

Survey of Central Contra Costa Solid Waste Authority Customers

Summary Report

As part of the planing and preparation process for a new garbage, recycling, and organics collection franchise agreement the Central Contra Costa Solid Waste Authority (CCCSWA) requested assistance with surveying customers within the CCCSWA service area. They contracted with Waste Sleuth & Associates (WSA) to preform the field surveys and to prepare a summary report of the survey results.

The surveying performed by WSA focused on commercial and multifamily dwelling accounts. Surveys were performed in every city with in the CCCSWA service territory (Alamo, Danville, Lafayette, Moraga, Orinda, and Walnut Creek). A series of questions were drafted to elicit information that could be insightful and useful to developing the content of a new franchise agreement. Those survey questions are found in the survey results below.

Overall, the survey process was extremely successful with a response rate of almost 60%. Many of those surveyed were appreciative of the opportunity to provide information that would be useful to preparing a new franchise agreement.

For those accounts that mentioned universal waste items or asked how to properly dispose of hazardous waste WSA provided additional information and customized instructions on proper disposal options. Those customers were issued a copy of the CCCSWA “*Recycling and Organics Services for Business*” trifold brochure and directed to the section outlining how to dispose of hazardous waste and universal waste items.

Below are the survey results presented in two sections, Commercial accounts and Multi-Family Dwelling (MFD) accounts. A total of 28 MFDs were surveyed representing 3,166 units.

o **Survey Results**

Attempts	72
Completed Surveys	106
Total Surveyed	178
Response Rate	59.6%

	Commercial	MFD
Alamo	9	
Danville	16	3
Lafayette	18	2
Moraga	7	2
Orinda	10	
Walnut Creek	18	21
Total Surveyed	78	28

o **Commercial Survey**

(78 surveyed)

(Question) What changes, if any, should we make to our programs?

Summary of the responses to this question:

- Collection of E-Waste, batteries, bulbs;
- Frustrated with split on orgs., would like just one bin not two;
- Track-my-truck online feature;
- Swap out dirty bins routinely;
- Quarterly pickup for bulk items;
- Provide more info on organics;
- Want compostable plastic products to actually be composted;
- Lower prices; expensive call-back fees when bin not serviced;
- Training / educational videos;
- Clear definition to customer of what constitutes overfull to trigger non-collection;
- Maintain consistent schedules for Town residents. Modify trucks to reduce garbage flying out;
- More secure bins, better lock system, vandals can break into the bin.

(Question) Rank these criteria *(first is most important, to least)*

- Conservation: good for the environment
- Cost: lowest cost to the customer
- Customer Service: quality of service, on-time collection, easy customer service calls

Results of Commercial Accounts Surveyed*:

- 1st = Conservation
- 2nd = Cost
- 3rd = Customer Service

**(See combined results below in the MFD results below)*

(Question) What additional materials would you like collected?

Summary of the responses to this question:

The most common materials stated were fluorescent lamps, pallets, and E-waste. Also stated, but not as frequently, were bulky items, expanded polystyrene packaging (Styrofoam), sharps, bike tubes & tires, plastic film, and bales of cardboard.

(Question) How can RecycleSmart help guide customers to properly sort?

(Choose all that apply)

- a. Provide clear signage or posters that can be displayed above trash/recycling/compost containers
- b. Provide specialty containers for compost/recycling/trash that can be used inside my business
- c. Provide educational materials and examples that describe best practices about how local businesses can encourage better recycling and composting choices by customers.
- d. Other?

Results of Commercial Accounts Surveyed:

Commercial (78 survey responses)	
Provide clear signage or posters	41
Provide special containers	28
Provide educational materials	39
Other	0

(Question) Would your business like to have a follow-up visit from a Republic Services Recycling Coordinator to provide training and tools to improve diversion?

Results of Commercial Accounts Surveyed:

A majority were not interested in having a follow-up visit.

28 = Yes

45 = No

o **Multi-Family Dwelling (MFD) Survey**

(28 surveyed)

(Question) What changes, if any, should we make to our programs?

Summary of the responses to this question:

- Educational Event to educate tenants of organics;
- No Orgs bins on-site ; consistent service;
- Pick-up for Electronics & Batteries;
- More tenant ed. On Organics & Recycling;
- Recycling driver to stop banging bin against the garbage bin;
- More tenant ed. materials that could be emailed or issued at time of leasing;
- Better notification when there is a service issue; add E-scrap collection;
- More frequent cleaning of orgs bins & totes ; E-scrap collection;
- HHW collection;
- Pick-up for Electronics & Batteries;
- HHW collection; feed back from driver when bins are overfull;
- Outreach / tabling to tenants ; issue food pails to all tenants;
- Help with organics; the building has chutes, big problem;
- Would like more food pails & totes;
- Consistent service on day of service;
- Help with HHW, fluorescent lamps;
- More consistent service - often missed or skipped;
- Include multifamily properties in the semi-annual Reuse & Cleanup Days;
- Include multifamily properties in the annual holiday tree/wreath pickup;
- Have all three carts serviced on the same day. Currently, our green Organics carts are serviced on Mondays, while our black Landfill and blue Recycle carts are serviced on Wednesdays;

- I used to receive automated calls to let me know that our carts would not be serviced on our regular pickup day. These were very helpful and allowed me to let other residents know to leave their carts out to be serviced the next day. However, I no longer receive these calls.

(Question) Rank these criteria *(first is most important, to least)*

- Conservation: good for the environment
- Cost: lowest cost to the customer
- Customer Service: quality of service, on-time collection, easy customer service calls

Results of MFD Accounts Surveyed:

- 1st = Cost
- 2nd = Conservation
- 3rd = Customer Service

Combined Results of Commercial & MFD Accounts Surveyed:

- 1st = Conservation
- 2nd = Customer Service
- 3rd = Cost

(Question) How do you get rid of items that can't go / won't fit in bin?

Summary of the responses to this question:

- 23 = Stated they hire a 3rd party hauling company
- 3 = Stated that tenants are responsible for handling large items or HHW
- 2 = Reported they directly handle these items via self-haul

(Question) Do you think your tenants would use a “Reuse and Cleanup Day”?

If yes, would you prefer pre-scheduled or on-call?

- Would you prefer management call to schedule, or would you be OK with tenants calling the service provider directly, if on-call?
- Do you have:
 - 1) a centralized location, such as an enclosure, where residents can place their reuse and cleanup materials, or
 - 2) would you prefer door-to-door or
 - 3) curbside placement?

Summary of the responses to this question:

- The vast majority of the properties are interested in the concept of a reuse and cleanup day.

25 = Yes

3 = No

- A majority preferred pre-schedule to on-call.

17 = Prescheduled

8 = On-call

- A vast majority preferred that management called to schedule.

22 = Management call

3 = Tenant call

- Most would prefer to use a centralized collection location.

18 = Centralized Location

3 = Door-to-door

5 = Curbside

(Question) What bulky items do tenants need to dispose of regularly?

Summary of the responses to this question:

The most common materials stated were mattresses, furniture, e-waste, large appliances.

(Question) How can RecycleSmart help guide customers to properly sort?

(Choose all that apply)

- a. Provide clear signage or posters that can be displayed above trash/recycling/compost containers
- b. Provide specialty containers for compost/recycling/trash that can be used inside my business
- c. Provide educational materials and examples that describe best practices about how local businesses can encourage better recycling and composting choices by customers.
- d. Other?

MFD (28)*	
Provide clear signage or posters	5
Provide special containers	2
Provide educational materials	4
Other	2 requested tenant training

*The low number of responses is due to the fact that these questions were added to the survey after a majority of the MFD sites had been visited.

(Question) Would your business like to have a follow-up visit from a Republic Services Recycling Coordinator to provide training and tools to improve diversion?

Results of Commercial Accounts Surveyed:

Unlike the commercial accounts, a majority were interested in having a follow-up visit.