

CHESC 30th September 2021

Recycling Centre Booking System Review

Context (1)

- Peak season congestion issues at several sites on an annual basis
- Particularly and regularly disruptive at Bognor, Crawley, Horsham and Littlehampton
- Queuing at Shoreham and Worthing can cause significant road network impacts
- Issues tend to occur early to mid morning – most popular time – at peak times queues can persist into the afternoon

Context (2)

- Concern over Winter 20/21 that end of covid restrictions would coincide with spring peak in demand
- Unusually high demand and disruption over new year period
- Observed success of booking systems in Hampshire, Kent and elsewhere introduced in 2020
- Decision to trial, with support of ECSC, from March 2021

Progress of Trial

- 29th March 2021 – Trial commenced at six (out of eleven) sites
- June 2021 - 1 visit per week limit replaced by up to 5 visits per month
- July 2021 – Independent user survey conducted
 - 75%: rated experience of using the booking system either excellent or good
 - 81%: said system was easy to use
 - 99%: strongly agreed or agreed queuing time had improved since the introduction of the booking system.

Impact and Reaction

Public

Exclusion of Illegal use

Local Businesses / Residents

Managing contingencies

Staff

Waste Volumes

Congestion

Environmental

Planned Improvements

- Same Day Booking
- More functionality of software as a management tool

Encroaching Development at Burgess Hill



Recommendation

That the Cabinet Member for Environment and Climate Change approves that:

1. a public consultation is undertaken in respect of making the pilot booking system permanent at the Bognor, Crawley, Horsham, Littlehampton, Shoreham and Worthing Recycling Centres and extending the booking system to include the Burgess Hill Recycling Centre.
2. the consultation responses and any proposals for a permanent booking system will be considered by [this Committee] prior to any further decision