

Colclasure, James

From: Krivit, Dan <Dan.Krivit@Foth.com>
Sent: Tuesday, January 14, 2014 4:43 PM
To: Gates, Jim
Cc: Moore, Lynn; Eiler, Jim; Williams, Deborah; Larson, Kim; Young, Susan
Subject: Bloomington - Foth memo report "Preliminary Survey Monkey Results"
Attachments: M - Foth memo report -- Prelim Survey Monkey results 1-14-14.docx; Attachment 1 - Survey Questions 1-14-2014.docx; Attachment 2 - Raw Bloomington Res Survey Monkey Written Comments sy 1-14-14.docx

Jim,

Attached are three documents with preliminary *Survey Monkey* results. These may be helpful for the PMT as we continue to prepare for the Thursday Open House.

Foth memo report

Attachment 1 – Quantified results of multiple choice questions

Attachment 2 – Raw “write-in” (text) comments from selected questions

Foth will summarize these documents briefly in our PMT meeting tomorrow at 8 a.m.. City staff do not need to edit these documents. They are provided as a quick summary of the residential *Survey Monkey* results and raw data download.

These documents were formatted for this internal Foth memo as a preliminary report only. These should be considered as draft working documents and not for public release. We are continuing to develop this type of data for the community engagement chapter and appendices in the *Plan*.

Thanks.

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Memorandum



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January 14, 2014

TO: Jim Gates (Bloomington)

CC: Other members of the Bloomington Project Management Team (PMT):
Lynn Moore, Jim Eiler, Deborah William, Kim Larson
Warren Shuros (Foth)

FR: Dan Krivit and Susan Young (Foth)

RE: Bloomington *Solid Waste Management Plan*
Preliminary Results of the Online Tool, *Survey Monkey*

The purpose of this memo is to summarize the preliminary results Bloomington's use of the online survey tool, *Survey Monkey*. The *Survey Monkey* tool is one of several community engagement techniques used to solicit, gather and analyze input from interested residents and businesses about the Bloomington *Solid Waste Management Plan (Plan)*.

A primary function of this memo is to focus on selected issues related to the *Plan* that have elevated as top priority concerns for the City and residents. This memo provides a higher-level, briefing to the Project Management Team (PMT) in preparation for the second Open House. This memo is **not** intended for public release at this time until further data results can be analyzed within the context of all community engagement strategies.

Methods

Two *Survey Monkey* instruments were designed: one for residents and one for businesses. The solid waste management issues are similar but also significantly different for these two audience groups. Different questions were used for the residential survey vs. business survey.

Two nearly identical forms of the survey instruments were produced. The first version was produced as a hard-copy hand-outs at the first Open House held on December 4, 2013. The second, online, *Survey Monkey* version was linked from the City's *Plan* web page with a set of brief instructions.

The online forms of the survey were available via hyperlinks to the *Survey Monkey* instruments as linked from the Bloomington *Plan* web page from December 10, 2013 through January 10, 2014. The online survey was promoted via multiple outreach methods, including the *Plan* web page, emails, the City *Briefing* newsletter, and City posts via other social media (*Facebook* and *Twitter*).

The originally promoted closing date for the online surveys was December 31, 2013, but this deadline was extended due to requests by some residents to have a few more days to complete the *Survey Monkey* questionnaire. After January 10, the online survey was closed by Foth staff.

Only one online survey was permitted from each e-mail address. This memo highlights only the residential *Survey Monkey* results.

Reporting of Preliminary Results

One hundred sixty eight (168) respondents started the residential survey; one hundred fifty eight (158) residents, or ninety four percent (94%) finished the online residential survey.

Attachment 1 contains the quantitative results as displayed using the *Survey Monkey* reporting functions. No additional analysis or data manipulation has yet been performed by Foth.

Attachment 2 contains the raw text “write-in” responses to selected open-ended residential survey questions. These are qualitative comments from residents without editing by Foth.

Additional data analyses and summary reports will be produced and discussed in the *Plan*. The Attachments to this memo are intended as a quick means of reporting preliminary results only.

Discussion and Preliminary Findings

The survey responses provide helpful background about the opinions and current stated behaviors (e.g., recycling) of interested Bloomington residents. Several important issues may need to be highlighted for the Thursday, January 16 Open House. A few selected issues are summarized below, but other issues may need to be mentioned as well.

Public Education – Throughout the open-ended responses in Attachment 2, many respondents commented about the need for improved public education and outreach, especially related to promoting recycling and related City programs and services. Improved public education is a very common request.

Single Stream Recycling – Question #7 addressed the issue of recycling system improvements to encourage more recycling. “Larger recycling containers” were requested by nineteen percent of residential respondents. A wheeled recycling cart was requested by seven percent (7%) of respondents. There were also many “write-in” responses in addition to the multiple choice options, which ranged from requests for organics service, through penalizing non-recyclers to having the School District recycle to set an example. The written responses are listed in Attachment 2, under Question #7, to this report. The responses imply that single-stream recycling has been implemented by most haulers, but some residents are still requesting wheeled recycling carts.

Organized Collection - The last question (#17) in the survey was a general, open-ended question requesting any ideas that the residents might have to improve garbage collection. The question was not a multiple choice and did not explicitly mention organized collection. Fifty six percent (56%) of the total respondent pool answered this question; their responses are contained in Attachment 2 under Question #17. Without prompting, ninety-two percent (92%) of the respondents that commented on organized collection were in favor of some form of organized collection.

Other common themes in response to Question #17 included: provision of organics collection; a tiered garbage collection rate (smaller charge for smaller trash carts); improved recycling; more frequent bulky item collection; a penalty for non-recycling; and free, finished compost.

Citywide Curbside Cleanup Program - Responses to question #9 were almost evenly split. The question stated, "Would having the Bloomington curbside clean-up offered more than once a year encourage you to recycle more?" Forty eight percent (48%) of the respondents said yes; fifty two percent (52%) said no.

The follow-up question (#10) was only offered to those that answered "yes" to question #9. The question stated, "To have more than one curbside cleanup event each year, would you be willing to pay an additional fee on your Bloomington recycling bill?" Thirty nine percent (39%) of the respondents to the question did want an extra cleanup but would not pay an additional fee for the service. A combined total of sixty-one percent (61%) were willing to pay more, split between three different pre-selected price levels. (See the quantified results in Attachment #1, Question #10 for more detailed response data.) Also, the "write-in" responses to this question #10 provide insights into the variety of residents' ideas on how to improve Bloomington's Citywide Curbside Cleanup program. (See Attachment #2, Question #10 text responses.)

Organics Collection - Question #11 defined organics recycling, and asked if residents would participate in organics recycling under one of six scenarios. As shown Attachment 1, Question #11, thirty four percent (34%) of the respondents would participate in organics collection if it is free and twenty nine percent (29%) if it allowed them to reduce their garbage bill. A total of twenty-two percent (22%) responded that they would participate if there were an additional fee split between three different pre-selected price levels.

Next Steps

Foth is continuing to analyze responses from the multiple sources of community engagement data, including this *Survey Monkey* tool. Foth will next summarize the online business instrument and suggest alternative means to supplement business comments on the *Plan* moving forward.

These preliminary results of this Foth memo report, including the Attachments, should be briefly discussed at our PMT meeting tomorrow.



Attachment 1

Selected Residential Survey Question Results

1. Do you recycle at home?

	Response %	Responses
Yes	98.2	165
No	1.8	3
Answered Question	168	
Skipped Question	3	

2. What do you recycle in your curbside recycling? (check all that apply)

	Response %	Responses
Aluminum Cans	95.1	155
Steel/Tin Cans	92.6	151
Glass Bottles and Jars	98.8	161
Plastic Containers (bottles, tubs, jars, etc.)	98.8	161
Newspapers	97.5	159
Phone Books	92.6	151
Magazines and Catalogs	97.5	159
Junk Mail and Household Office Papers	96.2	160
Shredded Paper	69.9	114
Boxboard Containers (cereal boxes, gift boxes, 12 pack pop and beer containers)	98.8	161
Corrugated Cardboard Boxes	98.2	160
Yard Waste	64.4	105
Other (Please Specify)		11
Answered Question	163	
Skipped Question	5	

3. How are your recyclables collected (check all that apply)?

	Response %	Responses
In a recycling cart that gets picked up at my curb or alley.	98.8	161
I take the recyclables to my local transfer station or recycling center.	10.4	17
I take the recyclables to a friend or neighbor's recycling bin.	0	0
I take the recyclables to a business recycling container.	0.6	1
Other (Please Specify)		7
Answered Question	163	
Skipped Question	5	

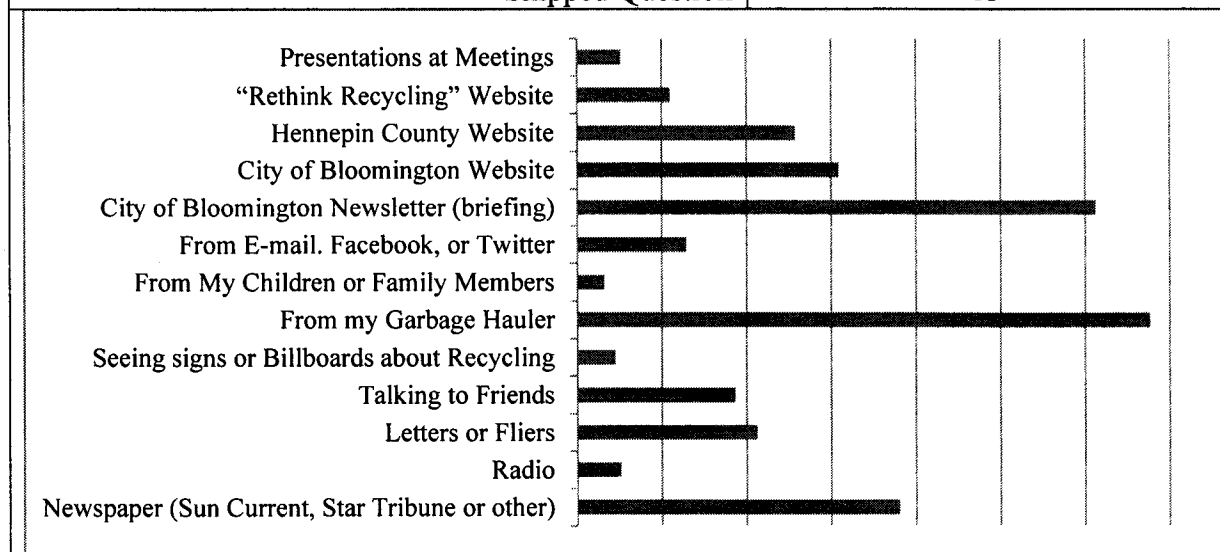
<p>I take the recyclables to a business recycling...</p> <p>I take the recyclables to a friend or neighbor's...</p> <p>I take the recyclables to my local transfer station...</p> <p>In a recycling cart that gets picked up at my curb...</p>	
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4. Is there a reason that you do not recycle?

	Response %	Responses
Show Responses		1
Answered Question	1	
Skipped Question	16	

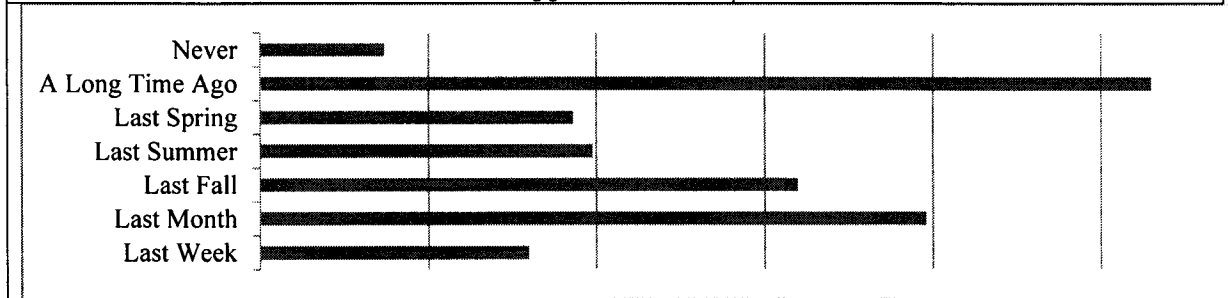
5. How do you get information about recycling programs? (Check all that apply)

	Response %	Responses
Newspaper (Sun Current, Star Tribune or other)	38.1	59
Radio	5.2	8
Letters or Fliers	21.3	33
Talking to Friends	18.7	29
Seeing signs or Billboards about Recycling	4.5	7
From my Garbage Hauler	67.7	105
From My Children or Family Members	3.2	5
From E-mail, Facebook, or Twitter	12.9	20
City of Bloomington Newsletter (briefing)	61.3	95
City of Bloomington Website	31	48
Hennepin County Website	25.8	40
"Rethink Recycling" Website	11	17
Presentations at Meetings	5.2	8
Other (Please Specify)		13
Answered Question		155
Skipped Question		13



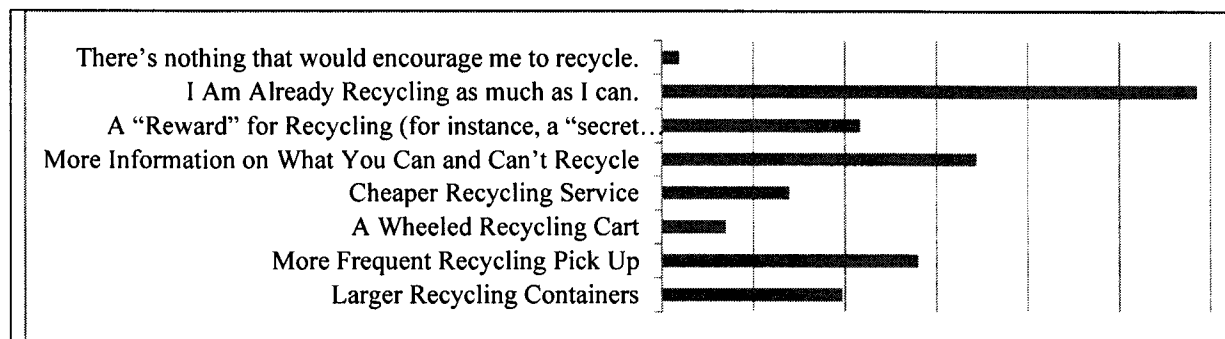
6. When was the last time that you received information about recycling programs?

	Response %	Responses
This Week	6.8	11
Last Week	8	13
Last Month	19.8	32
Last Fall	16	26
Last Summer	9.9	16
Last Spring	9.3	15
A Long Time Ago	26.5	43
Never	3.7	6
Answered Question		162
Skipped Question		6



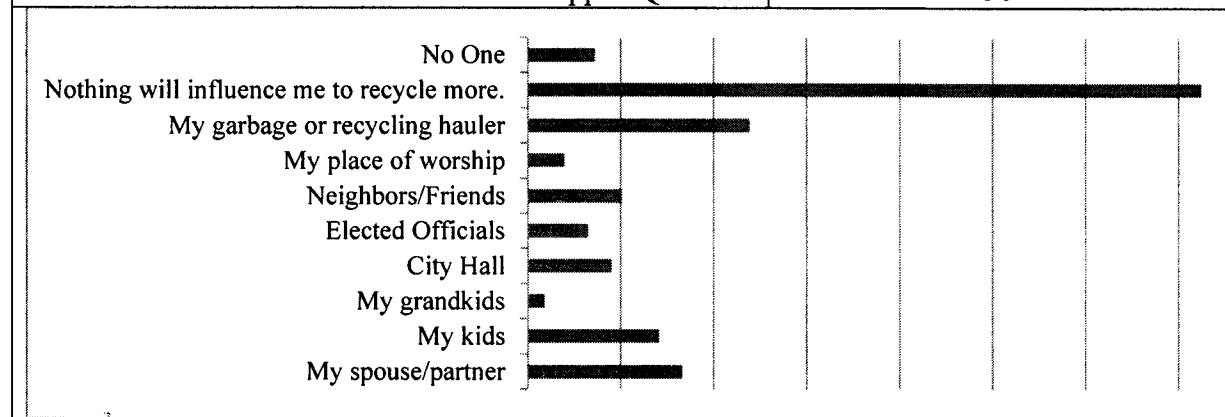
7. What would encourage you to recycle more? (Check all that apply)

	Response %	Responses
Larger Recycling Containers	19.7	31
More Frequent Recycling Pick Up	28	44
A Wheeled Recycling Cart	7	11
Cheaper Recycling Service	14	22
More Information on What You Can and Can't Recycle	34.4	54
A "Reward" for Recycling (for instance, a "secret shopper" program for recyclers)	21.7	34
I Am Already Recycling as much as I can.	58.6	92
There's nothing that would encourage me to recycle.	1.9	3
Other (Please Specify)		23
Answered Question		157
Skipped Question		11



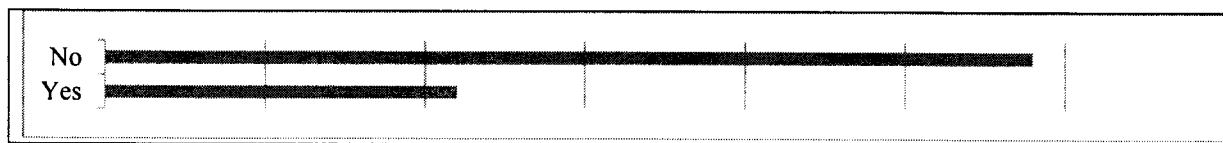
8. Who could influence you to recycle as much as possible? (Check all that apply)

	Response %	Responses
My spouse/partner	33.3	46
My kids	28.3	39
My grandkids	3.6	5
City Hall	18.1	25
Elected Officials	13	18
Neighbors/Friends	20.3	28
My place of worship	8	11
My garbage or recycling hauler	47.8	66
Nothing will influence me to recycle more.	14.5	20
No One	14.5	20
Other (Please Specify)		26
Answered Question	138	
Skipped Question	30	



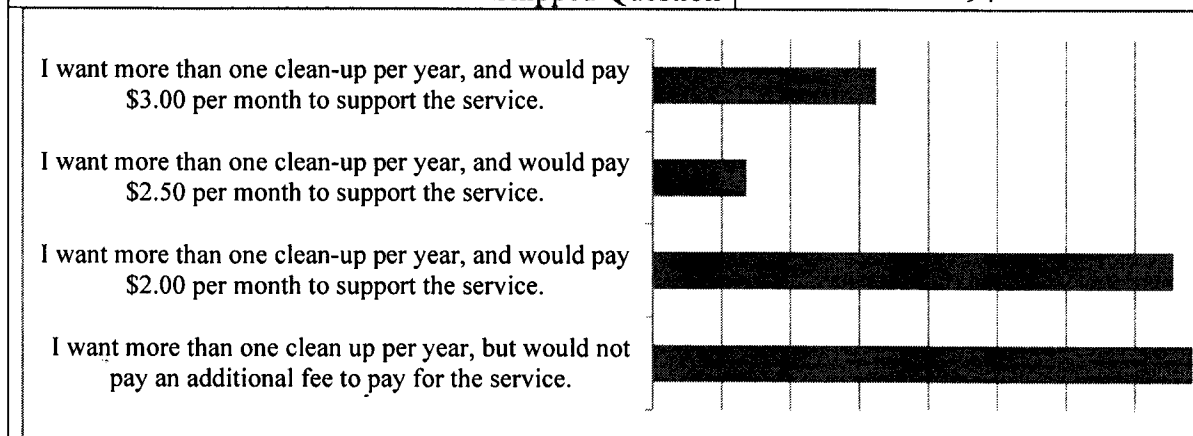
9. Would having Bloomington curbside clean-up offered more than once a year encourage you to recycle more?

	Response %	Responses
Yes	48.2	79
No	51.8	85
Answered Question	164	
Skipped Question	4	



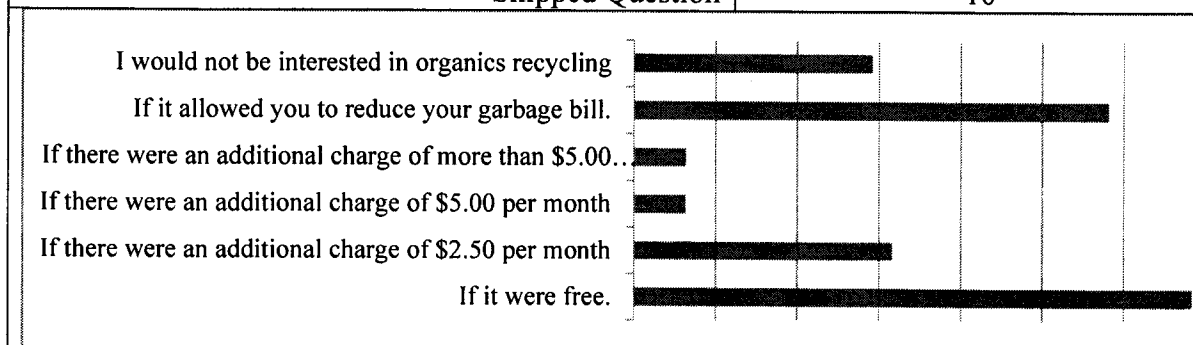
10. To have more than one curbside clean-up each year, would you be willing to pay an additional fee on your Bloomington recycling bill?

	Response %	Responses
I want more than one clean up per year, but would not pay an additional fee to pay for the service.	39.2	29
I want more than one clean-up per year, and would pay \$2.00 per month to support the service.	37.8	28
I want more than one clean-up per year, and would pay \$2.50 per month to support the service.	6.8	5
I want more than one clean-up per year, and would pay \$3.00 per month to support the service.	16.2	12
I want more than one clean-up per year and would pay this amount for it.		7
Answered Question		74
Skipped Question		94








11. Organics recycling is the curb or alley collection of food scraps and non-recyclable paper (pizza boxes, paper towels, etc.) for composting of the collected materials. Would you participate in organics recycling?

	Response %	Responses
If it were free.	34.2	54
If there were an additional charge of \$2.50 per month	15.8	25
If there were an additional charge of \$5.00 per month	3.2	5
If there were an additional charge of more than \$5.00 per month	3.2	5
If it allowed you to reduce your garbage bill.	29.1	46
I would not be interested in organics recycling	14.6	23
Answered Question	158	
Skipped Question	10	







12. Do you have any other ideas to improve recycling? (check all that apply, and add your own ideas)

	Response %	Responses
Single bin for all recyclables	32.3	42
Food waste/organics recycling	65.5	67
Drop-off sites for appliances, metals and furniture	36.2	47
Drop-off sites for branches and yard waste	34.6	45
Improved communication of recycling information	45.4	59
Other (please specify)		27
Answered Question	130	

Skipped Question		38
Improved communication of recycling information		
Drop-off sites for branches and yard waste		
Drop-off sites for appliances, metals and furniture		
Food waste/organics recycling		
Single bin for all recyclables		

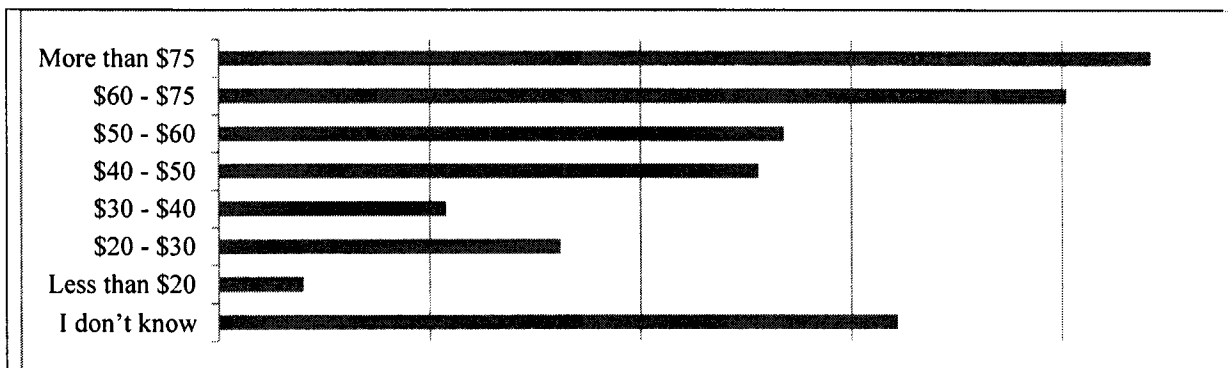
13. How often do you pay for garbage collection?

	Response %	Responses
Once a month	15.7	22
Once a quarter	73.6	103
Twice a year	1.4	2
Once a year	9.3	13
Other (please specify)		22
Answered Question	140	
Skipped Question	28	

Once a year	
Twice a year	
Once a quarter	
Once a month	

14. About how much do you pay on each bill?

	Response %	Responses
I don't know	16.1	24
Less than \$20	2	3
\$20 - \$30	8.1	12
\$30 - \$40	5.4	8
\$40 - \$50	12.8	19
\$50 - \$60	13.4	20
\$60 - \$75	20.1	30
More than \$75	22.1	33
Other (Please Specify)		14
Answered Question	149	
Skipped Question	19	



15. How did you choose your garbage hauler? (Check all that apply and add your own reasons)

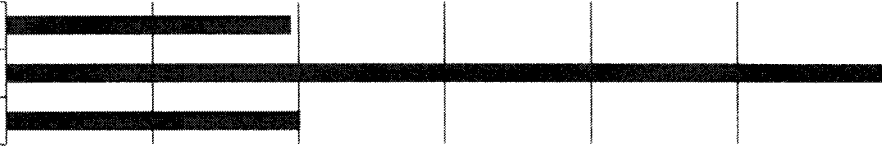
	Response %	Responses
It was the cheapest hauler	42.7	56
My neighbor uses this hauler	14.5	19
My friend uses this hauler	6.9	9
I have always used this hauler	26.7	35
This hauler provides the best service in my neighborhood	20.6	27
The hauler picked up garbage at my house before I moved in, and I kept the same container.	6.9	9
Other (Please Specify)		44
Answered Question		131
Skipped Question		37

The hauler picked up garbage at my house before I moved in, and I kept the same container.	6.9
This hauler provides the best service in my neighborhood	20.6
I have always used this hauler	26.7
My friend uses this hauler	6.9
My neighbor uses this hauler	14.5
It was the cheapest hauler	42.7

16. Do you have a contract with your hauler that requires you to keep this service?

	Response %	Responses
Yes	20.1	32

No	60.4	96
I don't know	19.5	31
Answered Question	159	
Skipped Question	9	

I don't know	
No	
Yes	

16. Do you have any ideas to improve garbage collection?

	Response %	Responses
Responses		89
Answered Question	89	
Skipped Question	87	

Attachment 2

Raw Text Responses to Selected Residential Survey Questions

These are answers to questions that were given by residents in addition to the Multiple Choice Survey responses. The responses have been shown as received, except that the first word in the response has been capitalized. No categorization within each question or editing for spelling and punctuation has been done.

Question5: How do you get information about recycling program? (13 responses)

1. Green Fair at work
2. From my church
3. Various websites (especially composting)
4. Green Initiatives Various Flyers
5. I have recycled for so long I don't recall what or where I have heard about it. Doesn't everyone recycle???
6. I haven't seen any information in a long time
7. TV
8. My own empirical research
9. Condo association property manager
10. Online news/articles
11. Condo Association/Management
12. City FB page
13. Through our Homeowners Association

Question 7: What would encourage you to recycle more? (23 responses)

1. Ability to recycle more items
2. Pick up service for organic waste
3. Expand recycling to include organics and containers
4. Everyone should be REQUIRED to recycle
5. I recycle most everything I can but info. & rewards are good incentives.
6. Ability to recycle compostables
7. I think that people who don't recycle should be penalized

8. Learning about recycling shredded paper- how to do it.
9. Is composting a good idea? If yes, information
10. Easy composting
11. Expand the list that can be recycled (organics, more forms of plastics)
12. Curbside pickup of organics
13. More things that could be recycled -- including organics
14. Broadening of recycling categories (e.g., all plastics)
15. Cheaper/easier yard waste recycling
16. I would recycle food scraps but the service is expensive
17. School District should recycle as an example, i.e. Bloomington Stadium
18. I feel like I recycle everything that I can
19. Plastic bag pickup with the other. Include egg cartoons in recycling. Have more products made with recycling in mind.
20. Free yard waste pickup i already compost as much as i can
21. People who dont' recycles are just under educated and or don't care!
22. If haulers accepted more recyclable categories (e.g. plastic bags)
23. Single sort so that the recyclable articles do not have to be separated.

**Question 8: Who could influence you to recycle as much as possible?
(26 responses)**

1. Pick up service for organic waste
2. By allowing more to be recycled from my home
3. We already do a good job
4. I encourage family members to recycle and compost
5. EVERYONE
6. I currently recycle everything I possibly can.
7. New recycling options
8. I already do as much as I can
9. Have been recycling for my whole life
10. If composting was included
11. No one. Just more information
12. More awareness equals more recycling, duh.
13. Anyone that can tell me of items not currently known are recycleable
14. Myself
15. It is already a top priority.
16. My own conscience
17. Not necessary I already recycle everything possible and compost
18. All ready recycle to max
19. My place of worship already does influence me

20. I feel like I recycle everything that I can
21. I have always believed in recycling and recycle as much as I can.
22. We are doing as much as possible
23. I was raised by my parents to recycle and taught my kids to as well.
24. I am already an avid recycler.
25. If I didnt' recycles these would be my answers. I recycle all I can
26. Homeowners Association

Question 10: To have more than one curbside clean-up each year, would you be willing to pay an additional fee on your Bloomington recycling bill?

(7 responses)

1. We should go to one garbage/clean-up company for the whole city
2. Only once a year - No added fees!!
3. Not sure how payment would be made. We live in townhouse assn.
4. If these guys who pick up would do a more thoughtful job, they could be making money, not charging more to do what many communities around the world already do. The scrappers figured this out long ago. Cut the bs and recognize that there is money to be made in recycling.
5. I had read on the city website this was a twice a year program but only see it in the spring when the weather is still to cold out to clean my garage and yard
6. \$10 one time fee only for those that use the service
7. \$5 per quarter

Question 12: Do you have any other ideas to improve recycling?

(27 responses)

1. Raise awareness about residential composting. It reduces landfill and is an excellent amendment for soil
2. Aggressive promotion of composting
3. Classes to show customers to recycle their own food wastes and compost for better dirt
4. Have to go far now to recycle yard waste. Closer would be good.
5. More precise information on what can and cannot be recycled (pictures and lists on recycling containers, more information on Bloomington and hauler's website,etc.)
6. I would love to see the composting/organics recycling. I like the information and availability for recycling our city/county provides. Keep encouraging us to do more:)
7. Recycle all plastics, including bottle caps and food containers.
8. Community education about what people can recycle, ie a station set up at city hall showing all that can be recycled. Reduce the water bottles used at the Bloomington Community Arts events, They could sell cups a water with award winning Bloomington water in them, that can be recycled after use.
9. Recycling bins in parks (esp those with pavilions)
10. Our household does a very good job of recycling taking advantage of all places to take things or just at the curb

11. Greater promotion, especially to young and through churches. Work with multiple dwelling units to provide info to residents and make recycling readily available
12. Aggressive outreach and education by the city staff through community groups, businesses, schools, and congregations. Programs targeted at multi-family dwellings
13. Weekly recycling pickup
14. Force Blmn business to recycle front end stuff when I visit their store. Caribou should be recycling customer newspapers, glass, plastic etc.
15. Increased city wide education and outreach organized by the city staff combined with a cit wide goal that would invoke a sense of civic pride and duty
16. Tax/fee for non-recycled trash (to be used to fund increased recycling options)
17. I compost leaves, fruit and veg waste, some paper and cardboard. Banches create a problem-- compost slowly. Don't want to pay extra so others can be better recyclers.
18. Larger recycling bins initially provided. had to request larger size
19. Single collection service
20. Pick up recycling every week!
21. More information about composting. I do composting but know many other neighbors who do not.
22. Free pick up of large items. more info on free compost and mulch for the community
23. I am concerned about how the organics would be kept. I think it would stink in the summer and cause a pest problem!
24. Weekly pick up
25. My neighbors put their leaf bags at the street after yard pick up was over. They tried but are uninformed.
26. Require haulers to accept more categories of recyclables; offer/facilitate repair classes to reduce throwing away items that could be easily fixed; availability of 'away from home' recycling at gas stations, parks, etc. to reduce bottles/cans into the garbage; and much more.
27. Monthly drop off site for paper to be shred

Question 15: How did you choose your garbage hauler?
(44 responses)

1. This hauler recycles everything that is currently recycled in our area - all but organics.
2. Association chooses but i like it very much. When the Association considered changing it I voted to keep it
3. Lets get one hauler for the whole city
4. Hauler hauls yard waste
5. Had green initiatives offered and lower rate but I think I would prefer having only one hauler in our neighborhood. It would be great to see this get organized. I would help:)
6. They gave us a second recycling container at no cost.
7. Homeowner's Association contract
8. Ad
9. I had used them at another location where I previously lived.
10. Our association chooses the hauler

11. Association board selects hauler. We go out for bid.
12. I have had them for over 55 years
13. I wanted to support a locally owned business
14. It is a local business
15. We keep an eye out for good pricing and methodology of the haulers practise.
16. Chosen by condo association Board of Directors. - Association has used Randy's Sanitation since built in 1991
17. They formerly were the cheapest, but noy anymore
18. They offer weekly recycling.
19. Very good salesman who came to our door
20. Who I felt was the most envirponmentally friendly and local.
21. Local business
22. Called, and a person answered. Located close by.
23. Our neighborhood made an agreement to all use the same hauler to reduce where and tear on the road and reduce pollution.
24. They recycle waste.
25. Was willing to give a neighborhood rate and it kept yard waste as a separate option.
26. Was more earth friendly
27. Was cheaper but now is rather expensive
28. Donor to my alum
29. Part of association
30. I always like to use local companies who support Bloomington!
31. This hauler takes all garbage to the incinerator downtown
32. He gives me 2 yard waste dumpsters - picked up weekly.
33. It is a small locally owned company
34. Hauler picks up recycling every week
35. Good service at competitive rates
36. Not sure. Homeowner's association pays for it. I am a renter.
37. I get free reward points for my recycling. I use it for free magazines and discounts and other things.
38. Homeowner's association
39. Used hauler before tried other went back to orig. hauler as they had better service and rates.
40. Local owner not national chain
41. They were cheapest until competition moved in. then I had to renegotiate
42. They are a local hauler, not a national firm
43. The hauler offers organics collection and has trucks that run on natural gas.
44. Homeowner Association chooses

**Question 17: Do you have any ideas to improve garbage collection
(89 written responses)**

1. Would love to see organics recycling come to our home, my family in Madison and Oakland have been doing this for years now!
2. One hauler per neighborhood
3. LESS PROVIDERS WOULD PROVIDE LESS TRUCKS WOULD PROVIDE CLEANER AIR AND LESS TRAFFIC ON STREETS
4. I am currently recycling everything I can, but I envy my family and friends who have organic recycling in their areas (Orono and Mpls.). I compost what I can, but items such as food cartons can only be recycled commercially.
5. Not at this time. Will ponder on it.
6. Service is good but too many different trucks 6 to 7 trucks on garbage day
7. Would like an earlier pickup time
8. Informing home owners about the benefits of composting.
9. Organize efforts to select a single hauler by neighborhood
10. City should limit each neighborhood to one hauler. City should contract with one hauler to service each area. This would reduce noise and wear on the streets. Include the haulers fee on the city water/sewer bill.
11. Single hauler so we don't have so many garbage trucks driving on our streets.
12. Reduced number of firms allowed to operate in the city to reduce truck traffic (wear/tear on streets, noise, etc.).
13. Only allow a couple of different haulers in the neighborhood, as the frequent traveling the roads by he's every heavy trucks cause road breakdown. It is ridiculous that there are probably a dozen different haulers all driving our roads, and contributing to the roads deterioration! At some point we need to look at what we all are saving with our own individualized garbage dealer, but then pay rough the nose for new roads?
14. All packing materials and packaging should be recyclable. All manufacturers should be required that their products are package and shipped in recyclable materials.
15. 1 hauler system with organics
16. Strong regulations and mandatory recycling is needed to get everyone on board. Fine people who do not do this the right way. Need education programs everywhere and in multi languages.
17. Offer organic waste/compost -Reduce truck traffic by offering a organized collection system - Encourage businesses and multi-family residential to recycle more.
18. Organized city wide so that only one hauler per neighborhood.
19. It would be nice to have one per area so many trucks don't have to drive on the street. The trucks are huge and heavy, and it seems if people could get together they could find a way to streamline the process.
20. Yes, don't let the city mess up what we have going. It all works, don't screw it up!! Keep

Curbside Cleaning, at no charge, once a year, forever. It is the greatest things going!

21. Reduce the number of haulers that drive on my street.
22. Have the city contract with ONE hauler at a reduced price and get all of the current trucks off our roads. We currently have five different contractors that on recycling days make 30 trips up/back on our streets. Too much traffic bad for our roads and not safe.
23. Charge for garbage by the pound or container size and No charge for recycling.
24. Our recycling is picked up every week but the recycle bin is typically full after one week so a weekly pick-up of the recycling bin would be great.
25. I would like to see the city negotiate a contract with one garbage service. We have 36 houses on our street with a cul-de-sac on each end of the street. Currently there are 5 services picking up garbage each Friday - that means 5 huge trucks driving on our street. Every other Friday, 10 trucks enter the area. I tried to organize the neighborhood this past September and encouraged the neighbors to choose one garbage hauler. I contacted 5 garbage services asking for a group rate. Many neighbors were excited and totally on board - but a few had contracts with other haulers, some liked the personalized service that they received from their current provided and the end result was that nothing was accomplished. Maybe at some point we can narrow it down to Burt's or Republic - the two services that had the best group pricing.
26. Coordinate collection to minimize the number of haulers in the neighborhood!!!
27. Pick up recycle each week. I frequently have more to recycle than will fit in the standard recycle bin
28. Have city put out a RFP for comprehensive curbside collection and then evaluate. Objective of this would be to get one carrier for the city, benefits would be less garbage trucks and traffic on the roads.
29. Single hauler! Stop wasting energy, reduce truck traffic & road stress.
30. I would like to know how much income the garbage hauler is making from recycled aluminum and other materials, if any.
31. Fewer trucks to reduce the wear and tear on the streets and neighbor's ears
32. Organized pickup instead of individual companies to reduce traffic and exhaust. have options for smaller trash containers at lower cost for those who don't create much trash. an aggressive plan widely distributed to reduce the amount of waste going into landfills/burners.
33. I live on Penn Ave and the haulers come on one side one day and the other the next day- Too many trucks coming thru on the roads
34. Bloomington should have organized hauling so there aren't so many trucks on our roads
35. Better organize collectors to decrease number of garbage trucks on my street--less noise, wear and tear on streets and safer for children and walkers. Encourage businesses to recycle and offer recycling. Example extra bin at places like McDonalds. All city/park facilities and events should have recycling bins for public use. Need education/information so people don't misuse these bins.
36. Waste Management has done a pretty good job for our trash, recycling and yard waste.

37. Some kind of consolidation/coordination to reduce the numbers of trucks roaring through the neighborhood every week.
38. Smart bins or an on demand system. Way too many bins are being picked up with little to no contents. Massive amounts of fuel can be saved by more thoughtfully determining when to pick up.
39. 1. Move to some form of organized collection to reduce the number trucks on the roads. 2. Create a plan with aggressive targets to reduce the amount of solid waste going to landfills / burner by increasing recycling -- especially for businesses and multi-family dwellings.
40. Weekly recycling pickup - Many bins in the complex are full (overflowing) with every other week collection. If people are away on the date of recycle pickup, people trash instead of recycle and lots of loose bags/boxes are set curbside where animals and/or wind scatter it.
41. Consider having neighborhood garbage haulers so we don't have so many different vendors going thru the neighborhoods. The heavy trucks can't be good for the roads and the houses vibrate when the trucks go by
42. The City should negotiate a City-wide contract with a garbage hauler and have all residents use the same hauler. That would reduce truck traffic through our neighborhoods and reduce the damage done to the asphalt.
43. I'd go to a system like they have in Minneapolis. Moreover, I think the city should be the contractor and each resident should pay the city with the hauler(s) earning a reasonable fee with the remaining profits going to the Bloomington general fund. Our current system is inefficient and environmentally contraindicated. Finally, Bloomington should move toward a program that recycles a greater number of products, such as waxed paper containers. Bloomington should argue for legislative action to BAN non-recyclable plastic containers and other packaging materials that end up in landfills where they wi;; likely never breakdown. We need to be proactive NOT reactive. As I stated above, garbage goes to landfills, but could be burned safely to produce energy. Such an enterprise could lead to a new source of employment in Bloomington and if we undertook this ourselves as a form of citywide economic development we could and would immeasurably benefit from said development! These are just a few thoughts I have though I think sociting citizens participation on a citywide commission might help.
44. Make it part of our property taxes and have a single hauler for all of Bloomington. This would be safer, better for the environment, and easier on our roads.
45. Force business to recycle. I think already pretty easy.
46. Organized collection; contract to single lowest bidder.
47. I would be in favor of the City negotiating with one hauler to provide service for the entire City.
48. One hauler per neighborhood/ fewer trucks
49. Have a citywide contract. Currently, in the summer on recycling day, there are about 5 different operators with three trucks each. So on a busy garbage day, 15 trucks go on road, each way, or about 30 passes. There has to be a better, more efficient way.
50. A single hauler per street. This would increase public safety, reduce noise and air pollution, and reduce wear and tear on the streets.

51. I hate all the trucks in the neighborhood. City should collect and make it more efficient and less costly.
52. I hate to "trash" items still usable and in good condition (e.g., walkman, stereo, furniture). More information on options would be helpful.
53. Set limit of time to put out trash & do not permit trash bins to be left in front of the house or garage. It looks trashy. see what other cities have done re: this
54. Fewer haulers in each neighborhood resulting in fewer trucks on garbage day.
55. Offer more info for apartment and condo buildings - high volume of garbage, but almost no info available except for single family homes.
56. The weekly cycle through the city is nice. It would be great to have less or more coordinated truck traffic.
57. My employer is located in Bloomington and does not recycle at all. I would like to see more recycling at businesses.
58. I would like recycling to be picked up weekly. Also we don't have yard waste and we don't want it since we have a service. Many companies want it wrapped into the package. Also we have a very cheap rate \$120 per year, which I think would increase if the city took over the garbage collection.
59. I like the idea of being able to choose own service because I believe competition keeps prices down but do not like all the trucks from all the different companies and the toll they take on our streets. Educate the public. I think/know the Bloomington pick up is used by non Bloomington residents who drop off stuff at friends/relatives houses. I like the idea of more than one pick up per year but am not excited about the cost. Perhaps expanding the Hennepin Co drop off to more items would help as would a drop off for more things.
60. Too many garbage handlers
61. Same day for all haulers
62. Revise system so only one hauler goes through a neighborhood
63. I would like to see one garbage hauler instead of numerous. On collection day there are as many as 12 trucks picking up yard waste, recycle and trash
64. I think it would be better to have fewer trucks on the road. Assigning one hauler per city section would be an improvement.
65. Organics collection would make biggest impact, weekly pickup of organics would reduce need for garbage pickup to every other week
66. I would support more frequent curbside pickup if it was county or metro wide. I don't want to pay more to pick up waste from other communities.
67. I would love to see the City go to one hauler for pick up and not have so many trucks in neighborhoods causing unsafe conditions and adding pollution
68. Limit the total number of haulers in a neighborhood

69. We live across from an elementary school...we have at least 7 different companies (3 trucks = 21 trucks) roving the neighborhood during school,,we have been very lucky not to have had school child injuries..all the trucks are trying to make time on one day..with kids walking and busing to school...really doesn't make sense..very dangerous...we need on overall company to reduce the nonsense...
70. Pick up plastic bags
71. Go with organized collection of trash, recyclables, organics and yard waste
72. One hsuler
73. Free enterprise and competition. I don't need the City telling me who my hauler needs to be..
74. I think we could use more information about where to pick up free compost (should you do organic recycling). That might be a draw for gardeners. Generally more info about what to do with organic waste in the summer as well as the winter. Discounted composting bins for sale.
75. Fewer haulers, trucks in neighborhood
76. No, I am satisfied
77. Smaller waste containers or twice a month pick up. I only have two or three small shopping bags of trash a week the rest is recycled. City manage trash pickup like Chaska has. This way you don't have a bunch of trash companies driving up and down the street for only one or two of its customers. That is a waste of fuel and not very environmentally friendly
78. It would be nice if everyone used the same hauler so we wouldn't have 7 trucks running down our street. That would reduce pollution as well. I would think the city would be able to negotiate significantly lower rates for us if we were to do something like this. •
79. I feel like we throw too much in the bin. Its possible we put things in it that cannot be recycled.
80. Remove hauler's termination fees. Reduce number of trucks going up and down the street each garbage day.
81. Keep it the way it is. We love our hauler and they are a smaller hauler if you go out for organized collection we won't have our choice and we don't want to get stuck with a bigger hauler that does not provide as good of service as the one we have now. Totally AGAINST Organized collection
82. I think we need to reduce the number of garbage haulers in our city. In our neighborhood every week, we have 12 trucks that come through and even more during the summer months with yard waste pickup. It is really hard on our roads to have this much traffic. Also, I think we need to seriously reconsider the curb side cleanup. The people that really need to use it don't take advantage of the program. We have people coming from other communities dumping garbage in our city and then they comb through our throwaways making a huge mess. Last year, there was a fight in our neighborhood over an item.
83. Recycle picked up weekly.
84. Minneapolis hires the hauler which would eliminate multiple trucks passing by all day. Because that should streamline everything the price should remain in the 20 to 25 per mo range including recycling and yard waste. it should be less if you don't have multiple companies on the same route but, i think people would pay the \$25 per mo. My concern however is that the city would

start at that price and go up every year there after due to pork.

85. Consider limiting the number of haulers to two or three in any area. Ask haulers to reduce number of trips on same street
86. Organized collection to reduce amount of trucks in neighborhoods.
87. I believe the best solution to better recycling is more awareness and a larger base of knowledge among consumers. The more we can spread the word on how and what to recycle, and how easy it can be, the better. More information about what is done with our recycled materials may also be helpful in creating that connection for individuals and families. Understanding exactly what they can contribute to may create a stronger will to do their part in preserving resources.
88. Keep the same system that is presently used.
89. Single source for picking up garbage to save on street wear and fuel. Credit for energy efficient garbage trucks, possibly propane