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RESEARCH**

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**BURNSIDE COUNCIL**

**BIO BASKET TRIAL SURVEY**

**RESEARCH REPORT**

**March 2006**

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**TRUSCOTT RESEARCH**

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## INTRODUCTION

Truscott Research was commissioned by the City of Burnside to undertake a study of residents in areas which had been included in a trial of a system to reduce the amount of waste going to landfill.

The Bio Basket System involves householders separating food scraps out of the waste stream. Food scraps are put into bio degradable bags fitted into the Bio Basket, which is designed to sit on a kitchen bench. When full, the bags are placed in the green organics bin and are composted rather than going to landfill.

This system is being trialled as part of the Council's efforts to attain landfill reduction targets. The survey was carried out towards the end of the 6 month trial period, with 317 interviews taking place between 25 February and 9 March 2006.

In addition to this survey, a number of other methods are being used to evaluate the trial.

A questionnaire was developed which was designed ...

- to gauge awareness and understanding of the Bio Basket system;
- to determine patterns of use;
- to identify barriers to using the system and difficulties encountered by users;
- to examine future use intentions;
- to examine other aspects of behaviour relating to household waste – use of green organics bins, composting and disposal of green waste.

## EXECUTIVE SUMMARY

### AWARENESS AND UNDERSTANDING OF THE BIO BASKET SYSTEM

- 317 residents of the trial area were interviewed at the end of the 6 month trial period.
- Awareness of the Bio Basket system was almost universal – 98%
- Whereas there was widespread awareness that fruit and vegetable scraps can be placed in the Bio Basket (82% of those aware of the system) , awareness that other types of food waste can be included was much lower:
  - tissues, paper towels 45%
  - meat scraps 37%
  - tea bags, coffee grounds 32%
  - leftovers – mixed/processed food scraps 31%
  - bread, cereals 16%
  - egg shells 15%
  - bones 14%
- The great majority of respondents - 89% - were correct in saying that the bags from the Bio Basket should go in the **green organics bin**.
- The vast majority of respondents (93%) felt the information supplied was at least **adequate** – and most of these (71%) were of the opinion that it was **well presented**.

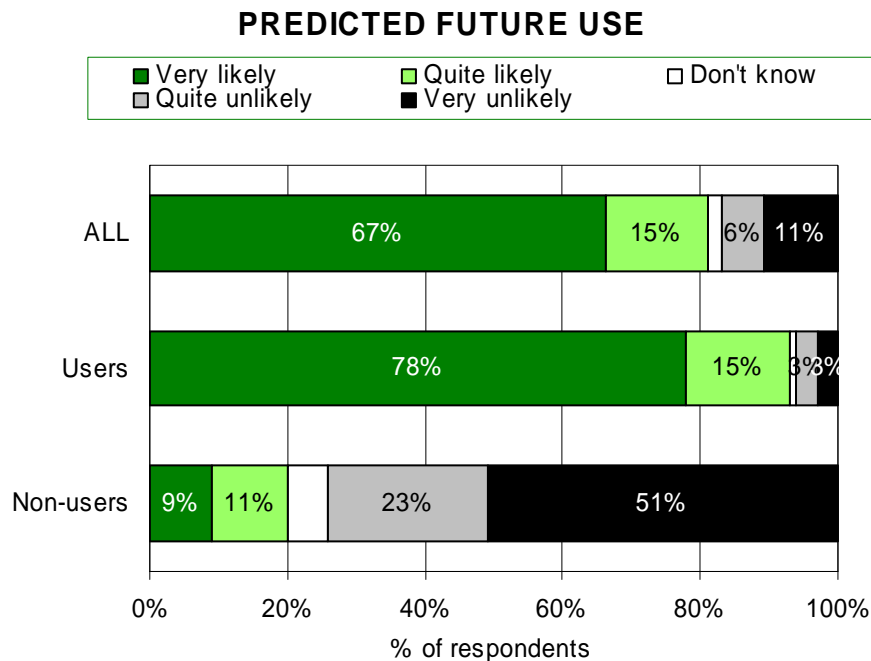
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## PATTERNS OF USE


- 84% of all respondents indicated that they have used the Bio Basket system.
- Most of these (77% of all respondents) were still using it at the time of interview.
- For respondents who were still using the system at the time of the survey, the number of bags used per week ranged from 1 to 10, with a mean of 3.2 bags per week.
- 65% of current users change the bag when it was full. 25% of current users change the bag every 2-3 days.
- Over half of current users claimed to use the system for **everything possible** (56%). A further 23% used it for **most things**. No current user said that they **hardly** used the system.
- In half of the households where the Bio Basket system was used the system was used by everyone. About one third of households had only one user.
- In households with multiple members, 88% of current users felt that other household members understood how to use the system.

## PREDICTED FUTURE USE

- The proportion of those who had already used the Bio Basket system who indicated they were **likely** to continue was high (93%), with only 6% saying they would be **unlikely** to continue.
- Amongst non-users, the response was quite different. 21% of this subgroup said they were **likely** to use the system in the future, while 74% said they would be **unlikely** to do so.



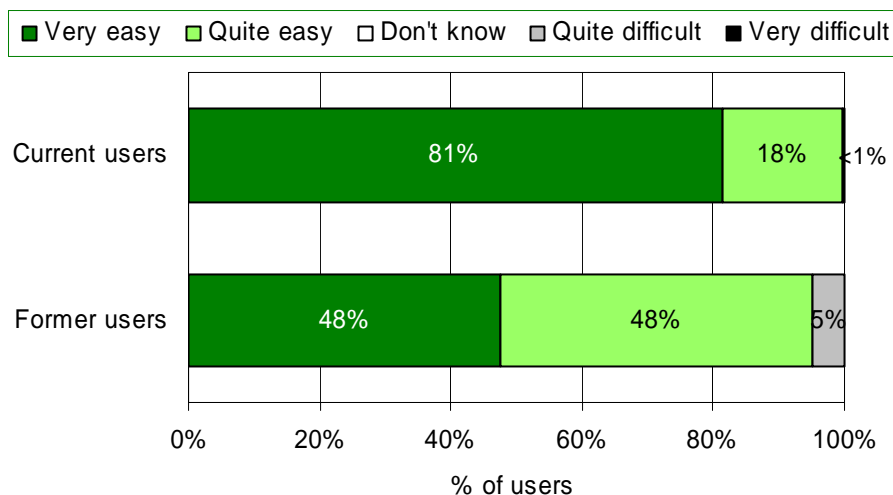
- Overall, 81% pronounced themselves likely to use the system if it is continued. This was slightly more favourable than indicated in the 2005 **Vision 2020** survey (70%).

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- All respondents who had used the system or considered themselves likely to use the system in the future, were asked if they would be prepared to pay for re-fill bags at a cost of \$6 for a roll of 100 bags on an on-going basis. 82% were prepared to pay this cost, 14% were not. 4% were not sure. These people represent 69% of the total sample.
  - 92% of respondents who used more than 3 bags/week in the trial felt it **likely** they would continue to use the system if council supplied only enough free bags for 3 bags to be used a week and they had to pay \$6 for a roll of 100 additional bags.
  - 38% of respondents stated that it was **likely** they would buy compost produced from the Bio Basket system, including 15% who felt it **very likely**. These people estimated they would purchase around ten 5 kilo bags a year.

## BARRIERS TO USING THE SYSTEM AND DIFFICULTIES ENCOUNTERED BY USERS

- 75% of current and former users felt there were **no problems with the Bio Basket system**. Of the 25% who indicated specific problems, responses were fragmented, with no major negative perceptions emerging.
- 81% of current users and 48% of former users found the system *very easy to use*. Most of the remainder indicated that it was *quite easy*. Only one current user and one former user found using the system difficult (both said *quite difficult*).

### EASE OF USING BIO BASKET SYSTEM



- When those respondents who have never used the Bio Basket system were asked why they had not, the only major response was **already compost** at 36%. No major negative perceptions of the system were apparent.
- Among the small group of people (22) who had stopped using the system, reasons cited included **didn't want rotting food in kitchen** (23%), **haven't been at home** (23%), **green organics bin smelly** (18%) and **use own compost bin** (14%).

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## OTHER ASPECTS OF BEHAVIOUR RELATING TO HOUSEHOLD WASTE

- 95% of respondents have a green organics bin.
- 87% of respondents who have a green organics bin put this bin out fortnightly, 9% do so monthly and 4% less than monthly.
- 77% of current users of the Bio Basket system and 57% of former users indicated that this experience had made them more aware of what can be put in the green organics bin.
- 82% of all respondent regularly dispose of lawn clippings or garden prunings in their **green organics bin**. Other relatively popular responses were **spread on garden** (26%), **compost bin** (20%) and **garden contractor takes away** (17%).
- 38% of respondents own a compost bin or compost system and 34% claimed to use it on a regular basis.
- When asked if they would like to see the fortnightly green organics collections continue, regardless of whether the Bio Baskets continue, if it would mean a 1% rates increase, . 61% responded that they would like the fortnightly collections to continue.

## SAMPLE CHARACTERISTICS

A total of 317 residents were interviewed across the six suburbs where the Bio Basket system has been trialled.

### Suburb

Erindale	26%
Burnside	25%
Kensington Gardens	22%
Rossllyn Park	13%
Kensington Park	10%
Hazelwood Park	3%

A refusal rate of 17% was recorded, which we regard as a good level of cooperation.

Most interviews were conducted by telephone, with households being selected at random from lists supplied by the City of Burnside.

It was recognised that this methodology would lead to an under representation of shorter term residents and tenants and so this methodology was supplemented with face to face interviews targeting higher density dwellings.

In the resultant sample, 66% of respondents live in a traditional detached house, 19% a unit/flat, 11% a courtyard home and 4% a duplex. We understand that this is close to the profile of the study area.

82% of respondents owned their home, while 18% were renting. Again, this is in line with the study area as a whole.

Further questioning revealed that respondents had lived at their current address for up to 67 years, with a mean period of residence of 14.4 years.

One quarter of respondents (24%) have been living at their current address for more than 20 years. A further one quarter have been there for between 11 and 20 years, one quarter between 6 and 10 years and one quarter for 5 years or less.

### Years at current address

0-5 years	28%
6-10 years	23%
11-20 years	25%
21-30 years	9%
31-40 years	7%
41-50 years	3%
More than 50 years	<1%

In each of the households included in the sample, the person selected for interview was the person identified as the one who is most involved with dealing with the household's waste and recycling.

The following table details the gender and age profile of respondents. 83% of respondents were over 41 years of age and 70% were female.

### Gender and age profile:

<b>GENDER</b>	
Males	30%
Females	70%
<b>AGE GROUP</b>	
up to 27 years [generation Y]	5%
28-41 years [generation X]	13%
42-59 years [baby boomers]	36%
60-73 years [pre-boomers]	26%
74 years or over [older residents]	21%

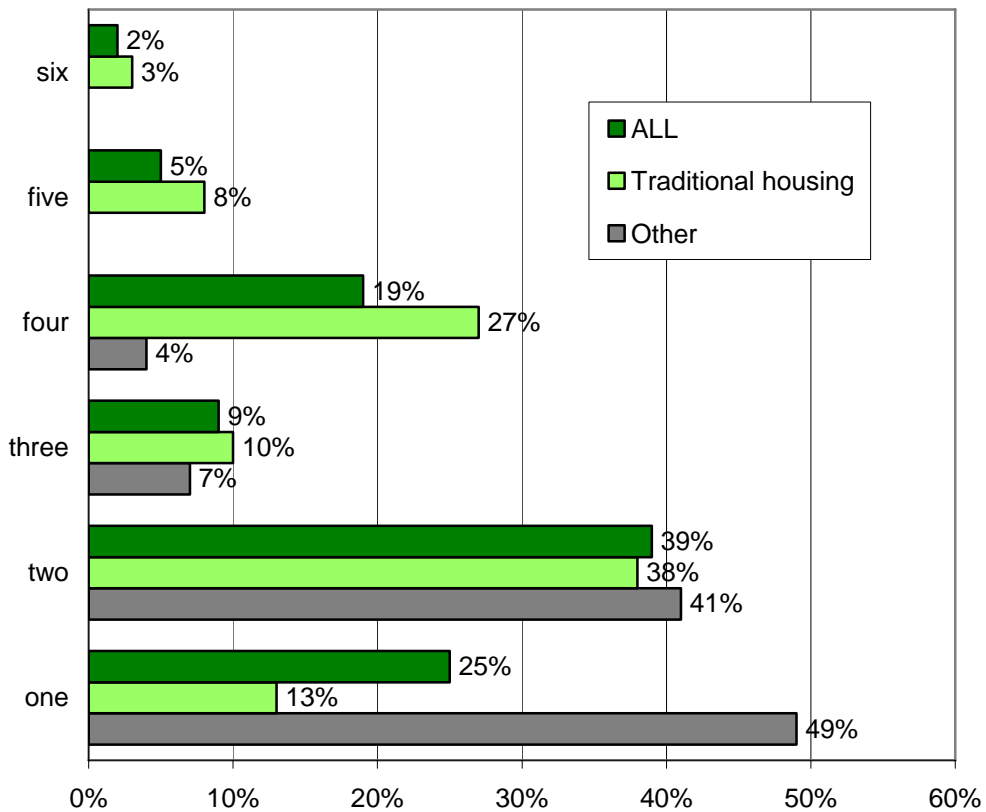
Survey participants were also asked to indicate their household type. The sample was fairly evenly split into families (39%), couples (33%) and singles (28%).

### Household type

<b>Families</b>	<b>39%</b>
Couple with children	33%
Single parent with children	6%
<b>Couples</b>	<b>33%</b>
Young couple, no children	4%
Older couple, no children at home	29%
<b>Singles</b>	<b>28%</b>
Lone person household	25%
Group household of unrelated adults	3%

The number of people living in each household ranged from 1 to 7, with a mean of 2.5. The vast majority of households (92%) contained fewer than five people, with a trend of larger households in traditional housing, compared with non-traditional (e.g. flat/unit, courtyard or duplex). Half of those in non-traditional housing (49%) live alone.

### NUMBER OF PEOPLE IN HOUSEHOLD



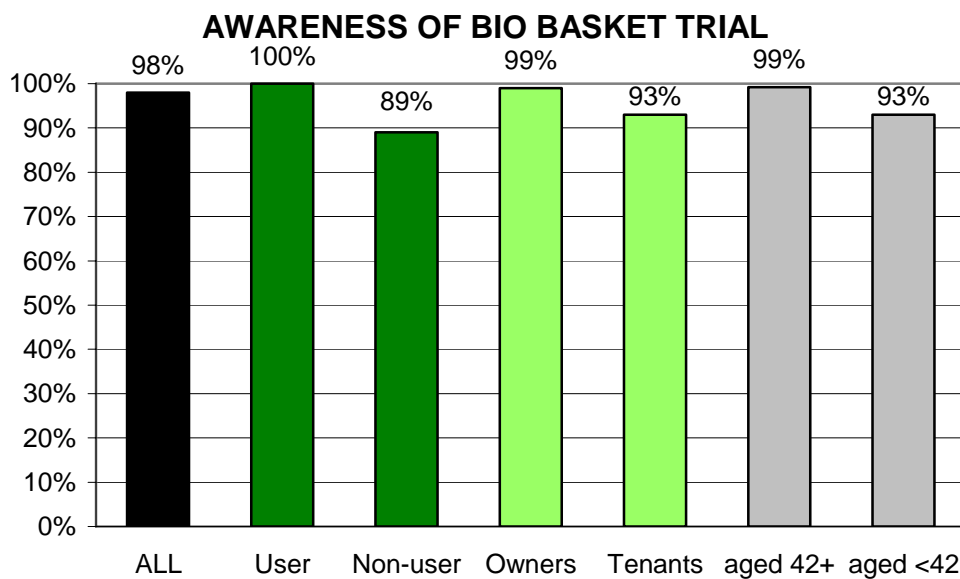
## COMMENTARY

### Awareness of Bio Basket system

Almost all (98%) of the people interviewed were aware that the Bio Basket system was being trialled in their area.

Awareness was almost universal among owner occupiers and residents aged 42 and over.

Conversely, awareness was lower – but still very high - for non-users of the system (89%), tenants (93%) and respondents under the age of 42 (93%).



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## Types of waste used for Bio Basket system

Those respondents who were aware of the trial in their area were asked to name the types of waste the system was designed for.

The top response was **fruit and vegetable scraps** at 82%. Also popular were **tissues and paper towels** (45%), **meat scraps** (37%), **tea bags and coffee grounds** (32%), and **leftovers** (31%).

Other relatively frequent responses were **bread and cereals** (16%), **egg shells** (15%) and **bones** (14%).

4% of those responding did not know what waste should go in the bags and a further 3% were not able to nominate anything more specific than 'food scraps'.


A full list of responses is given in the table overleaf.

## Can you tell me what types of waste it is designed for?

(Inc. multiple responses)

BASE: respondents aware of trial	(n=311)
Fruit, vegetable scraps	82%
Tissues, paper towels	45%
Meat scraps	37%
Tea bags, coffee grounds	32%
Leftovers – mixed food scraps, processed food etc	31%
Bread, cereals	16%
Egg shells	15%
Bones	14%
Dairy - yoghurt, cheese	7%
Dead flowers	4%
Hair	2%
Other *	2%
All sorts of food scraps	3%
Can't say/don't know	4%

\* Includes cup cake wrappers, rotten vegetables, dust, lawn clippings, fish scraps and plastic.



All users of the system were able to name something that should go into the Bio Baskets.

21% of non-users were not able to name anything, with another 6% of this segment unable to nominate anything more specific than 'food scraps'.

Owner occupiers were particularly likely to mention **fruit and vegetable scraps** (85%), **meat scraps** (40%) and **bread cereals** (19%) responses compared with tenants (65%, 21% and 4% respectively).

Females showed higher proportions of **tissues/paper towels** and **meat scraps** responses (50% and 41%) compared with males (32% and 27%).

The proportion citing **tea bags/coffee grounds** increased with age of respondent (18% of those under 42; 44% of those over 73).

## Placement of Bio Basket bags

Those respondents who were aware of the trial were asked to say where the bags are supposed to be placed when full.

The great majority of these respondents - 89% - were correct in saying that the bags should go in the **green organics bin**.

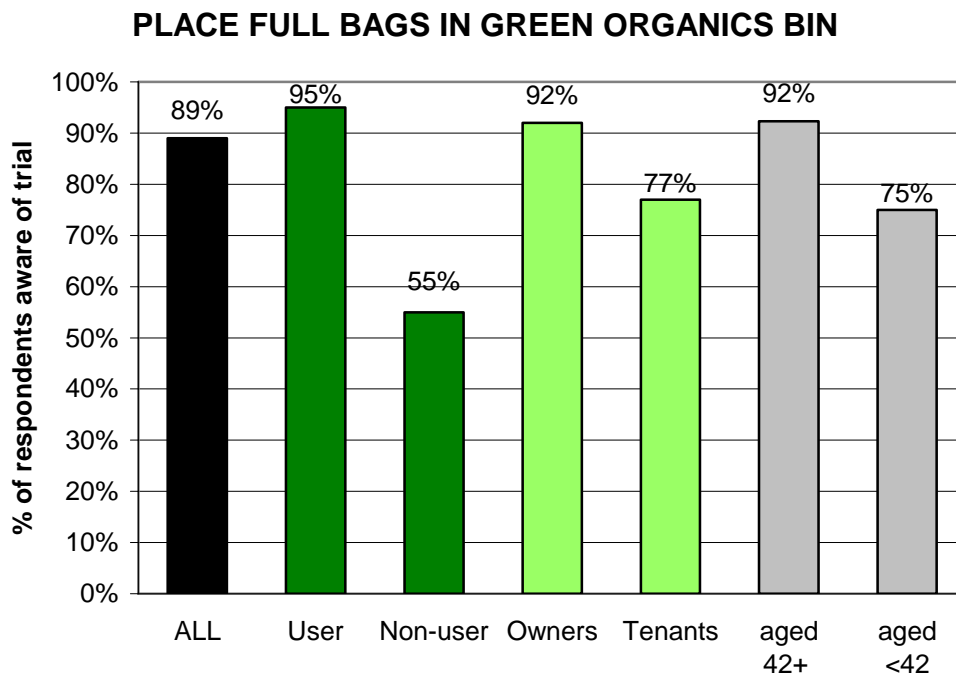
1% thought they should go in the **compost bin** and another 1% indicated they should go **in the garden**.

3% thought the bags should go in the **recycling side of the split bin**.

1% thought they should go in the **garbage side of the split bin**,

5% of respondents **did not know** where the bags should go.

Awareness of the correct place for the full Bio Baskets was below par amongst non-users (55%), tenants (77%) and respondents under 42 years of age (75%).



## Rating of information supplied about trial

Respondents who were aware of the trial were asked to rate the information supplied about the trial and the system itself.

Responses were recorded using the following scale:

<i>well presented</i>	<i>adequate</i>	<i>inadequate</i>	<i>confusing</i>
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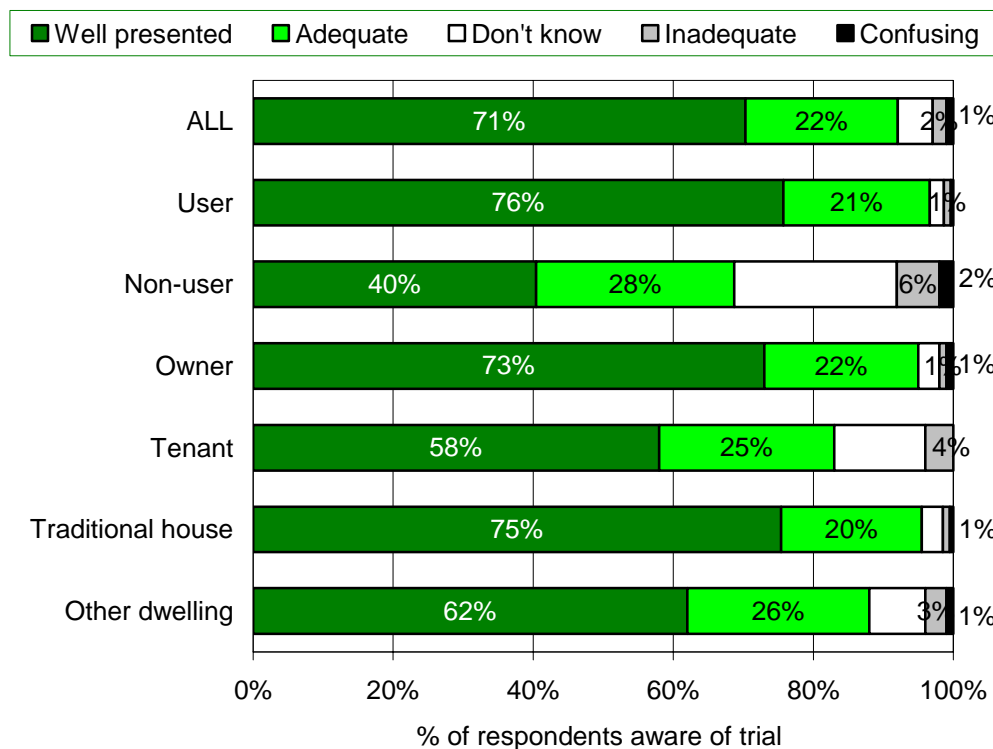
A 'don't know' response was also allowed.


The vast majority of respondents (93%) felt the information supplied was at least **adequate** – and most of these (71%) were of the opinion that it was **well presented**.

Only 3% considered it was **inadequate** or **confusing**. A further 5% were unable to give a rating.

**Adequate/well presented** responses were less frequent for non-users, tenants and those not living in traditional houses.

### RATING OF INFORMATION ABOUT TRIAL AND SYSTEM





Of the 7 respondents who felt the information was inadequate or confusing, 4 were able to articulate what had been unclear for them.

- *Could not work out where to put the bag when I had to empty the tin out.*
- *Mainly the green bin and when the bins were to be placed on the kerb. Whether or not the purple lidded bin was to be still put out each week.*
- *I found the colours on the calendar confusing as to which bins should be placed on the street on which weeks.*
- *Put basket and bags away in cupboard because I don't have green organics bin (didn't know I was entitled to one). Moved here last September and basket left by previous tenant.*

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## Disposal of lawn clippings and garden prunings

Next, all respondents were asked what they use to regularly dispose of lawn clippings or garden prunings, out of the following list:

- **Green organics bin**
- **Garbage bin**
- **Garden contractor takes it away**
- **Hessian bag/bale**
- **Compost bin.**

By far, the top response was **green organics bin** at 82%.

Other relatively popular responses were **spread on garden** (26%), **compost bin** (20%) and **garden contractor takes away** (17%).

40% use more than one method of disposal.

3% did not know what happened to their clippings and prunings.

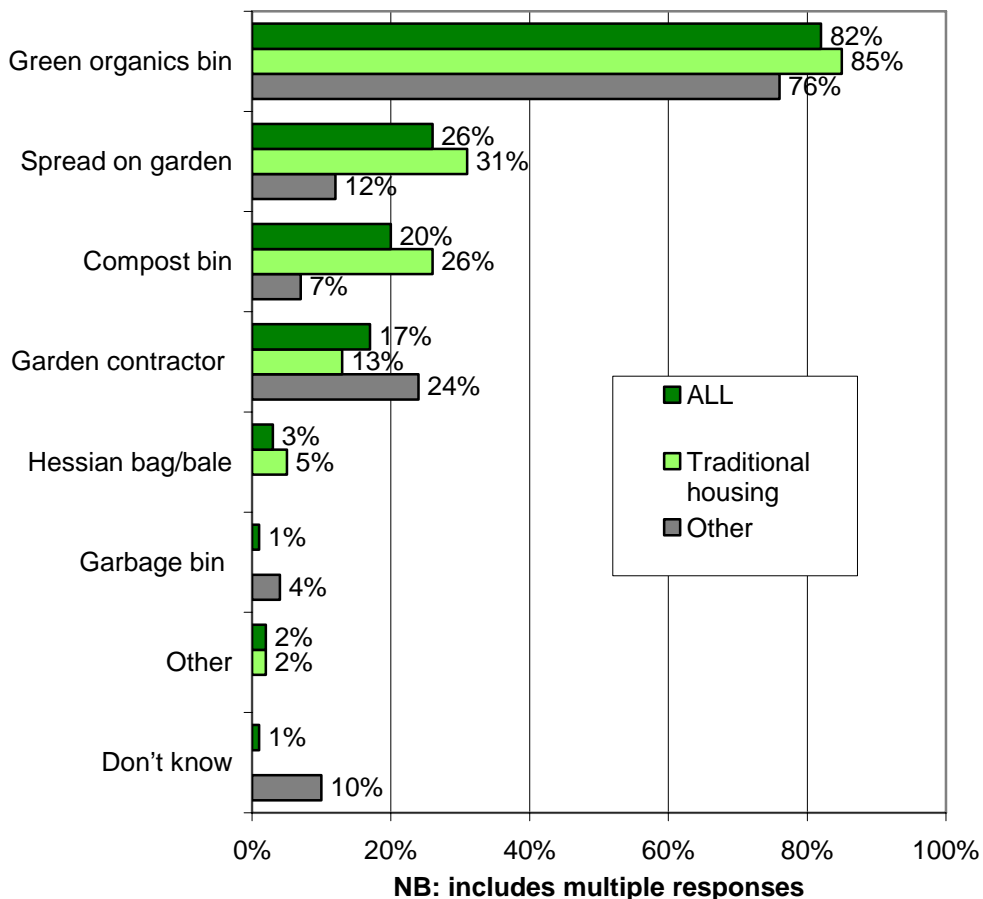
Fewer than 1% named the dump, council depot or hobby farm.


The following graph shows that **mulch** and **compost bins** were more prevalent for those in traditional housing (30% and 26%) compared with residents of other housing (7% and 12%).

Using a **green organics bin** for lawn clippings and garden prunings was also slightly more popular for those in traditional housing (85% compared with 75%),

**Garden contractors** were more common for residents in non-traditional housing (units/flats, courtyard, duplex – 24%) compared with traditional housing (13%). 10% of those in non-traditional housing **did not know** what happened to their lawn clippings and garden prunings.

### DISPOSE OF LAWN CLIPPINGS AND GARDEN PRUNINGS





The **green organics bin** is used for lawn clippings/prunings by a higher proportion of home owners (84% compared to 64% of renters) and users of the Bio Baskets (87% compared with 53% of non-users).

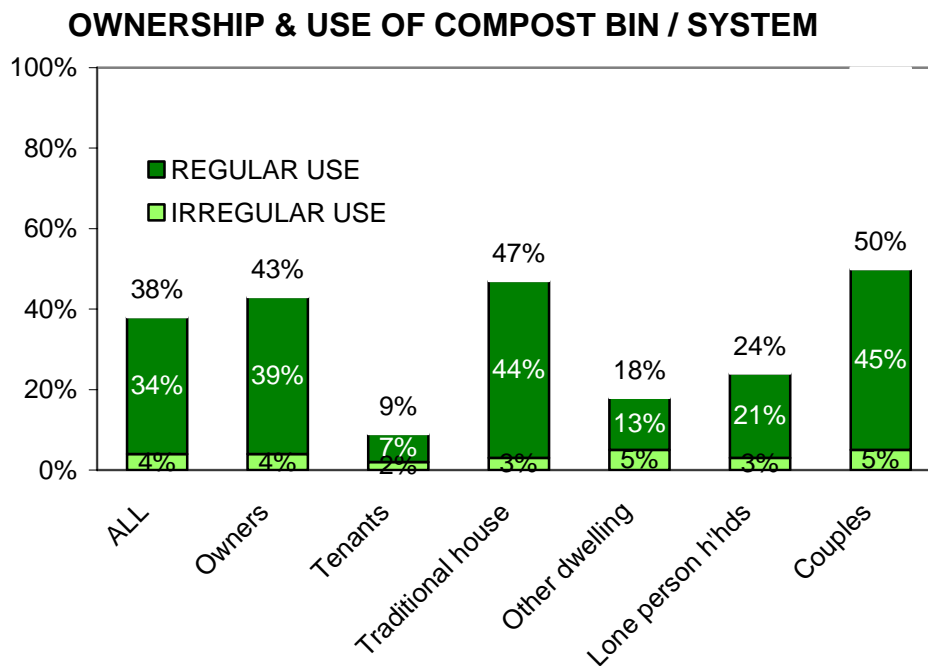
**Spreading on garden** and using a **compost bin** were also cited by a higher proportion of home owners (27% and 22% compared with 11% and 7% of renters).

**Garden contractors** were used by a higher proportion of those aged 74 or over (27%) and those in lone person households (30%).

## Use of compost bin/system

38% of respondents own a compost bin or compost system and 34% claimed to use it on a regular basis.

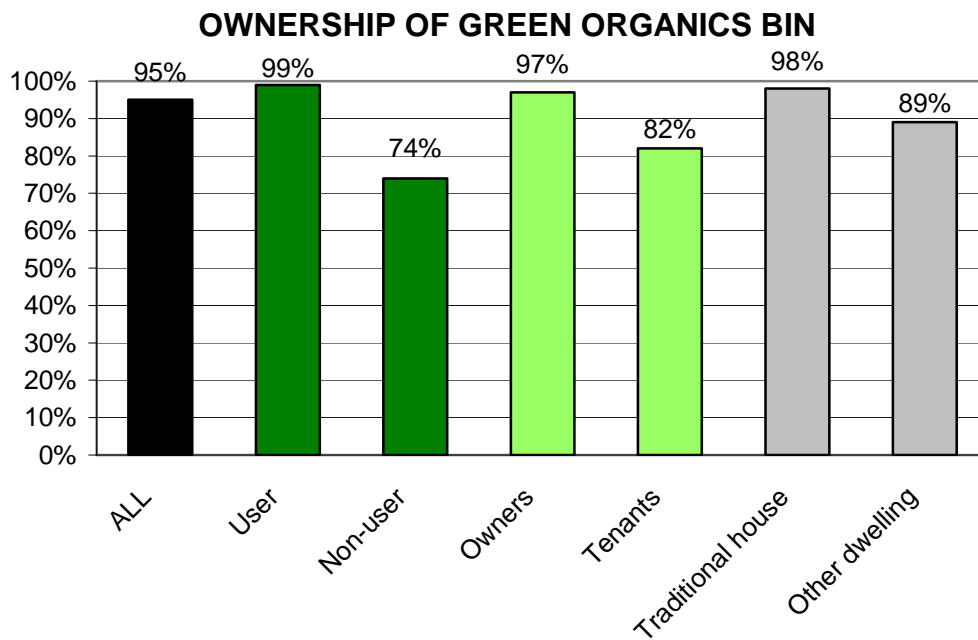
As illustrated below, use was higher for owners compared with tenants and for respondents in traditional houses compared with other dwellings. Use was also high for couples and low for those in lone person households.



## Use of green organics bin

95% of respondents have a green organics bin.

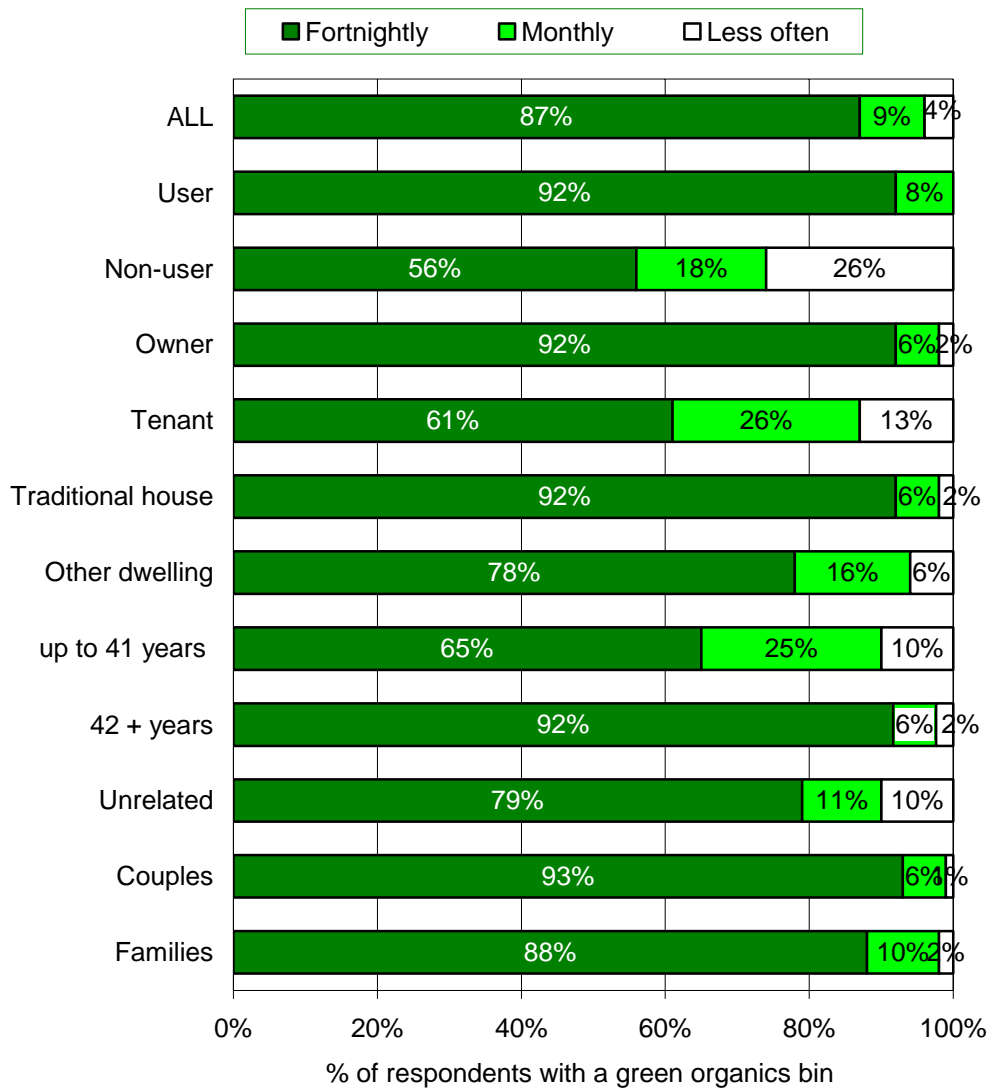
As can be seen below, this figure was higher for property owners (97%), respondents in traditional houses (98%), Bio Basket users (99%) and respondents aged 42-59 (99%).



87% of respondents who have a green organics bin put this bin out fortnightly, 9% do so monthly and 4% less than monthly.

A smaller proportion of non-users of the Bio Baskets, tenants, respondents under 42 years of age, lone person/unrelated group households and those in housing other than traditional houses took up the opportunity for fortnightly collection of the green organics bin.

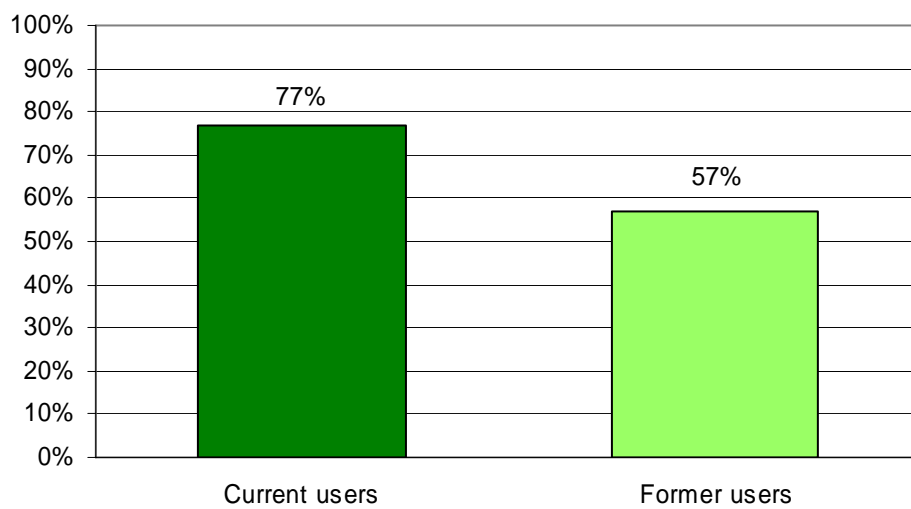
### FREQUENCY PUT GREEN ORGANICS BIN OUT DURING TRIAL



Respondents who had used the Bio Basket system were asked if this use had made them more aware of what can be put in the green organics bin.

77% of current users and 57% of former users did think this use had made them more aware.

### INCREASED AWARENESS OF WHAT CAN PUT IN GREEN ORGANICS BIN



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## Fortnightly green organic collections

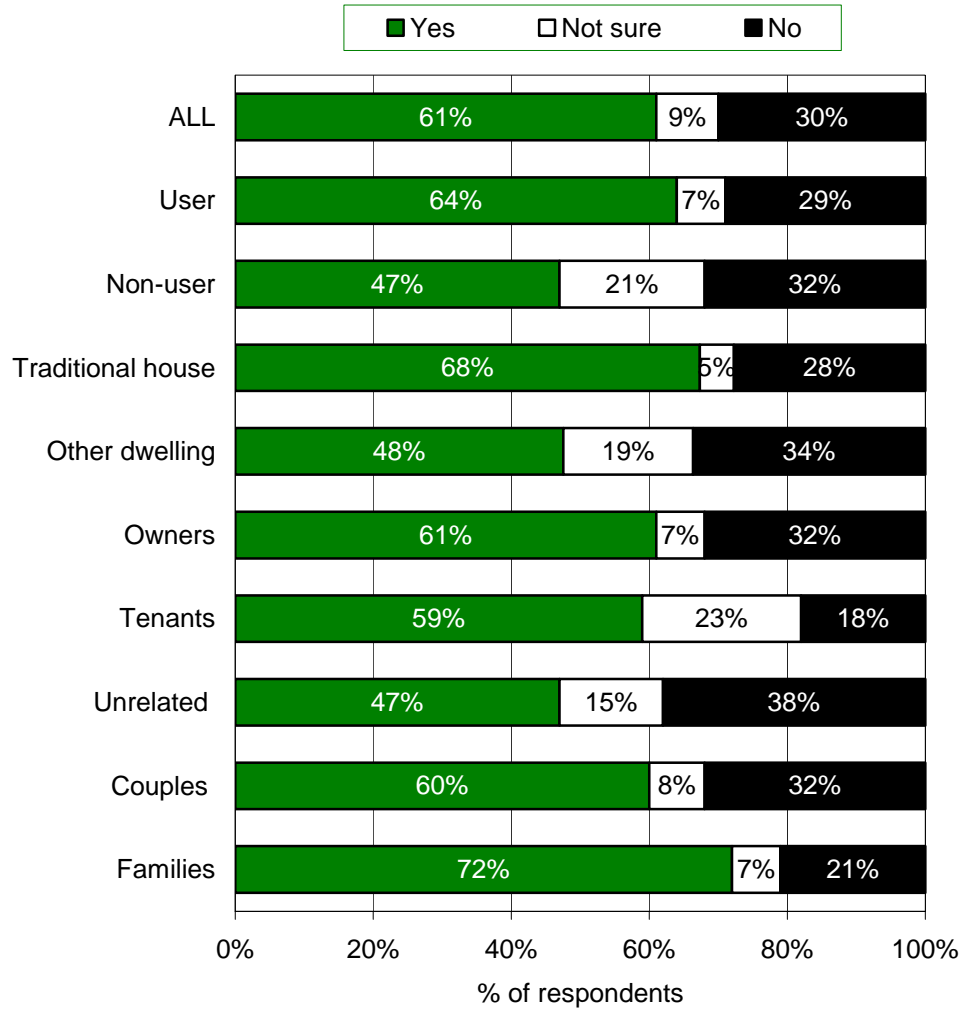
All respondents were told that during the Bio Basket trial, the green organics bins have been collected fortnightly rather than monthly. They were then asked if they would like to see the fortnightly collections continue, regardless of whether the Bio Baskets continue, if it would mean a 1% rates increase.

- 61% would like the fortnightly collections to continue.
- 30% would not and 9% were not sure.

The groups with the highest proportion of favourable responses were: respondents aged 42-59 (73%), families (72%), those in traditional houses (68%) and users of the Bio Basket system (64%).

The groups with a relatively high negative response were respondents aged 74 years or more (42%), those in lone person/unrelated group households (38%) and home owners (32%).

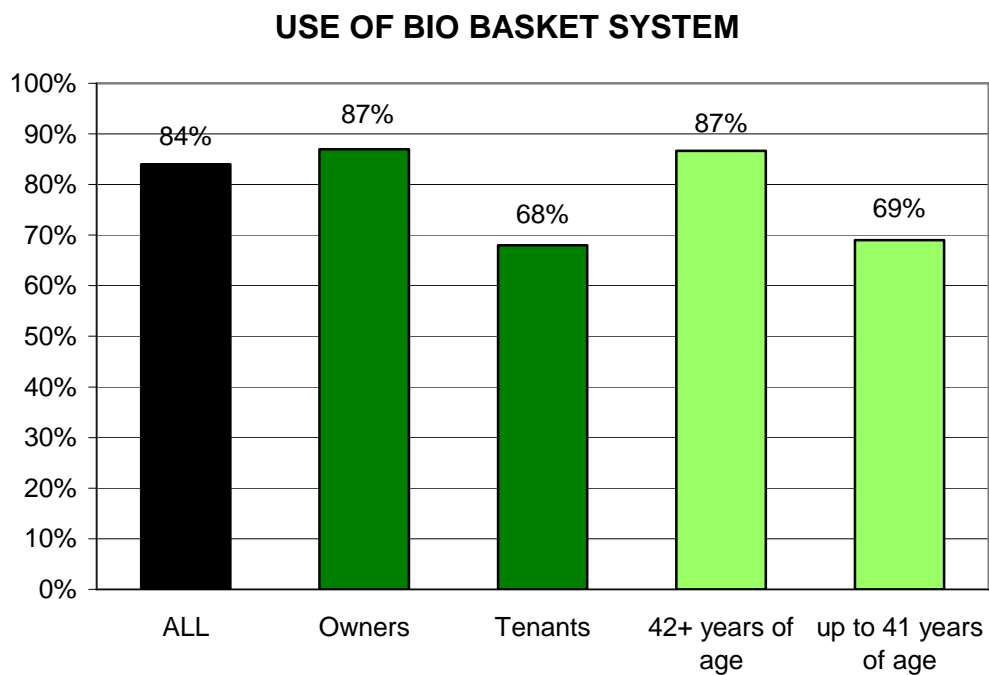
## FORTNIGHTLY GREEN ORGANICS COLLECTION TO CONTINUE



## Use of Bio Basket system

84% of all respondents indicated that they have used the Bio Basket system.

Use is relatively low amongst tenants (68%) and respondents under 42 years of age (69%).



## Reasons for not using the Bio Basket system

Those respondents who have never used the Bio Basket system were asked why they had not.

The top response was **already compost** at 36%.

A full list of responses is given in the table below.

### [NEVER USED BIO BASKET SYSTEM]

#### Can you tell me why this was so? (Inc. multiple responses)

BASE: never used Bio Baskets	(n=53)
Already compost	36%
Didn't receive kit/ left it when moved	9%
Use insinkerator	8%
Not home enough/ eat out	8%
Bio Basket does not fit in kitchen/no room	8%
Didn't understand how to use	4%
Didn't want odours, flies, rotting food in kitchen	4%
Feed scraps to chickens	4%
No green organics bin	2%
Other [single responses]*	13%
Not interested	8%
Don't know/no explanation	4%
Not aware/new resident	9%

\*Includes elderly or disabled, thought it went in compost, too many rats in area (near park), bin too small and give scraps away.

Subgroups were too small to analyse.

## Reasons for stopping use of the Bio Basket system

All respondents who had used the system were asked if they were still using it.

- 92% were still using it (equivalent to 77% of all respondents).
- 8% were not.

The small group of respondents (22) who were no longer using the system were asked why they had stopped.

Frequent responses were

### [NO LONGER USING BIO BASKET SYSTEM]

#### Can you tell me why this was so? (Inc. multiple responses)

BASE: no longer using Bio Baskets	(n=22)
Didn't want odours, flies, rotting food in kitchen	23%
Haven't been at home/ no scraps	23%
Found green organics bin smelly, attracted flies/fortnightly collection not frequent enough	18%
Use own compost bin	14%
Didn't want to be part of the audit	5%
Ant problem	5%
Other [single responses] *	32%

\*Includes broken basket, lid inconvenient, going into hospital, Council did not collect, could not find a place for it and laziness.

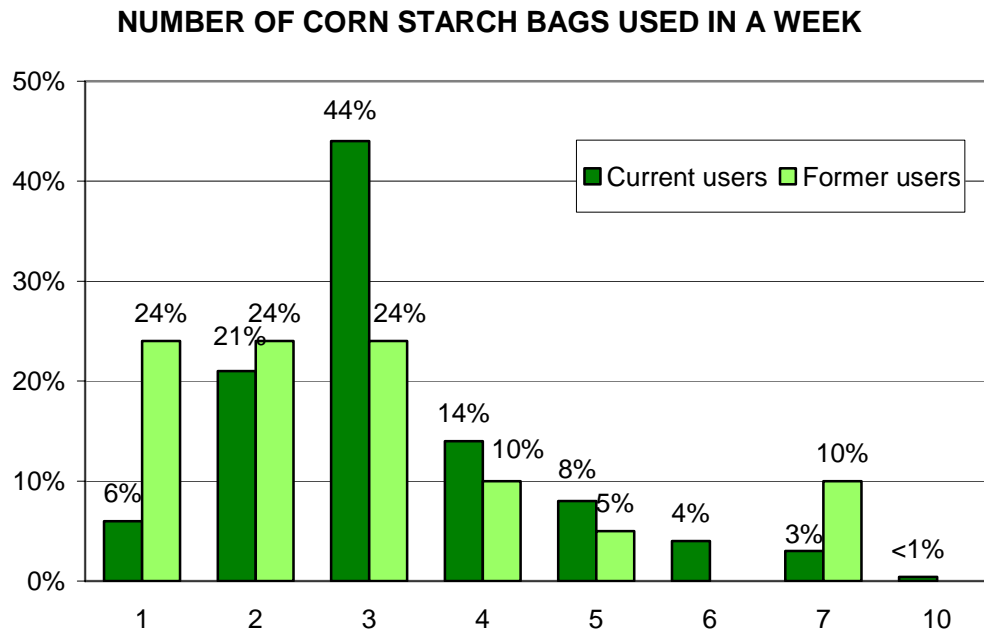
Subgroups were too small to analyse.

## Number of corn starch bags used in Bio Basket system

Respondents who have used the Bio Basket system were asked to indicate how many corn starch bags they would use in an average week.

For respondents who were still using the system at the time of the survey, the amount used ranged from 1 to 10, with a mean of 3.2 bags per week.

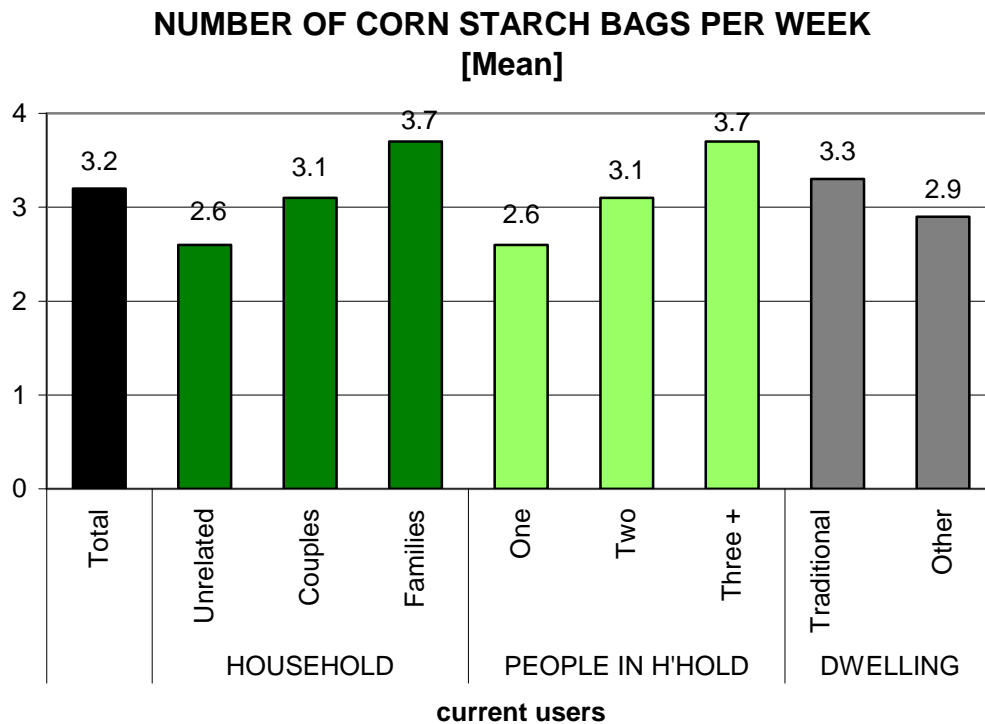
Amongst those who had discontinued use, the amount used ranged from 1 to 7, with a mean of 2.7 bags per week.



Analysing only current users, the number of corn starch bags used per week increased with the size of household from an average of 2.6 per week for lone person households to an average of 3.7 per week for those with 3 or more people.

The number of bags used per week also varied across household type, with families (including two people, single parent households) having the highest average bag use per week (3.7).

Respondents living in traditional houses had a slightly higher average weekly bag consumption than those in non-traditional housing (3.3 compared with 2.9).



In terms of age, 42-59 year olds had the highest average weekly bag use (3.5) those 74 or older had the lowest (2.9).

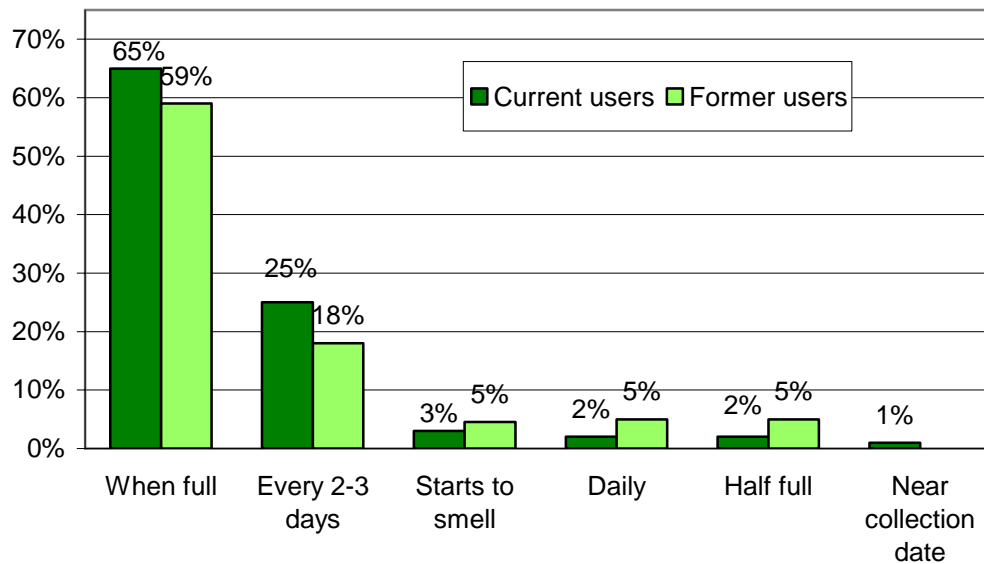
## Prompts for changing bag in Bio Basket system

Respondents who have used the Bio Basket system were asked to indicate what prompted them to change the bag.

65% of current users and 59% of former users changed the bag when it was full.

25% of current users and 18% of former users changed the bag every 2-3 days.

### PROMPT FOR CHANGING BAG



Other responses (by only one respondent) included after each meal, weekly, on Mondays and when remember.

## Difficulty in using Bio Basket system

Respondents who have used the Bio Basket system were asked to indicate how easy or difficult they found it.

Responses were recorded using the following scale:

<i>very easy</i>	<i>quite easy</i>	<i>quite difficult</i>	<i>very difficult</i>
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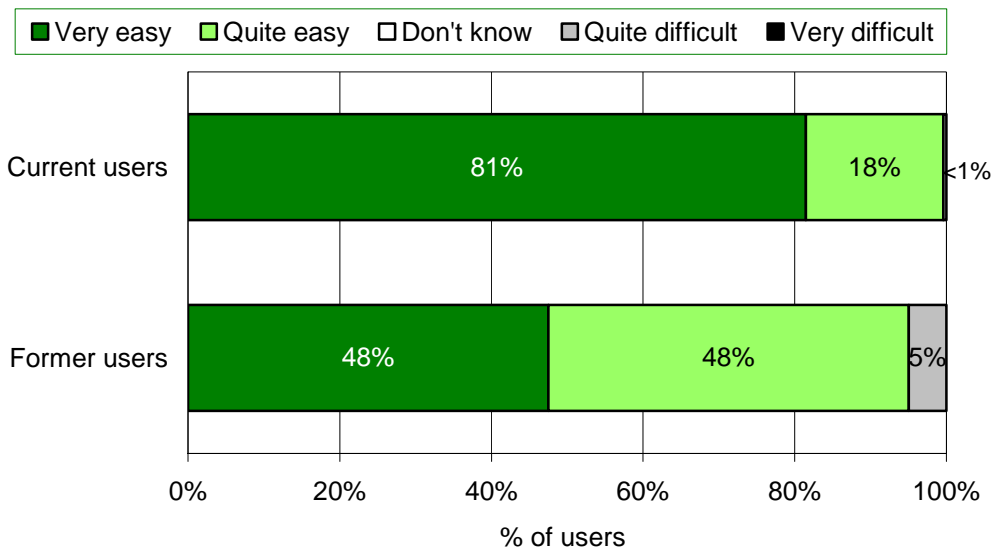
A 'don't know' category was also used.

81% of current users and 48% of former users found the system *very easy to use*.

Most of the remainder indicated that it was *quite easy*.

Only one current user and one former user found using the system difficult (both said *quite difficult*).

### EASE OF USING BIO BASKET SYSTEM



Females (current users) had a higher proportion of very easy responses (86%) compared with males (70%). Couples and two person households also had a high proportion of very easy responses (89% and 88% respectively).

## Extent of use of the Bio Basket system

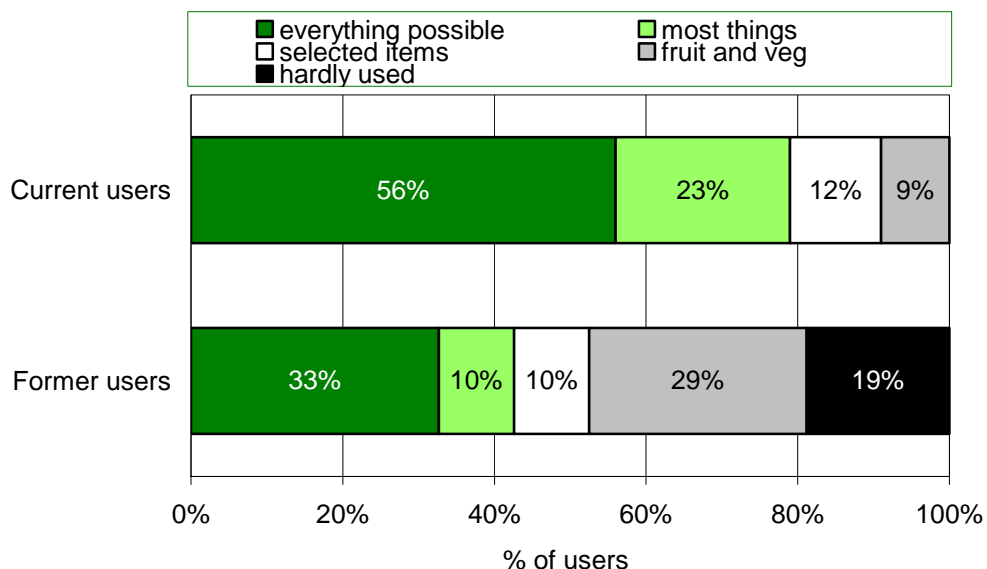
Respondents who had used the Bio Basket system were asked to indicate which of the following statements best describes their use of the system:


- I used the Bio Basket for everything possible
- I used the Bio Basket for most things
- I used the Bio Basket for selected items only
- I used the Bio Basket for fruit and veg only
- I hardly used the Bio Basket

Over half of current users claimed to use the system for **everything possible** (56%). A further 23% used it for **most things**. No current user said that they **hardly** used the system.

One third of former users had used the system for **everything possible** (33%), a further 10% used it for **most things**. 19% of former users had **hardly** used the system at all.

### USE OF BIO BASKET SYSTEM





Lone person households had the highest proportion of current users using the Bio Basket system for everything possible (73%).

A higher proportion of female current users cited using the Bio Basket system for everything possible (61% compared with 42% of males).

Current users aged 60 to 73 also included a high proportion of 'everything' responses (69%). Those aged up to 41 years showed the lowest proportion of 'everything' responses (37%).

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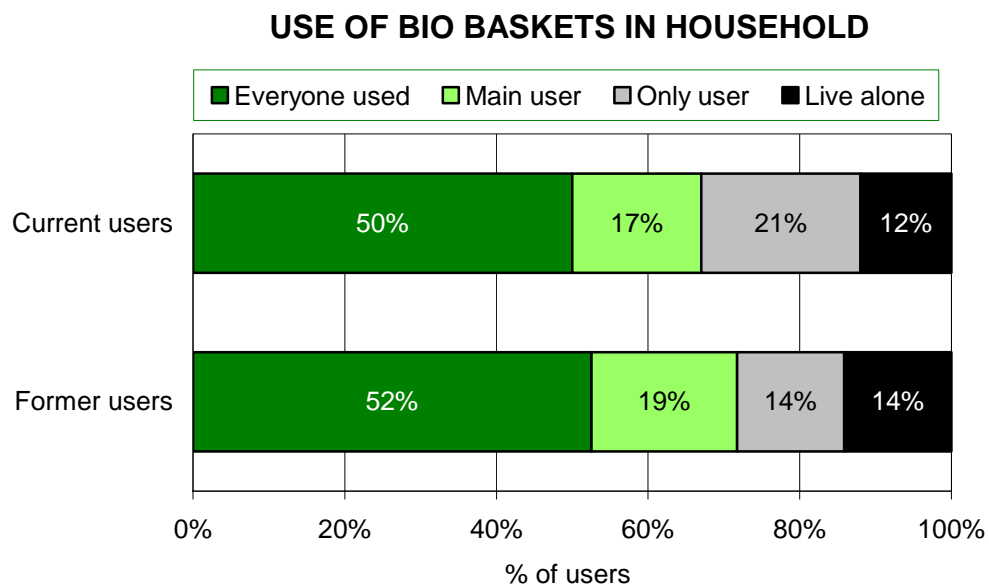
## Household use of the Bio Basket system


Respondents were asked to indicate the extent to which other members of the household used the system.

Responses were recorded using the following scale:

- **I am the only user**
- **I am the main user but others were also involved**
- **Everyone used the system**
- **N/A – live alone/small children only**

In half of the households where the Bio Basket system was used the system was used by everyone. About one third of households had only one user.





Segmentation highlighted the following differences:

- Having everyone in the house use the system was a more frequent occurrence for current male users (67% compared with 43% of females), whereas females showed a higher occurrence of being the only user (27% compared with 6% of males).
- Current users aged 74 or more showed a higher incidence of both being the only user (43%) and being the only possible user as live alone (29%).
- Current users in traditional houses showed a higher proportion of everyone using (56% compared with 36% of other dwellings) and having a main user (22% compared with 8% of other dwellings).
- Those living in dwellings other than traditional houses had a high proportion of being the only user (32% compared with 16% of traditional houses) and being the only possible user as live alone/with small children (25% compared with 6% of traditional houses).

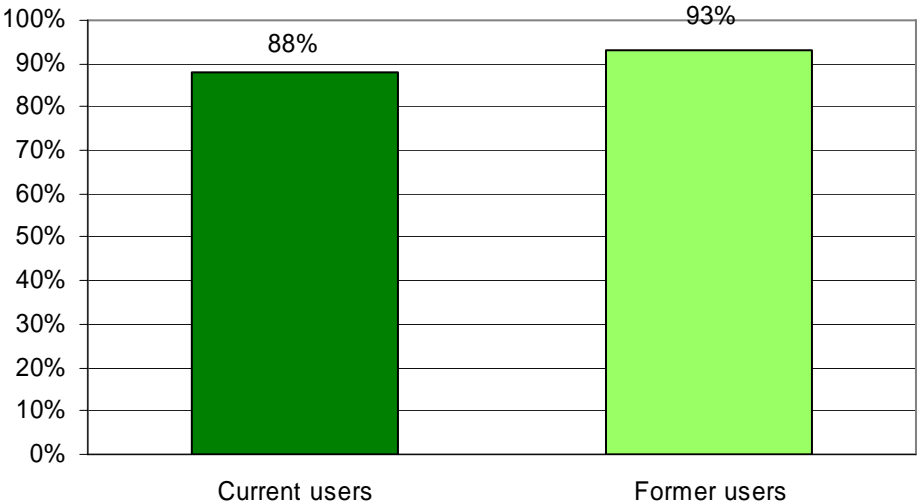


Those respondents who indicated that others used the system, were asked if they thought the other users understood what is allowed in the Bio Basket as well as the main user.

88% of current users felt that other household members understood. 10% felt that they did not.

93% of former users felt that other household members understood. Only one former user felt that they did not.

**OTHER USERS UNDERSTAND WHAT GOES INTO BASKET**



## Problems or shortcomings with Bio Basket trial

Current and former Bio Basket users were asked if they thought there were any problems or shortcomings with the trial.

75% felt there were **no problems**.

Of the 25% who indicated specific problems, responses were fragmented, with no major negative perceptions emerging.

A comprehensive list of responses follows.

### Were there any problems or shortcomings with the trial? (Inc. multiple responses)

Ant problem	7%
Didn't want odours, flies, rotting food in kitchen	6%
Made green organics bin smelly	4%
Bags break or deteriorate and leak	3%
Fortnightly collections insufficient	2%
Ran out of bags	2%
Didn't understand how to use/ brochure not clear	1%
Couldn't follow calendar	1%
Other*	6%
Not interested	<1%
No problems	74%

\*Includes takes up too much space in kitchen, lid is too fragile, attracts cockroaches, and other people don't understand the system.

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## Predicted future use of Bio Basket system

All respondents were told that the trial was coming to an end and asked to indicate the likelihood of their using it on an on-going basis if it continued in the current form. (This implies no cost to users).

Responses were recorded using the following scale:

<i>very likely</i>	<i>quite likely</i>	<i>quite unlikely</i>	<i>very unlikely</i>
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A 'don't know' response was also used.

81% of respondents felt it **likely** they would continue to use the system, including 67% who considered it **very likely**.

17% of respondents stated they would be **unlikely** to continue to use the system, including 11% who considered it **very unlikely**.

2% were uncertain.

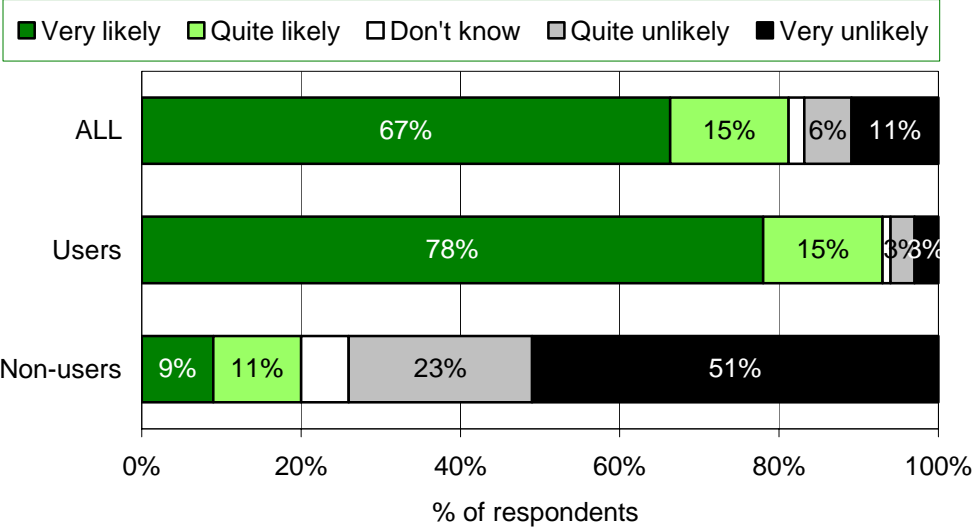
As would be expected, the proportion of those who had already used the Bio Basket system who indicated they were **likely** to continue was high (93%), with only 6% saying they would be **unlikely** to continue.

Amongst non-users, the response was quite different. 21% of this subgroup were **likely** to continue using the system, while 74% said they would be **unlikely** to continue.

This is shown in graph form on the next page.

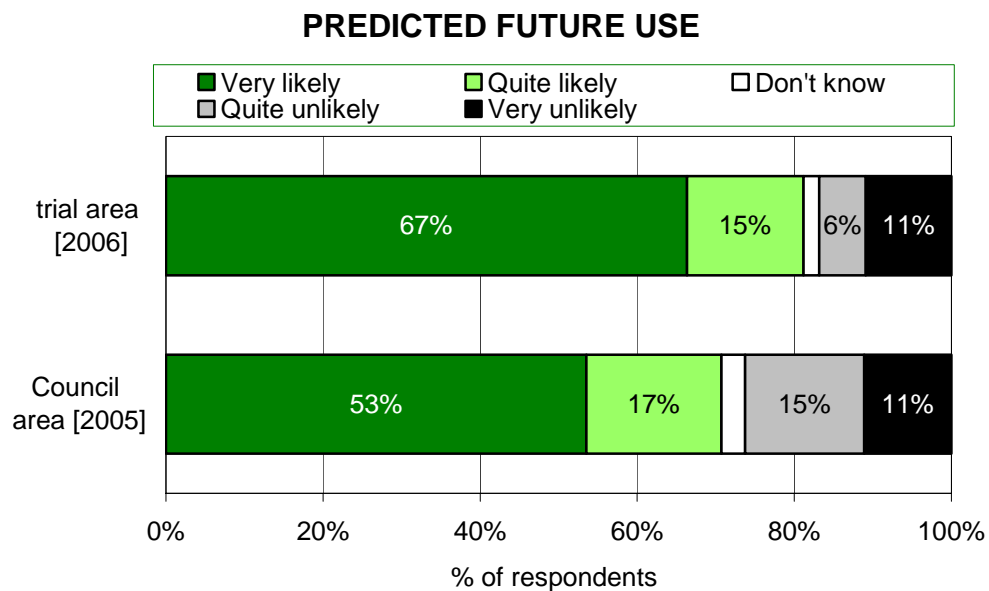


### PREDICTED FUTURE USE



In the 2005 Burnside Community Survey conducted as part of the **Vision 2020** project, reaction to the Bio Basket system was tested. Residents were asked whether their household would be likely to separate food waste from other waste if Council introduced a system where food waste is put in specially marked biodegradable bags. 70% of respondents indicated their household was likely to do this.

Comparing this with the 81% likely to continue response recorded above indicated that exposure to the trial has had a positive effect.



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## **Predicted future use if refill bags cost \$6/100**

All respondents who had used the system or considered themselves likely to use the system in the future, were asked if they would be prepared to pay for re-fill bags at a cost of \$6 for a roll of 100 bags on an on-going basis.

82% were prepared to pay this cost, 14% were not. 4% were not sure.

These people represent 69% of the total sample.

The 74 users who used more than 3 bags a week in the trial were asked to indicate the likelihood of them using the system on an on-going basis if the council supplied only enough free bags for 3 bags to be used a week and they had to pay \$6 for a roll of 100 additional bags.

Responses were recorded using the following scale:

<i>very likely</i>	<i>quite likely</i>	<i>quite unlikely</i>	<i>very unlikely</i>
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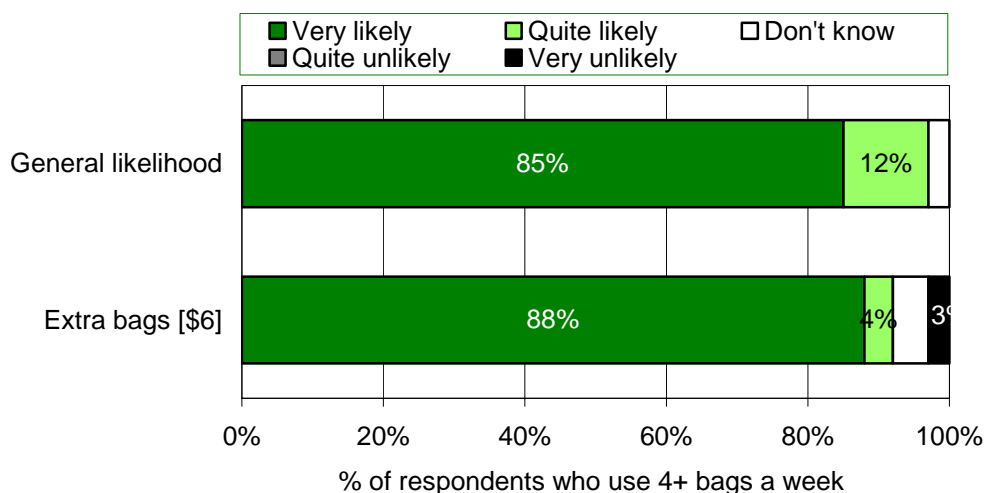
A 'don't know' response was also used.

92% of respondents felt it **likely** they would continue to use the system, including 88% who felt it **very likely**. This is marginally (but not significantly) lower than the 97% of this group who indicated they would be likely to continue before told of the extra cost.

3% of respondents felt it **unlikely** they would continue to use the system, all **very unlikely**. No heavy (4+ bag) user felt it unlikely they would continue before told of this extra cost.

5% were not sure if they would use the system.

### PREDICTED FUTURE USE [4+ bags a week]



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## Likelihood of buying the organic material as compost

All respondents were told that the organic material collected is composted. They were then asked to indicate how likely they would be to buy this compost if it was sold in 5 kilo bags.

Responses were recorded using the following scale:

<i>very likely</i>	<i>quite likely</i>	<i>quite unlikely</i>	<i>very unlikely</i>
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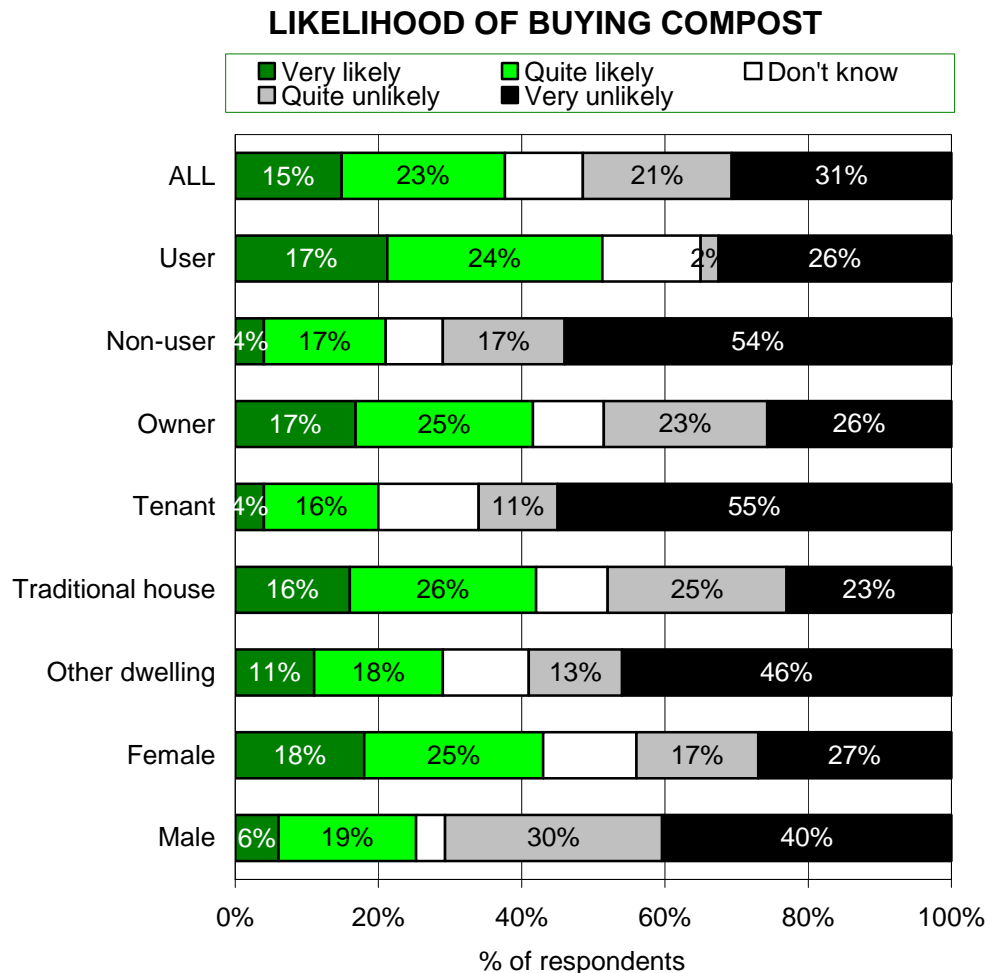
A 'don't know' response was also used.

38% of respondents stated that it was **likely** they would buy the compost, including 15% who felt it **very likely**.

52% of respondents considered it **unlikely** they would buy the compost, including 31% who said this was **very unlikely**.

11% were uncertain.

The proportion likely to buy the compost bags was higher for females (43%), property owners (41%), respondents living in traditional houses (42%) and users of the Bio Basket system (41%).




The age group with the highest proportion likely to buy the compost bags was 42 to 59 years (46%). The age group with the lowest was 74+ (26%). Families or large households (3 or more people) also had high proportions of likely responses (48% and 50%) compared with lone person/unrelated group households (28%).

## Number of bags of compost bought in a year

Those who felt it likely they would buy the bags were asked to estimate how many bags they would buy in a year. The numbers ranged from 1 to 60, with a mean of just under 10 bags.

### How many bags of compost do you think you would buy in a year?

BASE: likely to buy compost bags	(n=119)
1 bag per year	2%
2	12%
3	6%
4	8%
5	17%
6	9%
7	1%
8	1%
10	22%
12	3%
15	1%
20	10%
24	3%
30	4%
40	1%
60 bags per year	1%
Mean	9.8 bags



Respondents living in a traditional house had a higher average use (mean 11.3) than those living in other dwellings (5.7).

The mean number of bags also varied with age. Respondents aged 42 to 59 would buy a mean of 12.5 bags in a year. This falls to 7.5 bags a year for those aged 60 to 73 and 5.5 bags a year for those aged 74 and above.


## Comments

Before completing the interview, respondents were asked if there were any changes they would suggest or if there were any other comments they would like to make.

47% of respondents made a comment. They are reproduced below.

### Good system

- *Very happy with system.*
- *I congratulate the council on a good system.*
- *Very pleased with system / we thought it would be smelly but it is not.*
- *We support the initiative wholeheartedly and we will use on an ongoing basis.*
- *Good initiative by council - I attended a recycling seminar for residents by council - excellent learning opportunity - took too long though - 3 hrs could have been condensed into 1 hr - tea break not needed.*
- *I think it's a good idea and hope that the community support it.*
- *Works well for us / only 2 two of us in the house / good system.*
- *It's an excellent idea.*
- *I think it is a very good idea for people in units with no backyards where they can compost.*
- *I have not used the bags, didn't know anything about them but they sound like a very good idea.*
- *I am quite happy with the system/it works well/it is a great idea.*
- *The system itself is a quite a good idea.*
- *I think it is a really good system.*
- *The system is working very well. I would miss it if I didn't have it.*
- *Think system is wonderful.*

- 
- *I think it is an excellent system.*
  - *I think it is really good.*
  - *It's a good idea and I fully support it*
  - *I think it is a very good idea.*
  - *I think it is very good and the biodegradable bags are excellent.*
  - *Many of my friends who have visited think it is wonderful and want it.*
  - *It is a very good idea - and every home should be doing it.*
  - *I think it is a good system and would be interested in seeing the results from Jeffries' end as well as the council end.*
  - *I think it's a good system and very well implemented.*
  - *Everyone I have spoken to in the trail area have been very happy with it.*
  - *As far as I'm concerned it's spot on.*
  - *I love the system.*
  - *I think the system is wonderful and can't speak high enough of it.*
  - *It is a good system.*
  - *A good idea for those that don't have a compost heap.*
  - *I am wrapped in it and think it's a fantastic idea.*
  - *I found it convenient - especially the size of the bags for my size family of 6.*
  - *I think it was very well planned and thought out.*
  - *It seems to be working well - it's very convenient.*
  - *Fantastic system - very impressed.*
  - *Good idea.*
  - *Happy with current system.*
  - *It's a good system.*
  - *Good idea, keep it up!*

## Good design

- *The little basket fits nicely on a bench space and is quite nice looking.*
- *Like style and size of the bag/do not mind putting it on the bench top.*
- *Like the size of the bag-good size to fit on the bench or under the sink.*
- *Very supportive of the trial - the size is good of the bin fits on bench or under sink.*
- *I think the basket is fantastic and whoever came up with idea did a great job, compact, neat, fits in the cupboard.*
- *I like the bin as it looks good on the sink. Much better looking than the plastic bucket I was using. I hope the council keep going with the Bio Basket system.*
- *The container is reasonably attractive.*
- *Bags are good, strong, and don't leak / don't get smelly / I like it, it is neat, takes up little room.*
- *I think it is a very good idea the basket is very well designed and there is no odour/ and I hardly have anything in the waste section of my ordinary bin.*
- *I think it's absolutely fantastic and the whole things very well designed.*
- *I think its fantastic and I'm very impressed, especially because the bags don't break and don't smell.*
- *I like the handle on the bag and it is a good size bag - it doesn't get too revolting and it is perforated so it doesn't smell.*

### Like to see continue


- *I think it's fantastic and would like to see the scheme continue.*
- *I think it's a good trial and would like to see it continue.*
- *I think it's a very good idea and hope the council continues using it.*
- *I think it's a very good idea and I hope they continue with it , good for the environment.*
- *It's a marvellous idea and hope to see it continue - good on the council and hope other councils take up the Bio Basket.*
- *I think it's been wonderful, a worthwhile trial period, would like to see it continue.*
- *I think it's a good idea and hope that it continues.*
- *Compost would need to suit most applications e.g. Roses and general garden - very supportive of the trial and would like to see it continue - good on the council for the initiative to reduce land fill.*
- *Supportive of the system and want to see it continue - good on the council.*
- *Very supportive of trial and would like it to continue.*
- *I support the trial and would like to see it continue - good for the environment and in teaching children the importance of recycling whatever possible.*
- *Very supportive of the system and would like to see it continued.*
- *I'd like to see it continue.*
- *I think its self explanatory and would like to see it continue.*
- *It has been an excellent system and am hopeful it will continue and will be disappointed if it stops.*

### Good idea but not for me

- *I keep the best of the food scraps for my own compost heap and to be frank the Bio Basket is a lot more work but it might be handy for other people.*
- *I find it quite useful but would not necessarily put in the green bin - I would put it in my own compost bin.*
- *For other people it's a good concept but as I have been composting for years I chose not to be involved in the trial - good on the council for this initiative.*
- *It is a great idea but we do our own composting.*
- *Good idea but not enough people at home to use it.*
- *Good idea but doesn't work for me - more suited to a family with greater volume of waste and more room to store go bin.*
- *Sounds like a good idea but our bin is a long distance from our door to carry a few food scraps.*
- *Like system, but I have better arrangements.*

### More recycling, less garbage

- *Worked quite adequately felt better recycling rather than throwing things out.*
- *Have found it useful and has reduced the amount of garbage put into the split bin*
- *A great idea of council and really does reduce amount of rubbish that goes into landfill.*
- *The house hold like it and we are happy to recycle in this way - congratulations to council.*
- *I think it's a very good innovation - we do throw away a lot that can be recycled and like the fact that corn starch bag is biodegradable - good on the council is say.*
- *Good idea as far as land fill and compost should be used for council trees.*

- 
- *I think it is a very good idea. This way when you put overripe fruit in the bag it can go into the green bin not the purple lidded bin.*
  - *I think it is great and has cut down our normal garbage.*
  - *Noticed how empty my rubbish bin was once I used the system.*
  - *Great idea from council in reducing landfill-congratulations to them.*

### Good for the environment

- *I think it's good for our environment.*
- *Anything that makes the environment cleaner I am happy to participate in.*
- *I would like to see the Bio Baskets continue - good for the environment.*
- *I think it's very good, running very smoothly, has long term benefits for our environment.*
- *Council should be congratulated for its sincere awareness of environmental issues.*
- *Anything that is good for the environment is good.*

### Design of Bio Baskets needs improvement

- *Change the design of the receptacle. Have a pedal on the receptacle to open the lid.*
- *Bags taller so they can tie up more easily / hard to tie up if full.*
- *I would like to see the system modified so the bag would fit existing kitchen disposal units/the bag needs to be much bigger.*
- *Concept good but basket completely unnecessary.*
- *The bin should be slightly bigger.*
- *Improve the bin design - because it has holes, it attracts insects.*
- *The Bio Basket is hard to get clean.*
- *The hinge on the lid is going to have problems - it is too flimsy.*
- *I think its a great idea and don't wish to sound trivial but the heritage green colour I understand but would prefer it in a neutral colour so I could leave it out on my bench.*

### Extra Bio Basket bags

- *Community access to bags is important - say from any of the big supermarkets in the council area as well as available from the council.*
- *Would be essential that the corn starch bags be readily available at major supermarkets in the council area and not just at council chambers as this would be inconvenient for working people to collect.*
- *It did not say how to get more bags in the letter - when you run out.*
- *I would not pay for the extra bags per week/I would wrap the scraps in paper.*
- *Not at all happy to pay for the bags - if council want me to recycle food scraps and then sell the compost on they can jolly well provide the bags for free.*

### Green organics collection

- *I think its great - very clean and can put green organics bin out once a fortnight - would like to see this fortnight collection continue rather than present monthly collection*
- *I think it is a very good initiative-find the fortnightly green organics collection excellent and wish it to continue after trial period.*
- *I am happy with the way it has gone and putting the green bin out fortnightly is good. With the compost I would buy it if it was easily accessible.*
- *I think it is a very good system and I will continue to use it - the best thing I found less going into the normal garbage bin and the green bin getting emptied every fortnight.*
- *I would like to see it continue and I don't mind if the other bin - i.e. the recyclable bin is collected fortnightly.*
- *Don't support increase in rates for fortnightly collection-want fortnightly collection of organics bin but pay enough in rates already.*
- *The fortnightly green bin collection is useful rather then once a year but if we have to pay for it we will not take up the offer/ it our rates should cover that.*
- *Would prefer a weekly pick up is all.*
- *I would like it to be picked up weekly and I would use a bigger bag then.*
- *In the very hot weather the organics bin would need to be collected once a week because of the odour.*
- *Prefer smaller green organics bin and more frequent collection.*
- *Collection too infrequent - gets too smelly - needs to be once per week or I might discontinue use.*
- *Like to continue - preferably with weekly collections.*
- *Would prefer weekly to fortnightly because during hot weather, the GO bin gets really smelly.*
- *Increase the frequency of pick up in summer - particularly in Xmas-new year period - was ok in winter but in summer was an odour problem with fortnightly collections.*

## Compost

- *If the council want to sell compost by the truck or trailer load I would be interested but not in 5 kg bags. I need a lot of compost and we compost every spring. I hope we get to keep the basket.*
- *For me to buy the compost bags they need to be at least 20 kg each bag otherwise the 5 kg bags are too small and I am not interested in buying them at all.*
- *The organic waste should be available by the trailer load. Any smaller quantity is just not practical.*
- *I prefer to buy compost by the trailer load and would not buy compost in a 5 kg bag. The corn starch bags should be accessible to buy. Perhaps from the council itself.*
- *My husband would prefer to buy a larger quantity of compost and it depends where you can buy it from and if it was comparable to other compost in price.*
- *I think if we contribute to the system we should get the compost at a reduced rate or free.*

## Rates

- *I think the council is doing a great job - but would not want a rate increase as I am on a pension.*
- *I am unhappy about the rates going up and also council want to charge ratepayers for the bags as well. We are providing the compost and the sale of the compost should come off our rates.*
- *I would not be very happy in paying extra rates per year and would prefer not to have the system if it meant extra cost.*
- *It would be better that people are charged \$30 for their extra green bin collection than everybody being charged 1% on their rates.*
- *My big objection is the council have a strategic plan where they are continually increasing rates on a percentage wise every year and not with the CPI. It is not businesslike.*

## Smell


- *The smell – don't know what council could do about this – it's the only part of the trial that was difficult - maybe design of the basket or bags could be adapted - but really like the concept.*
- *We need a less smelly wheelie bin.*
- *Green bin gets smelly sometimes at end of fortnight in summer.*
- *Learnt best to throw bag out half full so that it can be tied off - it will stink less.*

## Recycle bin

- *Council needs a better system for recycle bin than is now used / middle of bin keeps breaking / provide something separate for newspapers and then something for other recycle items.*
- *Neighbours have an additional bin for recyclables as council split bin is not big enough - unclear to residents how to get an additional recyclable bin - more info on how I can get one from council needed.*

## Other

- *They should have a split bin in the kitchen - one side for ordinary rubbish and one side for bio degradable stuff at user's own cost.*
- *The other system is to have a split bin that you can put under the sink- with similar bags.*
- *I have found ants a problem in entering the green organics bin this is concerning-other people doing trial have said is once a fortnight*
- *Green organics bin is too big. Takes up too much space - I don't need such a large bin - hard to take out - never full.*
- *I think that meat should not go into the bag as it is unhealthy - especially in hot weather. Fat should not go in as well as it would attract rats.*
- *It is a pity that something is not done for doggy do.*

- 
- *I would like them to come and pick up the Bio Basket system because I do not use it - I can not walk out side to empty it - it is of no use to me.*
  - *I would like to come and see how the system works / come to the depot to see this*
  - *We did not get the Bio Basket delivered to our house*
  - *I would like the council to focus on more important things like getting their planning department organized/ rather than fiddle with the Bio Basket system.*
  - *I haven't worked out where I can physically put the basket in the kitchen where it would be handy for food scraps but not near the food preparation area.*
  - *I rang to ask for advice from hot line and no ever go back to us / I stopped using system because of little flies it attracted into home and I still don't know how to get rid of these flies*
  - *Educate people not to be wasteful.*
  - *About 20 of 100 bags were faulty (i.e. split).*