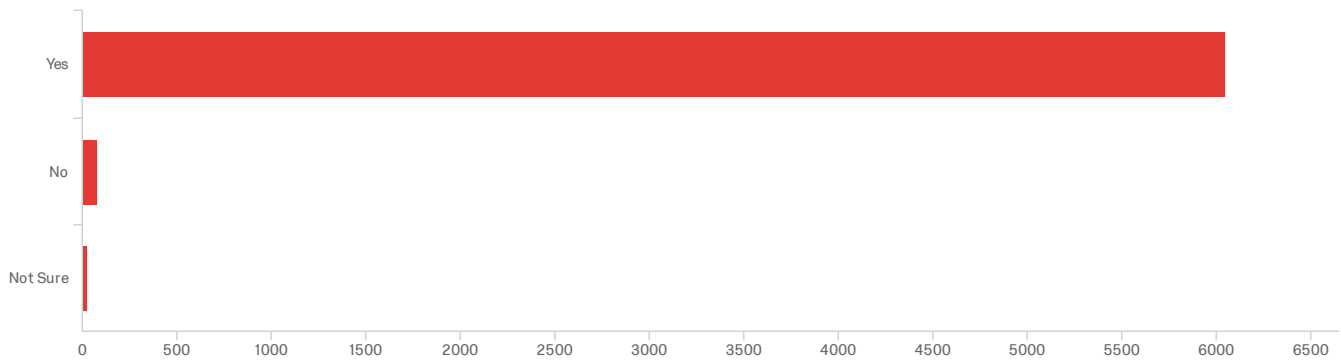


# Default Report

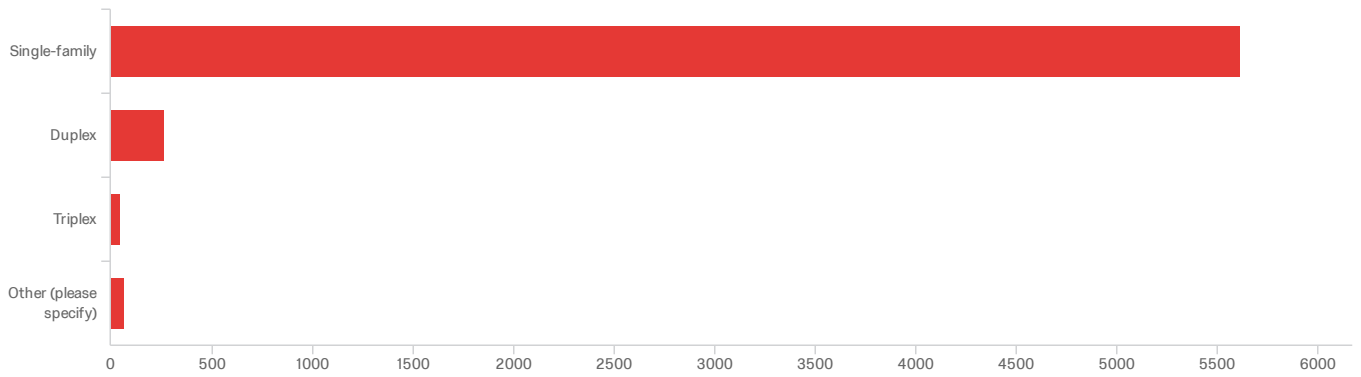
Recycling Rates Engagement Survey 2019

December 10, 2019 10:28 AM MST

Q1 - Do you receive Salt Lake City Waste & Recycling services in cans that look like the above pictures?



## Q2 - What type of house do you live in?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What type of house do you live in? - Selected Choice	1.00	4.00	1.09	0.41	0.17	5,993

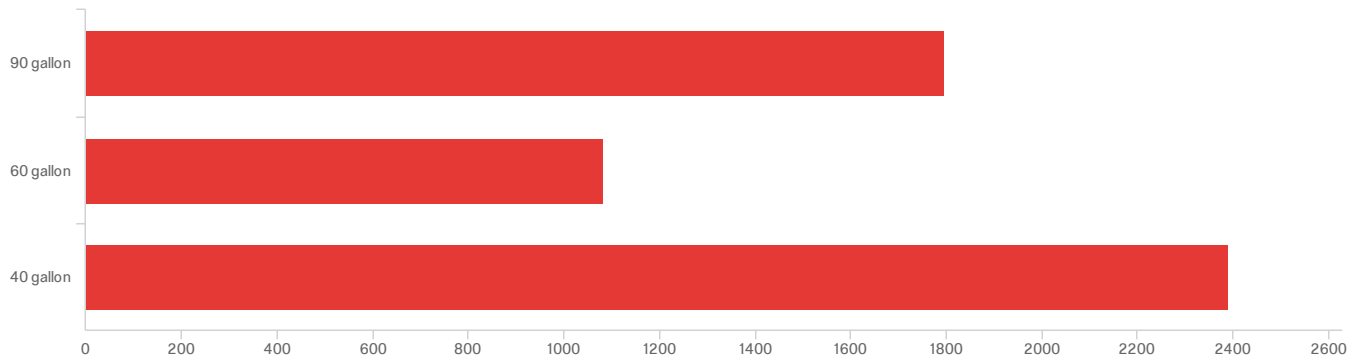
#	Field	Choice Count
1	Single-family	93.66% 5613
2	Duplex	4.42% 265
3	Triplex	0.78% 47
4	Other (please specify)	1.13% 68
		5993

Showing rows 1 - 5 of 5

## Q3\_4\_TEXT - Other (please specify)

Other (please specify)
4-plex
Town house
Condo/ 8 Unit
condo
PUD

### Q3 - What size garbage can does your household currently use?

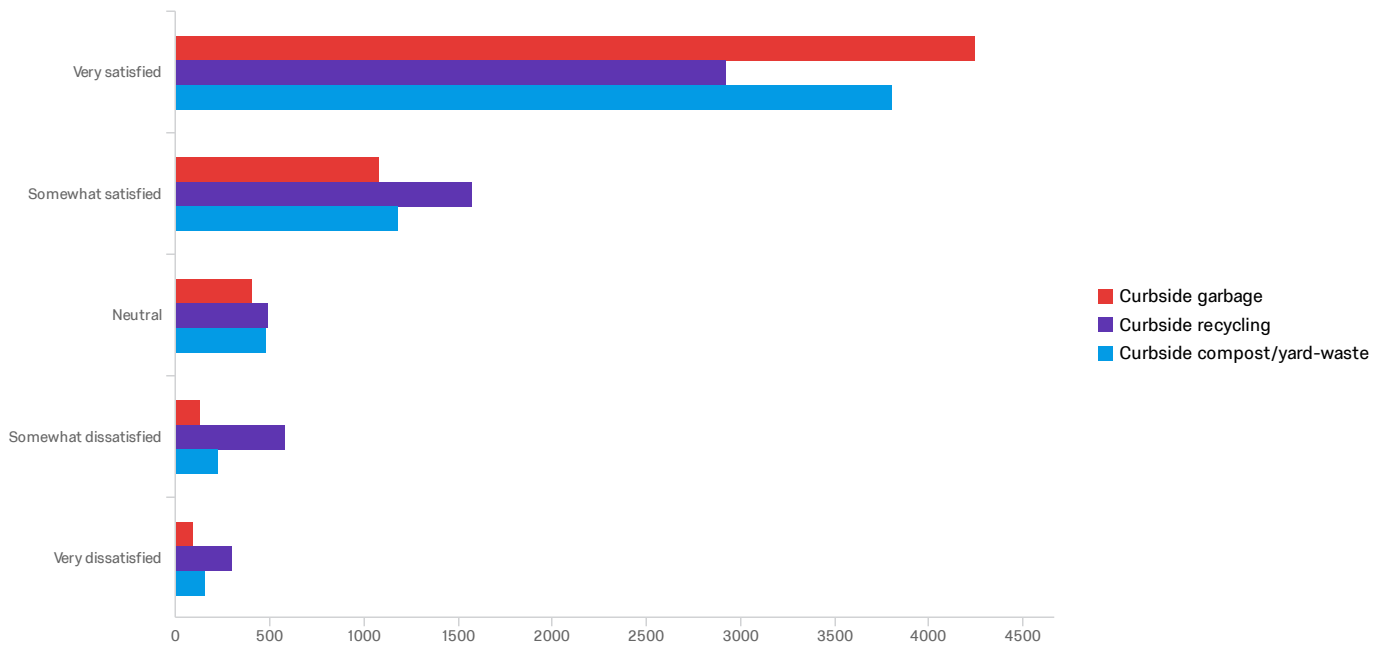


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What size garbage can does your household currently use?	1.00	3.00	2.11	0.88	0.78	5,270

#	Field	Choice Count
1	90 gallon	34.10% 1797
2	60 gallon	20.53% 1082
3	40 gallon	45.37% 2391
		5270

Showing rows 1 - 4 of 4

## Q4 - How satisfied are you with the current service offerings provided by Salt Lake City?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Curbside garbage	1.00	5.00	1.45	0.84	0.70	5,957
2	Curbside recycling	1.00	5.00	1.94	1.20	1.43	5,873
3	Curbside compost/yard-waste	1.00	5.00	1.59	0.98	0.96	5,851

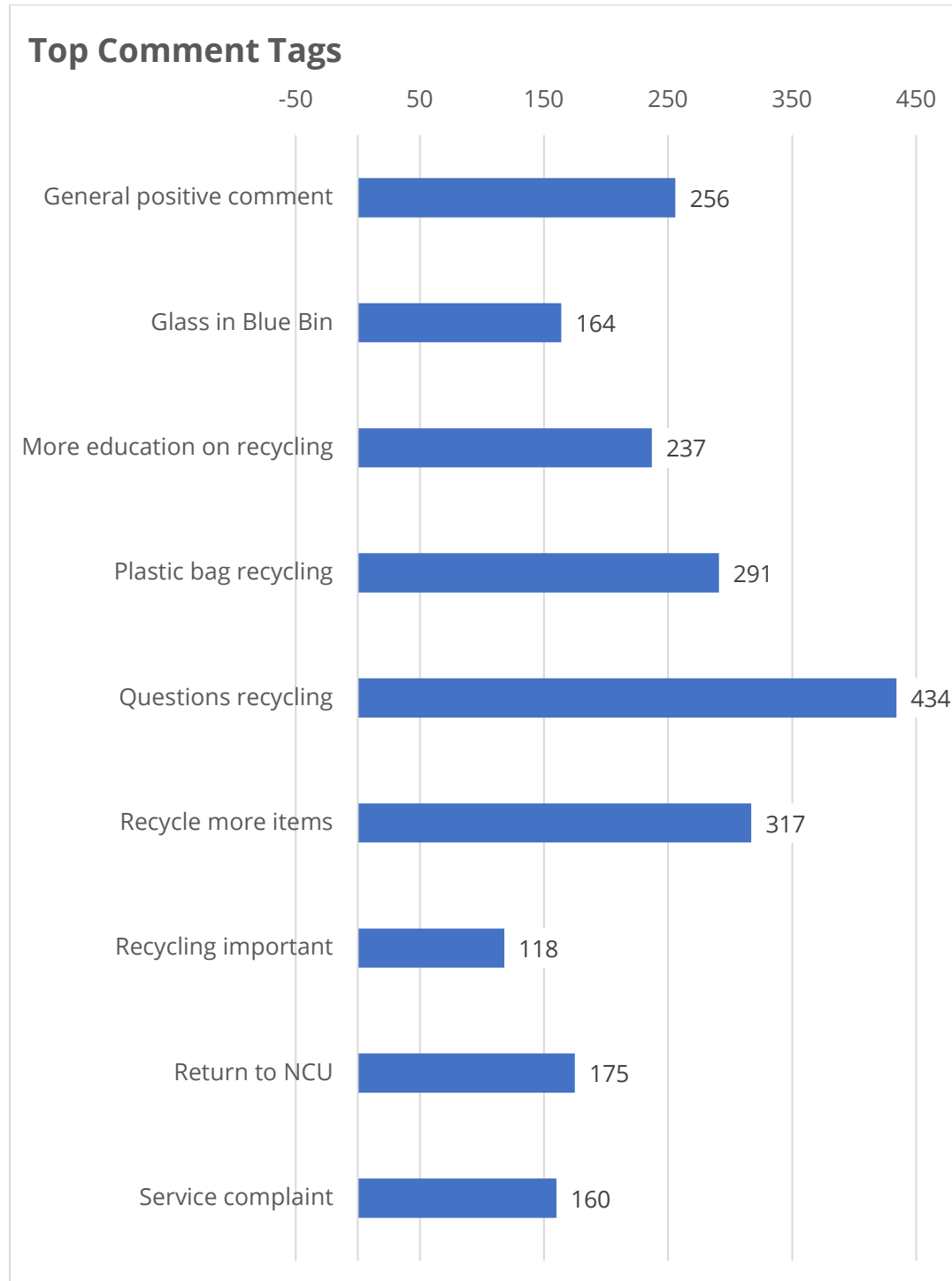
#	Field	Very satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Very dissatisfied		Total
1	Curbside garbage	71.28%	4246	18.18%	1083	6.83%	407	2.18%	130	1.53%	91	5957
2	Curbside recycling	49.82%	2926	26.82%	1575	8.39%	493	9.88%	580	5.09%	299	5873
3	Curbside compost/yard-waste	65.07%	3807	20.17%	1180	8.19%	479	3.90%	228	2.68%	157	5851

Showing rows 1 - 3 of 3

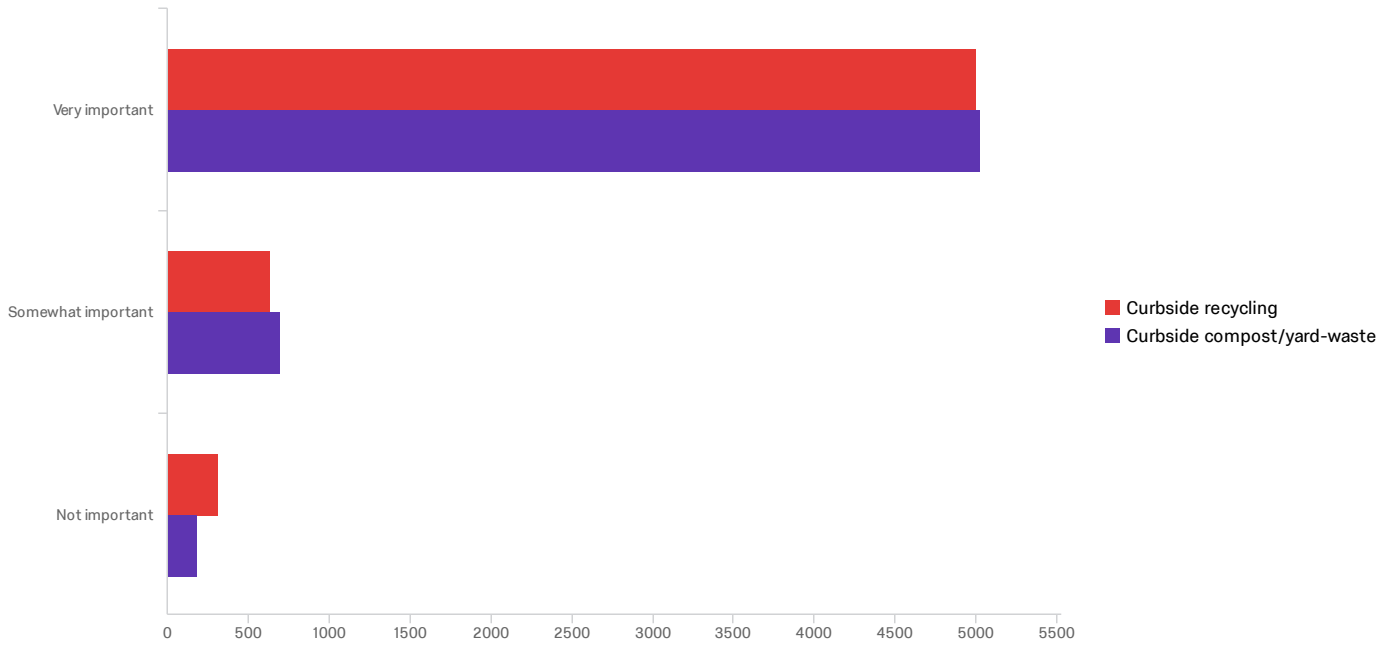
In addition to the multiple choice questions, the Rates Engagement survey included several open-comment boxes for residents to submit feedback. We received over **12,000 responses** to those open-ended questions. Sustainability Department staff read and categorized each comment. We have provided a chart of the most frequent comment categories for each open-ended question here.

**5. Do you have any comments on the current service offerings provided by Salt Lake City?**

**Total comments: 2,773**



Q6 - How important do you think it is for Salt Lake City to continue offering the following curbside programs to everyone?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Curbside recycling	1.00	3.00	1.21	0.52	0.27	5,952
2	Curbside compost/yard-waste	1.00	3.00	1.18	0.46	0.21	5,911

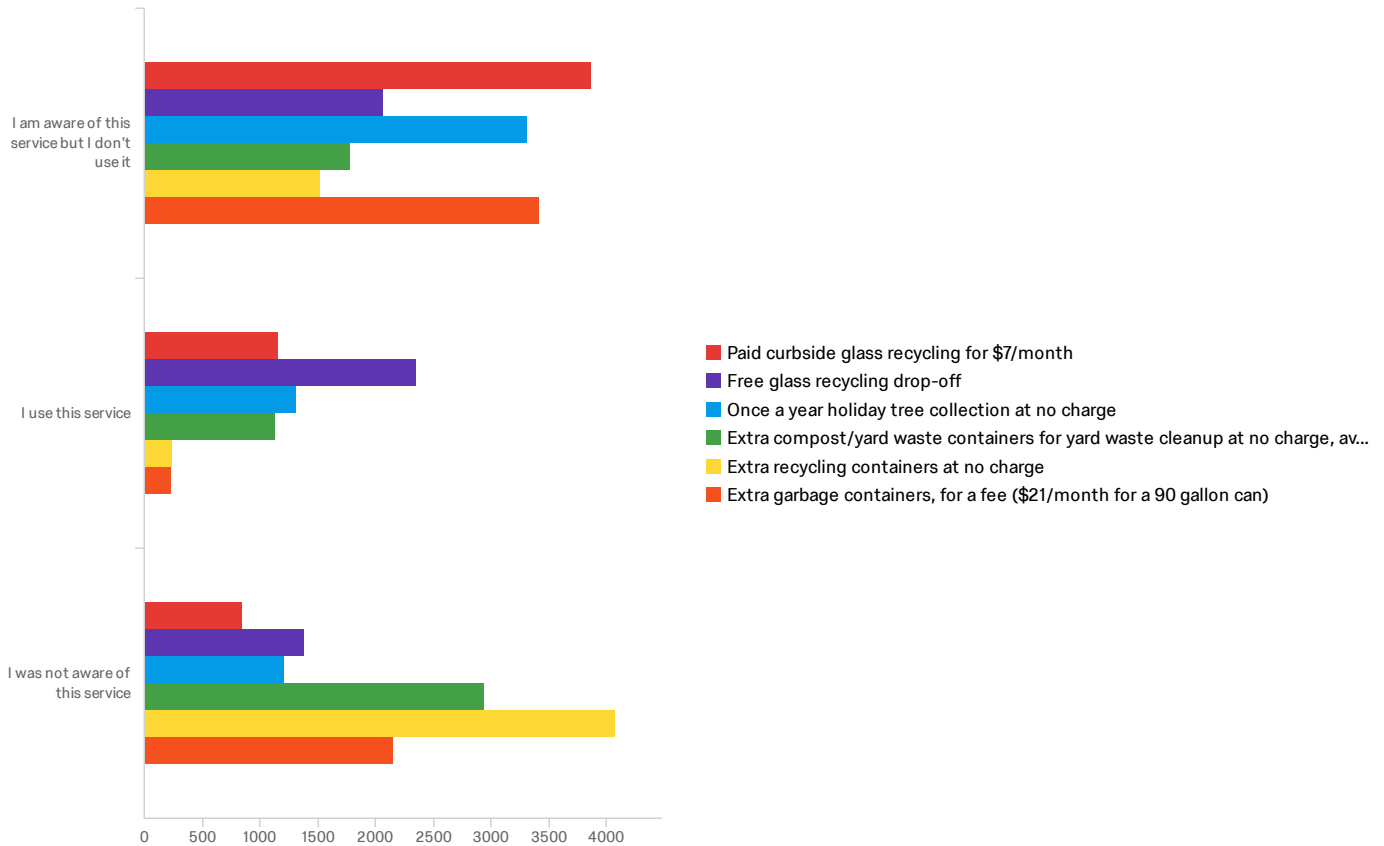
#	Field	Very important	Somewhat important	Not important	Total
1	Curbside recycling	84.11% 5006	10.65% 634	5.24% 312	5952
2	Curbside compost/yard-waste	85.11% 5031	11.79% 697	3.10% 183	5911

Showing rows 1 - 2 of 2

## Q8 - In addition to weekly curbside collection of garbage, recycling, and yard

waste/compost, Salt Lake City provides the following services to residents. Please let us

know if you are aware of these services and whether you use them:



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Paid curbside glass recycling for \$7/month	1.00	3.00	1.48	0.73	0.54	5,868
2	Free glass recycling drop-off	1.00	3.00	1.88	0.76	0.58	5,802
3	Once a year holiday tree collection at no charge	1.00	3.00	1.64	0.80	0.65	5,841
4	Extra compost/yard waste containers for yard waste cleanup at no charge, available year-round	1.00	3.00	2.20	0.88	0.77	5,855
5	Extra recycling containers at no charge	1.00	3.00	2.44	0.88	0.77	5,842
6	Extra garbage containers, for a fee (\$21/month for a 90 gallon can)	1.00	3.00	1.78	0.96	0.91	5,812

#	Field	I am aware of this service but I don't use it	I use this service	I was not aware of this service	Total
1	Paid curbside glass recycling for \$7/month	65.95% 3870	19.70% 1156	14.35% 842	5868
2	Free glass recycling drop-off	35.61% 2066	40.62% 2357	23.77% 1379	5802
3	Once a year holiday tree collection at no charge	56.79% 3317	22.48% 1313	20.73% 1211	5841
4	Extra compost/yard waste containers for yard waste cleanup at no charge, available year-round	30.40% 1780	19.39% 1135	50.21% 2940	5855
5	Extra recycling containers at no charge	26.10% 1525	4.06% 237	69.84% 4080	5842
6	Extra garbage containers, for a fee (\$21/month for a 90 gallon can)	58.86% 3421	3.99% 232	37.15% 2159	5812

Showing rows 1 - 6 of 6

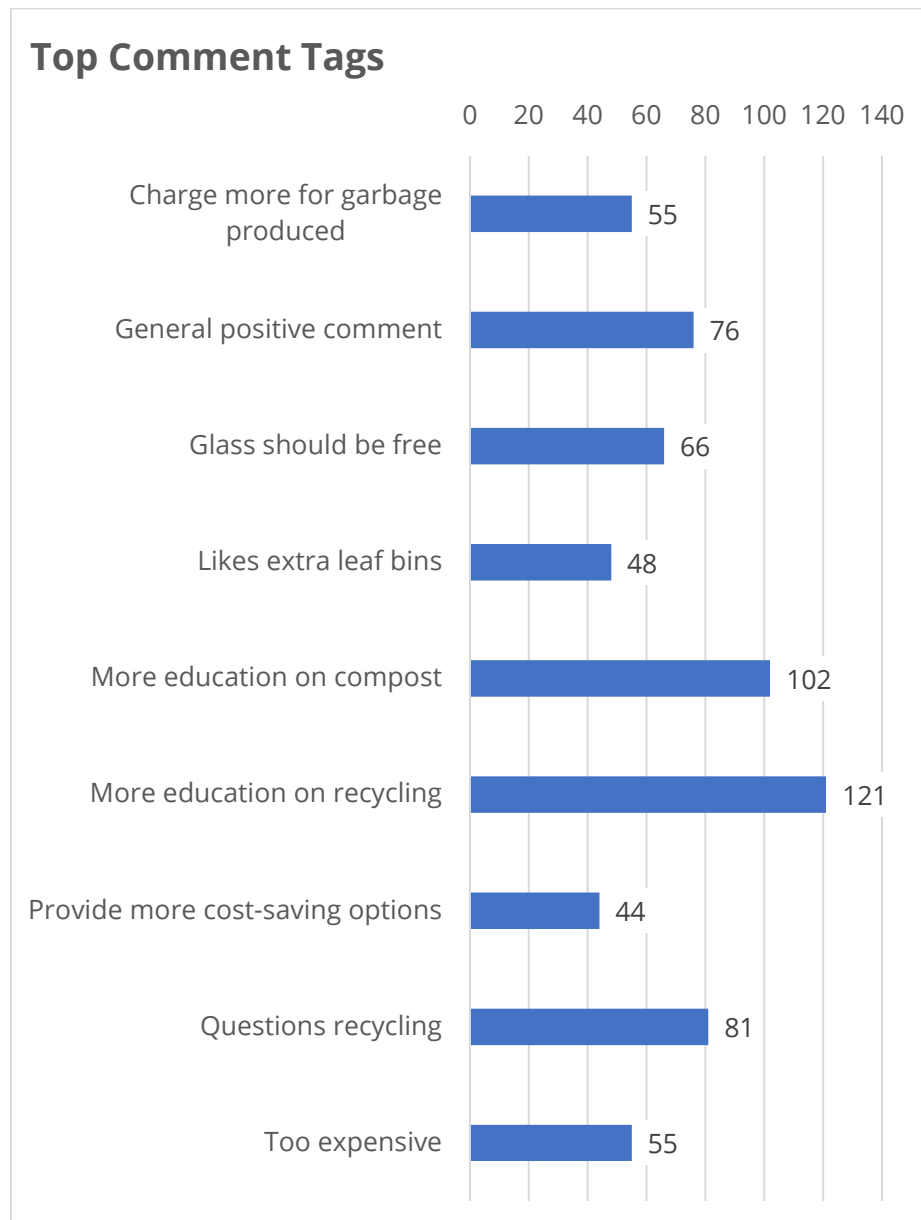


9. In addition to weekly curbside collection of garbage, recycling, and compost/green waste, Salt Lake City provides the following services to residents. Please let us know if you are aware of these services and whether you use them.

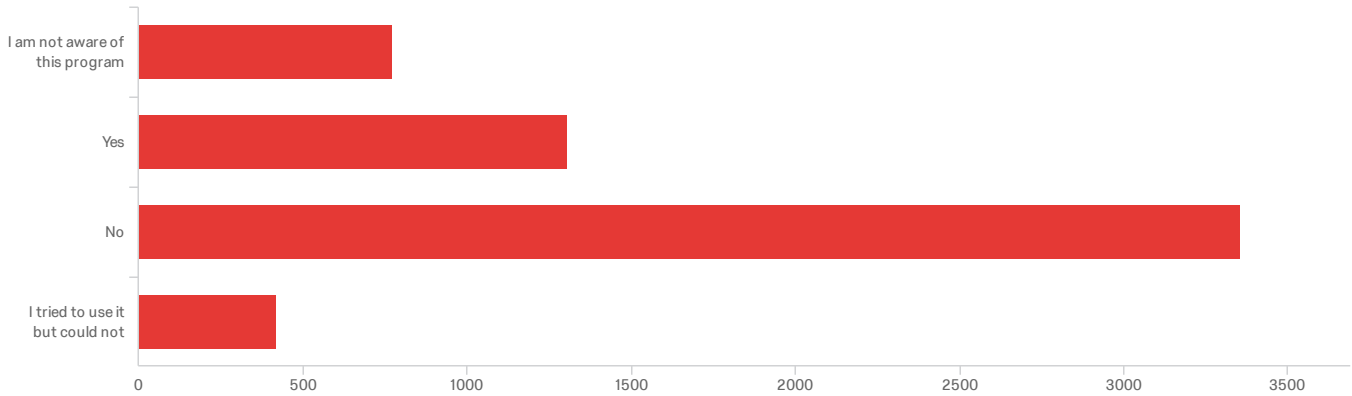
- Paid curbside glass recycling for \$7/month
- Free glass recycling drop-off
- Once a year holiday tree collection at no charge
- Extra compost/green waste containers for yard waste cleanup at no charge, available year-round
- Extra recycling containers at no charge
- Extra garbage containers, for a fee (\$21/month for a 90 gallon can)

**Please provide any comments you have about these services.**

**Total comments: 1,010**



Q7 - The City also offers a once-per-year bulk item curbside collection program, Call 2 Haul, which is provided at no additional charge. Call 2 Haul is for furniture, electronics, mattresses, appliances, tires, tree limbs, and other household items that don't fit or belong in the weekly curbside containers. Have you ever used the Call 2 Haul program?

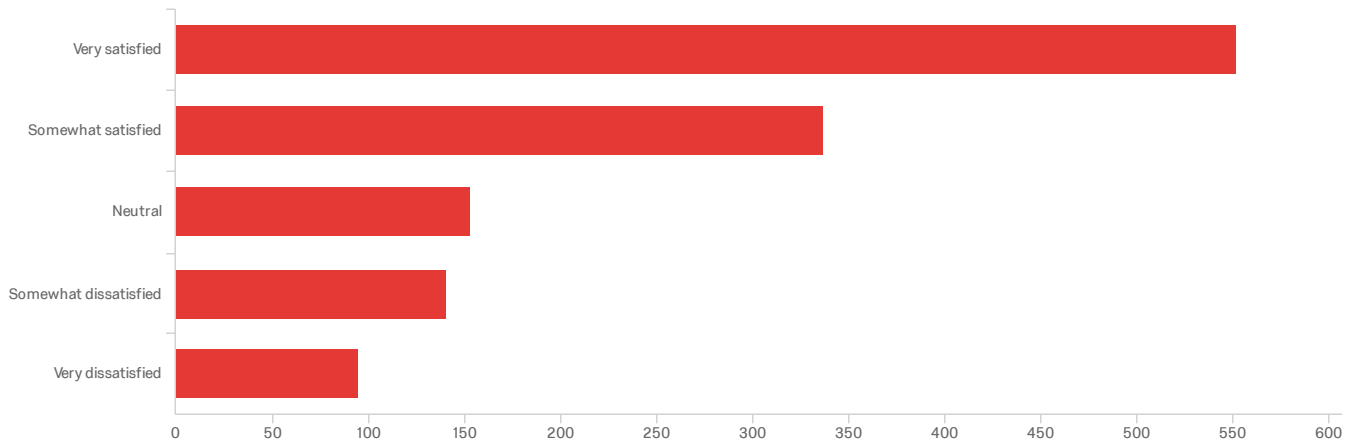


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The City also offers a once-per-year bulk item curbside collection program, Call 2 Haul, which is provided at no additional charge. Call 2 Haul is for furniture, electronics, mattresses, appliances, tires, tree limbs, and other household items that don't fit or belong in the weekly curbside containers. Have you ever used the Call 2 Haul program?	1.00	4.00	2.58	0.81	0.65	5,856

#	Field	Choice Count
1	I am not aware of this program	13.18% 772
2	Yes	22.32% 1307
3	No	57.33% 3357
4	I tried to use it but could not	7.17% 420

5856

Q11A - Please rate your satisfaction with the Call 2 Haul program.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate your satisfaction with the Call 2 Haul program.	1.00	5.00	2.13	1.28	1.64	1,278

#	Field	Choice Count
1	Very satisfied	43.19% 552
2	Somewhat satisfied	26.37% 337
3	Neutral	11.97% 153
4	Somewhat dissatisfied	11.03% 141
5	Very dissatisfied	7.43% 95
		1278

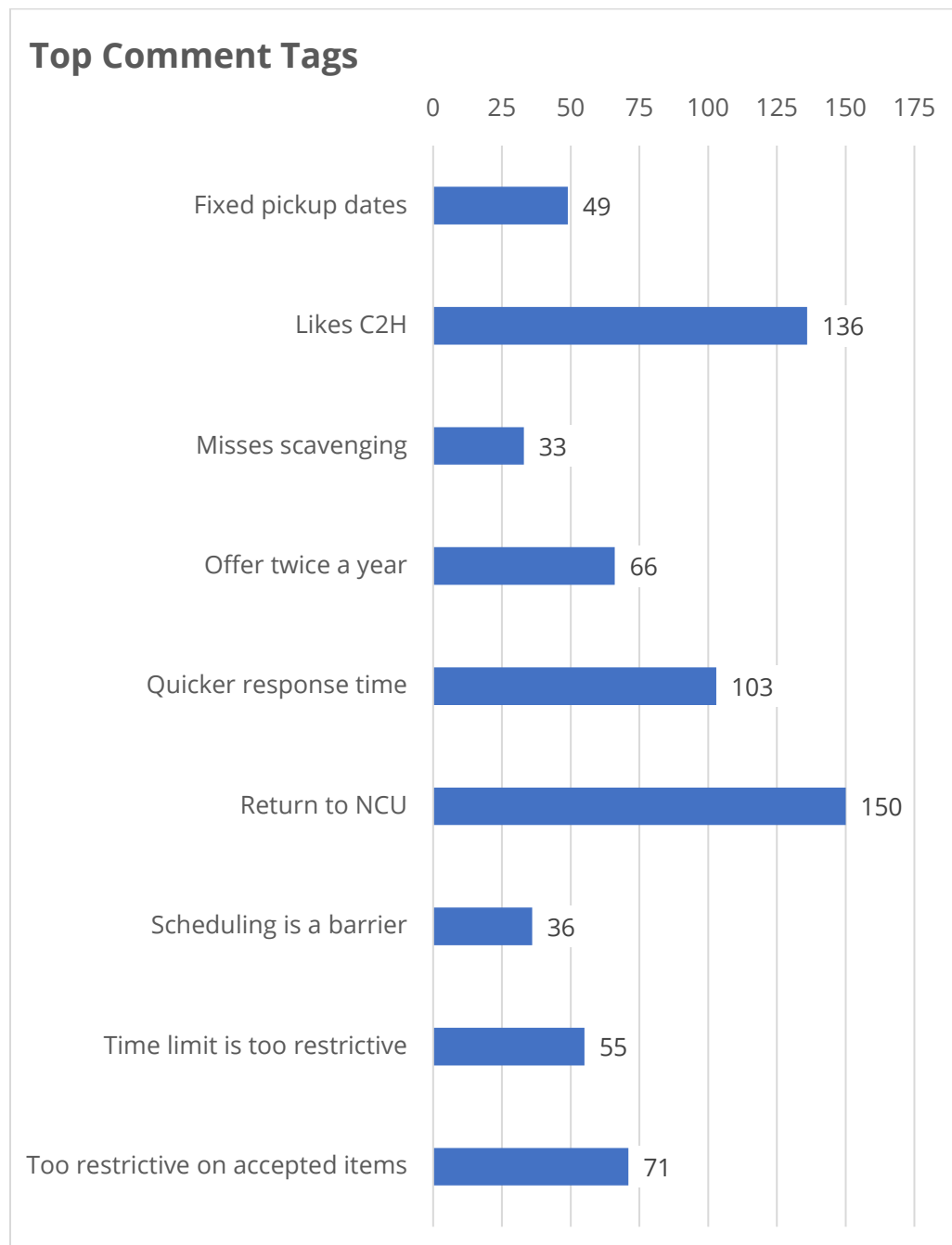
Showing rows 1 - 6 of 6

7. The City also offers a once-per-year bulk item curbside collection program, Call 2 Haul, which is provided at no additional charge. Call 2 Haul is for furniture, electronics, mattresses, appliances, tires, tree limbs, and other household items that don't fit or belong in the weekly curbside containers. Have you ever used the Call 2 Haul program?

**If Yes**

→ **“In the future, what will make it easier for you to use the Call 2 Haul services?”**

**Total comments: 1,304**

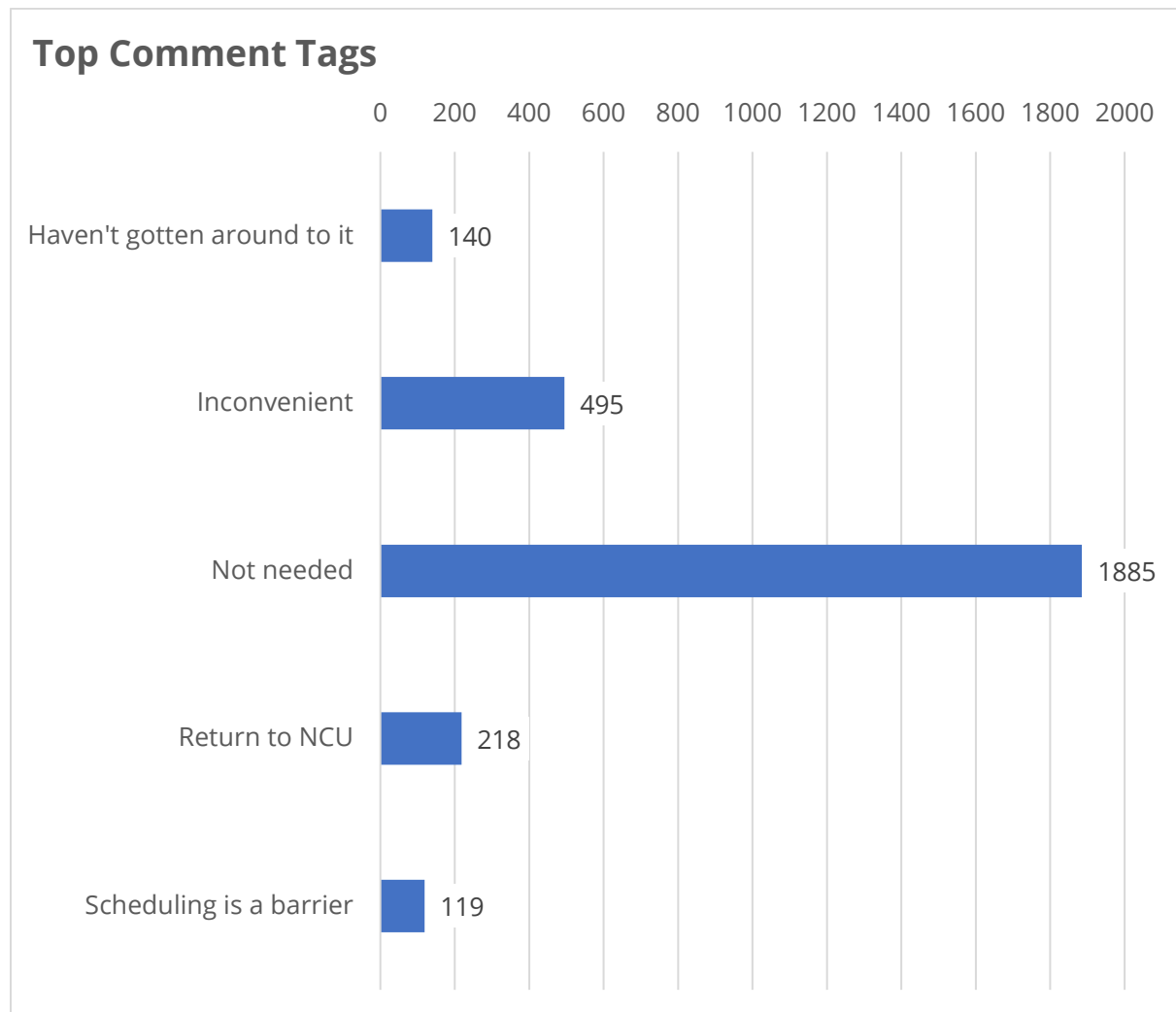


7. The City also offers a once-per-year bulk item curbside collection program, Call 2 Haul, which is provided at no additional charge. Call 2 Haul is for furniture, electronics, mattresses, appliances, tires, tree limbs, and other household items that don't fit or belong in the weekly curbside containers.

**No**

→ **“Please tell us why you have not used the Call 2 Haul program.”**

**Total comments: 2,840**

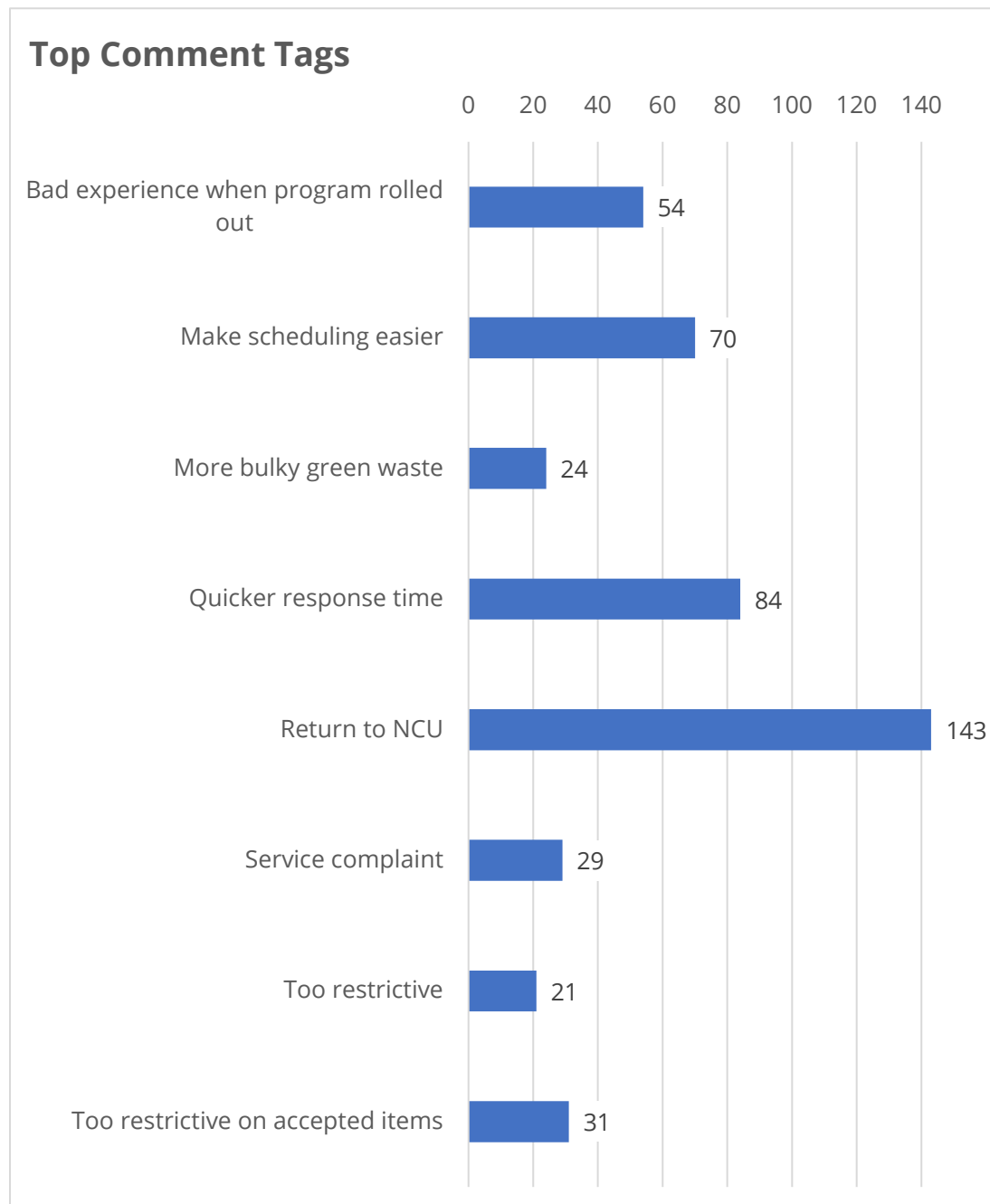


7. The City also offers a once-per-year bulk item curbside collection program, Call 2 Haul, which is provided at no additional charge. Call 2 Haul is for furniture, electronics, mattresses, appliances, tires, tree limbs, and other household items that don't fit or belong in the weekly curbside containers.

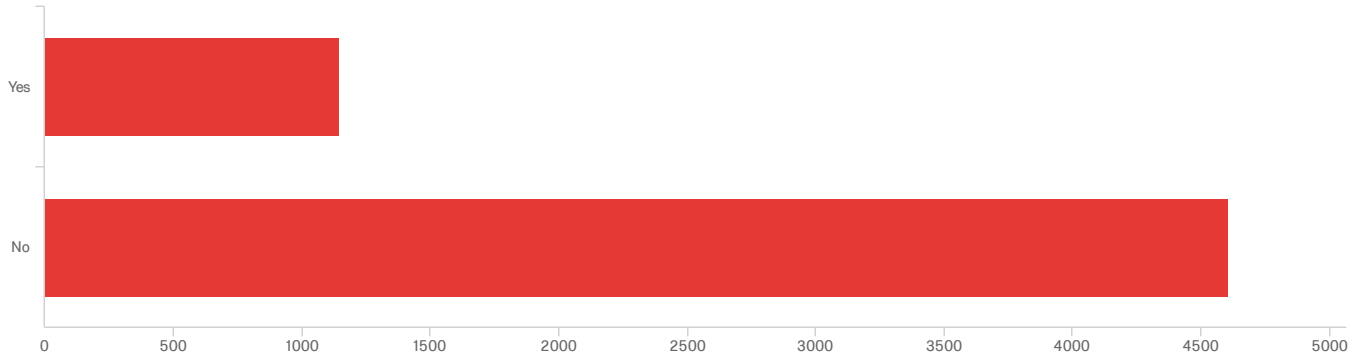
**I tried but couldn't**

**→ "In the future, what will make it easier for you to use the Call 2 Haul services?"**

**Total comments: 424**



Q12 - In addition to tree limb collection through Call 2 Haul and making multiple compost/yard waste cans available year-round at no charge, do you feel you need an additional City-provided service to accommodate brush and other green waste disposal?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In addition to tree limb collection through Call 2 Haul and making multiple compost/yard waste cans available year-round at no charge, do you feel you need an additional City-provided service to accommodate brush and other green waste disposal?	1.00	2.00	1.80	0.40	0.16	5,756

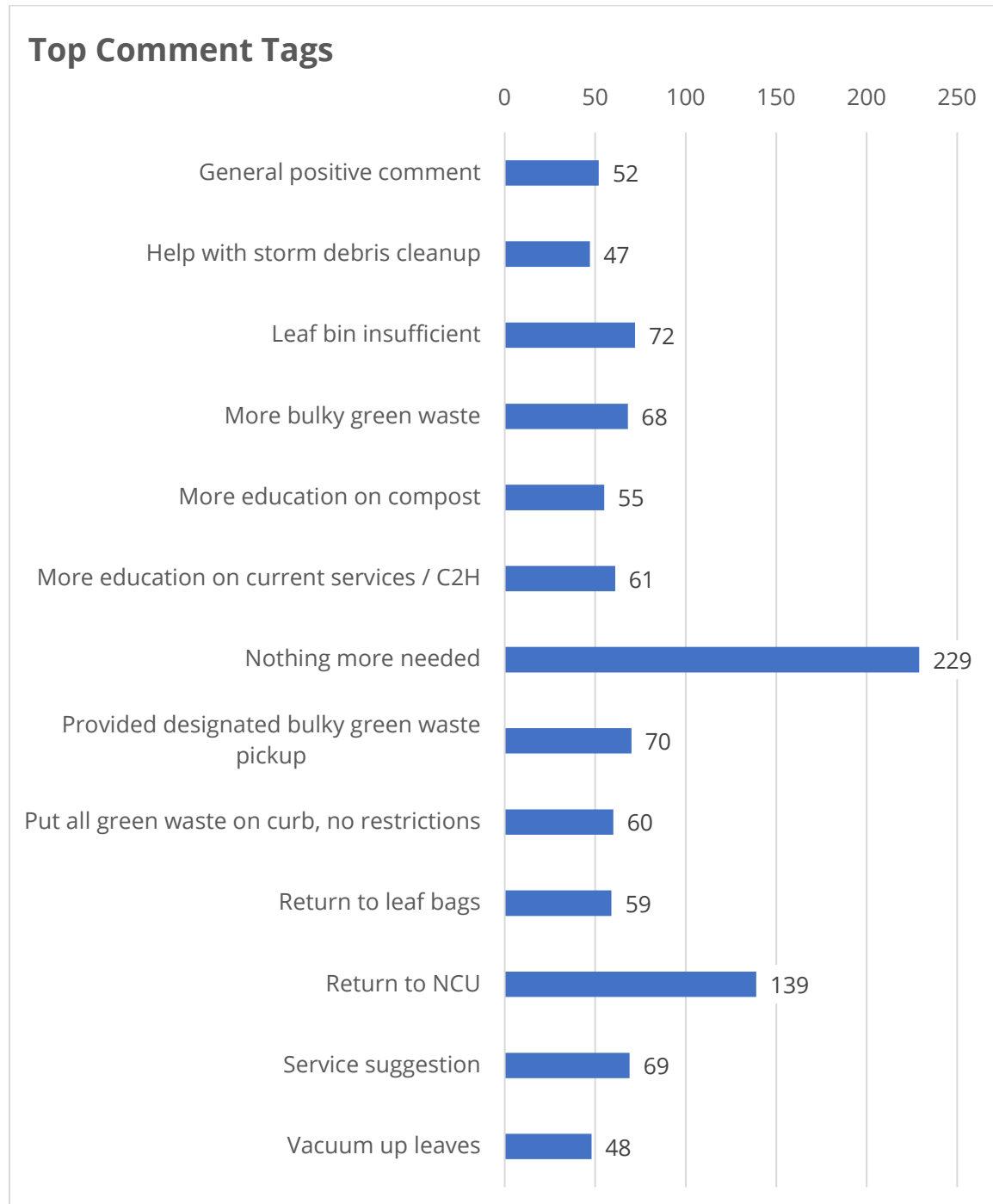
#	Field	Choice Count
1	Yes	19.93% 1147
2	No	80.07% 4609
		5756

Showing rows 1 - 3 of 3

13. In addition to tree limb collection through Call 2 Haul and making multiple compost/green waste cans available year-round at no charge, do you feel you need an additional City-provided service to accommodate brush and other green waste disposal?

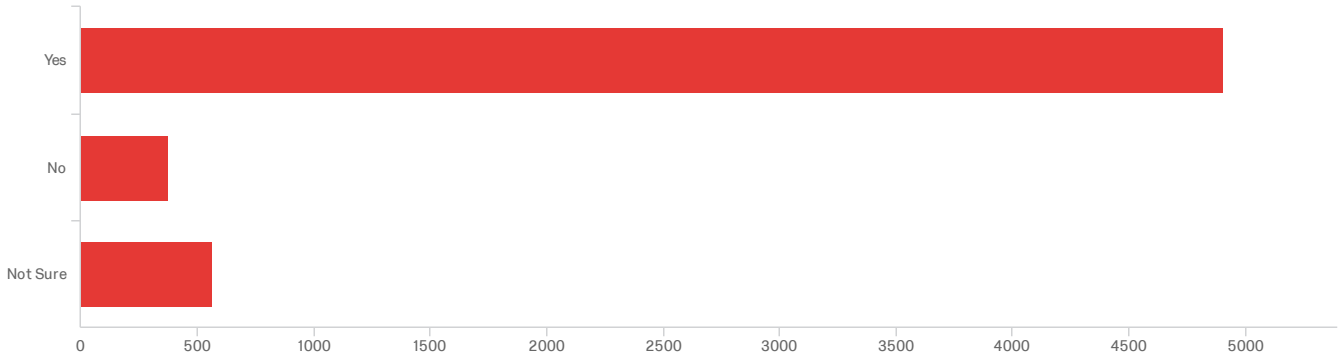
**Please provide any comments you have on an additional City-provided service to accommodate green waste disposal.**

**Total comments: 1,293**





Q14 - Each household may choose the garbage container size they want. Is this a fair way to incentivize waste reduction?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Each household may choose the garbage container size they want. Is this a fair way to incentivize waste reduction?	1.00	3.00	1.26	0.62	0.38	5,846

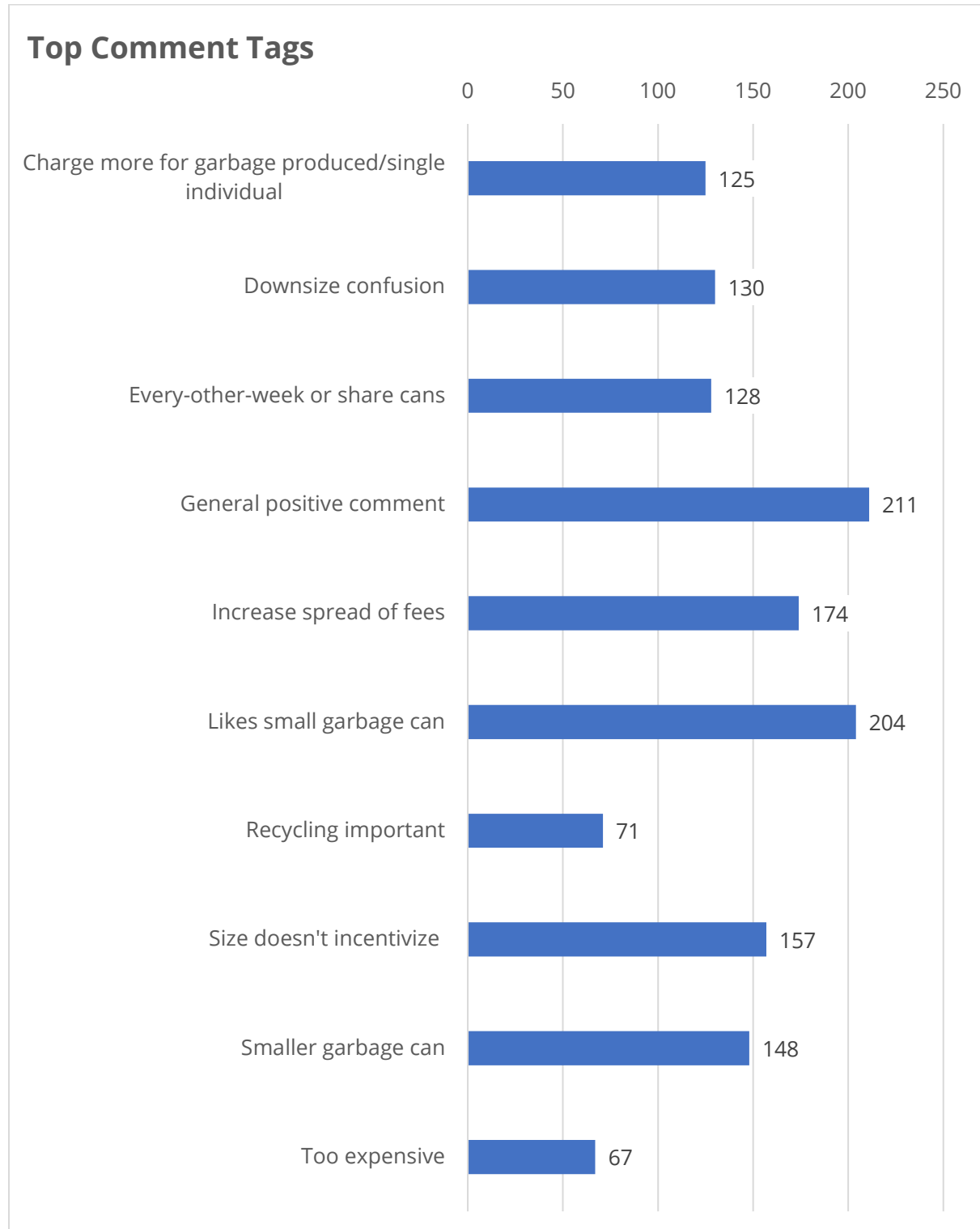
#	Field	Choice Count
1	Yes	83.95% 4908
2	No	6.41% 375
3	Not Sure	9.63% 563
		5846

Showing rows 1 - 4 of 4

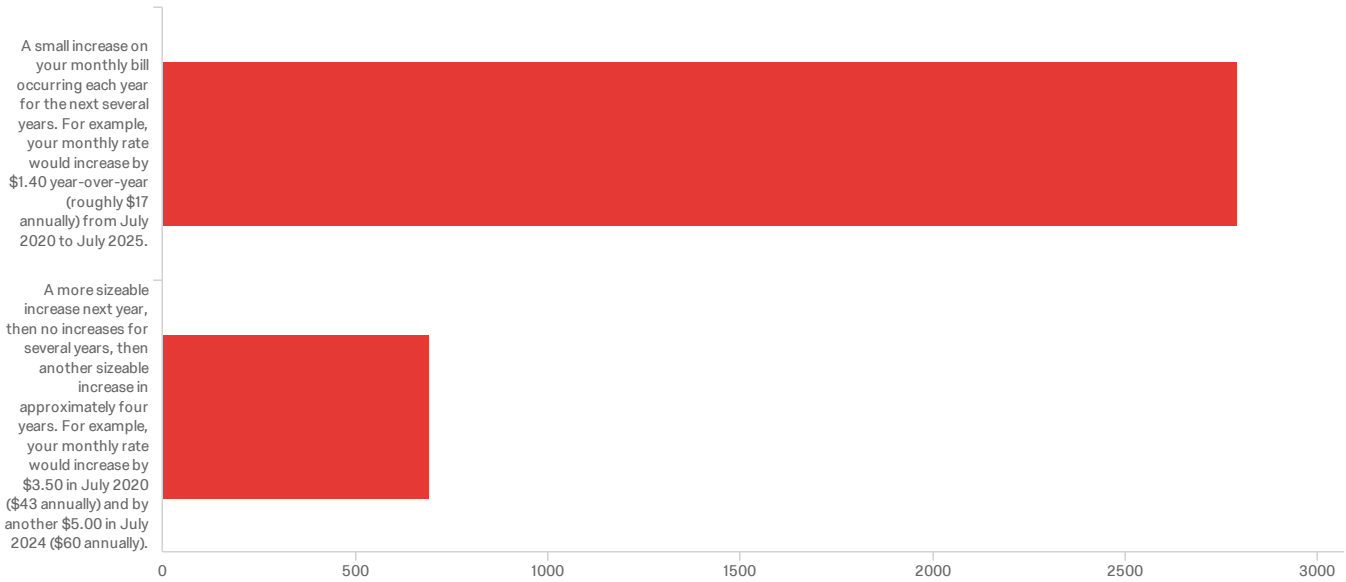
15. Each household may choose the garbage container size they want. Is this a fair way to incentivize waste reduction?

→ Do you have any comments about the garbage container sizes?

Total comments: 1,612



Q16 - Therefore, the City is proposing a PROJECTED refuse fee increase over the next 5 years. Two options are presented below. Each would result in similar fee increases, but they would be spread over time in different ways. Please note these are projections and actual fees may change slightly. Please click on the plan you most prefer.

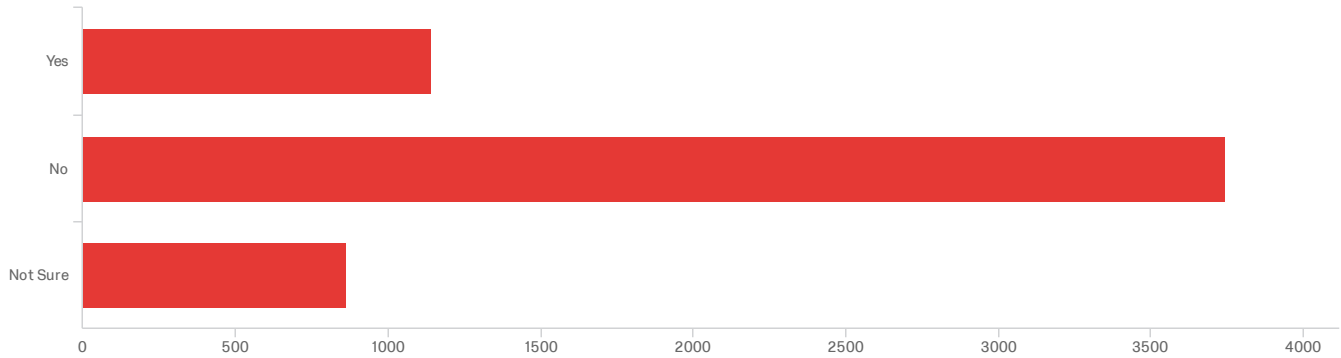


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Therefore, the City is proposing a PROJECTED refuse fee increase over the next 5 years. Two options are presented below. Each would result in similar fee increases, but they would be spread over time in different ways. Please note these are projections and actual fees may change slightly. Please click on the plan you most prefer.	1.00	2.00	1.20	0.40	0.16	3,484

#	Field	Choice Count
1	A small increase on your monthly bill occurring each year for the next several years. For example, your monthly rate would increase by \$1.40 year-over-year (roughly \$17 annually) from July 2020 to July 2025.	80.14% 2792
2	A more sizeable increase next year, then no increases for several years, then another sizeable increase in approximately four years. For example, your monthly rate would increase by \$3.50 in July 2020 (\$43 annually) and by another \$5.00 in July 2024 (\$60 annually).	19.86% 692

3484

Q17 - We are not currently proposing cutting any waste and recycling services due to the City's sustainability goals and because doing so would not entirely eliminate the need for a fee increase. However, we want to hear your thoughts. To reduce the amount we need to increase fees, are you in favor of reducing waste and recycling services or programs?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	We are not currently proposing cutting any waste and recycling services due to the City's sustainability goals and because doing so would not entirely eliminate the need for a fee increase. However, we want to hear your thoughts. To reduce the amount we need to increase fees, are you in favor of reducing waste and recycling services or programs?	1.00	3.00	1.95	0.59	0.35	5,750

#	Field	Choice Count
1	Yes	19.84% 1141
2	No	65.15% 3746
3	Not Sure	15.01% 863
		5750

Showing rows 1 - 4 of 4

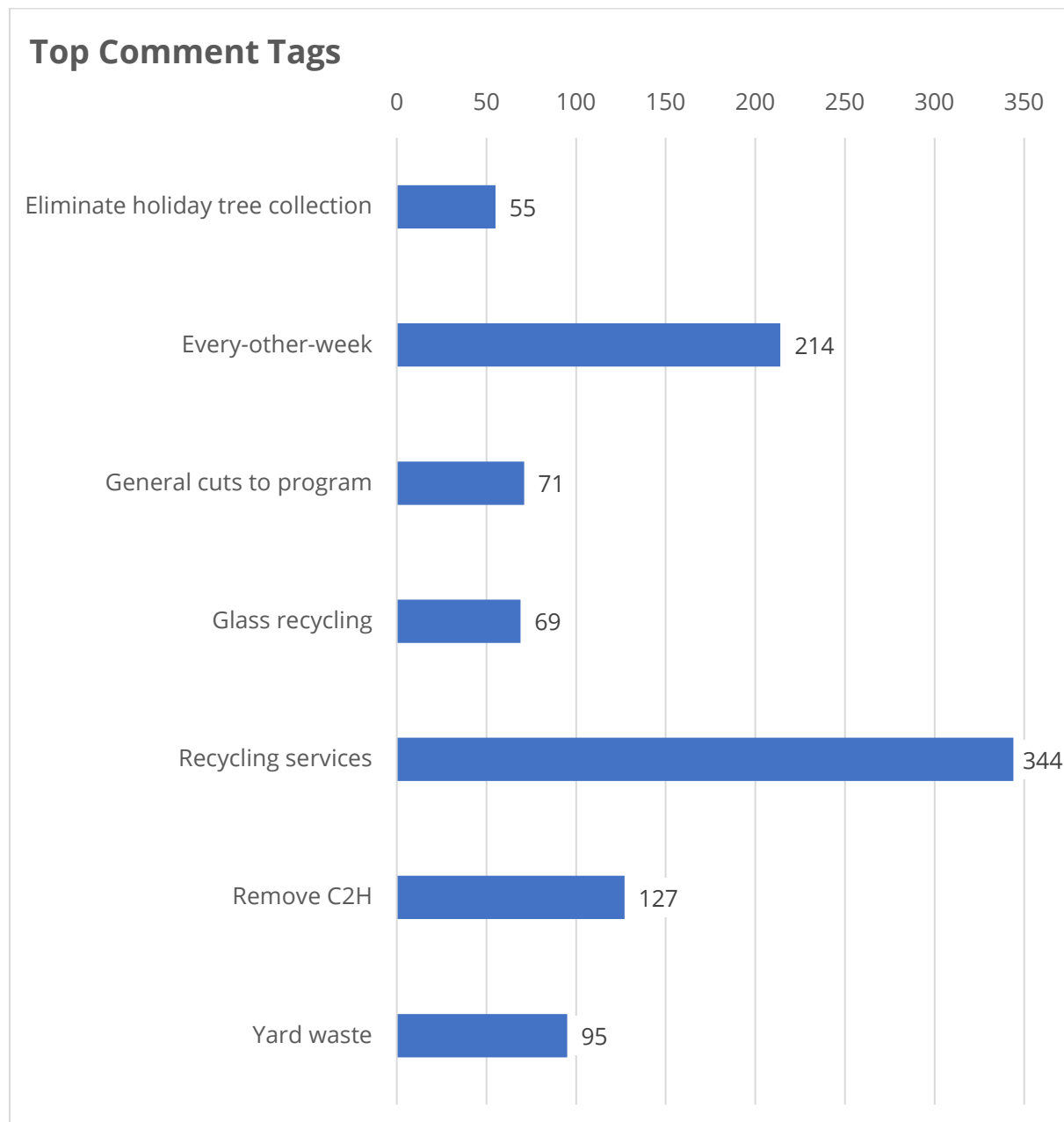
18. We are **not** currently proposing cutting any waste and recycling services due to the City's sustainability goals and because doing so would not entirely eliminate the need for a fee increase. However, we want to hear your thoughts.

To reduce the amount we need to increase fees, are you in favor of reducing waste and recycling services or programs?

**Yes**

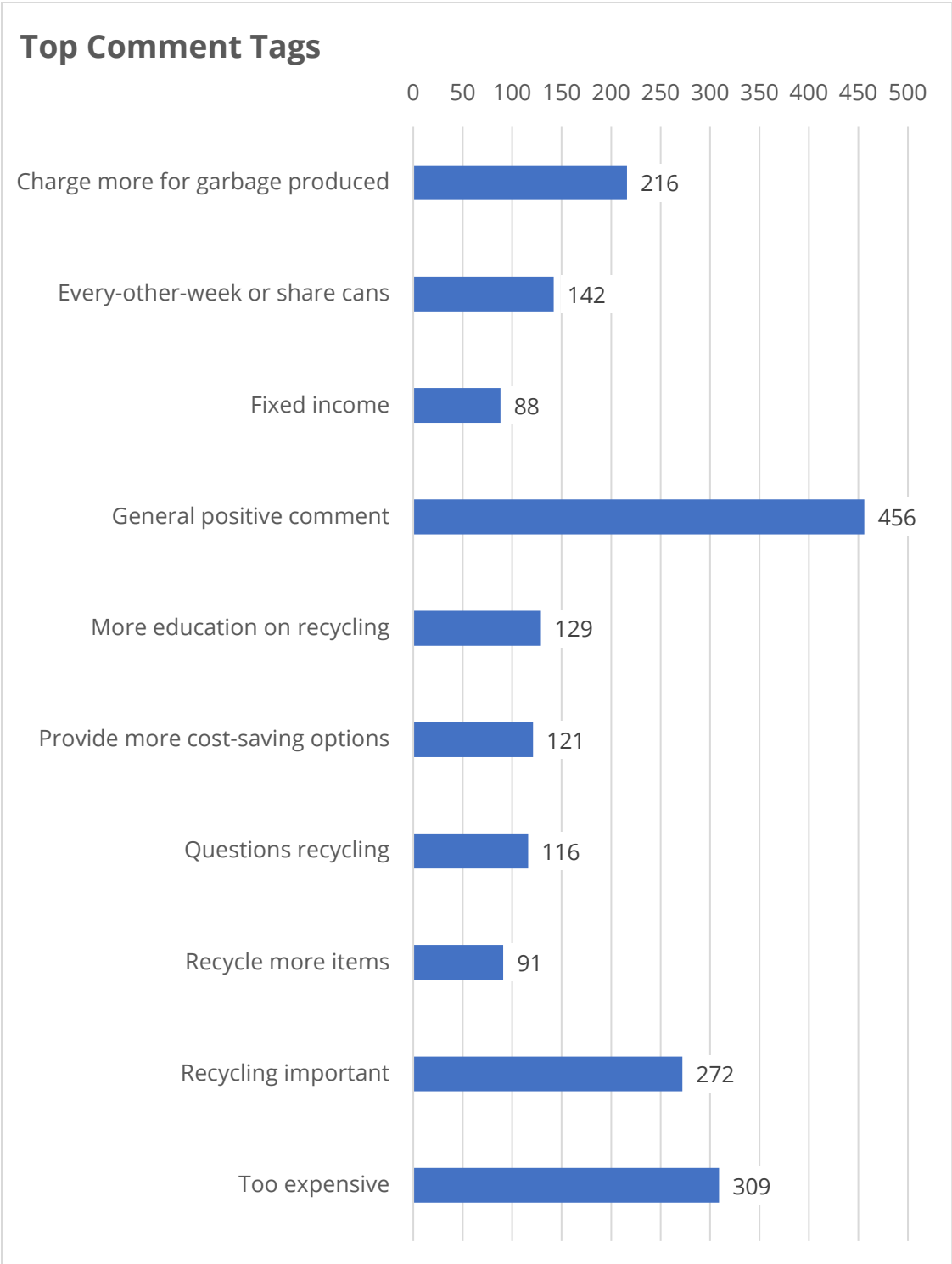
**→ Which services or programs would you propose cutting or reducing?**

**Total comments: 988**



**19. Thank you! Please share any additional thoughts you have on Salt Lake City's waste and recycling services.**

**Total comments: 2,055**



D2A - Please click on the map closest to where you live.

