[00:01:28.09] - Justine Haves

Tēnā koutou. I can see people are still joining the call, so we'll just give them a few minutes to join us, and then we'll get underway shortly. Ngā mihi. Kia ora koutou, ko Justine Haves tōku ingoa. Welcome this evening to this online session. My name is Justine Haves, and I am the general manager of Waste Solutions for Auckland Council. On behalf of my colleagues at Auckland Council, I really want to thank you for taking the time to tune in this evening. We know there is a lot of interest from many Aucklanders on this topic. People want to know more about how this trial could work, so thank you for joining us this evening. We hope you find it useful. I'm joined this evening by Ben Barton, Waste Planning Manager, who will be taking you through our presentation. But firstly, I'll cover off a few housekeeping notes, and then some Zoom etiquette just before we start the presentation. So, in terms of housekeeping, we want to let you know that this session is being recorded, and the recording will be available online on the AK Have Your Say website in the next few days. For this session, all members of the audience will have their cameras and microphones disabled, but we have enabled the Q&A function as an opportunity for you to ask us questions about the proposal or the consultation process.

[00:02:52.10] - Justine Haves

You can access this function through the Q&A icon on your screen. Once you click on that, it will open up a where you can post your questions. Just a reminder that this session is not an opportunity to provide your feedback on the proposal. Any feedback must be submitted either online or in hard copy at an in-person event. We'll explain more about how to submit your feedback at the end of the presentation, and there are details on the AkHaveYourSay website too. That's akhaveyoursay.nz/collectiontrial. We've allowed an hour and a half for this webinar, to account for enthusiasm and for any technical difficulties that we might experience. But we also appreciate that your time is precious, so we may wrap up earlier if it appears that this extra time is not needed. So that's it for housekeeping.

[00:03:46.08] - Justine Haves

And now to the topic. So, tonight's session is about Auckland Council's proposed fortnightly rubbish collection trial. To give some context and detail on the proposal so that Aucklanders can provide informed feedback. We want to acknowledge that the proposal has been generating some robust discussion in our communities already, and that it represents a change to the norm of what people are used to, and change can be challenging.

[00:04:13.10] - Justine Haves

We also want to acknowledge that we have commitments as an organisation that works on behalf of all Aucklanders, to make responsible decisions around how we manage our resources and protect our environment, not only for current generations, but also for generations to come. We currently send too much waste to landfill, and we know we can do better. We know the responsibility and the challenge is shared. It lies with each and every one of us individuals, as well as organisations, industry, and government. You might have questions about how changes to kerbside collection frequency of rubbish collections can have an impact. From looking at other places where fortnightly has been introduced already, they are a proven tool to help shift the dial on waste to landfill, and we are really keen to test the approach in Auckland to see if we can make it work here and how we can make it work here.

[00:05:10.12] - Justine Haves

But we want to hear from you before we make that call. So this evening, we will explain the proposal in detail and give you an opportunity, as I said, to ask us questions. I will hand over to Ben Barton in a moment to give a brief presentation that will take about 10 to 15 minutes, and then we'll be open for questions.

[00:05:32.12] - Justine Haves

So please feel free to type your question either now or during the presentation using the Q&A button at the bottom of your screen, and we will come to them when we finish the presentation. This is about helping you understand the proposal. So, remember the old adage, there is no such thing as a stupid question, we welcome them all. Please note that your name and question will not appear to the rest of the audience, and I hope you'll understand if we combine similar questions into one response. So thank you again for your time. We look forward to sharing this information with you. Over to you, Ben.

[00:06:08.18] - Ben Barton

Thanks, Justine. Kia ora koutou, I'll give a brief overview of how we got here and what the next steps involve. Go on to the next slide, please.

[00:06:21.18] - Ben Barton

New Zealand territorial authorities, such as Auckland Council, are required by legislation to produce a Waste Management and Minimisation Plan every six years. This plan details how we will promote and achieve waste minimisation within our jurisdiction. Auckland's first waste plan was written in 2012, the second 2018, and our latest plan was consulted on and adopted late last year. The Plan sets out our vision for waste minimisation in Auckland and the actions we'll

undertake to progress that vision. One action to reduce waste to landfill that has been proposed across all three successive waste plans is the transition from weekly to fortnightly kerbside rubbish collections. Our topic for this evening.

[00:07:03.09] - Ben Barton

Next slide, please. Auckland Council has an aspirational goal of zero waste to landfill by 2040. To move towards this goal, we need to care for our resources and reduce waste; redesign products to make them more durable and reusable; prepare broken items rather than throw them away, and recycle materials like food scraps, garden waste, paper, plastic, and metals. We can all take these steps. Whether as individuals, organisations, or communities, to reduce waste and preserve valuable materials. The Waste Minimisation and Management Plan 2024, WMMP, in our acronym-rich world, helps us to achieve this goal.

[00:07:47.16] - Ben Barton

Next slide, please. To track progress towards our goal, we've set targets: for total regional waste, kerbside waste, and our own in-house waste that we generate as a council from our own activities. Kerbside domestic waste only accounts for a portion of Auckland's total waste stream, but because of Auckland's size, we're collecting rubbish recycling and food straps from almost a third of the nation's households. So, the decisions Auckland Council make are significant for the whole country's waste footprint.

[00:08:18.11] - Ben Barton

Next slide, please. Thank you. The current waste plan has 12 key priorities to guide the next six years. This schematic shows the proposal to transition to fortnightly rubbish collections, subjects to a trial, in the context of the other actions we are committed to in order to move towards Zero Waste.

[00:08:41.12] - Ben Barton

So why fortnightly rubbish collections? What is the problem we are trying to solve here? The primary reason is too much waste is going to landfill, and we have an obligation to address this. Aucklanders send around one and a half million tonnes of rubbish to landfill every year. Put that in context, it's enough to fill Eden Park every week, and much of it could be recycled or repurposed instead. By trialing fortnightly kerbside rubbish collections, we want to reduce waste going to landfill, encourage better use of food scraps and recycling bins, and progress Auckland's zero Waste by 2040 goal.

[00:09:20.21] - Ben Barton

We also know from our audits of rubbish bins: when you look at the contents on an average rubbish bin, about half of what's in there isn't really rubbish. It's either recycling or food scraps, which can go in your other kerbside bins. Evidence suggests that by reducing the frequency of rubbish collections, we help give people a nudge or a prompt to think twice about their habits, and some people will separate out more of their recycling and food scraps from the rubbish.

[00:09:49.18] - Ben Barton

The key benefits of fortnightly rubbish collections will be reducing waste to landfill, protecting our environment, and conserving resources. But it would also have some amenity benefits from our streets and neighbourhoods because it means fewer bins would be out on the kerbside in any given week, because you would alternate rubbish and recycling collection weeks, while the small food scrap bin would continue to be collected weekly. Fewer rubbish collections also means fewer truck trips. This reduces fuel use and road wear. Over time, permanent fortnightly rubbish collections could lower service delivery costs. There are also potential co-benefits from associated emissions reductions.

[00:10:34.14] - Ben Barton

Many cities in New Zealand and overseas already have fortnightly rubbish collections, including the 18 New Zealand councils you see represented here. Cities that have fortnightly rubbish collections with food scraps and recycling see households using the food scraps and recycling bins more, less rubbish going to landfill, and all with no clear or sustained increase in illegal dumping. Hamilton City Council made the switch in 2020, alongside introducing food scraps collections and improving the recycling collections. And households cut their rubbish by around 50 %. Tauranga City Council introduced the same system in 2021, and has seen similar results.

[00:11:19.16] - Ben Barton

But we do acknowledge the Auckland context. We are the largest city in New Zealand, with areas of the city with high numbers of large households. We know people are concerned about managing with less rubbish capacity and about illegal dumping. For this reason, we're not making any transition yet, but we're proposing that we test the approach in Tāmaki Makaurau. This consultation is an opportunity to help us decide on whether we go ahead with the proposed trial.So now we move on to some detail on the proposed trial.

[00:11:51.11] - Ben Barton

If approved, the trial will run from late February 2026, until August 2026. At the end of the trial, participants would return to weekly collections.

[00:12:05.04] - Ben Barton

Next slide, please. The proposed trial would include around 10,000 households across three areas of Auckland. Parts of Te Atatū Peninsula, parts of Panmure, Tāmaki, and parts of parts of Clendon Park, and Weymouth. We chose these areas to represent a mix of households and people living in Auckland, including larger households, younger people, and households with different income levels.

[00:12:34.10] - Ben Barton

Just a word on what fortnightly rubbish collection would mean for the other kerbside collection services. There would be no change to the frequencies of these, meaning food scraps collections would remain weekly, and recycling collections would remain fortnightly, just as they are now.

[00:12:54.06] - Ben Barton

When all three kerbside bins are used correctly, we expect most households to be able to manage with fortnightly rubbish collections. So the idea is to really encourage people to give it a go first, see how you go, take the opportunity to review your rubbish, recycling, and food scraps habits.

[00:13:12.12] - Ben Barton

However, we will work with households that may need extra bin capacity during the trial, and we'll have options available at no cost. These options include: An additional food scraps bin; extra or larger recycling bins; and extra or larger rubbish bins that will be available after households have had the chance to give the proposed trial a go. More information on support can be found in the consultation document. This image gives the idea of the options available, and an additional rubbish bin for those who would really need it will be on top of that. On the flip side, households that produce very little waste and can cope with less can choose a smaller 80 litre rubbish bin and pay a lower targeted rate. And households in the trial that only put out their small 80 litre rubbish bin once a month or less during the trial can get a financial incentive to thank them for reducing waste. More details are available online.

[00:14:12.11] - Ben Barton

If the trial goes ahead, the ratepayer for your property will receive a one-off rates remission reduction. This will be applied to the final rates instalment of the 2026 financial year, due Friday 29th of May, 2026. The amount of remission would be based on the household rubbish bin size when the trial starts. You can see these amounts differ across the offering. For the smallest bin, it's $23. For the medium-sized standard bin, $28, and for the largest 240 litre bin, $46.50. These different amounts reflect the different targeted rates applied to each bin size.

[00:14:58.09] - Ben Barton

So this consultation is your chance to help shape the future of Auckland's waste services. Your input will help us understand your household's needs and potential challenges, help Council decide whether to go ahead with the trial, contribute to designing a service that works for our communities and our environment. We want to know whether you think Auckland Council should trial fortnightly kerbside rubbish collections in selected areas, and the reasons for your views. Here's how you can find out more. You can visit Auckland Have Your Say website for full information or come and see us in person at an event. And you can have your say by filling out the feedback form online or in hard copy, with a few options of how you can submit those to us. Whether at a library, local board office, by scanning and emailing or posting them to us.

[00:15:51.15] - Ben Barton

Here's the timeline. Looking ahead from where we are now. So consultation is open now until the 31st of October, and then we expect a decision on whether the trial proceeds from the relevant committee in December.

[00:16:05.15] - Ben Barton

If it gets approved, the trial would run from late February to late August next year. After that, the trial areas would return to weekly rubbish collections. Then in 2027, there would be an opportunity for another public consultation on whether we rollout fortnightly rubbish collections across the region. This consultation will be part of the Long-Term Plan 2027. And then if that got approval, the actual transition would happen no sooner than 2028.

[00:16:37.15] - Ben Barton

Ngā mihi kia koutou katoa, for listening to this presentation, taking you through the context and a little bit of detail of the proposal. I'll now hand back to Justine to lead us through some questions and answers.

[00:16:50.24] - Justine Haves

Kia ora Ben, thank you very much. So that is the outline of the proposal. As I said earlier, we do acknowledge that this is a proposal that could have a big impact on Aucklanders in the trial areas, as we are seeing from the feedback we are already getting as well. So we really hope that you found that helpful. And now is your opportunity to ask us some questions. So please remember to use the Q&A function on your screen, post your questions, and we look forward to providing answers for you this evening. We do have some questions submitted earlier, which we will start running through now. But please remember, keep submitting your questions, and if we answer a question and that raises another thing for you, please feel encouraged to ask. That's how we can help make sure everybody understands our thinking on the proposal. So again, the Q&A function, it's down at the bottom of your Zoom screen. So if you click that, then you can post your question in the sidebar.

[00:17:54.09] - Justine Haves

So, Ben, can you start by telling us: *Why the three areas were chosen, please?*

[00:18:02.09] - Ben Barton

Yes, absolutely. We thought these were the best areas. We worked hard to try and choose areas that represent a mix of households and people living in Auckland. We're really interested in getting a good sample of larger households, some representation of younger people, and different household income levels. We thought this mix that we came up with will give us the best data and the best insight into how people cope and what the potential changes of behaviour might be.

[00:18:29.11] - Justine Haves

Awesome, thank you. And I guess as a follow-up to that: *Is there a possibility of holding the trial in other areas instead of the proposed areas?*

[00:18:39.08] - Ben Barton

Well, I don't think that's likely at this stage. Like I just said, this is what our analysis has said is the best areas. So, if we would go to another area, we wouldn't be choosing the best areas. So, a key consideration is our ability to operationalise this trial within the defined parts of Tāmaki Makaurau, and specific criteria were developed to support trial area selection. So, if we were to choose anywhere else, it wouldn't be the best place for us to get the information we're looking for.

[00:19:07.18] - Justine Haves

Thank you. And can you just clarify for us: *What are we hoping to find out from running a trial?*

[00:19:16.24] - Ben Barton

Everything. We want to see how households will manage. There's a lot of concern out there with less frequent rubbish collections, that rubbish will pile up. But what our data tells us is that while transition and the change can be hard, it looks like most households should be able to manage quite easily, and it might require a little bit of behaviour change. Giving your food scraps bin a go, trying to get better at your recycling. We really want to understand what support households might need, especially those that struggle. And we really want to know what effect this might have on reducing waste to landfill. That's really why we're doing all this.

[00:19:55.03] - Justine Haves

Thank you. And I know myself that lots of people have been asking me *if it's possible to opt out of the trial*. So, would you mind describing that for people?

[00:20:06.01] - Ben Barton

Oh, yeah. So, if the trial happens and you live in one of the chosen areas and you already have a weekly rubbish collection from Auckland Council, participation is mandatory. The trial will also include non-residential properties that receive council collections, such as businesses and religious institutions. But these properties can opt out of council collections if they wish. There are some exceptions as well. There's the multi-unit developments, such as apartment buildings with non-standard. Non-standard is communal or on-site collections. You're not putting your rubbish out on the kerb like everyone else, and they won't be included in the trial. And properties that use private or non-council rubbish collections also won't be included.

[00:20:52.12] - Justine Haves

And so, you did outline as part of the presentation the extra bin options that would be available. *Can we just clarify what they are for food scraps, recycling, and rubbish, please?*

[00:21:04.22] - Ben Barton

Sure. We do offer quite a few options. So, Auckland Council provides a number of additional bin options right now across the region. This includes an extra food scraps bin at no cost, an extra

or larger recycling bin, and a larger rubbish bin. You can change your size of the rubbish bin. For the trial, we'll have all these options available at no cost, and we will also make it available like an extra rubbish bin for those few households that we think will still struggle, even if they're doing everything right. The larger bin and extra rubbish bin options will be available after one month of the trial (four weeks), to give households a go. We really encourage them to try it out and see whether they can cope. Take the opportunity, review your habits, look at how you, at that point of disposal, what you're doing with your rubbish, recycling, and see how they can cope. More information on this can be found in the consultation document, which we really encourage you to have a read.

[00:22:00.00] - Justine Haves

Yeah, and I agree. As you've said, there's lots of different options and lots of different circumstance that households are in. So, to understand what's available for you, specifically, referring online would be really helpful, I think.

[00:22:14.22] - Justine Haves

Great question here from somebody: *I receive assistance services from Council due to mobility issues. Will this assistance continue during the trial?*

[00:22:27.14] - Ben Barton

Yeah, good question. Yes, absolutely. Help for mobility impaired residents will continue. Households that need help with food scrap bins will still get weekly support. Households that only need help with rubbish bins will get weekly support, but every two weeks now, matching the new collection schedule. We'll contact households that are getting assisted services and keep them directly informed.

[00:22:51.21] - Justine Haves

And another great question. You touched on it as part of the presentation, but perhaps an opportunity to expand on it a little more. We also hear quite frequently from our low-waste customers. So, this question, I think, is one of those: *what about those of us who produce very little waste? I hardly fill my rubbish bin in a month, let alone a fortnight. Do I get any reward?*

[00:23:17.04] - Ben Barton

Yes, some good news. So, at present, you can downsize your bin. You're down to this 80 litre bin, and you'll pay the lowest of the targeted rates. And then for the trial, households in the trial

areas that only put this small 80 litre rubbish bin out once a month or less during the trial, can get an extra payment of $20 to thank them for reducing their waste. It's worth noting that this is on top of the rates remission that you would also receive for being part of the trial, which for those on an 80 litre bin is $23.

[00:23:50.06] - Justine Haves

Awesome, thanks Ben. And I'll just to add a bit of a comment here. This is an area we have been asked frequently over the years. So, the trial is providing a really a great opportunity for us to test this and understand how well it works. So, the trial is offering the opportunity to test a few different things, and we're trying to make sure that we're making that easy for customers and responding to those things we've heard from our customers already.

[00:24:17.16] - Justine Haves

So, Ben, *how are we going to know the impact of the trial on waste and how effective it is?*

[00:24:25.04] - Ben Barton

Great question. Well, we're going to be doing our best to monitor everything we can. So, we'll be monitoring bins, how people are using them. We'll be checking the fullness and the contents. We'll be seeing the volumes, what the mix of that is. There are a number of different ways. So, it'll help us to see how households are managing where extra support may be needed. As with current practices, bins may be stickered and left uncollected. If they're overfilled, too heavy, have rubbish placed beside them, contain the wrong items. But we will be looking to wrap around support if we find this is happening. These checks help households get the best out of their bins and reduce issues like contamination. If problems arise, we'll provide tips and information on using recycling and food scraps services. Monitoring and feedback will help make sure collections remain safe, reliable, efficient.

[00:25:20.00] - Justine Haves

And you covered as part of the presentation that, of course, the experience has been in other cities around New Zealand, that a move to fortnightly hasn't increased issues with regards to illegal dumping. But we also appreciate that's a particular concern of communities in Auckland. So this question, again, very topical: *Won't this just lead to a huge increase in people chucking their rubbish on berms or empty lots in parks?*

[00:25:47.19] - Ben Barton

Yeah, this is a real common thing that people are concerned about, isn't it? We're going to be monitoring this really closely and responding to any illegal dumping. But what we've seen in other parts of New Zealand and overseas, this kind of move to less frequent rubbish collections for households have not necessarily led to more illegal dumping or littering.

[00:26:08.24] - Justine Haves

Awesome. Let's hope we could see the same in Auckland.

[00:26:12.02] - Ben Barton

Indeed.

[00:26:15.06] - Justine Haves

What about the challenges of it being unhygienic or smelly?

[00:26:20.01] - Ben Barton

Yeah, another real common concern. I think this is really about the opportunity to try here. The beauty of the design of this three-bin kerbside offering that we have, is that most of your smelly waste can go out, separated into your food scraps bin, which will help, which will still be collected every week. And that really helps right from your inside your house, outside into the kerb there. So, putting food scraps in the food scraps bin really helps the bin smell a lot. To manage other smells, nappies is another really big concern. I've got young kids, wrap them up. If they get dumped in a bin without anything around them, yeah, they can turn awful really quickly. But if you've got a good system in place and they get wrapped up and they're sealed, my experience has been they don't cause problems. But we'll be there to support and supply tips, sprinkle some baking soda in your bins now and again, give them a rinse out now and again, keep your bins out of the sun in the hotter months. We'll provide more information on reducing smells as the trial goes ahead.

[00:27:25.11] - Justine Haves

Thank you, Ben. Just a reminder to continue to post your questions in the Q&A chat at the bottom of your screen. Thank you very much for the great questions so far.

[00:27:38.04] - Justine Haves

So, this one's quite long, but I think it's really helpful to read it out in full, Ben. *So, this trial targets households, consumers. What is being done to lobby corporates, brands, hospitality, businesses for their waste output? Huge packaging from these all contribute to household waste. And not enough is being done by brands with their packaging. This trial is targeting the lowest common denominator, not the root cause. What exactly is Council doing to mandate more corporate social responsibility? There needs to be both upstream and downstream initiatives to hit target.*

[00:28:19.14] - Ben Barton

Hey yeah. Brilliant question. I could talk for a long time on this. I think what I really like about the direction of this 2024 WMMP, our latest Waste Management and Minimisation Plan, is we recognise this. We've been paying a lot of attention to the household. That's where we've been able to have some influence, and that's where we do most of our core services. But we're really looking to move on behind that, to focus on some of the bigger volumes and to work collaboratively with businesses, with Mana Whenua, to acknowledge that we need to work across the value chain, we need to work with people importing products, we need to encourage more of the take-back schemes. We need to make it easier for people. Yeah, absolutely great question. I think across the Plan and what we're trying to do to implement that over the six years, you'll see us really try to step more into these spaces.

[00:29:13.08] - Justine Haves

Yeah, thanks, Ben. I guess I'd add to that, too. A big part of our role is working with others to advocate to central government. So, what we've learned through all sorts of things that have been rolled out previously and more recently, is that actually we need a level of standardisation across the country so that it's not confusing for people and that we can all be aligned in what we're trying to achieve. So, our advocacy on some of these things is really important, and we have the opportunity to do that advocacy with others across the country so that we have a common voice and shared objectives. So as Ben said, that certainly also is a big priority as part of our current plan.

[00:29:56.17] - Justine Haves

Okay, another great question, Ben. *Two years ago, Ireland Island launched a return scheme. This took glass bottles, cans, and plastic bottles out of landfill through collection machines at main public supermarkets. Each item returned gave the consumer money back through a voucher, which is redeemable in most supermarkets in a real Euro value. Has a scheme like this*

been considered? Ireland is the same size as New Zealand with population, and so it's a comparable initiative.

[00:30:29.05] - Ben Barton

Yes. This has been considered and advocated for from local councils across New Zealand for a long time. Got pretty close. There was an active proposal that was shelved around the change of government time or just leading up to the last election. So, a lot of the groundwork has been done there. Yeah, there's been a lot of interest in it. We just haven't got it across the line in New Zealand here. Another topic I could talk a lot for a long time on. Done a lot of analysis in this area.

[00:31:00.08] - Justine Haves

There has been also some recent research that's just been released, consumer research, which shows that there's very wide support for this, across a range of political interests. So that's also encouraging, I guess, that New Zealand has actually continued to consider this a viable option. So that's great for us in terms of supporting our advocacy with government on that item. Thanks again for the question.

[00:31:34.02] - Justine Haves

Reminder, use the Q&A function. We hope you're finding this really useful and really appreciate the questions that you're asking, so keep them coming. That's how we know what you're thinking and what further information we need to provide. So, keep going. Thank you.

[00:31:49.08] - Justine Haves

Ben, the next question: *A reward for low rubbish is monitored how? How exactly will the Council know who these households are? Which is a great question. And also, the $23 rebate for being in the trial, how often will that be paid?*

[00:32:05.22] - Ben Barton

Yeah, good question. So, the $23 rebate will only be paid once. That represents what our modelling says is the reduction and the potential reduction in the cost of service across a six-month period. Those figures, they're all just paid once at the end of the rating period. Then how are we going to monitor the ultra-low waste or the people that are on the lowest 80 litre bin and only putting that out infrequently? We're looking to use RFID, which is a key technology that we've been trialing, and we're confident that we should be able to have people that sign up for

this service, be logged in our system, and it'll be picked up on bin readers. So, we'll be able to have the data, and we'll know how many times the bins have been lifted in that six-month period.

[00:33:06.04] - Justine Haves

Awesome. Thank you. You outlined it a bit as part of the presentation, would you mind just reconfirming: *What happens when the consultation finishes in August next year, if it goes ahead? Sorry, when the trial finishes.*

[00:33:21.17] - Ben Barton

What happens when the trial finishes? Things go back to normal. We will collect all the extra bins, and the refuse collections (the rubbish collections), will go back to a weekly service while we work through the next steps.

[00:33:39.20] - Justine Haves

And what happens when the consultation finishes at the end of October?

[00:33:45.03] - Ben Barton

We've got a lot of work to do to analyse all the submissions that hopefully you're putting in for us. And then we have to present some advice to the decision-making committee in December to see whether we go ahead with the trial or not.

[00:34:00.04] - Justine Haves

Some question here. *Can anyone get involved in the consultation now, even if they're not in the trial area?*

[00:34:07.17] - Ben Barton

Yes, absolutely. Please. We want to hear from everyone across Auckland. You don't have to be in the trial area. This is open to everyone. We're doing a trial in these areas to inform what a wider rollout might look like. Well, we're looking to do a trial in these areas.

[00:34:23.16] - Justine Haves

Awesome. Thank you. *And how are you going to know the impact of the trial on waste?*

[00:34:32.01] - Ben Barton

Yeah, good question. We've set up quite an extensive monitoring and evaluation programme. We'll be looking at the volumes that we collected across the three bins. We'll be looking at composition across those three bins. Has there been any change in the types of recycling, the contamination levels across those bins? And we'll be able to consolidate this at the truck level, and then we'll be able to see it when it's going across gates as well. There'll be some audits of the materials. So, we should get a really good indication of what behaviour we see, what impacts happen. We'll also be closely monitoring for unintended consequences, and the concerns around illegal dumping.

[00:35:20.24] - Justine Haves

Awesome thank you, I guess I'll add to that too. That, of course, we have three trial areas across Auckland so that we can understand the different results in those different areas, and that's where data is so useful because we can understand overall results and how they may differ across parts of Auckland to then help us understand why that might be.

[00:35:41.19] - Justine Haves

Another great question here, Ben. *I live in a huge apartment building. I don't see how fortnightly collections can be done with so many people.*

[00:35:53.21] - Ben Barton

Yes. Apartment buildings are very challenging. I agree with you. It's hard to see how that can be done. Just to confirm this trial will exclude large apartment buildings. That's another reason we've chosen these areas, that we're not in the central city where it's all large apartment buildings. But we are looking into this. We are looking at how we can support large apartment buildings to do better with their waste, though. But that will be outside. That will be excluded from the scope of this trial if it goes ahead.

[00:36:23.24] - Justine Haves

Thank you. *Has a decision already been made on this? How will feedback be with it?*

[00:36:31.09] - Ben Barton

No, no decisions. We want to get as much information from the public as possible and do some analysis, and we will present the information, what we've heard from people, up to the decision-making committee, along with the best evidence and information we have.

[00:36:49.10] - Justine Haves

Awesome. Thank you. And *any changes to food scraps pickups?*

[00:36:55.08] - Ben Barton

No, these will remain as a weekly service. We will be encouraging people to try them out, reminding people they can get an extra bin, checking in to make sure everyone that wants a bin has one.

[00:37:09.24] - Justine Haves

And just a question: *How long will the trial go for?* So, a reminder of the dates and the length.

[00:37:18.10] - Ben Barton

Six months, beginning the end of February through to the middle of August, end of August.

[00:37:25.16] - Justine Haves

2026. Awesome.

[00:37:30.00] - Justine Haves

Council have actively removed bins around local parks in the last two years. What have the learnings been from this that can be applied to this scheme? From observation, there's been much more waste visibility around these parks, leaving them unsightly.

[00:37:49.11] - Ben Barton

Yeah, good question. It touches on another area that we're working on across our Waste Minimisation and Management Plan - the litter and illegal dumping. We're starting in the early stages of a strategy, and we're looking to get in some data around what's happened, how the context has changed, how people have responded to these.

[00:38:11.03] - Justine Haves

And how will you know if the trial is successful?

[00:38:15.24] - Ben Barton

Yeah, really good question. We'll see how people cope. People can cope well, and it aligns with our hypothesis or what our data says that most people should cope well, and that we've put in place a good system to support those that struggle, and that we see some changes in volumes of material across the three-bin services.

[00:38:39.17] - Justine Haves

So again, analysis and data, super important.

[00:38:43.19] - Ben Barton

Exactly.

[00:38:45.00] - Justine Haves

Yeah, cool. Thank you. *Will my bin be left uncollected if it's too full?*

[00:38:56.08] - Ben Barton

Potentially, yes. We'll be working with our contractors. But yeah, if bins are overflying, our current practice is to stick them and say- Hey, you can't put this much in your bin because it's at risk to the people collecting them.

[00:39:12.03] - Justine Haves

I guess that's where that range of options that you described earlier comes into play, right? So that's where we'd encourage people to get more capacity in food scraps or more capacity in recycling so that actually, the households can cope.

[00:39:27.02] - Ben Barton

Absolutely. If it goes ahead and if you're struggling and you're seeing that, get in touch with us. We'll have the support so that you don't end up with a missed bin.

[00:39:36.02] - Justine Haves

And so, *if households' kind of pre-empt that and want to get organised in advance of the trial, if it's confirmed, by requesting an additional bin or a bigger bin, where would they go to do that?*

[00:39:53.11] - Ben Barton

They can follow that, on the website. We should have portal up. You can put in your address, you can check what your bin allocation is at your property, and it can run you through what your options are, give you a bit of an assessment if it thinks you will cope very well, give you some tips, and you can order extra bins to be recycling and food scraps bins at no cost before the trial starts. This would be available in January if a decision went ahead in December.

[00:40:26.23] - Justine Haves

Awesome. Thank you. And just a quick check, again, *remind us the trial areas where they are across Auckland?*

[00:40:35.16] - Ben Barton

Sure. Parts of Te Atatū Peninsula, parts of Panmure and Tāmaki, parts of Cledon Park, and Weymouth.

[00:40:43.11] - Justine Haves

Awesome. Thank you. And just a couple more questions at this stage. So again, please feel encouraged to post any more in the Q&A at the bottom of your screen, if you have other things we haven't covered or responded to in a pātai already.

[00:41:01.00] - Justine Haves

The next question, Ben. *Won't this just lead to a huge increase in people chucking rubbish on berms or empty lots or parks?*

[00:41:10.24] - Ben Barton

Yeah, lots of people think this. We'll be monitoring it carefully, but the evidence we see from other councils in New Zealand and overseas that have done this, is it doesn't happen. We'll be carefully monitoring. And occasionally, there's some evidence that says there's a little blip, but it can't be clearly attributed to it, but then things go back to normal.

[00:41:34.06] - Justine Haves

I think it's also helpful to just let people know that a lot of the illegal dumping that we actually do collect is not household rubbish per se in terms of weekly rubbish. It's more larger items, and sometimes it's industrial or waste from others rather than from households. So just to clarify, I guess the illegal dumping is not just household waste that we're picking up, unfortunately.

[00:42:04.23] - Justine Haves

So last question we have at the moment. So again, if you have anything else that you're wondering about, please pop it in the Q&A. *Will there be an increase in inorganic collections or changes to that scheme at all considered?*

[00:42:22.22] - Ben Barton

No. Not at this stage and not in conjunction with this trial. We want to keep it simple and make sure we can see the effect from this.

[00:42:32.23] - Justine Haves

I guess the important note there is that the inorganic service remains available for Aucklanders, and we have capacity in that service for further requests. So we, again, really encourage households that have the need for that service to make sure they're making an inorganic booking so that we can support those requirements.

[00:42:54.07] - Justine Haves

Will there be an impact on the contractors who collect rubbish with less collections resulting in restructuring?

[00:43:05.08] - Ben Barton

Good question. We're working with the contractors closely to manage any of these impacts. Yeah, there's some challenges with truck routes, rerouting drivers. Yeah, there's impacts, but we've been engaging with them early through this process to make sure that we're designing and thinking ahead and working collectively, so that we minimise any impacts on contractors and the public.

[00:43:26.18] - Justine Haves

Awesome. Thank you, Ben. And of course, we're not underway, right? So the first step is getting the decision to proceed. The second step is getting the trial underway. And then there's all sorts of things the trial would help us learn and be able to pick up things like that with our contractors, too.

[00:43:49.20] - Ben Barton

Yeah, absolutely.

[00:43:50.24] - Justine Haves

Okay. Last chance, everyone. Anything else that we can answer for you or respond to that you might be wondering about this evening?

[00:44:06.16] - Justine Haves

Can't see anything coming through. Look, I'd really like to say... Oh, sorry. One's just come. Oh, we have got a couple here, Ben. *In the area I live, removing bins from public areas has been a very poor decision, with the visibility of rubbish, very prevalent. There is also a huge amount of illegal dumping. Would there be weekly monitoring of areas under the trial to eliminate this? I feel like there's an encouragement to dump stuff randomly. Will the results of the trial be made public?* Great questions.

[00:44:40.14] - Ben Barton

Yeah, absolutely. We're hearing the concern from people around illegal dumping, and we're making sure we will be monitoring illegal dumping and making sure that we'll be checking to see whether there is any attribution. Is this household a waste? Justine was talking a little bit before about a lot of the illegal dumping that we see isn't actually coming from households. So it'll be really interesting to see if we can. But yeah, absolutely see that concern, and we hear that, so we're making sure we can do everything we can in that space.

[00:45:15.20] - Justine Haves

And the second question around the results of the trial being made public.

[00:45:20.03] - Ben Barton

Absolutely.

[00:45:22.15] - Justine Haves

Yeah, I think, again, just to reemphasise some of the things that Ben covered earlier. Any outcomes of the trial will be reported to the relevant committee and would be on a public agenda. Any consideration of any further options or steps beyond that point would also be a decision that we would consult with Aucklanders on. So again, the visibility of all of this is really important to ensure Aucklanders understand how we get on and what that might lead to next.

[00:45:57.08] - Justine Haves

How does garden refuge get binned in the trial?

[00:46:03.03] - Ben Barton

The same way it should be outside of the trial, I think we encourage you to look at taking it to a green waste drop off facility or getting a specific garden waste collection, where the household refuse bins really aren't designed for green waste or garden waste, and it can go to a whole lot of better sources.

[00:46:22.16] - Justine Haves

And I think that's the key point, right? This trial really helps us think about how to redirect waste that is a resource where we can, and garden waste is another good example of that, just like food scraps and recycling.

[00:46:37.22] - Justine Haves

Awesome. Well, look, I'd like to say thank you very much for all the great questions that you've asked us this evening. I hope you found the session and our responses to your questions really helpful. I'd like to acknowledge Ben and all the team behind the scenes, who helped make this event happen this evening. And for those of you who have taken the time to join us tonight, I really, really appreciate your time, whether you're with us live or whether you're watching a recording of this. Subsequently, we really appreciate your interest in this topic. And we're grateful for the opportunity to have provided you a bit more information.

[00:47:18.14] - Justine Haves

So again, hope this has been helpful and enjoy the rest of your evening. Nā mihi, ka kite.