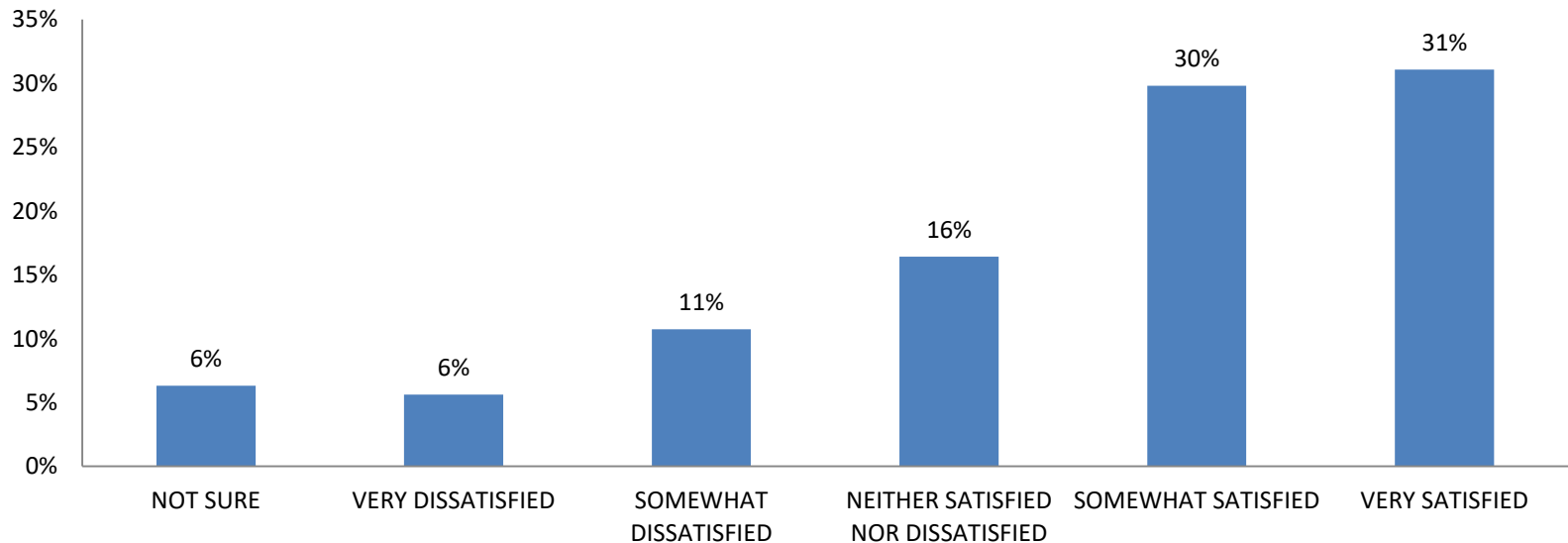
BULKY WASTE



RECYCLING CENTRE

CURRENT WASTE SERVICES – Q2

Q2. How satisfied are you with Council's current approach with moving bins from the kerb to the road for collection



There was a positive response when it came to Council's current approach, with 61% answering somewhat satisfied or very satisfied. A lower 17% were somewhat dissatisfied and very dissatisfied.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

CURRENT WASTE SERVICES – Q2a.

Q2. How satisfied are you with Council's current approach with moving bins from the kerb to the road for collection

Q2a. Why do you say this? **All responses**

It works	688	25%
Blocks traffic/parking	659	24%
Placement of bins	208	8%
Negative handling bins	195	7%
Not applicable or not sure	174	6%
Alternatives/options	134	5%
Efficient/Convenient	98	4%
Return issues	98	4%
Cars block bins	94	3%
Missed	67	2%
Cost	49	2%
Noise issues	46	2%
Inconvenient/labour intensive	37	1%
Parkers move bins badly	37	1%
Reduces damage to cars/properties	33	1%
Safety issues	32	1%
Neutral	29	1%
Pedestrians	21	1%
Users should pay	14	1%



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

CURRENT WASTE SERVICES – Q2a.

Q2. How satisfied are you with Council's current approach with moving bins from the kerb to the road for collection

Q2a. Why do you say this? **Somewhat Satisfied & Very Satisfied**

It works	688	25%
Efficient/Convenient	98	4%
Reduces damage to cars/properties	33	1%

Of the more than half (61%) the respondents that were satisfied with Council's current approach the main reason given was that the current approach worked.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

CURRENT WASTE SERVICES – Q2a

Q2. How satisfied are you with Council's current approach with moving bins from the kerb to the road for collection

Q2a. Why do you say this? **Somewhat Dissatisfied & Very Dissatisfied**

Blocks traffic/parking	659	24%
Placement of bins	208	8%
Negative handling bins	195	7%
Return issues	98	4%
Cars block bins	94	3%
Missed	67	2%
Cost	49	2%
Noise issues	46	2%
Inconvenient/labour intensive	37	1%
Parkers move bins badly	37	1%
Safety issues	32	1%
Pedestrians	21	1%
Users should pay	14	1%

Of the 17% of who were not satisfied with the current approach, a reoccurring response was that bins were often not returned to the kerb side which resulted in blockages to vehicles, parking, driveways and foot paths. It was also revealed that placements of bins was difficult in narrow streets due to parked vehicles, forcing residents to place bins on the roads which causes safety issues to motorist.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

CURRENT WASTE SERVICES Q2a.

Q2. How satisfied are you with Council's current approach with moving bins from the kerb to the road for collection

Q2a. Why do you say this? **Not Sure & Neither**

Not applicable or not sure	174	6%
Alternatives/options	134	5%
Neutral	29	1%



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

KERB TO KERB SERVICE OPTION

The Kerb to Kerb Service Option section consisted of:

- Two closed response, single select, questions each consisting of six options, and
- one open response question.

“The communication below was immediately before the questions on the survey.

“We are considering changing the method we use to pick up bins. A ‘kerb to kerb’ service uses a rear-loading truck with a driver and two runners and provides a higher level of service by accessing and returning bins directly from/to the kerb. Runners manually access each bin from the kerb, empty it using the rear loader and return the bin to the kerb. This option requires more workers and more vehicles, but means bins are not left on the roadside which improves safety for people driving, walking and riding bikes.”



WASTE



RECYCLING



ORGANICS



FOOD WASTE



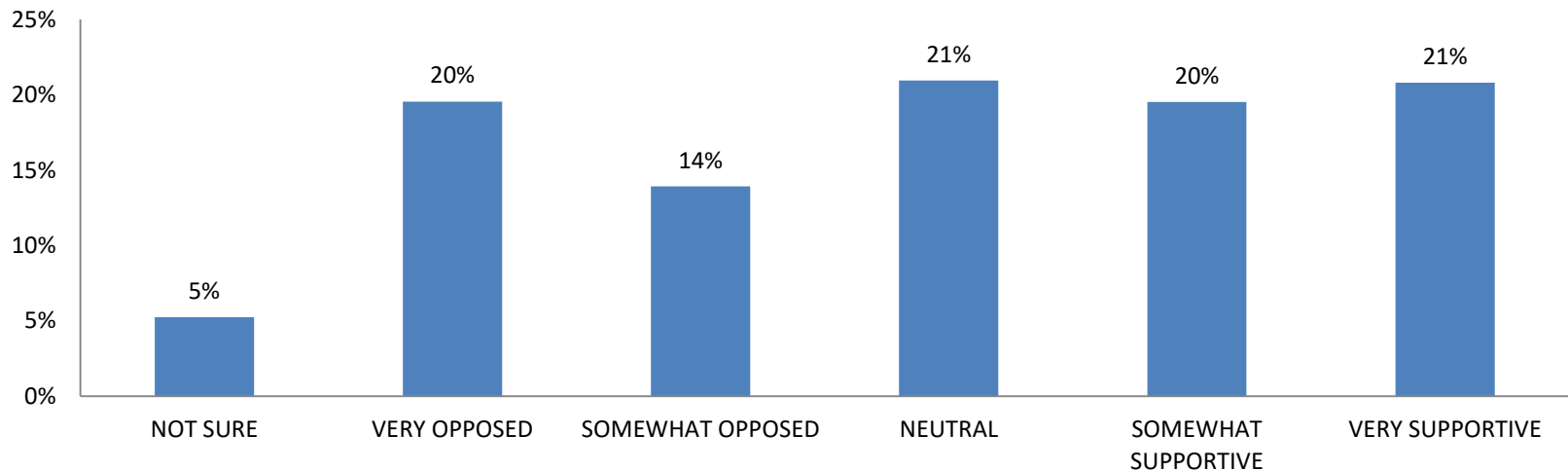
BULKY WASTE



RECYCLING CENTRE

KERB TO KERB SERVICE OPTION Q3.

Q3. Thinking about a kerb to kerb service collection, how supportive are you of Council changing our collection model to this approach?



When asked about kerb to kerb services, the responses were quite polarising, with almost as many people opposed (34%) as supported (41%).



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

KERB TO KERB SERVICE OPTION- Q3.

Q3. Thinking about a kerb to kerb service collection, how supportive are you of Council changing our collection model to this approach?

Why do you say this? **All responses**

Cost	988	23%
Current service works	834	20%
Safer (IN GENERAL)	266	6%
Solves blocking issues	216	5%
Blocks footpath/ pedestrians more/traffic	207	5%
Seems better	202	5%
More jobs	150	4%
Solves bin return issues	134	3%
Not necessary/required where I live	134	3%
Other options (are there, or suggested)	121	3%
Taking up valuable parking spaces	121	3%
Has not worked before/Going backwards	115	3%
Should be implemented street by street	107	3%
Neater/Cleaner & less litter	91	2%
Safety issues for worker/operator	82	2%
Not applicable to me	82	2%
Trial	73	2%
Slower	62	1%
Less efficient/Challenging/environmental issues	52	1%
Reduces damage	39	1%
More litter - Quality of service	38	1%
Has worked before	31	1%
Solves lids close issue/upright	21	0%
Faster	19	0%
Good for elderly/disabled	19	0%
Solves noise issue	8	0%
Bins more likely missed	5	0%



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

KERB TO KERB SERVICE OPTION – Q3.

Q3. Thinking about a kerb to kerb service collection, how supportive are you of Council changing our collection model to this approach?

Why do you say this? **Somewhat supportive and Very supported**

Safer (IN GENERAL)	266	6%
Solves blocking issues	216	5%
Seems better	202	5%
More jobs	150	4%
Solves bin return issues	134	3%
Neater/Cleaner & less litter	91	2%
Reduces damage	39	1%
Has worked before	31	1%
Solves lids close issue/upright	21	0%
Faster	19	0%
Good for elderly/disabled	19	0%
Solves noise issue	8	0%

Of the 41% of respondents who supported the proposed collection model most believe that the service will be safer, less blocking, and would mean bins would be returned back to the kerb.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

KERB TO KERB SERVICE OPTION – Q3.

Q3. Thinking about a kerb to kerb service collection, how supportive are you of Council changing our collection model to this approach?

Why do you say this? **Somewhat opposed and Very opposed**

Cost	988	23%
Current service works	834	20%
Blocks footpath/ pedestrians more/traffic	207	5%
Taking up valuable parking spaces	121	3%
Has not worked before/Going backwards	115	3%
Safety issues for worker/operator	82	2%
Slower	62	1%
Less efficient/Challenging/environmental issues	52	1%
More litter - Quality of service	38	1%
Bins more likely missed	5	0%

Of the 34% of respondents who were opposed to the new model, most expressed that the current service works and the proposed service would increase cost.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

KERB TO KERB SERVICE OPTION – Q3.

Q3. Thinking about a kerb to kerb service collection, how supportive are you of Council changing our collection model to this approach?

Why do you say this? **Not sure and Neutral**

Not necessary/required where I live	134	3%
Other options (are there, or suggested)	121	3%
Should be implemented street by street	107	3%
Not applicable to me	82	2%
Trial	73	2%



WASTE



RECYCLING



ORGANICS



FOOD WASTE



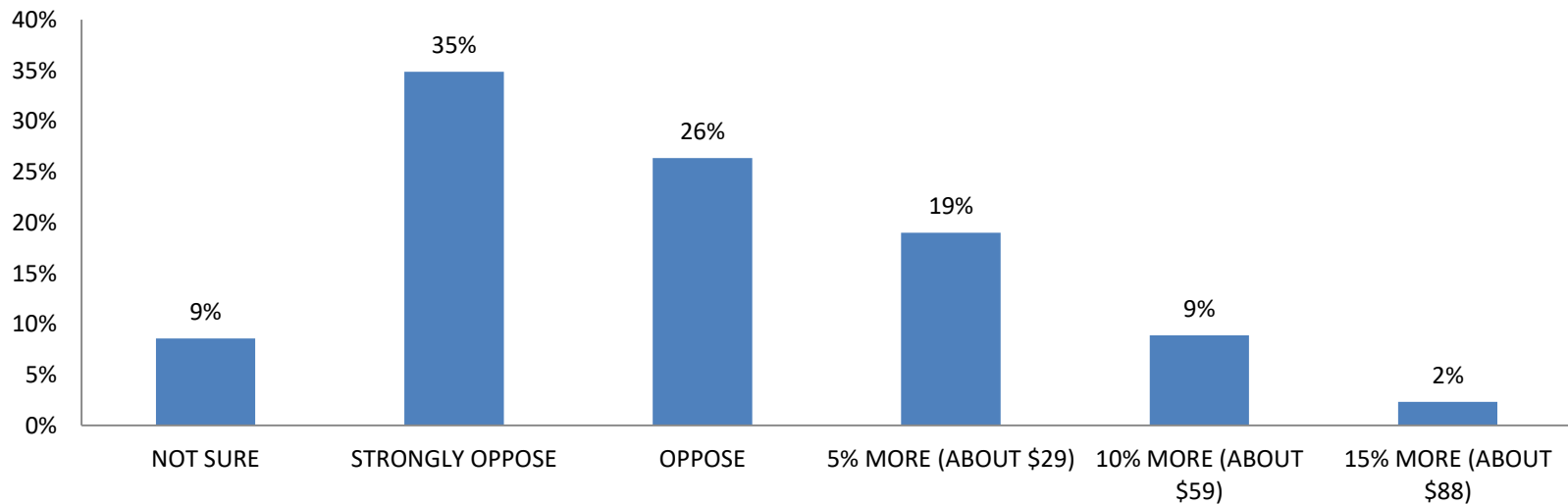
BULKY WASTE



RECYCLING CENTRE

KERB TO KERB SERVICE OPTION – Q3.

Q3b. What is the maximum increase you would be prepared to pay each year for a kerb to kerb collection service?



What is clear is that 61% of respondents were opposed to paying more for the kerb to kerb service. Of the 30% prepared to pay more there was only small support for increasing rates by \$59 a year and \$88 a year (at 9% and 2% respectively).



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

FOOD WASTE COLLECTION

The Food Waste Collection section consisted of:

Three closed response, single select, questions each consisting of six options.

“The communication below was immediately before the questions on the survey.

“Nearly 40% of general household rubbish collected in Randwick City is comprised of food waste. If food scraps are collected, they can be composted and used as nature intended, for enriching soil and growing more food. They can even be processed to create Biogas which generates clean, green electricity. Council has been trialling food waste collection for a number of years. Participating households use a small kitchen bin caddy lined with a compostable bag to collect scraps. The bags are then placed into burgundy-lidded bins for weekly collection – just like your rubbish and recycling.

“Food waste can also be collected in your green-lidded garden organics bin along with organic material, rather than supplying a separate bin. Under this model the food scraps/garden organics bin could be collected weekly and the red-lidded rubbish bin (without food in it) collected fortnightly.”



WASTE



RECYCLING



ORGANICS



FOOD WASTE



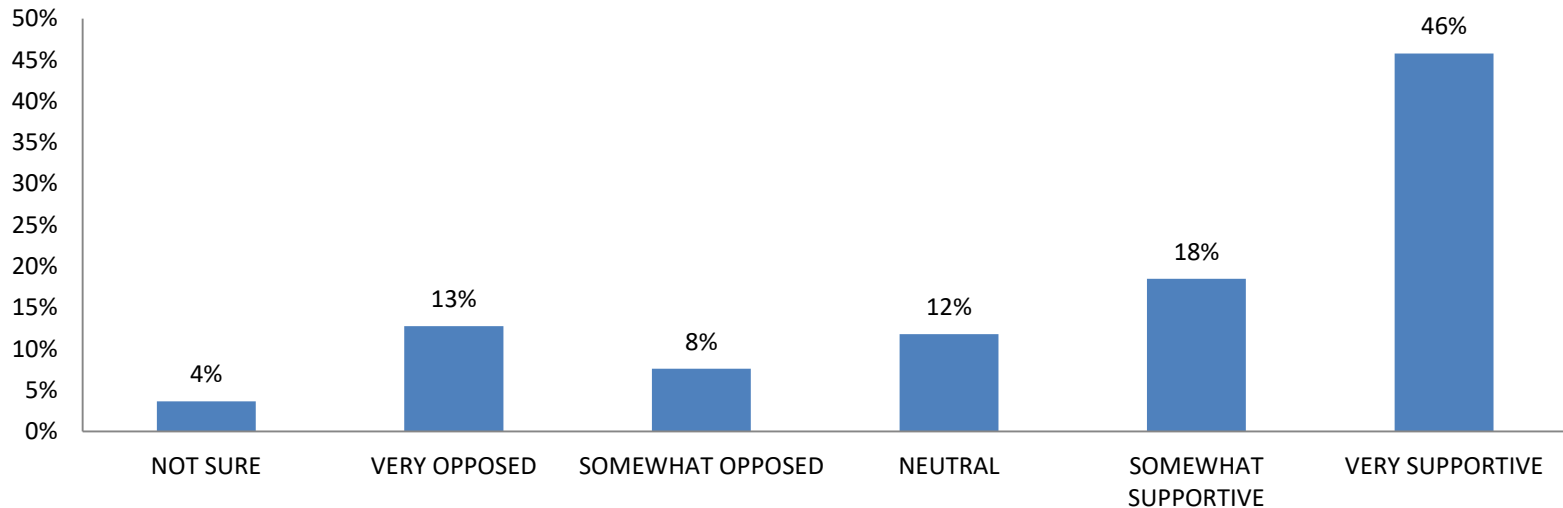
BULKY WASTE



RECYCLING CENTRE

FOOD WASTE COLLECTION – Q4.

Q4. How supportive are you of Council expanding food waste collection to all apartments initially followed by free-standing homes?



The results show that there is strong support for food waste collections with only 21% opposed or strongly opposed.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



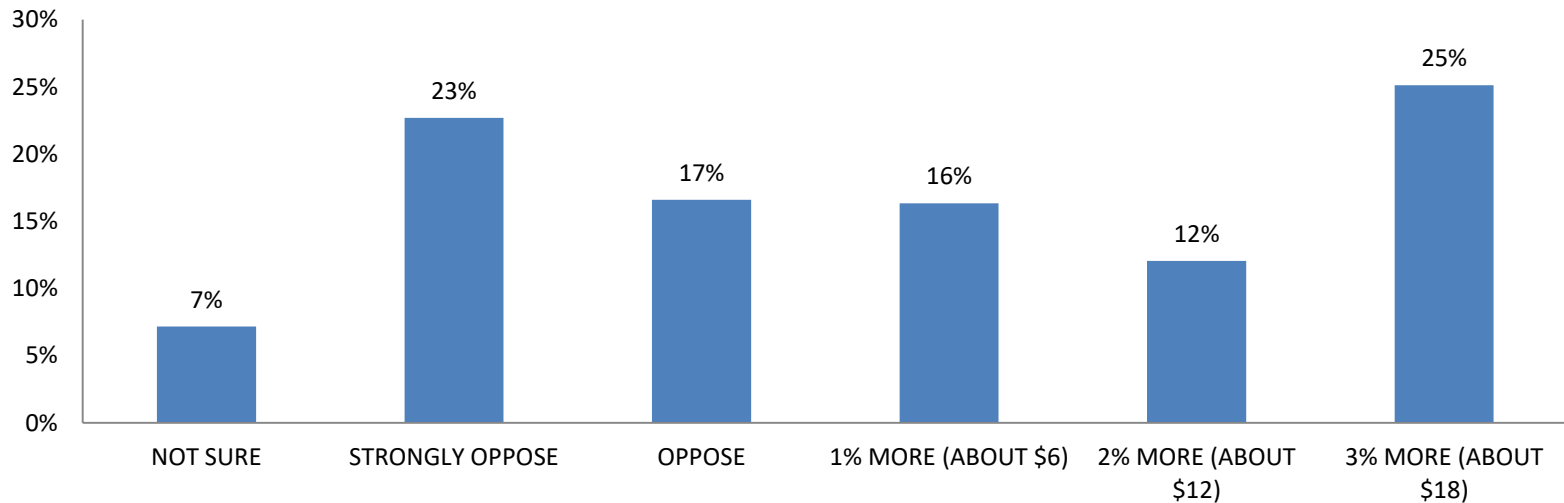
BULKY WASTE



RECYCLING CENTRE

FOOD WASTE COLLECTION – Q4a.

Q4a. What is the maximum increase you would be prepared to pay each year for a food waste collection service?



Respondents were overall willing to pay more for this service (53%), with a surprising 1 in 4 (25%) willing to pay an extra \$18. There were 40% of respondents opposed to paying more.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



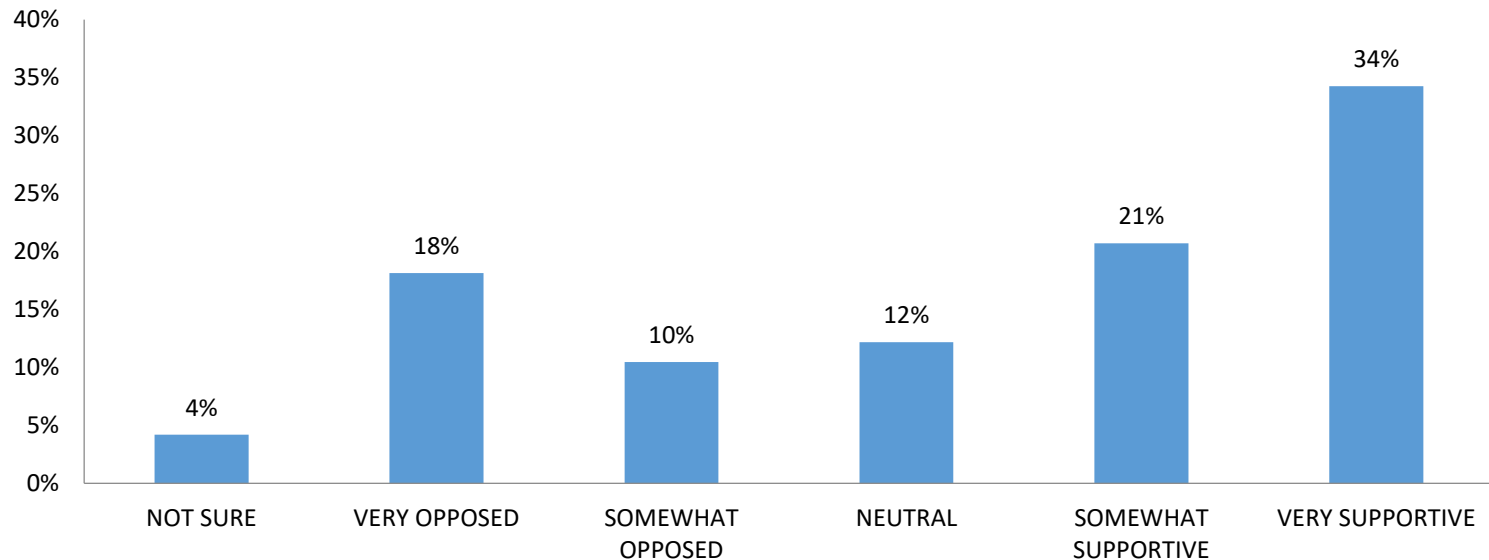
BULKY WASTE



RECYCLING CENTRE

FOOD WASTE COLLECTION – Q4b.

Q4b. How supportive are you of Council collecting food waste and garden organics in the same bin?



Respondents were mostly willing to include food in the same garden organics bin (55%) but a sizable number of respondents (28%) did oppose or strongly oppose this idea.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

KERBSIDE CLEAN UP SERVICE

The Kerbside Clean Up Service section consisted of:

- Two closed response, single select, questions each consisting of six options, and
- one open response question.

The communication below was immediately before the questions on the survey.

“Council currently provides every household with two (2) free scheduled clean up services each year and two (2) free oncall clean up services.

Our data shows that of the scheduled clean up services, the first service is generally more widely used. There is a higher cost to Council to plan, manage and staff scheduled clean ups compared to oncall clean ups. Because of this, we are considering reducing scheduled collections but increasing oncall collections. This would have a cost neutral impact to Council operations but would result in greater flexibility for residents to book clean ups when needed. This would be helpful for those living in apartments or with limited storage space as they wouldn’t have to wait for a scheduled clean up.”



WASTE



RECYCLING



ORGANICS



FOOD WASTE



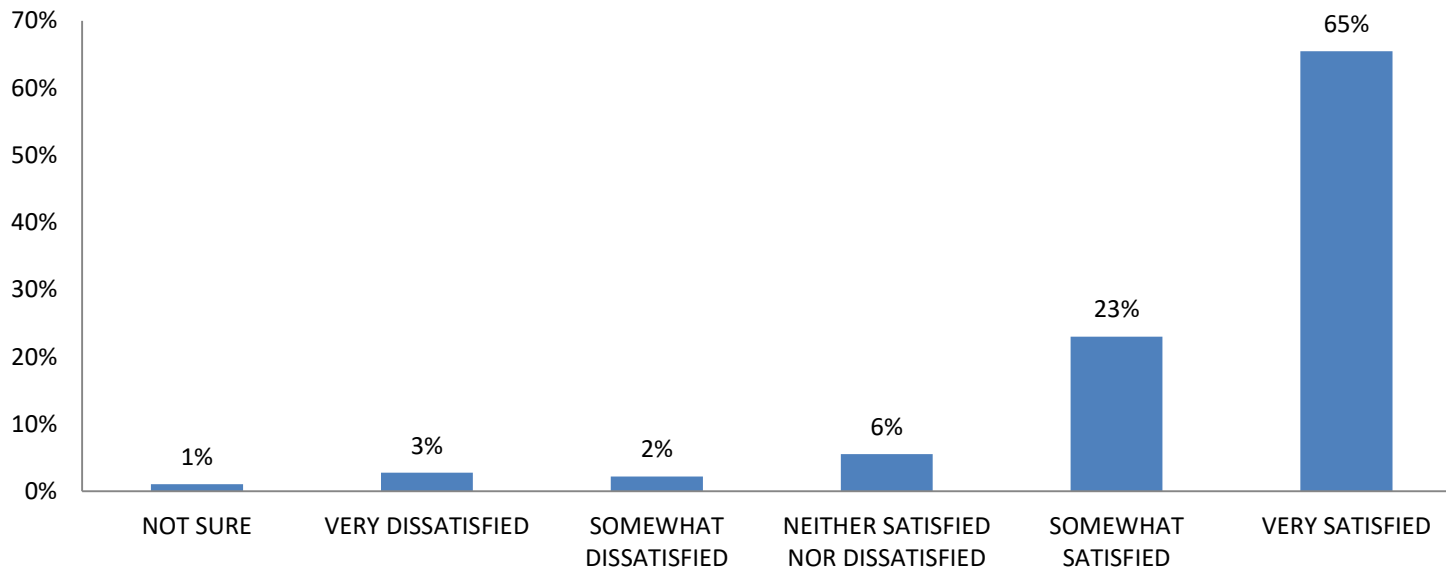
BULKY WASTE



RECYCLING CENTRE

KERBSIDE CLEAN UP SERVICE – Q5.

Q5. Overall, how satisfied are you with this service?



Overall, over 88% of respondents were satisfied or very satisfied with the Council's kerbside clean up service suggesting current model is efficient and works well.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



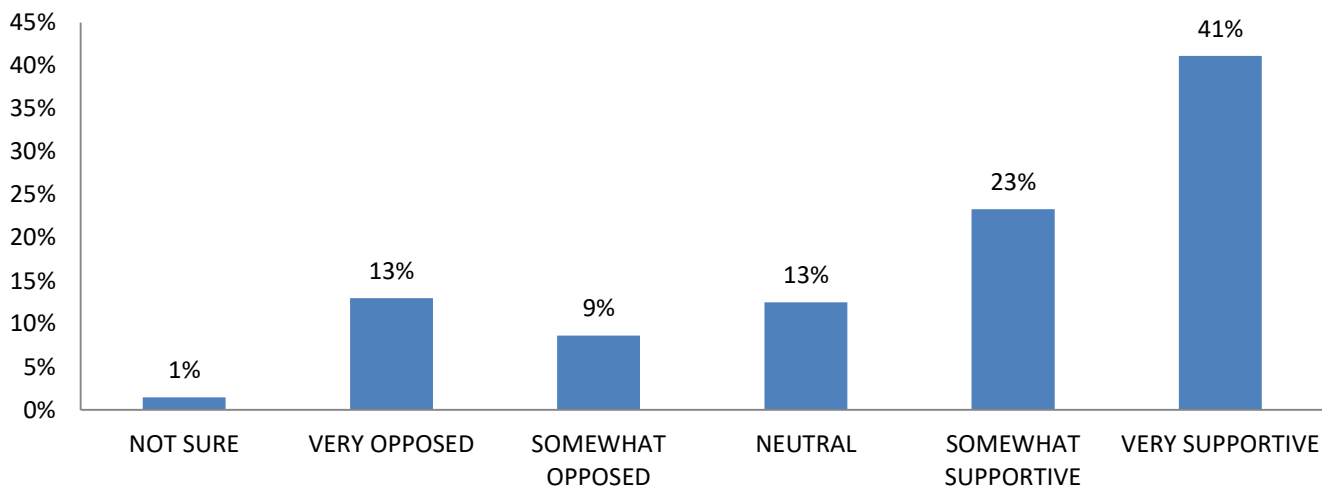
BULKY WASTE



RECYCLING CENTRE

KERBSIDE CLEAN UP SERVICE – Q5a.

Q5a. How supportive are you of Council decreasing free scheduled clean ups from 2 to 1 each year, but increasing free oncall clean ups from 2 to 5?



Most (64%) were supportive of decreasing free scheduled clean ups from 2 to 1 each year and increasing free oncall clean ups from 2 to 5. However, a large number (more than 1 in 5 or 22%) were opposed to the idea. Any change would need to consider the impact on respondent's satisfaction, given that 88% were currently already satisfied with this service as is.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

KERBSIDE CLEAN UP SERVICE – Q5a.

Q5a. How supportive are you of Council decreasing free scheduled clean ups from 2 to 1 each year, but increasing free oncall clean ups from 2 to 5?

Why do you say this? All responses

Flexibility/Convenient	687	18%
Good idea/Seems better	504	13%
Current system works	382	10%
Prefer oncall	282	7%
Prefer Scheduled clean ups/Increase scheduled pick ups	264	7%
Increases litter/Increases dumping	256	7%
Cost neutral/Cost effective	234	6%
Allows for general public to collect/Recycling-reuse	184	5%
Other options (are there, or suggested)/Trial	177	5%
Impose fines for illegal dumping/More policing/Decreases dumping	169	4%
Not applicable/Do not use clean up services/Rarely use service	117	3%
Streets look messy	105	3%
High turnover of apartment/unit tenants causing illegal dumping	88	2%
Neater and tidier streets	84	2%
Not cost effective	68	2%
Restrictions on items allowed to be placed for collection for oncall/	62	2%
Increasing clean up services to 5 too excessive	48	1%
Disapprove of scavenger	46	1%
Unaware of services/More advertising of services	38	1%
Scheduled clean ups spaced too far apart	23	1%



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

KERBSIDE CLEAN UP SERVICE – Q5a.

Q5a. How supportive are you of Council decreasing free scheduled clean ups from 2 to 1 each year, but increasing free oncall clean ups from 2 to 5?

Why do you say this? **Somewhat supportive and Very supportive**

Flexibility/Convenient	687	18%
Good idea/Seems better	504	13%
Prefer oncall	282	7%
Cost neutral/Cost effective	234	6%
Neater and tidier streets	84	2%
Disapprove of scavenger	46	1%

Results indicated, that of the 64% of respondents who were supportive of the proposed kerb clean up service, the primary response was they believed that there was better flexibility and convenience in increased oncall services. On analysis, this came hand in hand with the cost neutral/cost effective side of it.



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

KERBSIDE CLEAN UP SERVICE – Q5a

Q5a. How supportive are you of Council decreasing free scheduled clean ups from 2 to 1 each year, but increasing free oncall clean ups from 2 to 5?

Why do you say this? **Somewhat opposed** and **Very opposed**

Current system works	382	10%
Prefer Scheduled clean ups/Increase scheduled pick ups	264	7%
Increases litter/Increases dumping	256	7%
Scheduled clean ups allows for general public to collect/Recycling-reuse	184	5%
Streets look messy	105	3%
High turnover of apartment/unit tenants causing illegal dumping	88	2%
Not cost effective	68	2%
Restrictions on items allowed to be placed for collection for oncall/Arranging oncall difficult	62	2%
Increasing clean up services to 5 too excessive	48	1%
Scheduled clean ups spaced too far apart	23	1%

Of the 22% of which who were opposed expressed that the current system does not require change. Respondents who preferred the scheduled clean up also listed that this allowed for items to be collected by the general public and recycled, reducing landfill



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

KERBSIDE CLEAN UP SERVICE – Q5a.

Q5a. How supportive are you of Council decreasing free scheduled clean ups from 2 to 1 each year, but increasing free oncall clean ups from 2 to 5?

Why do you say this? **Not sure and Neutral**

Other options (are there, or suggested)/Trial	177	5%
Impose fines for illegal dumping/More policing/Decreases dumping	169	4%
Not applicable/Do not use clean up services/Rarely use service	117	3%
Unaware of services/More advertising of services	38	1%



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE

NEW BIN ROLLOUT

The New Bin Rollout section consisted of:

- One closed response, single select, questions each consisting of six options, and

The communication below was immediately before the questions on the survey.

“New smart bin technology can help more efficiently manage our waste services. Modern bins are fitted with small microchips that provide real-time data helping to better manage bin collection, find lost bins and reduce missed collections. Council’s current bins already have microchips, but many are damaged or not working and the technology is no longer supported. If we were to provide new smart bins to every household, this would mean collecting your old bins and recycling them.”



WASTE



RECYCLING



ORGANICS



FOOD WASTE



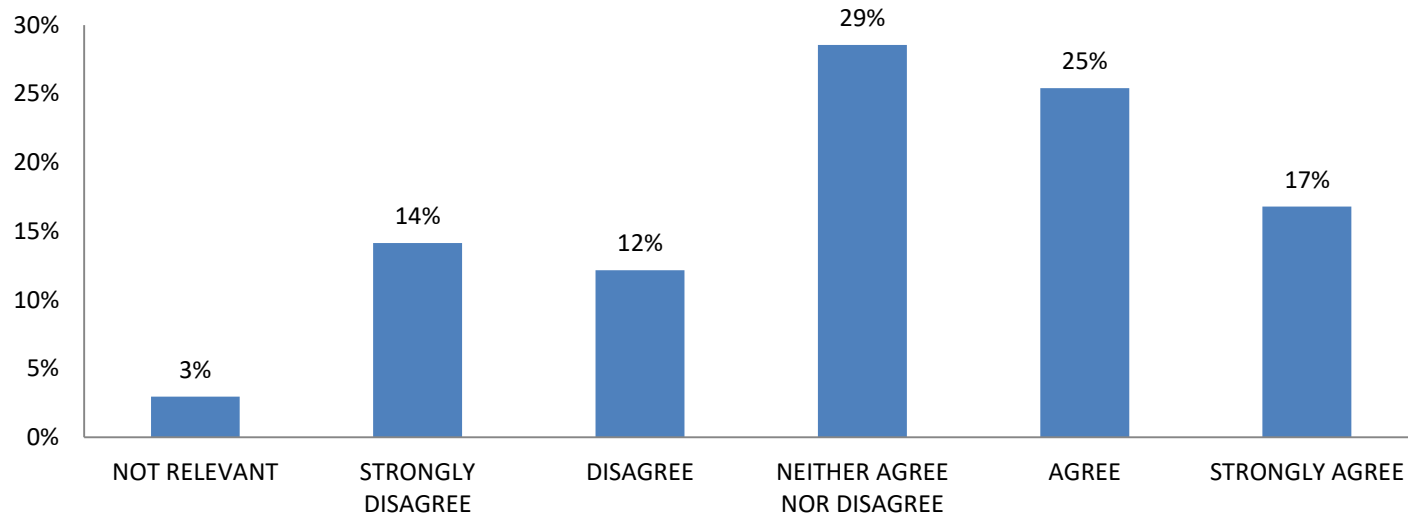
BULKY WASTE



RECYCLING CENTRE

NEW BIN ROLLOUT– Q6

Q6. Generally speaking, how supportive are you of Council providing new smart bins?



Respondents were overall supportive of the Council providing new smart bins, with 42% answering Agree or Strongly Agree and only 26% disagreeing. A significant proportion of 29% did not agree or disagree.



WASTE



RECYCLING



ORGANICS



FOOD WASTE

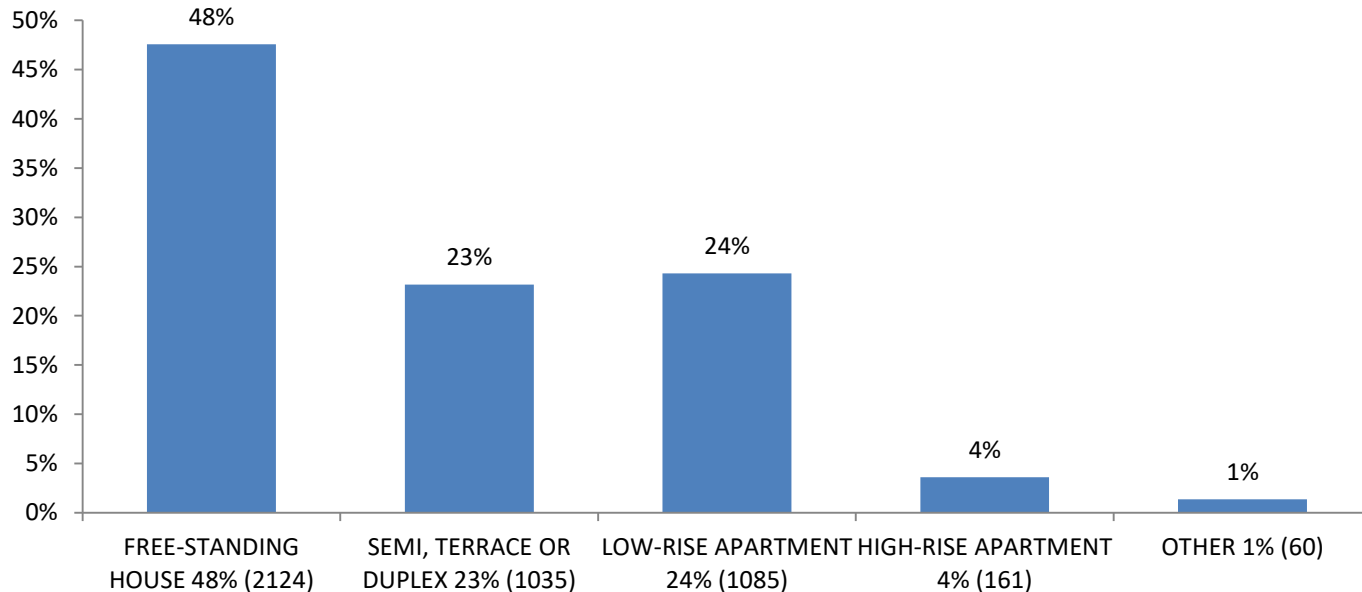


BULKY WASTE



RECYCLING CENTRE

ABOUT YOU



Respondents were split almost evenly between Free-Standing House (48%) and other types of homes (52%).



WASTE



RECYCLING



ORGANICS



FOOD WASTE



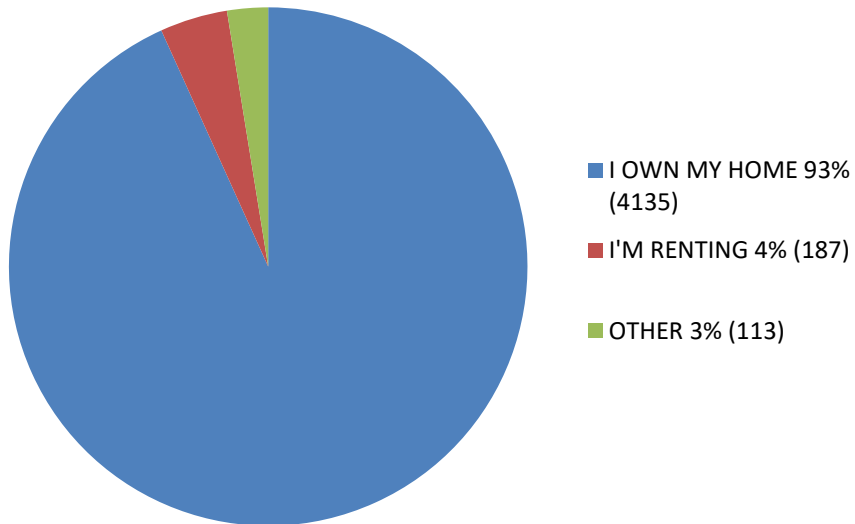
BULKY WASTE



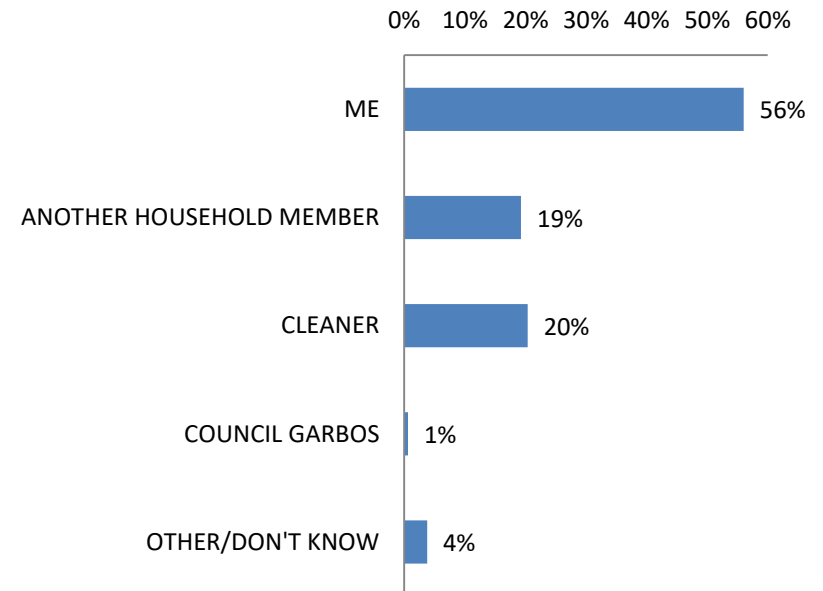
RECYCLING CENTRE

ABOUT YOU

Q11. Home ownership status



Q12. Who's primarily responsible for putting the bins out?



WASTE



RECYCLING



ORGANICS



FOOD WASTE



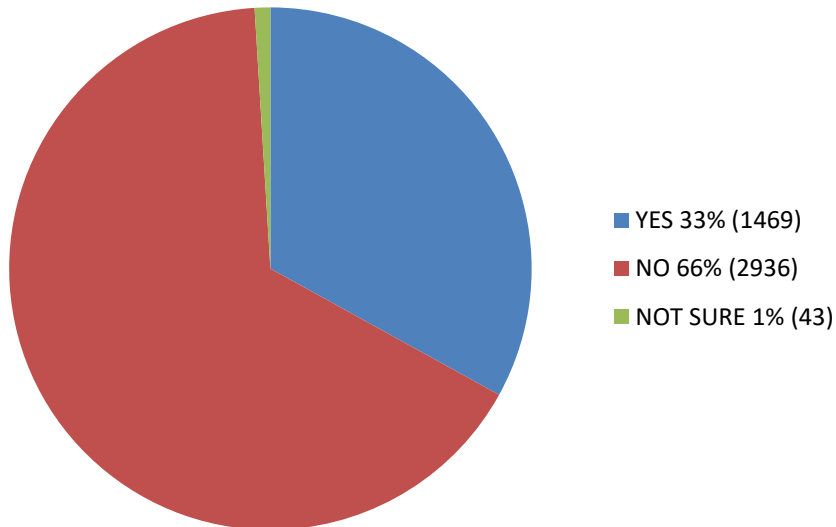
BULKY WASTE



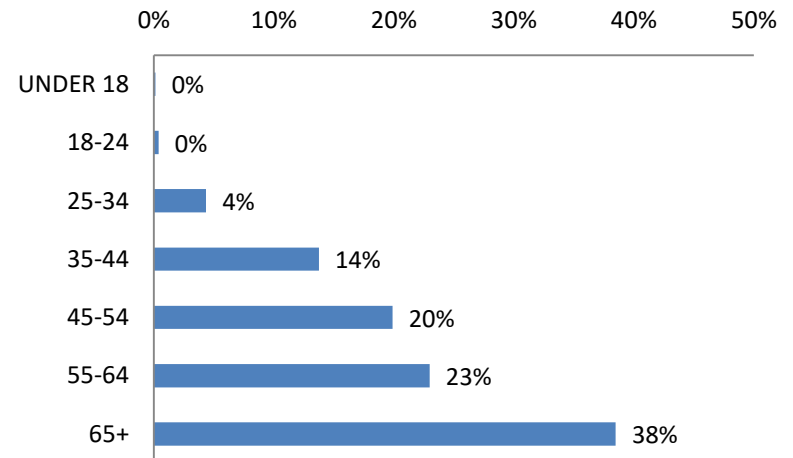
RECYCLING CENTRE

ABOUT YOU

Q13. Does your household currently have a worm farm and/or compost bin?



Q14. What age group are you in?



WASTE



RECYCLING



ORGANICS



FOOD WASTE



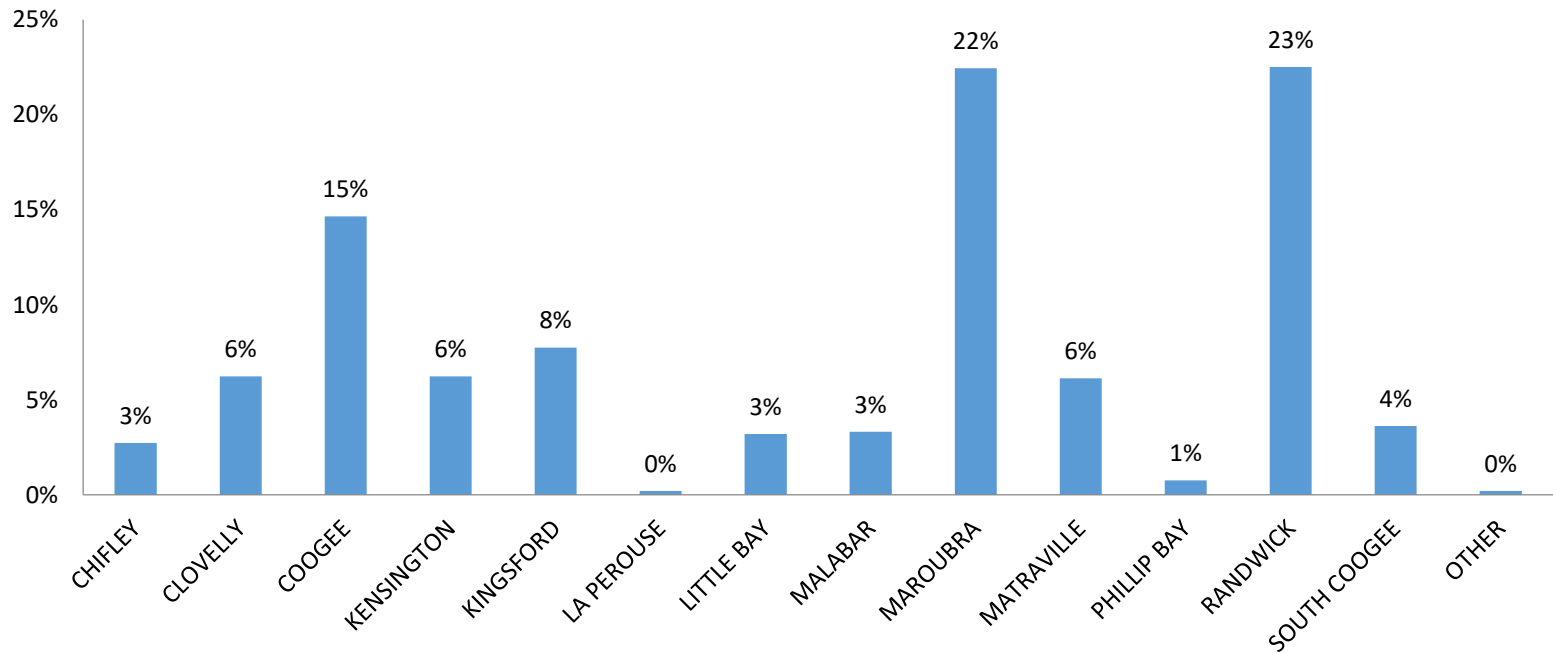
BULKY WASTE



RECYCLING CENTRE

ABOUT YOU

Q15. Your suburb of residence



WASTE



RECYCLING



ORGANICS



FOOD WASTE



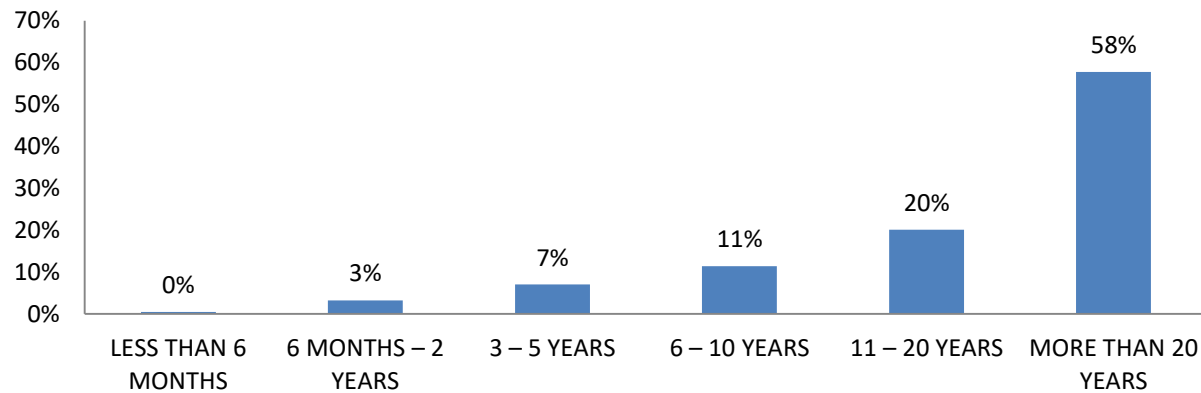
BULKY WASTE



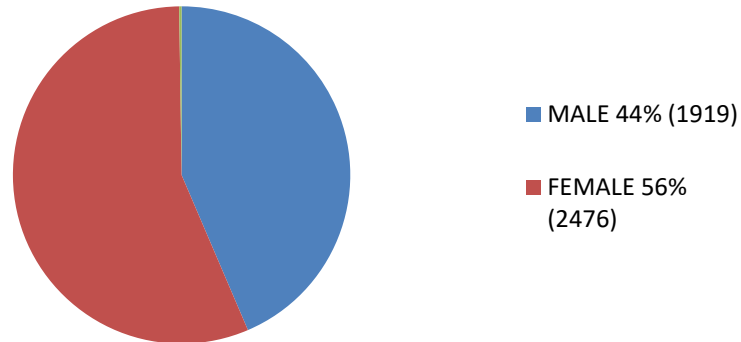
RECYCLING CENTRE

ABOUT YOU

Q16. How long have you lived in Randwick City?



Q17. What is your gender?



WASTE



RECYCLING



ORGANICS



FOOD WASTE



BULKY WASTE



RECYCLING CENTRE