

RUAPEHU DISTRICT COUNCIL

RESULTS OF SOLID WASTE SURVEY

Number of Surveys posted	Return rate	%
5300	1286	24%

NUMBER AND PERCENT OF RETURNS BY TRANSFER STATION

(A number filled in more than one Transfer Station)

Ohura	219	10%
Ongarue	177	8.0%
Taumarunui	516	25%
Owhango	240	11%
National Park	279	13%
Ohakune	627	30%

TRANSFER STATIONS OPENING HOURS

Ohura

74% want current hours
16% want decrease option
10% want increase option

Taumarunui

75% want current option
16% want increase option
9% want decrease option

Ongarue

75% want current option
18% want decrease option
7% want increase option

Owhango

73% want current option
14% want increase option
13% want decrease option

National Park

66% want current option
22% want increase option
12% want decrease option

Ohakune

58% want current option
31% want increase option
11% want decrease option

RUBBISH BAGS

84% want current option (user pays)

DEMOGRAPHICS

70% of returns were from working age users, with a majority being male.

OPENING HOURS

Transfer Station	% Commented on opening hours
Ohura	8%
Ongarue	2.0%
Owhango	3.0%
Taumarunui	13%
National Park	12%
Ohakune	26%

SUGGESTED TIMES

Ohura – 18 responses to opening hours (8%)

Overall respondents were happy with the current opening hours. Main suggestion was for earlier opening, others wanted other days (Tuesdays and Thursdays) included as well. Longer hours at the weekend were suggested by a very small number.

Ongarue – 4 responses to opening hours (2.0%)

Overall respondents were happy with the current opening hours, and only four wanted changes, different days and longer hours.

Owhango - 7 responses to opening hours (3.0%)

Overall respondents were happy with current opening hours. One respondent wanted Tuesdays and Thursdays added to the current opening hours, but most respondents to this question wanted longer hours, especially at the weekends.

National Park – 30 responses to opening hours (12%)

Overall the current opening hours suit the respondents to the survey. A number of different times were suggested, with longer hours at the weekend being popular.

Taumarunui –69 responses to opening hours (13%)

Longer hours at the weekends were popular choice for change, as well as earlier opening hours. A few wanted later opening hours.

Ohakune – 91 responses to opening hours (14%)

Over half wanted earlier opening at Ohakune, while the remainder suggested a variety of hours within the current times. A small number suggested later closer times. Longer hours at weekends was also suggested by 20 respondents.

Ohakune Ski Season - 80 responses to opening hours (12%)

Well over half of the respondents wanted earlier opening, (between 7-9) although both earlier and later opening hours were suggested, especially at weekends. Many of the suggested earlier times also had earlier closing hours.

COMMENTS

12% of the surveys had comments

The comments have been categorised into the following topics:

Subject	%of comments
Opening hours	32%
Rubbish Collection	7%
Rubbish Bags	12%
Other Solid Waste Matters	11%
Information/Education	4%
Rates/Costs	14%
Unrelated to survey	12%
The survey	8%

A SAMPLE OF COMMENTS

Opening hours/Transfer stations

- 1pm Friday opening causes dumping.
- Bring back own tip in Raetihi.
- Change Taumarunui opening hours for daylight savings.
- Establish a transfer station in Raetihi!
- Very disappointing that Kakahi transfer station was closed.
- A change to have an evening opening time during the summer period would be appreciated.
- Wonderful person looking after Ohura transfer station!
- For National Park and Ohakune, don't increase the hours but change it to have a few evenings open.
- I use the Raetihi Caltex station because it's affordable, open all hours and very clean and tidy.
- I would like to see Kakahi transfer station reopened.
- We would prefer if the landfill could be open earlier at least one or two weekday mornings.
- Opening hours should be adjusted to suit holiday homeowners and clubs, permanent residents familiarise themselves with hours regardless. Visitors need hours to suit their departures.
- Thanks for giving the supervision of Ohura transfer station to Julie Ormsby (a local)
- She is doing a very good job.
- Ski season needs suitable hours for visitors paid for by the tourism industry.

Rubbish collection

- Rubbish collection in Ohakune should return to Mondays as most visitors depart on Sunday.
- Rubbish sits on streets for two nights, resulting in dog problems. There are no Monday public holidays in the winter when rubbish is at its peak.
- Ohakune is being promoted as a tourist venue. During the winter months when skiing is conducted there should be rubbish collection twice a week and on a Monday.
- Whatever got into a council to change the collection day from Monday to Tuesday is beyond comprehension and then the Taumarunui based council have the audacity to write to holiday home owners telling them not to leave their rubbish out before collection which is insulting to say the least.
- Would like to see rubbish collection day moved to a Monday in Ohakune to alleviate all the skiers bags being left out on Sunday to be ripped open by dogs and spread along the streets.
- Cardboard boxes should be acceptable for kerbside recycling - we do not have plastic shopping bags because we use reusable bags only.
- Please change Ohakune rubbish collection back to Mondays.
- In ski season change rubbish collection to Monday to clear out weekend rubbish and recycling.

Rubbish bags

- I am happy to buy rubbish bags but considering how expensive they are I would like to see better quality they split so easily. Less logo and more strength.
- You can buy rubbish bags 20 for \$3.00 so why are ours \$2.00 each?
- Bags included in rates but with absolutely no increase in rates!
- Please stop putting the price of rubbish bags up.
- Should have wheelie bins available, cleaner and easier.
- Keep user pays but the bags are too expensive.
- Ticket option to accept any refuse bag.
- Accept other than official bags if they have an official sticker on them.
- Bags provided but with no rates increase.
- We pay enough rates in Owhango to get free rubbish bags.

Other Solid Waste

- Would like to know what to do with computers and computer components (surplus and not required).
- Dumps being open encourages their use and recycling, and green waste should be received free!
- There should be recycling bins for each household, this would save on plastic bags being used.
- I have no opinion on the questions posed as I am relatively happy with the existing service.
- However, I would like to see an annual inorganic kerbside collection re-instated as some of us of a 'certain age' are no longer capable of towing a trailer etc.
- Please provide for toxic waste, i.e batteries, the new eco-friendly lightbulbs (with mercury!).
- Good on staff for their recycling endeavours.
- An inorganic collection once or twice a year would be beneficial.
- What about the level of recycling provided (other than opening hours)?
- Make money out of solid waste. And decrease rates, they're too high!
- Also an inorganic collection, even once a year would be greatly appreciated.
- You should not be encouraging people to use plastic shopping bags for their recycling.
- Concerned about the illegal rubbish dump at the end of Taitua St, Piriaka

Information/Education etc

- Whatever the hours all we need is fridge sticker I can leave in the house to remind or advise users(visitors) how to deal with the rubbish.
- More should be done to educate, encourage and increase recycling and waste minimisation.
- Can Council put out some information on what happens to our recycling when it gets collected?
- I don't believe it all really gets recycled properly?

- I would like a detailed report on our recycling policies and proposals for improvements.
- There are a lot of people burning rubbish, including plastic - more education required.

Rates/Costs

- I believe in no charge for green waste as it is sold on.
- Free dumping of greenwaste so people will continue to look after their sections and land.
- Should not have to pay to drop off rubbish when you have a bag paid for in rates.
- Bags free, no rates increase.
- I pay too much rates in Raetihi, you should be supplying the bags without extra charge.
- We pay \$1474.60 in rates which does not include rubbish collection, very expensive and very mind boggling.
- Look at examples where cash returns can be obtained from solid waste and decrease rates!
- Ensure price of bags is reasonable and does not change halfway through the rating year without notice.
- Whatever we write here only gives Council another excuse to raise rates.
- Greenwaste should be free.
- Please accept green waste free.
- Considering rubbish collection is the only apparent service provided by council in Kakahi. It should be free.
- I dump my rubbish on a friend's farm because I can't afford your charges you have!
- Our rates are too dear now, don't make it any worse!
- Please go back to accepting green waste at no charge. You should be encouraging people to take rubbish to the dump, not depositing it over the edge of the nearest road.
- I pay so much rates, so where's my rubbish collection? (National Park ward).
- We have no street lights, no collection service and the majority of streets have no footpaths – what do we get for \$1400 p.a? (Owhango)

Unrelated to survey

- Now you have your flash Council lets see Grandstand tidied up and also the entrances to town.
- Rates are far too high - we are not prepared to further your flash buildings.
- Please provide a decent public toilet in Owhango. Please encourage/coerce/compel business owners in Seddon St Raetihi to keep their properties tidy and freshly painted, including the info centre signs, and the Christmas.
- decorations are still on display!
- Some of the footpaths are downright dangerous for mobility scooters!
- Need more car parks in town for workers (Taumarunui).
- Regarding the face of Council/customer services/consent processing: should be able to email staff directly.

- staff hierarchy should be on the website, need to consider having an information only arm.
- Want more, continued dialogue with community interest groups regarding reserves management.
- Spending \$5 million on your new building added to our rates as well, does it make you any better?
- NO! \$5 million could have been better spent on communities.

Survey itself

- Perhaps a space for comments in your next survey.
- Pathetic survey, all should be open 24/7. Does rates payment received fund these stupid surveys?
- I wish to register my objection to RDC spending 4 times the postage on getting this to me and back to you.
- A badly produced survey and badly printed.
- With the population in the Ruapehu District declining we cannot as ratepayers afford this type of survey.
- We don't use these services so can't comment, thanks.
- I wonder at the value of some of the questions asked (on demographics) as I do not believe.
- that the answers will assist in this exercise.
- This survey is a total waste of Councils time and money (i.e ratepayers money). Stupid questions, common sense say regular opening hours.
- These are issues our elected Councillors should be deciding, this survey is just another cost, the guys at the dump know best.