



Item No: 5

Meeting Date: January 4, 2016
Type of Business: Work Session

City of Mounds View Staff Report

To: Honorable Mayor and City Council
From: James Ericson, City Administrator
Item Title/Subject: Review Results of the Organized Collection Telephone Survey

Introduction:

The City Council has agreed to work with the Morris Leatherman Company to prepare and conduct a telephone survey of 400 Mounds View residents in an effort to ascertain resident opinion on the issue of organized collection. A flyer was sent to utility account holders and an article printed in the Mounds View Matters to inform the residents of the impending survey, which was planned for the first week of December. The survey has been completed and a summary has been prepared by the company for the City's consideration.

Discussion:

The survey results, which are attached for the Council to review, indicate that 35% of respondents would support organized collection while 53% are opposed to it, with 13% unsure or unresponsive to the question. In addition to the telephone survey, staff collected survey results from residents who chose to proactively take the survey, either online or by picking up a survey document at City Hall. The results of the proactive survey, which may not be statistically valid, reflect a similar breakdown of sentiment regarding organized collection.

Finally, staff collected responses from residents via email who wrote in to share their opinions. The breakdown of opinion via email correspondence represents the same as the telephone survey and the online / paper copy survey results. 52 residents wrote in, three of which were not verified with an address, leaving 49 opinions to draw from. Of those indicating definitely one way or the other, 40% supported Organized Collection while 60% were opposed. Many residents expressed concern about their rates increasing, or services changing, or their current hauler not being chosen. A few who expressed opposition or no opinion admitted they could be supportive if the negotiated rates were substantially better than existing rates. Some simply responded that their support would depend on other factors, such as senior pricing, smaller cans, pricing guarantees, level of service, etc. Naturally, we cannot predict what the rates could be without going through the process.

Recommendation:

Review and discuss the survey results and provide direction to staff.

Respectfully submitted,

James Ericson
City Administrator

THE MORRIS LEATHERMAN COMPANY
3128 Dean Court
Minneapolis, Minnesota 55416

CITY OF MOUNDS VIEW
GARBAGE STUDY
FINAL DECEMBER 2015

Hello, I'm _____ of the Morris Leatherman Company, a polling firm located in Minneapolis. We've been retained by the City of Mounds View to speak with a random sample of residents about the garbage services. The survey is being taken because your city representatives and staff are interested in your opinions. I want to assure you that all individual responses are held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

- A. Does your household individually retain a garbage hauler? YES.....CONTINUE
NO...THANK AND TERMINATE

1. Are there any problems related to garbage hauling services which regularly occur in your neighborhood? (WAIT FOR RESPONSE) What are they?

NO, 81%; LEAVES A MESS/SPILLED GARBAGE, 5%; INCONSISTENT PICK-UP TIMES, 6%; TOO MUCH TRUCK TRAFFIC, 3%; NOISY, 3%; CARELESS DRIVING, 2%; SCATTERED, 1%.

Thinking specifically about garbage hauling....

2. How many years have you used your current garbage hauler? LESS THAN TWO YEARS....12%
THREE TO FIVE YEARS....20%
SIX TO TEN YEARS.....28%
11 TO 20 YEARS.....21%
OVER 20 YEARS.....19%
DON'T KNOW/REFUSED.....0%

Currently, residents are allowed to choose a garbage hauling company licensed by the city.

3. How would you rate the service provided by your garbage hauling company -- excellent, good, only fair, or poor? EXCELLENT.....57%
GOOD.....39%
ONLY FAIR.....4%
POOR.....1%
DON'T KNOW/REFUSED.....0%

4. What do you like most about the service provided by your garbage hauling company?

UNSURE, 3%; NOTHING, 4%; FRIENDLY DRIVERS, 9%; REASONABLE PRICES, 20%; TAKES EXTRA GARBAGE, 6%; KEEPS AREA CLEAN, 11%; GOOD CUSTOMER SERVICE, 9%; GOOD COMMUNICATION, 5%; RELIABLE SERVICE, 23%; CONVENIENT PICK-UP TIMES, 6%; RETRIEVES BIN IF NOT OUT, 2%; SCATTERED, 3%.

5. Are there any changes or improvements you would like to see your garbage hauling company make? (IF "YES," ASK:) What would that be?

UNSURE, 2%; NOTHING, 73%; EARLIER PICK-UP TIME, 2%; LOWER COST, 6%; PICK UP SPILLED GARBAGE, 6%; MORE CONSISTENT PICK-UP TIME, 2%; BIGGER BINS, 2%; BETTER COMMUNICATION, 2%; SCATTERED, 5%.

6. How important is it to you to be able to choose your garbage hauling company, is it very important, somewhat important, not too important or not at all important?
- | | |
|--------------------------|-----|
| VERY IMPORTANT..... | 42% |
| SOMEWHAT IMPORTANT..... | 33% |
| NOT TOO IMPORTANT..... | 17% |
| NOT AT ALL IMPORTANT.... | 8% |
| DON'T KNOW/REFUSED..... | 1% |

Most communities have one of two systems for garbage collection. In a multiple "open" collection system, like the City of Mounds View, residents choose their hauler from several different companies licensed to serve the community. Some other cities use an organized collection system, where the City contracts with a group of haulers or one hauler for the entire or segments of the city.

7. Would you favor or oppose the City of Mounds View changing from the current system, in which residents may choose from several different haulers, to a system where the city, after thorough negotiations, chooses the hauler for your area? (WAIT FOR RESPONSE) Do you feel strongly that way? (n=349)
- | | |
|-------------------------|-----|
| STRONGLY FAVOR..... | 11% |
| FAVOR..... | 24% |
| OPPOSE..... | 28% |
| STRONGLY OPPOSE..... | 25% |
| DON'T KNOW/REFUSED..... | 13% |

IF A RESPONSE IS GIVEN, ASK: (n=349)

8. Could you tell me one or two reasons for your decision?

UNSURE, 1%; WANT CHOICE, 30%; CURRENT SYSTEM/LOWER COST, 16%; LIKE CURRENT HAULER, 12%; LESS TRUCK TRAFFIC, 23%; WOULD SUPPORT ONLY IF COST IS LESS, 8%; CURRENT SYSTEM/BETTER SERVICE, 3%; LESS NOISE, 2%; CITY SHOULDN'T BE INVOLVED, 2%; TRUST THE CITY TO CHOOSE, 3%; SCATTERED, 1%.

The City included a flyer in the most recent utility bill and an article in the most recent city newsletter "Mounds View Matters" about organized collection.

9. Did you receive and read either of these information pieces? YES.....82%
NO.....18%
DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (n=327)

10. Did you find the information very useful, somewhat useful or not too useful? VERY USEFUL.....28%
SOMEWHAT USEFUL.....57%
NOT TOO USEFUL.....14%
DON'T KNOW/REFUSED.....0%

Now, just a few more questions for demographic purposes....

11. Approximately how many years have you lived in the City of Mounds View? LESS THAN TWO YEARS.....2%
TWO TO FIVE YEARS.....8%
SIX TO TEN YEARS.....15%
11 TO 20 YEARS.....30%
21 TO 30 YEARS.....21%
OVER THIRTY YEARS.....25%
DON'T KNOW/REFUSED.....0%

Could you please tell me how many people in each of the following age groups live in your household? Let's start with the oldest. Be sure to include yourself.

12. First, persons 65 or over? NONE.....73%
ONE.....12%
TWO OR MORE.....15%

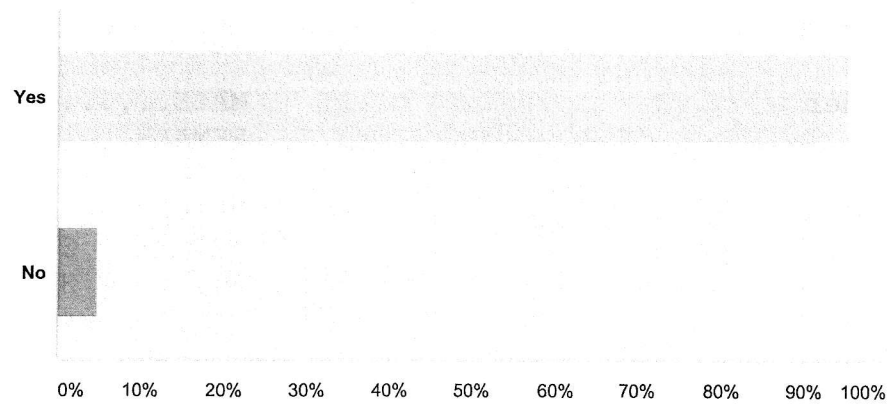
13. Adults under 65? NONE.....19%
ONE.....16%
TWO.....58%
THREE OR MORE.....8%

14. School-aged or pre-school children?	NONE.....69%
	ONE.....13%
	TWO.....14%
	THREE OR MORE.....4%
15. Gender	MALE.....50%
	FEMALE.....50%
16. Area of the City	PRECINCT 1.....30%
	PRECINCT 2.....21%
	PRECINCT 3.....32%
	PRECINCT 4.....18%

City of Mounds View - Organized Waste Survey

Q1 Are you a resident of Mounds View?

Answered: 42 Skipped: 0

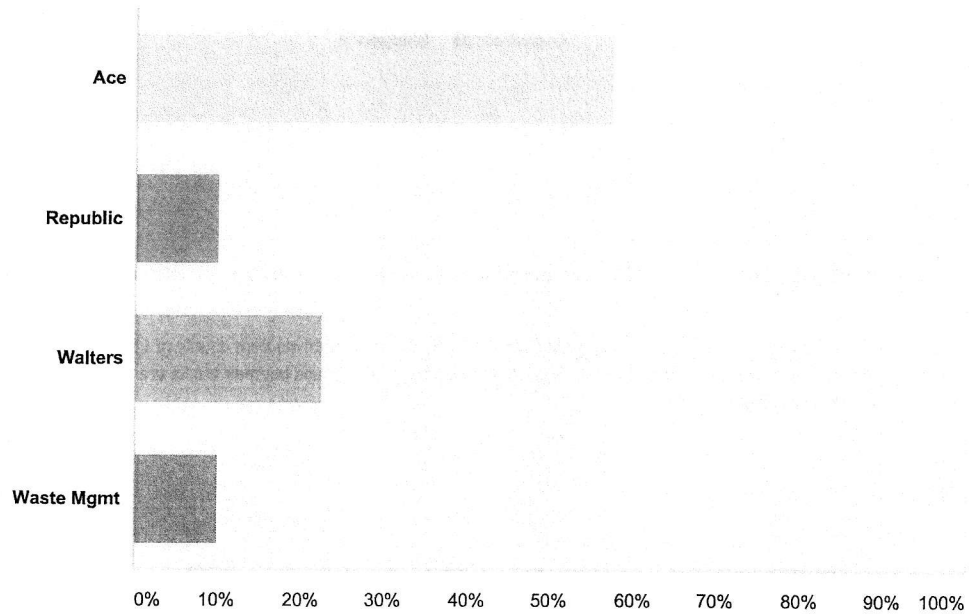


Answer Choices	Responses	
Yes	95.24%	40
No	4.76%	2
Total		42

City of Mounds View - Organized Waste Survey

Q2 Which hauler do you presently use for garbage service?

Answered: 40 Skipped: 2



Answer Choices	Responses
Ace	57.50% 23
Republic	10.00% 4
Walters	22.50% 9
Waste Mgmt	10.00% 4
Total	40

City of Mounds View - Organized Waste Survey

Q3 Have you experienced any problems related to garbage hauling services which regularly occur in your neighborhood? If so, what are they?

Answered: 36 Skipped: 6

#	Responses	Date
1	No	12/30/2015 9:34 AM
2	No	12/30/2015 9:30 AM
3	I have lived on Red Oak Dr. for 43 years collection services have been fine. We had Larry's for many years and now WM.	12/30/2015 9:24 AM
4	Curbside truck travels on our block, but has no pickups on Groveland South of I. He drives from county rd I to Bronson, turns around and drives back toward county rd I. Walters has very few pickups but their trucks are always up and down Groveland South of County rd I.	12/30/2015 9:20 AM
5	None	12/30/2015 9:09 AM
6	No problems	12/30/2015 9:07 AM
7	Ace is great	12/30/2015 9:03 AM
8	Some waste blowing down the street, numerous haulers on pickup day.	12/30/2015 9:00 AM
9	Never Ever with ACE	12/30/2015 8:54 AM
10	no problems	12/28/2015 8:18 AM
11	Never had a problem	12/22/2015 7:52 AM
12	No	12/20/2015 8:55 PM
13	No problems noted.	12/20/2015 7:29 PM
14	No problems	12/20/2015 4:53 PM
15	too many trucks in one day, preferred the old way where there were varied pickup days.	12/20/2015 11:59 AM
16	None.	12/16/2015 8:34 PM
17	No	12/15/2015 2:34 PM
18	Too many garbage haulers on our streets. Every other Thursday, eight trucks go by; some of them twice!	12/15/2015 2:24 PM
19	No!	12/15/2015 9:50 AM
20	None whatsoever, Walters has been by far the best service I have used out of the others.	12/15/2015 9:04 AM
21	I have not noticed any problems.	12/14/2015 7:43 PM
22	Never	12/14/2015 6:56 PM
23	None.	12/14/2015 3:59 PM
24	No	12/11/2015 3:09 PM
25	None	12/11/2015 8:48 AM
26	No problems.	12/10/2015 2:16 PM
27	none	12/8/2015 6:45 PM
28	No.	12/8/2015 12:46 PM
29	No notification of recycling day changes	12/8/2015 11:10 AM
30	None	12/8/2015 3:29 AM
31	No,have had excellent service from Ace.	12/8/2015 12:19 AM

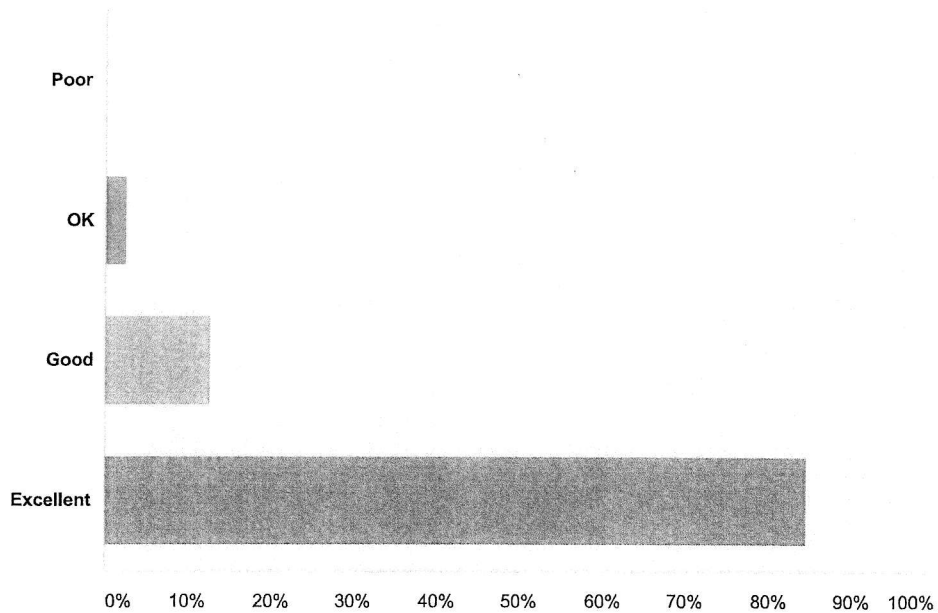
City of Mounds View - Organized Waste Survey

32	No. We think Walters has had excellent service.	12/7/2015 8:44 PM
33	None	12/7/2015 8:44 PM
34	no	12/7/2015 8:16 PM
35	None! My driver for waste has been picking our trash since 2008. He is fantastic.	12/7/2015 6:18 PM
36	None	12/7/2015 12:25 PM

City of Mounds View - Organized Waste Survey

Q4 How would you rate the services provided by your garbage hauling company?

Answered: 39 Skipped: 3



Answer Choices	Responses	
Poor	0.00%	0
OK	2.56%	1
Good	12.82%	5
Excellent	84.62%	33
Total		39

City of Mounds View - Organized Waste Survey

Q5 What do you like most about the service provided by your garbage hauling company?

Answered: 36 Skipped: 6

#	Responses	Date
1	The drivers are courteous & friendly and usually predictable & on-time in their collections. Barring adverse weather conditions, construction delays etc.	12/30/2015 9:35 AM
2	Excellent	12/30/2015 9:30 AM
3	Always on-time and lets us know about holiday schedule.	12/30/2015 9:25 AM
4	On-time, good drivers, helpful, courtesy towards customers.	12/30/2015 9:20 AM
5	No problems. Easy payment options, Walters family has been in the business 2 generations & remain a local company that gives back to the community also.	12/30/2015 9:12 AM
6	Ace/good reputable business, treats customers well, want to continue to support this company.	12/30/2015 9:07 AM
7	There trucks burn clean propane and the drivers are very good at what they do. Clean trucks, prompt, other company's the garbage blows out the truck.	12/30/2015 9:04 AM
8	Reliable	12/30/2015 9:00 AM
9	Immaculate reliable friendly trustworthy courteous, timely, goes beyond to be helpful. We have used them 25 years.	12/30/2015 8:55 AM
10	reliability	12/28/2015 8:18 AM
11	They weigh my garbage can and I get points which I turn in for money off of my groceries at cub foods. Saves me a lot and I end up getting more than what I pay for recycling back! Customer service is awesome, as apposed to Ace, which I many many issues with and swore that I would never do business with them again!	12/23/2015 2:51 PM
12	Kind and courteous workers with competitive pricing	12/22/2015 7:53 AM
13	Cost	12/20/2015 8:56 PM
14	Reliable. Easy to make contact.	12/20/2015 7:30 PM
15	They are consistent with service and are flexible and responsive when needed	12/20/2015 4:54 PM
16	Predictable pickup time, clean vehicles, great recycle pickup, never leaves a mess to blow around.	12/20/2015 12:00 PM
17	They do their job.	12/16/2015 8:34 PM
18	Early pick up Willing to renegotiate price	12/15/2015 2:35 PM
19	Ace is on time every week!	12/15/2015 2:24 PM
20	Their weekly pick-up time for garbage and recycling is very consistent!	12/15/2015 9:51 AM
21	The customer service is excellent and they are very proactice if there are questions or requests.	12/15/2015 9:04 AM
22	First, they are very responsive and will pick up most things without any additional charges. They also have yard waste which is extremely helpful and reduces the need to go to the Ardan compost. We would definitely not want to lose this service.	12/14/2015 7:45 PM
23	Reliability of schedule times, clean and up to date equipment and trucks.	12/14/2015 6:57 PM
24	Reliable pick-up times and affordability.	12/14/2015 4:00 PM
25	Good and cheap	12/11/2015 3:09 PM
26	Price, friendly, on time	12/11/2015 10:30 AM
27	Good value and Good service overall	12/10/2015 2:17 PM
28	options	12/8/2015 6:46 PM
29	Online bill payment.	12/8/2015 12:47 PM

City of Mounds View - Organized Waste Survey

30	The personal service aspect, they are always available and courteous.	12/8/2015 3:31 AM
31	Consistent, neat - they get out of truck and pick up dropped items.	12/8/2015 12:21 AM
32	Price and timely service.	12/7/2015 8:46 PM
33	Early pick up for both waste and recycle	12/7/2015 8:44 PM
34	dependable	12/7/2015 8:16 PM
35	If issues arise, they are resolved immediately.	12/7/2015 6:19 PM
36	Very timely-friendly-always replace trash cans in the same place	12/7/2015 12:26 PM

City of Mounds View - Organized Waste Survey

Q6 Are there any changes or improvements you would like to see your garbage hauling company make? If so, what would that be?

Answered: 35 Skipped: 7

#	Responses	Date
1	No	12/30/2015 9:30 AM
2	Less expensive would be nice. Hi Jim, would appreciate a heads up when this will come up for the Council. JLK 763.786.9533.	12/30/2015 9:27 AM
3	Ace is just fine as they are.	12/30/2015 9:21 AM
4	No	12/30/2015 9:12 AM
5	No changes	12/30/2015 9:08 AM
6	No	12/30/2015 9:04 AM
7	You can't improve on perfection	12/30/2015 8:55 AM
8	less expensive	12/28/2015 8:18 AM
9	I would like us to be free to keep the company that we have. Gives us our own opportunity to get the best deal and I can continue to receive my points.	12/23/2015 2:53 PM
10	nope	12/22/2015 7:53 AM
11	Earlier in the morning	12/20/2015 8:56 PM
12	None that I can think of.	12/20/2015 7:30 PM
13	Recycling every week	12/20/2015 4:55 PM
14	keeping the price low.	12/20/2015 12:01 PM
15	Lower price	12/15/2015 2:35 PM
16	We would really like only one truck a week; two on alternate weeks to collect two cans. That would be better for our streets, the environment, less neighborhood disturbance, safety; we think it also would cost less!	12/15/2015 2:26 PM
17	The only issue I have had with Ace is related to Customer Service response time. On the 2 recent occasions where I needed to call, I was on-hold for more than 10 minutes before an agent finally came on the line.	12/15/2015 9:52 AM
18	None, I love having Walters as my garbage hauling company.	12/15/2015 9:05 AM
19	No, we are 100% satisfied with this provider.	12/14/2015 7:46 PM
20	Lower price for yearly yard waste service.	12/14/2015 6:58 PM
21	No changes. Please don't change anything.	12/14/2015 4:01 PM
22	Over the years I have used the services of a few different companies. I've not had any major difficulties with any of them. The primary factor in choosing has been cost.	12/14/2015 10:49 AM
23	No	12/11/2015 3:09 PM
24	None	12/11/2015 10:30 AM
25	Nope.	12/10/2015 2:17 PM
26	none	12/8/2015 6:46 PM
27	Weekly recycling pickup or bigger recycling cans.	12/8/2015 12:48 PM
28	Not come so early	12/8/2015 11:10 AM
29	Lower pricing, of course!	12/8/2015 3:31 AM
30	Organics recycling offered.	12/8/2015 12:21 AM

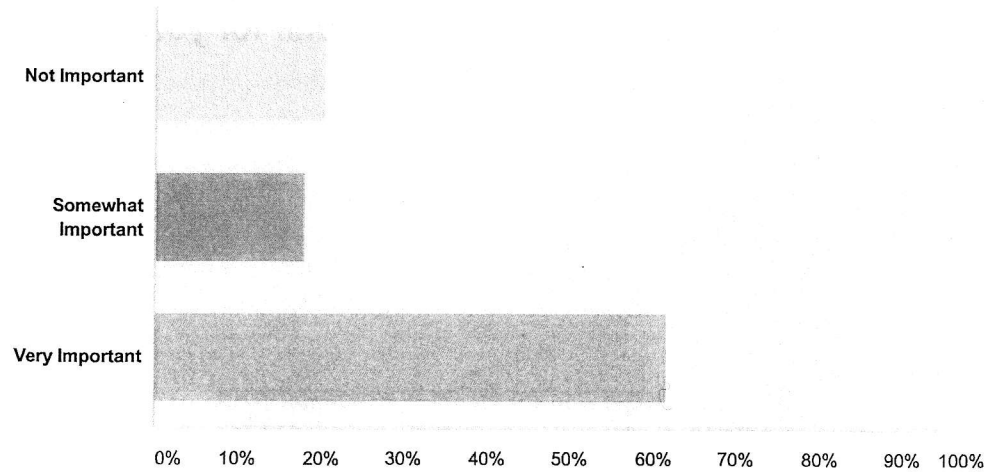
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31	No, we think Walters fits us perfectly.	12/7/2015 8:48 PM
32	Larger recycle bins or recycle pick up weekly versus bi-weekly.	12/7/2015 8:45 PM
33	none	12/7/2015 8:17 PM
34	Price reduction	12/7/2015 6:19 PM
35	No	12/7/2015 12:26 PM

City of Mounds View - Organized Waste Survey

Q7 How important is it to you to be able to choose your garbage hauling company?

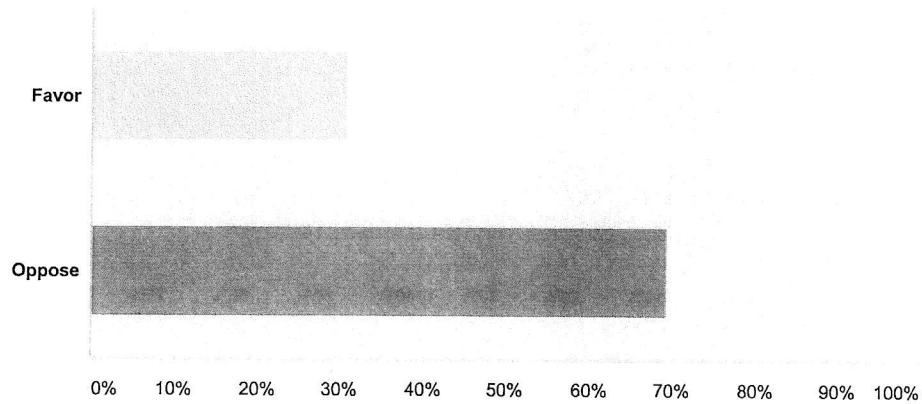
Answered: 39 Skipped: 3



Answer Choices	Responses	
Not Important	20.51%	8
Somewhat Important	17.95%	7
Very Important	61.54%	24
Total		39

Q8 Would you favor or oppose changing from the current system in which residents may choose from several different haulers to a system where the City, after thorough negotiations, chooses the hauler for your area?

Answered: 39 Skipped: 3



Answer Choices	Responses	
Favor	30.77%	12
Oppose	69.23%	27
Total		39

City of Mounds View - Organized Waste Survey

Q9 Could you tell us one or two reasons for your answer to the previous question?

Answered: 38 Skipped: 4

#	Responses	Date
1	Wear & tear on our streets.	12/30/2015 9:37 AM
2	Bill and I are too old to care 92089	12/30/2015 9:31 AM
3	I believe all of the handlers are fine - No preference for any particular company. Less traffic will be better - especially school bus traffic !!!!	12/30/2015 9:28 AM
4	Before ACE, it was Becks which was bought by ACE. Many of our blocks have switched from Walters to ACE. Good choice.	12/30/2015 9:22 AM
5	We would like to see the city split into "quads" for each service so only one company is used in each specific area to reduce traffic & save road wear & noise.	12/30/2015 9:15 AM
6	I don't think the city has the right to tell us what or who. The city already has too much power over decisions that are non of their business. We don't need to be told every move we make. We're not stupid. you have no right.	12/30/2015 9:05 AM
7	1. Reduce heavy truck traffic on streets. 2. May reduce costs	12/30/2015 9:01 AM
8	We are handicapped & they provide valet service for both trash & recycling. Unable to haul cans. Excellent drivers & never have a cover open or can tipped over after pick up.	12/30/2015 8:58 AM
9	free world capitalism	12/28/2015 8:19 AM
10	It would help costs hopefully and our streets	12/24/2015 8:06 AM
11	I have had different haulers, liked this one the best, get a lot of my money back in points (for money towards coupons and discounts), I recently signed a two year contract where they remove two bulk items at no additional charge. Customer service is top rate and with Ace it was NOT. I also believe that the government keeps trying to take all of our choices away, we should be able to make this one. I am extremely unhappy with the idea that you pick for us and who buys out my contract? Who gives me my money off of my cub purchases? What company works for one person may not work for others.	12/23/2015 2:59 PM
12	People should be able to pick and choose who they do business with and having the government negotiate opens up the possibility of fraud and kick backs for government officials.	12/22/2015 7:55 AM
13	I very concern with what we would be charge.	12/20/2015 8:57 PM
14	Prefer to choose garbage hauler myself.	12/20/2015 7:31 PM
15	I feel very strongly that the service we receive (and the pricing) is a direct result of the competition between carriers. The carriers know we have a choice, so they go out of the their way to provide great service. Their trucks are getting lighter and more efficient all the time. If the roads that we spent \$25 million are were built correctly, the effect of the roads should be negligible. Having the trucks come down the street once a week does not bother me - probably helps keep our neighborhoods safer from crime. Capitalism works. Our city will not ultimately be better served by a single hauler.	12/20/2015 5:02 PM
16	loss of competition and low price and possible decline in service quality	12/20/2015 12:02 PM
17	Free will vs. Socialism	12/16/2015 8:36 PM
18	I want to decide which company to use. I also have the ability to renegotiate the price or switch companies if I feel the price is getting too high.	12/15/2015 2:37 PM
19	Saving our streets from many heavy trucks, less environmental polution	12/15/2015 2:28 PM
20	With the city's \$ 25+ million investment in our streets, I want to do everything possible to guarantee the life of these new streets, and reducing the number of garbage trucks traveling the streets weekly will help accomplish this goal. Also the city negotiating a rate on behalf of all residential property owners should result in a lower cost for all.	12/15/2015 9:54 AM
21	Not all haulers are very good...I want to choose the one that works for me as long as I am paying for a service.	12/15/2015 9:06 AM

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22	I don't think it is the city's responsibility to pick our trash hauler and we have no control over what prices will be negotiated not only now but in the future. This should be a homeowners decision, not the cities. The city is monopolizing this service which is wrong.	12/14/2015 7:49 PM
23	Freedom of choice	12/14/2015 6:59 PM
24	Competition equals lower prices for the consumer. Also, we don't want to be forced to use a company that supports discrimination (xenophobia, homophobia, racism, sexism, etc.) in any form and want the option to chose a different company if our current company is found to do so. For example, we use ACE - if ACE were to endorse Donald Trump of donate to his campaign, we'd jump ship in a heartbeat. We want the right to choose where our money goes, since our money could then be turned around and used against human rights initiatives.	12/14/2015 4:12 PM
25	Concern that reduction in competition would lead to rising cost.	12/14/2015 10:50 AM
26	the home owner knows much better what works for them than the city does. stay out of things you know nothing about	12/11/2015 3:12 PM
27	I really don't care who picks up my garbage as long as it doesn't become more expensive.	12/11/2015 10:31 AM
28	Better service and prices when there's competition	12/10/2015 2:20 PM
29	i think it should MY choice! NOT the cities	12/8/2015 6:48 PM
30	Reduced traffic, reduced pollution, more efficient, hopefully competitive rate.	12/8/2015 12:52 PM
31	Lower negotiated price. Less traffic on my road.	12/8/2015 11:11 AM
32	Once the residents cannot make their own choice, prices ALWAYS rise and loss of competition causes ambiguity of service, the company knows it has the residents hostage! Keep the free market option!	12/8/2015 3:34 AM
33	Less hauler traffic and noise	12/8/2015 12:22 AM
34	It's my choice and doesn't need to be made for me. Potential for monopolies. Where's the data that was collected proving how much the roads would benefit?	12/7/2015 9:01 PM
35	It's my house. I'll pay the company I select. If the city wants to select then I expect the city to pay the bill for the service.	12/7/2015 8:49 PM
36	like the freedom	12/7/2015 8:17 PM
37	I should have the right to choose my hauler, negotiate my rates, and change haulers at any time.	12/7/2015 6:20 PM
38	less trucks on the new improved roads	12/7/2015 12:26 PM