



SMRC 3-bin FOGO Trial Scorecard

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Executive Summary

Overall, the 3 bin FOGO trial appears to have been well supported.

- 1,952 residents completed a scorecard to evaluate the 3-bin FOGO Trial.
- 79% of residents would like the service to continue.

Residents are happy with FOGO and recycling bins

- 94% of residents rate weekly FOGO collections positively.
- 87% of residents rate the kitchen caddy positively
- 80% of residents rate the compostable kitchen caddy liners positively.
- 85% of residents rate fortnightly recycling collections positively.

In April 2018, 1,952 residents completed a survey to evaluate community perceptions of the 3-bin Food Organic Garden Organic (FOGO) Trial being carried out in selected areas in the City of Melville.

Most make **good bin choices**:

- 93% choose their FOGO bin for food waste
- 97% choose their FOGO bin for garden waste
- 87% would put disposable nappies in the general waste bin (red lid)

Key messages are cutting through. The main reasons for wanting the FOGO trial to continue are that it reduces landfill, protects the environment, increases recycling and converts more waste to compost.

32% of residents would be willing to pay for the continued provision of a FOGO bin.

- The most popular amount is \$12 per year, followed by \$25 per year.
- However, there is some price sensitivity. Few would be willing to pay for additional waste services, in particular a second 140L general rubbish bin, a contribution to a community education and communications program, or a larger 240L general rubbish bin.

The main reasons for not wanting the 3-bin FOGO service to continue was that **fortnightly collection of general waste is not enough**, the organics bin and the un-emptied general waste create odours, and the general waste bin is too small.

- 31% of respondents provided a low rating for the general waste collections (red lid)
- The **#1 suggestion** for improving the 3-bin FOGO service was to introduce weekly collection of general waste bins.

Executive Summary | FOGO vs General Community

A large majority of respondents consider SMRC's waste management process (including increasing recycling, removing contaminants, reducing waste to landfill, etc) to be of **high importance**.

When comparing results between FOGO trial residents and residents in the general community (who completed a Community Waste Scorecard in non-FOGO trial areas), it seems **the FOGO trial has significantly improved perceptions of the effectiveness of waste management processes**.

Performance Area <i>% rating effectiveness high (8+ out of 10)</i>	FOGO Trial	General Community
Converting food and garden waste into quality compost	78	49
Reducing the amount of waste going into landfill	64	44
Increasing Recycling	61	55
Removing contaminants from the waste stream	59	48
Educating the community about how to sort and reduce waste	55	31

80% of residents feel that the information they received about the 3-bin FOGO trial was **just right**.

The **3-bin FOGO guide was perceived to be the most valuable resource**, followed closely by the 3-bin FOGO waste calendar then direct mail (i.e. letters and flyers). These resources had good reach and were highly regarded.

The main suggestions to improve communication and education were to provide a **more comprehensive list of what can be recycled and which bins to use for different items**. Residents are confused about which bins to use:

- 30% use their general waste bin (red lid) for non-rinsed bottles and containers
- 18% put broken glass in their general waste bin (red lid)
- 19% put plastic bags in their recycling bin (yellow lid)
- 15% and 6% choose to put electronic waste in their general waste bin (red lid) and recycling bin (yellow lid), respectively
- 18% and 4% choose to put household batteries in their general waste bin (red lid) and recycling bin (yellow lid), respectively

Communication is needed to **encourage people to reduce waste**:

- Use reusable shopping bags (adoption rate = 74%)
- Put a 'no junk mail' sticker on their letterbox (adoption rate = 37%)
- Compost at home (adoption rate = 26%)
- Buy goods in bulk (adoption rate = 23%)

Communication will also help **raise awareness about the option to upsize to a free 360L recycling bin** (59% aware).

The Study

Introduction and methodology

In April 2018, the SMRC conducted a survey to evaluate community perceptions of the 3-bin Food Organic Garden Organic (FOGO) Trial being carried out in selected areas in the City of Melville.

Surveys were mailed out to all City of Melville households in the 3-bin FOGO Trial area (n=6,698 households). Residents had an option to complete the survey in hard copy and return using reply mail, or to submit their response online. 79% of respondents opted to return the survey in hard copy and 21% chose to submit their response online.

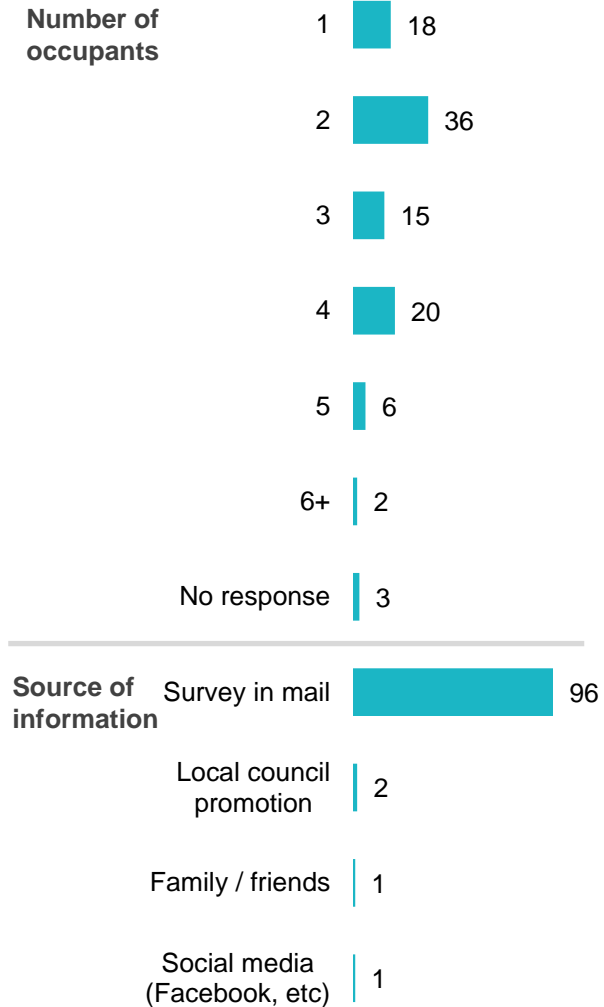
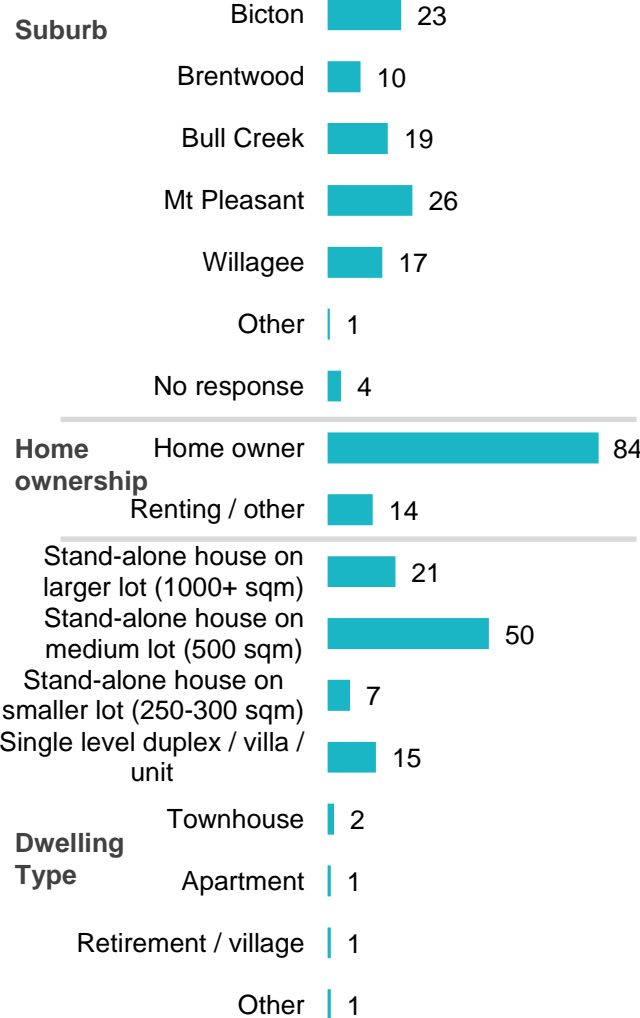
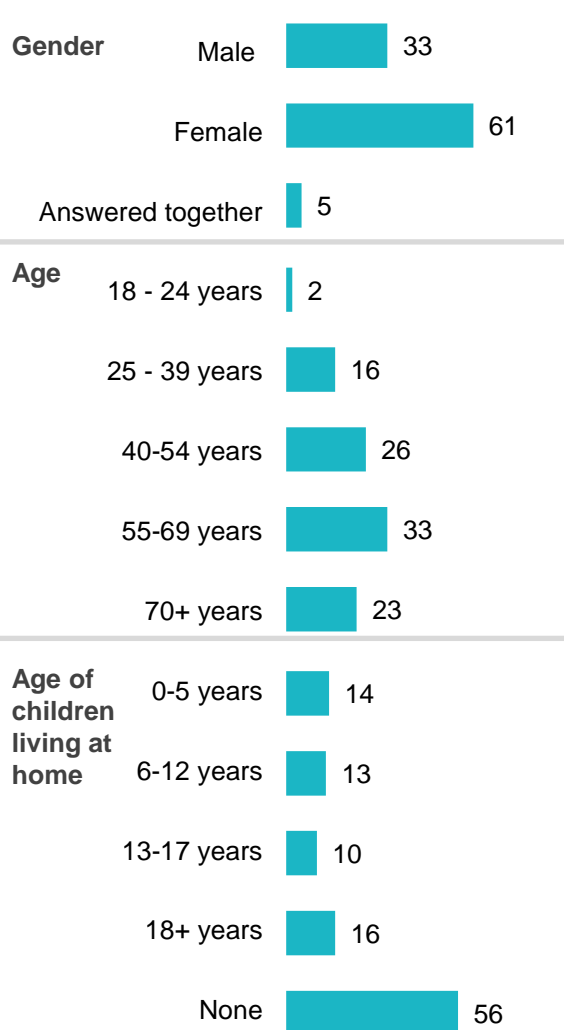
In total, **1,952 residents completed a survey**, representing a strong response rate of 30% and minimising the sampling error to $\pm 1.87\%$ at the 95% confidence interval.

Data has been analysed using SPSS. Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.



Sample Profile

% of respondents



Perceived importance of waste management processes

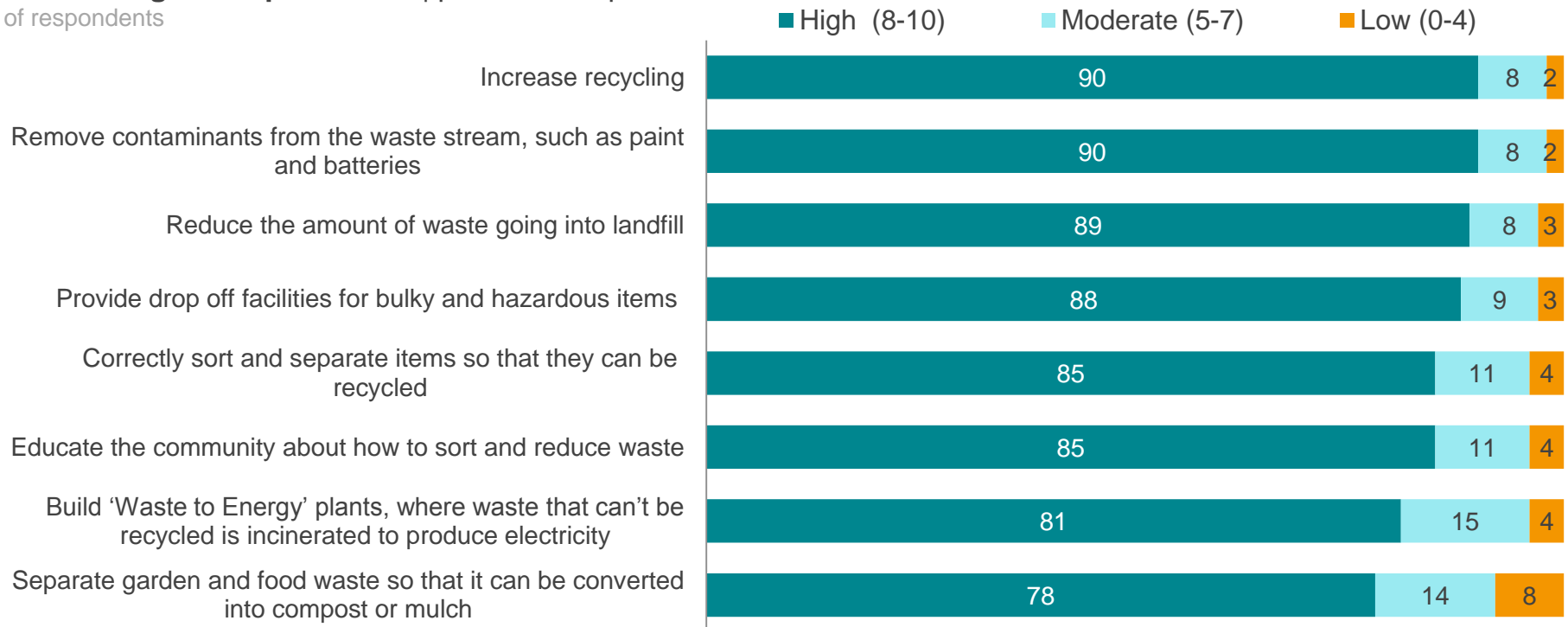
Importance of waste management processes

FOGO trial residents believe it is very important to increase recycling, remove contaminants, reduce waste going to landfill and to provide drop off facilities for bulky and hazardous items. This is closely followed by correctly sorting and separating waste and community education.

Although separating garden and food waste for compost received the lowest importance rating, it is still perceived as highly important by 78% of respondents and 81% think building W2E plants is of high importance.

Waste management processes | perceived importance

% of respondents



Q. How important do you think it is to:

Base: FOGO residents, excludes 'unsure' and 'no response' (n = varies)

Importance of waste management processes

High rating comparisons

Perceived importance of waste management processes is fairly consistent across the community.

People aged 70+ and those in retirement homes rate most processes as highly important. Males, people with children aged 6-17 years and residents in apartments show are least likely to rate waste management processes as highly important.

Community Variances

% of high scores (8+ out of 10)

	All respondents	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
Increase recycling	90	89	92	89	89	92	86	91	90	88	91	90	90	88	86	91	90	90	82	90	90	90	89	93	90	93	79	100	91	90	89	89	90
Remove contaminants from the waste stream	90	91	92	90	89	90	86	92	85	88	92	94	85	85	89	91	91	88	90	89	94	89	90	88	93	87	85	100	93	91	89	87	88
Reduce landfill	89	89	90	89	87	92	83	92	88	86	91	91	87	82	86	91	90	88	84	89	92	89	89	90	91	87	89	89	91	90	90	87	86
Drop off facilities for bulky and hazardous items	88	91	92	89	86	87	86	90	86	85	91	90	85	84	86	90	89	87	84	88	90	89	87	91	92	87	79	88	89	89	88	86	88
Correctly sort and separate items for recycling	85	83	88	85	83	87	77	88	83	80	88	88	82	80	80	86	87	85	80	84	87	83	84	86	88	89	85	100	88	86	84	83	78
Educate the community about how to sort and reduce waste	85	84	89	86	84	87	78	89	83	81	87	90	81	81	77	87	87	85	82	85	89	84	84	88	90	82	84	89	88	86	83	84	79
'Waste to Energy' plants	81	79	87	82	79	83	74	84	75	76	84	88	74	78	76	82	84	79	81	81	83	80	79	80	88	88	68	100	87	82	75	79	78
Separate garden and food waste	78	76	80	79	77	79	70	81	71	71	83	86	71	71	73	80	81	78	74	78	80	79	76	80	85	80	70	78	85	79	77	74	71

Q. How important do you think it is to:

Base: FOGO residents, excludes 'unsure' and 'no response' (n = varies)

FOGO Trial Waste Behaviour

Number and type of household bins

Most respondents have a small 140L red lid bin for general rubbish, a lime-green lid bin for FOGO materials, a standard 240L bin for recycling, and a kitchen caddy.

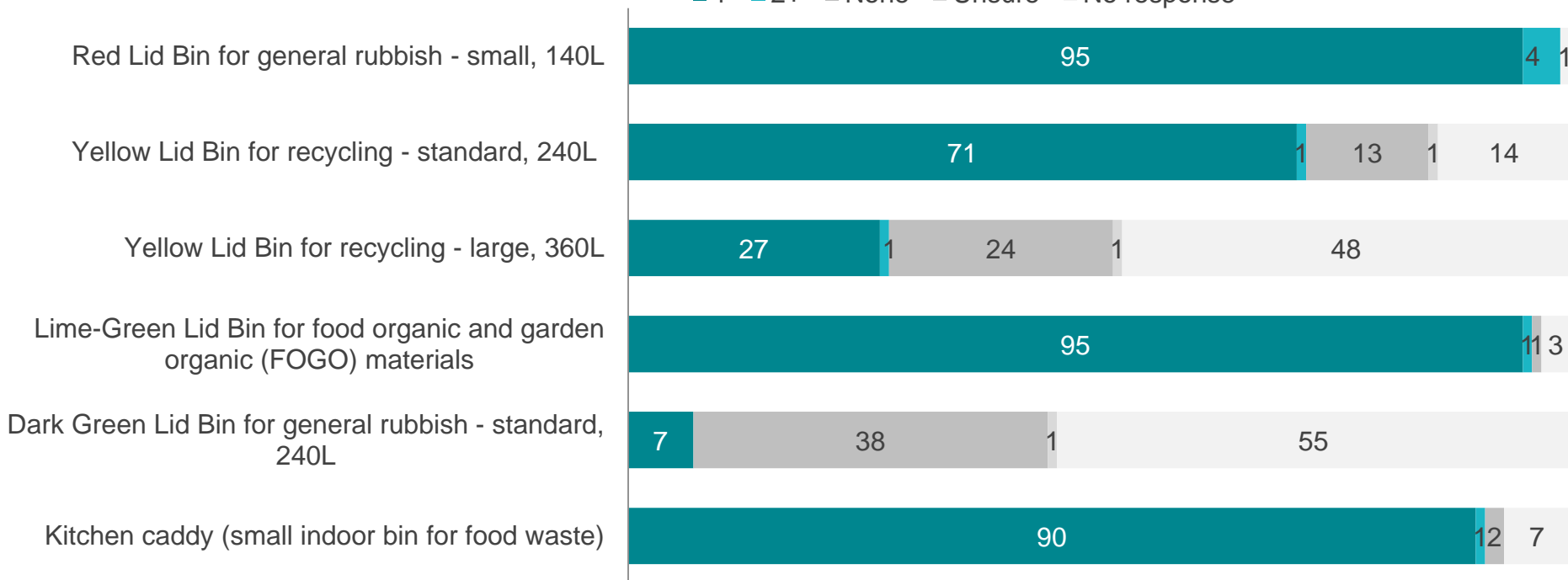
4% have opted for a second small red lid bin, while 7% appear to have kept their 240L dark green lid bin for general rubbish.

While 1% have opted for a second 240L recycling bin, 28% have opted for a larger 360L recycling bin.

Number and type of household bins

% of respondents

■ 1 ■ 2+ ■ None ■ Unsure ■ No response



Q. How many of these bins do you have at your home?

Base: FOGO residents (n = 1952)

Number and type of household bins

Variations across the community

Use of a larger 360L recycling bin is greater in Willagee, among adults aged 18-54, those with children living at home, those living on larger lots or in apartments, and households with 4 or more residents.

Seniors (70+ years) and people who mainly speak a language other than English are more likely to have kept their 240L dark green lid bin for general rubbish.

Use of the kitchen caddy is lower among males, people who mainly speak a language other than English, people with a disability and in retirement homes.

Community Variations % of respondents with 1 or more of bin type	All respondents	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	Age				Children				No children at home	LOTE	Disability	Own	Rent / other	Lot / Unit Type					Household Size						
									18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+						Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
Red Lid Bin for general rubbish - small, 140L	99	99	99	99	99	99	99	99	100	99	99	99	100	98	100	100	99	99	99	99	100	99	99	100	96	100	90	98	100	99	99	99	
Yellow Lid Bin for recycling - standard, 240L	73	72	75	71	75	68	73	71	63	58	78	88	56	46	54	59	85	77	74	71	78	65	70	79	89	78	76	70	87	86	69	50	42
Yellow Lid Bin for recycling - large, 360L	28	27	25	29	27	34	27	30	37	42	22	13	44	56	48	42	15	24	27	29	23	37	31	19	12	24	43	10	13	15	31	50	62
Lime-Green Lid Bin for FOGO materials	96	97	95	94	97	97	96	97	99	96	96	94	99	97	96	98	95	91	93	96	96	97	97	96	95	96	100	90	95	95	98	97	98
Dark Green Lid Bin for general rubbish - 240L	7	5	9	7	6	7	7	7	4	5	7	11	3	6	8	6	8	12	9	7	10	7	6	5	10	2	10	10	8	8	7	3	5
Kitchen caddy (small indoor bin for food waste)	91	93	93	90	89	92	86	93	93	92	90	89	94	91	92	93	89	83	86	91	88	92	92	90	88	87	90	80	89	90	90	93	93

Q. How many of these bins do you have at your home?

Base: FOGO residents, excludes 'no response' (n = xxx)

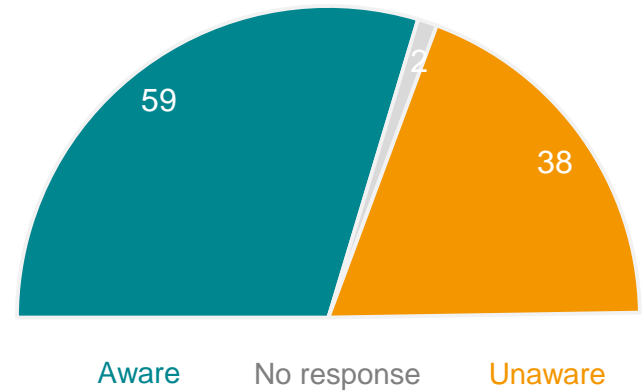
Awareness of free 360 litre recycling bin

Only 59% of respondents were aware residents could get a large 360L recycling bin free of charge.

Awareness is higher among younger adults, families, those living on large lots, and larger households.

There is room to improve awareness among people who mainly speak a language other than English, those with a disability, renters, single person households and those in smaller dwellings including duplexes, villas, units, townhouses and apartments.

Awareness | FOGO trial free 360L recycling bin
% of respondents



Variations across the community

% aware

Total	59
Bicton	59
Brentwood	56
Bull Creek	63
Mt Pleasant	59
Willagee	62
Male	58
Female	61
18-39 years	65
40-54 years	64
55-69 years	53
70+ years	59
Children 0-5	69
Children 6-12	71
Children 13-17	61
Children 18+	64
No children at home	55
LOTE	48
Disability	49
Own	61
Rent / other	50
Large lot	66
Medium lot	60
Small lot	55
Duplex / villa / unit	51
Townhouse	46
Apartment	52
Retirement home	60
1 resident	52
2 residents	57
3 residents	58
4 residents	69
5+ residents	69

Q. Were you aware residents can get a large 360 litre recycling bin free of charge as part of the 3-bin FOGO trial?

Base: FOGO residents, excludes 'no response' (n = 1952)

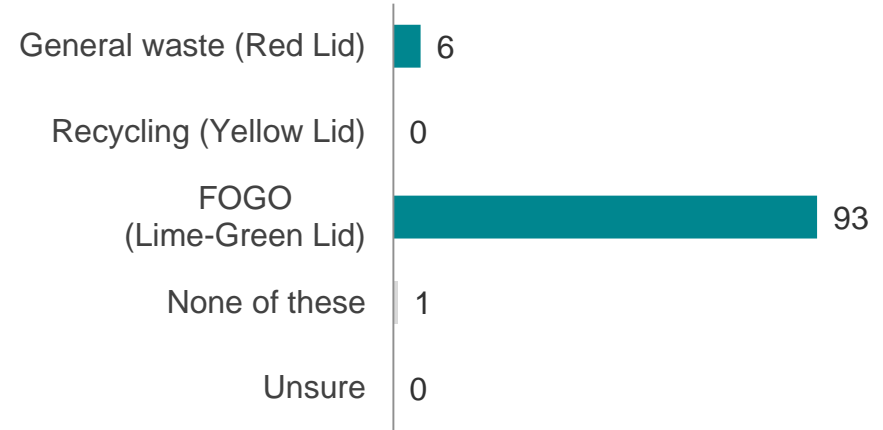
Waste disposal choice | food waste

93% of respondents correctly place food waste in their FOGO bin.

6% of residents are still using their general waste bin. There is most room to improve habits among people in townhouses, followed by small lots and retirement homes.

Waste disposal choice | food waste

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
General waste bin	6	6	6	4	5	5	8	4	5	5	5	8	5	3	5	5	6	8	9	6	5	5	4	10	9	13	5	10	6	6	7	3	5
Recycling bin	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	1	1	1	0	1	0	0	1	1	2	5	0	1	0	0	0	0
Organics bin	93	93	92	95	94	93	91	95	94	95	94	90	95	96	94	95	93	91	87	93	94	94	95	91	90	91	90	90	92	93	92	97	95
None of these	1	2	1	1	1	2	2	1	1	2	2	2	1	1	2	2	2	2	4	2	1	1	2	1	1	0	0	0	2	1	2	1	1

Q. Which bins would you use for the following items?

Base: FOGO residents, excludes 'no response' (n = 1927)

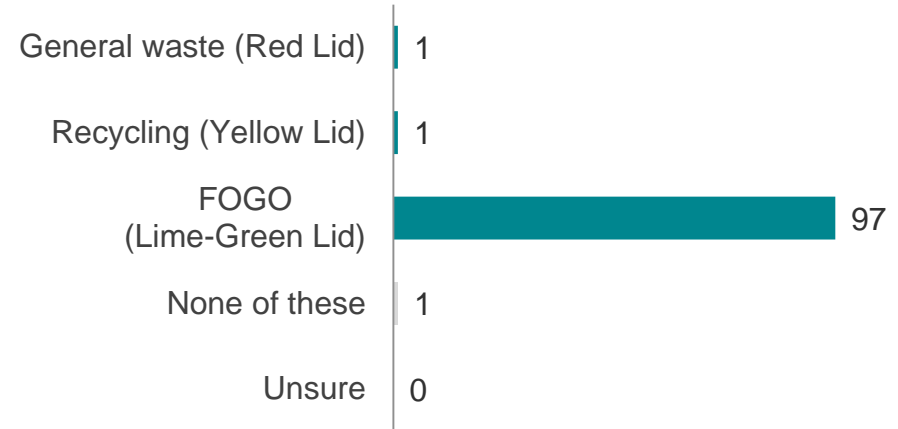
Waste disposal choice | garden waste

97% of respondents correctly place their garden waste in the FOGO bin.

Practices are consistent across the community.

Waste disposal choice | garden waste

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
General waste bin	1	1	1	1	2	1	2	1	1	1	1	2	0	1	2	2	1	2	0	1	2	1	1	0	2	2	0	0	1	1	2	1	1
Recycling bin	1	1	1	1	1	2	1	1	1	1	1	3	0	1	2	0	2	3	1	1	2	1	1	3	2	0	10	0	2	2	1	0	1
Organics bin	97	97	96	97	96	97	95	98	99	97	97	95	99	98	95	96	97	95	99	97	96	96	97	97	95	100	90	100	96	96	96	98	98
None of these	1	0	1	1	1	0	1	0	0	1	1	1	0	0	1	1	1	0	0	1	0	1	1	0	0	0	0	0	1	0	1	0	1

Q. Which bins would you use for the following items?

Base: FOGO residents, excludes 'no response' (n = 1923)

Waste disposal choice | non-rinsed bottle or container

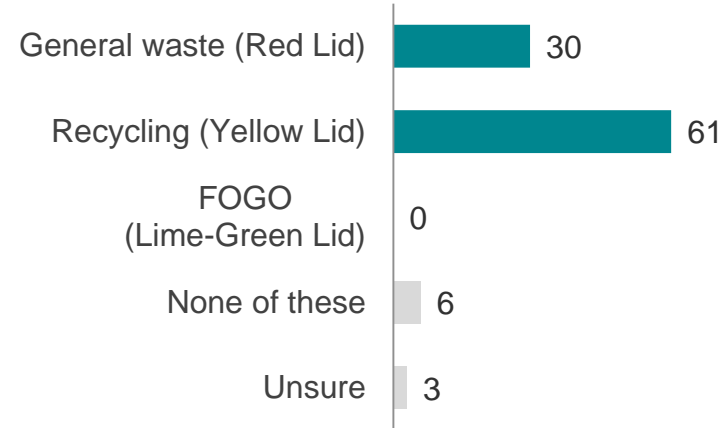
61% of residents place non-rinsed bottles and containers in their recycling bins. This is most common among Brentwood residents and those in townhouses and apartments.

30% of respondents are using their general waste bins; higher among younger adults, those with primary school aged children and in Bull Creek.

Residents who live alone appear most likely to avoid using their kerbside bins for non-rinsed bottles and containers.

Waste disposal choice | non rinsed bottle or container

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
General waste bin	30	27	24	34	32	31	28	32	36	29	29	25	31	34	30	29	29	27	31	30	31	32	30	26	31	21	19	20	26	31	31	32	32
Recycling bin	61	60	66	56	60	62	64	58	58	63	60	62	65	57	61	64	59	62	54	61	60	61	61	61	59	70	67	50	58	60	62	61	61
Organics bin	0	0	1	0	1	0	1	0	0	0	0	1	0	0	0	0	1	0	1	1	0	0	0	0	2	0	0	0	1	0	0	0	0
None of these	6	8	7	7	6	5	5	7	4	5	8	7	3	5	7	5	8	6	9	6	7	5	6	10	6	7	10	10	11	7	5	5	4

Q. Which bins would you use for the following items?

Base: FOGO residents, excludes 'no response' (n = 1876)

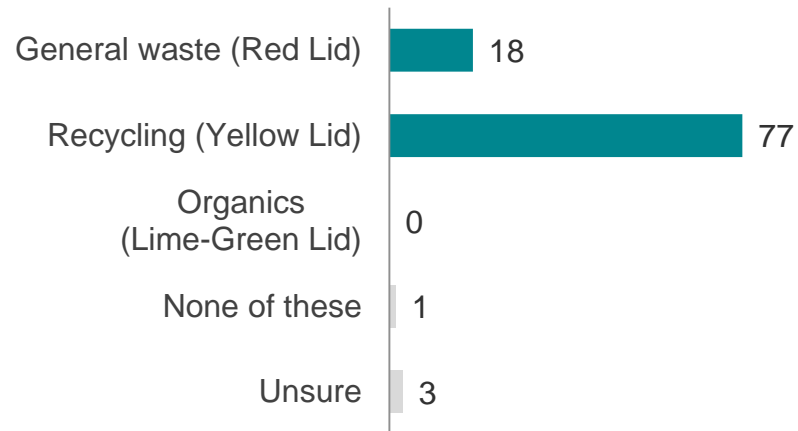
Waste disposal choice | broken glass

77% of respondents correctly use their recycling bin to dispose of broken glass. This is most common in Brentwood.

18% of residents still utilise their general waste bins. Residents in Bull Creek, renters and those living in a townhouse are more likely to use their general waste bin for broken glass.

Waste disposal choice | broken glass

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
General waste bin	18	18	13	23	17	19	20	18	19	18	19	16	18	18	16	18	18	21	13	17	26	18	18	15	21	27	19	10	19	18	18	20	17
Recycling bin	77	76	83	72	80	78	77	77	76	78	77	77	78	79	80	79	77	73	81	79	69	80	78	80	72	73	71	80	74	79	77	77	80
Organics bin	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0
None of these	1	2	1	1	1	1	1	2	2	1	1	2	2	1	2	1	1	0	1	1	1	1	1	2	2	2	0	0	2	1	2	1	1

Q. Which bins would you use for the following items?

Base: FOGO residents, excludes 'no response' (n = 1909)

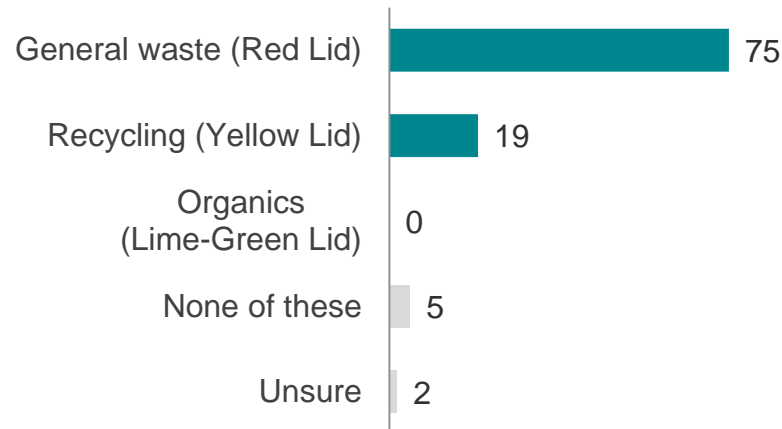
Waste disposal choice | plastic bags

75% of respondents dispose of plastic bags in their general waste bins. People in retirement homes appear most likely to follow this practice.

19% use their recycling bins. This is most common among males, families with teenage children, people who mainly speak a language other than English, apartment and townhouse residents and 5+ person households.

Waste disposal choice | plastic bags

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents	
General waste bin	75	73	73	78	76	72	70	77	70	72	77	79	74	71	67	76	75	69	76	75	73	74	75	73	74	70	68	90	78	75	71	78	66	
Recycling bin	19	18	21	18	19	22	24	17	22	21	19	15	19	21	27	19	19	27	21	19	20	20	20	18	19	25	26	10	15	20	22	17	27	
Organics bin	0	1	1	1	0	0	0	1	0	0	0	1	0	1	1	1	0	1	1	1	0	1	0	0	0	2	0	0	0	0	0	0	1	1
None of these	5	8	4	2	4	3	3	6	8	6	3	2	6	7	4	4	4	2	0	4	5	4	5	8	4	5	11	0	4	4	5	5	5	

Q. Which bins would you use for the following items?

Base: FOGO residents, excludes 'no response' (n = 1924)

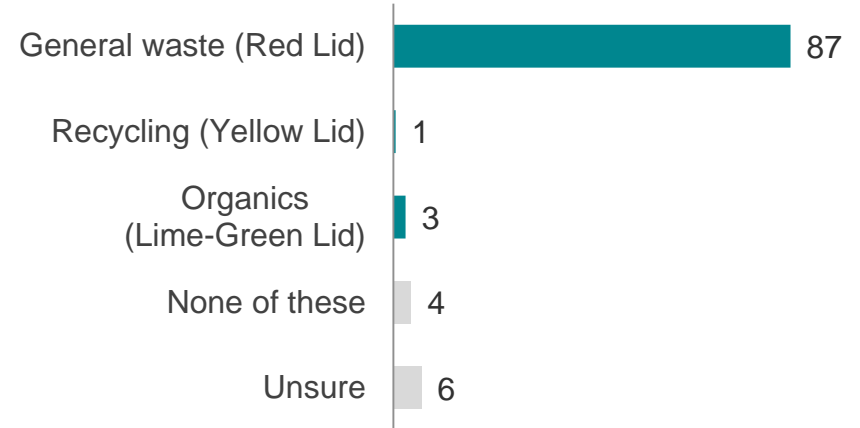
Waste disposal choice | disposable nappies

87% of residents would place disposable nappies in general waste. Younger people, families and larger households are most likely to use general waste for this purpose.

4% would place nappies in an incorrect bin (recycling or organics), and 6% are unsure. 4% indicated none of these (likely because they wouldn't have this type of waste).

Waste disposal choice | disposable nappies

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents	
General waste bin	87	86	88	86	86	90	82	90	94	89	86	81	97	92	89	85	84	85	85	87	87	86	87	90	88	83	84	80	86	86	86	90	92	
Recycling bin	1	0	2	1	1	0	1	0	0	1	1	1	0	0	1	1	1	1	2	1	0	1	0	1	0	0	0	0	1	1	1	1	1	0
Organics bin	3	4	2	5	2	1	4	2	1	3	3	3	1	2	3	4	3	3	3	3	3	3	3	2	3	0	5	0	3	2	4	3	2	
None of these	4	3	2	4	5	4	6	2	2	3	3	8	1	2	2	3	5	5	3	4	5	4	4	2	1	10	5	20	4	5	3	3	2	

Q. Which bins would you use for the following items?

Base: FOGO residents, excludes 'no response' (n = 1898)

Waste disposal choice | electronic waste

(mobile phones, computers, etc.)

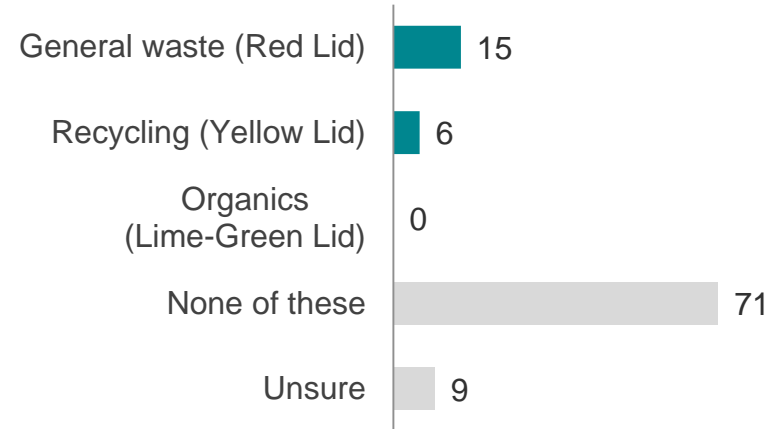
71% of residents do not use kerbside bins to dispose of electronic waste.

15% use their general waste bin and 6% utilise their recycling bins.

Males are most likely to place electronic waste in their general waste bin, while families with teenagers are most likely to place electronic waste in recycling bins.

Waste disposal choice | electronic waste

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
General waste bin	15	14	14	14	14	16	20	12	19	13	15	13	18	14	12	13	15	12	13	15	14	11	16	13	16	19	5	0	15	17	15	12	14
Recycling bin	6	3	9	6	6	5	9	4	3	6	6	7	5	7	12	4	6	8	10	6	6	9	5	4	5	5	5	10	5	5	4	7	9
Organics bin	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
None of these	71	74	69	75	72	69	64	76	70	75	71	67	71	76	68	75	70	71	68	72	70	74	72	73	67	70	68	70	68	70	71	75	76

Q. Which bins would you use for the following items?

Base: FOGO residents, excludes 'no response' (n = 1913)

Waste disposal choice | household batteries

70% of residents do not use kerbside bins to dispose of household batteries.

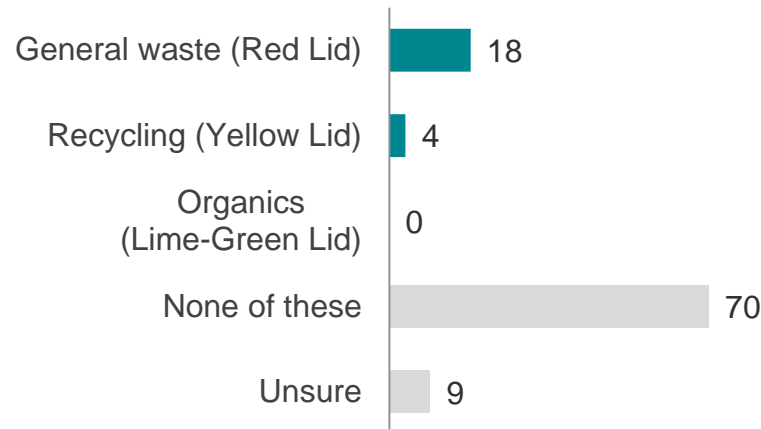
18% use general waste and 4% utilise their recycling bin.

Younger adults, families with young children, and those living in townhouses and apartments appear most likely to use kerbside bins for battery disposal.

Conversely, people in retirement homes and in 5+ person households are more likely to avoid disposing of batteries in kerbside bins.

Waste disposal choice | household batteries

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
General waste bin	18	15	16	18	18	21	21	17	26	18	16	14	23	20	18	16	17	16	18	17	20	16	19	20	16	25	10	0	17	18	21	18	15
Recycling bin	4	3	4	3	4	3	5	3	3	3	4	4	2	2	5	3	4	6	6	3	5	6	3	2	4	5	10	0	5	3	2	3	5
Organics bin	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
None of these	70	74	70	71	70	67	67	72	66	73	71	69	68	71	68	74	69	67	67	71	68	71	71	73	68	61	60	80	65	71	69	72	75

Q. Which bins would you use for the following items?

Base: FOGO residents, excludes 'no response' (n = 1915)

Efforts to reduce waste

At 74%, reusable shopping bags are the most common way to reduce waste. Reusable bags are more popular among females, renters and those in duplexes, villas and units.

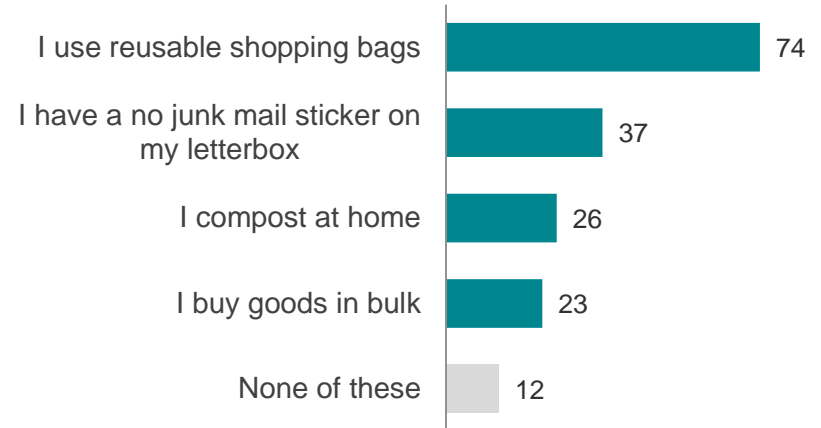
No junk mail stickers are more popular among seniors, those with a disability, residents in smaller dwellings and in households with fewer people.

Buying goods in bulk is most common among families and larger households.

Composting is more popular among those living on larger lots.

Resident efforts to reduce waste

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
Reusable shopping bags	74	78	78	71	73	72	65	79	74	72	76	72	74	67	70	72	75	68	75	73	79	73	72	77	79	78	75	67	78	76	76	69	69
No junk mail sticker on my letterbox	37	37	32	32	43	34	36	37	37	34	36	42	28	22	33	29	43	30	42	37	36	33	35	42	42	54	65	44	43	42	38	28	21
Compost at home	26	30	27	27	22	29	26	26	24	27	29	22	24	26	27	31	25	25	30	27	22	34	25	25	23	10	20	22	22	25	29	29	27
Buy goods in bulk	23	25	17	23	21	27	23	22	38	27	19	10	35	31	28	25	18	30	22	22	23	26	24	23	16	22	30	11	13	19	27	30	35

Q. Which of the following steps do you take to reduce the amount of waste you produce?

Base: FOGO residents, excludes 'no response' (n = 1895)

Performance of waste services during the 3-bin FOGO trial

Fortnightly red-lid general waste collections

69% of residents rate fortnightly general waste collections positively. 25% feel the service is excellent, while 31% provide ratings of poor or terrible.

The performance index score is 56 out of 100 (an average rating slightly above okay).

Perceptions are most positive among seniors, empty nesters, those in a duplex, villa, unit or retirement home and with fewer people living in the household.

It seems that general waste collections are more problematic for younger adults (18-54 years), families with children living at home, and in larger households of 4 or more people.

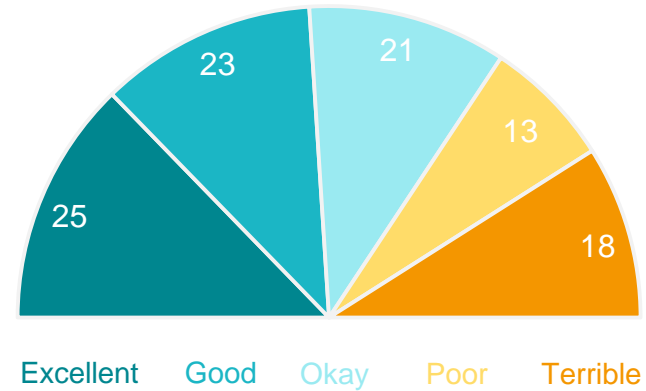
Performance ratings

% of respondents

Positive Rating

(excellent + good + okay)

69



Variations across the community

Performance Index Score

Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
56	56	55	56	58	52	52	58	47	47	59	69	42	45	43	49	64	51	56	56	57	56	53	59	62	57	60	73	70	61	51	43	42

Q. How would you rate the following waste management services during the 3-bin FOGO Trial?

Base: FOGO residents, excludes 'unsure' and 'no response' (n = 1918)

Fortnightly yellow-lid recycling collections

85% of residents rate fortnightly recycling collections positively. 30% feel the service is excellent.

The performance index score is 67 out of 100 (an average rating approaching good).

Perceptions are most positive among seniors (55+), empty nesters, those in duplex, villa, unit or retirement home and in households of 1-2 people.

There is more room to improve perceptions among younger adults, families and larger households of 4 or more people.

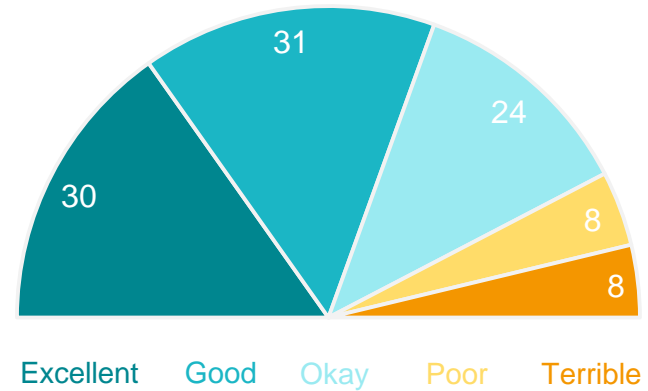
Performance ratings

% of respondents

Positive Rating

(excellent + good + okay)

85



Variations across the community

Performance Index Score

Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
67	68	64	70	68	63	65	68	58	58	72	78	57	56	55	63	73	65	69	67	67	67	65	69	73	69	65	78	77	72	64	57	54

Q. How would you rate the following waste management services during the 3-bin FOGO Trial?

Base: FOGO residents, excludes 'unsure' and 'no response' (n = 1917)

*Variance of ±1% is due to rounding errors to zero decimal places.

Weekly lime-green lid FOGO collections

94% of residents rate weekly FOGO collections positively. Nearly half feel the service is excellent.

The performance index score is 79 out of 100 (an average rating better than good).

There is most room to improve perceptions among younger adults, families with young children and those living in townhouses.

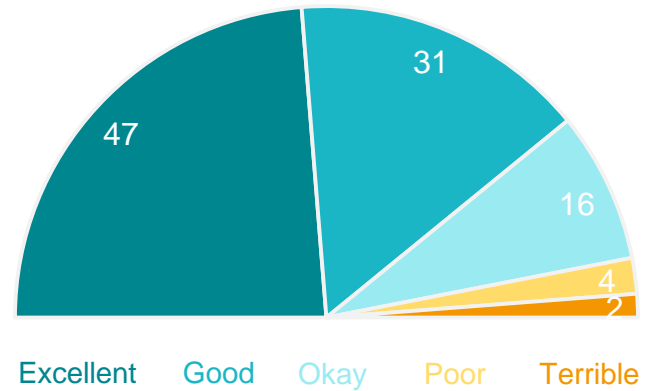
Performance ratings

% of respondents

Positive Rating

(excellent + good + okay)

94



Variances across the community

Performance Index Score

Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
79	81	77	82	78	77	77	81	74	76	83	82	73	76	77	80	81	79	80	79	79	81	79	81	80	73	69	80	81	81	78	77	76

Q. How would you rate the following waste management services during the 3-bin FOGO Trial?

Base: FOGO residents, excludes 'unsure' and 'no response' (n = 1886)

Kitchen caddy (small container provided for food waste)

87% of residents rate the kitchen caddy positively. 42% feel it is excellent.

The performance index score is 72 out of 100 (an average rating close to good).

Ratings are more positive among people aged 55-69 years, renters and those in apartments or retirement homes.

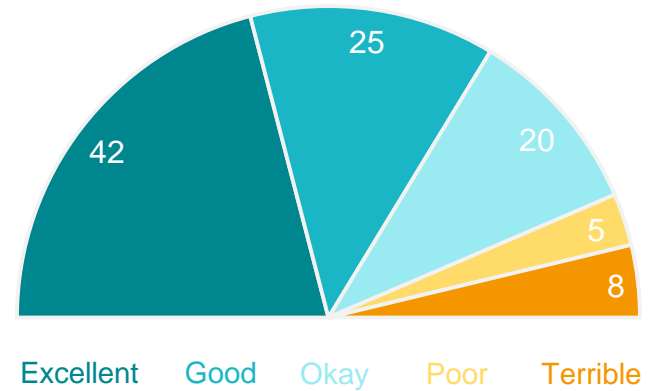
People in townhouses are least likely to rate the caddy positively.

Performance ratings

% of respondents

Positive Rating
(excellent + good + okay)

87



Variances across the community

Performance Index Score

Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
72	71	76	73	70	74	69	74	71	69	77	72	71	74	73	71	73	73	72	72	77	74	71	74	75	66	82	89	74	73	71	72	73

Q. How would you rate the following waste management services during the 3-bin FOGO Trial?

Base: FOGO residents, excludes 'unsure' and 'no response' (n = 1813)

Compostable kitchen caddy liners for food waste

80% of residents rate the compostable kitchen caddy liners positively. 41% feel they are excellent.

The performance index score is 69 out of 100 (an average rating close to good).

Residents in apartments are most positive about the liners while people aged 40-54 years are least positive.

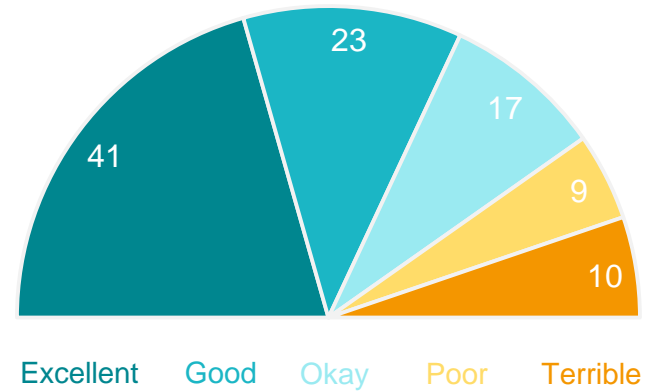
Performance ratings

% of respondents

Positive Rating

(excellent + good + okay)

80



Variances across the community

Performance Index Score

Total	69
Bicton	69
Brentwood	73
Bull Creek	70
Mt Pleasant	66
Willagee	70
Male	65
Female	71
18-39 years	69
40-54 years	64
55-69 years	72
70+ years	70
Children 0-5	68
Children 6-12	67
Children 13-17	72
Children 18+	66
No children at home	70
LOTE	71
Disability	71
Own	68
Rent / other	73
Large lot	71
Medium lot	67
Small lot	70
Duplex / villa / unit	71
Townhouse	69
Apartment	79
Retirement home	68
1 resident	70
2 residents	70
3 residents	67
4 residents	68
5+ residents	69

Q. How would you rate the following waste management services during the 3-bin FOGO Trial?

Base: FOGO residents, excludes 'unsure' and 'no response' (n = 1809)

*Variance of ±1% is due to rounding errors to zero decimal places.

Effectiveness of the FOGO Trial

FOGO trial effectiveness in waste management

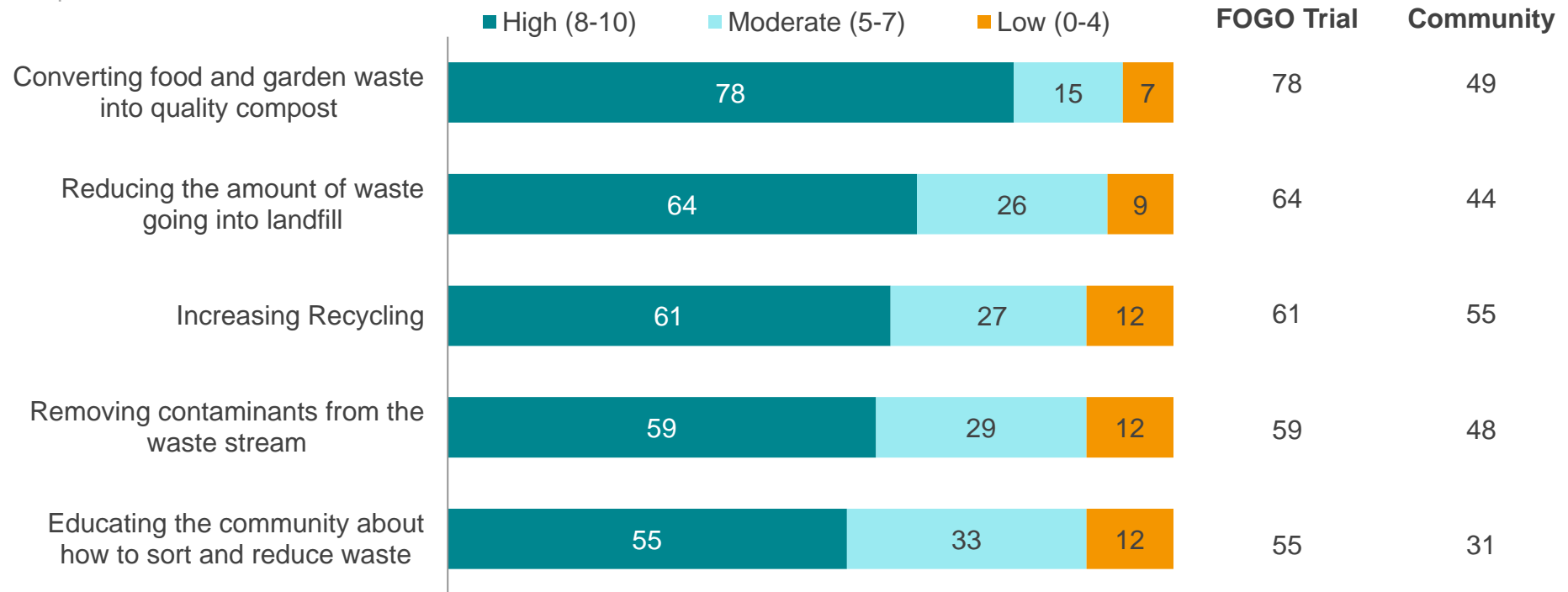
When comparing results between FOGO trial residents and residents in the general community (who completed a Community Waste Scorecard in non-FOGO trial areas), it seems **the FOGO trial has significantly improved perceptions of the effectiveness of waste management processes.**

Across both studies there is most room to improve community education about sorting and reducing waste.

FOGO trial waste management | perceived effectiveness

% respondents

Resident comparisons
% of high scores (8+ out of 10)



Q. Through the 3-bin FOGO trial, how effective do you think the 3-Bin FOGO system has been in the following areas?

Base: FOGO residents, excludes 'unsure' and 'no response' (n = varies)

Community Scorecard Q. How effective do you think the SMRC has been in the following areas?

FOGO trial effectiveness in waste management

Variances across the community

The 3-bin FOGO system tends to be perceived as more effective among seniors (55+ years), empty nesters, those who mainly speak a language other than English, people with a disability, renters and single person households.

There is more room to improve perceptions among males, younger adults, families with younger children, residents in townhouses and apartments and those in larger 4+ person households.

Community Variances

% of high scores (8+ out of 10)

	All respondents	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
Reducing landfill	64	61	68	70	61	65	59	67	55	57	69	76	50	57	60	62	70	72	70	64	68	65	64	69	67	59	38	75	70	69	61	58	53
Increasing recycling	61	58	60	68	62	58	55	64	46	56	69	73	44	51	52	63	68	69	69	61	67	60	60	67	69	57	33	50	71	65	61	54	46
Converting food and garden waste into quality compost	78	77	79	81	77	79	74	80	72	72	84	83	70	71	74	81	81	81	79	77	81	80	78	78	81	71	67	83	81	80	80	76	67
Removing contaminants from the waste stream	59	54	60	63	57	60	54	60	40	50	67	75	38	44	48	58	67	65	66	58	66	58	57	57	69	53	53	40	73	63	55	49	43
Educating the community about how to sort and reduce waste	55	52	57	59	56	48	46	57	44	44	62	67	42	43	45	53	61	62	62	54	62	53	51	59	66	56	50	43	64	59	50	46	43

Q. Through the 3-bin FOGO trial, how effective do you think the 3-Bin FOGO system has been in the following areas?

Base: FOGO respondents, excludes 'unsure' and 'no response' (n = varies)

Support for continuing the FOGO Trial

Views on continuing the 3-bin FOGO service

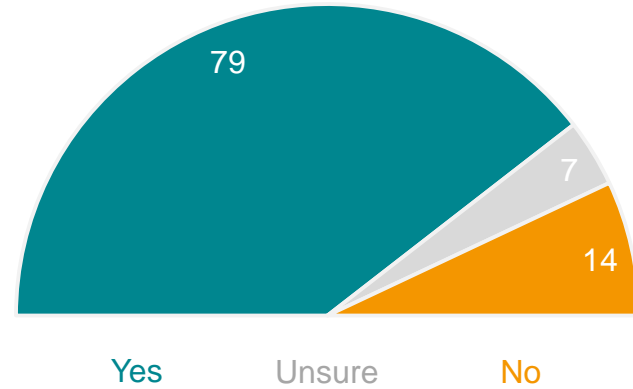
79% of residents would like the 3-bin FOGO service to continue.

There is majority support across all community segments.

Support is highest among Brentwood residents, renters and those in retirement homes.

Support is slightly lower among males, families with young children, residents in apartments and 5+ person households.

Continuing the FOGO service | community support
% of respondents



Variations across the community

% of respondents who would like the 3-bin FOGO service to continue

Total	79
Bicton	77
Brentwood	84
Bull Creek	77
Mt Pleasant	76
Willagee	83
Male	72
Female	82
18-39 years	76
40-54 years	75
55-69 years	82
70+ years	82
Children 0-5	72
Children 6-12	77
Children 13-17	76
Children 18+	77
No children at home	81
LOTE	80
Disability	78
Own	78
Rent / other	86
Large lot	80
Medium lot	78
Small lot	77
Duplex / villa / unit	81
Townhouse	80
Apartment	67
Retirement home	90
1 resident	80
2 residents	82
3 residents	81
4 residents	75
5+ residents	71

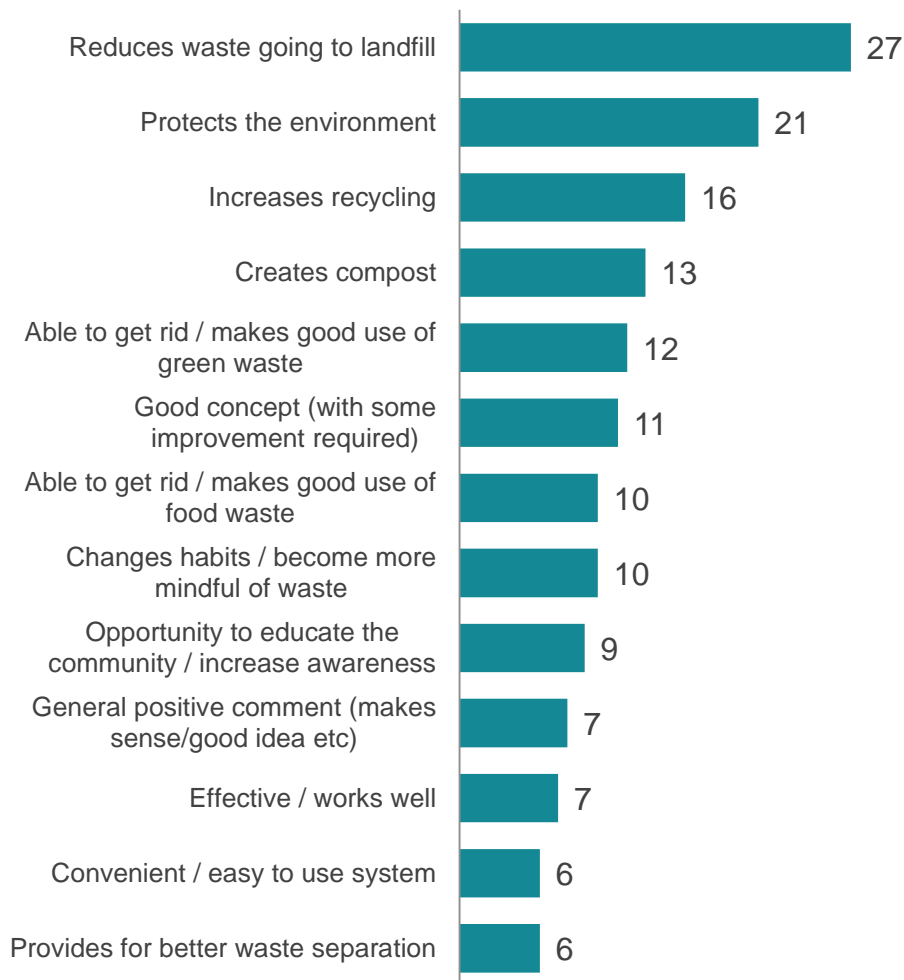
Q. Would you like the 3-bin Food Organics Garden Organics (FOGO) service to continue in your local area?

Base: FOGO residents, excludes 'no response' (n = 1520)

Reasons for continuing the 3-bin FOGO service

Reasons for continuing the 3-bin FOGO service

% of respondents



The main reasons for wanting the 3-bin FOGO service to continue are it reduces landfill, protects the environment, increases recycling and converts more waste to compost.

“I didn't realise how much organic waste I produce, which used to go to landfill.”

“Every household should be responsible to reduce/re-use their waste. The FOGO service helps a lot. We should all do what we can to help the environment.”

“Apart from reducing waste going into landfill, hopefully, it reminds people how important it is to recycle.”

“Makes us better at recycling, plus increases compost to a local area.”

“So, each of us can contribute to a cleaner environment for future generations, just like how we enjoy living on earth in a relatively clean environment.”

“Yes, because I love anything that helps the environment. I hope we can find a way to recycle as much as possible. More pressure on food chains to reduce plastic packaging.”

“It makes sense to produce compost 'en masse' if individual households are not providing their own. We need more good soil, not landfill.”

“Although the bin is large and most times we don't fill it, the option to prune the garden more often suits us. Rather than having to wait for a kerbside collection.”

“Overall a good idea. But would like red bin collected weekly.”

Q. If 'YES', why would you like the 3-bin FOGO service to continue?

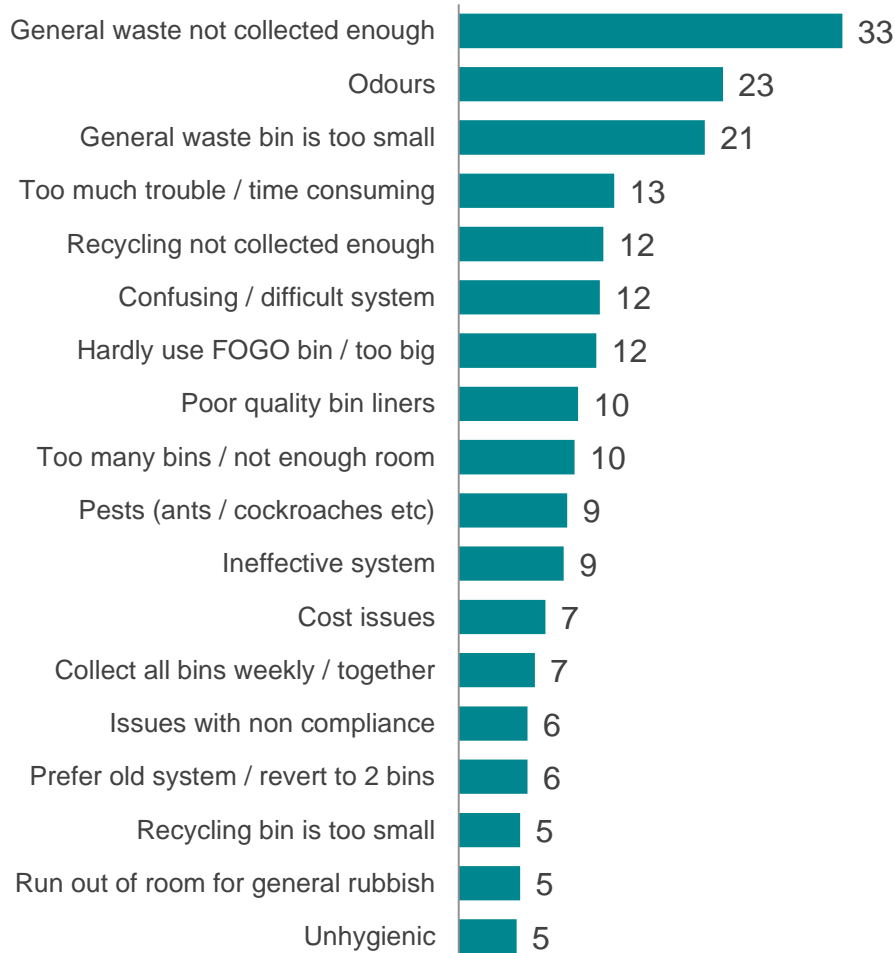
Base: FOGO residents who would like the FOGO service to continue, excludes 'no response' (n = 1423)

Chart shows responses mentioned spontaneously by 5% or more respondents.

Reasons for discontinuing the 3-bin FOGO service

Reasons for discontinuing the 3-bin FOGO service

% of respondents



The main reasons for not wanting the 3-bin FOGO service to continue are fortnightly collection of general waste is not enough, the organics bin and the un-emptied general waste create odours, and the general waste bin is too small.

“Red bin collection frequency is terrible for families. The yellow bin should be collected weekly if recycling is the goal.”

“It doesn't work at the moment because of the reduced amount of times the general and recycled bins are emptied.”

“I found it extremely difficult with only fortnightly pick up of general waste, as well as the size of the bin (red lid). The FOGO bins can get very smelly, including the kitchen caddy and disposable bags.”

“Fortnightly red lid general waste collection is not hygienic for households who have nappies and women's pads.”

“The red bin is not large enough and not collected often enough.”

“Red bin smells bad. Also attracts insects, e.g. cockroaches.”

“The bin stinks (lime green) because they provided decompostable bags that decompose and rot before the weekly bin collection has occurred.”

“Because the kitchen caddy always smells, the bags break, it's revolting.”

“Too much additional time and effort needed to the family.”

“For our household it is inconvenient and doesn't reduce significantly the amount of waste going into landfill.”

Q. If 'NO', why would you NOT like the 3-bin FOGO service to continue?

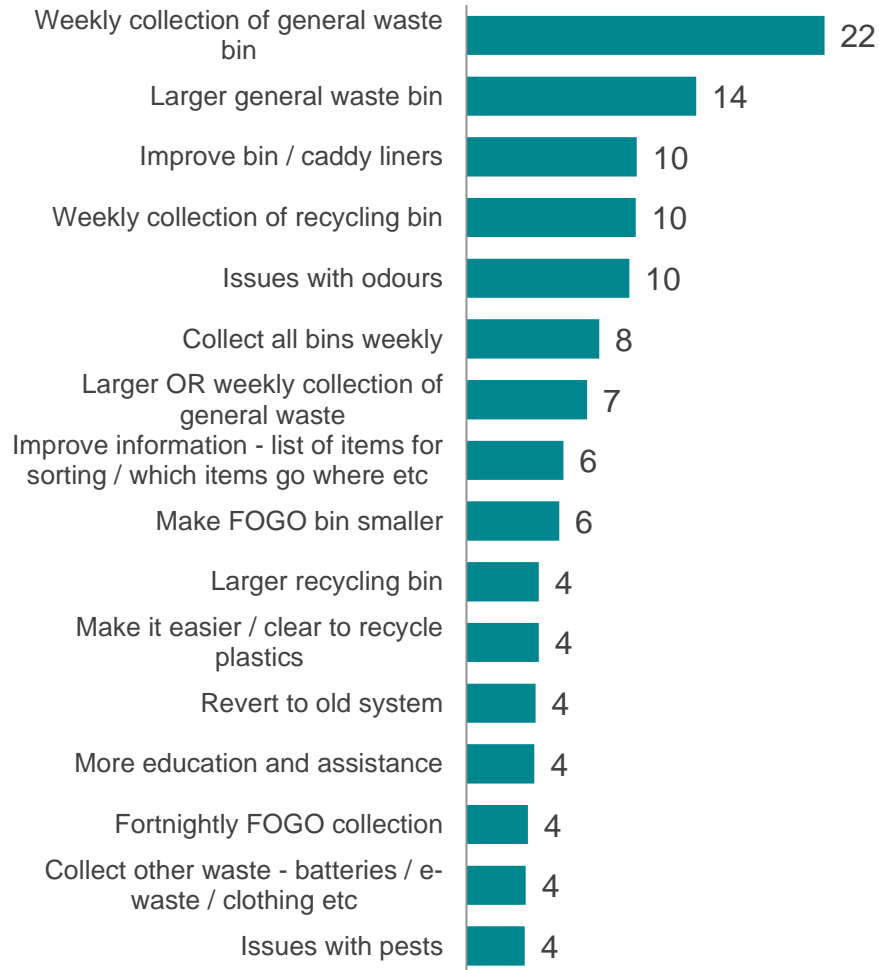
Base: FOGO residents who would NOT like the FOGO service to continue, excludes 'no response' (n = 323)

Chart shows responses mentioned spontaneously by 5% or more respondents.

Suggestions to improve the 3-bin FOGO service

Suggestions to improve the 3-bin FOGO service

% of respondents



The main suggestion for improving the 3-bin FOGO service is to introduce weekly collection of general waste bins.

“Increase red bin collection to weekly, preferred option, or provide larger bin if it was to remain fortnightly. Provide larger recycling bin as ours is often overflowing. Provide fridge magnet re scheduling of bin collection/week.”

“Weekly red bin as the hot weather is not suitable for a fortnightly service. Even after washing thoroughly and spraying and salting we have had problems with maggots.”

“General waste bin should be collected weekly to avoid smell and the bin is too small to collect general waste fortnightly.”

“Bigger red bin, weekly service for disposable nappies. Stronger kitchen caddy bags.”

“Compost liners that seal and last a minimum of 2 weeks with decomposting foods.”

“Stronger biobags for kitchen caddy (when filled up ready for disposing, the bottom falls out).”

“Yellow recycling bin collected each week. We have the 360L bin and it takes one week to fill so we always have rubbish waiting.”

“I have a large recycling bin and live on my own and I still overfill it each week, weekly recycling again would be better.”

“I think it is excellent just the way it is. Thank you for the initiative.”

Q. How could the 3-bin FOGO service be improved to better meet your needs?

Base: FOGO residents, excludes 'no response' (n = 1531)

Chart shows suggestions mentioned spontaneously by 4% or more respondents.

3-Bin FOGO Trial Communications

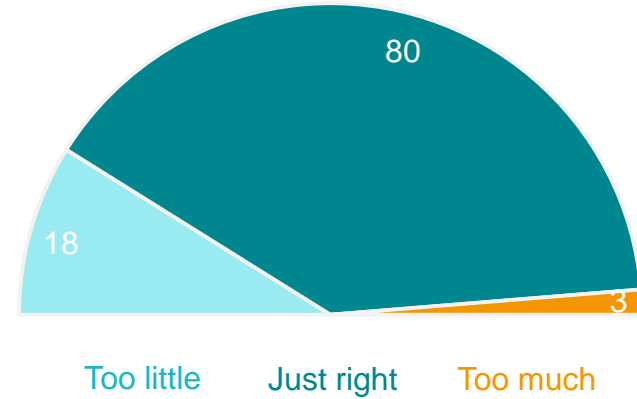
Amount of information received about the FOGO trial

80% of residents feel that the information they received about the 3-bin FOGO trial was just right. 18% felt that not enough information was provided while only 3% felt they received too much information.

Perceptions are similar across the FOGO trial community, though residents in retirement homes are most likely to feel information provision has been just right.

Amount of FOGO information received

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
Too little	18	15	19	16	18	21	20	17	19	22	15	15	20	22	21	19	16	17	18	18	18	16	20	18	15	10	22	0	14	15	20	21	22
Just right	80	81	80	82	79	77	77	81	80	76	82	82	78	77	78	78	81	83	77	80	81	81	78	77	84	85	78	100	83	82	77	78	76
Too much	3	4	1	2	4	1	3	2	1	3	3	3	2	1	1	3	3	1	5	3	1	3	2	5	2	5	0	0	3	3	3	1	2

Q. Thinking about the amount of information you received about the 3-bin FOGO trial, did you feel like you got too little, just the right amount, or too much information?

Base: FOGO residents, excludes 'unsure' and 'no response' (n = 1626)

FOGO trial communications and resources

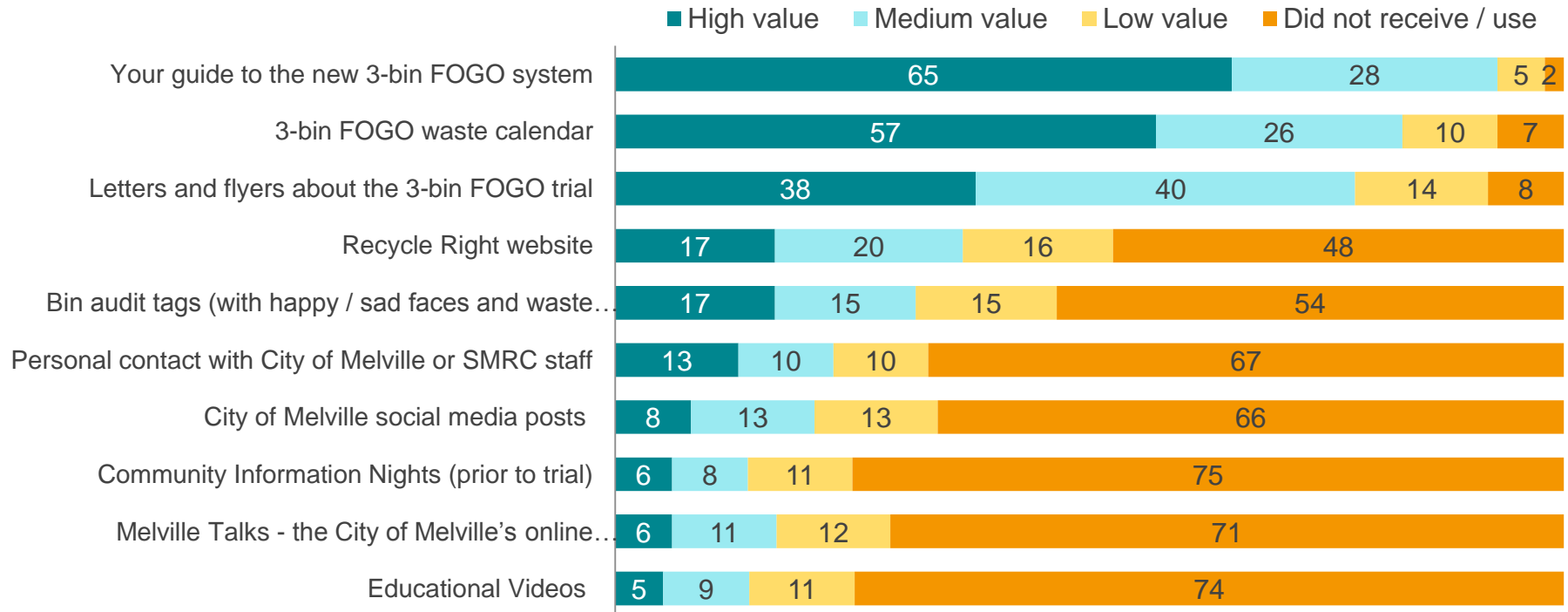
The 3-bin FOGO guide was perceived to be the most valuable resource, followed closely by the 3-bin FOGO waste calendar then direct mail (i.e. letters and flyers). These resources had good reach and were highly regarded.

The Recycle Right website and the bin audit tags were of moderate value to residents.

Educational videos, Melville Talks online community engagement tool, Community Information Nights, social media posts and personal contact with City of Melville or SMRC staff were perceived to be of lower value mainly due to low reach.

FOGO trial communications and resources | perceived value

% of respondents



Q. How valuable were the following communications and resources about the 3-bin FOGO trial?

Base: FOGO residents, excludes 'unsure' and 'no response' (n = varies)

FOGO trial communications and resources

Variations across the community

The 3-bin FOGO system guide was valued the most by all community segments with the exception of people in retirement homes who mostly valued their 3-bin FOGO waste calendar.

Community Variances % of respondents who feel communications have high value	All respondents	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
	Your guide to the new 3-bin FOGO system	65	62	62	67	66	63	58	68	64	63	68	62	61	64	61	66	66	64	63	64	71	64	65	68	67	55	72	70	66	66	63	66
3-bin FOGO waste calendar	57	55	57	60	57	57	51	60	54	48	63	63	50	49	46	54	62	59	57	57	63	56	55	66	67	53	53	80	61	63	56	49	46
Letters and flyers about the 3-bin FOGO trial	38	36	40	44	35	36	30	41	29	33	43	44	32	37	30	37	40	37	38	37	42	36	36	44	43	34	32	63	45	40	33	33	35
Recycle Right website	17	17	16	19	14	20	14	18	15	14	20	16	14	14	14	18	18	23	22	16	19	19	15	17	19	19	6	17	20	17	13	16	18
Bin audit tags (with happy / sad faces and waste education tips)	17	18	18	15	11	20	14	18	15	15	17	18	15	16	15	14	18	24	20	16	23	16	15	19	18	26	17	17	19	17	14	15	17
Personal contact with City of Melville or SMRC staff	13	12	9	16	12	18	10	16	13	15	13	13	14	14	16	15	13	12	13	13	15	14	12	17	12	12	18	13	15	11	11	14	20
City of Melville social media posts	8	7	8	9	5	14	6	9	9	8	8	8	8	7	8	9	8	12	11	7	13	7	8	7	8	15	6	25	10	6	9	9	8
Community Information Nights	6	6	6	8	5	8	5	7	4	5	7	8	4	2	6	7	8	7	8	6	9	7	5	9	8	13	6	0	10	7	6	4	4
Melville Talks - the City of Melville's online community engagement tool	6	3	6	7	4	9	5	6	3	6	7	5	4	6	8	7	6	8	5	5	7	7	5	5	5	5	6	14	6	6	5	6	7
Educational Videos	5	3	7	6	3	11	5	6	6	6	6	4	6	6	7	7	5	9	7	5	8	4	6	4	4	5	0	0	6	4	8	5	6

Q. How valuable were the following communications and resources about the 3-bin FOGO trial?

Base: FOGO residents, excludes 'unsure' and 'no response' (n = varies)

Suggestions to improve communication and education

Residents provided a broad range of suggestions relating to the type of information to provide and which channels to use.

The main suggestion is to provide a **more comprehensive list of what can be recycled and which bins to use for different items.**

They would like information to be clear, simple, easily accessible and to be provided regularly as reminders to help them ensure they are doing the right thing.

Other suggestions include continued education on why recycling is important, where it goes and hints on how households can further reduce waste.

Channel suggestions include:

- Bin stickers
- Bin audits
- Through schools and the education system
- Flyers and leaflets
- Email
- Post / mail
- Social media (especially Facebook)
- Calendar

Residents acknowledge it is difficult to change the habits of those unwilling to comply. Some suggest penalties and more education in schools to help change behaviours.

“I believe there is still a lot of confusion as to what can and cannot be recycled. Perhaps a more detailed sheet people can put on their fridge.”

“An extensive list of what rubbish went in which bin would be handy. Also to know how much of it is actually recycled.”

“Be clearer about what items can/can't be thrown in each respective bin. Explain why certain items cannot be included in the recycling (or other) bins, for example.”

“More education about what waste goes in each bin, e.g. An empty pizza box with no food scraps vs one with food scraps - where does it go? Where does used oil go? To landfill?”

“Perhaps more comprehensive lists. Explanations for items one might treat incorrectly. Hard plastics, soft plastics, eggshells, used paper towels.”

“Make it succinct and easy to use and store for future reference, i.e. fridge magnet, bin stickers etc.”

“Occasional reminders to ensure we continue to do the right thing.”

“Clear stickers on the bins highlighting key Do's and Don't's. A visual reference every time you are using the bin. Particularly the items that can cause confusion, e.g. Wood.”

“In some way the need is to reach the people who have behaved as if the 3 bin FOGO Trial isn't taking place.”

“Those who are interested are going to want to use it, those who don't care won't bother. Children can be powerful, teach more in schools.”

A full list of anonymous comments is provided in the Community Voices database.

Willingness to pay for a 3 bin system

Willingness to pay for a FOGO bin

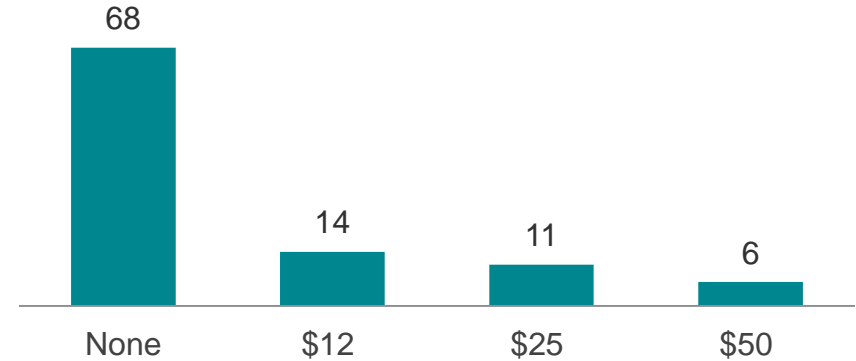
32% of residents would be willing to pay for the continued provision of a FOGO bin. The most popular amount is \$12 per year, followed by \$25 per year.

Overall, willingness to pay is highest among younger adults. 42% of younger adults be willing to pay for the continued provision of this service; the most popular amount is \$25.

Willingness to pay is lowest among males, seniors, people with a disability and those in retirement homes.

Willingness to pay extra per year for a third bin

% of respondents



Variations across the community

% respondents

	Total	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
None	68	65	72	73	68	63	73	65	58	67	69	76	64	64	66	63	71	72	74	69	62	69	68	65	69	68	65	100	70	71	65	66	63
\$12	14	16	14	12	14	18	11	16	13	17	13	16	13	16	21	17	14	16	11	13	19	12	14	18	18	11	15	0	17	14	14	14	16
\$25	11	12	9	12	10	12	9	12	19	12	11	5	15	15	9	13	9	11	11	11	14	14	11	8	9	20	15	0	9	10	13	13	13
\$50	6	7	5	4	8	7	7	6	10	5	7	3	9	5	4	8	5	2	4	6	6	5	8	9	4	0	5	0	4	6	9	7	7

Q. If there was an additional cost associated with the provision of a third bin for FOGO materials, how much, if any, would you be willing to pay per year?

Base: FOGO residents, excludes 'unsure' and 'no response' (n = 1890)

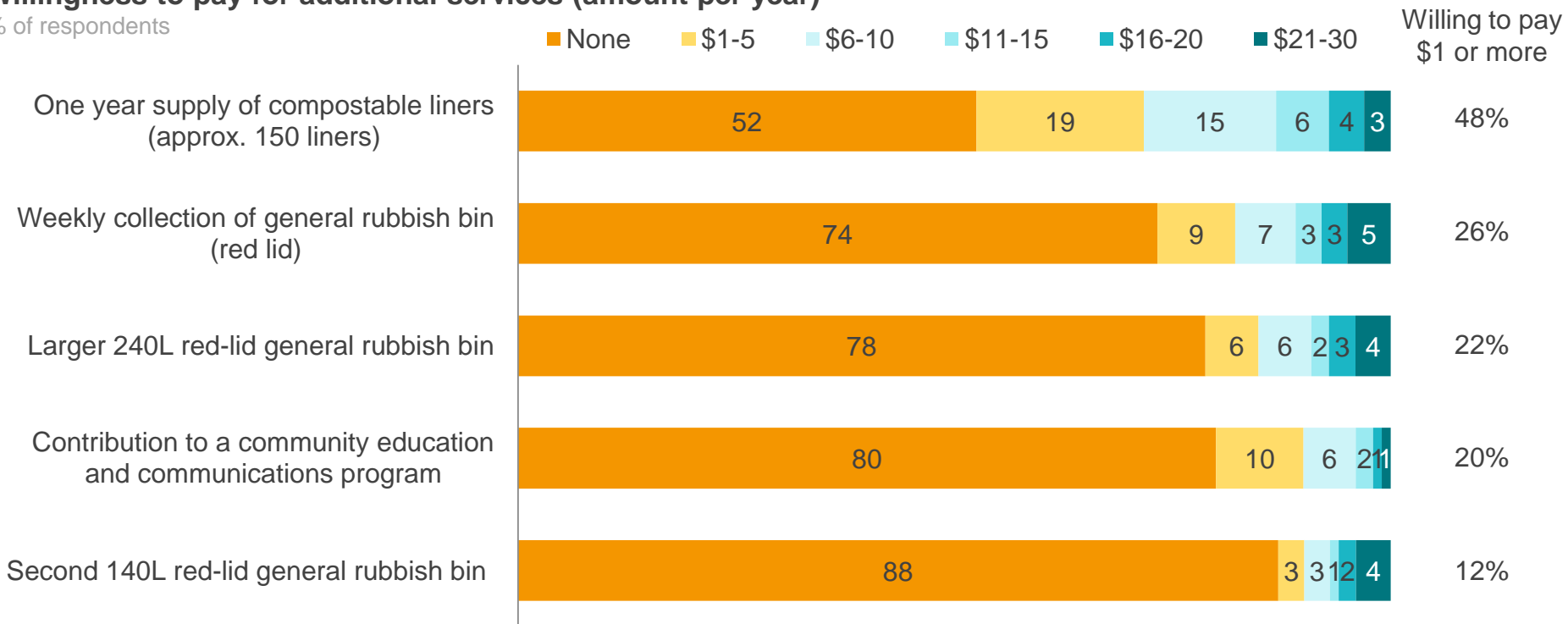
Willingness to pay for additional services

Most respondents would not be willing to pay for additional waste services, in particular a second 140L general rubbish bin, a contribution to a community education and communications program, or a larger 240L general rubbish bin.

There is greatest willingness to pay for a one year supply of compostable bin liners, followed by weekly collections of the red lid general rubbish bin. Among those who are willing to pay, they are generally willing to pay between \$1 and 10 extra per year.

Willingness to pay for additional services (amount per year)

% of respondents



Q. How much would you be willing to pay per year for the following:

Base: FOGO residents, excludes 'no response' (n = varies)

Willingness to pay for additional services

Variations across the community

Generally, residents in Willagee, renters, families with children living at home and 3+ person households are more willing to pay for additional waste services.

Community Variations

% of respondents who are willing to pay \$1+ for services

	All respondents	Bicton	Brentwood	Bull Creek	Mt Pleasant	Willagee	Male	Female	18-39 years	40-54 years	55-69 years	70+ years	Children 0-5	Children 6-12	Children 13-17	Children 18+	No children at home	LOTE	Disability	Own	Rent / other	Large lot	Medium lot	Small lot	Duplex / villa / unit	Townhouse	Apartment	Retirement home	1 resident	2 residents	3 residents	4 residents	5+ residents
One year supply of compostable liners (approx. 150 liners)	48	48	45	50	49	49	43	52	57	44	49	44	51	48	45	50	48	49	39	47	57	48	48	52	48	50	45	33	49	49	49	46	53
Weekly collection of general rubbish bin (red lid)	26	23	28	25	26	32	25	27	39	29	24	15	39	32	35	31	20	25	19	25	30	25	28	25	22	24	25	11	18	21	32	31	39
Larger 240L red-lid general rubbish bin	22	18	22	23	20	28	22	23	35	28	19	8	37	32	36	26	15	24	15	21	28	25	23	20	16	14	20	0	12	16	27	32	37
Contribution to a community education and communications program	20	21	23	15	19	25	16	22	33	17	20	13	26	19	17	22	19	24	17	19	28	18	19	25	22	12	30	11	21	19	25	18	21
Second 140L red-lid general rubbish bin	12	10	16	11	14	15	11	14	21	15	10	6	19	15	18	14	9	12	11	11	18	14	12	12	10	5	15	0	8	10	15	17	18

Q. How much would you be willing to pay per year for the following:

Base: FOGO residents, excludes 'no response' (n = varies)



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