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**CITY OF MAPLE VALLEY: GARBAGE COLLECTION SURVEY  
ATTITUDES AND PRACTICES OF  
SINGLE-FAMILY HOUSEHOLDS**

**Conducted August 2006**

**Prepared for**

**City of Maple Valley  
P.O. Box 320  
Maple Valley, WA 98038**

**And**

**Sound Resource Management  
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**Prepared by**

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# **City of Maple Valley Garbage Collection Survey Conducted August 2006**

## **INTRODUCTION AND METHODOLOGY**

The City of Maple Valley is in the process of developing its first comprehensive solid waste, recycling and yard debris collection contract. As part of this process, a survey of single-family residents was conducted to learn more about their current practices and their attitudes toward the services currently being offered and possible new services. Information obtained from the survey will be used to prepare the procurement documents and the new collection contract and to provide the City with information on how best to provide educational materials to citizens about garbage collection and recycling services.

Carolyn Browne Associates, conducted the survey with 401 single-family heads of households living within the city. The City of Maple Valley provided addresses of residents. Participants were chosen at random from this address list.

GMA Research of Bellevue conducted the interviews from their Bellevue phone center. Data was tabulated by GMA. Carolyn Browne Tamler, principal of Carolyn Browne Associates, completed the questionnaire design, coordinated the data collection and coding, analyzed the data, and prepared this report.

Many questions were asked in an open-end format with no suggested responses supplied by the interviewers. Thus, the responses for many of the questions accurately reflect what was on peoples' minds at the time they were surveyed. For some of the tables, a statement in parentheses - "Multiple, open-end responses; do not add to 100%" - indicates that people were allowed to answer the questions without any prompting or suggestions, and were permitted to have more than one answer to the question. Responses were coded based upon the patterns in the answers. The responses that did not fit into coding patterns (in other words, where few others had the same response) are listed for each question in the Appendix of this report.

Respondents were first screened to be sure they are residents of the City of Maple Valley and if they live in a single-family residence. A second question asked if they currently are using Rabanco's garbage collection services. A total of 354, or 88%, of those called are using the services, and they completed all of the survey questions. The remaining 41 (12%) were only asked what would make them more likely to participate in the services and the demographic questions.

The random sample of 401 heads of households of single-family residences provides data that is projectable to the total population from which it is drawn, with an error range of +/- 4.9%; and for samples of 200, the error range is +/- 6.9%. Where data is reported based on sample sizes of less than 200, care should be taken in drawing conclusions, as the error range increases sharply as the sample size drops below 200.

\* Rabanco is owned by Allied Waste, a national solid waste management company. Kent-Meridian Disposal company is a DBA of the certificate holder Fiorito Enterprises, Inc. and Rabanco Companies Ltd.

## Definitions and Report Organization

Tables in this report include data for the 354 respondents who are using the garbage collection and recycling services; demographic data and responses to a question about what would make people participate, or participate more, were collected from all 401 residents called.

When cross-tabulations were examined, the greatest number of significant differences occurred when comparing households with and without children. These cross-tabulations are included in all of the tables in this report.

For purposes of clarity, the following terms are used in this report:

**Total Sample/total respondents** – The 401 single-family head of households who were interviewed in the City of Maple Valley.

**Households/families** – Within this report, all of the households/families referred to are single-family households. Surveys were conducted with the male or female head of the household.

**Respondents** – The 401 heads of households interviewed for this survey.

**Customers/participants** – The 354 respondents who currently use Rabanco's garbage and recycling services.

**Households with and without children** – Cross-tabulations for the 57% of the households who have children under 18 in the household, compared with the 43% who do not.

Additional cross-tabulations are available in the Detailed Tabulations on file at the City of Maple Valley, including:

**Service users/non-users**

**Subscribers/non-subscribers to yard waste collection**

**Very satisfied/less than very satisfied customers**

**Under 45/45 years and older**

**Maple Valley resident for under nine years/nine years and older.**

The Detailed Survey Results include tables that document the information contained in each section. Individual responses to the open-end questions and a copy of the survey questionnaire are in the Appendix.

Detailed Survey Tabulations, which include the cross-tabulations identified above, are in a separate, bound volume at the City of Maple Valley.

## **EXECUTIVE SUMMARY**

### **Major Themes**

- Nearly nine out of 10 (88%) Maple Valley single-family residents are currently participating in Rabanco's garbage collection and recycling services.
- About half of the participants rent a cart and half use their own garbage can; most (79%) use a standard 32-gallon container.
- Most (92%) of those who use garbage services also use the recycling services, and of those who are recycling, half (50%) subscribe to the yard waste pickup service.
- Of the recycling participants who subscribe to yard waste pickup, about half (47%) used more than their 96-gallon container at the time they had the greatest amount of yard waste.
- Some 14% of the customers participated in the Spring 2006 Special Collection.
- Half (51%) of the customers are very satisfied, and 41% are somewhat satisfied with garbage collection and recycling services; 6% are somewhat dissatisfied, and only 2% are very dissatisfied with these services.
- Most (86%) customers feel they received enough information to understand how to participate; however, 14% say they did not or could not remember.
- The great majority (79%) of customers believe there are benefits to having the City provide recycling services, including: it's good for the environment; it's a good thing to do; less trash is going to the landfill; less trash for pickup; trash does not have to be hauled away; and it's convenient and easy to do.
- Most customers have little interest in paying for any improvements to the existing services. Of the four alternatives suggested, even the most popular one – once a year pickup of oversize items for \$1 more a month – was given a high rating by only 36% of the total households participating in the garbage collection services.
- One-third (34%) of the total respondents had ideas about what might encourage them to participate more (or participate if they are not current customers). The only items suggested by at least a handful of respondents are: lower prices (8%), pickup more often (5%), respond to service complaints (4%), provide a bigger recycling bin or a single bin (4%) and more information (2%). Those who use the services had considerably fewer suggestions than those who are not customers (32% vs. 53%). Of those who do not use the service, the most frequent response to this question was lower prices (28%) and they do not need the service (11%).

### **Comparing households with/without children**

Several cross-tabulations were requested and while there were significant differences for some questions, there were more differences in responses and attitudes due to whether someone has children under 18 in the household. Since there are many households in Maple Valley with children (57%), their responses may be valuable in finding ways to provide more education and information.

Compared with households without children, those with children are significantly:

- More likely to need a larger can for pickup (19% vs. 9%);

- More likely to subscribe to yard waste services (58% vs. 43%);
- More likely to need only the 96-gallon cart to handle their maximum yard waste (55% vs. 45%);
- Less likely to be totally satisfied with the current garbage and recycling services (43% vs. 56%);
- More likely to name at least one benefit from the city doing recycling with the garbage collection services (82% vs. 76%);
- More likely to support improvements in garbage and recycling services that would cost additional money, but still do not have a majority favoring any one of the four alternatives suggested. Just less than half (45% compared with 28% of the households without children) have a high level of support for once-a-year pickup of oversize items;
- More likely to suggest changes that would encourage greater participation in garbage collection and recycling services (43% vs. 28%);
- Much more likely to be in households where the head of household is less than 45 years old (74% vs. 9%); and
- More likely to have lived in Maple Valley for five years or less (45% vs. 34%).

**DETAILED  
SURVEY RESULTS  
AND  
SUPPORTING TABLES**

## **CURRENT PARTICIPATION**

Of the 401 randomly–selected, single-family households in the survey, 354 or 88% currently say they are using the garbage collection and recycling services provided by Rabanco for the City of Maple Valley. A significantly higher proportion of those who have been residents of the city for eight years or less are subscribers, compared to those who have lived in Maple Valley for nine or more years (93% vs. 84%).

## **GARBAGE SERVICE PATTERNS (Table 1)**

### **Container used**

About half of the participants say they are using a rented cart, while the other half own a can (45% and 50%); 5% are not sure.

The majority (79%) of the participating households use a 32-gallon can; 13% are using a larger size, while 3% are using a smaller-sized can (5% say they are not sure). A significantly higher proportion of households with children, compared to those without, are using a larger size (19% vs. 9%).

### **Recycling participation**

Nearly all (92%) of those who are Rabanco customers for garbage pickup are also placing recyclables out for pickup.

Half (50%) of the garbage customers also subscribe to the yard waste pickup service. Yard waste service is in considerably greater demand among households with children (58% participate compared with only 43% of the households without children). Of these yard waste customers, about half (51%) only used one large (96-gallon) cart at the time when they had their most yard waste, while half (47%) needed more than one large cart.

Some 14% of the garbage customers participated in the Spring 2006 Special Collection. While 80% say they did not participate, 6% say they were unaware of the event. A somewhat smaller proportion of households with children, compared to those without, participated (10% vs. 17%).

<b>Table 1: Current Garbage Collection Service Patterns</b>			
<b>Question/ Response</b>	<b>Total Customer Sample (Base=354)</b>	<b>Households with Children (Base=151)*</b>	<b>Households without Children (Base=192)*</b>
<b>Q3. Do you currently rent a garbage cart from the collector, or are you using your own garbage can?</b>			
Rented cart	45%	49%	43%
Own can	50	48	52
Not sure	5	3	5
<b>Q4. Are you using a standard 32-gallon can or something larger?</b>			
32-gallon	79%	74%	81%
Larger size	13	19	9
Smaller size	3	2	5
Not sure	5	5	5
<b>Q5. Have you placed recyclables out for pickup in the last month?</b>			
Yes	92%	95%	90%
No, but usually do	1	1	1
No	7	4	9
<b>Q6a. Do you currently subscribe to the yard waste pickup service?</b>			
Yes	50%	58%	43%
No, but planning to start	2	1	3
Did not know I could	1	1	2
No	47	40	52
<b>Q6b. This past spring, what was the largest amount of yard waste you set out for pickup? Was it:</b>			
	(Base=178)	(Base=88)*	(Base=84)*
One large cart (96-gallon)	51%	55%	45%
More than one large cart	47	44	51
Can't recall	2	1	4
<b>Q10. Did you participate in the Spring 2006 Special Collection?</b>			
	(Base=354)	(Base=151)*	(Base=192)*
Yes	14%	10%	17%
No	80	83	78
Wasn't aware of it	6	7	5

\*Note: Base numbers for those with and without children do not add to the total sample of subscribers due to respondents who refused to answer this question.

## **ATTITUDES TOWARD THE GARBAGE AND RECYCLING SERVICES (Table 2)**

### **Overall satisfaction**

Nearly all of the customers (92%) say that they are at least somewhat satisfied with the current garbage and recycling services, and over half (51%) say they are very satisfied. Households with children, compared to those without, are considerably less satisfied with the services: only 87% compared with 94% are at least somewhat satisfied, and just 43% compared with 56% say they are very satisfied.

Most (86%) of those surveyed say they received enough information so they understand how to participate in the recycling services, while 14% say they did not, or they were not sure about receiving, enough information.

### **Perceived benefits to recycling**

The participants appreciate being able to participate in recycling with their garbage collection services. Eight out of 10 (79%) respondents named at least one benefit, including: good for the environment; a good thing to do; less trash going to the landfill; less trash set out for pickup; trash does not have to be hauled away; and it's convenient and easy to do.

Households with children, compared to households without, are somewhat more likely to appreciate the environmental aspects of recycling (29% vs. 20% mention it's good for the environment).

<b>Table 2. Attitudes toward Garbage and Recycling Services</b>			
<b>Question/ Response</b>	<b>Total Customer Sample (Base=354)</b>	<b>Households with Children (Base=151)*</b>	<b>Households without Children (Base=192)*</b>
<b>Q7. Overall, how satisfied are you with the current garbage and recycling services?</b>			
Very satisfied	51%	43%	56%
Somewhat satisfied	41	44	38
Somewhat dissatisfied	6	9	5
Very dissatisfied	2	4	1
<b>Q8. Do you feel enough information was provided to you so that you understand how to participate in the recycling program?</b>			
Yes	86%	85%	86%
No/not sure	14	15	14
<b>Q9. What benefits, if any, do you see in the City providing recycling services? (Multiple, open-end responses; do not add to 100%)</b>			
Good for the environment	24%	29%	20%
Good thing to do - general	19	17	21
Less trash going to landfill	17	19	16
Less trash for pickup	9	12	7
Trash does not have to be hauled away	6	6	6
Convenient/easy to do	6	3	8
Lower garbage bill now because I use a smaller container	4	4	4
Will lower rates over time/saves money	3	3	4
Other – See Appendix	8	9	7
Named at least one benefit	79%	82%	76%
None/can't think of any	21	18	24

*\*Note: Base numbers for those with and without children do not add to the total sample of subscribers due to respondents who refused to answer this question.*

## **Improving Garbage and Recycling Services (Tables 3, 4 and 5)**

### **Attitudes toward suggested improvements**

Participants were asked about their likeliness to want to pay for four different improvements. The suggestions were rotated with the respondents to eliminate any bias. Since two questions were combined into one, i.e., interest in the improvement and willingness to pay for it, the responses seem to indicate that people do not want to pay any more for their collection services. Of the four alternatives, only one, which was also the least expensive, received a top rating from at least a third of the participants: 36% rated once a year pickup of oversize items at \$1 more per month as a 5 or 4 in the likeliness rating. The top ratings (5 or 4) for the other three items included: 17% for weekly, rather than bi-weekly pickup for \$3 more per month; 12% for a uniform cart included with the collection service for \$1.50 more per month; and 9% for weekly, rather than bi-weekly, yard waste collection, for \$3 more per month.

Those with children, compared with those without, were considerably more likely to support a new service, but the high rating was given by less than half of the respondents: only 45% (compared to 28% of those without children) are likely to pay for once-a-year pickup of oversize items.

### **Changes in services that would encourage greater participation**

When asked for suggestions that would encourage greater participation (or initial participation), one-third (34%) of the total respondents had at least one idea.

Among those using Rabanco's services, 32% had suggestions for improvements, the most common ones being lower prices (5%); pick up items more often (5%); have a bigger recycle bin or a single recycle bin (5%); respond to a specific service complaint (4%); don't need any more services (3%); provide more information/education (3%); and 3% want the number of recyclable items to be expanded.

The few respondents who are not using Rabanco's services were asked what would encourage them to participate. The actual number of non-customer responses was very small, so care should be taken with interpreting the responses. Although half (53%) had some suggestions, the only ones mentioned by more than one or two people were 1) to lower prices (28%), and 2) the service is not needed (11%).

<b>Table 3. Attitudes toward Improving Garbage and Recycling Services</b>			
<b>Question/ Response</b>	<b>Total Customer Sample (Base=354)</b>	<b>Households with Children (Base=151)*</b>	<b>Households without Children (Base=192)*</b>
<b>Q11. The city is looking at alternatives to improve the current garbage and recycling services for residents that will raise pickup costs. Please tell how likely you would be to pay for any of these suggested alternatives? (Alternatives were rotated to prevent bias; arranged in order of the highest proportion of 5 and 4 responses where 5 is “Very likely”)</b>			
Once-a-year pickup of oversize items (\$1 more per month)	36%	45%	28%
Weekly, rather than bi-weekly, recycling pickup (\$3 per month)	17	24	7
Provide a uniform cart for every customer as part of the collection services (\$1.50 per month)	12	16	7
Weekly, rather than bi-weekly, yard waste collection (\$3 per month)	9	14	6
<b>Q12. What changes, if any, might encourage you to participate/participate more fully in garbage pickup and recycling services? (Multiple, open-end responses; do not add to 100%; asked of all respondents)</b>	<b>(Base=401)</b>	<b>(Base=149)*</b>	<b>(Base=241)*</b>
Lower prices	8%	**	**
Pick up more often	5	**	**
Service complaints – See Appendix	4	**	**
Bigger recycle/single bin	4	**	**
Don't need service/do it myself	3	**	**
More information/education	2	**	**
Expand items that can be recycled	2	**	**
Other – See Appendix	6	**	**
Named at least one change	34%	43%	28%
Nothing/can't think of anything/don't know	66	57	72

\*Note: Base numbers for those with and without children do not add to the total sample of subscribers due to respondents who refused to answer this question.

\*\* Actual numbers too small for significance.

<b>Table 4. Attitudes toward Alternatives for Improving Services</b>							
<b>Detailed Responses</b>							
<b>Alternative Suggested for Improving Garbage and Recycling Services</b> <i>(Arranged in order of most likely)</i>	<b>Likelihood to Want to Pay for Alternative Service Proposed</b>					<b>Don't Know</b>	<b>Don't Want to Pay More</b>
	<b>Very likely-----Not at all likely</b>						
Once a year pickup of oversized items. (\$1/mo.)	24%	12%	11%	9%	42%	1%	1%
Weekly, rather than bi-weekly recycling pickup (\$3/mo.)	13	4	7	11	64	-	1
Provide a uniform cart for every customer, as part of the garbage collection services (\$1.50/mo.)	7	5	11	10	63	2	2
Weekly, rather than bi-weekly yard waste collection (\$3/mo.)	5	4	7	10	72	1	1

<b>Table 5. Suggestions for Encouraging More Participation/Participation in Garbage Services</b>			
<i>(Total Sample, Respondents who Do/Do not use Services)</i>			
<b>Suggestion</b>	<b>Total Sample</b> <i>(Base=401)</i>	<b>Use Services</b> <i>(Base=354)</i>	<b>Do Not Use Services</b> <i>(Base=47)</i>
Lower prices	8%	5%	28%
Pick up more often	5	5	--
Service complaints – See Appendix	4	4	4
Bigger recycle/single bin	4	5	--
Don't need service/do it myself	3	3	11
More information/education	2	3	2
Expand items that can be recycled	2	3	--
Already participate fully	1	1	--
Provide more incentives to recycle	1	1	--
Other - See Appendix	6	5	15
Named at least one change	34%	32%	53%
Nothing/can't think of anything	66	68	47

**DEMOGRAPHICS OF RESPONDENTS (Table 6)**

Those living in Maple Valley tend to be relatively younger households with children.

**Age of Head of Household**

Of the total respondents, 39% are under 45; 25% are 45 to 54; 18% are 55 to 64; and 18% are 65 and older.

**Number in household**

Only 11% of the respondents live alone. While over one-third (36%) live in two-person households, over half (53%) have three or more people in the household.

**Children in household**

Well over half of the respondents (57%) have children under 18 living in the household. Of the households with children, most (69%) have two or more.

**Years as a resident of the City**

Just over half (52%) of the survey respondents have been living in the City of Maple Valley for less than nine years; 17% have been residents for less than three years and 22% have been residents for three to five years, and 13% have lived in the city for six to eight years.

Of the 48% who have been residents for nine or more years, 16% have been residents for nine to 11 years, 9% for 12 to 14 years, 7% for 15 to 17 years, and 16% for 18 or more years.

Those with children are more likely to have been city residents for five years or less (45% vs. 34%).

**Gender of respondent**

Interviewers were instructed to try to obtain a sample with about an even proportion of men and women. Overall, 59% of the respondents are female and 41% are male.

<b>Table 6. Demographics of Respondents</b>			
<b>Question/ Response</b>	<b>Total Customer Sample (Base=401)</b>	<b>Households with Children (Base=171)*</b>	<b>Households without Children (Base=216)*</b>
<b>Q13. Age (Excluding refusals)</b>	(Base=390)	(Base=171)	(Base=216)
Under 25	1%	3%	--
25 to 34	14	25	4%
35 to 44	24	46	5
45 to 54	25	22	28
55 to 64	18	6	29
65 and over	18	2	33
<b>Q14a. Number in household (Excluding refusals)</b>	(Base=389)	(Base=171)*	(Base=216)*
One	11%	--	20%
Two	36	2%	63
Three	17	26	11
Four	22	43	2
Five or more	14	29	2
<b>Q14b. Children under 18 in household (Excluding refusals)</b>	(Base=399)		
Yes	57%		
No	43		
<b>Q14b. Number of Children under 18 in household</b>		(Base=171)	
One		31%	
Two		47	
Three or more		22	
<b>Q15. Years residing in Maple Valley (Excluding refusals)</b>	(Base=396)	(Base=171)*	(Base=216)*
Under 3 years	17%	18%	16%
3 to 5 years	22	27	18
6 to 8 years	13	11	14
9 to 11 years	16	18	13
12 to 14 years	9	11	8
15 to 17 years	7	6	9
18 or more years	16	9	22
Median years	8.0 years	7 years	9 years

\*Note: Base numbers for those with and without children do not add to the total sample of subscribers due to respondents who refused to answer this question.

**APPENDIX:**  
**INDIVIDUAL RESPONSES TO OPEN-END QUESTIONS**  
**SURVEY QUESTIONNAIRE**

**ADDITIONAL RESPONSES FROM OPEN-END QUESTIONS  
(Number of responses, beyond one, shown in parenthesis)**

**Q9. What benefits, if any, do you see in Rabanco providing recycling services?**

Recycling more (2); better kept yards; City gets some income; cost more; could be cheaper; employment provided; focus on recycling, more options, and more information--confusing; great that they take it, but I don't know what they do with it; would love one big can for all; I don't know I'm not a recycler; I don't have that much; items are reused; like to see recycling for electronics and hazardous waste made easier; recycle more; recycle things so they are not wasted; we get a credit

**Q12. What changes, if any, might encourage you to participate more/participate in garbage pickup and recycling services?**

Include cart as part of service (3); a twice-only, per-year pickup would be nice as far as yard waste is considered at a lower price; believe that recycling program would be more beneficial if more residents participated, cost of fuel and trucks seems to be counter productive; don't like the recycle services; faster response to new service; give us an opportunity to purchase our own containers especially for yard waste; having a recycling event more than once a year; I need to make a spot at the end of my driveway; if the yard waste pickup was not so expensive, I would have this done; only need this service in the fall; ; monthly garbage pickup; more attitude; more plastics; nothing but if they leave me some cans; reminders; separate bins to recycle; some way to get rid of biological waste; the limit; we came out here from the east where there was no limit to the quantity of garbage; that would be nice, also.

**Q12. Service complaints**

- We would leave things out and would get skipped and then get charged extra for having extra the next week and when we called to complain, we were told that we should have called when we were skipped instead of when we got charged so that an extra trip could be made.
- After the holidays they miss a yard waste pickup, just when you need a yard waste pickup. Sometimes you have to wait two weeks. Benefits the customer to be able to buy or rent. Need to have more than one company to look at when deciding what company to go with.
- Come and pick it up Wednesday morning like they're supposed to as opposed to Wednesday night or Thursday morning. Timely service.
- Cracked garbage can not replaced; yard waste cracked garbage cans should be replaced.
- Having the people picking up the garbage be a little nicer; they said the garbage is way too heavy when it really wasn't. I am a four-foot girl and I could lift it, they were just rude, my neighbors said so also.
- I just wish they wouldn't leave garbage all over the street.
- Failed to pick up yard waste last week. Should do this in a timelier manner.
- Lock brakes up when coming to a start and then slides 4 to 5 feet, tears everything up when they do this.
- Not too happy with broken glass left in the street.
- Pickup after 9:30 in the morning.
- Recently changed pick up to the large yard waste can. Couple weeks ago they did not pick up recycle and we're stuck with this another couple weeks.
- Some times there is garbage left in the bottom of the can. Tell drivers to make sure the can is empty.

- Them being not so picky about what they take--trim my tree and have to cut it up in little pieces. Didn't participate in the annual recycling event due to out of town.
- Time of pickup. Morning rather than evening.
- We always have extra and sometimes they pick it up and sometimes they don't. Paper products we should be able to have some kind of cover so they are not soaking wet because of the weather. If we try to cover the container they won't pick it up.
- I put extra yard waste and they didn't take it; I ended up taking it to the dump myself and paid \$60 to dump it.

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INTERVIEWER \_\_\_\_\_  
START \_\_\_\_\_  
STOP \_\_\_\_\_  
TOTAL \_\_\_\_\_  
Person Called: \_\_\_\_\_

Phone: \_\_\_\_\_

**City of Maple Valley  
Survey of Attitudes toward Garbage Collection Services  
July 2006**

Hello, I'm \_\_\_\_\_ and I'm calling for the City of Maple Valley to learn about your attitudes toward garbage and recycling collection services; Are you the (male/female) head of your household? (IF NOT, ASK TO SPEAK WITH THE APPROPRIATE PERSON OR FIND A TIME TO CALL BACK TO TALK WITH THAT PERSON;) (NOTE; IF THE PERSON VOLUNTEERS THAT THEY DO NOT USE THE CITY'S GARBAGE SERVICES, ASK IF THEY WILL PLEASE ANSWER A BRIEF QUESTION; THEN GO TO QUESTION 12)

1; Are you a resident of the City of Maple Valley and do you currently reside in a single family home?

- 1 Yes to both questions – CONTINUE
- 2 No to either question – TERMINATE POLITELY

2; Are you currently using Rabanco's garbage collection services?

- 1 Yes
- 2 No – SKIP TO QUESTION 12

3; Do you currently rent a garbage cart from the collector, or are you using your own garbage can?

- 1 Rented cart
- 2 Own can
- 3 Not sure

4; Are you using a standard 32-gallon can or something larger?

- 1 32-gallon
- 2 Larger size
- 3 Not sure

5; Have you placed recyclables out for pickup in the last month?

- 1 Yes
- 2 No, but usually do (away on trip, etc;)
- 3 No
- 4 Did not know I could/don't know how to do it

6a; Do you currently subscribe to the yard waste pick up service?

- 1 Yes
- 2 No, but I am planning to start it )
- 3 No ) SKIP TO QUESTION 7
- 4 Did not know I could/don't know how to do it )

6b; This past spring, what was the **largest** amount of yard waste you set out for pick up? Was it?

- 1 One large cart (96-gallon)
- 2 One large cart plus two or more bags or cans
- 3 Can't recall

7; Overall, how satisfied are you with the current garbage and recycling services you are receiving? Are you:

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 5 Not sure/No opinion (DON'T READ)

8; Do you feel that enough information was provided to you so that you understand how to participate in the recycling program?

- 1 Yes
- 2 No
- 3 Not sure/don't recall
- 4 Never received any information

9; What benefits, if any, do you see in Rabanco providing recycling services with the trash collection services?

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10; Did you participate in Spring 2006 Special Collection Recycling Event that was sponsored by the City of Maple Valley and King County?

- 1 Yes
- 2 No
- 3 Wasn't aware this happened

11; The city exploring alternatives to improve the current garbage and recycling services for residents that may raise pickup costs; I am going to read a list of these alternatives, and I want you to tell me how likely you would be to pay for any of these suggested additional services using a 5-point scale where 5 is "Very likely" and 1 is "Not at all likely;" (ROTATE LIST) First, how about...;

Alternative	Very likely-----Not at all likely					Don't Know	Don't Want to Pay More
	5	4	3	2	1		
Weekly, rather than bi-weekly yard waste collection that will cost about \$3 more per month	5	4	3	2	1	6	7
Weekly, rather than bi-weekly recycling pickup that will cost about \$3 more per month	5	4	3	2	1	6	7
Once a year pickup of oversize items, such as appliances, tires, etc; that will cost about \$1 more per month	5	4	3	2	1	6	7
Provide a uniform cart for every customer, as part of the garbage collection services, that will cost about \$1;50 more per month	5	4	3	2	1	6	7

12; What changes, if any, might encourage you to participate more fully (participate) in garbage pickup and recycling services?

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I am going to ask a few demographic questions for classification purposes only; Your responses will not be identified with your name;

13; What is your age? \_\_\_\_\_ (IF PERSON HESITATES, READ THE RANGES)

- 1 Under 25
- 2 25 - 34
- 3 35 - 44
- 4 45 - 54
- 5 55 - 64
- 6 65 and older

14a; How many people, including yourself, are in your household? \_\_\_\_\_  
 (IF 1, SKIP TO QUESTION 15)

14b; How many children under 18 years of age are in your household? \_\_\_\_\_

15; How many years have you been a resident of Maple Valley? \_\_\_\_\_

Sex of respondent:

- 1 Male
- 2 Female