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CITY OF RENTON SURVEY OF RESIDENTS OF GLENCOE AND TIFFANY PARK ATTITUDES TOWARD CURRENT CURBSIDE COLLECTION SERVICES

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Prepared for

**King County Solid Waste Division
City of Renton
1055 S. Grady Way
Renton, WA 98057**

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CITY OF RENTON
SURVEY OF RESIDENTS OF GLENCOE AND TIFFANY PARK
ATTITUDES TOWARD CURRENT CURBSIDE COLLECTION SERVICES

INTRODUCTION AND METHODOLOGY

Purpose of the Study

The City of Renton, the King County Solid Waste Division and Waste Management, Inc. have conducted reduced collection frequency pilot programs in two Renton neighborhoods to test the attitudes and responses toward the various service alternatives. The pilots started in August, 2007 and continued through the end of 2007. Both pilot areas were shifted to every-other-week collection of garbage and recycling. The Tiffany Park pilot area continued with weekly collection of yard waste (with the addition of food scraps), while the Glencoe pilot area was provided every-other-week collection for all streams, including yard debris and food scraps. The remainder of the City continued to receive their existing weekly collection of garbage, recycling and yard debris.

The King County Solid Waste Division contracted with Sound Resource Management Group, Inc. to manage the study, while the City of Renton and Waste Management provided customer service/logistical support and new carts, respectively.

Survey Design & Methodology

Carolyn Browne Associates, a local community involvement and marketing research consulting firm, was contracted to conduct the survey. Addresses for each of the pilot areas were provided, and a service was used to obtain telephone numbers. Of the over 1,500 addresses provided to GMA Research, the Bellevue data collection firm responsible for making the calls, phone numbers were received for about 70% of the addresses.

Telephone interviews with randomly selected residents from the two communities were conducted from December 1 through 11, 2007. A total of 300 interviews, 150 in each pilot area, were conducted with male and female heads of households. Calling was done from 4:00 PM to 8:00 PM, Monday through Friday, and on Saturday from 10:00AM to 6:00 PM. Interviewers were instructed to ask to speak with a head of household and to target about the same proportion of men and women. If the person contacted volunteered that they are not receiving curbside collection services from the City of Renton, the call was politely terminated.

Interviews were conducted from the supervised telephone bank of GMA Research of Bellevue, WA. Calls were monitored and validated throughout the data collection process. GMA Research also was responsible for coding and tabulation. Carolyn Browne Tamler completed the questionnaire design, coordinated the data collection and coding, analyzed the data, and prepared this report.

Some 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 parenthesis - "Multiple, open-end responses; do not add to 100%" - indicates that people were allowed to answer the questions without any prompting or suggestions. 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.

The random sample of 300 provides data that is projectable to the total population from which it is drawn, with an error range of +/- 5% and a 95% confidence level. For sample sizes of 150 the responses will be accurate, at the same confidence level, with an error range of +/- 7.3 percent.

Definitions and Report Organization

Tables in this report include data for the 300 total residents interviewed. Comparisons are also provided Glencoe and Tiffany Park households.

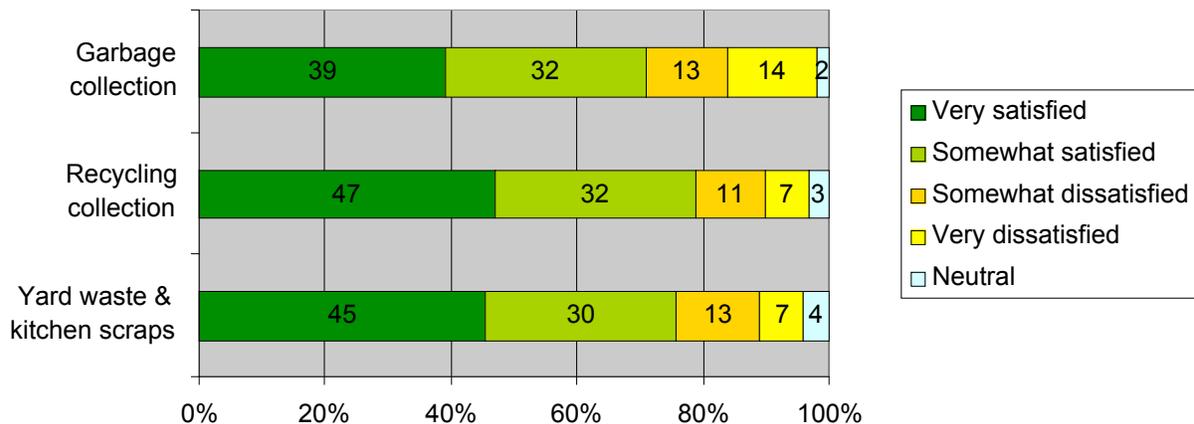
In many places in the report, “Every-other-week” service is abbreviated as “EOW.”

Executive Summary – Major Themes

OVERALL ATTITUDES

- Overall, residents of in the Renton pilot program neighborhoods have a high level of satisfaction with all of their pilot collection services:
 - 71% are satisfied with garbage collection;
 - 79% are satisfied with recycling collection;
 - 75% are satisfied with yard waste and kitchen scrap collection.

Level of Satisfaction with Collection Services

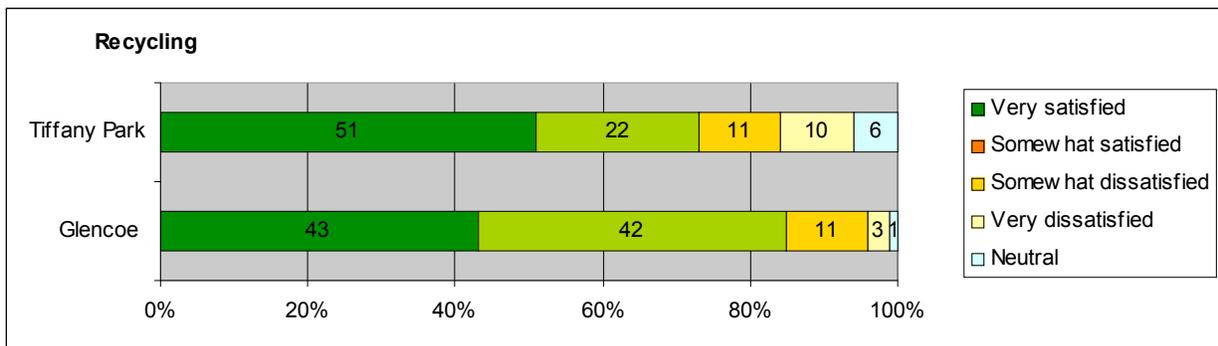
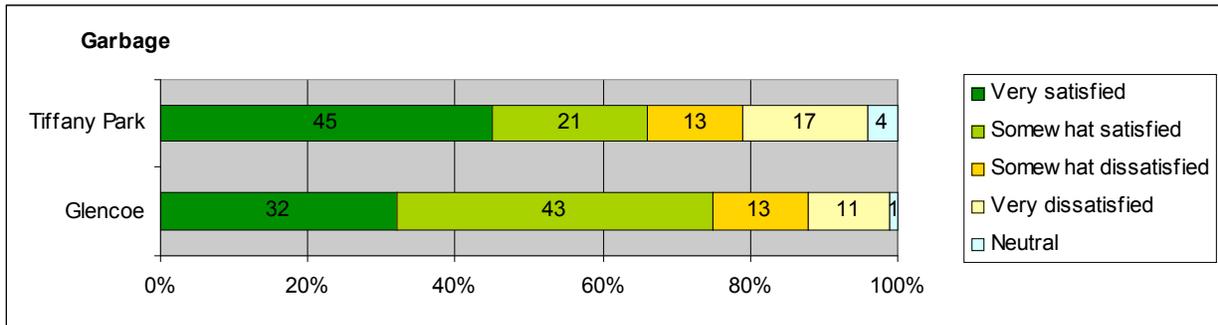
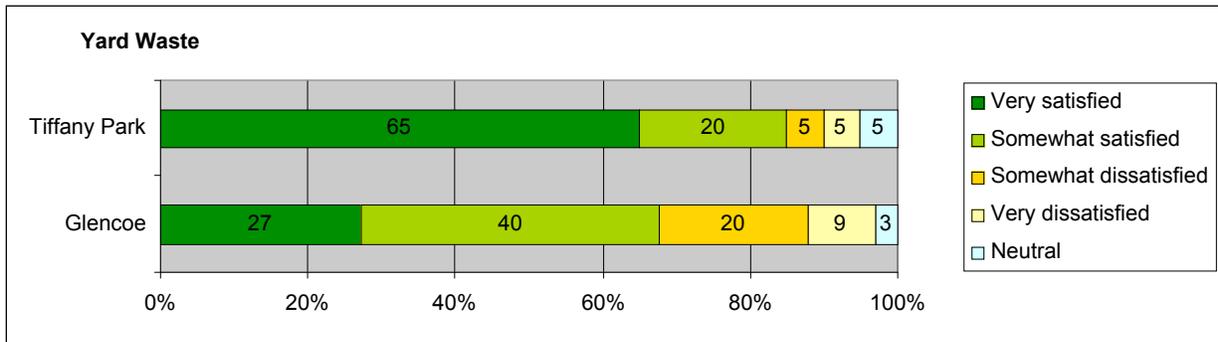


- Nearly half (45%) of the participants in the pilot program say that their curbside services are better under the pilot programs than they were a year ago (about the same in each community).
- Nearly two-thirds (63%) say that the new collection program has helped them reduce the overall amount of garbage being placed out for collection.
- Nearly everyone (98%) is placing some recyclables out for pickup.
- Nearly everyone (93 to 98%) is recycling a range of paper products, glass bottles, plastic bottles, jugs and dairy tubs, and aluminum or tin cans. A somewhat smaller, but still large percentage is recycling milk cartons and juice boxes (79%) and frozen food boxes (59%); 18% also recycle scrap metal.
- Those in the pilot program list “good for the environment” as the major reason they recycle, however the Glencoe residents are far more likely than those in Tiffany Park to say this (60% for Glencoe vs. 39% for Tiffany Park). Many also say it is the right thing to do (27%), they have less garbage to throw out (21%), there is less garbage going to the landfill (21%), it’s easy and convenient to do (14%), and because they are required to do so (11%).
- Tiffany Park residents in the pilot program, who receive weekly, as opposed to every-other-week yard waste and kitchen scrap pickup, are not only considerably more satisfied with that curbside service, but with the other curbside services as well.

- Nearly all (96%) recall receiving the small plastic kitchen scrap box with education materials from the City of Renton.
- Overall, residents in the two communities are much more likely to place only yard waste in their gray carts. There are many residents in both communities who appear to not feel comfortable about using the cart for kitchen waste.
- A large majority of residents of both communities (69%) say they are using the biodegradable bags for food scraps.

SIGNIFICANT DIFFERENCES BETWEEN THE TWO COMMUNITIES

- Tiffany Park residents in the pilot program, who receive weekly, as opposed to every-other-week yard waste and kitchen scrap pickup, are not only considerably more likely to say they are “Very satisfied” with that curbside service, but with the other curbside services, as well.



Executive Summary – Major Themes - continued

- *Those in Tiffany Park were far more likely to have placed the kitchen container in or near their kitchen (56% compared with 39% of those in Glencoe).*
- *Those in Glencoe were far more likely to not want to keep the container because they didn't want potentially odorous materials in their kitchen and they felt it was difficult to do (39% vs. 22% of those in Tiffany Park).*
- *Those in Glencoe, compared with Tiffany Park, are more likely to use their gray carts for yard waste (87% vs. 75% use it for yard trimmings and 68% vs. 53% place grass clippings in the cart). Tiffany Park residents are somewhat more likely to place vegetable kitchen waste in the cart (38% vs. 33% of those in Glencoe), and considerably more likely to use the cart for meat, chicken and fish scraps (37% vs. 15% of the Glencoe residents).*

**DETAILED
SURVEY RESULTS
AND
SUPPORTING TABLES**

SATISFACTION WITH COLLECTION SERVICES (Tables 1, 2a, 2b and 2c)

Completion of mail survey

Nearly two-thirds (63%) of the respondents said they had completed and returned the mail survey they received from the City concerning curbside collection services.

The proportion of those who completed a mail survey is somewhat higher for Glencoe, compared with Tiffany Park, residents (66% vs. 60%).

Satisfaction with collection services

Overall, residents in both of the communities are satisfied with all of the collection services they are receiving in the pilot program. Nearly three quarters (71%) are very or somewhat satisfied with every-other-week garbage collection; 79% are very or somewhat satisfied with recycling collection; and 75% are very or somewhat satisfied with yard waste and kitchen scrap collection (Tiffany Park receive every week and Glencoe residents receive every-other-week service).

Tiffany Park residents, who are receiving weekly yard waste and kitchen scrap collection, are more than twice as likely as the Glencoe residents (who receive every other weekend collection) to be “Very satisfied” with their service (65% vs. 27%). And, it appears there is a “halo effect” from this satisfaction as they are also more likely to be “Very satisfied” with all of their collection services, compared with the Glencoe households: 45% vs. 32% are “Very satisfied” with EOW garbage collection, and 51% vs. 43% are “Very satisfied” with EOW recycling collection.

Conversely, Tiffany Park residents express far less dissatisfaction with their yard waste and kitchen scrap collection service (10% say they are “Somewhat” or “Very dissatisfied” compared with 29% of the Glencoe residents). While the levels of dissatisfaction are the same in both communities relating to garbage collection services (30% are “Somewhat” or “Very dissatisfied” with this service), Tiffany Park residents are more likely to be unhappy with their EOW recycling collection (21% vs. 14% of the Glencoe residents are “Somewhat” or “Very dissatisfied” with the service).

Comparing collection services with those from a year ago

Both communities have a large proportion of residents who say their overall curbside collection services are better now than a year ago (43% for Glencoe residents and 47% for Tiffany Park residents); less than a fifth believe their services are not as good (17% for Glencoe and 21% for Tiffany Park); the remainder say service is about the same (37% and 31%); and a tiny percentage (3% and 1%, respectively) have no opinion.

Impact of the new services on reduction of garbage

The great majority (63%) of residents in both communities say that the new collection program has led to a reduction in the overall amount of garbage set out for pickup. The proportions are nearly the same for the two different communities: 61% of Glencoe and 65% of Tiffany Park say that they have noticed a decrease in garbage set out for collection.

Table 1. Attitudes toward Current Collection Services

Question	Total (Base = 300)	Glencoe (Base = 150)	Tiffany Park (Base = 150)
Q1. Did you complete and return a written questionnaire about the new garbage and recycling services?			
Yes	63%	66%	60%
No/can't recall	26	24	29
Can't recall	11	10	11
Q2. Proportion who are "Very satisfied" with specific collection services:			
Every other week garbage collection	39%	32%	45%
Every other week recycling collection	47	43	51
Every other week yard waste/scrap collection		27	
Weekly yard and scrap collection			65
Q2. Proportion who are "Somewhat" or "Very dissatisfied" with specific collection services:			
Every other week garbage collection	27%	30%	30%
Every other week recycling collection	18	14	21
Every other week yard waste/scrap collection		29	
Weekly yard and scrap collection			10
Q3. Compared with a year ago, would you say the services you are now receiving are better, about the same, or not as good as those you were previously receiving?			
Better	45	43%	47
About the same	34	37	31
Not as good	19	17	21
Not sure/don't recall	2	3	1
Q6. Has the new collection program helped you reduce the overall amount of garbage you part out in your green cart for collection each month?			
Yes	63%	61%	65%
No	33	35	31
Not sure	4	4	4

Table 2a. Level of Satisfaction with Collection Services: Total Pilot Area					
Service Provided	Level of Satisfaction				
	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Neutral
EOW Garbage collection	39%	32%	13%	14%	2%
EOW Recycling collection	47	32	11	7	3
Yard waste and kitchen scrap collection*	45	30	13	7	4

Table 2b. Level of Satisfaction with Collection Services: Glencoe					
Service Provided	Level of Satisfaction				
	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Neutral
EOW Garbage collection	32%	43%	13%	11%	1%
EOW Recycling collection	43	42	11	3	1
EOW Yard waste and kitchen scrap collection*	27	40	21	9	3

Table 2c. Level of Satisfaction with Collection Services: Tiffany Park					
Service Provided	Level of Satisfaction				
	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Neutral
EOW Garbage collection	45%	21%	13%	17%	4
EOW Recycling collection	51	22	11	10	6
Weekly Yard waste and kitchen scrap collection*	65	20	5	5	5

*Excludes 3% of Glencoe residents and 3% of Tiffany Park residents who do not use service.

ATTITUDES AND PATTERNS OF RECYCLING (Table 3)

Participation in recycling collection

There is nearly universal participation in recycling in both the Glencoe (99%) and Tiffany Park (97%) communities.

Materials that are recycled

Nearly everyone in the two neighborhoods say that they recycle cardboard (98%), junk mail (95%), other clean paper (95%), newspapers (94%), glass bottles (94%), plastic bottles, jugs and dairy tubs (94%) and aluminum or tin cans (93%).

A somewhat smaller percentage says they recycle milk cartons and juice boxes (79%). Frozen food boxes (59%) and scrap metal (18%) are less commonly placed out for recycling pickup.

Differences in what is recycled in the two communities are minor. Glencoe residents are slightly more likely to recycle newspapers (96% vs. 91% of the Tiffany Park residents), junk mail (97% vs. 92%), and aluminum or tin cans (95% vs. 90%). Tiffany Park households are slightly more likely to recycle milk cartons and juice boxes (82% vs. 77%).

Reasons for recycling

People are motivated to recycling for a wide variety of reasons. Half (50%) of those who recycle say they do so for the environment. A considerably smaller proportion of the respondents provide other reasons as well. These include: because it's the right thing to do (27%), there is less garbage to throw out (21%), there is less garbage going to a landfill (21%), it's easy and convenient to do (14%) and because they believe they are required to participate (11%).

Those living in the Glencoe community seem to have stronger motivations for doing recycling. Residents of Glencoe, compared to those in Tiffany Park, are considerably more likely to say they do it for the environment (60% vs. 39%) and are somewhat more likely to also say so there will be less garbage to throw out (23% vs. 18%) and so there will be less garbage going to a landfill (29% vs. 13%).

Table 3. Recycling Patterns and Attitudes

Question	Total <i>(Base = 300)</i>	Glencoe <i>(Base = 150)</i>	Tiffany Park <i>(Base = 150)</i>
Q4a. Have you placed recyclables out for pickup in the last month?			
Yes	98%	99%	97%
No/no but usually do	2	1	3
Q4b. Which of the following materials have you put in your blue recycling container for pickup in the last month? (Of those doing recycling; multiple responses; do not add to 100%)	<i>(Base = 295)</i>	<i>(Base = 149)</i>	<i>(Base = 146)</i>
Cardboard	98%	98%	97%
Junk mail	95	97	92
Other clean paper	95	97	94
Newspapers	94	96	91
Glass bottles	94	95	93
Plastic bottles, jugs and dairy tubs	94	95	92
Aluminum or tin cans	93	95	90
Milk cartons/juice boxes	79	77	82
Frozen food boxes	59	57	61
Scrap metal	18	16	20
Q4c. What are the major reasons you currently recycle? (Open end; multiple responses; do not add to 100%)	<i>(Base = 295)</i>	<i>(Base = 149)</i>	<i>(Base = 146)</i>
Good for the environment	50%	60%	39%
Right thing to do – in general	27	28	27
Less garbage to throw out	21	23	18
Less garbage going to the landfill	21	29	13
Easy, convenient to do	14	15	12
Required to do so	11	11	12
Will lower rates over time	4	5	3
Additional responses: See Appendix			

YARD WASTE AND KITCHEN SCRAP PICKUP SERVICE (Table 4)

Recall receiving plastic kitchen scrap container

Nearly all (96%) of the residents recall receiving the plastic kitchen container for food scraps that contained information about what and how to recycle.

Use of the plastic kitchen container

Tiffany Park residents, who are receiving weekly yard waste and food scrap pickup, are considerably more likely to have saved the kitchen container and use it in their kitchens than are the Glencoe residents, who receive every other week service (56% vs. 39%).

In contrast, Glencoe residents were far more likely to discard the container because they didn't want the smells in their kitchen or they found it difficult to use (39% of the Glencoe responses compared with just 22% of those in Tiffany Park).

Small proportions of those who recalled receiving the container had other responses: 6% read the letter describing the program; 6% glanced at the materials and threw the container out; 5% saved it and said they may use it later; 5% prefer putting their food scraps directly into the large cart; and 3% keep the small kitchen scrap container elsewhere away from the kitchen.

Materials placed in the gray yard waste cart

Residents in both communities use their gray cart far more often for yard waste than for kitchen waste. Overall, 81% of the households place yard trimmings and 62% put grass clippings into their carts. However, a considerably smaller proportion of households are placing kitchen waste in their carts: 36% use it for vegetable kitchen waste, 35% for packaging from food products, and 26% for meat, chicken or fish waste products.

Glencoe residents are more likely to use their gray cart for yard materials compared with Tiffany Park residents: 87% vs. 75% place yard trimmings in the cart; 68% vs. 53% use it for grass clippings; and 27% vs. 20% use it for dead flowers and other plants.

Tiffany Park residents are more likely than Glencoe residents to use the cart for kitchen waste, although far less than half of the residents are doing so: 38% vs. 33% place vegetable kitchen scraps in the cart; 37% vs. 15% put meat, chicken and fish scraps and bones in the cart (37% vs. 15%).

Use of the biodegradable bags

Over two-thirds (69%) of the residents of Glencoe and Tiffany Park said they are using the green biodegradable bags for their foods scraps. The proportion is about the same for the two communities.

Table 4. Participation in Yard Waste and Kitchen Scrap Pickup

Question	Total (Base = 300)	Glencoe (Base = 150)	Tiffany Park (Base = 150)
Q5a. Do you recall receiving a small plastic kitchen scrap container from the City of Renton this past summer?			
Yes	96%	98%	94%
No/can't recall	4	2	6
Q5b. What did you do with the small plastic container and the materials in it? (Of those saying "Yes" to question 5a; multiple responses; do not add to 100%)	(Base = 288)	(Base = 147)	(Base = 141)
Placed container in or near kitchen	47%	39%	56%
Don't want smelly scraps in kitchen/difficult to use	31	39	22
Read the letter describing the program.	6	10	3
Glanced at materials/threw container out	6	1	11
Saved it/may use it later	5	5	4
Put scraps directly into yard waste cart	5	8	1
Keep it elsewhere away from kitchen	3	3	4
Other comments: See Appendix			
Q5c. What materials, if any, do you usually place in the gray cart for yard waste and kitchen scrap pickup? (Open end; multiple responses; do not add to 100%)	(Base = 300)	(Base = 150)	(Base = 150)
Yard trimmings (other than grass)	81%	87%	75%
Grass clippings	61	68	53
Vegetable kitchen waste	36	33	38
Paper napkins, plates or packaging from food	35	37	33
Meat/chicken/fish scraps and/or bones	26	15	37
Dead flowers and other plants	23	27	20
Food scraps (unspecified)	21	27	16
Shredded paper	7	9	6
Don't put any yard or kitchen waste out	4	2	6
Other comments: See Appendix			
Q5d. Did you use any of the green biodegradable bags that were provided for your food scraps?	(Base = 288)	(Base = 147)	(Base = 141)
Yes	69%	67%	71%
No	29	32	26
Can't recall	2	1	3
Q5e. Why are you not placing yard or kitchen waste in your gray cart?			
See Appendix: 12 responses total			

DEMOGRAPHICS (Table 5)

Home ownership

Ninety-three percent (93%) of those surveyed in each of the communities own their homes

Age of respondent

The mean average age of the respondents is 52 to 53 years of age. Those living in Glencoe tend to be somewhat younger than those living in Tiffany Park: 31% vs. 26% are under 45 years of age, while 44% vs. 51% are 55 and older.

Number in the household/children in the household

Those living in Glencoe are slightly more likely to have one or two-person households compared with those living in Tiffany Park (52% vs. 46%).

The two communities have about the same proportion of households with children (64% in Glencoe and 66% in Tiffany Park), and the number of children in the households are about the same, as well: (13% have one child, 15% have two children and 7% have three or more children).

Number of years residing in Renton

Glencoe residents have lived in the City an average of 21.3 years compared with Tiffany Park residents who have lived in Renton an average of 22.6 years.

Those residing in Glencoe are somewhat more likely to have resided in the City of Renton for a shorter period of time than those living in Tiffany Park (37% vs. 24% have been city residents for 10 years or less).

Sex of respondent

Interviewers were instructed to do surveys with about an equal portion of men and women. The 300 interviews were done with 54% females and 46% males, and the proportions are about the same for each of the two communities in the pilot program.

Table 5. Demographics of Respondents			
Question	Total (Base = 300)	Glencoe (Base = 150)	Tiffany Park (Base = 150)
Q7. Do you rent or own your home?			
Own	93%	93%	93%
Rent	7	7	7
Q8. Age of respondent (excluding refusals):			
	<i>(Base = 296)</i>	<i>(Base = 147)</i>	<i>(Base = 149)</i>
Under 35	10%	10%	9%
35 - 44	19	21	17
45 - 54	24	25	23
55 - 64	28	26	30
65 and over	19	18	21
Mean	52.9 yrs.	52.4 yrs	53.4 yrs
Q9a. Number of people in the household:			
	<i>(Base = 299)</i>	<i>(Base = 150)</i>	<i>(Base = 149)</i>
One – two	49%	52%	46%
Three	19	19	19
Four or more	32	29	35
Q9b. Children under 18 in the household:			
	<i>(Base = 299)</i>	<i>(Base = 149)</i>	<i>(Base = 150)</i>
None	65%	64%	66%
One	13	13	13
Two	15	16	13
Three or more	7	7	8
Q10. Years residing in Renton:			
	<i>(Base = 300)</i>	<i>(Base = 150)</i>	<i>(Base = 150)</i>
Less than 6 years	14%	17%	11%
6 – 10 years	17	20	13
11 – 15 years	12	11	14
16 – 20 years	14	11	17
21 – 30 years	16	15	17
31 to 40	17	15	19
Over 40 years	10	11	9
Mean number of years	22.0 yrs.	21.3 yrs.	22.6 yrs.
Sex of respondent:			
Female	54%	56%	53%
Male	46	44	47

Appendix:

Additional Responses to Open-End Questions
Survey Questionnaire

ADDITIONAL RESPONSES FROM OPEN-END QUESTIONS

(Number of responses, beyond one, shown in parenthesis)

Q4c. What are the major reasons you currently recycle?

Like the bigger containers now (5); everything is provided by the city (4); need more frequent yard waste pickup, especially in the summer (3); have more to recycle than can fit in the cart; not sure which plastics to recycle; why not; to get rid of it; doesn't all fit in the garbage; subscribe to a lot of magazines; to get rid of things without throwing it in the garbage.

Q5b. What did you do with the small plastic container and the materials in it?

Use disposal (4); put scraps in container and then in compost (2); take to compost (2); put it out to be picked up, but it wasn't; put food in it and put it in yard waste; put used coffee grounds in it; give scraps to the crows; dog gets it if left outside; disappointed paying the same amount for half the service; hard to find biodegradable bags; don't want it near my sink; no place to put it in my kitchen; it was broken when we received it.

Q5c. What materials, if any, do you usually place in the gray cart for yard waste and food scrap service?

Dirt; cat litter; fruit from fruit trees; rocks and soil; wood scraps.

Q5e. Why are you not placing yard or kitchen waste in your gray cart?

Deal with food scraps and yard waste in other ways (6); don't have any yard waste; have yard waste taken away by a service; just throw it in with the trash; don't want to take the time.

CITY OF RENTON
Survey of Attitudes toward Curbside Collection Services
December, 2007

Neighborhood

- 1 Glencoe
- 2 Tiffany Park

Hello, I'm _____ and I'm calling from GMA Research, a marketing research firm in Bellevue, Washington. We are conducting a survey for the City of Renton concerning the new Garbage and Recycling Services that have been provided in your neighborhood. 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, TERMINATE POLITELY)

1. Did you complete and return a written questionnaire about the new garbage and recycling services?

- 1 Yes – WE WILL APPRECIATE YOUR TAKING A FEW MOMENTS TO PARTICIPATE IN THIS PHONE SURVEY, AS WELL.
- 2 No)
- 3 Can't recall) CONTINUE WITH SURVEY

2. I would like your responses to the specific collection services you are receiving in this new program. As I read each of the service, please tell me if you are very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied, or if you are neutral, in other words you don't have an opinion one way or the other.

ASK ONLY OF THE **GLENCOE RESPONDENTS**: (ROTATE LIST)

Service Provided	LEVEL OF SATISFACTION					DON'T READ
	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Neutral	Don't Use
Every other week Recycling collection	1	2	3	4	5	6
Every other week yard waste & food scrap collection	1	2	3	4	5	6
Every other week garbage collection	1	2	3	4	5	6

ASK ONLY OF THE **TIFFANY PARK RESPONDENTS**: (ROTATE LIST)

Service Provided	LEVEL OF SATISFACTION					DON'T READ
	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Neutral	Don't Use
Every other week Recycling collection	1	2	3	4	5	6
Weekly yard waste & food scrap collection	1	2	3	4	5	6
Every other week garbage collection	1	2	3	4	5	6

3. Compared to the garbage collection and recycling services you were receiving a year ago, would you say the services now are better, about the same, or not as good as those you were receiving previously?

- 1 Better
- 2 About the same
- 3 Not as good
- 4 Not sure/don't recall (DON'T READ)

4a 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) SKIP TO QUESTION 5a

4b. Which of the following materials have you put in your blue **recycling** container for pickup in the last month? (READ THROUGH ENTIRE LIST)

- 1 Newspapers
- 2 Cardboard
- 3 Junk mail
- 4 Other clean paper
- 5 Aluminum or tin cans
- 6 Milk cartons, Juice boxes
- 7 Glass bottles
- 8 Plastic bottles, jugs and dairy tubs
- 9 Frozen food boxes
- 10 Scrap metal

4c. What are the major reasons you currently recycle?

5a. Do you recall receiving a small plastic kitchen scrap container from the City of Renton this past summer?

- 1 Yes
- 2 No) SKIP TO QUESTION 5c
- 3 Can't recall)

5b. What did you do with the small plastic container and the materials in it?

5c. What materials, if any, do you usually place in the gray cart for yard waste and kitchen scrap pickup?

5d. *(ASK ONLY IF THEY **ARE** DOING ANY FOOD WASTE) Did you use any of the green biodegradable bags that were provided for your food scraps?

- 1 Yes
- 2 No
- 3 Can't recall

5e. (ASK ONLY OF THOSE NOT PUTTING OUT YARD OR KITCHEN WASTE) Why are you not placing yard or kitchen waste in your gray cart?

6. Has the new collection program helped you reduce the overall amount of garbage you put out in your green cart for collection each month?

- 1 Yes
- 2 No
- 3 Not sure

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

7. Do you rent or own your home?

- 1 Rent
- 2 Own

8. 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

9a. How many people, including yourself, are in your household? _____

9b. How many children under 18 years of age are in your household? _____

10. How many years have you been a resident of Renton? _____

11. (Don't read) Gender of respondent:

- 1 Male
- 2 Female

Thank you for your time.