

## SCS ENGINEERS

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City of Omaha  
Public Works Department  
Mr. Robert G. Stubbe, P.E.  
Public Works Director  
1819 Farnam Street  
Omaha, NE 68183

Subject: Solid Waste Collections Public Opinion Survey Results  
City of Omaha, Nebraska

Mr. Stubbe:

SCS Engineers (SCS) appreciates the opportunity to provide this summary of results obtained from the public opinion survey conducted in the Fall of 2016. The scope of work and obtained results, summarized herein, were authorized August 9, 2016 as Amendment No. 1 to Council Resolution No. 799 which was approved June 7, 2016.

### SCOPE OF SERVICES

SCS, along with our subcontractor (Wiese Research Associates (WRA)), developed a comprehensive public opinion survey for purposes of gauging the attitudes and opinions of residents across the City as a whole. 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. A copy of the final script is included as **Attachment A**.

The originally contemplated sample size was set at 400 participants (n=400). Subsequent to approval of the agreement, the sample size was increased to 550 with the additional 150 participants selected from the areas within Omaha that are currently participating in the Waste Management Inc. / City of Omaha Pilot Study for carted and automated collections. The additional respondent interviews were included to establish a pre-Pilot Study baseline for the carted and automated collection participants which can 1) be used to compare to a likely post-Pilot Study survey and 2) provide for comparison of the Pilot Study population results to the broader City-wide results obtained.

Telephone surveys commenced October 26, 2016 and were completed by trained and experienced WRA interviewers from their central interviewing facilities. Pilot Study area respondent interviews were completed November 6, 2016, prior to commencement of carted and automated collections, and the City-wide respondent interviews were completed November 22, 2016. Participants for the survey were randomly selected using both household landlines and cellular lines and an effort was made to achieve a sample which was proportionately representative of households on a geographic basis by zip code.



## **SURVEY RESULTS**

The following subsections provide an overview of the survey results and are intended to provide the reader with potential inferences that seemed to surface from a researcher's perspective. It is important to note that nothing here is meant to be construed as a final conclusion or recommendation and there are always more factors to consider than just the findings from a single research study when decision-making is taking place.

### **General Knowledge and Awareness of Current Services**

Respondents are pretty familiar with garbage, recycling, and yard waste collection services currently provided by the City. This is not surprising since respondents by definition had to be familiar with their household's waste generation activities to participate in the survey. That said, less than half of the respondents were familiar with or aware of the City's recycling drop-off sites, bulky item drop-off program, household hazardous waste facility, and yard waste compost facility.

Regarding currently imposed limits on the amount of waste which can be placed out for collection, most respondents were aware that limits existed however, most did not know the exact limits. From a practical standpoint, this may be of little to no concern as very few respondents typically exceed the limits placed on garbage volumes.

Respondents are generally satisfied with the collections services provided by the City and any widespread dissatisfaction with the current system was not evident. Performance is not perfect by any means, but those less than generally satisfied tended to cite performance factors rather than dissatisfactions with the system itself.

Relatively fewer residents were dissatisfied with garbage service (about 1.0/10) than with recyclable collection (1.2/10) or yard waste collection (1.3/10). While there is certainly room for improvement and complete satisfaction is clearly not always present, a "ground swell" of dissatisfaction with the status quo does not appear to be present.

### **Garbage**

Most respondents use 32-gallon containers or a mix of containers and bags for their household garbage. Approximately half of respondents indicated that a single container meets their typical weekly volume of garbage generation. Adding a second container would meet the needs of more than 80% of respondents and a third container would suffice for about nine in every 10 households. If one is seeking to establish a logical "minimum" or base service level that includes the vast majority of all households, then results here suggest that three 32-gallon containers (or equivalent) would meet the needs of the vast majority of households.

### **Recycling**

Most respondents are satisfied with the 18-gallon recycling bin program with one out of four indicating they are dissatisfied. Those that are dissatisfied cite that the bins are too small, need a lid, or need to be more durable. Two bins would meet the weekly volume requirements for nine in 10 households with nearly two-thirds of the respondents requiring only one bin.

## **Yard Waste**

Most respondents (92%) place yard waste out at least on occasion. Very few respondents use containers only for yard waste with nine in 10 respondents using a combination of containers and bags.

Slightly more than half of the respondents indicated that they have at least once set out for collection more than six containers and/or bags of yard waste in the last year. A slightly larger percentage indicated that they would favor limits being placed on yard waste volumes similar to the limits placed on garbage.

Regarding co-collection and comingling of yard wastes, as currently allowed, it is readily apparent that this is a complex and somewhat controversial topic. Starting out with no added education about the situation, separating yard waste wins the vote over co-mingling by roughly a 2:1 ratio but with nearly a third of the households having no preference. As further information and background is added through the questioning series (e.g., landfill, gases captured, cost of separate truck route, Oma-Gro cost) there is a bit of a swing in favor of co-mingling, but not dramatically so. After all information has been provided, the ratio of separate preference to co-mingling dropped to about 3:2 but with more having no clear preference.

## **Possible New Collection Programs**

Respondents were provided a very basic introduction to the concept of Pay As You Throw (PAYT) which provides variable pricing based on the volume of services required. In general, reaction was mixed with an equal amount strongly in favor and strongly opposed to PAYT. Considering all responses (i.e. moderately favor or oppose), there does appear to be some basic support for this concept with favor versus oppose at about a 3:2 ratio.

Respondents were also provided a brief introduction to the concept of a carted and automated collections system similar to the Pilot Study currently underway. The vast majority felt that one 96-gallon container would be sufficient for their garbage (93%). Note this is consistent with a prior survey question where nine in 10 indicated three 32-gallon containers were sufficient for their needs. If more capacity was needed, specific to a possible future program, preferences were in favor of using one's own container or bags by a 2:1 ratio over a second 96-gallon cart. However, a majority seemed okay with requiring use of only 96-gallon cart(s) when informed of the extra cost involved with handling non-standard containers. While perceived to be sufficient by most for garbage, when considering co-collection of yard waste with garbage, nearly half the respondents have concerns that one container would not be enough. Considering a second 96-gallon container, some still have concerns about whether the volume will be sufficient for their needs and nearly four in 10 are at least somewhat concerned as to where they will store the 96-gallon carts.

With regard to recycling, the vast majority felt that one 96-gallon container would be sufficient for their recycling every other week (92%). This response was consistent with prior survey questions regarding the 18-gallon bins currently utilized and the number of containers set out weekly. Further, one in every four respondents indicated that they would anticipate recycling more than they currently do if the large 96-gallon cart was provided.

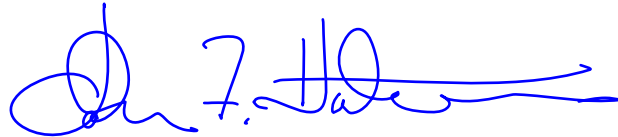
## CONCLUSION

SCS appreciates the opportunity to provide this summary letter report of the public opinion survey. As noted previously, the summary provided above of potential “inferences” is not meant to be construed as final conclusions or recommendations as there are always more factors to consider than the findings from a single research study when decision-making is taking place. Rather, the highlights are provided to assist the City (and others) with future decision making with regard to the current public attitudes on City provided waste collection services.

Sincerely,



Michael J. Miller, CHMM  
Vice President  
**SCS ENGINEERS**



John F. Hartwell, Ph.D., P.E.  
Senior Consultant  
**SCS ENGINEERS**

MJM/JFH

Attachments: Telephone Survey Script

**Attachment A**  
**Telephone Survey Script**

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**[INTRODUCTION]**

Hello, this is \_\_\_\_ with WRA Research, an independent research firm in Nebraska. We are conducting a study on behalf of the City of Omaha regarding garbage, recycling and yard waste services. Your opinions are important and will help the city decide how to handle these services in the future.

**(IF NECESSARY SAY:)** The survey should only take about 10 minutes.

**(INSERT STANDARD DISPOSITION CODES HERE)**

**XX (NOT AN OMAHA RESIDENT/DO NOT RECEIVE GARBAGE COLLECTION FROM CITY OF OMAHA)**

**[NOTE: ITEMS IN BOLD PARENTHESIS ARE NOT READ TO RESPONDENT, ONLY MARKED IF VOLUNTEERED BY THE RESPONDENT]**

SQ1A. This call might be recorded for quality control purposes only.

First to verify, do you receive garbage and recycling collection services from the City of Omaha provided by Deffenbaugh Industries (and is now part of Waste Management)?

**(OPEN-ENDED)**

- 1 Yes
- 2 No **(THANK & TERMINATE)**
- 3 **(DON'T KNOW) (THANK & TERMINATE)**

SQ1B. Is your household responsible for placing your garbage and recycling out for pickup, or do you live in an apartment or other type of housing where you are NOT responsible for placing garbage out for pickup?

**(OPEN-ENDED)**

- 1 Responsible for placing garbage out for pickup
- 2 Not responsible – live in apartment, condo, etc. **(THANK & TERMINATE)**
- 3 **(DON'T KNOW) (THANK & TERMINATE)**

SQ1C. And are you involved in or familiar with your household's garbage and recycling collection or would someone else in your household be more familiar?

**(OPEN-ENDED)**

- 1 Yes, respondent familiar
- 2 No, someone else familiar **(ASK TO SPEAK WITH THEM AND SET CALLBACK IF NOT AVAILABLE)**
- 3 **(DON'T KNOW) (THANK & TERMINATE)**

[WAS Q52] SQ1D. To make sure we have a representative sample, what is your zip code?

**(OPEN-ENDED)**

**(IF OUTSIDE CITY OF OMAHA OR DON'T KNOW/REFUSED, THANK & TERMINATE)**

SQ1E. In which of the following categories does your age fall?

**(READ RESPONSES)**

- 1 18-24
- 2 25-34
- 3 35-44
- 4 45-54
- 5 55-64
- 6 65-74
- 7 75 or older
- 8 **(REFUSED)**

SQ1F. Gender **(RECORD ONLY – DO NOT ASK)**  
**(OPEN-ENDED)**

- 1 Male
- 2 Female

SQ1G. Did you recently receive a letter from the city of Omaha informing you that your household has been selected to participate in a pilot program aimed at modernizing Omaha's waste collection system? Only some households are in this test program.

**(OPEN-ENDED)**

- 1 Yes
- 2 No
- 3 **(DON'T KNOW)**

2. Would you say you are Very Familiar, Somewhat Familiar, or Not At All Familiar with the following services currently provided by the City of Omaha?

**(ROTATE A-H)**

**(REPEAT RESPONSES AS NEEDED)**

- A Garbage collection
- B Recyclables collection
- C Yard waste collection
- D Bulky item disposal drop-off
- E Recyclables drop-off sites
- F “Under the Sink” facility for household hazardous waste
- G Yard waste compost facility
- H Oma-Gro compost sales

- 1 Very familiar
- 2 Somewhat familiar
- 3 Not at all familiar
- 4 **(REFUSED)**

3. When comparing the garbage, yard waste, and recycling services provided by the City of Omaha to those of other cities, do you think Omaha does a better job than most other cities, is worse than most other cities, or about the same?

**(REPEAT RESPONSES IF NEEDED)**

- 1 Omaha does a better job than most other cities
- 2 Is worse than most other cities
- 3 About the same as other cities
- 4 **(NO IDEA)**

4. Overall, how satisfied or dissatisfied are you with the following services currently provided by the City? Would you say you are VERY SATISFIED, SOMEWHAT SATISFIED, SOMEWHAT DISSATISFIED, or VERY DISSATISFIED?

**(ROTATE A-C)**

**(REPEAT RESPONSES IF NEEDED)**

**(IF CODES 3-4, ASK RESPECTIVE Q5 FOLLOW-UP IMMEDIATELY)**

- A Garbage collection
- B Yard waste collection
- C Recyclables collection

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 5 **(REFUSED)**

**(IF DISSATISFIED - CODES 3-4 IN Q4A-C, ASK RESPECTIVE Q5 IMMEDIATELY)**

5. What, specifically, are you dissatisfied with related to **(INSERT A-C AS APPLICABLE)**?  
**(OPEN-ENDED) (PROBE FOR SPECIFICS)**

- A Garbage collection
- B Yard waste collection
- C Recyclables collection

Now we have some questions about garbage collection services.

5D. Where does your household place garbage for collection, the curb, an alley, or a special collection location?

**(OPEN-ENDED)**

- 1 Curb
- 2 Alley
- 3 Special collection site or location
- 4 **(DON'T KNOW) (THANK & TERMINATE)**

6. The City requires household garbage to be in 32-gallon or smaller rigid containers or clear plastic bags prior to placement for collection. Do you use...

**(READ RESPONSES)**

- 1 All containers
- 2 All bags
- 3 Or some of each/it varies
- 4 **(NOT SURE)**

6A. Are you aware that the City limits the number of containers or bags allowed for garbage per week for each household?

**(OPEN-ENDED)**

- 1 Yes
- 2 No **(SKIP TO Q7)**
- 3 **(DON'T KNOW) (SKIP TO Q7)**

6B. What is the maximum number of containers or bags allowed per household for garbage, not counting recyclable containers?  
**(OPEN-ENDED) (IF RESPONDENT ASKS AFTER GIVING AN ANSWER, THE MAXIMUM ALLOWED IS 5 TOTAL CONTAINERS OR BAGS)**

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 6 Six
- 7 Seven or more
- 8 **(KNOW THERE'S A LIMIT, BUT DK #)**
- 9 **(UNAWARE LIMIT IS IN PLACE – CODES 2-3 IN Q6A)**

[WAS Q6] 7. We realize this may vary, but on average, how many containers or bags of household garbage, NOT including yard waste or recyclables, do you place out for collection EACH WEEK?  
**(OPEN-ENDED) (RECORD NUMBER OF GARBAGE CONTAINERS – DO NOT INCLUDE YARD WASTE OR RECYCLABLES IN THIS ESTIMATE)**

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five or more
- 6 **(NOT SURE/CAN'T SAY)**

7A. Are you aware that the City limits the weight on  
**(INSERT A-B)**  
**(OPEN-ENDED)**  
A The 32-gallon or less containers  
B The clear plastic bags

- 1 Yes
- 2 No
- 3 **(DON'T KNOW)**

**(IF Q7AA=1, ASK Q7B. OTHERWISE, SKIP TO Q7C)**

7B. What is the weight limit for the rigid 32 gallon or less containers?  
**(OPEN-ENDED-DO NOT READ RESPONSES!)**

- 1 Any reply under 45 lbs.
- 2 45 lbs.
- 3 Any reply over 45 lbs.
- 4 **(KNOW THERE'S A LIMIT, BUT DK #)**
- 5 **(UNAWARE LIMIT IS IN PLACE – CODES 2-3 IN Q7AA)**

**(IF Q7AB=1, ASK Q7C. OTHERWISE, SKIP TO Q7D)**

7C. What is the weight limit for the clear plastic bags?  
**(OPEN-ENDED-DO NOT READ RESPONSES!)**

- 1 Any reply under 30 lbs.
- 2 30 lbs.
- 3 Any reply over 30 lbs.
- 4 **(KNOW THERE'S A LIMIT, BUT DK #)**
- 5 **(UNAWARE LIMIT IS IN PLACE – CODES 2-3 IN Q7AB)**

**(IF Q7AA=1 OR Q7AB=1, ASK Q7D. OTHERWISE, SKIP TO INTRO BEFORE Q8)**

7D. Have you EVER had a container or bag tagged as overweight and not collected?  
**(OPEN-ENDED)**

- 1 Yes
- 2 No
- 3 **(DON'T KNOW)**

Now we have some questions about yard waste.

8. Do you, at least during certain times of the year, place yard waste, such as grass clippings and leaves, out for collection?  
**(OPEN-ENDED)**

- 1 Yes **(SKIP TO Q9A)**
- 2 No
- 3 **(DON'T KNOW) (SKIP TO Q9A)**



Q8A. How do you manage yard waste?

**(OPEN-ENDED)**

- 1 Let it lay
- 2 Mulch
- 3 Compost
- 96 Other **(SPECIFY:)**

**(ASK Q9A IF PLACE YARD WASTE OUT FOR COLLECTION, Q8=1 OR 3. OTHERWISE, SKIP TO Q11A)**

9A. During the season, do you typically place grass clippings out for collection?

**(OPEN-ENDED)**

- 1 Yes
- 2 No
- 3 **(DON'T KNOW)**

9B. And during the fall, do you typically place leaves out for collection?

**(OPEN-ENDED)**

- 1 Yes
- 2 No
- 3 **(DON'T KNOW)**

9C. Do you usually use all rigid containers, all paper bags, or a mix of both for your yard waste?

**(REPEAT RESPONSES IF NEEDED)**

- 1 All containers
- 2 All bags
- 3 Mix of both/it varies
- 4 **(NOT SURE)**

9D. During the season, how many bags or containers of yard waste do you typically place out each week for collection?

**(OPEN-ENDED) (RECORD #) (PROBE FOR BEST ESTIMATE)**

10. In the last 12 months – since last fall – what is the largest number of yard waste containers or bags you've put out for collection in any one week?

**(OPEN-ENDED)**

- 1 1
- 2 2-3
- 3 4-5
- 4 6-10
- 5 11-20
- 6 21 or more
- 7 **(NOT SURE)**

11A. Have you ever purchased Oma-Gro for use at your home?

**(OPEN-ENDED)**

- 1 Yes
- 2 No **(SKIP TO INTRO BEFORE Q13)**
- 3 **(DON'T KNOW) (SKIP TO INTRO BEFORE Q13)**

11B. Have you purchased Oma-Gro in bags, in bulk or both?

**(OPEN-ENDED)**

- 1 Bags
- 2 Bulk
- 3 Both
- 4 **(DON'T KNOW)**

11C. Have you purchased Oma-Gro from the following?

**(INSERT A-E)  
(OPEN-ENDED)**

- A Oma-Gro facility
- B Hardware store
- C Landscape retailer
- D Grocery store
- E Somewhere else **(SPECIFY:)**

11D. Do you prefer to buy Oma-Gro compost over other compost products available in the Omaha market?

**(OPEN-ENDED)**

- 1 Yes **(ASK Q11E)**
- 2 No **(SKIP TO INTRO BEFORE Q13)**
- 3 **(DON'T KNOW) (SKIP TO INTRO BEFORE Q13)**

Q11E Why do you prefer Oma-Gro?

**(OPEN-ENDED) (PROBE FOR SPECIFICS)**

**(Q12 OMITTED)**

Next we have some questions about the City's recycling program.

13. Overall, how satisfied or dissatisfied are you with the green 18-gallon bins used for the recycling program? Would you say you are...

**(READ RESPONSES)**

- 1 Very satisfied **(SKIP TO Q15)**
- 2 Somewhat satisfied **(SKIP TO Q15)**
- 3 Somewhat dissatisfied **(ASK Q14)**
- 4 Or, very dissatisfied **(ASK Q14)**
- 5 **(REFUSED) (SKIP TO Q15)**

14. Why are you dissatisfied with the recycling bins?

**(OPEN-ENDED) (PROBE FOR SPECIFICS)**

15. Which of the following best describes how often you set recycling materials out for collection?

**(READ RESPONSES)**

- 1 Every week
- 2 Most weeks, but not all
- 3 One or two weeks a month
- 4 Every few months
- 5 Hardly ever
- 6 Or you do not recycle at all **(SKIP TO Q19)**
- 7 **(DON'T KNOW)**

16. Unlike household garbage, which is limited to a maximum of five containers or bags per week, the City does not limit the number of recyclable containers that can be set out. On average, how many containers do you typically set out for recycling collection?

**(OPEN-ENDED)**

17. If you wanted or needed more recyclable containers, do you currently know how or where to obtain those containers?

**(OPEN-ENDED)**

1 Yes

2 No

3 **(DON'T KNOW)**

18. How often do you have recyclables litter outside of the bin in your yard or the street following pick up?

**(READ RESPONSES)**

1 Never

2 Rarely

3 Sometimes

4 Or often

5 **(DON'T KNOW)**

19. What changes, if any, to the current recycling program would you like the City to consider? What ideas do you have to improve the City's recycling program?

**(OPEN-ENDED) (PROBE FOR SPECIFICS)**

20. Are you aware that the City has five drop-off sites where residents can take recyclables in addition to curbside pick-up?

**(OPEN-ENDED)**

1 Yes

2 No **(SKIP TO Q23)**

3 **(DON'T KNOW) (SKIP TO Q23)**

21. Have you ever used any of these facilities?

**(OPEN-ENDED)**

1 Yes

2 No

3 **(DON'T KNOW)**

**(Q22 OMITTED)**

23. Are you aware the City offers a program for residents to dispose of bulky items such as auto parts, furniture, and appliances at reduced prices?

**(OPEN-ENDED)**

- 1 Yes
- 2 No **(SKIP TO INTRO BEFORE Q25A)**
- 3 **(DON'T KNOW) (SKIP TO INTRO BEFORE Q25A)**

24. In the last 5 years, how many times have you used this service?  
**(READ RESPONSES IF NEEDED TO CLARIFY)**

- 1 None
- 2 1-2
- 3 3-4
- 4 5 or more
- 5 **(DON'T KNOW)**

The City is currently evaluating possible changes to the waste collection program including garbage, yard waste, and recycling. These next few questions are to gather your opinions regarding some of these potential ideas.

**(ROTATE ASKING Q25A-E BEFORE Q25F AND Q25F BEFORE Q25A-E)**

25A. Since July 2015, yard waste has been co-collected and co-mingled in the same truck as household garbage. Previously, yard waste was collected separately from April through November. What is your preference? Do you **STRONGLY FAVOR** separate pick-up, **MODERATELY FAVOR**, **NEUTRAL** – either is fine, **MODERATELY FAVOR** combined pick-up, or **STRONGLY FAVOR** combined pick-up for garbage and yard waste?

**(REPEAT RESPONSES IF NEEDED)**

- 1 Strongly favor separate pick-up
- 2 Moderately favor separate pick-up
- 3 Neutral – either is fine
- 4 Moderately favor combined pick-up
- 5 Strongly favor combined pick-up
- 6 **(REFUSED)**

25B. When yard waste was picked-up separately, were you aware that garbage was taken to the landfill and yard waste was taken to a composting facility?

**(OPEN-ENDED)**

- 1 Yes **(SKIP TO Q25D)**
- 2 No
- 3 **(DON'T KNOW)**

25C. Knowing that the yard waste is now going to the landfill with garbage as opposed being composted, do you **STRONGLY FAVOR** separate pick-up, **MODERATELY FAVOR**, **NEUTRAL** – either is fine, **MODERATELY FAVOR** combined pick-up, or **STRONGLY FAVOR** combined pick-up for garbage and yard waste?

**(REPEAT RESPONSES IF NEEDED)**

- 1 Strongly favor separate pick-up
- 2 Moderately favor separate pick-up
- 3 Neutral – either is fine
- 4 Moderately favor combined pick-up
- 5 Strongly favor combined pick-up
- 6 **(REFUSED)**

25D. Prior to this survey, were you aware that the gas generated by disposed materials at the landfill, including yard waste, is captured and routed to an Omaha Public Power District facility where it is burned and turned into electricity for use by more than 4,000 homes?

**(OPEN-ENDED)**

- 1 Yes **(SKIP TO Q25F)**
- 2 No
- 3 **(DON'T KNOW)**

25E. Knowing that the gas generated at the landfill is used to produce electricity, would you say you **STRONGLY FAVOR** separate pick-up, **MODERATELY FAVOR**, **NEUTRAL** – either is fine, **MODERATELY FAVOR** combined pick-up, or **STRONGLY FAVOR** combined pick-up for garbage and yard waste?

**(REPEAT RESPONSES IF NEEDED)**

- 1 Strongly favor separate pick-up
- 2 Moderately favor separate pick-up
- 3 Neutral – either is fine
- 4 Moderately favor combined pick-up
- 5 Strongly favor combined pick-up
- 6 **(REFUSED)**

25F. Picking up yard waste separately requires more trucks and added costs for collection. That said, would you say you **STRONGLY FAVOR SEPARATE PICKUP**, **MODERATELY FAVOR**, **NEUTRAL** – EITHER IS FINE, **MODERATELY FAVOR COMBINED PICK-UP**, or **STRONGLY FAVOR COMBINED PICK-UP FOR GARBAGE AND YARD WASTE**?

**(REPEAT RESPONSES IF NEEDED)**

- 1 Strongly favor separate pick-up
- 2 Moderately favor separate pick-up
- 3 Neutral – either is fine
- 4 Moderately favor combined pick-up
- 5 Strongly favor combined pick-up
- 6 **(REFUSED)**

26. When the City collected yard waste separately, it was transported to a City-owned and operated facility where it was composted and turned into Oma-Gro – a compost product available for purchase by residents and commercial entities. Prior to this survey, were you aware that yard wastes were managed at a City-owned and operated facility?

**(OPEN-ENDED)**

- 1 Yes
- 2 No
- 3 **(DON'T KNOW)**

27. As you might know, the current yard waste program allows an unlimited number of containers or bags per household to be placed out for collection each week. Knowing that there is a significant cost associated with this service, do you think a reasonable limit should be placed on the number of yard waste containers or bags allowed to be set out for collection each week?

**(OPEN-ENDED)**

- 1 Yes
- 2 No
- 3 **(DON'T KNOW)**

28. Currently the City's costs to collect yard waste and produce Oma-Gro compost are greater than the revenues generated from selling the product by a substantial margin. Knowing this, do you prefer **SEPARATE PICKUP** and continuation of the City-subsidized Oma-Gro program, prefer **COMBINED PICK-UP** and elimination of the Oma-Gro program, or do you not have a preference?

**(REPEAT RESPONSES IF NEEDED)**

- 1 Prefer separate pick-up and continuation of Oma-Gro
- 2 Prefer combined pick-up and elimination of Oma-Gro
- 3 No Preference
- 4 **(REFUSED)**

Now for a few questions about a possible new program.

29A. Thinking about garbage collection, the city is considering providing households with 96-gallon wheeled carts that have hinged lids for garbage. The new carts would be picked up **WEEKLY** by trucks that have an automated arm, which eliminates the need for manual labor. Do you think the size of these new containers will be sufficient for your weekly garbage needs, **NOT** including yard waste or recyclables? That's equivalent to three of the current 32-gallon containers.

**(REPEAT RESPONSES AS NEEDED)**

- 1 Yes, new 96 gallon cart should be sufficient
- 2 No, one 96 gallon cart not enough
- 3 **(DON'T KNOW)**

29B. Which of the following would you prefer for “excess” garbage beyond one 96-gallon cart?

**(READ RESPONSES)**

- 1 A second 96-gallon wheeled cart
- 2 Or the use of your own 32-gallon rigid containers or clear plastic bags for excess garbage
- 3 **(EITHER ONE, NO PREFERENCE)**
- 4 **(NOT SURE)**

29C. Given the use of your own rigid containers or bags adds considerably to the cost of collection because it requires manual pick-up in lieu of automated pick-up, should the city REQUIRE the use of the 96-gallon carts for excess garbage?

**(OPEN-ENDED)**

- 1 Yes
- 2 No
- 3 **(DON'T KNOW)**

29D. Would a second 96-gallon cart be sufficient for your weekly household needs? Keep in mind this is for garbage only – no yard waste or recyclables.

**(OPEN-ENDED)**

- 1 Yes, two carts would be sufficient
- 2 No, not enough
- 3 **(DON'T KNOW)**

29E. If yard wastes are continued to be co-collected with garbage, do you think one 96-gallon cart will be sufficient for your WEEKLY household garbage AND yard waste needs? (not including recyclables)

**(REPEAT RESPONSES AS NEEDED)**

- 1 Yes, one 96 gallon cart should be sufficient **(SKIP TO Q30)**
- 2 No, one 96 gallon cart not enough
- 3 **(DON'T KNOW) (SKIP TO Q30)**

29F. Would a second 96-gallon cart be sufficient for your weekly household garbage AND yard waste needs?

**(OPEN-ENDED)**

1 Yes, a second cart would be sufficient

2 No, not enough

3 **(DON'T KNOW)**

30. Other cities that have moved to the 96-gallon carts successfully utilize a “pay as you throw” program to keep the costs down for those generating minimal waste. That is, households that require or request multiple carts are charged for the ADDITIONAL CART and volume of garbage collected. The average cost is approximated to be \$5 to \$10 per month for each additional 96-gallon cart. Do you STRONGLY FAVOR, MODERATELY FAVOR, MODERATELY OPPOSE, OR STRONGLY OPPOSE moving to this type of program in Omaha if the new 96-gallon cart approach was implemented?

**(REPEAT RESPONSES AS NEEDED)**

- 1 Strongly favor
- 2 Moderately favor
- 3 Moderately oppose
- 4 Strongly oppose
- 5 **(NOT SURE)**

31. Still thinking about the proposed 96-gallon wheeled carts, are you VERY, SOMEWHAT, or NOT AT ALL CONCERNED about where you would store this large of a cart?

**(REPEAT RESPONSES AS NEEDED)**

- 1 Very concerned
- 2 Somewhat concerned
- 3 Not at all concerned
- 4 **(NOT SURE)**

32. Instead of reverting back to separate yard waste collection at some point, the City is considering eliminating separate yard waste collections and the Oma-Gro Composting program entirely. Household garbage and yard waste would continue to be collected together and disposed of at the landfill. Would you STRONGLY FAVOR, MODERATELY FAVOR, MODERATELY OPPOSE, OR STRONGLY OPPOSE this option of no separate yard waste collection?

**(REPEAT RESPONSES AS NEEDED)**

- 1 Strongly favor
- 2 Moderately favor
- 3 Moderately oppose
- 4 Strongly oppose
- 5 **(NOT SURE)**

**(Q33 OMITTED)**

The next questions are about potential changes to the recycling program.

34. Would a city-provided 96-gallon wheeled cart with a hinged lid be more convenient for your recyclables storage and placement for collection compared to the current green 18-gallon bins? Would the cart be

**(READ RESPONSES)**

- 1 Far more convenient
- 2 Somewhat more convenient
- 3 About the same
- 4 Somewhat less convenient
- 5 Or far less convenient than the 18-gallon bins?
- 6 **(NOT SURE)**

35. If you were provided a larger wheeled cart with a hinged lid for recyclables, would you be inclined to recycle more than you do now or would the amount you recycle remain about the same?

**(REPEAT RESPONSES IF NEEDED)**

- 1 Yes, would recycle more
- 2 About the same amount
- 3 **(NOT SURE)**

36A. Would a 96-gallon wheeled cart with a lid that is picked up every OTHER week be sufficient for your recycling needs? Keep in mind that 96-gallons picked up every other week equates to picking up five of the current green 18-gallon bins every OTHER week.

**(REPEAT RESPONSES IF NEEDED)**

- 1 Yes, one 96 gallon cart should be sufficient **(SKIP TO Q37)**
- 2 No, one 96 gallon cart not enough
- 3 **(DON'T KNOW) (SKIP TO Q37)**

36B. Would a second 96-gallon cart be sufficient for your household needs? (for recycling pick-up every OTHER week)

**(OPEN-ENDED)**

- 1 Yes, two carts would be sufficient
- 2 No, not enough
- 3 **(DON'T KNOW)**

37. Providing recycling collection service reduces costs paid by the City for disposal at the landfill and a third party sorts and manages recyclables at no additional cost beyond incurred collection costs. Given the cost savings for keeping recyclables out of the landfill, would you say you STRONGLY FAVOR, MODERATELY FAVOR, MODERATELY OPPOSE or STRONGLY OPPOSE providing a second container for recyclables at

**(REPEAT RESPONSES IF NEEDED)**

- 1 Strongly favor
- 2 Moderately favor
- 3 Moderately oppose
- 4 Strongly oppose
- 5 **(NOT SURE)**

38. Please tell me if the following methods are a VERY GOOD WAY, AN OKAY WAY, or NOT A GOOD WAY of communicating with you about garbage, yard waste, and recycling services in Omaha?

**(ROTATE A-F)**

- A Automated telephone calls
- B Wasteline-dot-org website
- C Email
- D Facebook posts
- E Omaha World Herald – print or online
- F Mailed copy of Wasteline newsletter

**(TWITTER OMITTED)****(POST CARD OR LETTER OMITTED)**

- 1 Very good way
- 2 Okay way
- 3 Not a good way
- 4 **(DON'T KNOW)**

Now a few final questions for classification purposes only.

39. How long have you lived at your current address?

**(READ RESPONSES)**

- 1 Less than one year
- 2 One to three years
- 3 Four to five years
- 4 Six to 10 years
- 5 10 to 20 years
- 6 More than 20 years
- 7 **(REFUSED)**

40. Have you ever lived in another city where garbage collection services were different than they are in Omaha?

**(OPEN-ENDED)**

- 1 Yes
- 2 No
- 3 **(DON'T KNOW)**

41. Would your total household income, before taxes, for all persons in your household be under or over \$50,000 for one year?

**(OPEN-ENDED)**

**(IF UNDER, ASK:)** Under or over \$25,000

**(IF OVER, ASK:)** Under or over \$75,000

**(IF STILL OVER, ASK:)** Under or over \$100,000

- 1 Under \$25,000
- 2 \$25,000 to \$49,999
- 3 \$50,000 to \$74,999
- 4 \$75,000 to \$100,000
- 5 Over \$100,000
- 6 **(REFUSED)**

That concludes the interview. I just need to verify that I reached you at

**(INSERT PHONE NUMBER)**

**(IF NOT CORRECT, RECORD NUMBER:)**

In case my supervisor wants to verify I completed this survey, can I please have your first name?

**(RECORD NAME)**

Thanks so much for your time and opinions – have a great evening/day!

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