



Post Pilot Program Public Opinion Survey

SCS, along with our subcontractor **Wiese Research Associates**, developed a comprehensive **public opinion survey** for purposes of gauging the **attitudes** and **opinions** of residents who **participated** in the City's garbage and recycling cart **pilot program**. The Pilot Program ran November 2016 to April 2017 and tested a **modern, carted, and automated** collection system. Each home in the pilot program was **provided with a 96-gallon cart** for **combined garbage and yardwaste** collected weekly, and a **second 96-gallon cart** for **recyclables** collected every other week. Residents **could also request** an additional 96-gallon cart. Survey **questions** were **developed** and **refined** through City comment and beta testing, and the final **questions** were "scripted" for use in the **telephone survey** effort.

Overall Satisfaction With The New System Was Quite Positive.

One-half of the respondents indicated **"total" satisfaction** and **another roughly one-third** indicated being **"mostly" satisfied**. Conversely, only **6%** stated they were **"not at all" satisfied** and another **9%** **"only partly" satisfied** and less than **1%** **"not sure or can't say."**

One-Half
"Total"
Satisfaction



Prefer The New System To The Current City Program

If there was a final **"bottom line vote"** question in the survey, it would be: **Based on your experience** with the **pilot program**, **would you** strongly **favor** the City **moving to the new collection** system, moderately favor, be neutral, moderately oppose, or strongly oppose moving to the new system **compared to the former system?**



With **seven** out of **ten** (70%) replying **"strongly favor"** and **another 12%** **"moderately favoring"**, it is clear that an **overwhelming majority** of those experiencing the new system **prefer it** to the current system.

These **positive reactions** are **reinforced** by the fact that **over three-fourths** of all respondents rated the **new service** as **either much better** (56%) or **somewhat better** (21%) for their household **than the current system**.

Only about **one in every eight** participants felt the test program was somewhat (8%) or a lot (5%) **worse**.



To Take a Closer Look At A Few Components

In **ratings** of satisfaction with **various components** of the program, there was **generally satisfaction** present. **However**, especially for **a few components**, only partial or no satisfaction was **voiced** often enough to raise **some concerns**. Those aspects that **deserve attention** are:



Placement Of Both
Yardwaste And
Garbage
In The Same Container



Capacity Being Either
Less Or More
Than Needed

Where Am I going to Store?



Issues About
Storing The Two
Large Containers

Size Preferences

Garbage & YW **70%** Prefer 96-gal.

Garbage & YW **25%** Prefer 65-gal.

Recycling **63%** Prefer 96-gal.

Recycling **32%** Prefer 18-gal.

For Recycling

Recycling **75%** Prefer 96-gal. collected **every other week**, opposed to the current 18-gal. bin collected weekly.

6/10
Recycled More!

Six out of Ten said that they **recycled more** during the Pilot Program **than** they did **under** the **City's existing program**. **Resulting** in **more diversion** of these materials **away from** the **landfill** and **reduced** tipping **fees paid** by the City for disposal.



City of Omaha Solid Waste Future

Pilot Collection System

The City partnered with Waste Management, the current collection contractor, to pilot a modern, canted, and automated collection system. The pilot started in November 2016, included 2,500 residential customers, and concluded in April 2017. Homeowners in the pilot were provided two (2) 96-gal. carts, one for garbage and yardwaste picked up weekly, the other for recyclables picked up every other week. The pilot was an overwhelming success and 82% of respondents who participated in the pilot favor the City moving to this modernized collection system.



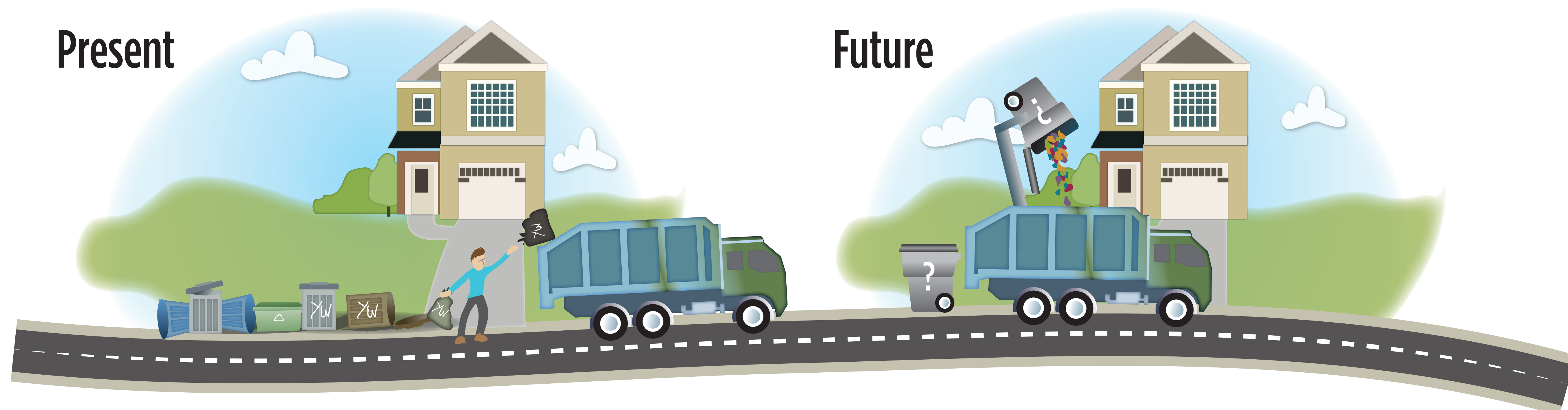
How Does This Compare?



Omaha's Next Collection Contract

Countdown to a new, MODERNIZED, solid waste collection contract begins now.

Mayor Jean Stothert supports a modern collection system, using covered, wheeled carts and alternative fueled trucks equipped with automated arms. As she stated in early 2016 and again in January 2017, prior to re-election, her "intent is to provide better services to the citizens of Omaha"



As the City Prepares a Request for Bid...

to select a future contractor to implement the new, MODERNIZED, solid waste collection system, how important are the following to you?

- Requirement for mandatory targets for use of alternative fuel vehicles.
- Requirement for contractor to provide smaller sized container to households with limited waste generation activity.
- For households that generate more garbage than the City-provided 96-gallon capacity, a requirement that the contractor provide a mechanism for households to purchase additional capacity direct from contractor.
- Additional?

Please Complete A Survey

