

To help the City of Saint Paul fully understand residents' current recycling, composting, and waste management habits, please answer all questions as completely and honestly as you can.

RECYCLING, COMPOSTING, AND WASTE REDUCTION

First, we would like to learn about how your household participates in two primary methods of reducing our community's volume of trash: waste reduction and recycling.

1a. In the City of Saint Paul, residents may recycle a wide variety of items including paper, cardboard, glass bottles/jars, plastic bottles, metal food and beverage cans, juice boxes, and milk cartons. Thinking of these materials, what proportion of your household's recyclable waste do you recycle?

- ¹ All of your recyclable materials
- ² Most of your recyclable materials
- ³ Some of your recyclable materials

⁴ None of your recyclable materials → 1b. Why doesn't your household recycle?

2. How often does your household recycle the following items?

| | Always | Sometimes | Never → | 3. If never, why don't you recycle this item? | | |
|-----------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|-----------------------------------------|-----------------------------------------------|---------------------------------------|---------------------------------------|
| | | | | Did not know this item was recyclable | Choose not to recycle this item | Never have this item |
| a. Newspaper | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| b. Magazines and junk mail | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| c. Office and school papers | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| d. Paper/paperboard packaging (including boxes from cereal, cake, beer/pop, etc.) | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| e. Cardboard boxes | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| f. Juice boxes and milk cartons | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| g. Glass bottles and jars | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| h. Plastic bottles | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| i. Metal food and beverage cans | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| j. Clothing and linens | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| k. Pizza boxes (take-out or delivery) | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ → | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |

4a. Are you aware of the free recycling drop-off center located at 309 Como Avenue?

¹ Yes (GO TO QUESTION 5)

² No → 4b. Now that you know there is a drop-off opportunity available, will you use the service as needed?

- ¹ Yes
- ² No

The next set of questions is for residents who live in buildings with 12 or more residential units.

5. Do you live in a building or townhome complex with 12 or more residential units (including apartments, condominiums, and townhome complexes)?

- ¹ Yes (GO TO QUESTION 6) ² No (SKIP TO QUESTION 7a)

6. **FOR RESIDENTS OF MULTI-UNIT BUILDINGS OR COMPLEXES ONLY.**

| | Yes | No |
|-----------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|
| a. Does your building or complex provide ANY centralized recycling containers for residents? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² |
| b. Does your building or complex provide ENOUGH centralized recycling containers for residents? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² |
| c. Does your household put your recyclable materials in the centralized containers? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² |
| d. If your household does not put your recyclable materials in the centralized containers, why not? | | |

RESIDENTS OF BUILDINGS OR COMPLEXES WITH 12 OR MORE UNITS, SKIP TO QUESTION 12a ON PAGE 3.

The next set of questions is for residents who are serviced by the curbside recycling program, including residents of single family homes and smaller apartment or condominium buildings with fewer than 12 residential units. Residences serviced by the curbside program can put recyclable materials in a blue bin on the curb for weekly pick-up.

7a. How often does your household place your recyclable materials on the curb for pick-up?

- ¹ Every week or almost every week
² About once every two weeks
³ About once a month
⁴ Occasionally, but less than once a month
⁵ My household does not participate in the curbside recycling program → 7b. Why not?

8a. Does the City-provided blue recycling bin meet your household's recycling needs?

¹ Yes

² No → 8b. Please describe the features of a recycling bin that would better meet your recycling needs.

9. Overall, how would you rate the curbside recycling service that your household receives?

- ¹ Excellent ² Good ³ Fair ⁴ Poor

10. The City of Saint Paul is interested in improving the curbside recycling program to best meet residents' needs. Thinking of all aspects of the program, including the materials accepted, the recycling bin, the timing of pick-up, the hauler, the informational materials and your access to them, and any other aspects, **what one or two changes would you suggest to improve the City's curbside recycling program?**

11. Would you prefer to have your recycling picked up from your alley or your curbside?

- ¹ Alley ² Curbside ³ No preference

12a. How do you get information about recycling services in your neighborhood or building?
(CHECK ALL THAT APPLY)

- ¹ Annual Saint Paul Guide to Recycling (from Eureka Recycling)
- ² Annual Going Green Guide (from Ramsey County)
- ³ Websites
- ⁴ 633-EASY or 222-SORT telephone hotlines
- ⁵ Friends and neighbors
- ⁶ Eureka Recycling or another recycling company
- ⁷ Building management (caretaker, landlord, management company, etc.)
- ⁸ Social media (Facebook, Twitter, etc.)
- ⁹ Other (12b. Please specify: _____)

13a. The City of Saint Paul is working to expand public space recycling opportunities. In which **two** of the following locations in the city would you most like to see additional recycling bins?
(PLEASE SELECT YOUR TOP TWO FROM THE FOLLOWING LIST)

- ¹ Public walkways, sidewalks, and streets
- ² Restaurants and bars
- ³ Schools
- ⁴ Community events and festivals
- ⁵ Parks, trails, and athletic fields
- ⁶ Hotels, meeting facilities, and other public venues
- ⁷ Shopping centers and stores
- ⁸ Gas stations
- ⁹ Other (13b. Please specify: _____)
- ¹⁰ I do not want to see recycling bins added in any of these places

14a. Next, we would like to ask about your household's waste reduction practices. For our purposes, waste reduction means eliminating the need to produce the item in the first place. In which of the following waste reduction practices do you and others in your household participate? (CHECK ALL THAT APPLY)

- ¹ Take a reusable shopping bag to store or do not take a bag if making a small purchase
- ² Use refillable water bottle or coffee mug
- ³ Rent or borrow items that are used infrequently, like equipment or tools, instead of purchasing them
- ⁴ Exchange or buy used items on Twin Cities Free Market, Craigslist, or other online exchange program, rather than purchasing new items
- ⁵ Purchase used items at thrift stores or consignment shops, rather than purchasing new items
- ⁶ Choose products that use less packaging or buy products in bulk
- ⁷ Package and refrigerate/freeze leftovers to reduce food waste
- ⁸ Repair items instead of replacing them
- ⁹ Shop for durable items that are likely to last longer
- ¹⁰ Other waste reduction practice(s) (not including recycling) → 14b. Please specify:

¹¹ My household does not participate in any waste reduction practices

DISPOSAL OF ORGANIC MATERIALS

15a. Now we would like to ask you about how your household manages food waste (such as banana peels, coffee grounds, and kitchen scraps). In which of the following ways does your household manage food waste? (CHECK ALL THAT APPLY)

- ¹ My household does not compost food waste (GO TO QUESTION 15c)
- ² My household composts food waste in a backyard compost bin (GO TO QUESTION 16)
- ³ My household composts food waste in a worm bin (GO TO QUESTION 16)
- ⁴ My household composts food waste at an organic materials drop-off site (GO TO QUESTION 16)
- ⁵ My household composts food waste in another way → 15b. How? _____

(GO TO QUESTION 16)

15c. If your household does not compost food waste, why not?

16. There are a variety of methods to manage household organic materials, such as food waste and non-recyclable paper products like napkins and paper towels. In general, how willing would you be to separate organic waste from the rest of your household’s trash, if your community had a program that would allow you to recycle this waste?

- ¹ Very willing
- ² Willing
- ³ Unsure
- ⁴ Unwilling
- ⁵ Very unwilling

DISPOSAL OF BULKY ITEMS AND ELECTRONICS

Next, we would like to ask about how your household disposes of your unwanted appliances, electronics, furniture, and other bulky items. Remember, your responses are confidential, and your honest answers are important to us.

17a. How do you generally dispose of unwanted appliances, TVs, or computers? (CHECK ALL THAT APPLY)

- ¹ Put it in the trash
- ² Take it to a retail drop-off
- ³ Take it to a designated disposal facility
- ⁴ Take it to a community clean-up event
- ⁵ Arrange a special pick-up with hauler
- ⁶ Donate or sell it
- ⁷ Leave it in a public place (like a curb) or on someone else’s property
- ⁸ Something else (17b. Please specify: _____)

18a. How do you generally dispose of large items such as furniture, mattresses, or construction materials that are too large for your garbage bin? (CHECK ALL THAT APPLY)

- ¹ Take it to a retail drop-off
- ² Take it to a designated disposal facility
- ³ Take it to a community clean-up event
- ⁴ Arrange a special pick-up with hauler
- ⁵ Donate or sell it
- ⁶ Leave it in a public place (like a curb) or on someone else’s property
- ⁷ Something else (18b. Please specify: _____)

The City of Saint Paul partners with local District Councils to organize annual Community Clean-Up Events. These events are an opportunity for residents to properly dispose of large refuse items and recycle materials not collected in the curbside program, and to share usable goods with others. Clean-Up Events are scheduled May through October each year.

19a. Are you aware of the Community Clean-Up Event opportunities?

| | |
|---------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> ¹ Yes → | 19b. Have you ever participated in a Community Clean-Up Event? |
| <input type="checkbox"/> ² No | <input type="checkbox"/> ¹ Yes |
| | <input type="checkbox"/> ² No → 19c. Why not? _____ |
| | _____ |

20. If the Community Clean-Up Events are no longer organized, how likely are you to dispose of bulky items (appliances, electronics, and furniture) in each of the following ways?

| | Very likely | Likely | Unlikely | Very unlikely |
|---------------------------------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a. Take to a transfer station (local disposal site) and pay required fees | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ |
| b. Take back to retailer when applicable | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ |
| c. Sell or donate | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ |

Other communities have implemented programs to help offset the cost for residents to properly dispose of their unwanted bulky items. Please tell us your willingness to participate in each of the options below.

21a. One option is to provide residents with a limited number of coupons each year to reduce the disposal fees charged at a transfer station or disposal facility. Residents delivering their bulky items to these facilities could use these coupons to pay a reduced disposal fee for a limited number of items each year. How willing are you to use this program to dispose of your unwanted bulky items?

- ¹ Very willing
- ² Willing
- ³ Unsure
- ⁴ Unwilling
- ⁵ Very unwilling

21b. Another option is a curbside program, that would allow for 1-3 free curbside pick-ups of unwanted bulky items per year. How willing are you to use this program to dispose of your unwanted bulky items?

- ¹ Very willing
- ² Willing
- ³ Unsure
- ⁴ Unwilling
- ⁵ Very unwilling

22. Next, we would like to ask you about some possible waste disposal problems in your neighborhood. Please rate the severity of each of the following problems in your neighborhood.

| | Not a problem | A small problem | A big problem |
|-------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a. Litter | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| b. Illegal dumping of appliances, electronics, and bulky items like furniture in dumpsters or public spaces | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| c. Illegal dumping of trash in someone else's dumpsters or bins | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |

WASTE DISPOSAL

23. This next set of questions asks about your experiences and opinions regarding garbage collection in your neighborhood, including the service you receive from your garbage hauler. Your input is very important, even if you live in a building where you do not choose your own hauler. Please tell us how much you agree or disagree with each of the following statements.

| | Strongly agree | Agree | Neutral/ Not sure | Disagree | Strongly disagree |
|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a. The service provided by my current garbage hauler is satisfactory. | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| b. There are too many garbage trucks serving my neighborhood. | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| c. The price that I pay for garbage service is reasonable. | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| d. I would prefer if my trash bill were consolidated with my water and/or sewer bill. | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| e. Choosing my garbage hauler and contracting directly with them is important to me. | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| f. The City of Saint Paul should contract directly with haulers to limit the number of garbage haulers serving my neighborhood. | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| g. Hiring a local and/or family-owned trash hauler is important to me. | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |
| h. Once it leaves my household, my household's garbage is managed in a way that best protects the environment. | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |

24. Next, we would like to ask you about some possible concerns about truck traffic in your neighborhood. Please rate the severity of each of the following problems in your neighborhood.

| | Not a problem | A small problem | A big problem |
|-----------------------------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a. Safety risks posed by garbage and recycling truck traffic | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| b. Air pollution caused by garbage and recycling truck traffic | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| c. Noise caused by garbage and recycling truck traffic | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| d. Street wear and tear caused by garbage and recycling truck traffic | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |

25. Thinking about the system of residential garbage collection in your neighborhood, please tell us whether each of the following aspects is very important, somewhat important, or not important to your household.

| | Very important | Somewhat important | Not important |
|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a. Cost (for residents) | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| b. Customer service | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| c. Ability to choose my own trash hauler | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| d. Limiting the amount of truck traffic (in relation to safety, air and/or noise pollution, or street maintenance concerns) | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| e. Garbage and recycling collection on the same day | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |

NEW PROGRAMS AND SERVICES

The City of Saint Paul is considering a variety of recycling, composting, and waste management program changes in an effort to increase the amount of recyclable and compostable materials utilized to their highest and best value. The current City recycling service fee for multi-unit dwellings and single family homes ranges from \$2.03 - \$3.22 per month or \$24.36 - \$38.60 annually. Some program changes may require an increase in these fees. Your input will help the City understand resident preferences to prioritize these service improvements.

26. For each of the following new service options, please tell us whether you would like to see this service added to the existing recycling service in the City of Saint Paul, and if so, whether you would be willing to pay a few dollars more for this service. Then, in question 27, you'll have the opportunity to tell us how much you are willing to pay for the total package of services that you would like to see.

| | | I would like to see this service added... | | |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------|---------------------------------------------------|
| | | and I am willing to pay a few dollars more | but I am <u>not</u> willing to pay more | I would <u>not</u> like to see this service added |
| Options for recycling collection | a. Single sort recycling (all recyclable materials go into one bin) with the current blue bin, collected weekly | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| | b. Single sort recycling with a covered, wheeled container, collected weekly | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| | c. Single sort recycling with a covered, wheeled container, collected every two weeks | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| | d. Accept additional plastics or other materials in the existing recycling program | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| Collection of bulky items | e. Curbside or alley collection of bulky items (like appliances, furniture, tires, etc.) | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| Options for collection of organic material | f. Curbside or alley collection of organic material (like food waste and non-recyclable paper products) | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| | g. An organics recycling station where residents can drop off their organic material (like food waste and non-recyclable paper products), located within 10 minutes of your home | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |
| | h. An organics recycling station where residents can drop off their organic material, located at Ramsey County Yard Waste Collection sites | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ |

27a. In general, which of the following is most true for you? Please check only one.

- ¹ I am willing to pay **\$4-6** more per month (total) for the services I selected above
- ² I am willing to pay **\$1-3** more per month (total) for the services I selected above
- ³ I would like to see additional services added, but I am not willing to pay more for them
- ⁴ I would like my recycling services and fees to stay the same as they are now (no changes are necessary)
- ⁵ I would like the City to reduce the level of recycling services and fees. ➔ 27b. Please specify which recycling services the City should reduce: _____

DEMOGRAPHICS

These last questions are to make sure we have gathered opinions from a variety of people. As with all of your other responses, they will be kept private.

28. Do you own or rent your current home?
¹ Own ² Rent
29. In what year did you move to your current home?
_____ (Year)
- 30a. What type of home do you live in? (CHECK ONE)
¹ Detached single family home
² Condominium or townhome
³ Apartment, including duplex, triplex, and larger multi-unit housing
⁴ Mobile home / Manufactured home
⁵ Other (30b. Please specify:
_____)
31. Including yourself, how many adults (age 18 or older) live in your household?
_____ Number of adults in household
32. How many children (age 17 or younger) live in your household?
_____ Number of children in household
33. In what year were you born?
_____ (Year)
34. Do you have a cell phone or other mobile device that you use to access the Internet?
¹ Yes ² No
35. What is your gender?
¹ Male ² Female ³ Other
36. What is the highest year or grade of school you have completed? (CHECK ONE)
¹ Less than high school
² High school graduate or GED
³ Some college
⁴ Vocational/Technical graduate (associate's degree)
⁵ College graduate (bachelor's degree)
⁶ Some graduate school or more
37. Are you of Hispanic, Latino, or Spanish origin?
¹ Yes ² No
- 38a. Which of the following describes your race? (CHECK ALL THAT APPLY)
¹ White or Caucasian
² Black or African American
³ Asian or Pacific Islander
⁴ American Indian or Alaska Native
⁵ Some other race (38b. Please specify:
_____)
- 39a. What language do you speak most at home?
¹ English
² Spanish
³ Hmong
⁴ Somali
⁵ Other language (39b. Please specify:
_____)
40. What was your household's annual household income in 2012 from all earners and all sources, before taxes?
¹ Under \$15,000
² \$15,000 - \$24,999
³ \$25,000 - \$34,999
⁴ \$35,000 - \$49,999
⁵ \$50,000 - \$74,999
⁶ \$75,000 - \$99,999
⁷ \$100,000 - \$149,999
⁸ \$150,000 or over