

Minutes of the Meeting Special Committee on Waste Regulations held on 27th April 2016.

1. **Meeting with Greyhound (GRR):**

The Chair welcomed John Brosnan MD (JB), Greyhound Household and Conor Quinn (CQ) Communications Consultant with Greyhound Household who agreed to attend the meeting following complaints received by Members from constituents regarding the manner in which GRR was endeavouring to move customers from bag collections to bin collections.

In summary the Members highlighted the following issues:

Cllr. Dermot Lacey reported that residents in Portobello were told that there would only be bin collections in this area post 1st July and that GRR would not be collecting bags.

Cllr Ray McAdam reported that in the North Strand and Phibsborough areas, residents had received intimidating emails stating that a wheelie bin account was required.

Cllr Gaye Fagan advised that the East Wall area issues had been resolved but that it was still important for people to know that bags will still be collected after 1st July

Cllr Éilis Ryan stated that there was an impression in the North Inner City that bags will cease to be collected after July

Cllr Tina MacVeigh reported that there were burnt out bins left uncollected in the Ballyfermot/Ranch Area and that GRR were leaving bins on footpaths in this area also.

In response, JB explained the process that his agents are instructed to follow:

The agents either go door to door or deal with customers over the phone– both have a script to follow. If a complaint is received about an agent, the person can be identified easily.

There is follow up with Team leaders and call backs on customer satisfaction.

In relation to the continuance of bag collections post July, JB confirmed that GRR would still be providing this service on the designated streets.

Cllr Ryan stated that the GRR agents should not be targeted on this matter as it was a GRR issue and that there were differing perspectives on the suitability of streets for bins. She further stated that GRR appeared to be making a decision on the designation of the streets in the absence of DCC making the designation.

Cllr Ryan enquired if the agents were incentivised and whether the collection of bags was profitable.

JB confirmed that GRR has its own view on suitable properties for bins. GRR incentivises customers to use bins as it is cheaper but there is no pressure at the doors to take bins. On the profitability of bags he advised that they cause problems: they are not chipped so no GPS which is not satisfactory. Bins are easier to manage – bags at best, are break even. CQ stated that bags cause litter issues, illegal dumping around bags and Health & Safety issues e.g. needles.

Cllr Claire Byrne stated that GRR were scare mongering but appreciated the fact that steps were being taken to incentivise customers. She asked what GRR was going to do when pay by weight came in. JB stated that this was a commercial issue and that the minimum charges set out in the regulations were below cost. CQ advised that GRR would be commencing a Roadshow next month on the introduction of Pay by Weight.

Cllr Lacey enquired if any progress had been made on developing a 3 in 1 system for collection. JB advised that there were no trucks available at present with technology for this.

Cllr Byrne enquired if pay by weight could be applied to bags. JB confirmed that GRR trucks already had system on board for bins and bags.

Cllr Ray McAdam enquired about the linkages between DCC and GRR. Helen (HMcN) advised that DCC had historical route information which had been transferred to GRR when it exited the waste collection service and had kept in touch with GRR on updating the information is so far as the bag routes were concerned.

Cllr Ryan enquired as to the numbers using bags. JB estimated about 15k and said that GRR had lost a lot of customers due to it enforcing the regulations i.e. registering customers etc.

Cllr Byrne asked for contact details for GRR. CQ said he would issue to HMcN for circulation to members.

Cllr MacVeigh summarised the discussion saying that it was a breach of DCC byelaws to leave bins on streets and that GRR had embarked on an aggressive campaign. She suggested that GRR should, in an effort to allay further anxiety, put up on-line that they will continue to collect bags as usual in all areas until the guidelines issue from the DOECLG and will continue to collect bags on the designated streets when this process is completed. She thanked GRR for attending and GRR left the meeting.

2. Minutes of Meeting held on 13th April 2016

Action: Agreed

3. Review of Actions arising from previous meeting:

Actions

- (i) Draft Statement to raise public awareness to be developed for the next meeting. Status: Completed. Draft circulated and discussed at meeting. Text agreed without changes.
Completed : Statement uploaded to DCC website, circulated to committee members and to Area Offices.
- (ii) DCC to circulate 3 no. summary sheets to Group leaders for review with a cover letter to be prepared by DCC. Comments are to be sent to Committee members.
Completed.
- (iii) Sample Waste Collection Permit . The Committee requested that an amendment to condition 6.6.1 be drafted and submitted to the National Waste Collection Permit Office, which would instruct a Permit Holder to provide a bag collection service to

householders in areas designated as being only suitable for the collection of household kerbside waste in non-reusable receptacles such as bags or for areas suitable for mixed collections.

Not completed: DCC to draft amendment to WCP for submission to NWCPO

- (iv) Minutes of this committee to be forwarded to Environment SPC
Completed. Minutes of the 24th March went to Environment SPC meeting on the 27th April.

4. Issues Raised at meeting:

Cllr. MacVeigh was advised that there was no further update from the DOECLG and that bags were excluded from the current regulations. Cllr MacVeigh asked that the survey list be updated and re-circulated. She also asked that The Ranch Ballyfermot, Lombard St W be included. Cllr McAdam asked that Charleville Road, Phibsborough be included in the review also.

Cllr MacVeigh asked that members remind group leaders not to circulate the survey lists.

HM McN to circulate guidelines when available.

HM McN

In attendance

Councillors

Councillor Tina McVeigh (Chairperson)

Councillor Claire Byrne

Councillor Gaye Fagan

Councillor Mannix Flynn

Councillor Éilis Ryan

Councillor Ray McAdam

Councillor Dermot Lacey

Officials

Declan Wallace, Director of Traffic

Helen McNamara, Senior Executive officer

Apologies:

Lord Mayor Criona Ni Dhalaigh

Councillor Mary Freehill

Next meeting Thursday 19th May @ 3.30 pm

Meeting Closed.