

## Item 9

### Questions on Notice with Answers

#### 1. Road Closures

By Councillor Scott

##### Question

Broken down by year since 2012, please detail the number of applications the City has received for road closures or closures of other public space for the purpose of protests or rallies, and also indicate of these, how many were approved or refused.

X086668

##### Answer by the Chief Executive Officer

Protests and rallies are approved by the NSW Police under a Schedule 1 “Notice of intention to hold a public assembly” (*Summary Offences Act 1988*). The City does not approve road closures for protests or rallies.

#### 2. 280 Jones Street, Pyrmont Lift Failure

By Councillor Gannon

##### Question

The lift to the light rail station at 280 Jones Street is out of service.

1. When was it first reported as being broken?
2. When does the City expect it to be fixed?
3. What caused the lift to break?
4. What is the City doing to assist residents who have access needs?
5. How long, on average, are lifts out of service before they're brought back online?

X086665

##### Answer by the Chief Executive Officer

1. The Jones Street lift was first taken out of service on 14 January 2022, due to flooding. The lift was returned to service on 20 January 2022. Due to heavy rainfall and flooding, the lift was taken out of service at the end of February 2022. Due to the likelihood of further flooding and safety concerns presented by the recent heavy rain and storm events, the City made the decision to keep the lift out of service.

2. The target for returning the lift back to service is 11 April 2022, however the ongoing weather conditions are causing delays. The lift being returned to service will depend on the weather conditions on 11 April 2022. The lift will remain out of service if there are any safety concerns presented by the current heavy rains and flooding.
3. Flooding due to severe rainfall from the ongoing storm event.
4. The City is reviewing alternative routes in the public domain, so that signage can be installed to advise and support the community
5. The City uses a priority system for all repairs to lifts. Lifts can be out of service due to vandalism, storm events, and mechanical and electrical breakdowns, which can require different parts and repair work. Depending on the event that caused the lift to be out of service, the response time to repair the lift is different.

### **3. Waste Collection – Potts Point**

By Councillor Gannon

#### **Question**

Waste collection in Potts Point is becoming an increasing concern for residents.

1. Who is contracted to collect waste in Potts Point?
2. What is the boundary of this contract?
3. When is this contract up for renewal?
4. Has the City recently surveyed the waste needs to residents?
  - (a) If yes, what were the results of the survey?
  - (b) If no, will the City be conducting a survey soon?
5. What is the average time between illegal dumping being reported and the collection of the waste?
6. Is there a KPI in the contract for the timely removal of illegally dumped items?
7. Over the last four years have reports of illegal dumping increased in this area? If yes, by how much per year?
8. What else is the City doing to reduce illegal dumping in Potts Point?
9. How many complaints since the beginning of 2022 has the City received about the waste situation in Potts Point?
10. What does the City intend on doing to alleviate the waste burden in Potts Point?

11. How many investigations into illegal dumping has the City undertaken in the past four years?
  - (a) What was the outcome of these investigations?
  - (b) How many fines have been issued as a result of these investigations?
  - (c) How many investigations and penalties have been specific to the Potts Point area?

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**Answer by the Chief Executive Officer**

1. Residential general (red bin) waste, recyclables (yellow bin), organic (green bin), bulky household clean-up, whitegoods and illegal dump collections are carried out in Potts Point and the wider Local Government Area by the City's contractor Cleanaway. Residential mattress collections from booked household clean-up and illegal dumps are undertaken by the City's contractor, Soft Landing.

City staff from Cleansing Operations are responsible for the collection of street litter bins, small illegal dumps, removal of hazardous non-conforming items such as paint, gas bottles and building materials and street cleansing activities.

Commercial premises organise their own waste collection through their nominated contracted commercial waste collection provider.

2. Contracts for the collection of all domestic waste streams apply across the entire Local Government Area.
3. The City's Major Services Contract for the Domestic Waste Collection commenced on 1 July 2019. The standard term of the contract expires on 30 June 2026 and there are options to extend for 1 x two-years and 1 x one-year terms. The full term of this contract is due to end on 30 June 2029.

The contract for the collection and processing of mattresses is through Southern Sydney Regional Organisation of Councils (SSROC) and is currently due to expire on 30 April 2023.

4. In 2019 as part of the community consultation for the review of the City's Community Strategic Plan, residents were invited to several community meetings, held throughout the Local Government Area, to discuss their priorities for future Council services. Cleansing of public domain areas and waste were reported as a priority service throughout the Local Government Area.

It should be noted that Potts Point is included in the current seven-day service area. This service area receives additional street cleaning and waste collection services compared to most other parts of the Local Government Area, with general (red bin) waste from multi-unit dwellings being collected every day including weekends. Other services include weekly collection of recyclables (yellow bin) and weekly booked household collections for all four household streams (bulky household, metals and whitegoods, mattresses, and e-waste) and a fortnightly organic (green bin) collection.

5. Average days for collection in Potts Point during 2021 were:

Service provider	Average of Days to complete	Total Requests
Cleanaway	2.03	749
Soft Landing (mattresses)	4.63	195
Cleansing Operations	1.71	59

The average days to complete is calculated by measuring from the time the report is received by Customer Service to the time that the request is marked as completed in the customer request system.

Urgent or unsafe illegally dumped waste is assigned to the City's Cleansing Operations team to action. City contractors remove all other reported illegally dumped bulky waste.

6. There is no set KPI in the contract. The City currently requires City contractors to complete illegally dumped waste requests within two business days.
7. The number of requests relating to reported illegal dumps as well as booked collections are listed below:

#### Bookings and Illegal Dumps in Potts Point

Year	No. Booked Collections	No. Reported Illegal Dumps	Grand Total
2018	1365	717	2082
2019	1803	751	2554
2020	2642	1123	3765
2021	2524	1003	3527
<b>Grand Total</b>	<b>9041</b>	<b>3879</b>	<b>12920</b>

In 2019, Cleansing and Waste worked with Customer Service to change the way illegal dumps and booked collections were captured and directed. After these changes, a single illegal dump or booked collection could result in up to four separate requests to ensure that waste was separately collected by waste stream to be recycled and diverted from landfill where possible.

As a result, increases in the number of reported illegal dumps from this point in time reflect better management of the type of waste presented and does not necessarily reflect an increase in reported illegal dumps.

In 2020, the Covid-19 pandemic caused significant increases in all domestic waste streams including reported illegal dumps and booked collections.

8. As part of regular operations, the City's Cleansing Operations team remove smaller items of illegally dumped waste as part of scheduled street cleansing and larger items are reported for collection by City contractors. Waste Education is also provided to residents in areas where booked collection numbers are low. This helps to educate residents on how to book bulky items in for collection.

In addition, Councillors and the City have received a number of reports recently regarding the management of commercial and domestic waste/bins in Potts Point. City Services are currently investigating the concerns and will report back via a CEO Update on the investigation findings and action plan. Cleansing Operations and Rangers field staff are documenting any issues through daily audits and an action plan will be developed and implemented to address identified issues.

9. Requests or complaints directed to the City's Waste Contracts team, who manage the City's waste contractors, via the City's Customer Service team are listed below:

#### **Waste Contracts Requests**

<b>2022</b>	
Jan	5
Feb	6
Mar	11
<b>TOTAL</b>	<b>22</b>

In addition, there have been eight Councillor requests received in 2022 for Potts Point regarding residential waste services, waste education or street cleansing.

10. In response to a number of received recently reports to Councillors and the City regarding the management of commercial and domestic waste/bins in the Potts Point area, City Services are investigating waste concerns in Potts Point. City Services will report back via a CEO Update on the investigation findings and action plan. Cleansing Operations and Rangers field staff are documenting any issues through daily audits and an action plan will be developed and implemented to address identified issues.

Rangers are also allocating additional resources in the area targeting illegal dumping. These staff members will conduct static surveillance as well as engaging with businesses to ensure their waste is adequately managed.

11. Since January 2019, 1590 investigations into littering and waste have been recorded.
- (a) The outcome of these investigations varies on the individual circumstances. When appropriate a penalty/warning notice maybe issued.
  - (b) Since January 2019 rangers have issued 1209 notices for litter and waste offences.
  - (c) There have been 71 investigations since January 2019 in the Potts Point area, resulting in 26 notices being issued.

#### **4. Kayaks – Rushcutters Bay Park**

By Councillor Gannon

##### **Question**

At the March 2022 meeting, Council agreed unanimously to set up a registration system for watercraft at Rushcutters Bay Park.

1. When will the registration system begin?
2. What ways will residents be able to register their watercraft?
3. When will the City update the signage at Rushcutters Bay Park?
4. How long will residents have to register their watercraft?

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##### **Answer by the Chief Executive Officer**

Refer to the 8 April 2022 CEO Update

Observational surveys will be undertaken over a two-week period to monitor the use of kayaks and how frequently they are being accessed. The observational surveys will take note of the time of day, quantity of kayaks present and note any changes or issues. These surveys will consist of photographs and observational notes made in the field.

##### **Community survey**

A community survey will be undertaken to understand who owns the kayaks stored in this area, how often they are being used and how many are abandoned.

This phase of the engagement will run from Monday 11 April 2022 until Monday 16 May 2022. The survey will be open for an extended period due to the Easter holidays. Activities include:

- [Sydney Your Say page](#) with online survey
- On-site signage
- Stakeholder email
- Letter

##### **Next steps**

The City will review feedback received during consultation, along with data from the observational surveys and research carried out by the team into other schemes and storage options. We will keep the community updated with next steps as we progress.

Council will be kept updated via the CEO Update.

## 5. Outdoor Dining Fees

By Councillor Gannon

### Question

1. How much revenue did the City make in total from outdoor dining in 2019?
2. How many successful applications for new outdoor dining spaces have been granted since February 2019?
3. How many successful applications for additional outdoor dining spaces have been granted since February 2019?
4. When does the City expect to lift its waiver on outdoor dining fees?
5. How will the City calculate fees for outdoor dining once the waiver is lifted?
6. How will the City calculate fees with specific regard to the new outdoor dining entitlements approved as part of the NSW Government's Alfresco Dining changes (i.e. entitlements on former car parking spaces)?
7. How much revenue does the City expect to collect once the waiver is lifted?

X086665

### Answer by the Chief Executive Officer

1. Total revenue for the 2018/19 financial year was \$1.974M.
2. Total successful applications include new licences, renewals, footway adjustment (change of area), reallocated roadways:
  - Calendar Year 2019 - 29
  - Calendar Year 2020 - 51
  - Calendar Year 2021 - 505
  - Calendar Year 2022 (to date) - 55Total - 640.
3. 125 additional outdoor dining spaces were granted approval as "on street dining". The on-street dining option was introduced on 30 November 2020 and makes available on street parking for outdoor dining in appropriate locations.
4. Staff are preparing a report to Council outlining the impacts of a further extension of the program and the fee waiver beyond the currently adopted end date of 30 June 2022.

5. Fees are calculated based on the location and the square metres approved as per the City's Revenue Policy. Footway licence fees have generally been determined by reference to prior year's fees for specific zones (CBD v high streets), amended to account for specific factors (either periods of disturbance or a proactive policy to encourage growth), benchmarked against other similar local government pricing. CBD fees have been historically lower than many other council areas with similar demands.
6. On street dining areas have not been allocated a fee due to the approval being temporary and expiring with the fee waiver on 30 June 2022.
7. This will be determined with reference to the volume of approvals after the fee waiver is lifted. If all current outdoor dining operators wish to continue with their approvals the revenue will be approximately \$306,000 per month. If the fee waiver is not extended, operators may decide not to continue with their outdoor dining approval based on the current fee structure.