Attachment A

Booked Clean-up and Illegal Dumping Requests Trends and Volume Analysis

Service Review Domestic Waste Collections – Booked Clean-up and Illegal Dumping Request Trends and Volume Analysis

Analysis

1. The analysis identified a clear seasonal trend in booked clean-up demand, with the highest booking volumes occurring between November and February. During these peak months, booking volumes can be up to double the volumes recorded during quieter periods.

2. This level of seasonal variation has a direct impact on service resourcing. During peak demand periods, the service may require up to double the number of collection resources to maintain service levels, including additional trucks, crews and operational coordination. In contrast, these same resources may not be required during quieter periods.

3. This demand profile reinforces the challenge of managing booked clean-up and illegal dumping services through a conventional contracted model. A contractor would need to either retain sufficient resources to meet peak seasonal demand, resulting in underutilised capacity during quieter periods, or price this demand risk into the contract. This creates value for money challenges and supports the case for a more flexible service delivery model that can scale resources in response to seasonal demand and emerging public amenity issues.

4. The analysis also identified daily variation in booked clean-up demand. Booking volumes are generally highest on Mondays and Tuesdays, reflecting increased resident booking activity at the start of the week and following weekend presentation patterns. This creates concentrated demand early in the week, requiring sufficient collection capacity to prevent delays, customer complaints and visible waste remaining in the public domain.

5. While Monday and Tuesday have the highest booking volumes, Friday collections in the northern part of the local government area are generally more difficult and time-consuming to complete. This is due to the higher density of multi-unit dwellings, constrained street environments, traffic congestion, limited kerbside access and higher levels of pedestrian and vehicle activity. These conditions can reduce collection productivity, increase travel and loading times, and require greater operational coordination even where the number of bookings may be lower than earlier in the week.

6. This daily demand profile reinforces the challenge of managing booked clean-up and illegal dumping services through a fixed contracted model. The service is not only affected by total booking volumes, but also by the day of collection, location, property type, traffic conditions and access constraints. A service delivery model that can adjust resources and coordinate with cleansing activities is better placed to respond to these daily operational variations and maintain public amenity.

7. Overall, the analysis demonstrates that booked clean-up and illegal dumping demand are affected by both seasonal peaks and weekly collection patterns. Demand increases significantly between November and February, while weekly service delivery is further affected by higher booking volumes early in the week and more complex Friday collections in the northern part of the local government area.

8. These fluctuations show that resource planning cannot be based on average booking volumes alone. The service requires flexibility to respond to peak demand periods, daily demand changes, difficult collection areas, traffic conditions, access constraints and multi-unit dwelling density. This supports the case for a service delivery model that can adjust resources more directly in response to demand and public amenity impacts.

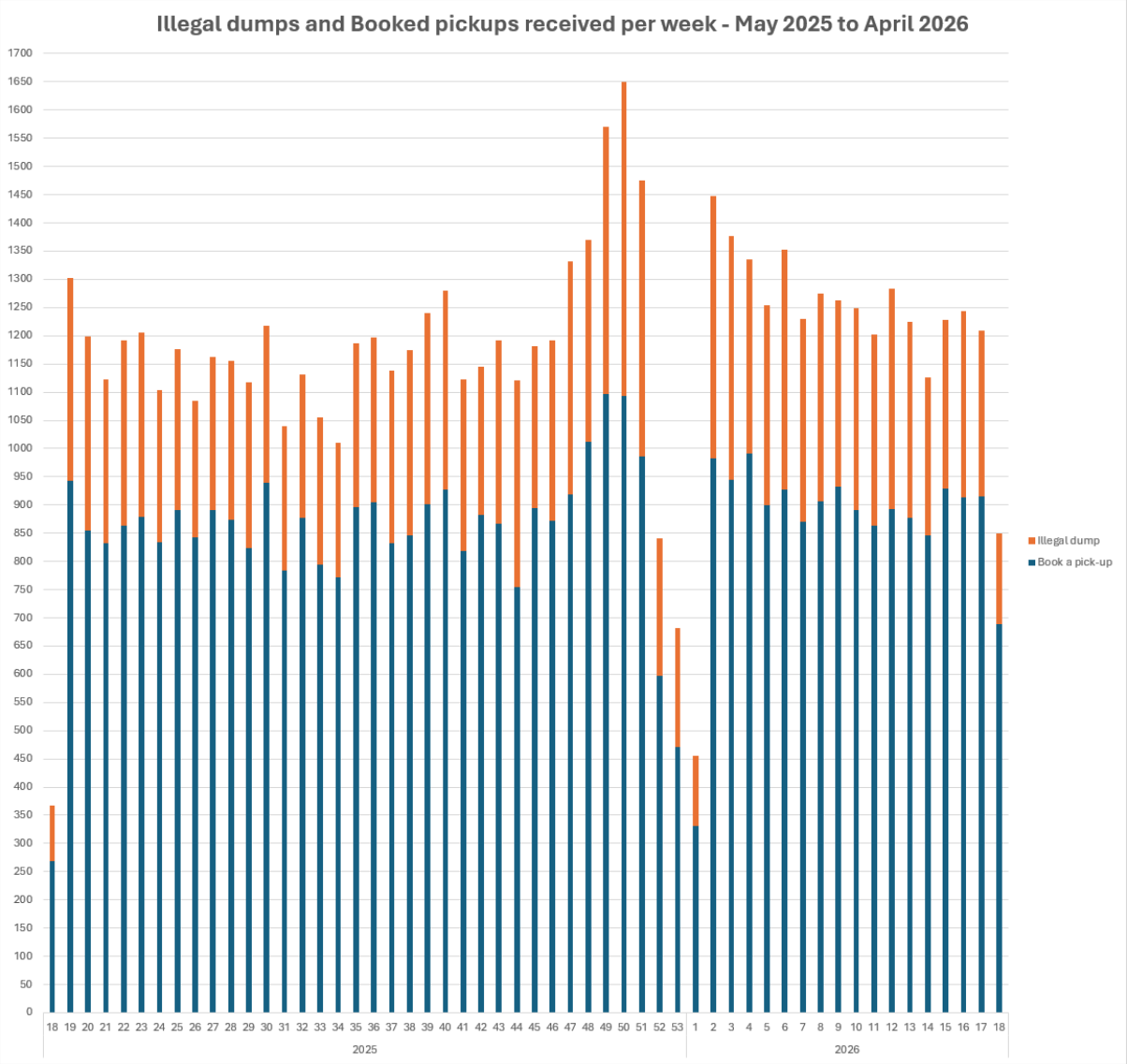

Figure 1: Booked clean-up requests by week - May 2025 to April 2026

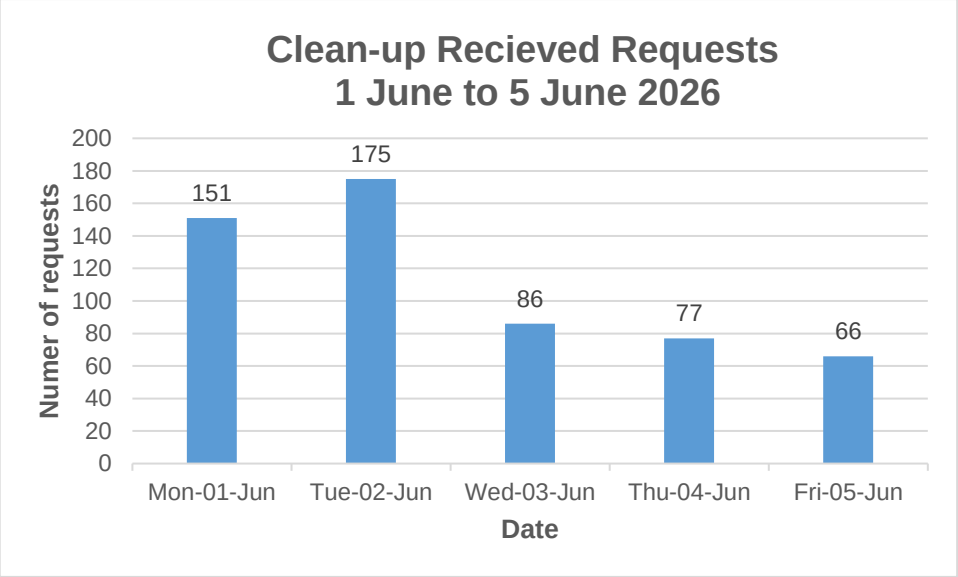

Figure 2: Booked clean-up requests by day of week- off-peak season

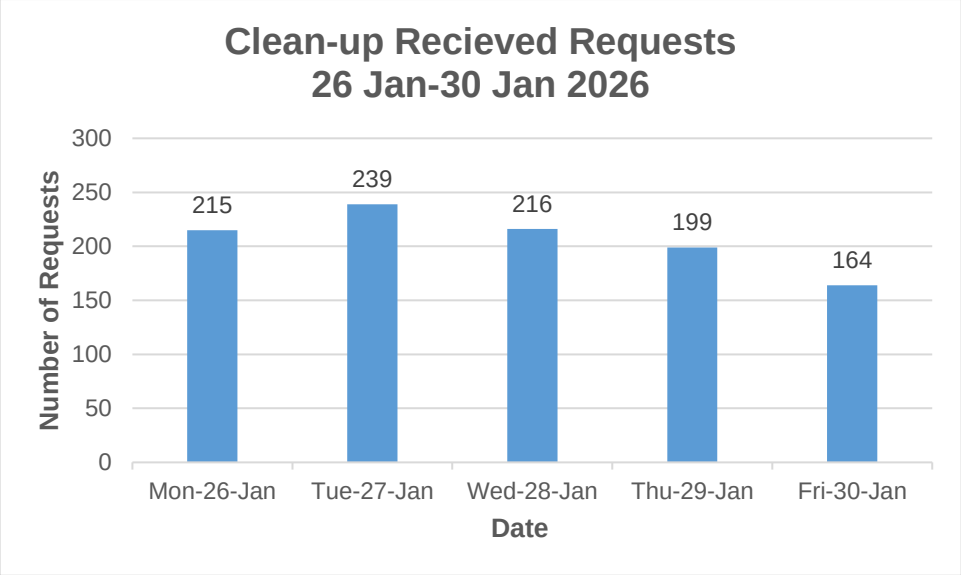

Figure 3: Booked clean-up requests by day of week - peak season

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