

**QLDC Council  
26 November 2015****Report for Agenda Item: 13****Department: Finance & Regulatory****Queenstown Central Business District - Litter Collection****Purpose**

To approve the proposed litter collection points and collection times in the Queenstown Central Business District (CBD).

**Recommendation**

That Council:

1. **Note** the contents of this report;
2. **Adopt** the Queenstown CBD litter collection points and collection times; [as specified in Attachment A]
3. **Direct** Council officers to identify a project through the annual plan process regarding options for extended litter collection and refuse management in the Queenstown CBD.

Prepared by:



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Enforcement Officer

11/11/2015

Reviewed and Authorised by:



Lee Webster  
Manager; Regulatory

11/11/2015

**Background**

- 1 On 19 December 2014 a new litter collection initiative was implemented in the Queenstown CBD by Councillors Ferguson and Aoake. Their vision was to minimise the visual impact of litter and cardboard deposited throughout the Queenstown CBD by businesses.
- 2 The initiative (the 'Clean Streets Campaign') had an initial 3 month trial starting from 19 December 2014 and specified 11 collection points and two drop-off times (8am and 2pm) for litter and recycling.
- 3 Following an educational period, any litter or cardboard placed in the CBD outside the specified locations and times would be infringed.

- 4 In April, Council officers visited each CBD business to further educate about the collection points and times and to advise that the campaign was being continued.
- 5 In June, an online survey comprising eight questions about the Clean Streets Campaign trial was sent to all CBD business owners.
- 6 35% (80) of business owners completed the survey from the 231 sent.

## **Comment**

### ***Summary of Survey Results***

- 7 The overall findings of the survey were positive with constructive comments.
- 8 79% believed there was a moderate to very large improvement in the appearance of the CBD, with 84% of responses being happy with the location of the collection points.
- 9 39% of business owners found the 8am collection worked well, but this increased to 76% of respondents stating the 2pm collection worked well for the hours of their business.
- 10 69% felt they had been well informed about the trial, with 76% stating that a visit to their business by a Council worker was an effective way to educate people on changes.
- 11 35 responses were received from the final two free text questions regarding the Clean Streets Campaign and how it this had impacted their business.
- 12 The two main themes identified were: (a) the timing of the litter collections from the contractors; and (b) some businesses stated they were not advised about the collection points and times.
- 13 The main opinions expressed were: (1) a need to change the drop-off times to better suit the varied range of opening hours and businesses across the CBD (i.e. to support late night businesses); and (2) that there were not many businesses able to utilise the 8am collection as most businesses open at 10am.
- 14 A project to identify solutions to extend the litter collection and refuse management in the Queenstown CBD is recommended through the annual plan process, which may assist other businesses that are only open after 2pm and have to hold their litter until 8am.
- 15 Overall improvements have been noted by CBD business owners on the visual cleanliness of the CBD. The general feedback received was mostly supportive of the Clean Streets Campaign and all were in agreement that things were much tidier without rubbish bins outside shops every day.

### ***Options***

- 16 This report identifies and assesses the following reasonably practicable options for assessing the matter as required by section 77 of the Local Government Act 2002:
- 17 Option 1 Stop the Clean Streets Campaign.

#### *Advantages:*

- 18 Reduced enforcement levels and customer enquiries.

- 19 If the campaign was cancelled, there would be little involvement with the waste management of the Queenstown CBD or responding from customer enquiries following enforcement action.

*Disadvantages:*

- 20 Reduced visual amenity of the Queenstown CBD.
- 21 The CBD is likely to revert to having blue bags and cardboard through the CBD throughout the day.

22 Option 2 Continue the Clean Street Campaign permanently.

*Advantages:*

- 23 The visual amenity improvements continue business awareness.
- 24 The visual amenity improvements made following the introduction of the trial will continue. Businesses have been contacted by officers and Councillors over the duration of the trial to educate the community on the rules.

*Disadvantages:*

- 25 Some of the business owners would prefer a later initial drop-off time of 9am, continued enforcement necessary.
- 26 If the recommended option is adopted, some business owners may be dissatisfied as the 8am drop-off time does not work for their business. However, there remains a 2pm drop-off time to assist these businesses and the litter remains the responsibility of the business owner. The objective of self-compliance remains following Council's Enforcement Strategy, although continued enforcement will continue as necessary.

27 Option 3 Amend the 8am drop-off time.

*Advantages:*

- 28 More businesses may utilise the collection points, as the times may be more convenient for the opening hours of their business.
- 29 The 8am drop-off is underutilised by some businesses, as they do not start business until later in the morning. Amending the drop-off times may reduce the pressure placed on the 2pm drop off times if more businesses are able to use a drop-off times.

*Disadvantages:*

- 30 Further education will be needed, potential delays on residential collection times.
- 31 Any changes to the trialled times and locations would need to be re-educated to all business owners. There may be a need to amend the contracts for contractors regarding the collection times for residential collections, which may be affected by later CBD collections.
- 32 There is the potential for delays in collecting the litter as a result of increased traffic when contractors try to access collection points later in the morning.

33 This report recommends **Option 2** for addressing the matter.

### **Significance and Engagement**

34 This matter is of medium significance, as determined by reference to the Council's Significance and Engagement Policy because the extent to which the matters impact on the environment and people of the district, and a significant community interest from tourists, ratepayers and every business in the Queenstown CBD.

### **Risk**

35 This matter does not relate to any matters identified in Councils Risk Register, and is not considered to generate a risk of any significance.

### **Financial Implications**

36 The enforcement of the recommended option would be met through existing budgets.

37 If the collection times or frequencies were amended for the contract providers there may be additional operational expenditure, which would be addressed through the annual plan process.

### **Council Policies, Strategies and Bylaws**

38 The following Council policies, strategies and bylaws were considered:

- Waste Minimisation Strategy
- Enforcement Strategy and Prosecution Policy 2014
- Community Open Spaces Asset Management Plan

39 The recommended option is consistent with the principles set out in the named policy/policies.

40 This matter is included in the 10-Year Plan/Annual Plan

- Volume 1 – Waste Management

### **Local Government Act 2002 Purpose Provisions**

41 The recommended option:

- Will help meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses by having the CBD cleared of litter prior to the start of the business day. Keeping the time at 8am will allow contractors to collect the litter more efficiently before large amounts of traffic and pedestrians enter the CBD.
- Is consistent with the Council's plans and policies; and
- Would not alter significantly the intended level of service provision for any significant activity undertaken by or on behalf of the Council, or transfer the ownership or control of a strategic asset to or from the Council.

### **Consultation: Community Views and Preferences**

- 42 The persons who are affected by or interested in this matter are CBD business owners, the Queenstown Lakes District community, All Waste and Smart Environmental contractors.
- 43 The Council has already approached All Waste and Smart Environmental to query a possible change of time from the 8am collection, who have identified that any later collections would have a knock-on effect for other scheduled services e.g. residential collections.
- 44 Council would advise the business owners of the adoption of the collection points and times, in addition to educating the contractors of the need to collect the litter from the collection points within one hour i.e. by 9am and by 3pm.

### **Attachments**

- A Litter collection points and times
- B Queenstown CBD litter survey

Attachment A – Litter Collection Points and Times

**LITTER COLLECTION POINTS**

DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG

**TRIAL BEGAN:**  
Friday 19 December

**TRIAL RUNS:** until August, when the Council will consider the proposal, and if there is value in making it permanent.

**OFFICIAL RECYCLING STICKER**

**AUTHORISED COUNCIL RUBBISH BAG**

Box No 3455  
**smart**  
WATERLOO ROAD  
PH 4510120  
Recycling Tip

Put your rubbish bags and recycling out (7 days):  
**8AM OR 2PM**

QUEENSTOWN LAKES DISTRICT

For all enquiries call 03 441 0499

**Attachment B – Queenstown CBD litter survey.**

**Question 1.**

**How much of an improvement have you noticed in the cleanliness and appearance of the CBD since the new commercial rubbish and recycling collection trial began in December?**

Response	Chart	Percentage	Count
Very Large		1.5%	1
Large		33.8%	22
Moderate		36.9%	24
Little		18.5%	12
Very Little		9.2%	6
<b>Total Responses</b>			<b>65</b>

**Question 2.**

**The rubbish/cardboard drop-off locations are convenient for my business.**


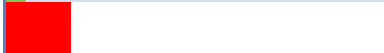


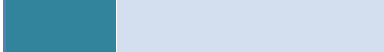
Response	Chart	Percentage	Count
Strongly Agree		20.6%	13
Agree		44.4%	28
Neutral		19.0%	12
Disagree		12.7%	8
Strongly Disagree		3.2%	2
<b>Total Responses</b>			<b>63</b>

**What drop-off locations would be more convenient for your business?**

1. Somewhere on mid camp St.
2. I don't know where they are, the map we were given is long lost.
3. Don't use. Have our own bins
4. Night and day Shotover St as before
5. RUBBISH POINT OUTSIDE BZN REES ST
6. Outside select
7. All of the drop point on Shotover St is same side; one or more should be on the other side.
8. The two trips per day take 15 extra minutes that is \$1800 per annum in additional labour cost to me every year. Better area would be the tiled area between Prime and Pog mahones on the Lakeside
9. In front of night and day Shotover St
10. In house recycling system.
11. Either or, no different.
12. It was easier when it was on the other side of the road - outside Night n Day on Shotover Street
13. Church St
14. Don't use the service take our own rubbish away

**Question 3.**

**The first daily rubbish drop-off time of 8am works well for my business.**

Response	Chart	Percentage	Count
Strongly Agree		6.3%	4
Agree		19.0%	12
Neutral		14.3%	9
Disagree		28.6%	18
Strongly Disagree		31.7%	20
<b>Total Responses</b>			<b>63</b>

**What drop-off time would work better for your business?**

1. Around 12 noon
2. 10am
3. Between 3 pm as it's quietest for hospo during those times.
4. No Queenstown shops or businesses are open at 8am in the morning, what a bizarre and stupid time to collect rubbish it should have been 10am. Which numbskull at QLDC thought up that pearler of an idea?
5. See above
6. The afternoon time is fine
7. 9am
8. 10am
9. 11.00am
10. 11.00 am
11. 10AM
12. 9-10am
13. We talked to some business owners like restaurants/retails, none of us start working 8am, 9am should be.
14. after 9am
15. 2pm
16. 2pm
17. 9:30am to 10am
18. Between 9 and 10. Lots of shops don't open until 10am so 8am is way off.
19. 4pm
20. 8 am would be fine if it was taken at 8am. But I have had my recycling bin out at 7:30 and it is still not emptied until 2pm.
21. 10am
22. 9:00am
23. 9.00am
24. 8.30am
25. 9am
26. 8.30am
27. In house waste management
28. 11am
29. 10am
30. We open at 11 am everyday morning. So 8am is no use to us.
31. 9am, or 9.30am
32. After service at night as we are open from 4 to 12 so nobody is there before 8am
33. To early as our business doesn't open until 10am, most of the business open at mid-morning.
34. Mid-morning - From 10am
35. As above
36. SHOTOVER ST



**Question 4.**

**The second daily rubbish drop-off time of 2pm works well for my business.**






Response	Chart	Percentage	Count
Strongly Agree		9.4%	6
Agree		40.6%	26
Neutral		25.0%	16
Disagree		17.2%	11
Strongly Disagree		7.8%	5
<b>Total Responses</b>			<b>64</b>

**What second drop-off time would work better for your business?**

1. As above
2. 2am is the busiest time of the day, the second pick up time should have been at the end of the normal day around 5 or 6 am. Once again QLDC appears to have very little idea of the realities of business in the down town area, do you people ever actually stroll around and pay attention?
3. See above
4. Our cleaners come in on Saturday morning and are finished by about 12. They can't wait until 2pm to take rubbish out so take it with them
5. 4pm
6. 4.00pm
7. 4pm
8. it's just a matter of remembering to put it out at that time.
9. It doesn't work my shop specifically as I'm a sole trader so am unable to leave the shop for the second collection,
10. Midnight
11. It is during our busiest time and so we do not always have time. 5pm would be a better second drop
12. 2:30pm or 3:00pm
13. 4pm
14. 9am
15. 8pm
16. 5pm
17. 4 or 5 pm could be better for our business.
18. Same answer as above, staff start at 4pm
19. After 4pm
20. 10am, it would be good to have the streets clear for most of the day, i think most businesses could make these times work, they can store the rubbish until the following morning. 2pm means there is rubbish out on the streets for most of the day.
21. As above






**Question 5.**

**There was sufficient information supplied to my business about the trial.**

Response	Chart	Percentage	Count
Strongly Agree		6.3%	4
Agree		46.0%	29
Neutral		17.5%	11
Disagree		14.3%	9
Strongly Disagree		15.9%	10
<b>Total Responses</b>			<b>63</b>

**Question 6.**

**I felt the visits to my business by council staff was an effective way of making my business aware of the proposed trial and changes to blue rubbish bags and cardboard collection.**

Response	Chart	Percentage	Count
Strongly Agree		12.5%	8
Agree		35.9%	23
Neutral		28.1%	18
Disagree		10.9%	7
Strongly Disagree		12.5%	8
<b>Total Responses</b>			<b>64</b>

**7. Is there anything else you'd like to tell us about the "clean streets campaign" and any impact on your business?**

1. We need more rubbish bins. I am sick of people tossing their ciggie butts into the garden plots due to lack of bins
2. We need a drop off opportunity after 10pm.  
The 2 time slots don't work for us, at 8 we are not open and at 2pm  
Even a central collection point where we can drop off any time would be good
3. Enforce businesses to remove their wheely bins from curb side by 10am. Subway, fat badgers, rehab always leave their bins out all day, looks terrible.
4. It was an 'out of the blue' draconian bylaw that appeared to be a very heavy handed prosecution orientated regime as opposed to a meaningful campaign to embrace stakeholders to create a cleaner down town area. Why did you people gleefully threaten with the instant \$400-00 fines for non-compliance ?  
Why was there no consultation or dialogue? What is the name of the person who decided that those half-witted times were the best or did the contractor just tell you that those were the most convenient and profitable times for them.  
With the extreme diversity of business activity and associated opening hours in the down town with the attendant need to dispose of rubbish at a wide variety of hours this had quite a polarising and disconcerting effect. It appeared that after a relatively small period of time the majority of businesses just ignored the QLDC edict and disposed of the their rubbish as and when they previously did.

5. Yes - we didn't even know the trial had started last year until we got an infringement notice. Were we supposed to just magically know this trial was happening?
6. N/A
7. It has had a negative impact as far as us recycling.
8. It worked well for us before the changes.
9. There has been insufficient information on rubbish points and times. I was then fined for putting rubbish out at the wrong time.
10. With the store opening at 10am we have to hold rubbish in store for half a day until the 2pm rubbish dump/pickup and having to move the rubbish around the corner itself from the shop is not a great hassle, but it is an inconvenience.
11. We have no issue apart from time and location for the rubbish collection. But pretty much every morning we suffered cigarette butts around entrance or front of our stores. Please think about \$200 fine for throwing butt or limit smoke place like Singapore or California USA.
12. My shop is in Beech Tree Arcade, 34 Shotover Street. I believe the council may of missed telling the whole arcade about the new campaign (I found out about the campaign from a friend who works on Camp Street).
13. As above, it costs me an additional \$1800 per year in labour on top of the \$2000 odd I already pay in stickers. (This is also on top of the huge commercial rates bill I already pay which includes refuse collection)
14. Our business was unaware of the proposal changes until we were informed by another business in our building, we were also given an infringement notice that arrived 2 days later.
15. Our building has its own rubbish disposal
16. Initially there was a lot of confusion as to where the drop off point for us was (now no. 6). It seems some numbers were shifted and also early on in the trial the placement of the numbers changed and we were told one thing by council and another thing by waste collection staff.
17. Council should have a closer look on Cow lane, I guess.
18. Pleased to have rubbish in designated areas. Does help with overall street appearance. Hard on staff meeting specific times.
19. The 8am drop of time is a bit early for our business as we open between 8am and 8.30am. I do think it looks a lot better around the CBD now that we don't have rubbish piled up at all hours of the day. The street cleaners early in the morning also do a great job at keeping Queenstown clean.
20. The rubbish is quite often not collected or collected at random times. Public holidays are a problem as we are usually closed and we cannot put our rubbish out the night before. One further problem is we have a huge pile up of rubbish right in front of our business which looks untidy and to the casual observer it would seem it is all ours! Household rubbish has also been deposited and is not collected for days on end and smells and looks unsightly! These were white council bags which are collected once a week so 2 refuse bags sat on roadside for 5 days. Seems to me that council have different rules that apply to rubbish they are responsible for the pavements are starting to look really grubby where the rubbish is collected and needs to be cleaned more. Flower beds could be made to look more attractive but instead some businesses are putting their rubbish on the beds!
21. The way the trial was communicated was completely unacceptable which resulted in our business being fined. A far more professional approach with information in writing to management of companies should have been employed. Strolling in and giving info to just anyone is not on. Communication through the proper channels is necessary especially when there are such massive fines at risk. The initiative itself is a good idea; it was just communicated very badly.
22. N/A
23. Very much clean everyday. Clean and tidy town.
24. No fault of those responsible for informing us of the trial, our trading hours are that which it was not possible for us to be made aware in person it appears the cleaner/delivery crew moved the notice put on our door.
25. "Clean Streets Campaign" does make Queenstown CBD a bit clean and tidy. However, it does not bring more customers into our shop because of that. The impact on our business is creating stress and inconvenient to our staffs. We open late and finish late. The 8am collection, we CAN NOT make it at all. The only available time for us is 2pm, however, this is normally our lunch time. We have to take turn for lunch during 1-3pm.

During these lunch hours we have only one staff to cover the shop, which makes almost impossible to put out the rubbish. Under the current regime, our staffs have to come back to the shop during the lunch break to take out the rubbish. When sometimes we tidied up during lunch break, we missed out the time. Loads of rubbish have to remain inside the premises for further 24 hours or longer.

Further, most goods delivered before midday by couriers, they normally take a few hours to be processed. Normally in late afternoon or evening, we have lots of rubbish. However, we cannot dispose them till 2pm next day. In summer time, we are very busy. Normally, the shop is packed with people in the evening. When we have loads of rubbish inside the shop means HAZARDS! Yes, street is cleaner, but our business is SUFFERING!!!

In very rare occasion, we have to leave the rubbish outside of our premises but right next to the shop where the shared area of the arcade was (i.e., when heavy rain; when we cannot fit anymore rubbish in the shop) temporarily. Then, we got told off by the property manager. So, we cannot do that again sadly. We tried very hard to obey any law, by-law, rules. But we surely hope the legislative body knows our pains and suffers.

26. First pick up needs to be 9.30 am so the staff put the rubbish out as soon as they get to work, the streets are still empty then of people ... Middle of the day is so inconvenient as this is the busiest part of the day !!! Rubbish is out then too ... As for our location it's a nightmare dragging the rubbish so far away!!!!

27. Actual pick up times seem to vary from those stated e.g. sometimes we put the rubbish out at 2pm, and the other bins located there have already been emptied, or put it out at 8am and it's not collected until 9.30. We were not notified of the campaign.

28. It is a good idea in theory, but relies on the fact that someone is there early opening the business. As we trade between 4 and 12pm it is a real inconvenience. It means that we need to employ someone just to come in to do this as a special task, whereas the council should pick up all rubbish between 5am and 7am before town awakes, any noise created is part and parcel of residing or sleeping in the CBD.

29. Positive impact to be able to drop rubbish daily.

30. N/A

31. We often find that people are dropping off cardboard etc. at the chester building drop off point near sta travel at random times, i think some businesses need to be reminded of the drop off times for rubbish - ie don't put anything out after 2pm.

32. It would be great if the paving stone could be scrubbed as in places they are looking shabby

33. I only rated 'strongly disagree' to last two questions as my business received NO visit from council or info prior to trial. Then we were fined. Once I contacted council to explain our situation they were helpful. However, it would seem the rubbish collectors needed to be informed also as when we had sought some clarification from the driver as to where to put out our cardboard we were given wrong information. The confusion stressed my staff for a period as they didn't know the business would get fined again. Aside from the glitch in communicating the info I do feel there is an improvement. As a business this has had minimal effect to our daily running and we're happy to continue with the program.

## **8. If the Council decides to make the new system permanent, are there any changes you feel need to be made?**

1. More bins.

2. Collection time in the morning needs to be later as we don't open until 9am

3. See item 7

4. As above.

5. Why on earth would you make it permanent? It makes absolutely no difference to amount of rubbish in the downtown area. The only difference is that there are blue bags periodically scattered around town. What did make a massive difference was two years ago when QLDC removed 75% of the rubbish bins from the down town area and then installed a totally inadequate number of the weird wooden boxes with roofs which house wheelie bins. They would have to the nuttiest idea that QLDC ever implemented as regards rubbish. These devices are totally inadequate because of the small opening are very easy to jam with Ferg bags, coffee cups and other hi volume low weight rubbish with no effective way of crushing the rubbish, as a result the bins regularly overflow with light weight 'blow away' rubbish. During the busiest periods the downtown area looks utterly third world because of QLDC's refusal to have a decent and regular downtown rubbish collection budget.

It used to be really tidy the new CEO and Mayor changed the rubbish collection to save possibly a few dollars. The responsibility for the proliferation of rubbish downtown is QLDC's and our visiting guests not the business owners. End of story.

6. General recycling - we still take out recycling out to Glenda Drive

7. N/A

8. Yes, we need more realistic times for putting out recycling and pickup.

9. Pick up both sides of Shotover St

10. More information to businesses and not having a council person come in only to tell us we will be fined. Educate

Businesses rather than turn it into a money making scheme

11. 9-10am rubbish drop/pickup time.

12. Time and position as I answered

13. Yes, make the 8AM collection later (9AM), or allow a 2 hour grace period for the first collection.

14. As above, the times and the pickup points, with pick up point being the large of the two issues.

15. Another pick up of rubbish late afternoon or evening would make a huge difference. As when I have been in town for a meal I have found the rubbish overflowing in bins to be more of a problem than I had found cardboard in the past.

16. Change in drop times

17. Make it clear when the window of times is that we have to drop off because when we are busy at work it is not always practical to leave the premises exactly at 2:00.

18. NTR

19. The drop off times is too restrictive as 8.00am is outside our work hours. Sometimes to put the rubbish out exactly at 2.00pm isn't always convenient due to meetings etc. We are aware that putting rubbish out outside of these times does result in a \$400 fine; our cleaning company no longer removes our rubbish due to being fined. A cage erected for rubbish in the allocated place would help keep it contained and give the business's more flexibility in drop off times.

20. I feel like some more information surrounding recycling would benefit us. I think the current information available is vague and recycling facilities in the CBD for businesses should be looked at further.

21. There should be a warning system instead of instant fines. Consultation should also be via email as well as a visit. Clearer guidelines around the domestic rubbish problem. I think it would also be a lot nicer if some sort of screened rubbish area was constructed whereby the rubbish could be put inside and it is not visible. What about having skips for rubbish that was placed strategically?

22. N/A

23. We already changed anyway.

24. Yes, time of collection. We dealing with tourism business. We open late and close late. Please allow we take our rubbish out at night before we go home, so that they can be collected in morning. Secondly, delay the second time of the collection till late afternoon. So we can make it.

Further, if the property manager allows us use the shared area temporarily will be of great help too. In case of rain, or when we are extremely busy, which does not happen often, we like to use the shared area temporarily before we take out the rubbish to the collection point.

Clean and tidy street is important. Health and safety of human is essential. We want our staffs and customers safe in our shop, then clean and tidy shop, then clean and tidy street.

25. Yes the timing !!!!

26. About the collecting time should be modified a bit.

27. Seems inconsistent that many businesses have to carry rubbish to another location, while there are places on Shotover Street who consistently have bags out on the street still - e.g. right outside STA Travel where there is a constant flow of foot traffic. Clearer signposting of the drop-off points.

28. Yes, i feel that evening bars and restaurants who already pay high rates, and high fees to collect rubbish should receive better value in this matter.

29. Possibly small signs to clearly mark drop off locations

30. Just the time of the first pick up/ drop off points

31. See earlier comment about changing pick up times to 8am and 10am instead of 2pm

32. No