

Noise Management Plan Waste Collection



Photo sourced from Town of Claremont website (<https://www.claremont.wa.gov.au/Services/Waste-Services#Verge%20Collection>)

PURPOSE	This manual has been established to describe the Noise Management Plan Waste Collection for Class 2 Works.
Scope	This manual applies to all Veolia entities across Australia and New Zealand (ANZ) throughout all lines of business.
Review Frequency	3 Yearly

CONTENTS	<p>Revision History</p> <p>Overview</p> <p>Description and Justification for ‘Class 2 Works’</p> <p>Details of Vehicles and Equipment</p> <p>Vehicle Equipment and Purchase Policy</p> <p>Noise Mitigation Strategies</p> <p>Operating Training</p> <p>Community Information</p> <p>Complaints Response Procedure</p> <p>Revision Procedure</p> <p>Approval Signatory</p> <p>Appendices</p> <p style="padding-left: 20px;">Appendix 1 - Town Centre Route</p> <p style="padding-left: 40px;">Applicable Roads / Sites</p> <p style="padding-left: 20px;">Appendix 2 - Ashton Avenue, Claremont Crescent & Davies Road</p> <p style="padding-left: 40px;">Applicable Roads / Sites</p> <p style="padding-left: 20px;">Appendix 3 - Complaints Procedure</p> <p style="padding-left: 20px;">Appendix 4 - Complaints Form</p>
-----------------	--

Revision History

Revised By	Version	Date	Approved By	Date
Paulo Castro	2	07/10/2022	Greg Davey	29/11/2022

1. Overview

The purpose of this Noise Management Plan (NMP) is to ensure Veolia Environmental Services (Australia) - VEOLIA* complies with Regulation 14A of the Environmental Protection (Noise) Regulations 1997 (the Regulations) regarding the Town's waste collections.

Current legislation disallows waste collection prior to 7.00am without the development and implementation of an NMP in accordance with the Regulations 14A.

VEOLIA is the Town's waste collection contractor who proposes to commence a mixture of commercial and residential waste and recycling collections from 6.00am (Monday to Friday). The Regulations consider the work to be completed between 6.00am and 7.00am as 'class 2 works', which under the Regulation 14A can be undertaken provided an NMP is approved in writing by the Town's Chief Executive Officer (CEO).

This NMP prepared by VEOLIA will aim to minimise the impact of noise emissions and provide, as far as practicable, a minimal inconvenience to the community within the specified precincts whilst facilitating necessary public works in a safe, effective and efficient manner.

This NMP details:

- a description of the works to be carried out and justification for the requirement of 'class 2 works'
- details of vehicles and equipment performing the works
- vehicle and equipment purchase policies
- noise mitigation strategies
- operator training programmes
- community information on the works that will be carried out
- a complaints response procedure
- a revision procedure

Once this NMP has been approved by the Town's CEO, it will be valid for three (3) years and reviewed annually until it expires.

**The City's waste collection contract is with SUEZ Recycling and Recovery. In 2022 SUEZ merges with Veolia worldwide. The contracted entity's ABN and contract commitments remain unchanged.*

2. Description and Justification for ‘Class 2 Works’

VEOLIA proposes to commence a mixture of commercial and residential waste collections between 6.00am and 7.00am from within the precincts listed in **Table 1** below.

Table 1: List of Roads - Waste Collection (Class 2 Works)

<i>Precinct</i>	<i>Road Name(s)</i>
Town Centre	Refer Appendix 1
Ashton Avenue	Refer Appendix 2
Claremont Crescent	Refer Appendix 2
Davies Road	Refer Appendix 2

These specific sections of roads are displayed in Appendix 1 and Appendix 2 for reference purposes.

The works are required to start from 6.00am to:

- avoid high traffic congestion which commences from 7.00am
- improve safety

Serving several key primary and secondary distributor roads prior to periods of high traffic congestion will reduce the likelihood of significant congestion and associated potential safety concerns.

Conducting works during periods of high traffic congestion:

- reduces the flow of traffic causing inconveniences for road users
- increases the safety risk for all road users

On some roads within commercial precincts, parked cars (arriving from 7.00am) block access to bins which impedes and extends collection times.

Collection vehicles can conduct services in a far more effective, efficient and safe manner within the specified precincts between 6.00am and 7.00am compared to commencing from 7.00am.

This NMP also applies to amended collection schedules conducted on the Saturday's listed in **Table 2** due to the annual Christmas Day, New Year's Day & Good Friday public holidays:

Table 2: Public Holiday Amended Collection Schedules

<i>Public Holiday</i>	<i>Date</i>	<i>Amended Schedule Date</i>
Christmas Day 2022	Sunday 25/12/2022	N/A
New Year’s Day 2023	Sunday 01/01/2023	N/A
Good Friday 2023	Friday 07/04/2023	Saturday 08/04/2023
Christmas Day 2023	Monday 25/12/2023	Tuesday 26/12/2023 - Saturday 30/12/2023
New Year’s Day 2024	Monday 01/01/2024	Tuesday 02/01/2024 - Saturday 06/01/2024
Good Friday 2024	Friday 29/03/2024	Saturday 30/03/2024
Christmas Day 2024	Wednesday 25/12/2024	Thursday 26/12/2024 - Saturday 28/12/2024
New Year’s Day 2025	Wednesday 01/01/2025	Thursday 02/01/2025 - Saturday 04/01/2025
Good Friday 2025	Friday 18/04/2025	Saturday 19/04/2025

3. Details of Vehicles and Equipment

VEOLIA utilises a fleet of up to two (2) Iveco 2350G Acco fitted with 22m3 and 29m3 Bucher Municipal side loading compaction units to conduct the Town of Claremont waste collections (**Figure 1**).



Figure 1 – Iveco 2350G Acco / 22m3 Bucher Municipal Body

The 6x4 Iveco Acco noise assessment is provided in **Table 3**.

Table 3: List of Roads - Waste Collection (Class 2 Works)

<i>IVECO 2350G ACCO Specifications</i>	
Axle Configuration	6x4
Engine	Cummins 8.9 Litre ISL Euro 5
Engine Power	280hp/209kW @ 2100rpm
Transmission	Allison Gen 5 3500 series 6 Speed Automatic
Brakes	Drum Brakes with ABS and ATC
Stationary noise level	86dB (A) – maximum noise under exhaust or engine braking
Drive-by noise level	79dB (A)

The Bucher Municipal noise assessment is provided in **Table 4**.

Table 4: 22 & 29m3 Bucher Municipal Noise Measurements

<i>VEHICLE NOISE IN MOTION (with auto pack operating)</i>	
7.5M from LHS of truck	79dB
<i>VEHICLE NOISE IN OPERATION (with auto pack operating)</i>	
15M from LHS of truck	71.5dB

* The test results confirmed compliance with statutory regulations and non-excessive noise that could be detrimental to the health and safety of the community, pedestrians and operators.

Noise testing conducted in accordance with the following Australian Standards:

- Noise of stationary vehicle in motion (ADR 28/01)
- Noise level of mobile garbage compactor (Noise Control Act 1975)
- Occupational noise assessment (AS/NZS 1269.1:2005 – Occupational Noise Management)

The vehicles are fitted with Brigade BBS97 white noise reversing alarms. These self-adjusting alarms monitor the ambient noise once every second and automatically adjusts the alarm volume 5-10dB above the sampled noise level unlike conventional annoying loud alarms.


BRIGADE BBS97 WHITE NOISE REVERSING ALARM SPECIFICATIONS	
	Dimension (L x W x D): 105 x 65 x 32mm Current: Max 0.3A Volt: 12-24V dB: 92dB

Figure 2 – White noise reverse alarm and specifications

4. Vehicle Equipment and Purchase Policy

The fleet of two (2) collection vehicles were built during October – November 2013 and fully commissioned during February - May 2014.

VEOLIA may replace the vehicles, with like-for-like, during this term of this plan.

VEOLIA selects vehicles and equipment with minimal noise emissions as far as practicable.

5. Noise Mitigation Strategies

Due to the mobile nature of waste collection vehicles the duration of noise emissions received by any one premise is relatively low for a short period of time.

The 'class 2 works' serviced roads also have existing noise emissions from other vehicle movements through these primary and secondary distributor roads.

Despite similar existing noise emissions, VEOLIA intends for all works to be undertaken as effectively and efficiently as far as practicable.

To mitigate noise emissions during 'class 2 works', VEOLIA will adhere to the following noise mitigation strategies:

A. Collections will commence in commercial areas rather than residential areas

- a. Wherever possible, the 'class 2 works' in residential areas will be undertaken as close as possible to 7.00am to minimise noise impacts on residents.

B. Reversing will be kept to a minimum

- a. Routes will be structured in a manner to reduce the number of reversing manoeuvres which will reduce the frequency of the vehicles "reverse alarm" sounding.

C. Areas will be scanned for potential hazards

- a. Being aware and avoiding potential hazards through effective scanning techniques will reduce the risk of increased accidental noise.

D. Collection vehicles will remain stationary whilst emptying bins

- a. Vehicles will remain stationary whilst the operator is servicing bins which will reduce the frequency of the vehicles 'brakes' sounding.

E. All vehicles will be serviced on schedule within required timeframes

- a. VEOLIA maintains its heavy vehicle fleet in accordance with the National Heavy Vehicle Accreditation Scheme (NHVAS).
- b. The NHVAS for Maintenance Management are considered best practice to ensure heavy vehicles are always maintained in a safe and roadworthy condition.
- c. The service schedules are maintained through the 'Mainpac' (maintenance software programme) which requires daily vehicle engine hour entries to automatically schedule physical inspections and maintenance provisions every 167 engine hours.
- d. Regular greasing of lifting & compaction mechanisms ensures bearings remain lubricated to prevent premature wear & tear whilst minimising potential noise related issues.
- e. Regular vehicle servicing as per manufacturer's specifications will minimise the risk of components becoming defective prematurely which will reduce the risk of any unnecessary noise emissions.
- f. Regular servicing enforces optimum performance which also reduces the risk of increased noise emissions from everyday operation.

F. Daily pre / post run vehicle inspections

- a. Operators perform daily comprehensive pre / post run vehicle inspections to ensure vehicles are in a safe roadworthy condition prior to being driven and at the completion of use.
- b. Strict adherence & monitoring of pre / post run vehicle inspections ensures potential noisy defective components are realised and addressed prior to conducting collections.

G. Operators will complete NMP training

- a. Operators will complete dedicated NMP training to comply with the following requirements:
 - i. defensive driving techniques including smooth acceleration and braking techniques are applied
 - ii. bin lifter manoeuvres will be slowed to ensure smooth techniques
 - iii. engine revs do not exceed idle limitations

- iv. engine brakes are manually inactivated
- v. the vehicles power take-off (PTO) device is disengaged between extended travel distances
- vi. cab windows are closed to reduce the impact of radio emissions

6. Operating Training

Operators will undertake relevant training prior to being rostered to conduct 'class 2 works'.

Training will cover the aspects outlined in Section 5 – Noise mitigation strategies.

Periodic driver assessments to demonstrate compliance with NMP vehicle operating conditions ensures defensive driving techniques to uphold smooth acceleration, braking and bin emptying techniques.

Regular toolbox meeting communications reinforce requirements when conducting 'class 2 works'.

7. Community Information

Information regarding works carried out under the NMP can be accessed from the Town's website:

<https://www.claremont.wa.gov.au>

VEOLIA are required to give local public notice of this NMP in accordance with Section 1.7 of the Local Government Act 1995.

VEOLIA will place an advertisement in 'The Post' the local community newspaper as part of the NMP approval process.

8. Complaints Response Procedure

All noise complaints regarding specified works under this NMP will be initially investigated by the affiliated VEOLIA Residential Operations Supervisor who will liaise with the complainant and render assistance to finalise the formal complaint via completion & submission of the Noise Complaint Form (**Appendix 3**).

If deemed appropriate, the VEOLIA Residential Operations Supervisor may request the assistance of the Town's Environmental Health Section to assist in the investigation.

The investigation will include discussions with the complainant which may result in an onsite assessment during the time of the works if deemed appropriate given the circumstances to determine whether the operations are consistent with this NMP.

The complainant will be advised with the outcome of the investigation and any alteration that may be made to the operation; or alternatively the reason why no alterations are considered reasonable, practicable or necessary.

VEOLIA will keep a register of complaints and non-compliance issue(s) will be addressed and appropriate action will be taken to address the issue(s).

The register of complaints (along with details on the action taken in response to each complaint) is to be provided to the Town of Claremont when requested by a City Environmental Health Officer (the details will also be submitted via claremont.anz@veolia.com with the next Noise Management Plan submission).

When a noise issue(s) is raised by a resident and determined by the Town of Claremont to be justified, operational changes or alterations to the collection time will be made to rectify the noise nuisance as required by the Town of Claremont.

All complaints, feedback and outcomes will be re-visited during the NMP review period as per Section 9 – Revision procedure.

The Complaints Procedure and Complaints Form are provided in Appendix 2 for reference purposes.

9. Revision Procedure

Upon approval from the Town's CEO, this NMP will be valid for a three (3) year period and reviewed annually. The Town's intention is for continuous improvement and will take into consideration all complaints and feedback during the period of review. There have been no formally lodged noise complaints in the past three years, under the current noise management plan.

The noise mitigation strategies outlined in this NMP are intended to be continuously improved and will be reviewed from time to time. Any additional noise mitigation measures will be considered for implementation as far as practicable.

Additional noise mitigation measures will only be introduced where they are not detrimental to any persons receiving noise from the specified works. Measures which propose to shift the noise impact from one receiver to another will only be considered at the time of preparing a new NMP, at which time public consultation will be required as part of the approval process.

10. Approval Signatory

Print Name _____

Sign _____ DATE / / 2022

Position Chief Executive Officer

Valid Until DATE / / 2025

11. Appendices

Appendix 1 - Town Centre Route

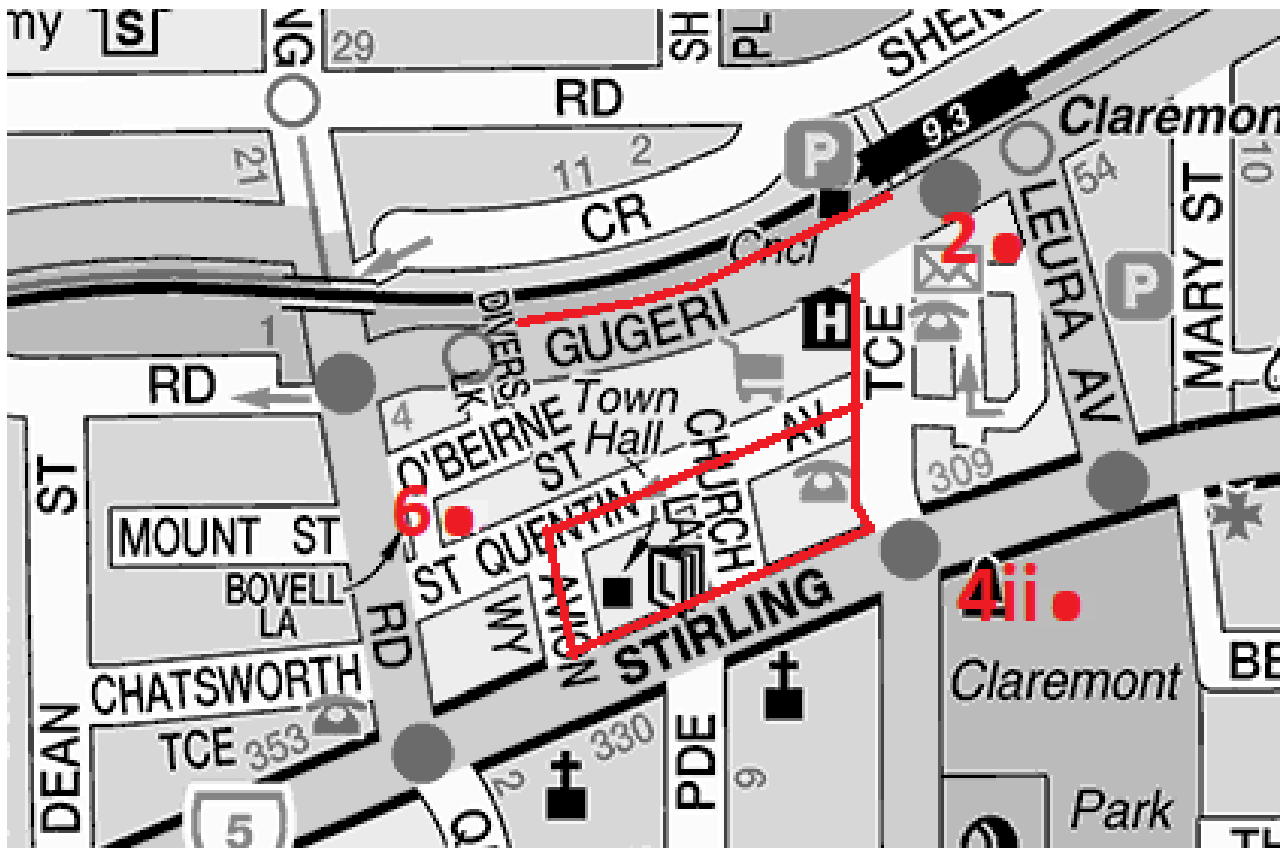


Figure 3 – █ Truck collection route ● Applicable collection location

Applicable Roads / Sites

1. Stirling Highway (between Stirling Road & Leura Avenue)
2. Leura Avenue public litter bin
3. Guger Street (public litter bins and commercial premises between Stirling Road & Leura Avenue)
4. Bay View Terrace
5. Public litter bins between Guger Street and Stirling Highway
6. Town of Claremont Council Office, 308 Stirling Highway, Claremont
7. St Quantin Avenue (public litter bins between Bay View Terrace and Avion Way)
8. Claremont Quarter Apartments, Bovell Lane, Claremont

Appendix 2 - Ashton Avenue, Claremont Crescent & Davies Road

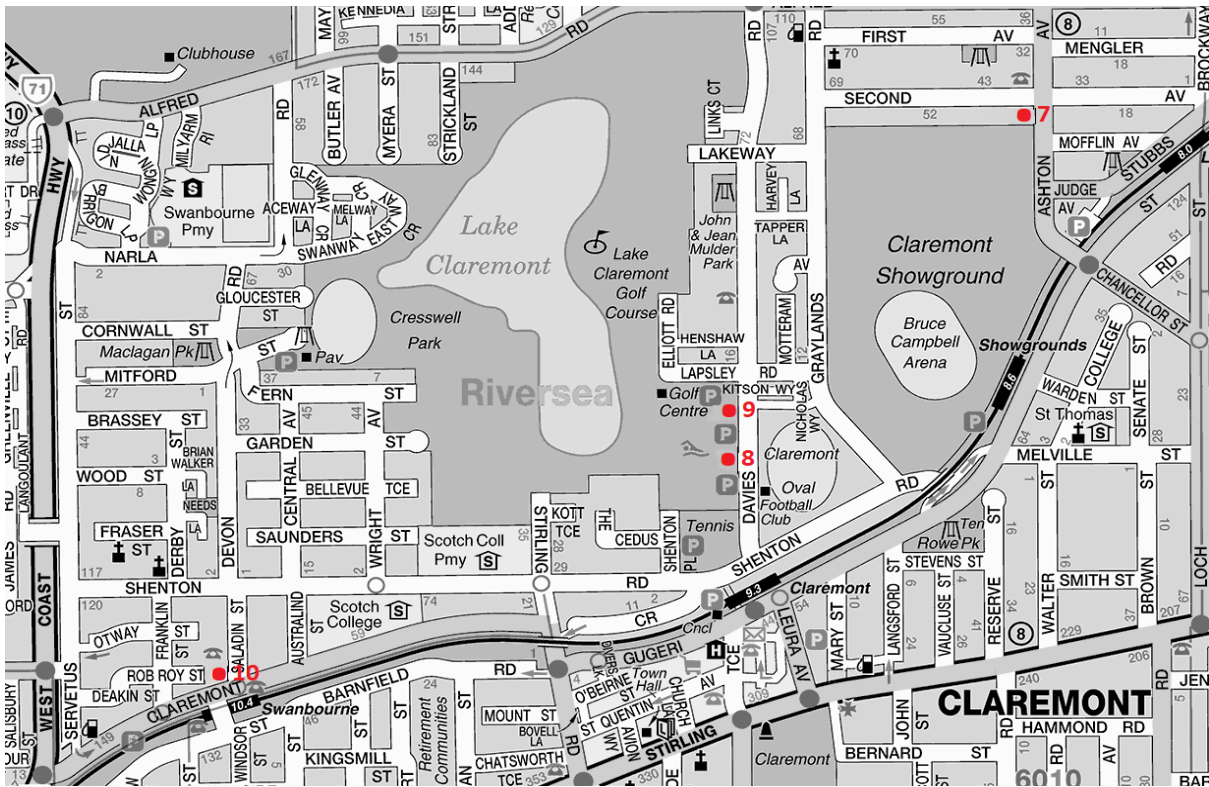
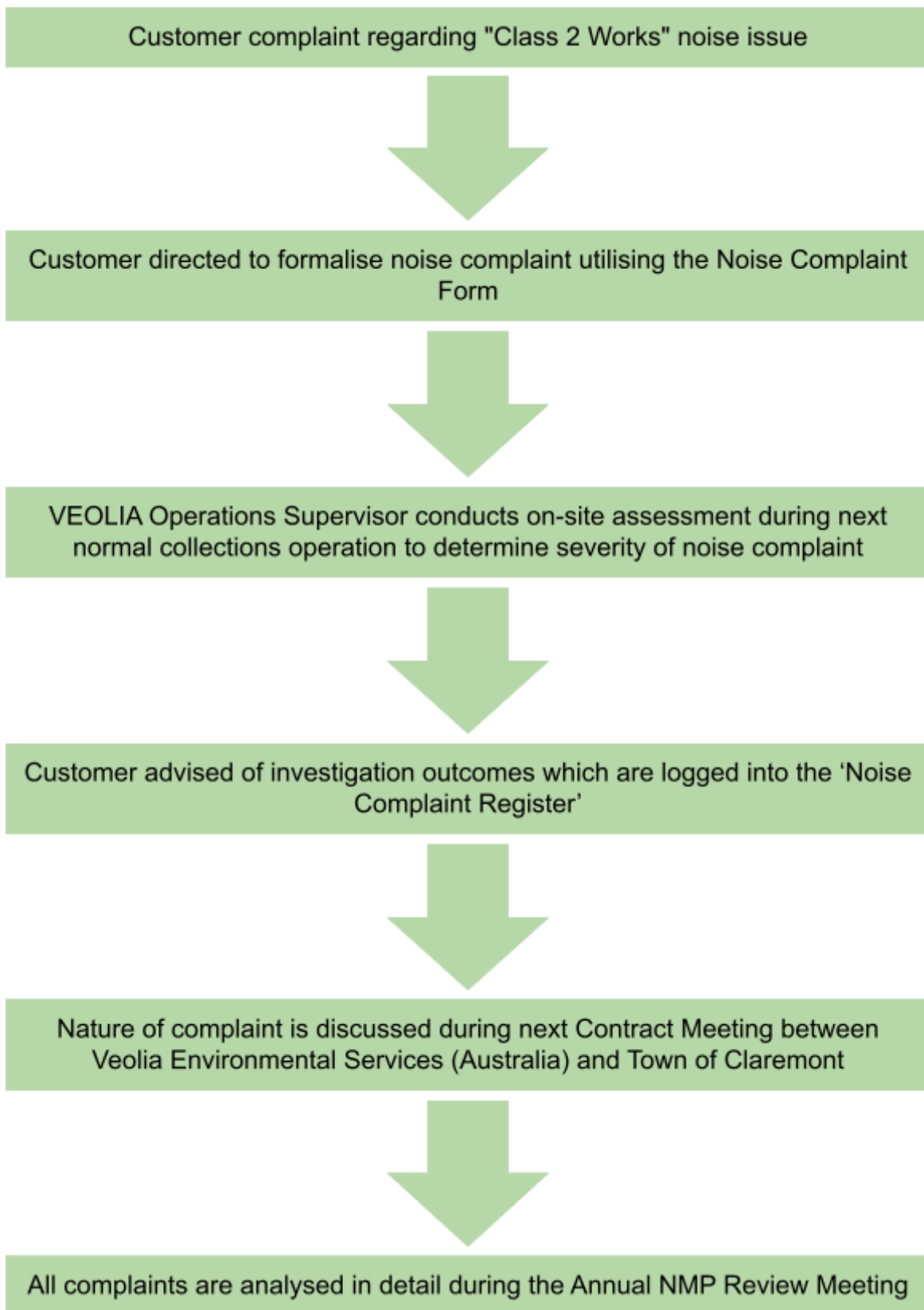


Figure 3 –  Truck collection route  Applicable collection location

Applicable Roads / Sites

1. Ashton Avenue public litter bins
2. Claremont Aquatic Centre
3. Davies Road public litter bins
4. Swanbourne Shops public litter bins

Appendix 3 - Complaints Procedure



Appendix 4 - Complaints Form

NOISE COMPLAINT FORM	
Veolia Environmental Services (Australia) Telephone: 13 13 35	Environmental Protection (Noise) Regulations 1997 (TO BE COMPLETED BY COMPLAINANT)
Full Name:	Phone Number:
Address:	
Type/source of noise:	
Time of Day When Noise Occurs:	
How often does the problem occur (eg daily, weekly, fortnightly):	
What is the duration of the noise:	
What effect does the noise have on your premise?:	
Other relevant information:	
Signature of Complainant:	Date:
<p><i>*Upon lodgement a VEOLIA representative will conduct an assessment and advise you of the outcome</i></p> <p><i>*Please return completed form by:</i></p> <p>1. Mail: C/O VEOLIA Municipal Manager WA 116 Kurnall Road Welshpool WA 6106</p> <p>OR</p> <p>2. Email: claremont.anz@veolia.com</p>	