



# GARBAGE AND RECYCLING SURVEY

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## CITY OF FORT COLLINS

Prepared for:

The City of Fort Collins

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# GARBAGE AND RECYCLING SERVICE AND PROGRAMS STUDY

## INTRODUCTION

### BACKGROUND AND OBJECTIVES

In September of 2005, the City of Fort Collins retained SERA, Inc., to conduct a strategic analysis of recycling and waste management options. As part of that assignment, SERA, Inc. retained Corona Research as a subcontractor to conduct a public survey of opinions about various recycling options. This report documents the findings of that survey.

### METHODOLOGY

The survey included a variety of questions that were either original to this survey or were reprised from previous garbage and recycling surveys. In the case of reprised questions, questions were repeated verbatim to facilitate comparisons over time with other survey reports. A copy of the survey instrument is presented in an appendix to this report.

All surveys were conducted by telephone, using a randomly generated sample of Fort Collins telephone numbers. Telephone numbers were generated mathematically, and then “cleansed” against a list of known business numbers to ensure that only residential numbers were called. Before beginning the survey, a filter question was asked to ensure that the household being contacted was located with the Fort Collins City limits.

A total of 403 surveys were completed.

Telephone surveys, like any other type of survey, do not precisely reflect the entire population when merely summed and totaled. Middle-income people, for example, are more likely to respond to telephone surveys than are people with high or low incomes, and older people are more likely to respond than are younger people. Other biases could occur as well. To account for this factor, the study team developed a unique weighting factor for every survey response, which adjusted that person’s representation in the survey to account for age and income. The responses of some respondents who have traits that were underrepresented in the group of survey participants were therefore weighted more heavily than the responses of people whose traits were overrepresented among the survey participants. (A limit is also set so that no individual response has a weighting factor of more than ten times that of any other single response.) For this reason, the survey findings represent a much more complex, but also more accurate analysis than would a mere tabulation of the raw data. Weighting factors ranged from 0.3037 for (overrepresented) households headed by people age 55 to 64 within

incomes between \$50,000 to \$74,999 per year to 3.00 for (underrepresented) households headed by people under the age of 35 with incomes under \$30,000 per year.

#### **MARGINS OF ERROR AND SEGMENTATION**

A total of 403 surveys were completed, resulting in a margin of error of (plus or minus) 4.9 percent with a 95 percent confidence level in the results. This represents a very strong one-time survey.

During the course of the survey, Corona gathered information on several personal attributes of survey respondents, including the age of the householder, household income, primary language spoken, size of home, type of home, and number of members in the household of varying ages. It is possible to segment findings by those variables to examine whether differences in opinions or behavior exist between different types of households. However, with a survey of 403 households, the observed differences must be somewhat large in order to eliminate random survey variations as a factor. Therefore, instead of presenting the results for all questions for each of these demographics, at the risk of overstating observed differences, the report contains a section that specifically addresses areas where significant differences were observed.

## SUMMARY OF KEY FINDINGS

While the report provides interesting findings along a number of key areas, certain themes stand out as being particularly important. These are summarized below from a general perspective, and different readers may also identify other key themes from their own perspective.

1. **There is high interest in, and support of, recycling.** In terms of importance, respondents were more likely to state that the ability to recycle conveniently, and the ability to recycle many materials, is more important than inexpensive services and even high quality of collection. This certainly implies a community interest in recycling. Additionally, 98 percent of respondents believe that recycling is “good for the city of Fort Collins”, and 89 percent believe that the City should pursue additional means of recycling and diversion.
2. **There is a belief that recycling has not yet hit its potential.** On average, respondents believe that over 40 percent of their own garbage could be recycled (mean estimate of approximately 42 percent). A total of 79 percent believe that it is feasible to divert 50 percent of garbage to recycling.
3. **There appears to be price flexibility for increased services.** A total of 82 percent of households believe that their current charges for garbage and recycling are reasonable, and 78 percent would be willing to pay “a bit more” to achieve the City’s recycling goal. Half of respondents would pay three dollars more per month, while 93 percent would be willing to pay an additional 50 cents per month.
4. **There appears to be additional demand for curbside recycling.** Nearly three-quarters (73 percent) of respondents reported that they have curbside recycling. While there are many reasons for not recycling, the largest single reason (37 percent of non-recyclers) is that curbside recycling is not available to them.
5. **Yard waste appears to be an area of particular potential for recycling.** A total of 39 percent of respondents report putting yard waste out with the garbage. A notable proportion of households report that they would use a community composting facility even if there was a small fee, as 18 percent said that they would be “very likely” to do so. Demand is greater for curbside pickup of yard waste, as 33 percent would be “very likely” to use the service, even if there was a small fee.

**SECTION 1**  
**DEMOGRAPHICS OF RESPONDENTS**

This section of the report presents raw unweighted data on respondents, for informational purposes about the survey population. Responses for each survey response were statistically weighted to account for random differences in the survey sample by age of householder and household income.

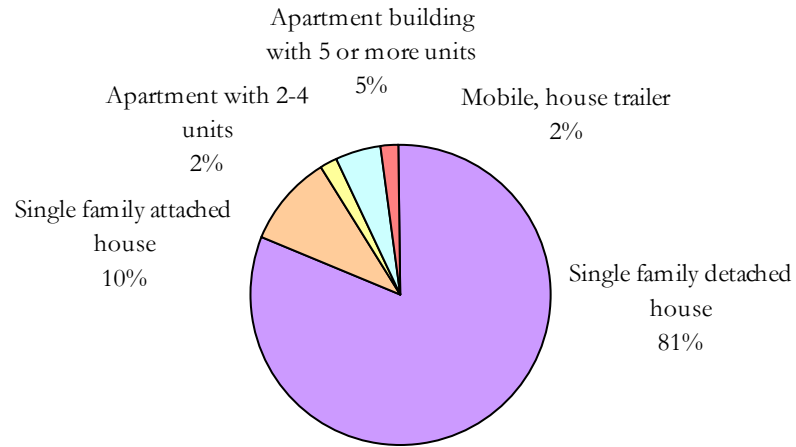
This is the only section of the report that provides unweighted figures. All other sections use weighted figures.

**A MAJORITY OF RESPONDENTS LIVE IN SINGLE FAMILY DETACHED HOUSES**

Exhibit 1 shows that 81 percent of raw respondents lived in a single family detached house, 10 percent lived in a single family attached house, and seven percent lived in an apartment, while only two percent of respondents reported living in a mobile or house trailer.

After weightings, the proportion of single family detached home dwellers declined to 69 percent.

**Exhibit 1-1**  
**Type of Housing Unit**  
*(“Which of the following housing types would you say best describes your home?”)*

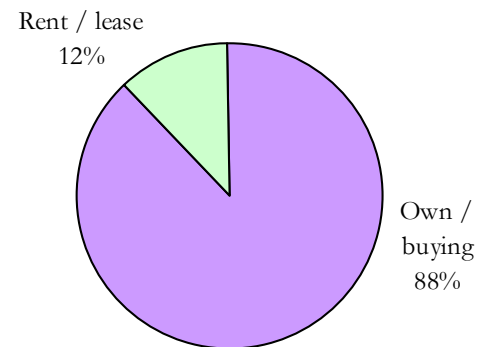


**A MAJORITY OF RESPONDENTS  
OWN THEIR HOMES**

Exhibit 2 shows that more than three quarters of respondents (88 percent) reported owning their homes, and 12 percent reported renting or leasing their homes.

After weighting, the proportion of home owners dropped to 76 percent.

**Exhibit 1-2  
Home Ownership**  
*(“Do you or members of your household own this home, do you rent, do you live rent-free, or some other arrangement?”)*

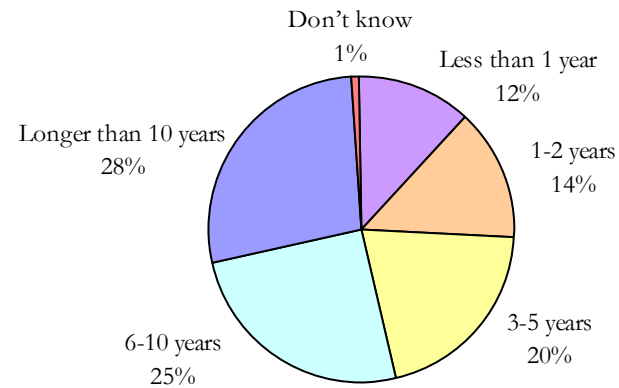


**A LARGE PROPORTION OF RESPONDENTS HAVE LIVED AT THEIR LAST ADDRESS FOR THREE YEARS OR MORE**

When asked to state how long they have lived at their current address, 12 percent of raw respondents reported that they have lived at their address for less than one year, 14 percent for one to two years, and 73 percent have lived at the address for three years or more. Exhibit 3 also indicates that there is a significant proportion of respondents (22 percent) who reported having lived in their address for longer than ten years.

After weightings, these proportions dropped back to a lower level of tenure. The proportion with less than one year of residence increased to 19 percent, while the proportion with more than ten years declined to 22 percent.

**Exhibit 1-3**  
**Number of Years Living at Current Address**  
*(“About how long have you lived at this address?”)*

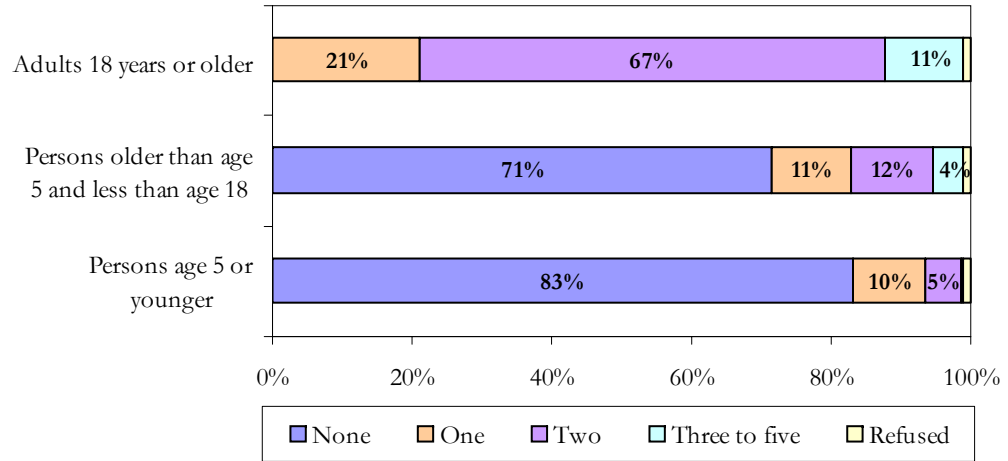


**A VAST MAJORITY OF HOUSEHOLDS HAVE ONE TO TWO ADULTS AND ONE OR FEWER CHILDREN**

A majority of raw respondents (88 percent) reported living with no more than two persons age 18 or older in their households, 27 percent reported living with persons between five and 18 years old, while 15 percent reported living with persons age five or younger.

After weighting, the proportion of one adult households increased slightly to 26 percent, and the proportion of households with no children increased as well, by approximately 5 to 7 percent, depending on the age group of the children.

**Exhibit 1-4**  
**Number of People Living in Household**  
*("Including yourself, how many people in each of the following age groups normally live in this household on a full-time basis?")*

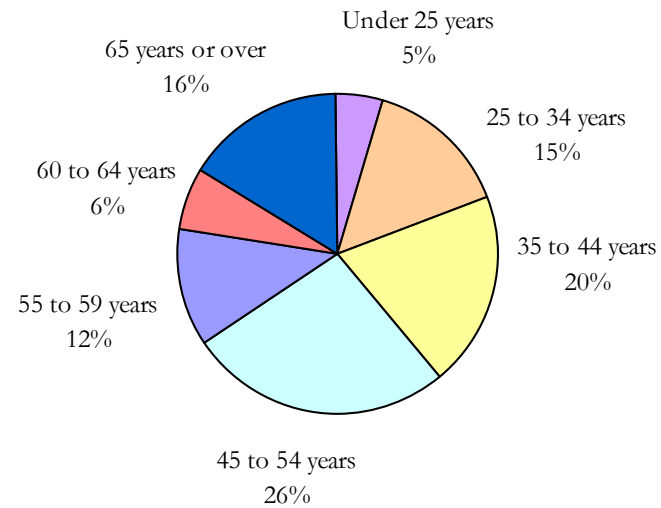


**A HIGH PROPORTION OF RESPONDENTS LIVE IN A HOUSEHOLD WITH OLDER HOUSEHOLDERS**

Exhibit 5 shows that a majority of raw respondents (60 percent) reported living in a household with householder age 45 or over. Exhibit 5 also indicates that there is a significant proportion (16 percent) of respondents whose householder was 65 years or over.

After weighting, the proportion of households age 45 or older declined significantly to 43 percent. Most of this decline was seen in the 45 to 64 age group, with a corresponding weighted increase among households under 35.

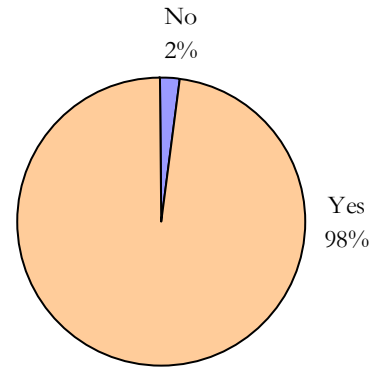
**Exhibit 1-5**  
**Age of Householder**  
*("How old is the head of household/householder?")*



**ALMOST ALL RESPONDENTS  
SPEAK ENGLISH AT HOME**

As indicated in Exhibit 6, 98 percent of respondents reported using English as the primary language in their home. This did not change significantly with the weightings.

**Exhibit 1-6**  
**Language Spoken at Home**  
*("Is English the primary language spoken in your home?")*

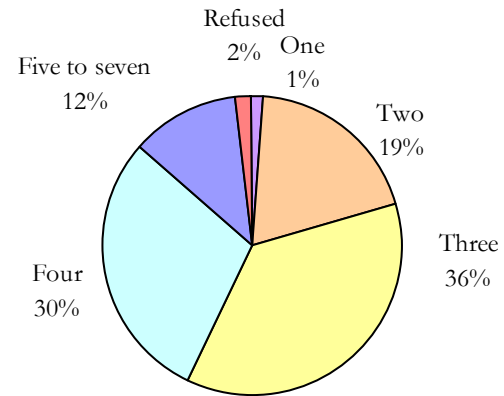


**MOST RESPONDENTS HAVE  
THREE OR FOUR BEDROOMS IN  
THEIR HOMES**

In terms of number of bedrooms, the survey reveals that the highest proportion of respondents (36 percent) reported having three bedrooms in their home. While only one percent reported having one bedroom, 19 percent reported having two bedrooms, 30 percent reported having four bedrooms, and 12 percent reported having five to seven bedrooms in their home.

After weightings, the number of one and two bedroom units rose to 3 and 26 percent respectively, while the number of 4 bedroom units declined to 24 percent the number of larger units declined to approximately 8 percent. The number of three bedroom units declined only slightly to 35 percent.

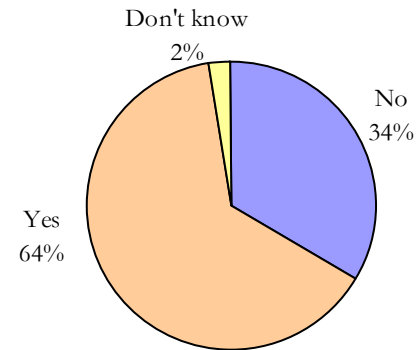
**Exhibit 1-7**  
**Number of Bedrooms**  
*(“How many bedrooms do you have in your home?”)*



**A MAJORITY OF THE PRIMARY WAGE-EARNERS OR HOUSEHOLDERS WORK IN FORT COLLINS**

Almost two-third of respondents (64 percent) reported that the primary wage-earner in their household or the householder worked in the City of Fort Collins. These proportions did not change after weighting.

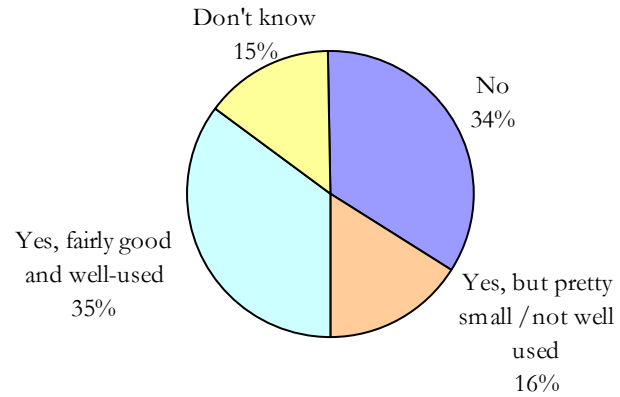
**Exhibit 1-8**  
**Work Location of Householder**  
*(“Does the primary wage-earner / head of household work in Fort Collins?”)*



**A CONSIDERABLE PROPORTION OF HOUSEHOLDERS' JOBS OR OFFICES HAVE A RECYCLING PROGRAM**

Exhibit 9 shows that 51 percent of respondents reported that the householder worked at an office/job that has a recycling program, with 35 percent stating that the office has a fairly good and well-used program and 16 percent reported that it was a pretty small and not well-used program. These figures changed less than one percent after weighting.

**Exhibit 1-9**  
**Recycling Program in the Householder's Job or Office**  
*("Does the head of household's job or office (Fort Collins or elsewhere) have a recycling program?")*

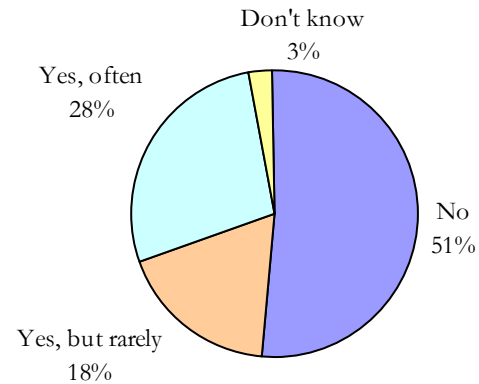


**RESPONDENTS WERE ALMOST EVENLY DIVIDED BETWEEN THOSE WHO SOMETIMES OR OFTEN GENERATE OFFICE-TYPE PAPER AT HOME AND THOSE WHO DO NOT**

As indicated in Exhibit 10, 46 percent of respondents reported that they or the head of household sometimes or often work out of their home and generate office-type paper, while 51 percent didn't do so.

After weighting, these figures rose to 54 percent who don't generate office-type paper at home, while the two affirmative categories declined slightly to 16 percent and 27 percent.

**Exhibit 1-10**  
**Working out of Home and Generating Office-Type Paper**  
*(“Do you or the head of household sometimes or often work out of your home (and generate office-type paper, etc.?)”)*

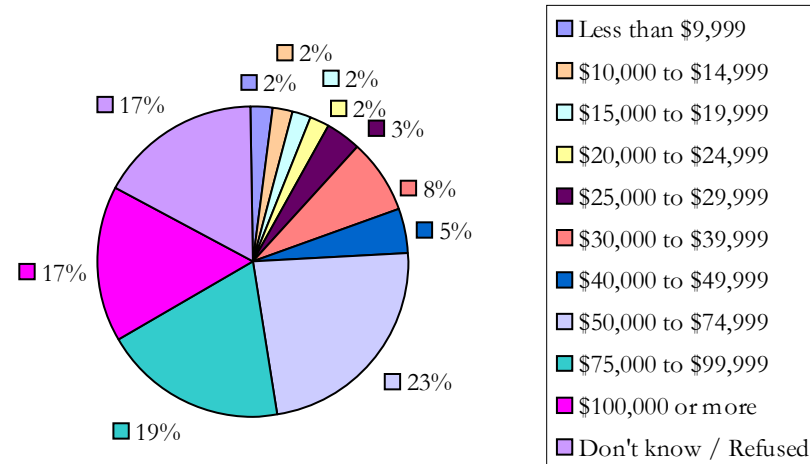


**MAJORITY OF RESPONDENTS  
COME FROM MIDDLE OR HIGH  
INCOME HOUSEHOLDS**

Exhibit 11 indicates that about six percent of households earned less than \$20,000 in the past 12 months, five percent earned \$20,000 to \$29,999, eleven percent earned \$30,000 to \$49,999, and 58 percent earned \$50,000 or more in the past 12 months.

After weightings were applied, the average income declined, with proportions below \$50,000 growing larger and proportions above \$50,000 declining.

**Exhibit 1-11**  
**Household Income in the Past 12 Months**  
*(“Please tell me which category best describes the total combined income in the past 12 months of all members of your household living here from all sources, before taxes and deductions.”)*



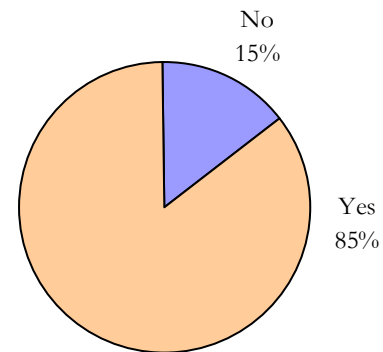
**SECTION 2  
GARBAGE AND RECYCLING**

This section of the report examines respondents' habit and attitude toward recycling.

**A MAJORITY OF RESPONDENTS  
HAVE CURBSIDE GARBAGE  
COLLECTION AT THEIR HOMES**

Exhibit 2-1 indicates that 85 percent of respondents reported having curbside garbage collection at their homes.

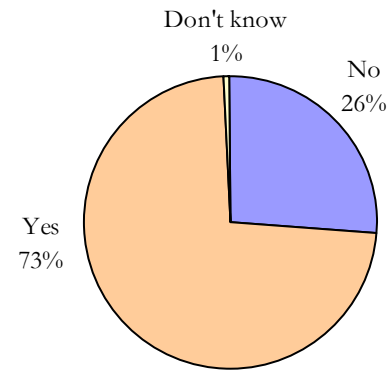
**Exhibit 2-1**  
**Curbside Garbage Collection at Home**  
*(“Do you currently have curbside garbage collection at your home?”)*



**A MAJORITY OF RESPONDENTS  
HAVE CURBSIDE RECYCLING  
COLLECTION AT THEIR HOMES**

When asked whether they currently have curbside recycling collection at their home, 73 percent of respondents said “Yes” and 26 percent said “No.”

**Exhibit 2-2**  
**Curbside Recycling Collection at Home**  
*(“Do you currently have curbside recycling collection at your home?”)*

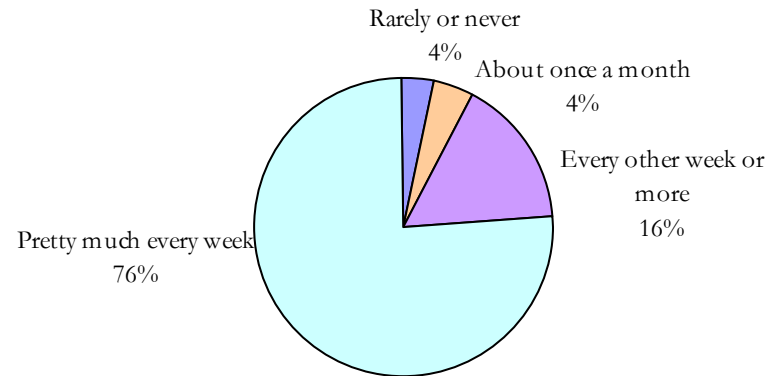


**A VAST MAJORITY OF RESPONDENTS RECYCLE AT THE CURB REGULARLY**

Survey reveals that 96 percent of respondents with access to curbside recycling use it at least occasionally.

Four percent reported recycling “about once a month,” 16 percent recycling “every other week or more,” and 76 percent “pretty much every week.” Only four percent of respondents reported that they “rarely or never” recycled.

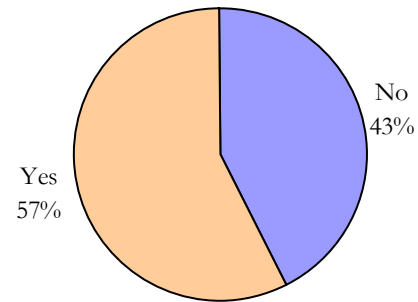
**Exhibit 2-3**  
**Frequency of Setting Out Recycling at the Curb**  
*(“How often do you set out recycling at the curb?”)*



**MORE THAN HALF OF THOSE WITHOUT CURBSIDE RECYCLING SERVICES STILL RECYCLE AT HOME**

Respondents who reported not having (or not using) curbside recycling collection at home were asked whether they recycled at home. Fifty-seven percent of those people stated that they recycle at home and 43 percent do not.

**Exhibit 2-4**  
**Recycling at Home**  
*("Do you recycle at home?")*

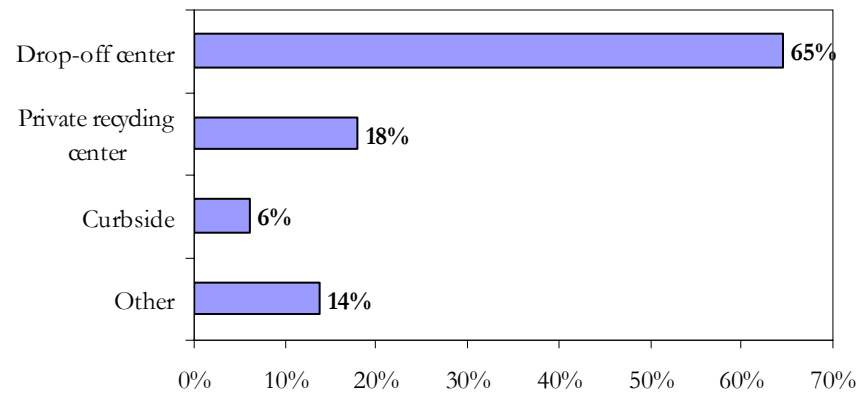


Notes: Includes only those who reported not having curbside recycling collection at home (n=84)

**THOSE WITHOUT CURBSIDE  
RECYCLING PREFER TO GO  
TO A DROP-OFF CENTER FOR  
RECYCLING**

When asked to state the location of their recycling, 65 percent of respondents who reported not having (or not using) curbside recycling collection at home said that they went to a drop-off center to recycle regularly. Another 18 percent went to a private recycling center, and six percent used curbside recycling. (The latter reflects people who offered either conflicting survey responses, or possibly people who drop off their recycling at a location that does offer curbside recycling.)

**Exhibit 2-5  
Recycling Location  
(“Where do you recycle?”)**



Notes: - Includes only those who reported not having curbside recycling collection at home but recycling regularly (n=49)  
- Figures add up to more than 100 percent because multiple responses were allowed

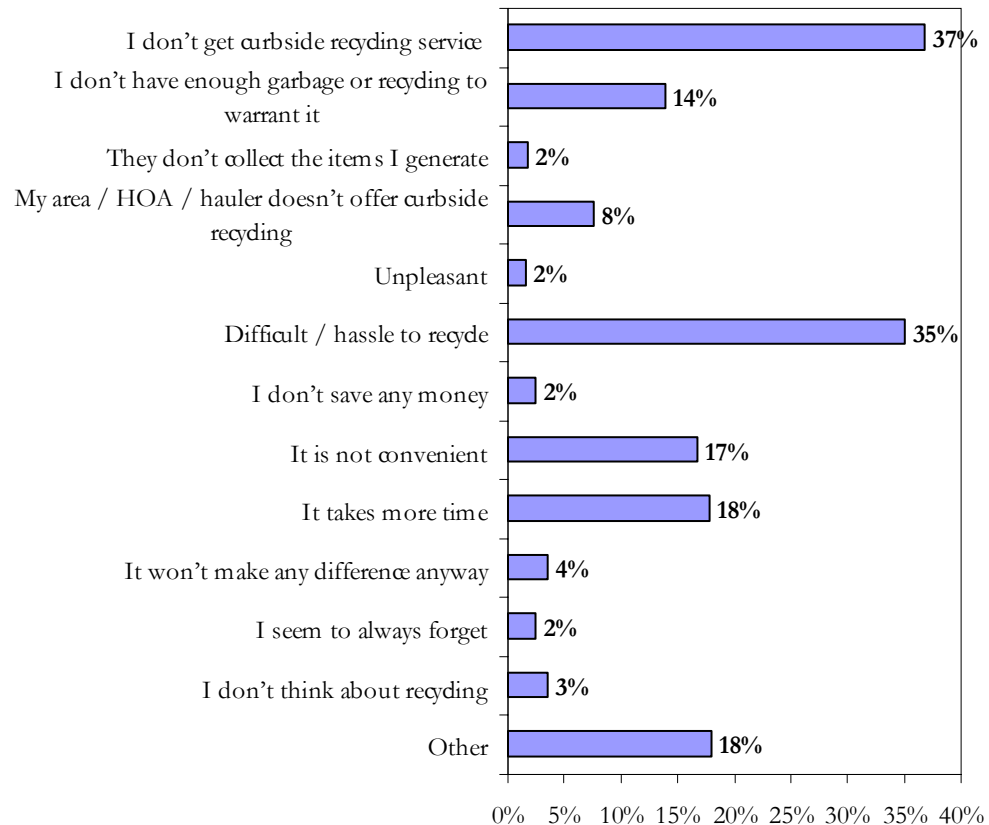
**NOT HAVING CURBSIDE RECYCLING SERVICE AND THE DIFFICULTY OF RECYCLING ARE THE MOST COMMON REASONS FOR NOT RECYCLING REGULARLY**

Exhibit 2-6 shows that not having curbside recycling service and the difficulty of recycling were the two most common reasons why some respondents do not recycle regularly. Besides those reasons, a sizeable proportion of respondents also stated that it was because “it takes more time,” “it is not convenient,” or “I don’t have enough garbage or recycling to warrant it.”

Please note that these statistics are based on a small sample size because only respondents who reported not recycling regularly were asked this question.

Respondents were allowed to provide more than one reason if they wished. The average respondents provided 1.6 reasons.

**Exhibit 2-6**  
**Reason(s) for not Recycling Regularly**  
*(“What are the primary reasons that you are not recycling regularly?”)*



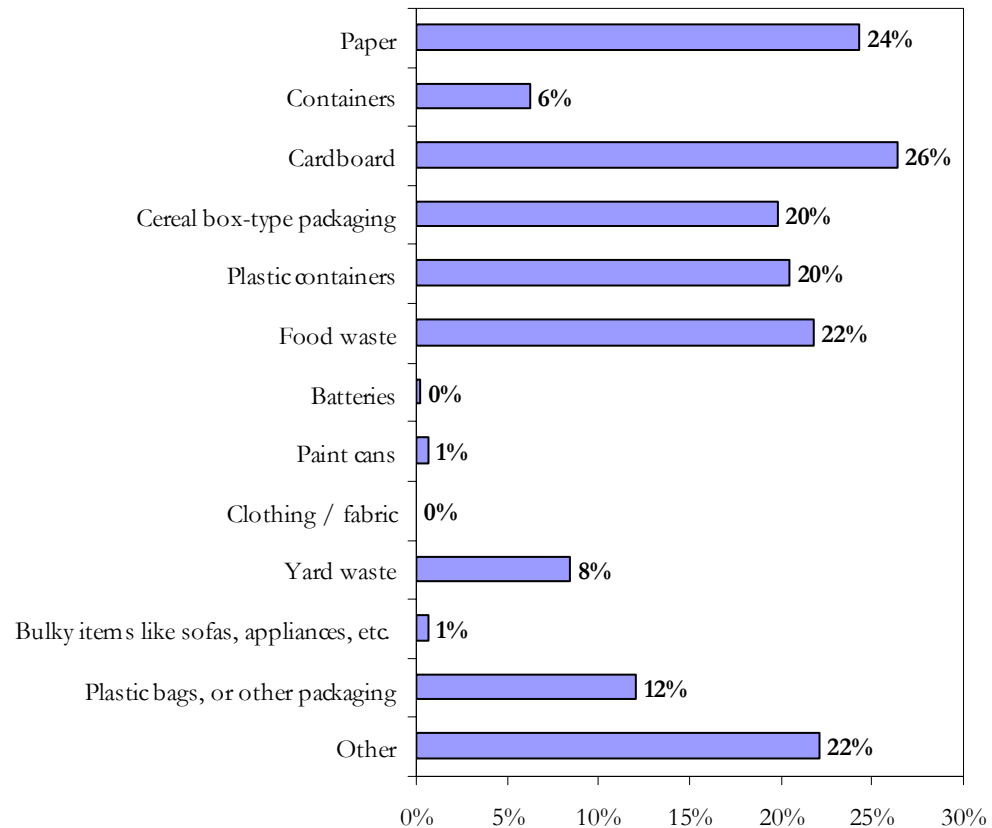
Notes: - Includes only those who reported not recycling regularly (n=35)  
 - Figures add up to more than 100 percent because multiple responses were allowed

**CARDBOARD AND PAPER ARE MATERIALS THAT STILL TAKE UP LOTS OF SPACE IN GARBAGE AFTER RECYCLING**

When asked about what materials that still seem to take up lots of space in their garbage after any recycling they did, the highest proportion reported “cardboard” (cited by 26 percent) and “paper” (cited by 24 percent). About 20 to 22 percent of respondents also reported that “cereal box-type packaging,” “plastic containers,” “food waste” still seemed to take up lots of space of their garbage.

Among “other” materials volunteered by respondents were diapers, and bottles and cans.

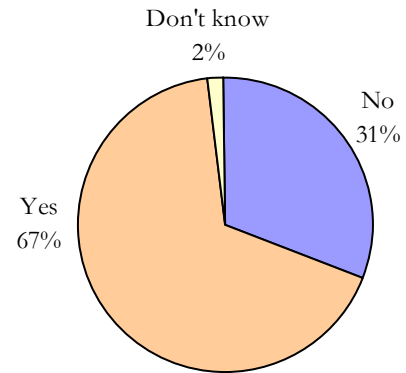
**Exhibit 2-7**  
**Materials Taking up Lots of Space in Garbage**  
*(“What materials still seem to take up lots of space in your garbage (after any recycling you do)?”)*



**AWARENESS OF THE CITY'S  
RECYCLING DROP-OFF  
CENTER LOCATION IS HIGH**

Exhibit 2-8 confirms that two-thirds of respondents (67 percent) reported knowing the location of the City's recycling drop-off center.

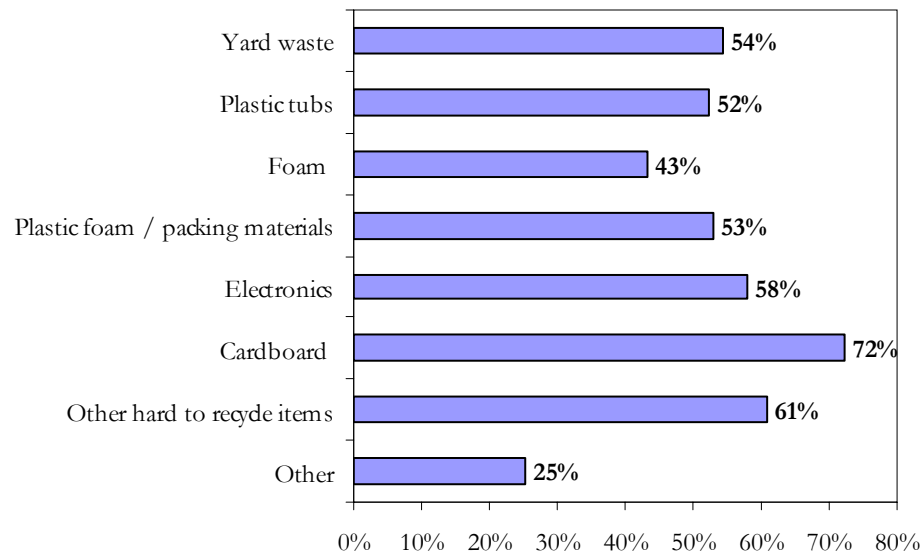
**Exhibit 2-8**  
**Awareness of the City's Recycling Drop-Off Center Location**  
*("Do you know where the City's recycling drop-off center is located?")*



**CARDBOARD IS THE MATERIAL THAT RESPONDENTS ARE MOST INTERESTED IN TAKING TO A RECYCLING DROP-OFF SITE**

Exhibit 2-9 shows that cardboard was cited by the highest proportion of respondents (72 percent) as the material that they would be interested in dropping off at a recycling drop-off site. Other materials were also cited by a significant proportion of respondents, while foam was cited by the lowest proportion of respondents. Overall, these responses indicate that about half of respondents would be interested in taking many types of materials to a recycling drop-off site.

**Exhibit 2-9**  
**Materials to be Dropped off at a Recycling Drop-Off Site**  
*(“Which of the following materials would you be interested in dropping off at a recycling drop-off site?”)*



**SECTION 3  
YARD WASTE**

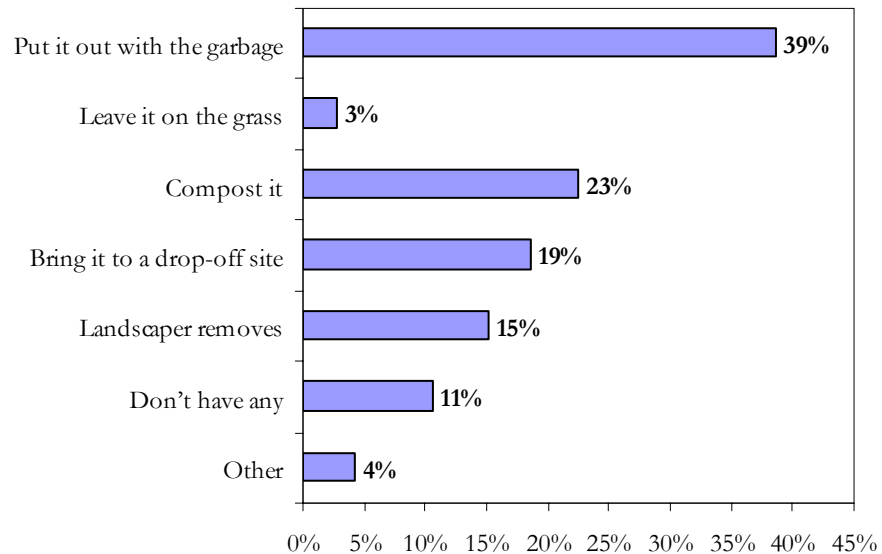
This section examines what respondents usually do with their yard waste, and respondents' likelihood of using a community composting facility for their yard waste.

**THE HIGHEST PROPORTION OF RESPONDENTS PUT THEIR YARD WASTE OUT WITH THE GARBAGE**

When asked what they do with their yard waste, such as leaves, grass, or plant or tree trimmings, the highest proportion of respondents (39 percent) reported that they usually put it out with the garbage. Moreover, as indicated in Exhibit 3-1, 23 percent of respondents reported that they usually compost it, 19 percent usually bring it to a drop-off site, 15 percent reported that landscapers usually remove it, while only three percent leave it on the grass.

Some respondents provided more than one responses, so the categories add up to more than 100 percent.

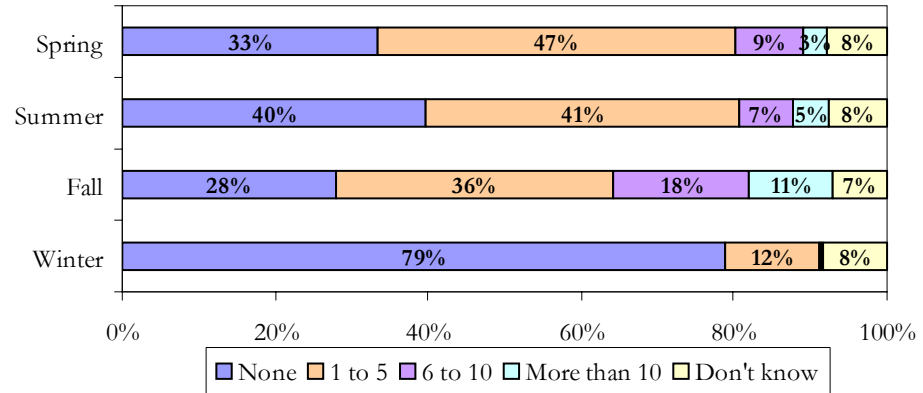
**Exhibit 3-1  
Yard Waste**  
*(“When you have leaves, grass, or plant or tree trimmings, what do you do with the waste materials?”)*



**RESPONDENTS ARE MOST LIKELY TO PRODUCE YARD WASTE IN THE FALL**

Not surprisingly, respondents were more likely to produce bags of yard waste in the fall than in other seasons. Sixty-five percent of respondents reported that they produced at least one bag of yard waste in the fall, 59 percent reported producing yard waste in the spring, 53 percent reported producing yard waste in the summer, and only 12 percent stated that they produced yard waste in the winter.

**Exhibit 3-2**  
**Number of Bags of Yard Waste Produced**  
*(“In an average month in each of the following seasons, about how many bags of yard waste would you say you produce? Don’t count any yard waste that you do not actually bag or collect.”)*

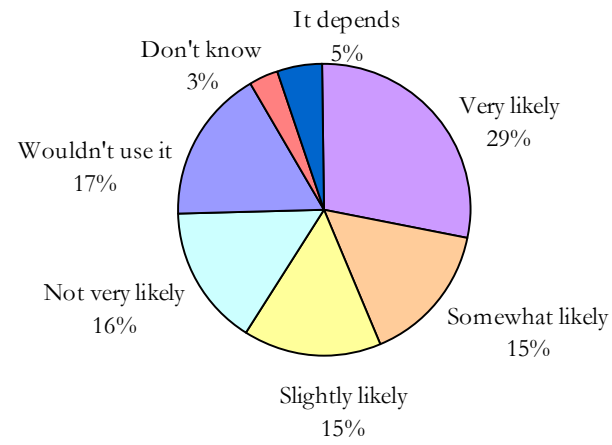


**A HIGH PROPORTION OF RESPONDENTS REPORTED A POSITIVE LIKELIHOOD OF USING A COMMUNITY COMPOSTING FACILITY OR DROP-OFF POINT**

Exhibit 12 indicates that 59 percent of respondents reported a positive likelihood of using a community composting facility or drop-off point, with 29 percent stating that it was “very likely” that they would use it. Another 15 percent said that it was “somewhat likely,” and another 15 percent said that it was “slightly likely.” On the other hand, 16 percent of respondents reported that it was “not very likely” for them to use a community composting facility, and 17 percent stated that they “wouldn’t use it.”

Of the five percent of respondents who reported that “it depends”, the majority stated that it depends on the location.

**Exhibit 3-3**  
**Likelihood of Using a Community Composting Facility or Drop-Off Point**  
*(“How likely would you be to use a community composting facility or drop-off point?”)*

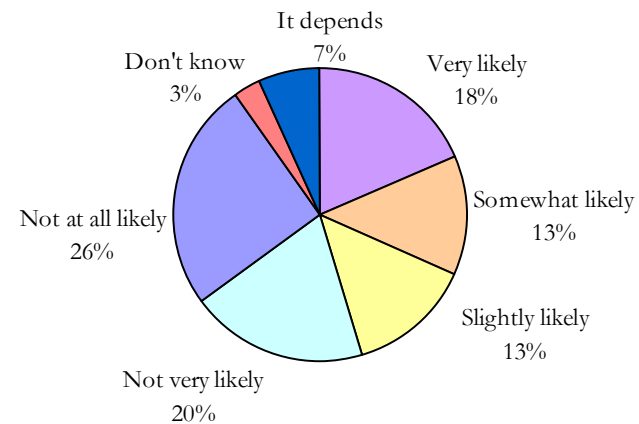


**RESPONDENTS WOULD BE LESS LIKELY TO USE THE COMMUNITY COMPOSTING FACILITY IF THERE WAS A SMALL FEE**

Compared to the previous exhibit, Exhibit 3-4 shows that respondents were less likely to use a community composting facility if there was a small fee. A smaller proportion of respondents reported that it was either “very likely,” “somewhat likely,” or “slightly likely” that they would use the facility if there was a small fee (44 percent vs. 59 percent), and a higher proportion of respondents stated that their use of such a facility was either “not very likely” or “not at all likely” (46 percent vs. 33 percent).

Furthermore, of the seven percent of respondents who stated that “it depends,” the majority said that it depends on how small the fee is.

**Exhibit 3-4**  
**Likelihood of Using the Community Composting Facility if There was a Small Fee**  
*(“If there was a small fee, how likely would you be to use the facility?”)*



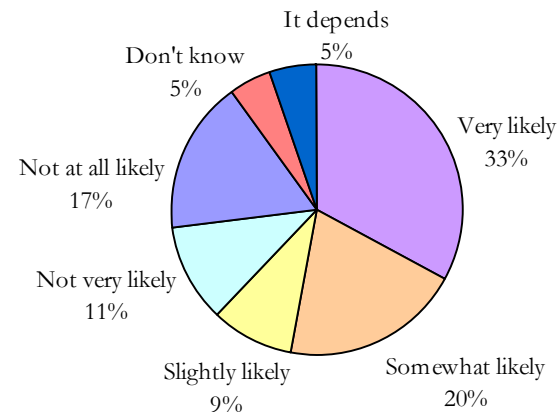
**RESPONDENTS ARE MORE LIKELY TO USE A CURBSIDE PROGRAM FOR COLLECTING YARD WASTE THAN A COMMUNITY COMPOSTING FACILITY**

If there was a curbside program for collecting yard waste, and there was a small fee, 62 percent reported positive likelihood of using the service (compare this with 44 percent for a community composting facility with fee) with one-third of respondents stating that it was “very likely” for them to use the service (compared with 18 percent for the composting facility with a fee).

Similar to the previous findings, the majority of respondents who stated “it depends” reported that it depends on the how small the fee is.

**Exhibit 3-5  
Likelihood of Using the Service if There was a Curbside Program for Collecting Yard Waste with a Small Fee**

*(“If there was a curbside program for collecting yard waste, and there was a small fee, how likely would you be to use the service?”)*



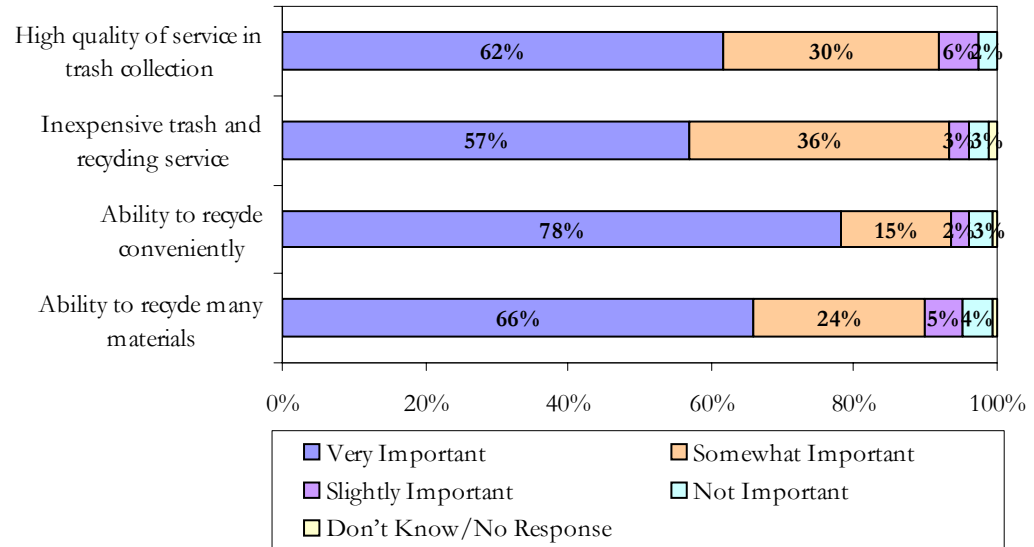
**SECTION 4  
RECYCLING GOALS AND SERVICE FEES**

This section examines respondents' opinions on several aspects of recycling and diversion, and service fees.

**THE MOST IMPORTANT ATTRIBUTE OF RECYCLING SERVICES IS CONVENIENCE**

Exhibit 4-1 shows that “ability to recycle conveniently” was cited by the highest proportion of respondents (78 percent) as a very important aspect of recycling and trash collection services, followed by “ability to recycle many materials” (cited by 66 percent of respondents), “high quality of service in trash collection” (cited by 62 percent), and “inexpensive trash and recycling service” (cited by 57 percent of respondents).

**Exhibit 4-1**  
**The Importance of Certain Attributes of Trash Collection and Recycling Service**  
*(“How important are the following items to you – please answer “very important”, “somewhat important”, “slightly important”, or “not important.”)*

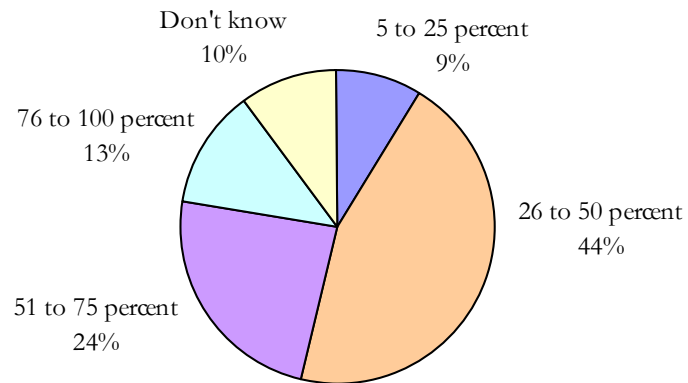


**MORE THAN A THIRD OF RESPONDENTS BELIEVE MORE THAN 50 PERCENT OF WASTE CAN BE DIVERTED THROUGH RECYCLING AND REDUCTION**

As shown in Exhibit 4-2, more than half of respondents (53 percent) believe that the percentage of waste from landfills-community wide that can be diverted through recycling and diversion was 50 percent or less, while 37 percent of them believe that more than half of waste can be diverted from landfills.

An estimated total recycling potential based on these figures is 49.6 percent.

**Exhibit 4-2**  
**Perceived Percentage of Waste that Could be Diverted through Recycling**  
*(“What percent of waste do you believe can be diverted from landfills – community-wide – through recycling, reduction, and other means?”)*

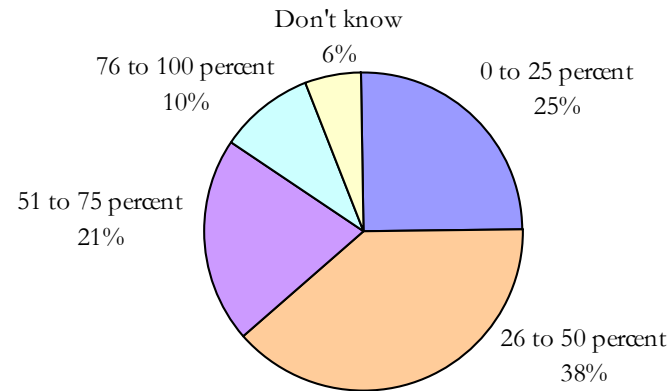


**A THIRD OF RESPONDENTS BELIEVE THAT MORE THAN HALF OF THEIR PERSONAL WASTE COULD BE DIVERTED THROUGH RECYCLING**

When talking about their personal waste, estimates of recycling potential was lower than estimates of citywide recycling potential. Nonetheless, a considerable proportion of respondents (31 percent) believed that they could divert more than half of their personal waste from the garbage stream through recycling, reduction, and other means.

An estimated total recycling potential based on these figures is 42.1 percent.

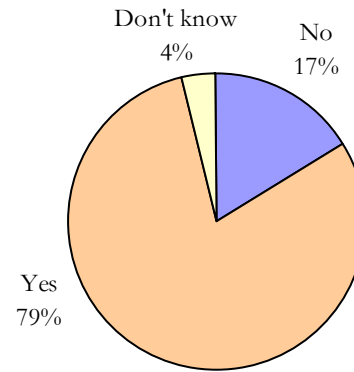
**Exhibit 4-3**  
**Perceived Percentage of Personal Waste that Could be Diverted through Recycling**  
*(“Looking at your own personal waste, how much do you believe you could divert from the garbage stream – though recycling, reduction, and other means? Include any waste that you currently recycle in this estimate.”)*



**WITH IMPROVED SERVICES, MOST RESPONDENTS BELIEVE THEY COULD REACH 50 PERCENT OF DIVERSION FOR THEIR HOUSEHOLD WASTE**

Exhibit 4-4 indicates that a majority of respondents (79 percent) believe they might be able to reach 50 percent diversion for their household waste IF more materials could be recycled and there was a place for yard waste.

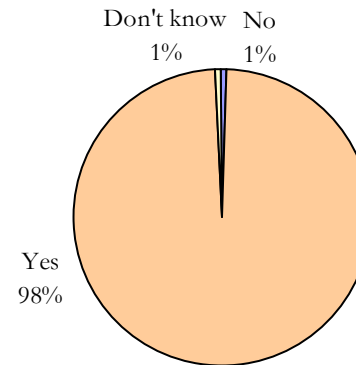
**Exhibit 4-4**  
**Confidence in Reaching 50% Diversion for Household Waste**  
*(“If more materials could be recycled, and there was a place for yard waste, do you believe you might be able to reach 50% diversion for your household waste – that is, your garbage would be half as much as it would have been without any recycling or diversion?”)*



**ALMOST ALL RESPONDENTS  
BELIEVE THAT RECYCLING AND  
DIVERSION IS GOOD FOR THE  
CITY**

Almost all of respondents (98 percent) believe that recycling and diversion is good for the City of Fort Collins.

**Exhibit 4-5**  
**Opinion on Recycling and Diversion**  
*(“Do you think recycling and diversion is good for the City of Fort Collins?”)*

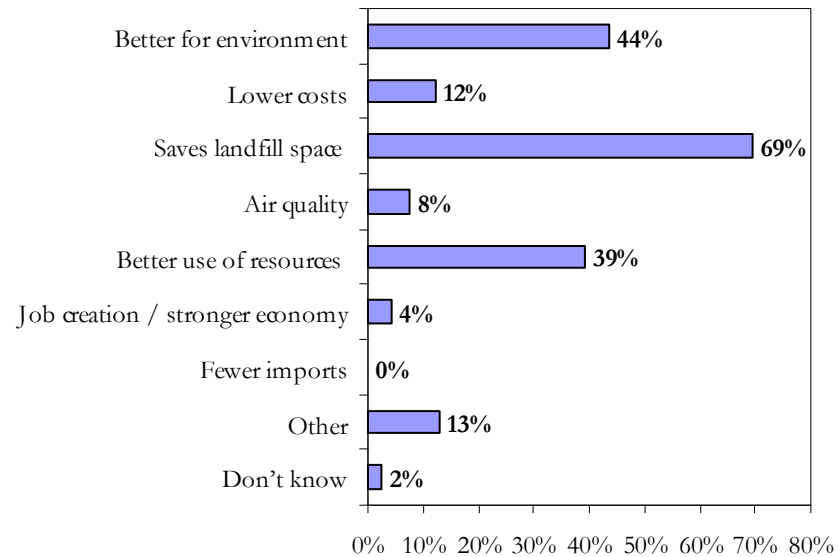


**THE MOST CITED BENEFIT OF RECYCLING AND DIVERSION IS SAVING LANDFILL SPACE**

When asked to state the benefits of recycling and diversion, the highest proportion of respondents (69 percent) believed that recycling and diversion saves landfill space. A large proportion of respondents also believed that recycling and diversion is either better for environment, or gives a better use of resources.

Respondents were allowed to provide more than one response if they wished. The average respondent provided 1.9 benefits.

**Exhibit 4-6**  
**Benefits of Recycling and Diversion**  
*(“What benefits do recycling and diversion bring?”)*



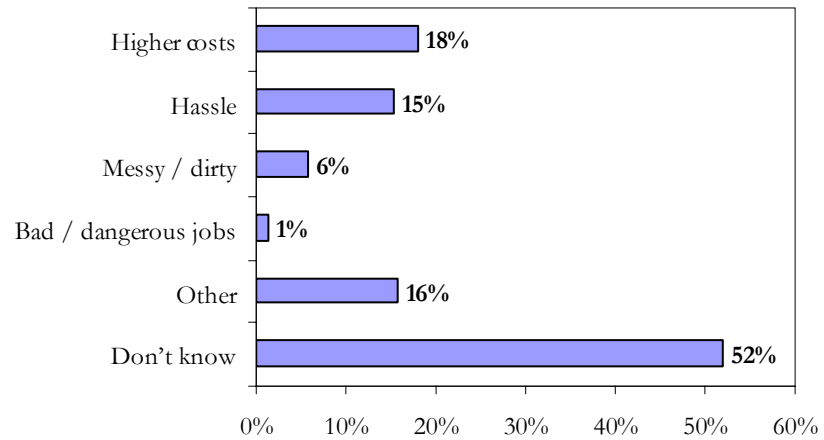
Note: Figures add up to more than 100 percent because multiple responses were allowed.

**NEGATIVE IMPACTS OF RECYCLING AND DIVERSION ARE IDENTIFIED BY A SIGNIFICANTLY LOWER PROPORTION OF RESPONDENTS**

When asked to state negative impacts from recycling and diversion, only 48 percent of respondents were able to identify a negative impact, compared to 98 percent who could identify at least one benefit of recycling and diversion).

Eighteen percent of respondents believed that recycling and diversion brings higher costs, and 15 percent believe that it creates a hassle. Among “other” responses are “it is time consuming” and “it takes up a lot of space.”

**Exhibit 4-7**  
**Negative Impacts of Recycling and Diversion**  
*(“What negative impacts does recycling and diversion bring?”)*



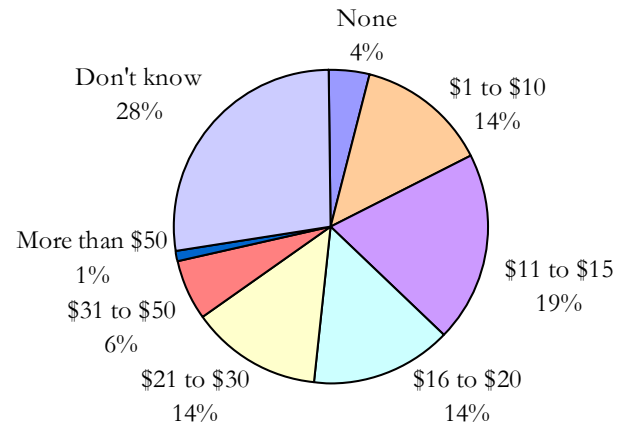
Note: Figures add up to more than 100 percent because multiple responses were allowed.

**GARBAGE AND RECYCLING SERVICE MONTHLY FEES VARY GREATLY**

Exhibit 4-8 shows that respondents pay various amounts for their garbage and recycling service fee, ranging from nothing to more than 50 dollars per month. Fourteen percent of respondents reported paying less than ten dollars monthly, 33 percent reported paying between 11 to 20 dollars, and 21 percent reported paying more than 20 dollars.

A large proportion of respondents (28 percent) do not know how much they pay for garbage and recycling services.

**Exhibit 4-8**  
**Monthly Fee of Garbage and Recycling Service**  
*(“To the best of your knowledge, about how much you pay monthly for garbage and recycling service?”)*

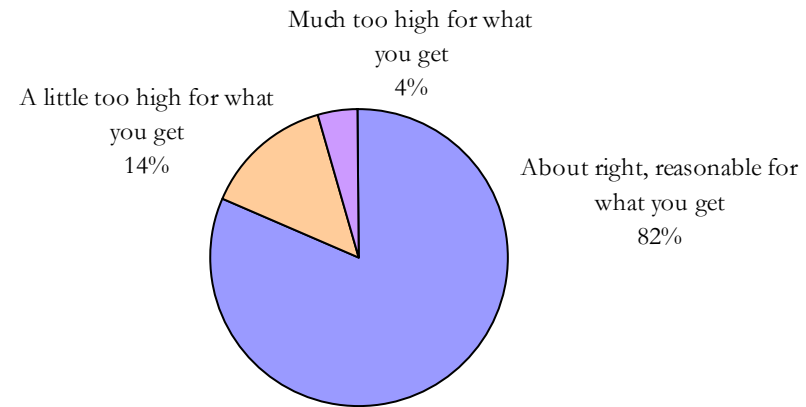


**A MAJORITY OF RESPONDENTS BELIEVE THAT THEIR GARBAGE AND RECYCLING FEES ARE REASONABLE**

As indicated in Exhibit 4-9, a majority of respondents (82 percent) believe that their garbage and recycling fees were “about right, reasonable for what I get,” 14 percent reported that the fees were “a little to high for what I get,” and four percent believed that the fees were “much too high for what I get.”

Two other response options were available: “a little too low for that you get” and “much too low for that you get”. No respondents selected those choices.

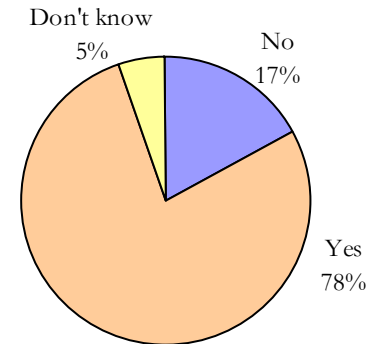
**Exhibit 4-9**  
**Opinion on Garbage and Recycling Fees**  
*(“Would you say your garbage and recycling fees are:”)*



**A MAJORITY OF RESPONDENTS  
ARE WILLING TO PAY A BIT MORE  
ON THEIR GARBAGE AND  
RECYCLING BILL TO ACHIEVE  
THE CITY'S RECYCLING GOAL**

Exhibit 4-10 shows that, if recycling programs could be expanded to include more materials, or if it would cost a little more to achieve the City's recycling goal, the majority of respondents (78 percent) reported that they would be willing to pay a bit more on their garbage and recycling bill.

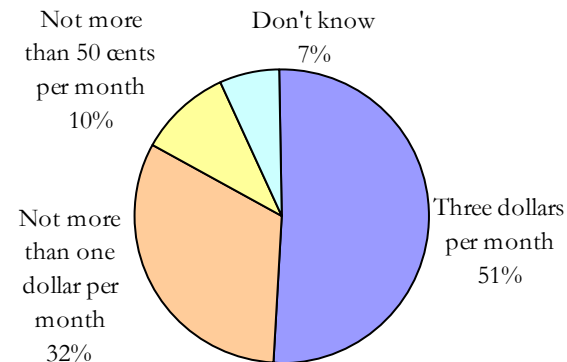
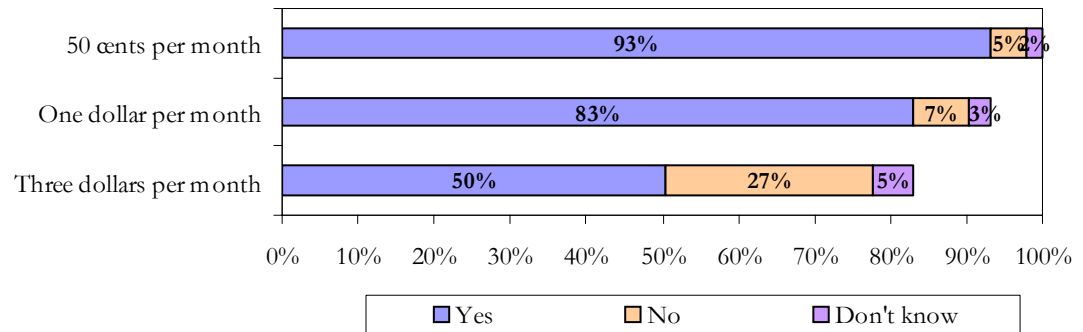
**Exhibit 4-10**  
**Willingness to Pay a Bit More on Garbage and Recycling Bill**  
*("If recycling programs could be expanded to include more materials, or if it would cost a little more to achieve the City's recycling goal, would you be willing to pay a bit more on your garbage and recycling bill?")*



**ABOUT HALF OF RESPONDENTS AGREE WITH AN INCREASE OF THREE DOLLARS PER MONTH**

A pie chart in Exhibit 4-11 shows that more than half of respondents (51 percent) would agree to pay three dollars more per month to support City programs to increase recycling and diversion. Thirty-two percent of respondents reported willingness to support City program if it only increases garbage and recycling costs by between one and three dollars per month, and ten percent will support the program if the increase is 50 cents to one dollar per month. Seven percent would not pay 50 cents more per month.

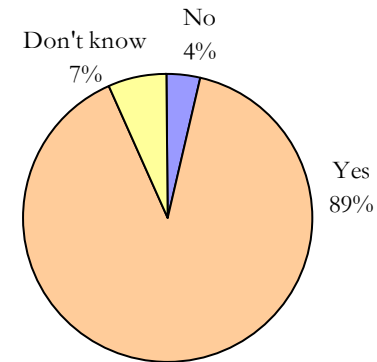
**Exhibit 4-11**  
**Support for Increased Recycling and Diversion Fees**  
*(“Currently, the City’s residents and businesses recycles and diverts about 25% of the waste stream. Do you support City programs to increase recycling and diversion if it increases garbage and recycling costs by?”)*



**A VAST MAJORITY OF  
RESPONDENTS BELIEVE THAT  
THE CITY SHOULD PURSUE  
ADDITIONAL RECYCLING AND  
DIVERSION**

Exhibit 4-12 indicates that a majority of respondents (89 percent) think that the City of Fort Collins should pursue additional recycling and diversion through programs and incentives.

**Exhibit 4-12**  
**Opinion on Pursuing Additional Recycling and Diversion**  
*(“Do you think the City should pursue additional recycling and diversion through programs and incentives?”)*

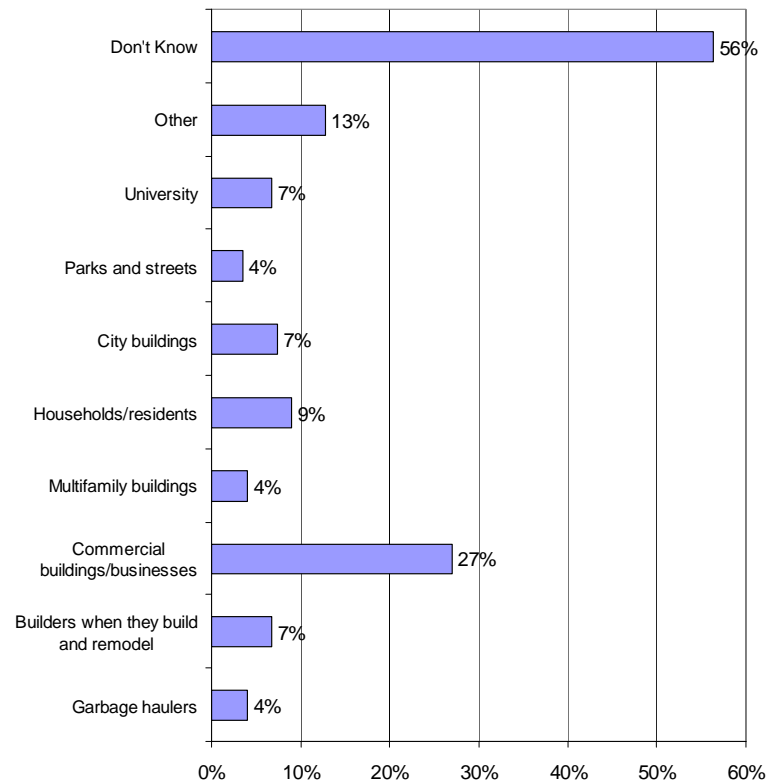


**COMMERCIAL BUILDINGS/BUSINESS SHOULD DO MORE FOR RECYCLING AND DIVERSION**

The highest proportion of respondents (27 percent) believed that commercial buildings or business should do more for recycling and diversion, while other groups on the list were cited only by less than ten percent of respondents.

Of respondents who cited “other” (13 percent), schools were the only category that received votes totaling 3 percent or more of responses.

**Exhibit 4-13**  
**Groups that Should Do More for Recycling and Diversion**  
*(“Are there any groups that you think should do MORE for recycling and diversion?”)*



Note: Figures add up to more than 100 percent because multiple responses were allowed.

**SECTION 5**  
**SERVICE CHANGES/PREFERENCES/OPTIONS**

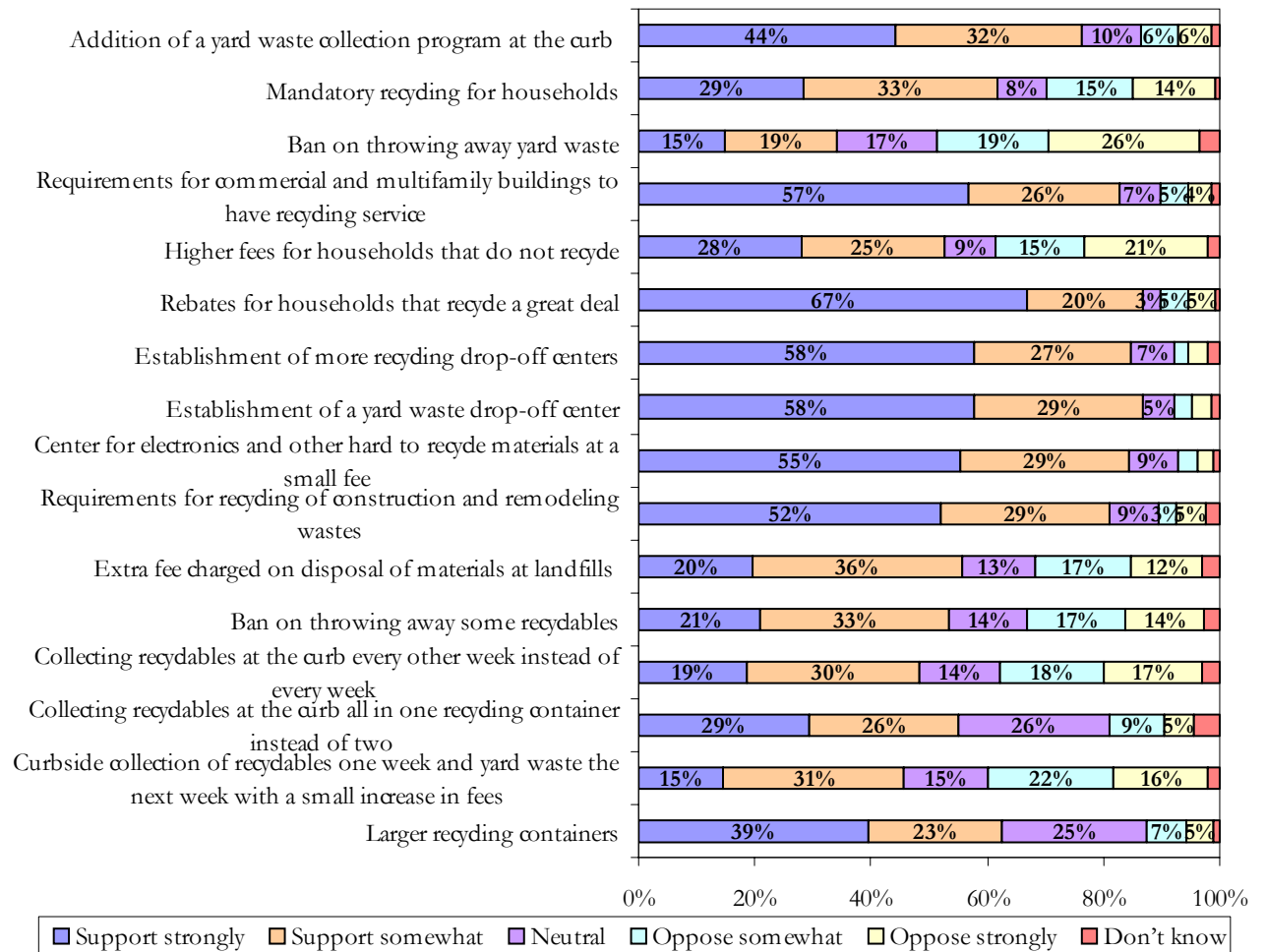
This section examines respondents' opinion and preferences on several possible changes to recycling and diversion in the City of Fort Collins.

**RESPONDENTS STRONGLY SUPPORT REBATES FOR HOUSEHOLDS THAT RECYCLE A GREAT DEAL**

Exhibit 5-1 shows that the highest proportion of respondents (67 percent) strongly supported “rebates for households that recycle a great deal.” A considerable proportion of respondents (more than half of respondents) also strongly supported “establishment of more recycling drop-off centers,” “establishment of a yard waste drop-off centers,” “requirements for commercial and multifamily buildings to have recycling service,” “higher fees for households that do not recycle,” “center for electronics and other hard to recycle materials at a small fee,” and “requirements for recycling of construction and remodeling wastes.”

On the other hand, Exhibit 5-1 also indicates that the highest proportion of respondents (26 percent) strongly opposed “ban on throwing away yard waste”.

**Exhibit 5-1**  
**Support for Possible Changes to Recycling and Diversion**  
*(“Which of the following possible changes to recycling and diversion in Fort Collins would you support or oppose?”)*



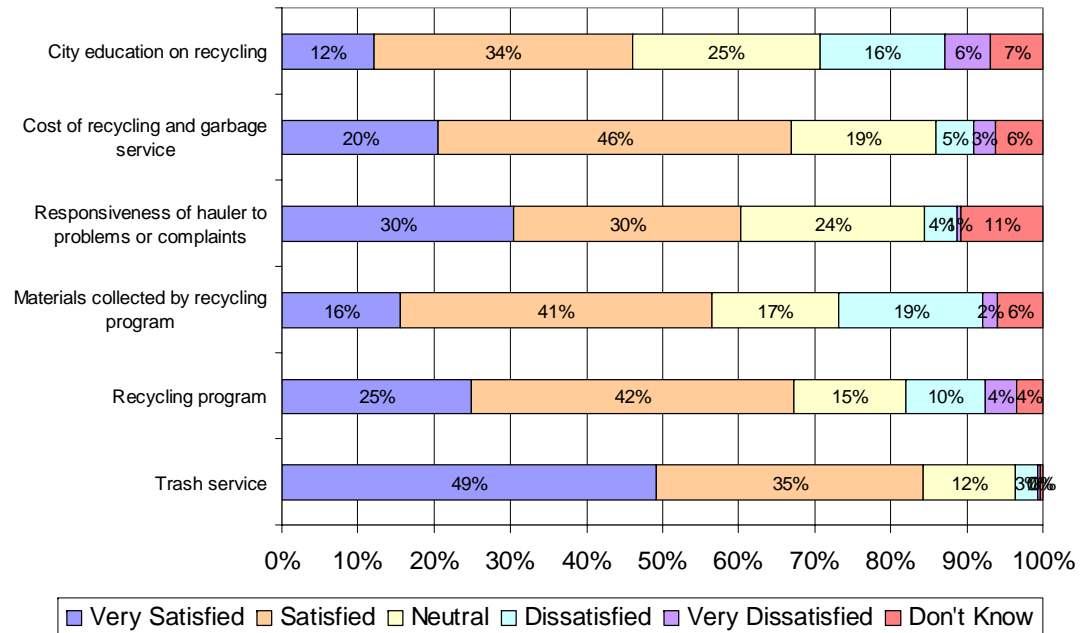
**SECTION 6  
SATISFACTION**

This section examines respondents' satisfaction with the current garbage and recycling services.

**RESPONDENTS ARE SATISFIED WITH TRASH SERVICE**

Exhibit 6-1 shows that, except for “City education on recycling” (46 percent satisfaction), more than half of respondents reported positive satisfaction with every listed aspect of the current garbage and recycling service. The highest proportion of respondents (49 percent) reported being very satisfied with the trash service while, on the other hand, about 21 percent of respondents reported dissatisfaction with materials collected by the recycling program and 22 percent were dissatisfied with City education on recycling.

**Exhibit 6-1**  
**Satisfaction with the Current Garbage and Recycling Service**  
*(“How satisfied are you with the current garbage and recycling service you receive?”)*



**MANY RESIDENTS HAD SUGGESTIONS FOR IMPROVEMENT TO GARBAGE AND RECYCLING SERVICES**

Residents were asked an open-ended question regarding potential changes that could be made to increase their satisfaction with garbage and recycling services.

The most common suggestion by far was expanding the universe of materials that could be recycled, with nearly one-third of respondents making this suggestion. Cardboard and yard waste were frequently specifically cited as promising candidates.

Other suggestions included expanding curbside recycling’s coverage area, critiques about containers (generally wanting larger sizes or “one container recycling”), the need for more education and information about recycling options, and comments about pricing (wanting lower prices or custom pricing).

Many miscellaneous comments were offered as well, which generally covered customer service or scheduling issues.

**Exhibit 6-2**  
**Changes to Improve Satisfaction with the Garbage and Recycling Service**  
*(“Are there any changes that could be made to improve your satisfaction with your garbage and recycling service?”)*

<b>Suggested Change</b>	<b>Percent of Respondents Offering Suggestion</b>
Add more materials to list of eligible products	32.7%
	8.0% specifically mentioned cardboard
	6.3% specifically mentioned yard waste
Expand geographic scope of curbside recycling	5.6%
Critiques about containers	5.5%
More education and information about recycling	5.4%
Comments about pricing	4.3%
Miscellaneous comments	10.9%

Respondents were allowed to state more than one service.

**FEW SPECIFIC SERVICES ARE “SACRED”.**

Residents were asked an open-ended question regarding specific services that they would not like to see changed.

Many residents offered a perfunctory “everything is fine, leave it all alone” comment, and only a relatively small proportion cited specific services. Among those, the most common related to the companies that provide the service now. A total of 7.5 percent of respondents commented that they want to maintain competition and/or keep their current provider.

Frequency of pickups was another concern to 5.0 percent of respondents who did not want that frequency to change. No other service received comments by more than two percent of respondents.

**Exhibit 6-3**  
**Aspects of the Current Garbage and Recycling Service to be Left Alone**  
*(“Are there any aspects of the current garbage and recycling service that you would like to see left alone / unchanged?”)*

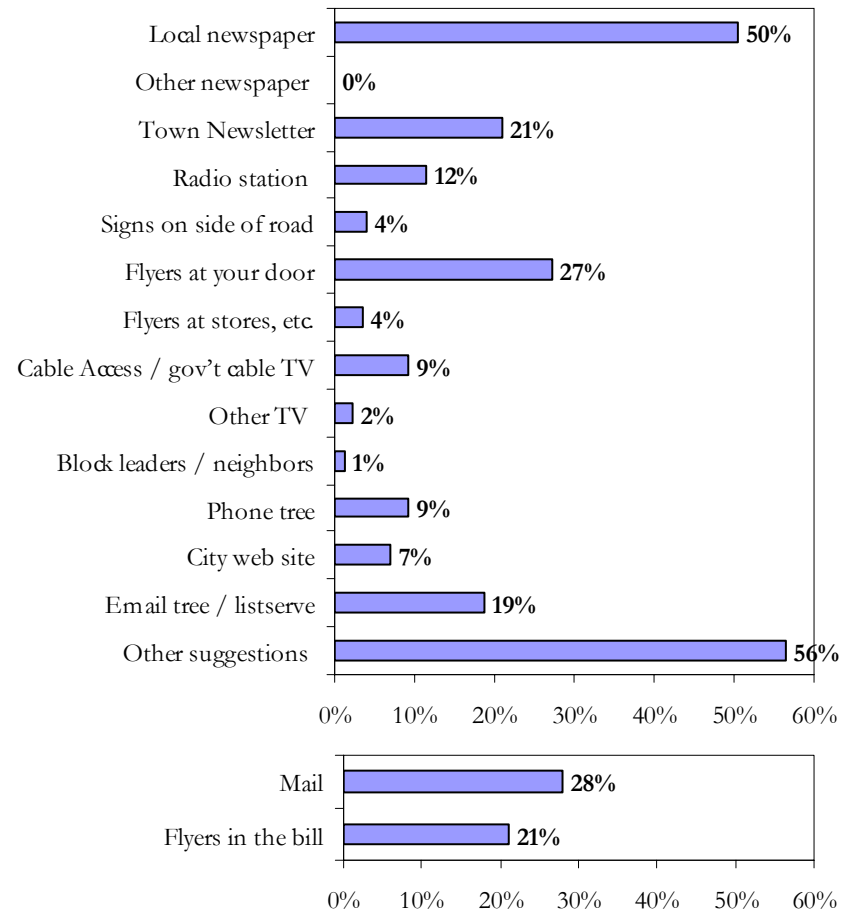
<b>Service That Should NOT Be Changed</b>	<b>Percent of Respondents Offering Suggestion</b>
Keep my company/allow competition/have multiple carriers/keep collection in the private sector	7.5%
Maintain the frequency of pickups	5.0%
Maintain current number of bins/keep letting us mix recyclables in our bins	2.0%
Don’t increase the cost	1.8%
Keep recycling optional	1.6%

Respondents were allowed to state more than one service.

**LOCAL NEWSPAPER, MAIL, AND FLYERS AT THE DOOR ARE THE THREE BEST WAYS TO INFORM RESPONDENTS ABOUT CLEANUPS, GARBAGE OR RECYCLING SERVICE**

When asked to mention the three best ways to inform respondents about cleanups, garbage, or recycling service, the three highest proportions of respondents cited “local newspaper” (50 percent), “mail” (28 percent), and “flyers at the door” (27 percent). Besides those means, “town newsletter,” “flyers in the bill,” and “email tree/listserve” were also cited by a significant proportion of respondents. (The bottom two categories were written in as “other suggestions.”)

**Exhibit 6-4**  
**Three Best Ways to Inform about Cleanups, Garbage, or Recycling Service**  
*(“What are the best 3 ways to inform you about cleanups, garbage, or recycling service?”)*



Note: "Mail" and "Flyers in the bill" were originally classified as "Other suggestions"

**SECTION 7  
SUBPOPULATION ANALYSIS**

In this section of the report, significant variations between opinions of different segments of the population are noted. Because the sample size of the survey is 403 people, the survey produces strong citywide results, but subpopulation analyses carry risk due to the large margins of error for specific subpopulation. Therefore, general trends are noted, but the survey team did not report specific proportions. A larger survey would be recommended to draw specific numerical conclusions; however, the observed differences in this section are large enough to warrant strong suspicion that differences in opinions do indeed exist.

**POTENTIAL CLASSIFICATIONS**

- 1) Less than \$9,999
- 2) \$10,000 to \$14,999
- 3) \$15,000 to \$19,999
- 4) \$20,000 to \$24,999
- 5) \$25,000 to \$29,999
- 6) \$30,000 to \$39,999
- 7) \$40,000 to \$49,999
- 8) \$50,000 to \$74,999
- 9) \$75,000 to \$99,999
- 10) \$100,000 or more
- 11) Don't know / Refused

\* - Based on very small subsample

**Exhibit 7-1  
Notable Differences in Opinions and Perceptions by Income**

Those making less than \$30,000 a year were less likely to have curbside garbage pickup and curbside recycling service than those at other income levels.

Among individuals that did not have curbside recycling, those making less than \$30,000 a year were more likely to recycle anyway.\*

Although there were few differences overall in the types of material people wanted to be able to leave at a drop-off site, those making less than \$30,000 a year were more likely to want to drop off plastic foam and packing materials.\*

The number of bags of yard waste generated in the spring, summer, and fall increased as income increased.

Individuals living in households with incomes between \$50,000 to \$74,999 and between \$75,000 to \$99,999 were less likely than those at higher and lower incomes to believe that more than 50 percent of waste could be diverted from landfills community-wide.

Satisfaction with the responsiveness of haulers to problems or complaints, and satisfaction with the cost of recycling and garbage services, increased as income increased.

In terms of the best ways to inform about services, individuals with incomes above \$50,000 were more likely than those with lower incomes to prefer an email tree or listserve.

Residents who live in a household that earn \$100,000 or more are the most likely to indicate that higher costs is a negative impact that recycling and diversion brings.\*

\* - Based on very small subsample

Residents that live in households that earn \$30,000 to 49,999 are the most likely to indicate that garbage and recycling fees are a little to high or much too high.

Residents who earn \$49,999 or less are the least likely to strongly support yard waste collection at the curb. Residents who live in households that earn \$50,000 to \$74,999 are much more likely to give this response than residents in households that earn \$30,000 to \$49,999.

In general, residents that live in household that earn a higher income are more likely to strongly oppose mandatory recycling.

Residents that live in households that earn \$100,000 or more are less likely to indicate that they strongly support recycling requirements for commercial and multifamily units than residents in households that earn \$50,000 to \$99,999.\*

Residents that live in households that earn less than \$30,000 are the least likely to indicate that they strongly support higher fees for households that do not recycle. \*

Residents who live in households that earn \$100,000 or more are the least likely to support rebates for households that recycle a great deal.\*

Residents who live in households that earn \$100,000 or more are the least likely to support establishing more recycling drop-off centers.\*

Residents that earn less than \$30,000 are the least likely to strongly support establishing yard waste drop-off centers.\*

In general, lower income households are less likely to strongly support a center for recycling electronics and other hard to recycle materials for a small fee.

Residents in households that earn less than \$30,000 are least likely to strongly support larger recycling containers.\*

**POTENTIAL CLASSIFICATIONS**

- 1) Under 25 years
- 2) 25 to 34 years
- 3) 35 to 44 years
- 4) 45 to 54 years
- 5) 55 to 59 years
- 6) 60 to 64 years
- 7) 65 years or over

\* - Based on very small subsample

**Exhibit 7-2  
Notable Differences in Opinions and Perceptions by Age of Householder**

Those under 25 were less likely to have curbside garbage pickup and curbside recycling.\*

Among those individuals that did have curbside recycling services, those under age 25 were less likely to set out recycling every week.\*

Among those not recycling regularly, individuals under 25 were more likely to say that the reason they do not recycle is because they did not have curbside recycling.\*

Individuals under 25 were less likely to say that they could divert more than 50 percent of their own personal waste from the garbage stream.\*

Older residents are more satisfied than younger residents with trash service, the recycling program, the cost of recycling and trash services, and city education on recycling.

In terms of the best ways to inform about services:

- Television ads were preferred more by those under age 25 than those at all other ages.\*
- Flyers at stores were preferred more by those under age 25 than those at all other ages.\*
- A notice on the city website was preferred more by those under age 25 than those at all other ages.\*
- Email trees/listserves were preferred more by those under age 44 than by older individuals.

Residents under 25 and those 65 and over are the least likely to indicate that they would pay more to expand recycling services.

\* - Based on very small subsample

Residents under 25 and those 65 and over are the least likely to indicate that they would pay 50 cents more per month. Of residents that would pay 50 cents, those 60 and older are the least likely to pay one dollar more per month.

Residents 60 to 64 are the most likely to indicate that garbage haulers should do more recycling and diversion.

Residents 45 to 54 are the most likely to indicate that builders should do more recycling and diversion when they are building or remodeling.

In general, younger residents are more likely to indicate that commercial buildings or businesses should do more recycling or diversion.

In general, residents under 25 and those 65 and over are the least likely to strongly support any of the possible changes to recycling and diversion in Fort Collins.

**POTENTIAL CLASSIFICATIONS**

- 1) Less than 1 year
- 2) 1-2 years
- 3) 3-5 years
- 4) 6-10 years
- 5) Longer than 10 years
- 6) Don't know

\* - Based on very small subsample

**Exhibit 7-3**

**Notable Differences in Opinions and Perceptions by Years of Residence at Current Address**

Those living in their home for less than 1 year were less likely to have curbside trash collection and recycling services.\*

Among those who do not recycle, those living in their home for less than 1 year were more likely to say that they do not recycle because they do not have curbside service.\*

Those living in their home for less than 1 year were less likely to know where the City's drop-off center is located.\*

Those living for more than 10 years in their home were more likely to have bags of yard waste in the spring than were other households.

Those living more than 6 years in their home were more likely to have bags of yard waste in fall than were other households.

Those living more than 10 years in their home were more satisfied than shorter term residents with the scope of materials collected by recycling services and city education on recycling.

Those living more than 6 years in their home were more satisfied than shorter term residents with the recycling program.

Those living more than 3 years in their home were more satisfied than shorter term residents with the responsiveness of haulers to problems or complaints.

The longer someone had lived in their home, the more likely they were to report that a negative impact of recycling was increased hassle.

Those living in their homes for more than ten years were less likely than other residents to say they would pay more to expand recycling services.

\* - Based on very small subsample

Those living in their homes for more than ten years were less likely than other residents to support pursuing additional recycling and diversion services through programs and incentives.

Those living in their homes for more than 3 years were less likely than other residents to support curbside yard waste collection.

In terms of the best ways to inform about services, those living in their homes between 1 and 2 years were more likely than other residents to prefer signs on the road.\*

**POTENTIAL CLASSIFICATIONS**

- 1) Own / buying
  - 2) Rent / lease
  - 3) Occupied without payment of rent
  - 4) Other (describe)
- 

**Exhibit 7-4  
Notable Differences in Opinions and Perceptions by Tenure (Rent vs. Own)**

Homeowners were more likely to have curbside garbage collection and recycling services.

Among those with recycling services, renters recycle more frequently than owners.

Homeowners were more likely than renters to have bags of yard waste in the spring, summer, and fall.

Homeowners were more likely than renters to report that they would be likely to use a community composting facility if it cost a small fee.

Homeowners were more likely than renters to be satisfied with their current trash service, their current recycling program, the scope of materials collected by the recycling program, the responsiveness of hauler to problems or complaints, the cost of recycling services, and the city education on recycling.

Renters were more likely than owners to say that a negative impact of recycling was increased hassle.

Homeowners report paying more per month than renters for garbage and recycling services.

Renters are more likely than owners to think that garbage and recycling fees are too high.

Homeowners were more likely than renters to say that commercial businesses should do more for recycling and diversion.

In terms of the best ways to inform about services:

- Cable access ads were preferred more by renters than owners.
- Other television advertising was preferred more by renters than owners.
- Local newspaper ads were preferred more by owners than renters.

Homeowners are more likely than renters to strongly support the following measures: ban on throwing away yard waste, higher fees for households that do not recycle and collecting recyclables curbside one week and yard waste the next week.

Renters are more likely than owners to strongly support: mandatory recycling, rebates for households that recycle a great deal, the establishment of more recycling drop-off centers, requiring recycling of construction and remodeling wastes, and extra disposal fee for materials at landfills and collecting recyclables every other week curbside.

**POTENTIAL CLASSIFICATIONS**

- 1) Single family detached house
- 2) Single family attached house (duplex, townhouse, row house)
- 3) Apartment with 2-4 units
- 4) Apartment building with 5 or more units
- 5) Mobile, house trailer
- 6) Other (describe \_\_\_\_\_)

\* - Based on very small sub-sample.

**Exhibit 7-5  
Notable Differences in Opinions and Perceptions by Type of Home**

Those living in mobile/home trailers\* and houses were more likely to say that they had curbside garbage collection and curbside recycling services than those in other types of housing.

Among those individuals that did have curbside recycling services, those living in mobile/home trailers or houses more frequently set out recycling at the curb.

Among those individuals that do not have curbside recycling services, those living in mobile/home trailers\* and apartments were more likely than those living in houses to recycle.

Among individuals who do not recycle, those living in single family houses were more likely than all other housing types to say that the reason they do not recycle is because they do not have curbside recycling services.

Those who live in mobile/home trailers or large apartment buildings have a greater likelihood than those in other housing types of knowing where the City's recycling drop-off center is.

Those living in houses (either attached or detached) were more likely than all other housing types to generate yard waste in the spring.

Those living in detached houses and mobile/home trailers\* reported that they would be more likely to use a community composting facility. If use of the composting facility cost a small fee, only those living in detached houses were more likely than those living in other housing types to say that they would still use the facility

Individuals living in lower density apartment buildings (between 2-4 units) were less likely to believe that they could divert more than 50 percent of their personal waste from landfills.\*

Those living in detached houses were more likely than those in other housing types to be satisfied with the cost of recycling and garbage service.

\* - Based on very small sub-sample.

Those living in low density apartment buildings were more likely to believe that a negative impact of recycling was higher costs.\*

Those living in high density apartments or mobile/house trailers\* were more likely to believe that a negative impact of recycling was increased hassle.

Those living in all apartment types pay much less monthly than all other housing types for recycling and garbage services.

Those living in high density apartments were much more likely than those in other housing types to support a \$3 increase in fees to expand services.

Those living in houses were more likely than those in other housing types to support curbside yard waste collection.

In terms of the best ways to inform about services:

- Radio station ads were preferred more by those living in low-density apartment buildings\* than among other types of housing.
- Local newspaper ads were preferred more by those living in detached homes, attached homes, or mobile/home trailers than among other types of housing.
- Flyers on doors were preferred more by those living in single family attached houses than among other types of housing.\*
- Flyers at stores were preferred more by those living in all apartment types than among other types of housing.
- Email trees were preferred more by those living in high density apartment buildings.

In general, apartment dwellers are less likely to support any possible changes to recycling and diversion in Fort Collins.

APPENDIX A  
SURVEY INSTRUMENT

# FORT COLLINS GARBAGE & RECYCLING SURVEY

## CONTACT INFORMATION:

PHONE:  
DATE OF CALL:  
LENGTH OF CALL:

## INTRODUCTION:

*The City of Fort Collins is conducting a survey to explore issues about your garbage and recycling service & programs. All answers are strictly confidential. This is not a sales call of any kind. Your household was selected as part of a small random sample, and we really need your input! May I speak to someone in the home who is 18 or older and knowledgeable about your household's garbage and recycling? Is that you? Do you have a few minutes now?*

*IF not...* Is there a time that is more convenient for you? try to schedule with right person or another time... \_\_\_\_\_

*IF NEEDED...* This survey should only take about 10-15 minutes. Please take a few moments to complete the survey.

*IF NEEDED...* Because only a few select people are receiving this survey, your answers are extremely important and will be used to guide decisions that affect all the residents of Fort Collins

*IF NEEDED...* For questions, you may call Susie Gordon or John Armstrong at XXX/XXX-XXXX.

**Screener / filter: Do you currently live within the City Limits of Fort Collins?**

0. No → thank and terminate ("I'm sorry, but you're not eligible for this survey.")
1. Yes
2. Don't know → thank and terminate

## Garbage & Recycling

**A1. Do you currently have curbside garbage collection at your home?**

0. No
1. Yes
2. Don't know

**A2. Do you currently have curbside recycling collection at your home?**

0. No → [Skip to question A5]
1. Yes
2. Don't know / refused → [Skip to Question A5]

**A2a. How often do you set out recycling at the curb? (READ RESPONSES)**

0. Rarely or never
1. About once a month → (Skip to Question 6)
2. Every other week or more → (Skip to Question 6)
3. Pretty much every week → (Skip to Question 6)

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SURVEY INSTRUMENT PREPARED BY SERA  
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4. Don't know / refused

**A5. [IF A2=0 or 2] Do you recycle at home?**

0. No
1. Yes
2. Don't know

**A5a. [IF A5=1] Where do you recycle? (READ RESPONSES - check all that apply)**

1. Drop-off center
2. Private recycling center
3. Curbside
4. Other (describe) \_\_\_\_\_

**A6. [IF A5=0 OR A2=0 OR A2a=0; THOSE NOT RECYCLING REGULARLY] What are the primary reasons that you are not recycling regularly? (DO not read, check all that apply)?**

- |  |   |
|--|---|
| 1. I don't get curbside recycling service                      | 10. I don't save any money              |
| 2. It costs more for recycling service.                        | 11. It is not convenient                |
| 3. I don't have enough garbage or recycling to warrant it      | 12. It takes more time                  |
| 4. They don't collect the items I generate                     | 13. It won't make any difference anyway |
| 5. I bring materials to a drop-off for free                    | 14. I seem to always forget             |
| 6. Recycling is a money loser / doesn't make sense in Colorado | 15. Containers blew away                |
| 7. My area / HOA / hauler doesn't offer curbside recycling     | 16. I don't believe in recycling        |
| 8. Unpleasant  | 17. I don't think about recycling       |
| 9. Difficult / hassle to recycle                               | 18. Other _____                         |

**A6b. What materials still seem to take up lots of space in your garbage (after any recycling you do)? (Do not read, Check all that apply).**

- |                              |                       |  |
|------------------------------|-----------------------|--|
| 1. Paper                     | 5. Plastic containers | 9. Clothing / fabric                         |
| 2. Containers                | 6. Food waste         | 10. Yard waste                               |
| 3. Cardboard                 | 7. Batteries          | 11. Bulky items like sofas, appliances, etc. |
| 4. Cereal box-type packaging | 8. Paint cans         | 12. Plastic bags, or other packaging         |
|                              |                       | 13. Building Materials                       |
|                              |                       | 14. Other _____                              |

**A7. Do you know where the City's recycling drop-off center is located?**

0. No
1. Yes
2. Don't know

**A11. Which of the following materials would you be interested in dropping off at a recycling drop-off site? (READ RESPONSES - check all that apply)**

1. Yard waste
2. Plastic tubs
3. Foam
4. Plastic foam / packing materials
5. Electronics
6. Cardboard
7. Other hard to recycle items
8. Other (specify) \_\_\_\_\_

## ***B. Yard Waste***

**B1. When you have leaves, grass, or plant or tree trimmings, what do you do with the waste materials? [Do not read. Classify the response.]**

1. Put it out with the garbage
2. Leave it on the grass
3. Compost it
4. Bring it to a drop-off site
5. Landscaper removes
6. Don't have any
7. Other (specify)

**B2. In an average month in each of the following seasons, about how many bags of yard waste would you say you produce? Don't count any yard waste that you do not actually bag or collect.**

- a. In spring: \_\_\_\_
- b. In summer: \_\_\_\_
- c. In fall: \_\_\_\_
- d. In winter: \_\_\_\_

**B3. How likely would you be to use a community composting facility or drop-off point? (READ RESPONSES)**

1. Very likely – probably more than three-quarters of my yard waste
2. Somewhat likely – maybe half my yard waste would go there
3. Slightly likely – I would go occasionally, maybe during the “high” yard waste season
4. Not very likely
5. Wouldn't use it.
6. Don't know
7. It depends (specify) \_\_\_\_\_

**B4. If there was a small fee, how likely would you be to use the facility? (READ RESPONSES)**

1. Very likely – probably more than three-quarters of my yard waste
2. Somewhat likely – maybe half my yard waste would go there
3. Slightly likely – I would go occasionally, maybe during the “high” yard waste season
4. Not very likely
5. Not at all likely
6. Don't know
7. It depends (specify) \_\_\_\_\_

**B5. If there was a curbside program for collecting yard waste, and there was a small fee, how likely would you be to use the service? (READ RESPONSES)**

1. Very likely
2. Somewhat likely
3. Slightly likely
4. Not very likely
5. Not at all likely
6. Don't know
7. It depends (specify) \_\_\_\_\_

## ***D. Recycling Goals and Service Fees***

D1. How important are the following items to you – please answer “very important”, “somewhat important”, “slightly important”, or “not important.”

	Very Important	Somewhat Important	Slightly Important	Not Important	Don't Know/No Response
a. High quality of service in trash collection					
b. Inexpensive trash and recycling service					
c. Ability to recycle conveniently					
d. Ability to recycle many materials					

D2. What percent of waste do you believe can be diverted from landfills – community-wide – through recycling, reduction, and other means?

\_\_\_\_\_ %  
 don't know

D2a. Looking at your own personal waste, how much do you believe you could divert from the garbage stream – though recycling, reduction, and other means? Include any waste that you currently recycle in this estimate.

\_\_\_\_\_ %

D2b. If more materials could be recycled, and there was a place for yard waste, do you believe you might be able to reach 50% diversion for your household waste – that is, your garbage would be half as much as it would have been without any recycling or diversion?

0. No
1. Yes
2. Don't know

D3. Do you think recycling and diversion is good for the City of Fort Collins?

0. No
1. Yes
2. Don't know

D3a. What benefits do recycling and diversion bring? (do not read, check all that apply)

1. Better for environment
2. Lower costs
3. Saves landfill space
4. Air quality
5. Better use of resources
6. Job creation / stronger economy
7. Fewer imports
8. Other (specify) \_\_\_\_\_
9. Don't know

D3b. What negative impacts does recycling and diversion bring? (do not read, check all that apply)

1. Higher costs
2. Hassle
3. Messy / dirty
4. Bad / dangerous jobs

5. Other \_\_\_\_\_
6. Don't know

D5. To the best of your knowledge, about how much you pay monthly for garbage and recycling service?  
\$\_\_\_\_\_ per month

D6. Would you say your garbage and recycling fees are: (READ RESPONSES)

1. About right, reasonable for what you get
2. A little too high for what you get.
3. Much too high for what you get.
4. A little too low for what you get
5. Much too low for what you get.

D7. If recycling programs could be expanded to include more materials, or if it would cost a little more to achieve the City's recycling goal, would you be willing to pay a bit more on your garbage and recycling bill?

0. No
1. Yes
2. Don't know

D8. Currently, the City's residents and businesses recycles and diverts about 25 of the waste stream. Do you support City programs to increase recycling and diversion if it increases garbage and recycling costs by:

Yes	No	Don't know	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	50 cents per month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(If yes to above) One dollar per month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(If yes to above) Three dollars per month

D9. Do you think the City should pursue additional recycling and diversion through programs and incentives?

0. No
1. Yes
2. Don't know

D10. Are there any groups that you think should do MORE for recycling and diversion? (Do not read responses – check all that apply)

1. Garbage haulers
2. Builders when they build and remodel
3. Commercial buildings / businesses
4. Multifamily buildings
5. Households / residents
6. City buildings
7. Parks and streets
8. University
9. Other (specify) \_\_\_\_\_

***E. Service Changes / Preferences / Options***

E3. Which of the following possible changes to recycling and diversion in Fort Collins would you support or oppose? Please state whether you would strongly support, somewhat support, somewhat oppose, strongly oppose, or have no opinion on each of the following potential changes.

<i>Support strongly</i>	<i>Support somewhat</i>	<i>Neutral</i>	<i>Oppose somewhat</i>	<i>Oppose strongly</i>	<i>Don't know.</i>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Addition of a yard waste collection program at the curb (with a slightly higher monthly fee)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mandatory recycling for households.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ban on throwing away yard waste
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Requirements for commercial and multifamily buildings to have recycling service
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Higher fees for households that do not recycle
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rebates for households that recycle a great deal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Establishment of more recycling drop-off centers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Establishment of a yard waste drop-off center
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Center for electronics and other hard to recycle materials at a small fee
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Requirements for recycling of construction and remodeling wastes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extra fee charged on disposal of materials at landfills to make disposal more expensive and help pay for recycling efforts
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ban on throwing away some recyclables
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Collecting recyclables at the curb every other week instead of every week
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Collecting recyclables at the curb all in one recycling container instead of two
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Curbside collection of recyclables one week and yard waste the next week with a small increase in fees
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Larger recycling containers

### F. Satisfaction

F1. How satisfied are you with the current garbage and recycling service you receive? Please let us know if you are very satisfied, satisfied, neither satisfied or dissatisfied, dissatisfied, or very dissatisfied.

	<i>5 – Very satisfied</i>	<i>4 – Satisfied</i>	<i>3 – Neutral</i>	<i>2 – dissatisfied</i>	<i>1 – Very dissatisfied</i>	<i>Don't know</i>
Trash service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Materials collected by recycling program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsiveness of hauler to problems or complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost of recycling and garbage service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City education on recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F8. Are there any changes that could be made to improve your satisfaction with your garbage and recycling service?

---

F9. Are there any aspects of the current garbage and recycling service that you would like to see left alone / unchanged?

---

F10. What are the best 3 ways to inform you about cleanups, garbage or recycling service? [DO NOT READ – check all that apply]

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Local newspaper              | <input type="checkbox"/> Flyers at your door           | <input type="checkbox"/> Phone tree            |
| <input type="checkbox"/> Other newspaper              | <input type="checkbox"/> Flyers at stores, etc.        | <input type="checkbox"/> City web site         |
| <input type="checkbox"/> Town Newsletter              | <input type="checkbox"/> Cable Access / gov't cable TV | <input type="checkbox"/> Email tree / listserv |
| <input type="checkbox"/> Radio station (specify) ____ | <input type="checkbox"/> Other TV (specify) _____      | <input type="checkbox"/> Other suggestions     |
| <input type="checkbox"/> Signs on side of road        | <input type="checkbox"/> Block leaders / neighbors     | _____  |

**G. Demographics -- Recall that your responses will be kept strictly confidential.**

Finally, we have a few questions about your household. The City of Fort Collins does not intend to release the information you provide in any way that would reveal your identity.

G1. Which of the following housing types would you say best describes your home? (READ RESPONSES)

1. Single family detached house
2. Single family attached house (duplex, townhouse, row house)
3. Apartment with 2-4 units
4. Apartment building with 5 or more units
5. Mobile, house trailer
6. Other (describe \_\_\_\_\_)

G2. Do you or members of your household own this home, do you rent, do you live rent-free, or some other arrangement?

1. Own / buying
2. Rent / lease
3. Occupied without payment of rent
4. Other (describe) \_\_\_\_\_

G3. About how long have you lived at this address? (Do not read responses – classify answer)

1. Less than 1 year
2. 1-2 years
3. 3-5 years
4. 6-10 years
5. Longer than 10 years
6. Don't know

G4. Including yourself, how many people in each of the following age groups normally live in this household on a full-time basis? Do not include anyone just visiting or children away at college or in

the military. Include all members of the household whether or not they are related to you. (READ RESPONSES)

- \_\_\_\_\_ A. Number of adults 18 years or older
- \_\_\_\_\_ B. Number of persons older than age 5 and less than age 18
- \_\_\_\_\_ C. Number of persons age 5 or younger

**G5. How old is the head of household / householder?**

1. Under 25 years
2. 25 to 34 years
3. 35 to 44 years
4. 45 to 54 years
5. 55 to 59 years
6. 60 to 64 years
7. 65 years or over

**G6. Is English the primary language spoken in your home?**

0. No
1. Yes
2. Don't know

**G7. How many bedrooms do you have in your home?**

\_\_\_\_\_ Number of bedrooms (put a 0 if it is a one-room efficiency or studio apartment).

**G9. Does the primary wage-earner / head of household work in Fort Collins?**

0. No
1. Yes
2. Don't know / refused

**G10. Does the head of household's job or office (Fort Collins or elsewhere) have a recycling program? (READ RESPONSES)**

0. No
1. Yes, but pretty small /not well used
2. Yes, fairly good and well-used
3. Don't know

**G11. Do you or the head of household sometimes or often work out of your home (and generate office-type paper, etc.)? (READ RESPONSES)**

0. No
1. Yes, but rarely
2. Yes, often
3. Don't know

**G12. Please tell me which category best describes the total combined income in the past 12 months of all members of your household living here from all sources, before taxes and deductions.**

**G12a. Is it more than \$50,000?**

0. No
1. Yes → skip to G13b
2. Don't know

G12b. Is it more than \$25,000?

0. No
1. Yes → Go to G13a
2. Don't know

G13. Please stop me when I get to the right category...

1. Less than \$9,999
2. \$10,000 to \$14,999
3. \$15,000 to \$19,999
4. \$20,000 to \$24,999

G13a. [IF G12b=1] Please stop me when I get to the right category...

5. \$25,000 to \$29,999
6. \$30,000 to \$39,999
7. \$40,000 to \$49,999

G13b. [IF G12a=1] Please stop me when I get to the right category...

8. \$50,000 to \$74,999
9. \$75,000 to \$99,999
10. \$100,000 or more
11. Don't know / Refused

#### **H. CLOSING / THANKS**

H1. Are there any other comments you would like to make regarding garbage, recycling, or the City, or other topics we discussed today?

H2. Thank you very much for your time! We really appreciate your help. If it turns out we need to clarify any issues, may I call you later?

1. No
2. Yes
3. Don't know / refused

*Thank you very much for your time – we appreciate your help and feedback!*

**APPENDIX B  
VERBATIM RESPONSES TO QUESTION F8**

**Changes to Improve Satisfaction with the Garbage and Recycling Service**  
*(“Are there any changes that could be made to improve your satisfaction with your garbage and recycling service?”)*

Verbatim Response	Weighted
-------------------	----------

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	Value
Absolutely, accept more items for recycling, higher levels of plastics - 6 and 7s. Also, Styrofoam, plastic bags, different kinds of glass. There are so many things that they don't accept that we could recycle. There are so many things that we can do.	0.51
Accept more recyclable items and yard waste.	0.65
Accept the yard clippings when collected.	0.79
Add cardboard to the things that can be recycled. Also, electronic equipment, appliances and things should be picked up.	0.80
Add glass to the recyclable items.	0.94
Add more curbside recycling.	0.94
Add more things that can be recycled, like yard waste and paper board.	0.82
Again, not here but more at work - cardboard pick up would be nice if it did not have a fee.	0.50
All haulers should require two containers because it would make things more efficient. Do whatever is necessary to encourage the average Joe to recycle. Maybe more education or incentives would be good.	0.38
Allow more recyclables at the curbside.	0.48
As of now we don't have a recycling service, but the carrier that we have does not have it - so we recycle ourselves. It would be nice to have a recycling program that has curbside pickup.	1.17
At this point, I'm happy.	0.50
Being able to have more yard waste and stuff collected.	0.65
Better recycling options and more education on what can be and cannot be recycled.	0.94
Bigger containers, and being able to have curbside cardboard pickup.	0.65
Changes included in news flyers in the electric bills that include more information about composting and collection, explained better in writing. Maybe even classes.	1.36
Cheaper prices.	3.00
Collect more recyclables and yard waste.	0.47
Collecting paper board and cardboard at the curb.	1.37
Collection of more recyclable materials.	0.51
Curbside cardboard collection	0.70
Curbside recycling for paper board, card board, and junk mail.	2.93
Curbside recycling of yard waste.	2.03
Educate people more.	0.51
Except for not taking computers, oil, and other electronics, it is fine.	3.00
Expand the list of items they pick up, and the amount.	0.65
Expand the materials that can be recycled.	0.50
Figure out a way to recycle 5, 6 and 7 plastics.	1.17
For me, cardboard recycling curbside would be great as well as foam and a few more plastics.	1.17
Garbage is fine; but I think more things could be recycled, which would be good.	0.50
Get a service in here instead of just having the trailer park do it.	2.93

**GARBAGE AND RECYCLING SERVICE AND PROGRAMS STUDY  
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Get curbside service.	0.68
Have an independent council for honest solutions	1.19
Have them pick up more recyclable items.	0.47
I am pretty satisfied. The only thing I am dissatisfied with is that the current hauler might be a little more expensive.	0.57
I can't think of any right now because I don't pay for my trash service. I think they could come at a later time in the day.	2.93
I can't think of any right now.	1.17
I can't think of any.	2.93
I can't think of anything off the top of my head.	1.16
I can't think of anything.	1.32
I can't think of anything. I think there should be bigger containers and that all recyclables should be able to go into one container.	0.47
I do not think so.	2.03
I do not think we have a recycling service. My garbage collection is fine. It would be nice to have a recycling service. I would be very happy with a recycling center on the west side of town.	1.09
I don't believe so.	2.51
I don't have any problems.	0.79
I don't have any recycling service and would appreciate it. Also, I really wish they would offer curbside yard waste pick-up without needing to bag it.	3.00
I don't have any suggestions.	1.66
I don't have recycling or a trash service.	0.51
I don't know of any changes they could make.	0.41
I don't know of any.	0.48
I don't know.	2.82
I don't know. I'm just kind of neutral on that and don't really have an opinion.	0.85
I don't see any.	1.32
I don't think so.	2.32
I don't think so. They do a pretty good job.	0.47
I guess if they could do more pickups like cardboard and some plastic bags as well as some more plastic things without an increase in fees that would be nice.	0.79
I guess no charge for the recycling curbside service.	0.47
I guess we've already covered this. I wish they would pick-up more materials, and not needing to sort them is always helpful.	0.65
I have no changes at this time.	1.36
I have no changes to suggest.	0.79
I have no response.	0.51
I have no suggestions.	1.01
I have none.	1.37
I have nothing	0.36
I have nothing to comment on.	0.68
I have to tell you that I always heard that the recycling we do is silly because they actually throw it into the trash anyway.	0.50
I just wish they would pick up more.	0.94
I just wish they would pick-up garden refuse.	1.19

**GARBAGE AND RECYCLING SERVICE AND PROGRAMS STUDY  
SURVEY INSTRUMENT PREPARED BY SERA  
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I like the curbside idea for yard waste and offering more items to recycle, and finally more drop-offs	0.94
I live by myself and do not have a lot of trash. Whether I put out or not, I still get charged. And the one time I added an extra bag, I got charged extra.	1.17
I recommend larger and more convenient containers, and one container for all.	1.37
I recommend that they increase the number of items allowed for pick up.	0.68
I suggest recycling of cardboard.	0.47
I suppose if they were a little more careful with neatness such as not throwing the cans and spilling everything out.	0.57
I they do a fine job	0.36
I think accepting more products would be good.	0.48
I think adding pickup for yard waste, cardboard, and electronics.	0.50
I think I need to figure out where to put metal cans. And they need to make it shorter.	1.79
I think I would be happier if they would take more recyclables, like paperboard.	0.47
I think it is really good.	1.36
I think more curbside pickup of different recyclables is needed for things we currently have to drop off.	0.65
I think single container with more multiple recyclables in the same container	0.38
I think that they should have recycling at apartment complexes.	1.36
I think there should be fines.	3.00
I think there should be more places to drop off recyclables.	0.51
I think these new additions of paperboard and cardboard to curbside pickup is just great.	0.38
I think they could pick-up more recyclables. I also don't like that fact that we have three different companies coming into the neighborhood every week. On Thursdays we have four trucks coming through the neighborhood.	0.50
I think they do a pretty good job	1.17
I think they do alright. I don't really have anything to compare it to.	0.65
I think they need to give a clear description of what can be recycled and what they actually recycle. I sometimes put things out that I thought was approved but they don't pick it up.	0.51
I think they need to recycle more materials like magazines and plastics.	0.36
I think they should collect cardboard.	0.38
I think they should expand the recyclables.	0.47
I think they should go to a mainstream single drop off. That would increase the productivity.	0.47
I think they should have covers on the recycling containers.	1.37
I think they should pick-up the waste for the grass and stuff.	0.48
I think they're doing a pretty good job.	0.57
I think we could use bigger containers.	0.48
I think yard waste disposal would benefit more if it was curbside, or if you could take it to a closer drop off site.	0.65
I wish that more recyclables could be accepted.	0.50
I wish there were more recyclables that could be picked up.	1.79

**GARBAGE AND RECYCLING SERVICE AND PROGRAMS STUDY  
SURVEY INSTRUMENT PREPARED BY SERA  
RESEARCH AND ANALYSIS BY CORONA RESEARCH, INC.**

I wish they offered recycling to our neighborhood.	1.32
I wish they picked up the cardboard.	0.57
I wish they would accept phone books and cardboard.	2.93
I wish they would incorporate the option to recycle.	0.47
I would add more materials to be recycled.	0.94
I would appreciate it if you added cardboard to the other recyclables.	0.68
I would be satisfied if they would not leave my rolling garbage can in the middle of the street or the driveway.	0.38
I would like a little bit of responsiveness. I am paying for stuff that I don't use.	1.17
I would like paper to be picked up.	0.51
I would like them to increase the items that can be recycled.	0.38
I would like there to be more public awareness. I think Ft. Collins is a very beautiful city and they do a good job of trying to maintain environmental balance.	0.82
I would like to be able to recycle more things at the curb.	0.82
I would like to get recycling at home.	1.19
I would like to have more curbside pick up.	0.47
I would like to have them pick up cardboard, phonebooks, magazines, and electronics, even for a small fee.	0.51
I would like to have weekly curbside recycling for as many items as possible.	1.09
I would like to see a provision for a recycling service because we don't have one.	1.36
I would like to see more materials be recycled.	0.47
I would like to see more materials recycled curb-side.	3.00
I would like to see them recycle more plastics; they are really picky about what plastics they accept. Also, they should let us know what plastics are not acceptable, and why.	0.85
I would like to see them take the cardboard and paper. I don't mind separating it for them.	0.36
I would want a mulch pick-up site very similar to what Loveland has.	0.50
I'd like to be able to recycle at the curb rather than having to take everything to a recycling site, but I don't know how economically feasible that is.	0.79
I'd like to see cardboard included in pick up.	0.85
I'd rather see more than one receptacle for housing our recycle bin.	0.94
If I was able to recycle a greater number of items.	1.09
If somebody else would take out my trash.	1.19
If the city could do it for less money with just one hauler or whatever it took, that would be good. Everything should be done to encourage recycling without increasing fees. And I think you should be able to recycle as many things as are practical.	0.47
If the cost was less.	0.30
If there was a community recycling at our apartment complex, that would be nice.	1.36
If they could do it for a lower price and take more products.	1.09
If they accepted more recyclables and advertise more.	0.48
If they picked-up at the same time every week.	1.19
If they would recycle more cardboard and other stuff.	0.65

**GARBAGE AND RECYCLING SERVICE AND PROGRAMS STUDY  
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If we could recycle in one container, that would be great.	0.82
If we had 2 garbage cans and we were recycling, I wish that we weren't getting charged for that. I have a family of 5 and cook a lot of meals, so I have more garbage than the usual family and I don't think I should be charged more because of that.	0.65
I'm a family of one and there are families of 6, 8, or whatever, and I am charged the same amount as them every month. I have less trash than them which is not fair. I think there should be adjustable rates depending on the size of the family.	0.70
Improve what types of waste to pick up, include yard waste.	0.50
In my neighborhood, there are two or three trucks coming a week. That is bad for the streets and the traffic is much worse. A lot of times they come while the children are going to school. Also, there are a lot of gas fumes coming from the trucks.	1.32
Include more recyclables.	1.19
Increase the amount of items that can be picked up.	0.51
Increase the materials that you can recycle.	0.80
Increase the types of recyclables they pick up, such as boxes for small appliances or gift boxes.	0.48
Increase the variety of recyclable materials picked up. Curbside pickup for cardboard and mail.	0.50
It could be a better format than in just the city bill.	0.36
It seems like they just take our recyclables and put them into the regular trash truck. Also, I live in a townhouse and we have a smaller trash can than a single family home. I don't think this is fair. We don't produce any less trash than they do.	0.50
It should be picked up same time as the trash.	0.30
It would be convenient to be able to put everything in one container.	1.27
It would be good if they take as much as possible.	0.50
It would be good if we could include cardboard once again.	0.41
It would be great if they could take more types of things to be recycled.	0.50
It would be nice if they could pick up the cardboard, corrugated boxes, and paper boxes. I think most people are still unclear on what plastics can be recycled. Increase the kinds of plastics that can be recycled.	0.47
It would be nice if they could recycle a few more items. It would be nice if we didn't have to run things out to the recycling site.	0.47
It would be nice if they could recycle more things at curbside.	0.51
It would be nice not to get charged extra for extra bags of trash. I also wish they would let us recycle more stuff. That would be good. Also, we need a recycling can the same size as our trash can.	0.82
It would be nice to be able to put more in the recycling bin.	0.30
It would be nice to have a little clear sheet on what we can have in our recycling bins. I know they are throwing away stuff that we intend to recycle because it is in the wrong place.	0.36
It would be really cool if they would empty the trash for me.	2.03

**GARBAGE AND RECYCLING SERVICE AND PROGRAMS STUDY  
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It would help if yard waste and cardboard could be picked up with the garbage.	0.30
It would help to enlarge what can be recycled.	0.82
Its regularity, sometimes they pick up at 9am and sometimes it's 4pm. If they can be more consistent, that would help.	0.47
Just being able to recycle more materials	0.51
Just have them put the containers back in the yard instead of putting them on the street.	0.57
Just like I said earlier - to be able to recycle more materials would be really good.	0.30
Just more curbside options and more education on recycling.	0.65
Just offer pick up for other recyclable items.	0.30
Just recycle more and provide better education.	0.85
Just recycle more stuff.	3.00
Just some of the materials that they do not collect, should be collected.	1.19
Larger recycling containers.	0.30
Less government, more free enterprise, leave it up to the people.	1.19
Let us recycle more stuff.	1.37
Slightly lower fees	0.50
Make it a little easier to dispose of yard waste and expand what recyclables you can leave at the curb.	0.30
Make it so companies get paid either by rebate or whatever, and make more money than they did before to recycle. Make a premium for things to be recycled that are hard to recycle, like computer monitors and TVs.	2.03
Make the recycling bins and centers more accessible and convenient. Make people more knowledgeable about recycling.	3.00
Maybe an ad in the paper, bigger containers and addition of some items. Also the idea of having special days to pick up yard waste.	0.57
Maybe they could expand the list of items that can be recycled.	0.65
Maybe they could lower the price. I don't think the service is very good for what you pay. I don't think they keep their customers informed of what's going on, changes, what they require or don't require.	0.47
More recycling at the curb for a reasonable price. I think trash collection should be reasonable enough so that you could afford recycling. If they want us to recycle, they need to make it reasonable. They should take as much yard waste as you put out.	0.68
More recycling options with a lower cost.	1.17
More services and lower costs. The more things you could recycle, the better.	1.36
Mostly it's just the recycling. The garbage is fine. We need bigger recycling bins and they need to recycle more items.	0.82
No	29.45
No changes for me.	0.79
No, I am happy with what is happening right now with my hauler talking care of the trash and other things like that.	2.03
No, I am pretty happy.	0.36
No, I can't think of any.	1.88

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No, I don't have any problem at all.	0.47
No, I don't have any.	0.36
No, I don't think so.	0.50
No, I don't think so. I think it's OK.	0.85
No, I live in an apartment so I don't get a lot of choices in my service.	2.03
No, I'm doing OK.	0.79
No, I'm happy with them the way they are.	0.80
No, I'm pretty happy with them.	1.36
No, I'm satisfied.	0.38
No, it depends on who is picking up the trash.	1.37
No, it's just fine.	0.79
No, just the stuff we've discussed, like the yard waste and bigger containers.	0.94
No, not at this time.	1.79
No, not really.	4.17
No, not to my knowledge.	0.79
No, nothing that I could think of.	0.79
No, they do a good job.	1.45
No.	19.29
No. We're happy with what we have.	1.32
No. I think everything is fine.	0.80
None	2.20
None that I can think of right now.	1.19
None that I can think of, as far as I know it's fine.	0.47
None that I can think of.	0.93
None that we haven't already mentioned.	0.82
Nope, I like it the way it is. I would like to be able to recycle more things, like all types of plastic.	0.82
Not at this moment, no	1.09
Not at this time.	5.34
Not beyond what we have covered.	0.38
Not really.	3.38
Not really. What you are working on is good. I think you are going to see that people are willing to recycle more and do more.	0.57
Not really/	0.82
Not that I can think of	2.96
Not that I can think of at the moment	2.93
Not that I can think of right now.	0.70
Not that I can think of.	0.51
Not that I know of.	3.00
Not that I'm aware of.	1.32
Not unless you can teach them not to throw the barrels out into the street.	0.41
Not yet, so far I am very satisfied. I just moved here, I really don't know.	0.51
Nothing other than taking more recyclables.	2.93
Nothing that comes to mind.	0.94
Nothing that I can think of	0.80

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Nothing that I can think of at this moment.	0.68
Other than the recycle service taking more materials, no.	0.50
Our service is great. We are very pleased.	0.38
Paper and cardboard combined would be a positive change.	0.30
People to listen to you instead of being snotty about it. They should listen to you instead of giving you to someone else when you call them. It's a very important issue.	3.00
Pick up a greater variety of recyclables.	0.68
Picking up yard waste and cardboard would be helpful.	0.70
Primarily recycle newspapers, magazines and books.	0.80
Probably adding some more materials like lawn materials and pick up some other cardboard's. That's probably it.	0.82
Rather than multiple private companies taking care of the trash services, I would like to see garbage collection and recycling sponsored by the city and paid through our taxes. I think the current system is wasteful.	1.09
Recycle additional materials.	0.30
Recycling more materials would be good, especially glass and yard waste.	1.19
Reduce the price and do not overcharge for an extra container.	0.50
Slightly larger containers.	2.03
Sometimes there is hazardous waste like oil and antifreeze. It would be good if these things can be picked up.	0.50
Start recycling cardboard.	0.38
Take more materials to be accepted on the curb.	1.19
That is up to the city.	1.32
The city should buy tags for bags.	0.85
The curbside service is fine.	0.47
The garbage is great, so no changes.	2.93
The only change I want is for them to pick up cardboard.	0.68
The only thing is the cardboard recycling.	0.80
There are no changes I would make.	0.36
There are no changes that could be made to my service.	0.68
There are no changes.	1.22
There are none currently.	3.00
There are none that I can think of right now.	0.51
There are none.	0.94
There could be a little more public awareness.	0.41
There could be great regularity of pickup and more items picked up for recycling. I like the idea of recycling yard waste at the curb.	1.19
There could be more materials able to be recycled and bigger bins for those who want them.	0.82
There could be more materials picked up curbside for recycling.	0.47
There could be more things that could be recycled.	0.47
There is nothing to improve.	1.09
There needs to be more awareness.	3.00
There needs to be more information put out and more options.	1.36
There should be consistency in understanding what can be picked up.	0.30

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There should be more items that can be recycled.	0.48
They can clean up the streets in Fort Collins.	0.30
They could accept cardboard and paperboard for curbside pickup.	0.50
They could add yard waste to the recycling program.	0.94
They could collect cardboard at the curb.	1.19
They could improve it by giving us the containers to use for recycling. They could give us laundry basket style containers in which to recycle.	1.32
They could include more materials to be recycled, like plastic, pasteboard and other materials.	1.27
They could include more types of items to be recycled.	1.37
They could increase the items they take in recyclables.	0.79
They could offer more curbside service, stronger and bigger containers for those who want them, and pick-up more items.	0.82
They could pick up more recyclable items and yard waste.	1.17
They could pick up more recycling, like cardboard.	0.57
They could pick up my cardboard boxes, that would be nice.	0.30
They could recycle more things.	0.30
They could reduce their prices.	0.80
They could return my calls when they leave trash in my lawn or drop something and break it.	0.47
They could start recycling cardboard at the curb.	0.47
They could take cardboard.	1.19
They could take more different types of recyclable materials like cardboard, packing materials, yard waste, and possibly even old clothes. Also, I think that once a year there should be a pickup for hazardous materials.	0.47
They could take more items to make it easier to recycle.	1.19
They could take more recyclable stuff.	0.38
They have to increase the volume of what they take and recycle. All plastics and yard waste should be recycled. Yard waste could be a seasonal pickup. They should also pick up cardboard.	1.09
They need larger containers for recycling	0.85
They need to add more recycling centers, especially for the cardboard. Also, more plastics would be nice.	0.51
They need to collect more kinds of materials than they do. I am going to throw things away soon because there is no way to recycle things here. I partly blame manufacturers - they have all these numbers that you cannot recycle here.	0.65
They need to include cardboard.	0.41
They need to pick up cardboard.	1.19
They need to pick-up more recyclables.	0.65
They need to take a broader range of recyclable goods.	1.17
They only allow one container to be picked up. It'd be nice to have more picked up.	0.85
They should allow me more garbage at the same cost.	0.79
They should allow more materials to be recycled.	0.82
They should do curbside pickup for paperboard and cardboard. I think if there was a place for Styrofoam and electronics it would be a good thing. It would be utilized.	0.48
They should do curbside recycling for yard waste.	0.82

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They should eliminate the five or six different haulers. It's noisy, dangerous, and it tears up the street. I think the city should run it's own trash service. An independent work force should provide alternative solutions.	0.50
They should have a drop-off for yard waste.	0.85
They should include more materials to recycle. Also, I think there should be a minimum requirement for recycling services.	1.17
They should pick up foam.	0.47
They should pick up more cardboard curbside.	0.65
They should pick yard waste. Also, if they would pick up white paper.	0.70
They should send out information about the recycling they do.	0.30
They should take cardboard and yard waste for curbside recycling.	0.50
They should take more items that can be recycled.	1.32
They should take more items.	0.47
They should take yard waste.	0.70
To collect more items at the curb.	0.36
To increase the different types of recycling, and better containers for that.	0.65
We need curbside for paper and yard waste.	0.51
We need larger containers and more recyclable materials.	0.65
We need more frequent pickups and reschedule another pickup.	0.51
We need to be able to recycle the yard waste like Loveland does.	0.47
We need to promote more recycling and increase public awareness.	2.93
We should be able to recycle yard waste, cardboard, etc.	0.36
Well I would prefer a different day that they would pick up - currently it's Friday - Wednesday would be better.	0.30
Yard waste disposal is terrible in this town. Electronics also need to be recycled.	0.36
Yeah, if they took foam and cardboard, that would be great.	0.51
Yeah, our garbage men sometimes don't pick up things when they should. Sometimes they leave things there that are not recyclable, which we did not know about. They pick things up at different times, so if something is not recyclable, they should just take	2.03
Yes - the materials that they do not pick up I recycle myself.	1.79
Yes, give people larger recycling bins and let them have separate items, and be sure to pick up the recyclables so I don't have to put them back into my garage for another week.	0.48
Yes, have the garbage people put the cans back where they got them from instead of the middle of the driveway.	0.50
Yes, increase the amount of items to be recycled at curbside.	1.09
Yes, maybe make more items recyclable for pickup at curbside.	0.51
Yes, remove the landfill and build a modern compost and recycling facility.	0.51
Yes, they need to pick up more recyclables. They have an inconsistent policy on recyclables.	0.50
Yes, to be cheaper and have an easier, more convenient way to recycle.	2.93

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Yes. Bigger containers and that's it.	0.47
Grand Total	376.25

*Note: Totals add up to less than the 403 raw surveys completed due to the use of weighting factors.*

**APPENDIX C  
VERBATIM RESPONSES TO QUESTION F9**

**Aspects of the Current Garbage and Recycling Service to be Left Alone**  
*("Are there any aspects of the current garbage and recycling service that you would like to see left alone / unchanged?")*

Verbatim Response	Weighted Value
A series of questions about the city hiring the hauler. I think we should have a say as to who we use as hauler.	0.82
All of it!!!	0.68
All of it, it works fine for me.	0.38
All of them, leave them alone.	0.80
Almost of them should be left alone, actually.	1.32
As far as I'm concerned, I'm satisfied with it. I would like to be able to put leaves or branches out and have it picked up.	0.79
Basically, the whole thing.	0.36
Curbside pick up.	1.17
Every week taking newspapers, cans, and bottles at the curb.	0.50
Everything is fine.	1.87
Everything is good.	1.19
Everything is pretty good.	1.17
Everything is pretty much fine, really.	0.38
For the most part, I don't really have any problems with my trash service. It's picked up when I'm gone and everything is fine.	1.19
Frequency leave alone, and recycling more.	1.09
I have no changes to recommend.	0.82
I am glad that there is only one truck in our neighborhood.	0.47
I am not much into mandatory recycling. In Europe, it is getting bad.	1.09
I am not unhappy with it so no	0.50
I am pleased with what they do now, but they could add a few things.	0.41
I am pretty happy with their pickup schedule. They come by once a week, which is nice. I like everything the way it is, I just would like them to be able to pick up more things.	0.65
I am satisfied using only one bin.	0.51
I can't think of any.	0.80
I can't think of anything right now that I feel strongly about.	0.68
I cant think of anything.	1.37

I can't think of anything.	5.23
I do not know.	1.65
I do not think they need to change anything.	0.36
I do not want anything changed where we live.	1.32
I don't believe so.	1.32
I don't care.	0.89
I don't have a comment.	0.50
I don't have a problem with the garbage.	0.50
I don't have a problem, so nothing needs to be changed as far as I am concerned.	0.47
I don't have a recycling or a trash service.	0.51
I don't have an opinion.	0.47
I don't have any input on that, nothing needs to be changed.	0.36
I don't have any opinion.	0.70
I don't know it's ok the way it is.	0.85
I don't know.	6.54
I don't really have any.	3.00
I don't see anything wrong with it except making it easier to recycle yard waste.	0.80
I don't think are.	0.30
I don't think I know enough to respond to that/	0.36
I don't think particularly, no.	0.47
I don't think so.	4.30
I don't want any less than what we have.	0.47
I don't want them to stop taking what they are taking; I want them to add more on	0.65
I guess everything could be improved.	3.00
I guess everything's worth trying to change.	0.50
I guess I like having a trash can.	2.93
I guess not.	0.30
I guess the fact that containers can be co-mingled.	0.65
I guess the frequency - once a week is how it should be I guess.	2.03
I have no comment about this subject.	0.51
I have no comment about this.	0.79
I have no comment.	1.17
I have no comments.	0.47
I have no opinion on that.	0.57
I have no opinion.	0.85
I have no problems with the rest of the trash.	2.03
I have no response.	0.85
I have none.	0.80
I have nothing	0.36
I have nothing that I wish to be left alone.	1.37
I have nothing to say.	1.09
I hope they will continue to have cardboard recycling. I'm glad that we recycle as much as we do and I would like that to continue.	0.50

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I just hate to see one company come in and take over everything.	0.79
I just want it to stay the way it is.	0.68
I just wish these apartment complexes would have more places to put garbage.	1.32
I like getting it one a week.	0.51
I like having more than one company in business as haulers.	1.17
I like having multiple haulers.	0.51
I like having my choice of providers in part because I can shop around for options that fit my budget and needs.	3.00
I like having one hauler for each neighborhood instead of several.	0.79
I like it all. I haven't had any complaints.	1.32
I like it pretty much the way it is.	3.00
I like it the way it is right now. I would like to see other things recycled, like yard waste.	0.65
I like that it is done weekly. I like it the way it is, so I think it should be left alone.	0.68
I like the big trash cans	2.93
I like the company I'm currently with.	0.82
I like the curbside pickup for yard waste that we have in our neighborhood. I think limiting collection to a single hauler would hurt a lot of people unless they changed it to a city service and somehow re-cooped it to those businesses.	0.48
I like the fact that bottles and cans can be put in the same receptacle.	2.93
I like the fact that the homeowner's association chose only 1 hauler, so there is only one truck in the neighborhood per week. I think that should be done city wide as well.	0.38
I like the fact that we can choose our own service.	1.19
I like the fact that we get a reduced rate.	0.70
I like the idea of having multiple carriers. I like our service the way it is, other than I would like to be able to recycle more.	0.82
I like the once a week schedule.	0.82
I like the option of having a choice of who picks up garbage.	1.36
I like the option of recycling or not recycling.	1.19
I like the pickup of recyclables every week.	0.48
I like the way we have it except the hard to recycle items. They need more publicity on that. It's hard to find out how to discard certain items that you know could be recycled but you don't know what to do with them.	0.38
I like the weekly garbage pick up. I like the idea of picking up yard waste one week and recycling the next week. I want bigger containers for recycling. The baskets should be on wheels so the elderly and handicapped could get the recycling out.	0.68
I like the weekly pickup of recyclables.	1.27
I like to keep curbside pick of recyclables for certain materials and yard waste.	0.94

**GARBAGE AND RECYCLING SERVICE AND PROGRAMS STUDY  
SURVEY INSTRUMENT PREPARED BY SERA  
RESEARCH AND ANALYSIS BY CORONA RESEARCH, INC.**

I love my Monday pickup, get rid of all the weekend stuff.	0.50
I really like the idea of having only one carrier instead of several so the garbage and recyclables are not on the street two or three days.	0.50
I really would like bigger containers for recycling because we seem to have more in that than in the trash container.	1.19
I suppose the weekly pickup is something that I would like to continue at least for the regular trash.	0.47
I think everything as it is now is working well for us.	0.79
I think everything is OK, right now.	0.79
I think having individual competitive companies seems to work well.	0.47
I think it all should be left alone, so far as the expense.	0.68
I think it is fine the way it is. I would like to be able to put out more stuff, if I have it, instead of getting charged more per bag.	0.30
I think it is fine. I would like it all to be left alone.	0.80
I think it is good to have private trash haulers.	0.47
I think it still should be done weekly, it still has to be done weekly	0.38
I think it's adequate.	0.36
I think our garbage and everything is fine.	0.79
I think the city does a great job with the amount that it recycles. I support that and would like to see it grow and continue with both curbside and drop-off. We recycle 75% of our household waste because of the programs they have for us.	1.09
I think the garbage service works well as it is, just leave it alone. The changes need to be made in recycling.	0.30
I think the weekly pick up of garbage is fine.	0.47
I think they do a good job with newspaper and of the mix of plastic and cans.	0.50
I think they need to leave the normal trash pickup alone. That is working and people seem to be happy with it. It seems to be commercially viable.	1.37
I think they should keep the curb recycling	0.80
I think weekly pickup is fine for both. I like my present carrier. I particularly like the local community that uses the model instead of using the weekly pickup. You have to kind of buy stamps for your trash. I like the Loveland trash program.	0.47
I want private contractors, so don't contract to the city.	0.51
I want them owned by private businesses, not by a big conglomerate. I want the right to select who I use as well as the continuation of free enterprise.	0.85
I want them to still pick up weekly.	1.19
I was under the impression that recycling was mandatory. I like this idea.	1.17
I would hate to see the garbage companies lose any business or employees lose their jobs.	3.00
I would leave the garbage like is.	0.57

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I would like all services to remain the same; everything is fine.	0.47
I would like everything right now to remain the same.	0.68
I would like my recycling containers to have heavier bottoms so they don't blow away in the wind.	0.82
I would like the basic garbage pickup and recycling unchanged.	0.79
I would like the fee to remain the same. The size of the containers and weekly pickup is fine.	0.50
I would like the price to stay the same	1.36
I would like the weekly pickup of recycling left alone or unchanged.	0.50
I would like to continue getting a good price because of the ability to use the same provider.	1.09
I would like to keep multiple haulers.	0.51
I would like to keep weekly pickup and nice garbage men with strong muscles.	1.09
I would like to see all the trucks go down the neighborhood on the same day. I can't think of anything that I would like to see stay the same.	2.03
I would like to see left alone that I can or not recycle something instead of telling me that I have to do it a certain way. An incentive program is better than a rules and regulations program.	1.36
I would like to see left alone. I like the fact that I can have a big bucket and use my own bags.	0.51
I would like to see many things changed, so I don't know how to answer that.	0.70
I would like to see more done.	0.47
I would like to see more mandatory recycling.	0.94
I would like to see most of it left alone, actually.	0.65
I would like to see the current company remain for trash pickup.	0.30
I would like to see the price remain the same.	0.30
I would like to see weekly service left as it is.	0.47
I would like to see yard waste included in recycling.	0.30
I would not like the service reduced.	0.65
I would say the willingness to pickup trash, like large items (chair) without any extra charge. Not getting charged for the volume of trash.	0.50
I would still like to be able to co-mingle my recyclables.	0.82
I would support neighborhoods being allowed to select their own haulers.	0.36
I wouldn't want to see small businesses hurt by changes that are made.	0.82
I'd like to have independent contractors so we can choose who we want, based on the service they provide and how well they do.	0.38
I'd like to see competition between the private companies.	0.30
I'd like to see glass and paper receptacles/	0.85
I'd like to see options that may change every other week, but not trash service.	0.50

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I'd like to see the recycling left alone. I don't think the city should force me to recycle if I don't want to.	0.94
If they can improve it that's great, but if it's not broken don't fix it.	0.82
I'm about 90% satisfied with what we have.	0.57
I'm mostly satisfied, so I would keep it as it is.	0.82
I'm neutral about this.	1.36
I'm neutral on that also.	1.32
I'm neutral on that right now.	0.85
I'm not really sure. I just starting using this one.	0.80
I'm not sure.	0.79
I'm pretty happy with them.	0.50
I'm satisfied with the weekly pick up.	0.51
I'm willing to look at just about anything.	0.47
It is good the way it is.	0.82
It needs to be free enterprise for any business that wants to do the yard work business.	0.47
It ought to be picked up two times per week, not one time per week.	0.36
It should be weekly as it is now.	0.50
It works for me the way that it is.	1.27
It's fine	0.51
It's fine the way it is - I don't want it patrolled.	0.38
It's fine the way it is.	0.68
It's fine.	0.30
It's mostly fine the way it is, just to offer more things to be recycled.	0.85
It's OK the way it is so far.	0.51
Just keep things as they are..	1.32
Just make sure that it's a competitive system and a weekly service.	0.36
Keep the choice of collectors.	0.41
Keep the trucks.	2.03
Leave it alone.	2.03
Leave it as it is, but add cardboard boxes.	0.79
Leave it as it is.	0.79
Leave the choices up to the individual.	0.47
Most of it is fine.	1.79
No	59.35
No not really/	1.17
No, but I like that it is curbside. If you take away curbside, you will have more complaints. Anything that makes it easier for stressed out folks will make it easier.	0.36
No, I can't think of any.	0.38
No, I can't think of anything.	1.73
No, I do not know what I have.	2.93
No, I don't know.	1.79
No, I have no comment on that one.	0.57
No, I think it all needs to be upgraded.	1.37

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No, I think we probably need some changes.	0.47
No, I would have to see what kind of changes they would want to make.	0.79
No, it doesn't matter.	0.65
No, it is pretty good.	0.65
No, not really, as long as it is still easy	1.17
No, not really.	6.59
No, not right now.	3.00
No, nothing comes to mind.	0.94
No, nothing specific.	0.50
No, nothing that I can think of.	2.03
No, nothing that I'm attached to.	1.17
No, nothing.	0.41
No, the city can do whatever they want to do.	0.80
No.	43.26
None	1.19
None that I can think of.	0.30
Nope	1.36
nope, everything is open to improvement, end of discussion.	0.57
Not anything is sacred about it, so no.	0.47
Not necessarily, no.	0.82
Not necessarily.	1.87
Not of mine.	1.32
Not really.	2.94
Not right now.	0.65
Not that I am aware of	1.19
Not that I can think of	2.93
Not that I can think of.	2.51
Not that I can think of. They need to pick up on the same day that they pick up trash.	0.65
Not to change what items they already recycle.	0.47
Nothing comes to mind, no.	0.82
Nothing comes to mind.	1.32
Nothing I can think of.	1.36
Nothing in particular.	0.30
Nothing specific, everything is working pretty well for us.	1.19
Nothing specifically.	1.19
Nothing that I am in love with.	0.48
Nothing that I can think of.	1.37
Nothing.	0.79
One thing I really like is that we have only one trash truck coming into the neighborhood one day per week. I think this makes it much safer for the children, and trash containers are only out one day a week on the street.	0.36
Other than having some services for our recycling here, I like what we have.	1.36
Pick up service is pretty good.	3.00

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Private sector garbage and recycling should not be duplicated by the city.	1.17
Put the recyclables in one container.	2.03
Stay the same day every week.	0.48
That's a difficult one. Let me be neutral on that one. There are so many individual factors to consider.	0.79
The ability to choose your own carrier.	0.51
The ability to mix different materials, i.e. - glass, aluminum, and plastic.	0.51
The amount they pickup is fine, the cost is fine, and the hauler is fine.	3.00
The company we have now is always on time. They pick up everything , instead of leaving some of it on the street. They show up when they are supposed to.	0.68
The cost	1.09
The drop off centers are working well in our complex and are convenient.	1.17
The fact that they pick up once a week.	1.19
The freedom of whether or not to recycle should be left alone.	0.94
The more recycling the better, so keep on recycling.	0.50
The once a week curbside service, the reasonable price and the competition for the service.	0.36
The once a week pickup works well.	0.47
The quality and the timeliness of the service should stay the same.	0.48
The regularity is good, and the low cost is nice - it is very easy the way that it is set up, which is nice.	0.51
The rest of it can be left alone, except cardboard.	0.68
The timing is OK. I just think there could be recycling done.	0.47
The trash service is fine.	1.36
The way it is fine.	1.19
There are none that I can think of.	0.41
There are none.	2.88
There is nothing I would change.	0.57
There is nothing specific.	0.48
There's nothing specific.	0.94
They are very efficient, they come on time and take it all away, both garbage and recyclables.	0.79
They changed the pickup from the alley to the curb and I liked it in the alley.	0.38
They should keep it going, not drop it.	0.47
They're doing a good job. I don't have any recommendations.	0.51
They're pretty consistent on coming and doing what they need to do.	2.93
We are pretty satisfied with what we have.	0.47
We are very happy except for the long drive to the recycling center.	1.09

We have the whole neighborhood on the same day for pickup and we have only one hauler and I like that.	0.65
Well I would like to see it remain voluntary and the fees for trash to remain the same.	0.68
Well, it's satisfactory, so it's ok.	0.79
What they have is fine they just need to do a little more.	1.09
What they pick up now, and what they allow us to do is fine, I like the convenience of the curbside. I recycle more because of it.	0.50
Yeah, I don't want the city telling me who is going to pick-up my trash. I like having the choice.	0.57
Yes, I think it is fine the way it is.	1.17
Yes, I would like to continue weekly pickup at no increased fee.	0.51
<b>Grand Total</b>	<b>376.25</b>

*Note: Totals add up to less than the 403 raw surveys completed due to the use of weighting factors.*