



LEVEL OF SERVICE STANDARDS

WASTE MANAGEMENT SERVICES

1 Context of Service

The District Council of Lower Eyre Peninsula, as with all local governments across Australia provides a waste collection service to its residents.

Subject to population size and closeness to capital cities and major regional centres many council's are able to provide a wider range of services than others due to a broader population base and proximity to recycling facilities. Most smaller council's are not able to provide more than a basic waste collection system with limited recycling options.

With the population of the Lower Eyre Peninsula being approximately 5,000 and dispersed across almost 5000 square kilometres with 21 population centres the District Council falls in to the latter group of councils.

The District Council no longer operates landfill sites within the Lower Eyre Peninsula due to increasing environmental regulation. Together with the City of Port Lincoln and the District Council of Tumby Bay the three councils send waste material that cannot be recycled to a privately owned landfill site located within the District Council of Tumby Bay.

2 Objective of Service

The District Council aspires to provide a realistic level of services for waste collection and waste diversion as practicable to all residents and population centres.

3 Service Detail

The services provided by Council include:

- i) Kerb and Roadside domestic waste collection (standard bin size is 140L);
Kerbside collections are available once weekly within residential and rural residential areas as follows:

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Louth Bay, Poonindie, North Shields, Boston, Tiatukia, Endeavour Heights, Tulka, Sleaford, Coffin Bay, Wangary, Mount Dutton Bay, Little Douglas, Farm Beach, Coultas, Mount Hope, Kapinnie, Karkoo, Yeelanna, Cummins, Edillilie and Wanilla.

Roadside collections are available on certain roads and at a number of specific areas (19 bin cluster points) for properties that do not have road frontage on to portions the following roads:

Lincoln Highway, White Flat Road, Gawler Ponds Road, Murray Drive, Quartz Hill Road, Roberts Road (and adjoining roads), Haigh Drive, Hyde Road, Richardson Road (and adjoining roads), Winters Hill Drive, Panoramic Drive, Pound Lane, Western Approach Road, Old Flinders Highway, Tod Highway, Merintha Creek Road, Coffin Bay Road, Farm Beach Road, Bratten Way (west of Cummins).

For both kerb and roadside collections, requests can be made for additional (140L) bins through Council or for larger (240L) bins by direct arrangement with the collection service contractor.

- ii) Waste receptacles in public spaces;

Waste disposal bins are provided at 12 centre's and total 85 bins.

The locations of the public spaces are Cummins (20), Coffin Bay (30), Dutton Bay (2), Farm Beach (9), Little Douglas (1), Edillilie (1), Louth Bay (11), Port Lincoln Airport (4), North Shields (5), Tulka (1), Lincoln Highway Investigator Trail (3), Sleaford (1).

Bins are also located in areas other than those listed such as Point Drummond (2),

- iii) Waste Transfer Stations at Cummins and Coffin Bay (domestic waste, recyclables and green waste);

Following the closure of landfill sites with the district, two transfer stations have been established to provide residents with a disposal point in Cummins and Coffin Bay for larger volumes of domestic waste and for white goods, other recyclables (including glass, cardboard, paper, metal and e-Waste) and green waste.

- iv) Access agreement to City of Port Lincoln Waste Transfer Station (domestic waste, recyclables and green waste)

The Council assisted the City of Port Lincoln in their funding application for their new Waste Transfer Station with a view to providing our residents located nearer to Port Lincoln than Cummins and Coffin Bay with a disposal point.

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4 Frequency of Service

Council provides a different frequency of services in some instances to allow for seasonal increases in visitor numbers, namely at Coffin Bay and Farm Beach.

The standard frequency of service is listed as follows:

i) Kerb and Roadside domestic waste collection;

Collections are provided by a contractor and are based on a once weekly collection. Due to the distribution of the population centres the collections are spread over three days per week (Mondays, Tuesdays and Wednesdays). Population centres are shown in capitals.

Mondays:

White Flat Road, Gawler Ponds Road, Murray Drive, Quartz Hill Road, Roberts Road and adjoining roads, Haigh Drive, BOSTON, TIATUKIA, Richardson Road and adjoining roads, Winters Hill Drive, Panoramic Drive, Pound Lane, TULKA and SLEAFORD.

Tuesdays:

COFFIN BAY, LOUTH BAY, POONINDIE and NORTH SHIELDS.

Wednesdays:

WANILLA, EDILLILIE, CUMMINS, YEELANNA, KARKOO, KAPINNIE, MOUNT HOPE, COULTA, WANGARY, DUTTON BAY, FARM BEACH, and LITTLE DOUGLAS.

During the peak periods of, Christmas/New Year school holidays and the Easter weekend additional collections are made for Coffin Bay on a Friday.

ii) Waste receptacles in public spaces;

Collections are provided by a contractor and are based on a once weekly collection. Due to the distribution of locations the collections are spread over three days per week (Mondays, Tuesdays and Wednesdays) and coincide with the domestic waste collections.

During the peak periods of school holidays, Christmas/New Year and the Easter weekend additional collections are made for Coffin Bay, Dutton Bay and Farm Beach on a Friday. Further collections on Sundays are arranged when necessary.

iii) Waste Transfer Stations at Cummins and Coffin Bay;

The two transfer stations are open on Thursdays, Saturdays and Sundays for a half day in each location.

Cummins:

- 9.00am - 12 noon Thursday
- 9.00am - 12 noon Saturday
- 2.00pm - 4.00pm Sunday

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Coffin Bay:

- 2.00pm – 4.00pm Thursday
- 2.00pm – 4.00pm Saturday
- 9.00am – 12 noon Sunday

The transfer stations operate on the basis of a fee for service with an annually reviewed schedule of fees and charges.

iv) City of Port Lincoln Waste Transfer Station;

The City operates its transfer station as follows:

- 8.00 am - 4.00 pm Sunday, Monday, Wednesday and Friday
- 8.00 am - 1.00 pm Tuesday and Thursday
- Closed Saturday and Public Holidays

The transfer station operates on the basis of a fee for service with an annually reviewed schedule of fees and charges by the City of Port Lincoln.

5 Performance and Customer Service Standards

Performance standards are set to guide the Council as to assessing the quality of the service provided in respect of consistency of collections and responsiveness to requests.

Consistency:

A minimum standard of performance for the Contractor has been established for collections of kerb, roadside and public bin collections:

Kerb and Roadside Collections:

<i>Complaint Type</i>	<i>Standard - Per Month</i>
<i>Missed Services</i>	<i>Zero</i>
<i>Early Starts</i>	<i>Zero</i>
<i>Other Customer Complaints</i>	<i>≤ 1 per 1000 services</i>

Public Space Collections:

<i>Complaint Type</i>	<i>Standard - Per Month</i>
<i>Missed Designated Collection Dates</i>	<i>Zero</i>
<i>Other Customer Complaints</i>	<i>≤ 5 per 1000 services</i>

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Responsiveness:

Complaints in relation to missed services, or requests for new, replacement or additional bins are to be dealt with within 2 working days.

6 Cost

The cost of providing the services to the whole of the district is reviewed annually.

Council has adopted a methodology whereby the provision of kerbside and public bin collections is included within Council's General Rate. The Council has decided to impose differential general rates to address the impracticality of delivering full and equal services to each property across the district, and has determined that:

- 1) The rate for land inside the gazetted townships of Cummins, Coffin Bay, North Shields, Louth Bay, Boston, Tiatukia and Tulka be 13% more than the differential rate for land outside gazetted townships; and
- 2) The rate for land inside the gazetted townships of Edillilie, Yeelanna, Coult, Mount Hope, Wanilla, Lake Wangary and Mount Dutton Bay be the same as the differential rate for land outside gazetted townships on the basis that the land outside gazetted townships and land inside gazetted townships of Edillilie, Yeelanna, Coult, Mount Hope, Wanilla, Lake Wangary and Mount Dutton Bay:
 - a) Tends to be remote from many of the services provided by Council (i.e. less access to garbage collection, Council maintained reserves, etc.);
 - b) Does not have significant footpaths or street lighting;
 - c) Is mainly serviced by unsealed roads.

The 2013/2014 budget allocation for waste management services (excluding depreciation) was \$733,500.

The estimated income for 2013/2014 from the transfer station operations was \$61,000, leaving a balance of \$675,500 to be funded from rate revenue.

The income from fees and charges for the Waste Transfer Stations (Cummins and Coffin Bay) is approximately \$75,000 less than the operating expenditure. Council reviews the level of subsidy on an annual basis and it is generally recognised that the ability to have full cost recovery by increasing fees and charges to the required level could lead to unauthorised dumping.

7 Other Relevant Considerations

Public Place Recycling

As of October 2013, Council has resolved to defer assessment of the provision of recycling bins in public places. The proposal is to be assessed as part of the 2014/2014 budget considerations.

Kerbside Recycling Services

Council reviewed the provision of kerbside recycling through a survey conducted in 2011, and in assessment of the 2013/2014 Budget. It is expected to be re-assessed through the review of the Strategic Plan which will take place within two years of the 2014 local government general elections.