

CITY OF SACRAMENTO

SURVEY FOR THE RECYCLING AND SOLID WASTE DIVISION

FINAL DRAFT REPORT

JD FRANZ RESEARCH, INC.
Public Opinion and Marketing Research



QUESTIONS. ANSWERS. RESULTS.

Jennifer D. Franz, Ph.D.
President

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CONTENTS

I.	INTRODUCTION	1
II.	RESEARCH METHODS	4
III.	FINDINGS	8
IV.	CONCLUSIONS AND RECOMMENDATIONS.....	37
APPENDIX A: SURVEY INSTRUMENT		
APPENDIX B: DETAILED DATA TABULATIONS		
APPENDIX C: STATISTICALLY SIGNIFICANT CROSS-TABULATIONS		

I. INTRODUCTION

The research findings presented in this report derive from a survey of Sacramento residents who pay the City of Sacramento for recycling and solid waste collection. This survey was commissioned by the City and conducted by JD Franz Research, Inc. Encompassing 640 completed interviews, it was implemented between January 30 and February 19, 2019.

The primary purposes of the survey were four:

- To update the measurements of service satisfaction obtained from a similar survey conducted in 2014
- To update the City's understanding of whether those who pay for recycling and solid waste collection believe the present every-other-week recycling service is adequate
- To reexamine the extent to which those who pay for recycling and solid waste collection would be willing to pay an additional charge to return to weekly recycling collection
- To assess residents' satisfaction with the City's street sweeping service

Specific areas of inquiry were as follows:

- Awareness of City garbage, green waste, street sweeping, recycling, junk and e-waste pick-up, and dump coupon services
- Use of the free dump coupon
- Reasons for not using the coupon
- How residents find out on which days recycling will be picked up
- Awareness of various ways residents can find out when recycling is picked up and street sweeping takes place

- Adequacy of the City's recycling service
- Reasons for feeling the service is adequate
- Reasons for feeling the service is inadequate
- Among those who find the service inadequate, helpfulness of having another recycling can
- Reasons for feeling another recycling can would be helpful
- Reasons for feeling another recycling can would not be helpful
- Willingness to pay an additional \$1.20 per month for weekly recycling
- Willingness to pay an additional \$1.20 per month for weekly recycling knowing that overall recycling and solid waste rates are likely to increase by \$3.70 per month in 2019
- Assessments of the quality of the City's street sweeping
- Reasons for these assessments
- Extent to which residents have contacted the City about any aspect of their garbage or recycling collection
- Ways in which contacts were made
- Extent to which those who contacted the City received the information or assistance they needed
- Satisfaction with the City's services in terms of garbage, recycling, green or yard waste, street sweeping, and junk pick-up
- Reasons for dissatisfaction
- Ways in which residents get information about the City's garbage, recycling, and street sweeping services

- Respondent characteristics, including gender, home ownership status, age, ethnicity, and City Council District of residence

Following this Introduction, the report is divided into three additional sections.

Section II contains a detailed discussion of the **Research Methods** used in conducting the survey, while **Section III** presents and discusses **the Findings**.

Finally, **Section IV** contains the research firm's **Conclusions and Recommendations**.

For reference, there are also three appendices. **Appendix A** contains a copy of the **Survey Instrument** that was used in conducting the research, while **Appendix B** presents **Detailed Data Tabulations** for all of the survey questions. Finally, **Appendix C** includes **Statistically Significant Cross-Tabulations** of key survey questions by City Council District.

II. RESEARCH METHODS

Instrument Design

The survey instrument that was used in conducting this research was designed by the President of JD Franz Research in consultation with the Integrated Waste General Manager and the Community Outreach & Media Manager for the City's Recycling and Solid Waste Division. It was based to a considerable degree on a similar survey that was conducted in 2014, but with a number of changes. Revisions were made at several meetings over the years before a final draft was submitted to the call center for programming and pretesting.

The pretest was conducted among a random sample of 22 respondents selected in the same manner as the survey sample would be selected. As the pretest yielded no need for substantive modifications, interviewing commenced immediately thereafter.

Sample Selection

The sample for the survey was designed to be a comprehensive list of residential recycling and solid waste ratepayers who live in the City of Sacramento and who receive services from the City. It was compiled from three sources: the Recycling and Solid Waste Division's Customer Information System or billing database; contact information from the City's 311 call center for property owners who had made inquiries about recycling and solid waste services in the preceding 12 months; and phone matching sourced from Survey Sampling International, one of the nation's leading survey sampling firms.

When the data from all three of these sources were combined, they yielded 124,138 records, of which 89,585 (72 percent) contained one or more phone numbers. Because this percentage of available phone numbers is fairly high,

and as there were no additional sources of telephone number information available, this database was deemed adequate as a sampling frame for the survey.

Interviewer Training

All of the interviewers who conducted the survey had undergone intensive training and briefing prior to conducting any actual interviews. Training included instruction in interviewing techniques, orientation to the mechanics of sample selection and recording, use of Computer Assisted Telephone Interviewing (CATI) software, and extensive practice with survey instruments as well as with a systematic approach to answering respondents' inquiries.

Survey Implementation

Interviewing for the survey was conducted from the centralized, CATI-equipped, and fully monitored facility at Pacific Market Research near Seattle, Washington under the ongoing oversight of full-time supervisors. Immediately upon completion of each interview, a supervisor checked it for accuracy, clarity, and completeness. In the event there were problems, respondents were called back for clarification or amplification.

In order to ensure that working people were adequately represented in the survey, calling took place only during the evening hours (5:00 to 9:00 p.m. Monday through Friday) and on weekends (10 a.m. to 6 p.m. on Saturdays and Sundays). Up to four attempts were made to reach each potential respondent.

A total of 640 interviews were completed: 80 in each City Council District. Given a sample of this size, the overall margin of error for the survey at the 95 percent confidence level is ± 3.9 percent. The margin of error for each City Council District is approximately ± 11 percent.

The cooperation rate for the survey was 81 percent. This rate suggests an extremely high level either of willingness to provide assistance to the City, of interest in the survey itself, or both.

Data Coding, Tabulation, and Analysis

Coding of the survey's closed-ended questions was accomplished by the interviewers as they conducted the interviews. Coding of the survey's open-ended questions was then undertaken in three stages.

First, the research firm's Vice President and Data Analysis Manager along with the Data Collection Consultant reviewed a ten percent random sample of the answers to each of the questions in order to develop a series of codebooks for new open-ended questions. For open-ended questions that had been asked previously, the existing codebooks were simply adopted.

The two key coding staff then used the codebooks to code as many of the survey's open-ended responses as possible, setting aside any answers that failed to conform to the coding schemes for the possible addition of new codes. Once all of the interviews that failed to conform to the previously established coding schemes had been identified, the team reviewed the uncoded answers and added new codes as appropriate. This approach ensures that there are minimal percentages of "other" responses to the open-ended questions.

The resulting data were then exported into the data analytic software SPSS for Windows, and preliminary tabulations were reviewed manually to check for errors. Finally, clean data tabulations and data analyses were prepared using SPSS for Windows.

In order to determine whether opinions on key survey topics vary by City Council District, seven questions were cross-tabulated by District. These questions were as follows:

- Adequacy of the City's recycling service (Question 6)
- Helpfulness of having another recycling can (Question 9)
- Willingness to pay an additional \$1.20 per month for weekly recycling pick-up (Question 12)
- Willingness to pay an additional \$1.20 per month for weekly recycling pick-up knowing that overall rates are likely to increase by approximately \$3.70 a month in 2019 (Question 13)
- Assessments of the quality of the City's street sweeping (Question 14)
- Extent to which residents have contacted the City about any aspect of their garbage or recycling collection (Question 16)
- Satisfaction with the City's services in terms of garbage, recycling, green or yard waste, street sweeping, and junk pick-up (Question 19)

The two findings from these analyses that are statistically significant ($p < .05$) are discussed in conjunction with the applicable questions in the following section. Detailed crosstabulation data are presented in Appendix C.

III. FINDINGS

Findings from the survey are presented here in the same order in which the questions were posed to respondents. Readers who are interested in the precise phrasing of the inquiries are invited to consult the copy of the survey instrument that can be found in Appendix A.

Awareness and Use of Recycling and Solid Waste Collection Services

As shown in **Figure 1**, strong majorities of residents are aware of most of the recycling and solid waste services provided by the City. The only two services that are recognizable to less than half of residents are street sweeping and the annual provision of a free dump coupon. Most likely to be recognized are the weekly collection of household garbage, the every-other-week collection of recycling, and the weekly pick-up of green waste in cans.

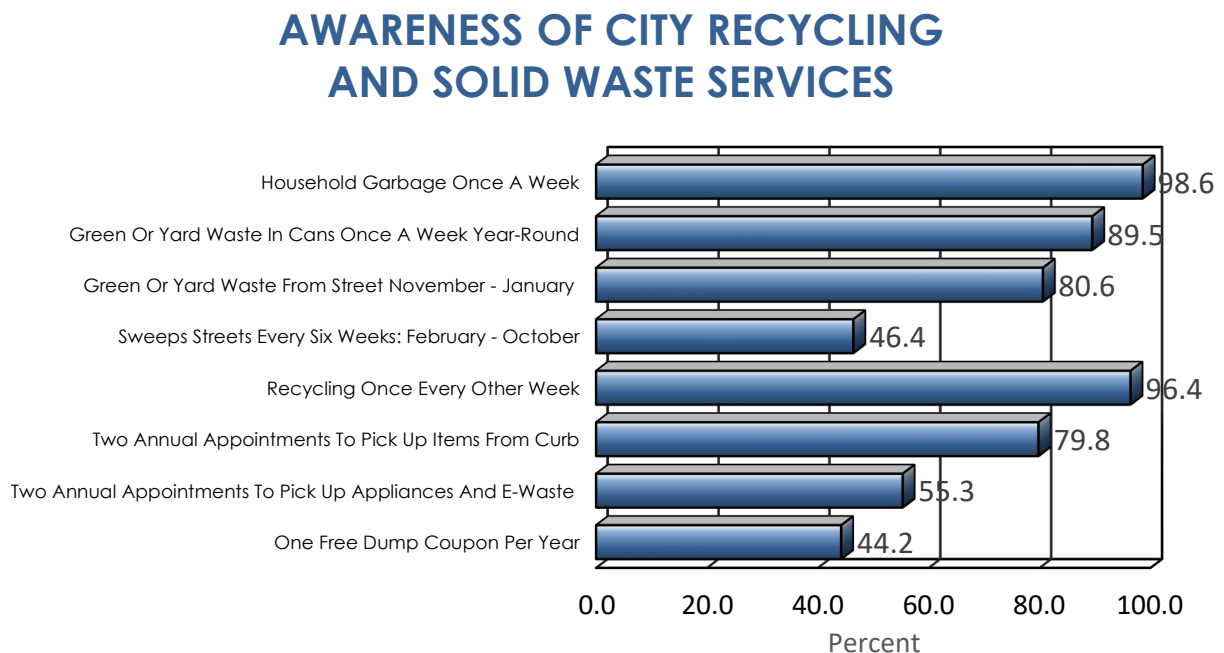


Figure 1

As **Figure 2** illustrates, only about one in five households have used their free dump coupon. Reasons for not using the coupons are presented in **Table 1**. Chief among them are not knowing about the coupon and not having anything that needs to be dumped.

USE OF THE FREE DUMP COUPON

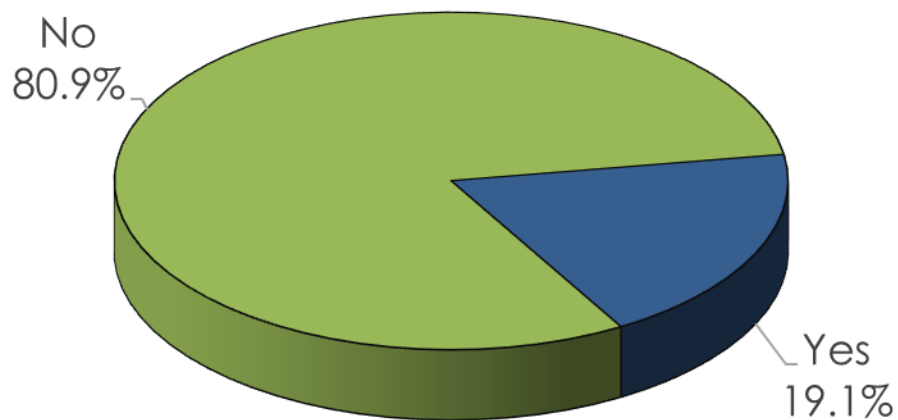


Figure 2

Table 1

REASONS FOR NOT USING THE FREE DUMP COUPON

	Frequency	Percent
I Didn't Know About The Coupon/Never Heard Of It/Wasn't Aware Of It	264	51.0
I Don't Have Anything To Dump/I Don't Have Anything To Take	123	23.7
I Don't Think I Ever Received The Coupon/I Don't Remember Seeing The Coupon	35	6.8
I Don't Have A Truck/I Don't Have Transportation	12	2.3
I Take Advantage Of The Free Curbside Service/The Street Pickups	11	2.1
I Just Moved To The Area Recently	10	1.9
Our Household Uses Junk Appointments	7	1.4
I Forgot About Them	6	1.2
I Made Dump Runs Myself/I Take It To the Dump Myself	5	1.0
I Have A Medical Condition	3	.6
I Asked For The Coupon And Never Received It	3	.6
Never Seen It	3	.6
The Location For The Coupon Is Too Far From My House	3	.6
Never Thought About it	2	.4
We Have More Recycling Than Garbage	2	.4
Other	76	14.7
Don't Know	10	1.9
Refused/No Comment	1	.2

Ways in Which Residents Learn About the Timing of Services

Table 2 depicts the ways in which residents find out on which days recycling is going to be picked up. Most likely to be mentioned are noticing when neighbors put their cans out, checking the calendar the City mails out, just knowing the schedule, and the calendar on the City's 311 website.

Table 2 HOW RESIDENTS FIND OUT ON WHICH DAYS RECYCLING IS GOING TO BE PICKED UP		
	Frequency	Percent
I Notice When The Neighbors Put Their Recycling Cans Out/Follow The Neighbors	134	20.9
From The Calendar That Is Sent Out/The City Mails An Annual Calendar	123	19.2
I Already Know The Schedule/I Just Know/I Remember The Schedule/The Schedule Has Been The Same	116	18.1
A Calendar On The City's Website/311 Website	90	14.1
A Booklet That Is Sent Out/A Booklet That Comes In The Mail	40	6.3
A Mail Insert	32	5.0
I Receive Reminder Text Alerts	31	4.8
A Flyer In The Bill	23	3.6
311/I Call The 311 Line	17	2.7
We Receive An Email/A Reminder Email	16	2.5
The City Sends Out A Card With The Schedule	14	2.2
I Just Keep Track Of It	13	2.0
Ask The Neighbors	11	1.7
I Marked My Calendar/We Write It On A Calendar	10	1.6
My Husband Knows/My Husband Keeps Track Of It/My Wife Knows/My Wife Keeps Track Of It	9	1.4
A Cellphone Reminder	7	1.1
It Is Picked Up On The Opposite Week Of The Trash, On The Same Day	7	1.1
My Landlord Lets Me Know/My Landlord Told Me	6	.9
The City Sent A Letter	6	.9
I Googled It/I Searched Google	5	.8
Someone In My House Tells Me/I Ask Someone In The House	4	.6
The Schedule Is On A Magnet They Gave Us	2	.3
I Don't Recycle	2	.3
Other	60	9.4
Don't Know	8	1.3

Figure 3 portrays residents' answers when they were asked about their awareness of various information sources relative to the timing of recycling pick-up and street sweeping. The only information source of which the majority of residents are aware is the schedule in the printed calendar the City mails every year. Least likely to be familiar are text alerts and emails from the City.

AWARENESS OF VARIOUS SOURCES OF INFORMATION ABOUT THE DAYS RECYCLING IS PICKED UP AND STREET SWEEPING TAKES PLACE

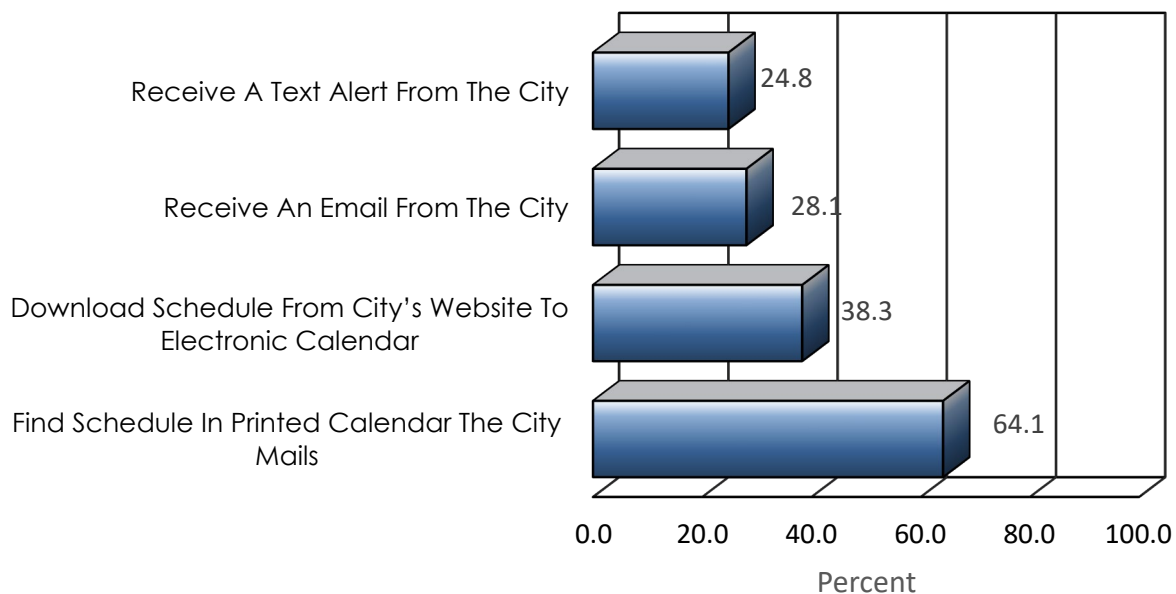


Figure 3

Adequacy of the Recycling Service

Figure 4 demonstrates that just about half of residents feel it is completely adequate to have recycling picked up every other week. In addition, slightly over quarter feel this is somewhat adequate. When these figures are summed, they somewhat over three-quarters (78 percent), which is highly similar to the three-quarters (75 percent) found in 2014. Differences among City Council districts on this measure are not statistically significant.

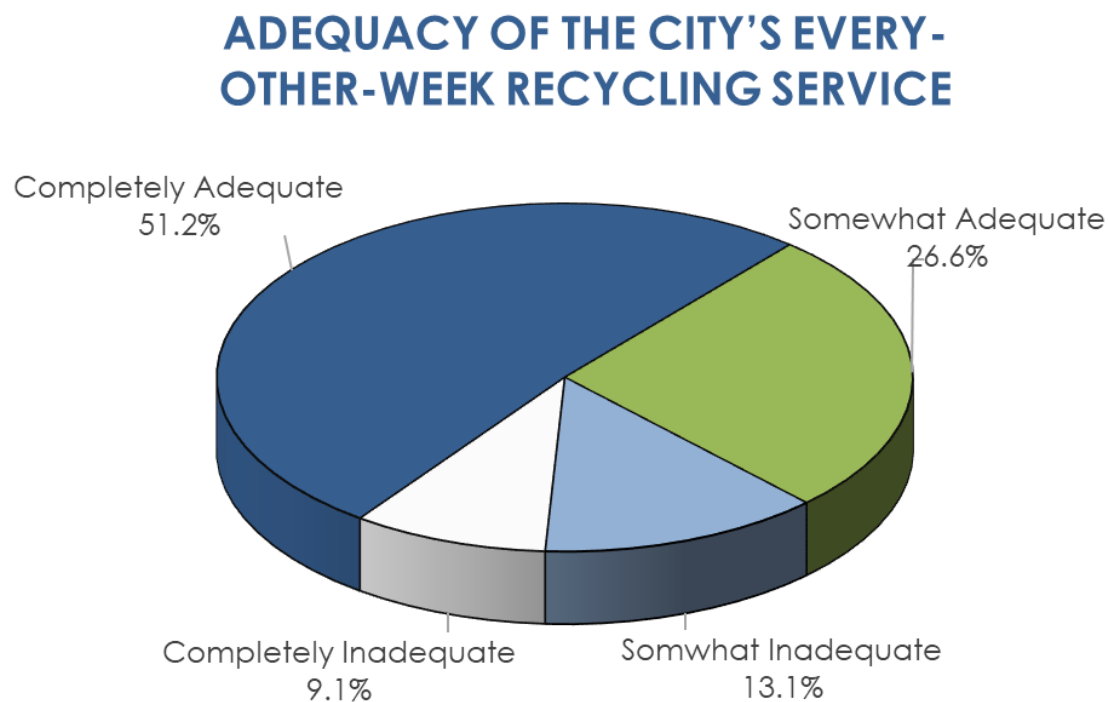


Figure 4

Reasons for feeling that the once-every-other-week recycling pick-up is completely or somewhat adequate are presented in [Table 3](#). Most prominent among these reasons are that every other week is either enough, fine or perfect, not having very much recycling, and not even filling one's can even every other week.

Table 3 REASONS FOR FEELING THE SERVICE IS ADEQUATE		
	Frequency	Percent
Every Other Week Is Just Fine/Every Other Week Is Enough For My Household/Every Two Weeks Is Okay/The Frequency Is Fine/It's Perfect How It Is At The Moment At Every Other Week	86	17.3
I Have A Little Bit Of Recycling/I Don't Have Very Much To Recycle, Just Paper/I Don't Collect That Much	59	11.8
I Don't Fill It Up Within Two Weeks Most Of The Time/I Don't Fill My Can Every Week, So I Don't Need Service Every Week/I Don't Think We Would Have Enough To Do It Every Week	59	11.8
I Liked It When It Was Every Week/I Feel Like The Recycling Should Be Every Week/I Guess I Would Much Rather Bring Out Recycling Every Week	40	8.0
I Don't Have Any Problems/Everything Seems To Be Going Okay/We Have No Complaints About The Service	38	7.6
Most People Fill It Up Every Two Weeks/That's How Long It Takes To Fill Up The Bin/That Is When The Bin Is Filled Up/That's Just About How Often It Takes To Fill Up The Cans/It Takes Two Weeks To Fill The Cans	35	7.0
Sometimes It's Hard To Stuff All That In The Cans/ I Can't Put Everything In The Can, So I Have To Wait/It's Full All The Time And It Gets Overfilled/It Piles Up/Sometimes I Have Too Much For Every Other Week	33	6.6
Certain Times Of The Year We Have More Recycling Than Others/Sometimes I Have More Recycling Than I Do Other Weeks	32	6.4
I Have A Large Receptacle/The Bins Are Really Large/The Can Is Big Enough/The Recycling Bin Is Plenty Big Enough/The Can Is Large Enough For What My House Uses	18	3.6
I Have A Small Family/It's Only Two Of Us In The Family/It's A Small Household/There Are Only Three Of Us	17	3.4

Table 3

REASONS FOR FEELING THE SERVICE IS ADEQUATE

	Frequency	Percent
Based On Me Being An Individual It Is Completely Adequate/Every Other Week Is Adequate, I'm By Myself/It Fits My Needs, I Live By Myself	12	2.4
I Can Do It Every Other Week Without Overflowing/I Never Seem To Have A Problem With It Being Overfilled/The Can Is Never Overflowing	11	2.2
We Recycle More Than Our Actual Garbage/We Have More Recycling Than Garbage/Most Of The Things We Use Are Recyclables And Not Garbage	11	2.2
I Put Out Everything That I Need Put Out/ Everything That's Going To Go, Goes/I Fill The Can Up When It's Time To Go Out	11	2.2
There Is No Point For Them To Pick Up A Half Full Bin/It Only Fills Halfway Every Other Week	10	2.0
I Only Put It Out Every Other Time And That's All I Need/I Only Put Mine Out Once A Month/Maybe Once A Month Would Do	9	1.8
They Keep Changing What We Can Put Inside Our Cans/ I Am Confused As To What All They Are Willing To Take/Let People Know What To Recycle And What Not Do/I Don't Know What They Pick Up/You Should Pick Up More Stuff Like Plastics	9	1.8
Sometimes We Have To Put Some Of The Recycling In The Trash Because It Only Comes Every Other Week Now/Sometime I Throw Recyclables In The Garbage/Sometimes It Gets Filled Fast And We Can't Put Anymore In It, So We Trash It	6	1.2
I've Tried Having Recycling Every Week, But They Would Charge More/If They Were To Come By Every Week It Would Probably Be Too Expensive	4	.8
I Have A Lot Of Garbage To Be Picked Up/There Is More Garbage Than Recycling	3	.6
We Recycle Cans And Plastic At The Recycle Center Ourselves/We Recycle Our Own Cans And Waters/We Take It To A Recycle Center To Get Money For It	3	.6
Sometimes They Miss Us/Sometimes They Are Not Here	3	.6
The Combination Is Completely Adequate, My Neighbors Never Fill Up Their Bins Entirely/In Our Neighborhood If Somebody Has Too Much, They Borrow Their Neighbor's	2	.4

Table 3

REASONS FOR FEELING THE SERVICE IS ADEQUATE

	Frequency	Percent
Sometimes My Neighbor And I Have To Share When There's A Lot/I Am Using My Neighbor's Can To Recycle	2	.4
I Take It Out Every Six Weeks/I Only Put It Out About Once Every Six Weeks	1	.2
I Don't Really Recycle/I Don't Recycle Anything	1	.2
Sometimes Hard To Remember Which Week Is Ours/We Just Don't Remember What Week It Gets Picked Up	1	.2
The Bins Aren't Big Enough/We Might Need A Bigger Bin/We Do A Lot Of Recycling And We Could Use A Bigger Barrel	1	.2
People Steal Stuff Out Of It/When We Put Out Recycle Bins, I Sometimes See People Go Through It/Many People Don't Put Out Much Recycling Because Scavengers Pick Through It/In Our Neighborhood They Have People Taking Things Out Of Our Recycle Bin	1	.2
I Think That It Is A Waste That Both Trucks Come Every Week/We Don't Need Extra Trucks On The Road, We Already Pay Them Too Much Money/A Waste Of Time To Have The Service Come Every Week	1	.2
Other	53	10.6
None/Nothing	1	.2
Don't Know	9	1.8

Reasons for feeling that the once-every-other-week recycling pick-up is completely or somewhat inadequate are displayed in **Table 4**. By far the most prominent response is that people's recycling cans are filled every week. This is followed by having more recycling than garbage.

Table 4 REASONS FOR FEELING THE SERVICE IS INADEQUATE		
	Frequency	Percent
My Bin Is Full Every Week/I Always Have More And I Could Use It Every Week/I Have A Lot Of Recycling/It Should Be Picked Up Every Week	75	52.8
I Have More Recycling Stuff Week To Week Than I Have Garbage/I Produce More Recycling Than I Produce Garbage	27	19.0
Sometimes I Have To Put My Recycling Into The Garbage/I Try To Recycle As Much As I Can And Some Of It Has To Go To The Garbage/I Can Fill The Can Every Week So Some Of My Recycling Ends Up In The Garbage Can And It's Wasting A Lot Of Recycling Material	17	12.0
Everything We Buy Comes In Packages/Everyone Orders Off Of Amazon/Online Shopping And We Have A Lot Of Boxes	11	7.7
We Can't Fit Everything In One Can, We Have Most Of Our Recycling In Our Garage/By The Time It's Our Time To Pick Up Recycling, I Have Another Can Full In The Garage	6	4.2
I Am Still Paying The Same As I Was When They Picked It Up Every Week/I'm Being Charged The Same Price I Was When It Was Being Picked Up Every Week/I'm Paying For A Service And It Cost The Same When It Was Every Week And Now It Is Every Other Week/I Feeling Like I Am Paying And Not Getting Full Value	5	3.5
We Would Like It Weekly, Especially Around Christmas/During Christmas We Have Extra Boxes To Recycle/During The Holidays, I Have To Put Some Of That Recycling In My Garage	4	2.8
I'm Sure The City Wants To And Should Encourage Recycling/I Think If The City Wants Us To Recycle, They Should Pick It Up Every Week/If The City Is Trying To Promote Recycling Why Are They Picking Up Every Other Week?/The Schedule Is Inadequate And It Doesn't Make People Recycle More/If You Want Us To Be Green You Should Pick It Up More Often	3	2.1

Table 4

REASONS FOR FEELING THE SERVICE IS INADEQUATE

	Frequency	Percent
If You Leave Something Out It Invites More Thieves/The Homeless Steal All The Aluminum, And When The City Comes By It Is Not There/People Steal The Recycling Out Of The Can/If You Leave It On The Side Of The House For More Than A Week, People Steal Recycling And Steal From Our House At The Same Time	3	2.1
I Have A Big Family/For People That Live In Larger Households I'm Sure It Is Inadequate/I Have Six Kids And It Fills Up Very Fast	2	1.4
It's Hard To Recall What Week It Is/It's Too Complicated To Remember Which Week It Will Stop By/It's Too Easy To Make A Mistake And Miss It/It's So Confusing, I Don't Know What Days Are Recycling Or Not	2	1.4
We End Up Putting Our Recycling In Our Neighbor's Bin/Now I Have To Use Other People's Containers	2	1.4
The Recycling Cans Are Sometimes Overflowing In My Neighborhood/I Have Seen Some Cans That Will Stuff Up And It's Unsightly	2	1.4
I Don't Have That Much/I Don't Produce That Much Recycling To Fill Up The Recycle Bin Every Other Week/I Could Probably Really Get Away With It Once Every Other Month So Why Should I Be Forced To Pay For It	2	1.4
Sometimes You Might Not Be Able To Get It Out There And Now You're Stuck With Waiting Up To Three Weeks/We Travel A Lot And If We Miss One, It's A Month, And If You Miss Two, It's Six Weeks	1	.7
We Ordered The Second Can/I Ordered Another Can So It Doesn't Overstuff/I'm Considering Getting A Third Can	1	.7
Other	16	11.3

Helpfulness of Having Another Recycling Can

Figure 5 indicates that the majority of those who find the every-other-week recycling service completely or somewhat inadequate would not find it helpful to have another recycling can. About a third, however, would.

HELPFULNESS OF HAVING ANOTHER RECYCLING CAN Residents Who Find The Service Inadequate

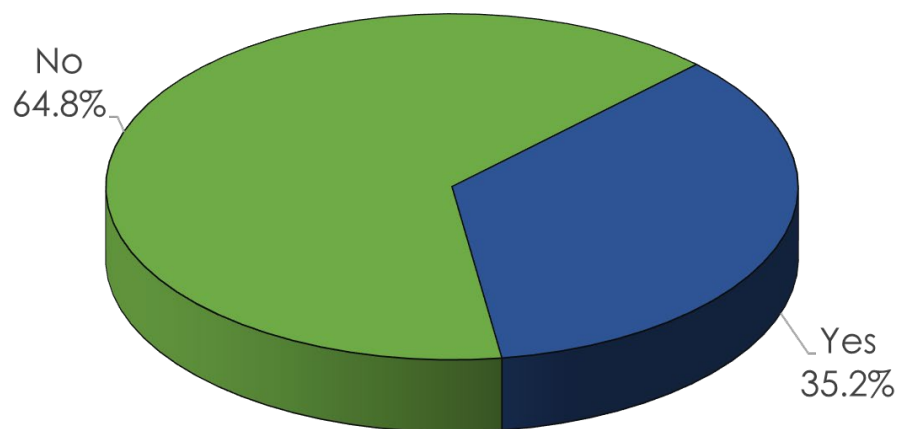


Figure 5

Figure 6 portrays the results from this question for all residents. As this graphic demonstrates, fewer than one in ten residents overall (8 percent) would find it helpful to have another can.

HELPFULNESS OF HAVING ANOTHER RECYCLING CAN

All Residents

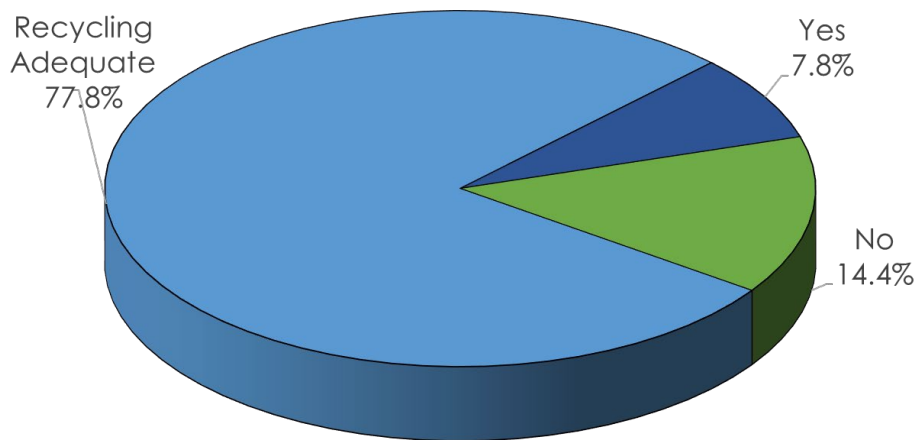


Figure 6

Reasons for finding it helpful to have another recycling can are depicted in **Table 5**. The most prominent reason is having either a considerable amount of or too much recycling.

Table 5		
REASONS ANOTHER RECYCLING CAN WOULD BE HELPFUL		
	Frequency	Percent
I Have A Lot Of Recyclables/I Have Too Much Recycling	15	30.0
I Do Not Have Enough Room And Have To Put It In The Garbage Can	3	6.0
The Recycles Fills Up In One Week	3	6.0
For The Overflow	3	6.0
I Have More Recycling Than I Do Trash	3	6.0
I Usually Fill One Up Fast	2	4.0
Especially For Cardboard	2	4.0
Other	29	58.0

Reasons for believing that having another recycling can would not be helpful are portrayed in **Table 6**. Leading here is not having enough room for the can. This is followed by preferring to have weekly pick-up.

Table 6		
REASONS ANOTHER RECYCLING CAN WOULD NOT BE HELPFUL		
	Frequency	Percent
It Takes Up Too Much Space/Bulky – No Room	31	33.7
I Would Rather Have It Picked Up Every Week/Prefer To Have Recycling Picked Up Weekly	15	16.3
I Don't Need Another One	10	10.9
I'm Going To Have To Pay Extra For Another Can	10	10.9
I Don't Have Enough Recycling For Another Can/I Don't Recycle That Much	9	9.8
I Already Have Three Cans	6	6.5
I Already Have Two Cans	3	3.3
One Is Enough	3	3.3
I Have The Largest Can Already	2	2.2
Too Many Cans	2	2.2
Other	13	14.1

Willingness to Pay More for Weekly Recycling Service

As illustrated in **Figure 7**, about six in ten residents would not be willing to pay an additional \$1.20 per month to have their recycling picked up once a week. A third, however, would.

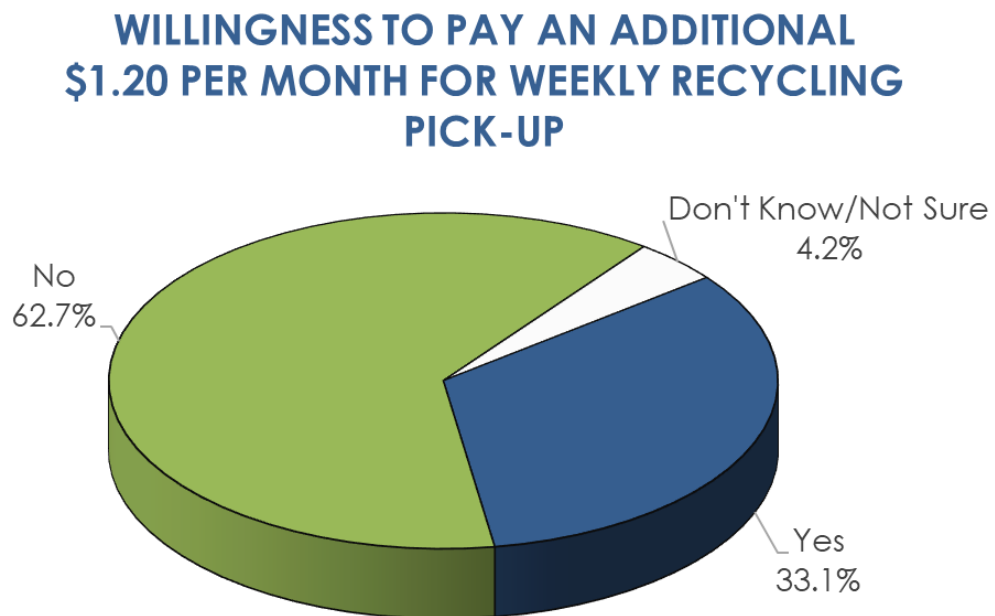


Figure 7

Differences on this measure among City Council districts are statistically significant ($p=.00$). Willingness ranges from a low of fewer than one in five (15 percent) in District 7 to highs of more than two in five (43 and 44 percent, respectively) in Districts 1 and 4. In no district, however, is the majority of residents willing to pay more for weekly recycling.

Table 7 WILLINGNESS TO PAY MORE FOR WEEKLY RECYCLING SERVICE BY CITY COUNCIL DISTRICT	
	Percent Yes
District 1	42.5
District 2	31.3
District 3	36.3
District 4	43.8
District 5	40.0
District 6	38.8
District 7	15.0
District 8	17.5

Among those who would be willing to pay the additional \$1.20, as portrayed in **Figure 8**, about three-quarters would be still willing to do so knowing that overall solid waste rates are likely to increase by approximately \$3.70 a month in 2019. This represents a quarter of all residents (25 percent).

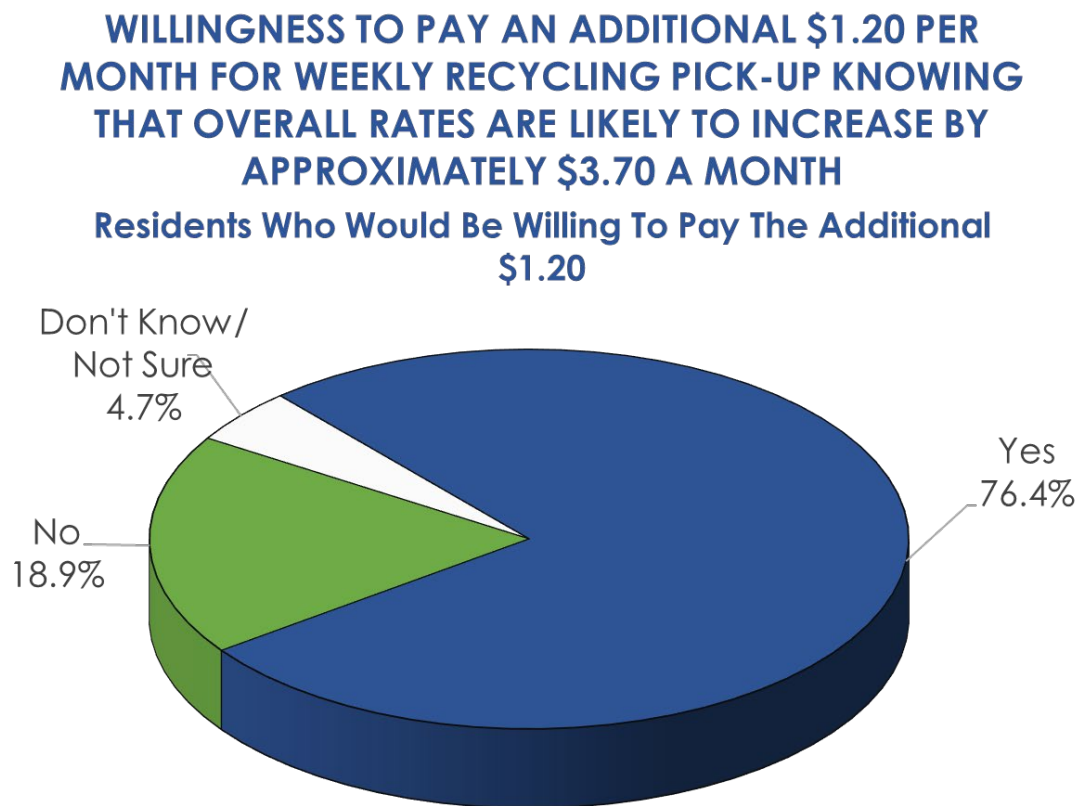


Figure 8

Figure 9 presents willingness to pay the additional \$1.20 for weekly recycling among all respondents, including those who had already indicated in the preceding question that they would not be willing to pay any more for this service. As this graphic indicates, only a quarter of respondents (25 percent) would be willing to pay more regardless of information.

**WILLINGNESS TO PAY AN ADDITIONAL \$1.20 PER
MONTH FOR WEEKLY RECYCLING PICK-UP KNOWING
THAT OVERALL RATES ARE LIKELY TO INCREASE BY
APPROXIMATELY \$3.70 A MONTH**

All Residents

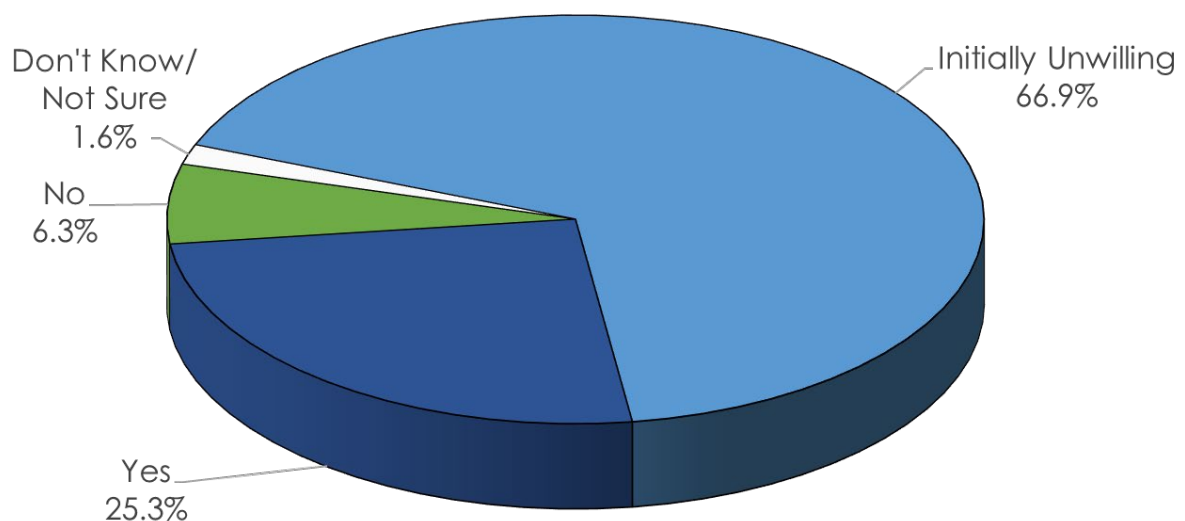


Figure 9

Street Sweeping Performance

As depicted in **Figure 10**, only somewhat over one in ten residents feel the City does an excellent job of sweeping the streets in their area. In addition, close to a third feel the City does a good job in this regard. When these figures are summed, they total about two-fifths (44 percent). An equal proportion (44 percent) view the City's street sweeping performance as being fair or poor.

ASSESSMENTS OF THE QUALITY OF STREET SWEEPING

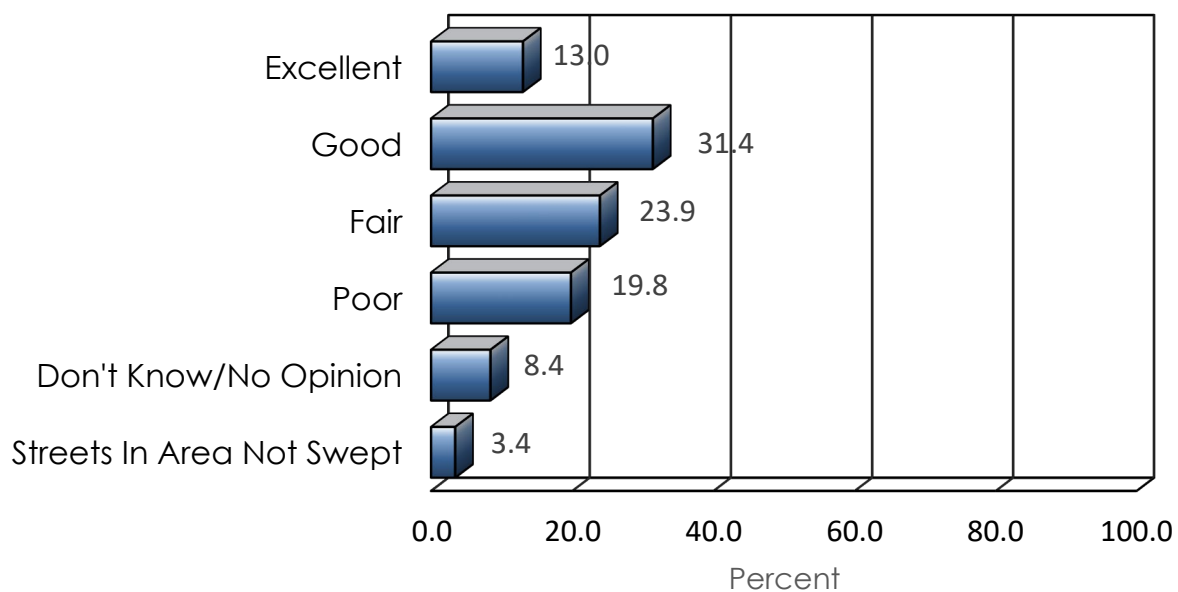


Figure 10

Differences on this measure by City Council District are statistically significant ($p=.02$). Excellent and good ratings range from a low of one in three (33 percent) in District 2 to a high of more than half (59 percent) in District 1.

Table 8 ASSESSMENTS OF THE QUALITY OF STREET SWEEPING BY CITY COUNCIL DISTRICT	
	Combined Excellent and Good Percent
District 1	58.8
District 2	32.5
District 3	38.8
District 4	35.0
District 5	43.8
District 6	51.2
District 7	52.5
District 8	42.5

Reasons for assessments of the City's street sweeping performance are portrayed in **Table 9**. Chief among these reasons is that the City cleans the streets well, removing all the waste and garbage.

Table 9		
REASONS FOR ASSESSMENTS OF THE QUALITY OF STREET SWEEPING		
	Frequency	Percent
There's A Lot of Waste And They Clean It Up Good/They Clean It Up Well/There's Never Any Garbage	211	37.4
I Think It Could Be Done More Often/The Frequency Is Not Enough	59	10.5
I've Never Seen A Street Sweeper/I Never See Them Out	48	8.5
I See Garbage On The Street/I See Trash On The Streets	42	7.4
They Leave A Mess Behind	37	6.6
I Can't Tell They Swept The Streets In My Area/I Don't Notice A Difference	33	5.9
I Rarely See Them Sweeping The Streets	33	5.9
Cars Block The Streets From Being Swept	32	5.7
It's Fair/It's Not Perfect, But It's Not Messy	29	5.1
I Clean The Streets Myself/I'm The One Sweeping	18	3.2
I See A Lot Of Debris On The Streets	17	3.0
I See Leaves On The Street	16	2.8
There's No Notification As To When Street Sweeping Will Take Place/Street Sweeping Is Not Advertised	13	2.3
The Street Sweeper Does Not Clean The Gutters	10	1.8
I See Them Go Down The Middle Of The Street	10	1.8
I See Them/I See Them Every Once In A While/I See Them Every So Often	5	.9
They Do It Really Fast/The Street Sweepers Go Through It Fast	5	.9
I Don't Pay Attention	4	.7
It Could Be Done Better	4	.7
It Takes A Long Time Clean-up/Six Weeks Is Not Enough	3	.5
I Don't Have Any Complaints	3	.5
I Don't Think They Do Street Sweeping In My Neighborhood	2	.4
I See Them On Main Streets But Never In The Neighborhoods	2	.4
None/Nothing	4	.7
Other	107	19.0
Don't Know	1	.2

Contacting the City About With Garbage or Recycling

Figure 11 indicates that about two-fifths of residents had contacted the City about some aspect of their garbage or recycling collection in the year preceding the survey. The majority, however, had not.

EXTENT TO WHICH RESIDENTS HAVE CONTACTED THE CITY ABOUT THEIR GARBAGE OR RECYCLING COLLECTION

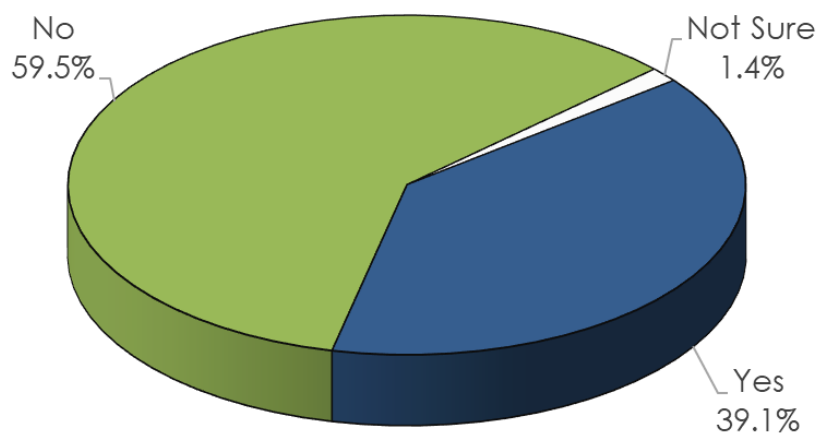


Figure 11

As demonstrated in **Figure 12**, two-thirds of the residents who contacted the City about these services did so by calling 311. Another fifth went to the City's website.

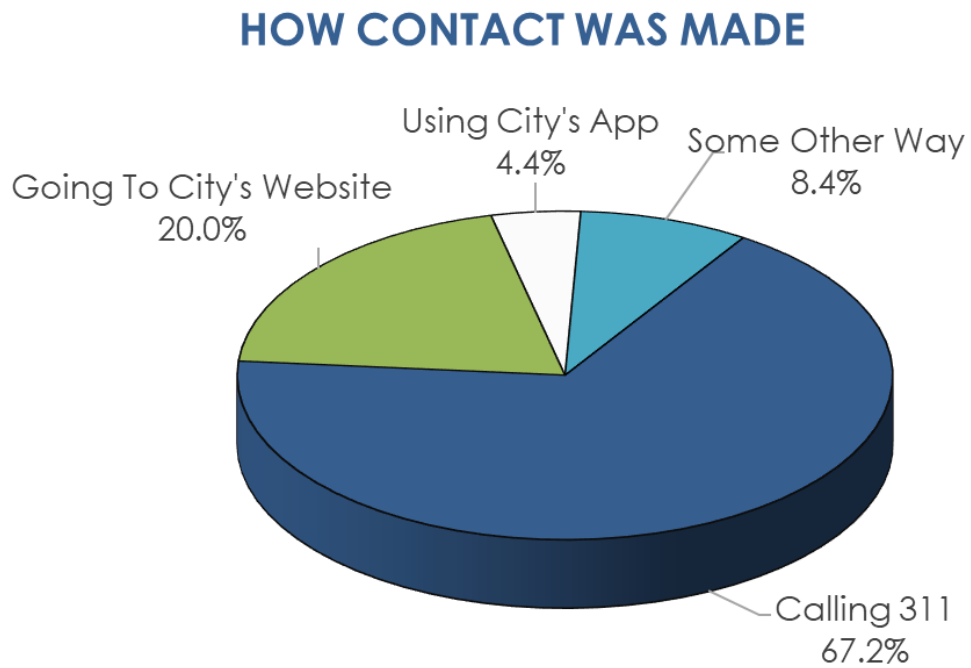


Figure 12

Figure 13 shows that by far the majority of those who contacted the City said they received the information or assistance they needed. Only six percent (n=16) said they did not.

EXTENT TO WHICH RESIDENTS RECEIVED THE NEEDED INFORMATION OR ASSISTANCE

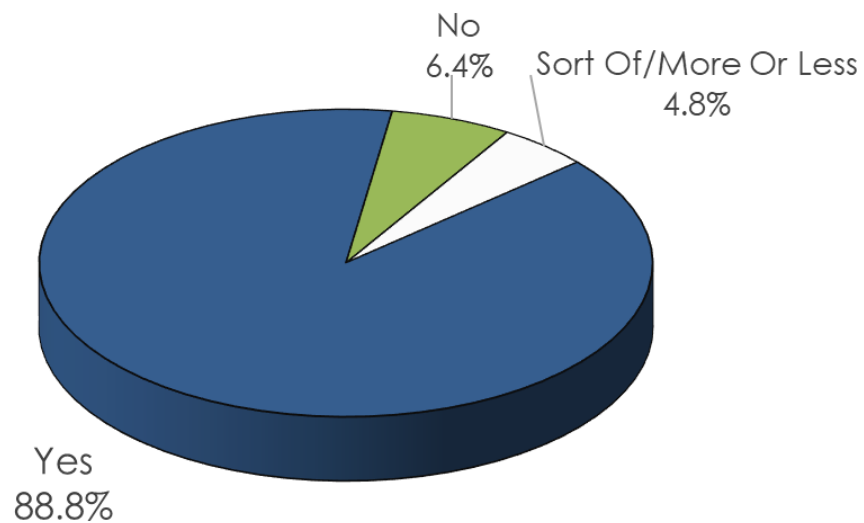


Figure 13

Overall Satisfaction

The extent to which residents are satisfied with the services provided by the City in terms of garbage, recycling, green or yard waste, street sweeping, and junk pick-up is portrayed in **Figure 14**. As this graphic illustrates, half are very satisfied and over two-fifths are somewhat satisfied, for a total of more than nine in ten (92 percent). Differences among City Council Districts on this measure are not statistically significant.

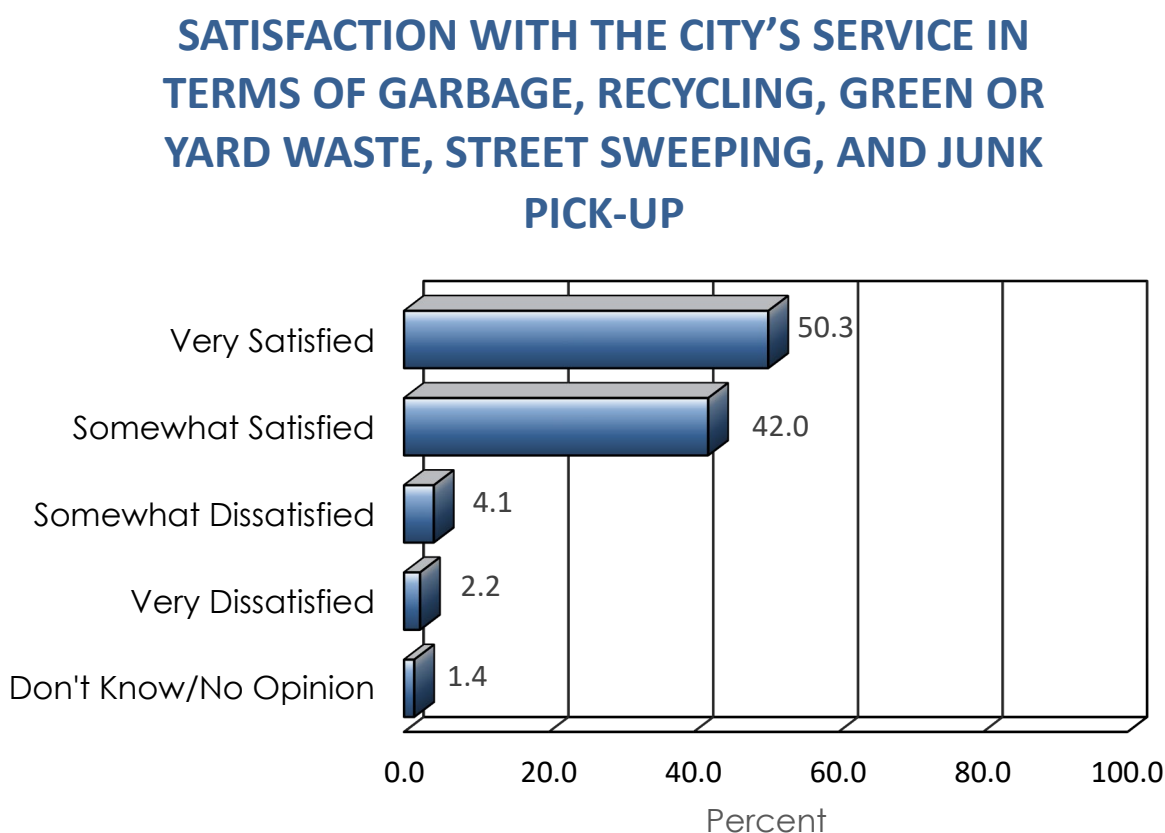


Figure 14

Reasons for being very or somewhat dissatisfied are presented in [Table 10](#). Key themes include continuous price increases, a lack of adequate street sweeping, messes left by those collecting refuse, and the desire to have weekly recycling.

Table 10 REASONS FOR DISSATISFACTION		
	Frequency	Percent
They Continue To Increase The Prices/The Prices Keep Going Up Each Year For The Last Ten Years/Continue To Charge Us More For The Services	9	22.5
They Do Not Do The Street Sweeping Like They Say They Do/I Am Paying For Street Sweeping And He Is Supposed To Come By And Is Not Sweeping The Curb By My House	8	20.0
They Sometimes Knock Over Garbage Cans And Do Not Pick Up The Garbage, Resulting In A Big Mess/Sometimes The Waste Is On The Ground, They Are In A Hurry	6	15.0
I Would Like To Have Recycling Every Week/I Would The Recycling Every Week Instead Of Every Other Week	6	15.0
Sometimes They Don't Pick Up Our Cans/Sometimes They Miss Picking Up Our Can	5	12.5
I Am Paying For A Service I Do Not Use, Which Is Recycling/ I Get Charged With Stuff That I Don't Get/They Are Over Charging For A Service That They Are Not Providing	5	12.5
The Times That They Pick Up Our Garbage Is Very Inconsistent/Sometimes They Take A Long Time To Pick It Up	2	5.0
I Don't Want To Pay Any More For What We've Had/We Were Charged A Certain Rate And It Included Weekly Recycle Service Then They Took It Away, Now They Want To Bring It Back For A Cost	1	2.5
Over The Past Year We Never Had A Problem With Where The Cans Were Left And Now Every Single Pick Up They Are In Front Of Our Driveway/I'm Tired Of Them Dropping My Cans In The Middle Of My Driveway	1	2.5
They Often Leave Half Of The Trash In The Bins/Sometimes The Bin Can Get So Packed That When They Pick It Up, Half Of The Leaves Stay Inside	1	2.5
I Need A Weekly Green Waste Pick Up/The Green Waste Pick Up Should Be Weekly	1	2.5
We Don't Have Green Cans In Our Gated Community/I Live Where There Is A Lot Of Apartments And They Don't Recycle At All, They Don't Seem To Pick Up Anything Green	1	2.5
Other	13	32.5

Information Sources

Figure 15 displays the extent to which residents get information about the City's garbage and recycling services from various sources. Most likely to be an information source is the Annual Service Guide, which more than six in ten residents say they receive and of whom seven in ten say they save for reference. This is followed calling 311 for information and by reading the City's inserts in utility bills.

WAYS IN WHICH RESIDENTS GET INFORMATION ABOUT THE CITY'S GARBAGE, RECYCLING, AND STREET SWEEPING SERVICES

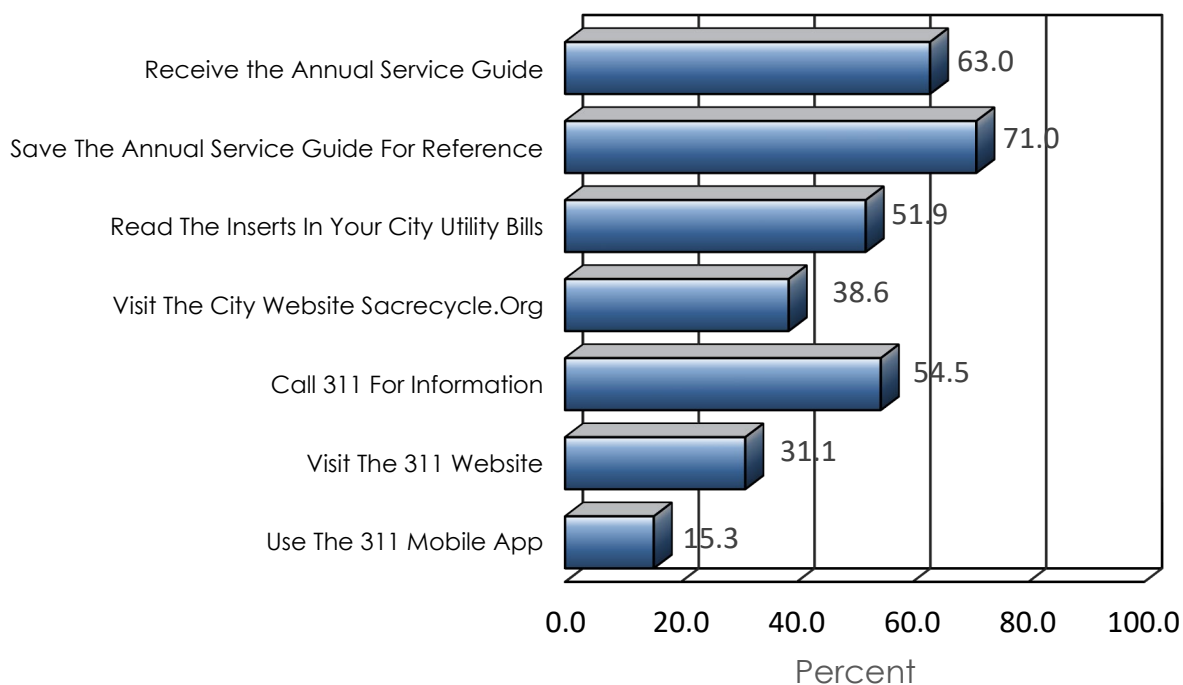


Figure 15

Respondent Characteristics

Figures 16 and 17 and Tables 11 and 12 present the characteristics of the responding sample. These graphics indicate the following.

- The majority of respondents are female.

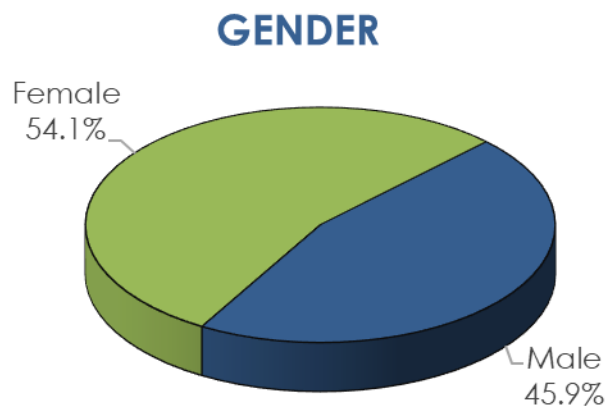


Figure 16

- By far the majority of respondents are homeowners.

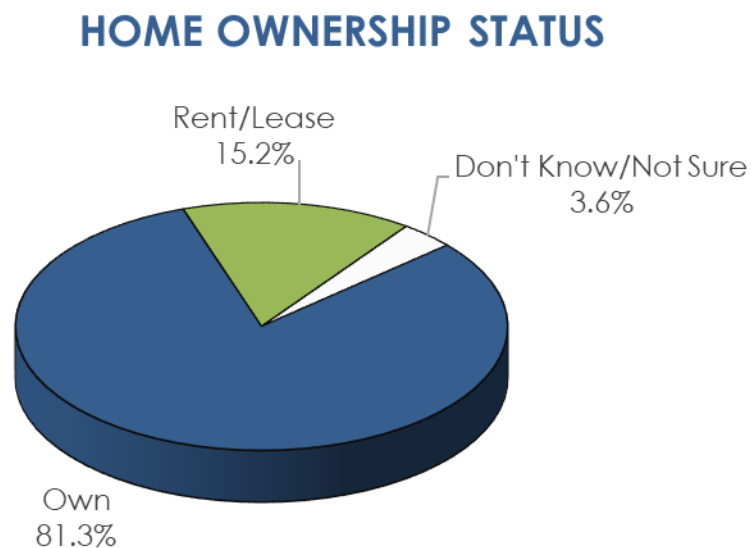


Figure 17

- The largest group of respondents are aged 65 or older. Those aged 55 and older total almost half (49 percent).

Table 11		
AGE		
	Frequency	Percent
18 To 24	15	2.3
25 To 34	60	9.4
35 To 44	91	14.2
45 To 54	93	14.5
55 To 64	129	20.2
65 Or Over	185	28.9
Refused	67	10.5

- The largest group of respondents are Caucasian. The second largest group includes Latinos and Hispanics.

Table 12		
ETHNICITY		
	Frequency	Percent
Caucasian/White	281	43.9
African-American/Black/ African	65	10.2
Asian-American/Asian	69	10.8
Latino/Hispanic	85	13.3
Other	44	6.9
Refused	96	15.0

IV. CONCLUSIONS AND RECOMMENDATIONS

What Is the Situation With Service Awareness and Use?

Strong majorities of residents appear to be aware of most of the services provided by the City's Recycling and Solid Waste Division, and majorities are aware of all but street sweeping and the free dump coupon. Assuming the City believes the latter two services are mutually beneficial, additional promotion is likely in order.

What Is the Situation With Use of the Free Dump Coupon?

Only a relatively small minority of residents have ever used their free dump coupon. Of these, the majority say it is because they are unaware of it. This reinforces the suggestion that the coupon may merit further attention in public information efforts.

How Do People Find Out About the Timing of Recycling Pick-Up and Street Sweeping?

The largest group of residents say they find out on which days recycling is to be picked up by observing their neighbors. Almost as many, however, use the calendar the City mails out every year. In a close third place is essentially just knowing.

Among specific possible sources information about the timing of recycling pick-up and street sweeping, the calendar mailed by the City is the only one of which a majority of residents are aware. This certainly speaks highly of that document. At the same time, if the City wishes residents to avail themselves of other information sources, more outreach may be appropriate.

Is The Once-Every-Other-Week Recycling Service Adequate?

Slightly over three-quarters of residents are of the opinion that the collection of recycling once every other week is adequate. It therefore does not appear to be the case that a return to weekly collection is a particularly high community priority.

Supporting this contention is the fact that almost two-thirds of residents would not be willing to pay the estimated added cost of weekly recycling. Moreover, although the proportion varies noticeably across City Council Districts, in no District is a majority of residents supportive of the additional fee.

Finally, the possibility of having an additional recycling can does not seem to represent a popular solution for those who find the frequency of collection inadequate. Only about a third of these residents say that having another can would be helpful. When asked why, the largest group of these indicated the added can would take up too much space. Simply wanting weekly service was the second most frequent response.

How About Street Sweeping?

Reactions to the street sweeping program are decidedly mixed: about two in five residents find the service excellent or good, and the same proportion find it fair or poor. Here, there are also dramatic differences among the responses by City Council district. If the City is unaware of the reasons for these differences and seeking to address them, further study may be in order.

Have Residents Contacted the City About Garbage or Recycling Collection?

About two in five residents have contacted the City about some aspect of their garbage or recycling collection in the year preceding the survey. The majority of these did so by calling 311; relatively few used the City's website or mobile

app. If the latter avenues offer reporting or response efficiencies, then additional public information about these resources may be warranted.

Importantly, almost nine in ten of those who contacted the City received the information or assistance they were seeking. This therefore appears to be an area in which the City and those providing the service merit recognition.

How Satisfied Are Residents With The City's Services in This Arena?

The City's overall satisfaction score for garbage, recycling, green or yard waste, and junk pick-up services is 92 percent. This is an excellent score, and it strongly suggests that those working in these programs deserve commendation for their efforts and results.

How Do Residents Obtain Information About Garbage, Recycling, and Street Sweeping Services?

Close to two out of three residents remember receiving the Annual Service Guide, and seven in ten of these save it. From our perspective, these are quite robust numbers.

In addition, the majority of residents report that they read the inserts in the City's utility bills. Experience with other utilities tells us that this figure is perhaps not stellar, but certainly above average.

Finally, as we found in other areas, the City's electronic forms of communication are receiving less attention than other methods of outreach. If these electronic avenues are more efficient or informative, the City may wish to highlight them in their public information efforts.

APPENDIX A

Survey Instrument

CITY OF SACRAMENTO RECYCLING & SOLID WASTE DIVISION



ASK FOR RESPONDENT BY NAME.

Introduction

Mr./Ms. _____, this is YOUR FULL NAME calling on behalf of the City of Sacramento's Recycling and Solid Waste Division. This is the division that picks up your household's garbage, recycling, and green waste. We are doing a survey about these waste collection services and would like to include the opinions of your household. Are you familiar with the services I'm referring to?

YES – CONTINUE.

NO – May I please speak with someone who is? REPEAT INTRODUCTION.

NOT SURE – Let's try a few questions and see. CONTINUE.

Interview

1. First, are you aware that the City _____? How about that it _____? DO NOT ROTATE OR RANDOMIZE.

	YES	NO	NOT SURE
a. picks up household garbage once a week	1	2	3
b. picks up green or yard waste in cans once a week year-round	1	2	3
c. picks up green or yard waste from the street in November, December, and January	1	2	3
d. sweeps the streets every six weeks between February and October	1	2	3
e. picks up recycling once every other week	1	2	3
f. offers two annual appointments per household between February and October to pick up household junk, extensive green or yard waste, and other large items from the curb at no additional cost	1	2	3
g. offers two annual appointments per household to pick up appliances and e-waste at no additional cost	1	2	3
h. includes one free dump coupon per household per year in the Annual Service Guide	1	2	3

DEFINITION OF E-WASTE: ANY APPLIANCE OR TECHNOLOGY THAT CAN BE PLUGGED IN.

2. Has your household ever used your free dump coupon?

1 YES (SKIP TO Q4)

2 NO (CONTINUE)

☛ IF NO, ASK:

3. Could you please tell me why not? PROBE FOR CLARITY AND SPECIFICS. PROBE FOR OTHER THINGS: WHY ELSE? RECORD VERBATIM.

4. How do you find out on which days recycling is going to be picked up? PROBE FOR CLARITY AND SPECIFICS. RECORD VERBATIM.

5. Are you aware that you can _____ that will tell you which days recycling is picked up and street sweeping takes place? How about _____?

	YES	NO	NOT SURE
a. receive a text alert from the City	1	2	3
b. receive an email from the City	1	2	3
c. download the schedule from the City's website to your electronic calendar	1	2	3
d. find the schedule in the printed calendar the City mails you every year in June	1	2	3

6. Now thinking specifically about recycling ... Do you feel it is completely adequate, somewhat adequate, somewhat inadequate, or completely inadequate to have recycling picked up once every other week?

- 1 COMPLETELY ADEQUATE (CONTINUE)
2 SOMEWHAT ADEQUATE (CONTINUE)
3 SOMEWHAT INADEQUATE (SKIP TO Q8)
4 COMPLETELY INADEQUATE (SKIP TO Q8)

➡ IF COMPLETELY OR SOMEWHAT ADEQUATE, ASK:

7. And why do you feel it is (completely)(somewhat) adequate? PROBE FOR CLARITY AND SPECIFICS. PROBE FOR OTHER REASONS: Why else? RECORD VERBATIM.

SKIP TO Q12.

☛ **IF COMPLETELY OR SOMEWHAT INADEQUATE, ASK:**

8. And why do you feel it is (completely)(somewhat) inadequate? PROBE FOR CLARITY AND SPECIFICS. PROBE FOR OTHER REASONS: Why else? RECORD VERBATIM.

9. Would you find it helpful to have another recycling can?

1 YES (CONTINUE)
2 NO (SKIP TO Q11)

10. Could you please tell me why? PROBE FOR CLARITY AND SPECIFICS. PROBE FOR OTHER REASONS: Why else? RECORD VERBATIM.

SKIP TO Q12.

11. Could you please tell me why not? PROBE FOR CLARITY AND SPECIFICS. PROBE FOR OTHER REASONS: Why else? RECORD VERBATIM.

CONTINUE HERE WITH ALL RESPONDENTS.

12. Now one of the things the City may consider is returning to weekly recycling pick-up. However, there is a cost to do so. Would you be willing to pay an additional \$1.20 ("dollar twenty") per month to have your recycling picked up once a week?

1 YES (CONTINUE)
2 NO (SKIP TO Q14)
3 DON'T KNOW/NOT SURE (SKIP TO Q14)

INTERVIEWER NOTE: IF RESPONDENT SUGGESTS THAT GARBAGE PICK-UP BE SHIFTED TO ONCE EVERY OTHER WEEK, SAY: State law requires that household garbage be picked up every week, so that is not an option.

☛ IF YES, ASK:

13. As it happens, **overall** recycling and solid waste rates are likely to increase by approximately \$3.70 ("three dollars and seventy cents") a month in 2019 in order to maintain current levels of service. Under these circumstances, would you still be willing to pay an additional \$1.20 ("dollar twenty") per month for weekly recycling pick-up?
- 1 YES
2 NO
3 NOT SURE
14. Now thinking about street sweeping ... Would you say that the City does an excellent, good, fair, or poor job of sweeping the streets in your area?

1 EXCELLENT (CONTINUE)
2 GOOD (CONTINUE)
3 FAIR (CONTINUE)
4 POOR (CONTINUE)
5 DON'T KNOW/NO OPINION (SKIP TO Q16)
6 VOLUNTEERED: STREETS IN AREA NOT SWEPT (SKIP TO Q16)

15. And why would you say that they are doing (a) (an) _____ job? PROBE FOR CLARITY AND SPECIFICS. PROBE FOR OTHER REASONS: Why else? RECORD VERBATIM.

16. In the past year, have you contacted the City about any aspect of your garbage or recycling collection?

- 1 YES (CONTINUE)
2 NO (SKIP TO Q19)
3 DON'T RECALL (SKIP TO Q19)

☛ IF YES, ASK:

17. And did you contact them by ... RANDOMIZE ORDER.

- 1 calling 311
2 going to the City's website
3 using the City's app
4 or some other way? (And what would that be? _____)

18. Did you receive the information or assistance you needed?

- 1 YES
2 NO
3 SORT OF/MORE OR LESS/SOME BUT NOT ALL
4 DON'T RECALL

19. Now thinking about everything we have been discussing, as well as anything else that is important to you, would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the services provided by the City in terms of garbage, recycling, green or yard waste, street sweeping, and junk pick-up?

- 1 VERY SATISFIED (SKIP TO Q21)
- 2 SOMEWHAT SATISFIED (SKIP TO Q21)
- 3 SOMEWHAT DISSATISFIED (CONTINUE)
- 4 VERY DISSATISFIED (CONTINUE)
- 5 DON'T KNOW/NO OPINION (SKIP TO Q21)

☛ **IF VERY OR SOMEWHAT DISSATISFIED, ASK:**

20. And why would you say you are (very) (somewhat) dissatisfied? PROBE FOR CLARITY AND SPECIFICS. PROBE FOR OTHER REASONS: Why else? RECORD VERBATIM.

21. Now thinking about the ways you get information about the City's garbage, recycling, and street sweeping services ... Do you _____? How about _____? DO NOT ROTATE OR RANDOMIZE ITEMS.

	YES	NO	NOT SURE
a. Receive the Annual Service Guide	1	2 (SKIP TO Q21C)	3 (SKIP TO Q21C)
b. Save the Annual Service Guide for reference	1	2	3
c. Read the inserts in your City utility bills	1	2	3
d. Visit the City website sacrecycle.org	1	2	3
e. Call 311 for information	1	2	3
f. Visit the 311 website	1	2	3
g. Use the 311 mobile app	1	2	3

22. RECORD GENDER

- 1 MALE
- 2 FEMALE

23. Now in order to classify your responses along with others, I need to ask a few questions about you. First, do you own your home, or do you rent or lease?

- 1 OWN
- 2 RENT/LEASE
- 3 DON'T KNOW/NOT SURE

24. And what is your age, please?

120 REFUSED

25. We would also like to know your racial or ethnic background. Do you consider yourself Caucasian, African-American, Asian-American, Latino or Hispanic, or some other ethnicity? (And what would that be?)

- 1 CAUCASIAN/WHITE
- 2 AFRICAN-AMERICAN/BLACK/AFRICAN
- 3 ASIAN-AMERICAN/ASIAN
- 4 LATINO/HISPANIC
- 5 OTHER: _____
- 6 REFUSED

THANK RESPONDENT!

26. IMPORT CITY COUNCIL DISTRICT FROM SAMPLE:

- 1 DISTRICT 1
- 2 DISTRICT 2
- 3 DISTRICT 3
- 4 DISTRICT 4
- 5 DISTRICT 5
- 6 DISTRICT 6
- 7 DISTRICT 7
- 8 DISTRICT 8

APPENDIX B

Detailed Data Tabulations

q1a First, are you aware that the City picks up household garbage once a week?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	631	98.6	98.6	98.6
	2 No	9	1.4	1.4	100.0
	Total	640	100.0	100.0	

q1b First, are you aware that the City picks up green or yard waste in cans once a week year-round?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	573	89.5	89.5	89.5
	2 No	59	9.2	9.2	98.8
	3 Not sure	8	1.3	1.3	100.0
	Total	640	100.0	100.0	

q1c First, are you aware that the City picks up green or yard waste from the street in November, December, and January?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	516	80.6	80.6	80.6
	2 No	113	17.7	17.7	98.3
	3 Not sure	11	1.7	1.7	100.0
	Total	640	100.0	100.0	

q1d First, are you aware that the City sweeps the streets every six weeks between February and October?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	297	46.4	46.4	46.4
	2 No	297	46.4	46.4	92.8
	3 Not sure	46	7.2	7.2	100.0
	Total	640	100.0	100.0	

q1e First, are you aware that the City picks up recycling once every other week?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	617	96.4	96.4	96.4
	2 No	20	3.1	3.1	99.5
	3 Not sure	3	.5	.5	100.0
	Total	640	100.0	100.0	

q1f First, are you aware that the City offers two annual appointments per household between February and October to pick up household junk, extensive green or yard waste, and other large items from the curb at no additional cost?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	511	79.8	79.8	79.8
	2 No	122	19.1	19.1	98.9
	3 Not sure	7	1.1	1.1	100.0
	Total	640	100.0	100.0	

q1g First, are you aware that the City offers two annual appointments per household to pick up appliances and e-waste at no additional cost?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	354	55.3	55.3	55.3
	2 No	277	43.3	43.3	98.6
	3 Not sure	9	1.4	1.4	100.0
	Total	640	100.0	100.0	

q1h First, are you aware that the City includes one free dump coupon per household per year in the Annual Service Guide?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	283	44.2	44.2	44.2
	2 No	349	54.5	54.5	98.8
	3 Not sure	8	1.3	1.3	100.0
	Total	640	100.0	100.0	

q2 Has your household ever used your free dump coupon?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	122	19.1	19.1	19.1
	2 No	518	80.9	80.9	100.0
	Total	640	100.0	100.0	

\$Q3 Could you please tell me why not? [Has your household ever used your free dump coupon?]

		Responses		Percent of
		N	Percent	Cases (518)
\$Q3 ^a	0 Refused/No Comment	1	0.2%	0.2%
	10 I Didn't Know About The Coupon/Never Heard Of It/Wasn't Aware Of It	264	45.8%	51.0%
	11 I Have A Medical Condition	3	0.5%	0.6%
	12 I Don't Have Anything To Dump/I Don't Have Anything To Take	123	21.4%	23.7%
	13 I Take Advantage Of The Free Curbside Service/The Street Pickups	11	1.9%	2.1%
	14 Our Household Uses Junk Appointments	7	1.2%	1.4%
	15 I Asked For The Coupon And Never Received It	3	0.5%	0.6%
	16 I Don't Have A Truck/I Don't Have Transportation	12	2.1%	2.3%
	17 I Don't Think I Ever Received The Coupon/I Don't Remember Seeing The Coupon	35	6.1%	6.8%
	18 I Made Dump Runs Myself/I Take It To The Dump Myself	5	0.9%	1.0%
	19 I Forgot About Them	6	1.0%	1.2%
	20 I Just Moved To The Area Recently	10	1.7%	1.9%
	21 Never Seen It	3	0.5%	0.6%
	22 Never Thought About it	2	0.3%	0.4%
	24 The Location For The Coupon Is Too Far From My House	3	0.5%	0.6%
	25 We Have More Recycling Than Garbage	2	0.3%	0.4%
	88 Other	76	13.2%	14.7%
	99 Don't Know	10	1.7%	1.9%
Total		576	100.0%	111.2%

\$Q4 How do you find out on which days recycling is going to be picked up?

		Responses		Percent of
		N	Percent	Cases (640)
\$Q4 ^a	10 311/I Call The 311 Line	17	2.2%	2.7%
	11 A Flyer In The Bill	23	2.9%	3.6%
	12 A Mail Insert	32	4.1%	5.0%
	13 Ask The Neighbors	11	1.4%	1.7%
	14 I Notice When The Neighbors Put Their Recycling Cans Out/Follow The Neighbors	134	17.0%	20.9%
	15 From The Calendar That Is Sent Out/The City Mails An Annual Calendar	123	15.6%	19.2%
	16 We Receive An Email/A Reminder Email	16	2.0%	2.5%
	17 It Is Picked Up On The Opposite Week Of The Trash, On The Same Day	7	0.9%	1.1%
	18 I Don't Recycle	2	0.3%	0.3%
	19 A Calendar On The City's Website/311 Website	90	11.5%	14.1%
	20 I Already Know The Schedule/I Just Know/I Remember The Schedule/The Schedule Has Been The Same	116	14.8%	18.1%
	21 I Receive Reminder Text Alerts	31	3.9%	4.8%
	22 A Booklet That Is Sent Out/A Booklet That Comes In The Mail	40	5.1%	6.3%
	23 I Googled It/I Searched Google	5	0.6%	0.8%
	24 I Just Keep Track Of It	13	1.7%	2.0%
	25 Someone In My House Tells Me/I Ask Someone In The House	4	0.5%	0.6%
	26 The City Sends Out A Card With The Schedule	14	1.8%	2.2%
	27 The City Sent A Letter	6	0.8%	0.9%
	28 My Husband Knows/My Husband Keeps Track Of It/My Wife Knows/My Wife Keeps Track Of It	9	1.1%	1.4%
	29 My Landlord Lets Me Know/My Landlord Told Me	6	0.8%	0.9%
	31 A Cellphone Reminder	7	0.9%	1.1%
	32 I Marked My Calendar/We Write It On A Calendar	10	1.3%	1.6%
	33 The Schedule Is On A Magnet They Gave Us	2	0.3%	0.3%
	88 Other	60	7.6%	9.4%
	99 Don't Know	8	1.0%	1.3%
Total		786	100.0%	122.8%

q5_a Are you aware that you can receive a text alert from the City that will tell you which days recycling is picked up and street sweeping takes place?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	159	24.8	24.8	24.8
	2 No	476	74.4	74.4	99.2
	3 Not sure	5	.8	.8	100.0
	Total	640	100.0	100.0	

q5_b Are you aware that you can receive an email from the City that will tell you which days recycling is picked up and street sweeping takes place?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	180	28.1	28.1	28.1
	2 No	453	70.8	70.8	98.9
	3 Not sure	7	1.1	1.1	100.0
	Total	640	100.0	100.0	

q5_c Are you aware that you can download the schedule from the City's website to your electronic calendar that will tell you which days recycling is picked up and street sweeping takes place?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	245	38.3	38.3	38.3
	2 No	389	60.8	60.8	99.1
	3 Not sure	6	.9	.9	100.0
	Total	640	100.0	100.0	

q5_d Are you aware that you can find the schedule in the printed calendar the City mails you every year in June that will tell you which days recycling is picked up and street sweeping takes place?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	410	64.1	64.1	64.1
	2 No	209	32.7	32.7	96.7
	3 Not sure	21	3.3	3.3	100.0
	Total	640	100.0	100.0	

q6 Do you feel it is completely adequate, somewhat adequate, somewhat inadequate, or completely inadequate to have recycling picked up once every other week?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Completely adequate	328	51.2	51.2	51.2
	2 Somewhat adequate	170	26.6	26.6	77.8
	3 Somewhat inadequate	84	13.1	13.1	90.9
	4 Completely inadequate	58	9.1	9.1	100.0
	Total	640	100.0	100.0	

\$Q7 Why do you feel it is (completely)(somewhat) adequate [to have recycling picked up once every other week]?

		Responses		Percent of Cases (498)
		N	Percent	
\$Q7 ^a	10 Every Other Week Is Just Fine/Every Other Week Is Enough For My Household/Every Two Weeks Is Okay/The Frequency Is Fine/It's Perfect How It Is At The Moment At Every Other Week	86	14.8%	17.3%
	11 I Don't Have Any Problems/Everything Seems To Be Going Okay/We Have No Complaints About The Service	38	6.5%	7.6%
	12 Based On Me Being An Individual It Is Completely Adequate/Every Other Week Is Adequate, I'm By Myself/It Fits My Needs, I Live By Myself	12	2.1%	2.4%
	13 I Have A Little Bit Of Recycling/I Don't Have Very Much To Recycle, Just Paper/I Don't Collect That Much	59	10.1%	11.8%
	14 I Don't Fill It Up Within Two Weeks Most Of The Time/I Don't Fill My Can Every Week, So I Don't Need Service Every Week/I Don't Think We Would Have Enough To Do It Every Week	59	10.1%	11.8%
	15 I Can Do It Every Other Week Without Overflowing/I Never Seem To Have A Problem With It Being Overfilled/The Can Is Never Overflowing	11	1.9%	2.2%
	16 I Take It Out Every Six Weeks/I Only Put It Out About Once Every Six Weeks	1	0.2%	0.2%
	17 I Only Put It Out Every Other Time And That's All I Need/I Only Put Mine Out Once A Month/Maybe Once A Month Would Do	9	1.5%	1.8%
	18 I Don't Really Recycle/I Don't Recycle Anything	1	0.2%	0.2%
	19 I Liked It When It Was Every Week/I Feel Like The Recycling Should Be Every Week/I Guess I Would Much Rather Bring Out Recycling Every Week	40	6.9%	8.0%
	20 Certain Times Of The Year We Have More Recycling Than Others/Sometimes I Have More Recycling Than I Do Other Weeks	32	5.5%	6.4%

21 Sometimes Hard To Remember Which Week Is Ours/We Just Don't Remember What Week It Gets Picked Up	1	0.2%	0.2%
22 Sometimes We Have To Put Some Of The Recycling In The Trash Because It Only Comes Every Other Week Now/Sometime I Throw Recyclables In The Garbage/Sometimes It Gets Filled Fast And We Can't Put Anymore In It, So We Trash It	6	1.0%	1.2%
23 The Combination Is Completely Adequate, My Neighbors Never Fill Up Their Bins Entirely/In Our Neighborhood If Somebody Has Too Much, They Borrow Their Neighbor's	2	0.3%	0.4%
24 Sometimes My Neighbor And I Have To Share When There's A Lot/I Am Using My Neighbor's Can To Recycle	2	0.3%	0.4%
25 I Have A Large Receptacle/The Bins Are Really Large/The Can Is Big Enough/The Recycling Bin Is Plenty Big Enough/The Can Is Large Enough For What My House Uses	18	3.1%	3.6%
26 Most People Fill It Up Every Two Weeks/That's How Long It Takes To Fill Up The Bin/That Is When The Bin Is Filled Up/That's Just About How Often It Takes To Fill Up The Cans/It Takes Two Weeks To Fill The Cans	35	6.0%	7.0%
27 There Is No Point For Them To Pick Up A Half Full Bin/It Only Fills Halfway Every Other Week	10	1.7%	2.0%
28 I Have A Lot Of Garbage To Be Picked Up/There Is More Garbage Than Recycling	3	0.5%	0.6%
29 I Have A Small Family/It's Only Two Of Us In The Family/It's A Small Household/There Are Only Three Of Us	17	2.9%	3.4%
30 We Recycle More Than Our Actual Garbage/We Have More Recycling Than Garbage/Most Of The Things We Use Are Recyclables And Not Garbage	11	1.9%	2.2%
31 The Bins Aren't Big Enough/We Might Need A Bigger Bin/We Do A Lot Of Recycling And We Could Use A Bigger Barrel	1	0.2%	0.2%
32 People Steal Stuff Out Of It/When We Put Out Recycle Bins, I Sometimes See People Go Through It/Many People Don't Put Out Much Recycling Because Scavengers Pick Through It/In Our Neighborhood They Have People Taking Things Out Of Our Recycle Bin	1	0.2%	0.2%
33 I Think That It Is A Waste That Both Trucks Come Every Week/We Don't Need Extra Trucks On The Road, We Already Pay Them Too Much Money/A Waste Of Time To Have The Service Come Every Week	1	0.2%	0.2%
34 I've Tried Having Recycling Every Week, But They Would Charge More/If They Were To Come By Every Week It Would Probably Be Too Expensive	4	0.7%	0.8%

35 I Put Out Everything That I Need Put Out/ Everything That's Going To Go, Goes/I Fill The Can Up When It's Time To Go Out	11	1.9%	2.2%
36 Sometimes It's Hard To Stuff All That In The Cans/ I Can't Put Everything In The Can, So I Have To Wait/It's Full All The Time And It Gets Overfilled/It Piles Up/Sometimes I Have Too Much For Every Other Week	33	5.7%	6.6%
37 We Recycle Cans And Plastic At The Recycle Center Ourselves/We Recycle Our Own Cans And Waters/We Take It To A Recycle Center To Get Money For It	3	0.5%	0.6%
38 Sometimes They Miss Us/Sometimes They Are Not Here	3	0.5%	0.6%
39 They Keep Changing What We Can Put Inside Our Cans/ I Am Confused As To What All They Are Willing To Take/Let People Know What To Recycle And What Not Do/I Don't Know What They Pick Up/You Should Pick Up More Stuff Like Plastics	9	1.5%	1.8%
77 None/Nothing	1	0.2%	0.2%
88 Other	53	9.1%	10.6%
99 Don't Know	9	1.5%	1.8%
Total	582	100.0%	116.9%

a. Group

\$Q8 Why do you feel it is (completely)(somewhat) inadequate [to have recycling picked up once every other week]?

		Responses		Percent of
		N	Percent	Cases (142)
\$Q8 ^a	10 My Bin Is Full Every Week/I Always Have More And I Could Use It Every Week/I Have A Lot Of Recycling/It Should Be Picked Up Every Week	75	41.9%	52.8%
	11 Sometimes I Have To Put My Recycling Into The Garbage/I Try To Recycle As Much As I Can And Some Of It Has To Go To The Garbage/I Can Fill The Can Every Week So Some Of My Recycling Ends Up In The Garbage Can And It's Wasting A Lot Of Recycling Material	17	9.5%	12.0%
	12 I Have A Big Family/For People That Live In Larger Households I'm Sure It Is Inadequate/I Have Six Kids And It Fills Up Very Fast	2	1.1%	1.4%
	13 I Have More Recycling Stuff Week To Week Than I Have Garbage/I Produce More Recycling Than I Produce Garbage	27	15.1%	19.0%
	15 We Can't Fit Everything In One Can, We Have Most Of Our Recycling In Our Garage/By The Time It's Our Time To Pick Up Recycling, I Have Another Can Full In The Garage	6	3.4%	4.2%

16 I'm Sure The City Wants To And Should Encourage Recycling/I Think If The City Wants Us To Recycle, They Should Pick It Up Every Week/If The City Is Trying To Promote Recycling Why Are They Picking Up Every Other Week?/The Schedule Is Inadequate And It Doesn't Make People Recycle More/If You Want Us To Be Green You Should Pick It Up More Often	3	1.7%	2.1%
17 I Am Still Paying The Same As I Was When They Picked It Up Every Week/I'm Being Charged The Same Price I Was When It Was Being Picked Up Every Week/I'm Paying For A Service And It Cost The Same When It Was Every Week And Now It Is Every Other Week/I Feeling Like I Am Paying And Not Getting Full Value	5	2.8%	3.5%
18 It's Hard To Recall What Week It Is/It's Too Complicated To Remember Which Week It Will Stop By/It's Too Easy To Make A Mistake And Miss It/It's So Confusing, I Don't Know What Days Are Recycling Or Not	2	1.1%	1.4%
19 Sometimes You Might Not Be Able To Get It Out There And Now You're Stuck With Waiting Up To Three Weeks/We Travel A Lot And If We Miss One, It's A Month, And If You Miss Two, It's Six Weeks	1	0.6%	0.7%
20 If You Leave Something Out It Invites More Thieves/The Homeless Steal All The Aluminum, And When The City Comes By It Is Not There/People Steal The Recycling Out Of The Can/If You Leave It On The Side Of The House For More Than A Week, People Steal Recycling And Steal From Our House At The Same Time	3	1.7%	2.1%
21 We Would Like It Weekly, Especially Around Christmas/During Christmas We Have Extra Boxes To Recycle/During The Holidays, I Have To Put Some Of That Recycling In My Garage	4	2.2%	2.8%
22 We End Up Putting Our Recycling In Our Neighbor's Bin/Now I Have To Use Other People's Containers	2	1.1%	1.4%
23 We Ordered The Second Can/I Ordered Another Can So It Doesn't Overstuff/I'm Considering Getting A Third Can	1	0.6%	0.7%
24 The Recycling Cans Are Sometimes Overflowing In My Neighborhood/I Have Seen Some Cans That Will Stuff Up And It's Unsightly	2	1.1%	1.4%
26 I Don't Have That Much/I Don't Produce That Much Recycling To Fill Up The Recycle Bin Every Other Week/I Could Probably Really Get Away With It Once Every Other Month So Why Should I Be Forced To Pay For It	2	1.1%	1.4%
27 Everything We Buy Comes In Packages/Everyone Orders Off Of Amazon/Online Shopping And We Have A Lot Of Boxes	11	6.1%	7.7%
88 Other	16	8.9%	11.3%
Total	179	100.0%	126.1%

a. Group

q9 Would you find it helpful to have another recycling can?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	50	7.8	35.2	35.2
	2 No	92	14.4	64.8	100.0
	Total	142	22.2	100.0	
Missing	System	498	77.8		
Total		640	100.0		

\$Q10 Could you please tell me why? [would you find it helpful to have another recycling can]

		Responses		Percent of Cases (50)
		N	Percent	
\$Q10 ^a	10 I Do Not Have Enough Room And Have To Put It In The Garbage Can	3	5.0%	6.0%
	12 I Have A Lot Of Recyclables/I Have Too Much Recycling	15	25.0%	30.0%
	14 The Recycles Fills Up In One Week	3	5.0%	6.0%
	15 For The Overflow	3	5.0%	6.0%
	16 I Usually Fill One Up Fast	2	3.3%	4.0%
	17 I Have More Recycling Than I Do Trash	3	5.0%	6.0%
	18 Especially For Cardboard	2	3.3%	4.0%
	88 Other	29	48.3%	58.0%
Total		60	100.0%	120.0%

\$Q11 Could you please tell me why not? [would you find it helpful to have another recycling can]

		Responses		Percent of
		N	Percent	Cases (92)
\$Q11 ^a	10 It Takes Up Too Much Space/Bulky – No Room	31	29.8%	33.7%
	11 I Already Have Three Cans	6	5.8%	6.5%
	12 I Already Have Two Cans	3	2.9%	3.3%
	13 I Would Rather Have It Picked Up Every Week/Prefer To Have Recycling Picked Up Weekly	15	14.4%	16.3%
	14 I Don't Need Another One	10	9.6%	10.9%
	15 I'm Going To Have To Pay Extra For Another Can	10	9.6%	10.9%
	16 I Don't Have Enough Recycling For Another Can/I Don't Recycle That Much	9	8.7%	9.8%
	17 I Have The Largest Can Already	2	1.9%	2.2%
	18 One Is Enough	3	2.9%	3.3%
	19 Too Many Cans	2	1.9%	2.2%
	88 Other	13	12.5%	14.1%
Total		104	100.0%	113.0%

q12 Would you be willing to pay an additional \$1.20 per month to have your recycling picked up once a week?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	212	33.1	33.1	33.1
	2 No	401	62.7	62.7	95.8
	3 Don't know/not sure	27	4.2	4.2	100.0
	Total	640	100.0	100.0	

q13 Would you still be willing to pay an additional \$1.20 per month for weekly recycling pick-up?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	162	25.3	76.4	76.4
	2 No	40	6.3	18.9	95.3
	3 Not sure	10	1.6	4.7	100.0
	Total	212	33.1	100.0	
Missing	System	428	66.9		
Total		640	100.0		

q14 Would you say that the City does and excellent, good, fair, or poor job of sweeping the streets in your area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Excellent	83	13.0	13.0	13.0
	2 Good	201	31.4	31.4	44.4
	3 Fair	153	23.9	23.9	68.3
	4 Poor	127	19.8	19.8	88.1
	5 Don't know/no opinion	54	8.4	8.4	96.6
	6 Streets in area not swept	22	3.4	3.4	100.0
	Total	640	100.0	100.0	

\$Q15 And why would you say that they are doing (a) (an) excellent, good, fair, or poor job?

		Responses		Percent of
		N	Percent	Cases (564)
\$Q15 ^a	10 I See Garbage On The Street/I See Trash On The Streets	42	5.6%	7.4%
	11 I See Leaves On The Street	16	2.1%	2.8%
	12 It Takes A Long Time Clean-up/Six Weeks Is Not Enough	3	0.4%	0.5%
	13 There's A Lot of Waste And They Clean It Up Good/They Clean It Up Well/There's Never Any Garbage	211	28.2%	37.4%
	14 I Can't Tell They Swept The Streets In My Area/I Don't Notice A Difference	33	4.4%	5.9%
	15 I Rarely See Them Sweeping The Streets	33	4.4%	5.9%
	16 I Think It Could Be Done More Often/The Frequency Is Not Enough	59	7.9%	10.5%
	17 It's Fair/It's Not Perfect, But It's Not Messy	29	3.9%	5.1%
	18 Cars Block The Streets From Being Swept	32	4.3%	5.7%
	19 I Clean The Streets Myself/I'm The One Sweeping	18	2.4%	3.2%
	20 The Street Sweeper Does Not Clean The Gutters	10	1.3%	1.8%
	21 They Leave A Mess Behind	37	4.9%	6.6%
	22 I Don't Pay Attention	4	0.5%	0.7%
	23 There's No Notification As To When Street Sweeping Will Take Place/Street Sweeping Is Not Advertised	13	1.7%	2.3%
	24 I See A Lot Of Debris On The Streets	17	2.3%	3.0%
	25 I See Them/I See Them Every Once In A While/I See Them Every So Often	5	0.7%	0.9%
	26 I See Them Go Down The Middle Of The Street	10	1.3%	1.8%
	27 I've Never Seen A Street Sweeper/I Never See Them Out	48	6.4%	8.5%
	28 I Don't Think They Do Street Sweeping In My Neighborhood	2	0.3%	0.4%
	29 I See Them On Main Streets But Never In The Neighborhoods	2	0.3%	0.4%
	30 I Don't Have Any Complaints	3	0.4%	0.5%
	31 It Could Be Done Better	4	0.5%	0.7%
	32 They Do It Really Fast/The Street Sweepers Go Through It Fast	5	0.7%	0.9%
	77 None/Nothing	4	0.5%	0.7%
	88 Other	107	14.3%	19.0%
	99 Don't Know	1	0.1%	0.2%
Total		748	100.0%	132.6%

**q16 In the past year, have you contacted the City about any aspect of your
garbage or recycling collection?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	250	39.1	39.1	39.1
	2 No	381	59.5	59.5	98.6
	3 Not sure	9	1.4	1.4	100.0
	Total	640	100.0	100.0	

q17 And did you contact them by...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 calling 311	168	26.3	67.2	67.2
	2 going to the City's website	50	7.8	20.0	87.2
	3 using the City's app	11	1.7	4.4	91.6
	4 or some other way?	21	3.3	8.4	100.0
	Total	250	39.1	100.0	
Missing	System	390	60.9		
Total		640	100.0		

q17 And did you contact them by... SOME OTHER WAY

	Frequency	Percent
Valid	619	96.7
BY PHONE	1	.2
CALL PHONE NUMBER THE CITY HALL	1	.2
CALLED A PHONE NUMBER	1	.2
CALLED THE 808 NUMBER	1	.2
CLAIM	1	.2
DAUGHTER CALLS SOME NUMBER NOT 311	1	.2
EMAIL, AND 311 APP	1	.2
I CALLED A REGULAR 7 DIGIT NUMBER IT WAS THE CITY WASTE MANAGEMENT	1	.2
I CALLED THE DIRECT LINE NUMBER.	1	.2
I CALLED THE DIRECT LINE.	1	.2
I CALLED THE NUMBER IN MY CITY UTILITY BILL	1	.2
I CALLED THE NUMBER THAT'S ON THE STATEMENT	1	.2
I CALLED THEIR OFFICE	1	.2
I PHONE A REGULAR TELEPHONE NUMBER	1	.2
I WENT ONLINE AND GOT THE CITY'S NUMBER AND CALLED	1	.2
I WENT TO MY LOCAL OFFICE.	1	.2
MY WIFE TOOK CARE OF THAT	1	.2
TALKED DIRECTLY TO SWEEPER, CALLED 311 AND FILED A COMPLAINT THROUGH EMAIL	1	.2
THROUGH THE CITY WEBSITE AND THROUGH EMAIL.	1	.2
WEBSITE TO GET THE NUMBER, THEN I CALLED.	1	.2
WIFE DID IT	1	.2
Total	640	100.0

q18 Did you receive the information or assistance you needed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	222	34.7	88.8	88.8
	2 No	16	2.5	6.4	95.2
	3 Sort of/more or less/some but not all	12	1.9	4.8	100.0
	Total	250	39.1	100.0	
Missing	System	390	60.9		
Total		640	100.0		

q19 Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the services provided by the City in terms of garbage, recycling, green or yard waste, street sweeping, and junk pick-up?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very satisfied	322	50.3	50.3	50.3
	2 Somewhat satisfied	269	42.0	42.0	92.3
	3 Somewhat dissatisfied	26	4.1	4.1	96.4
	4 Very dissatisfied	14	2.2	2.2	98.6
	5 Don't know/no opinion	9	1.4	1.4	100.0
	Total	640	100.0	100.0	

\$Q20 And why would you say you are (very) (somewhat) dissatisfied?

		Responses		Percent of
		N	Percent	Cases (40)
\$Q20 ^a	10 Sometimes They Don't Pick Up Our Cans/Sometimes They Miss Picking Up Our Can	5	8.5%	12.5%
	11 They Continue To Increase The Prices/The Prices Keep Going Up Each Year For The Last Ten Years/Continue To Charge Us More For The Services	9	15.3%	22.5%
	13 They Do Not Do The Street Sweeping Like They Say They Do/I Am Paying For Street Sweeping And He Is Supposed To Come By And Is Not Sweeping The Curb By My House	8	13.6%	20.0%
	14 They Sometimes Knock Over Garbage Cans And Do Not Pick Up The Garbage, Resulting In A Big Mess/Sometimes The Waste Is On The Ground, They Are In A Hurry	6	10.2%	15.0%
	15 I Don't Want To Pay Any More For What We've Had/We Were Charged A Certain Rate And It Included Weekly Recycle Service Then They Took It Away, Now They Want To Bring It Back For A Cost	1	1.7%	2.5%
	16 I Would Like To Have Recycling Every Week/I Would The Recycling Every Week Instead Of Every Other Week	6	10.2%	15.0%
	17 I Am Paying For A Service I Do Not Use, Which Is Recycling/ I Get Charged With Stuff That I Don't Get/They Are Over Charging For A Service That They Are Not Providing	5	8.5%	12.5%
	18 The Times That They Pick Up Our Garbage Is Very Inconsistent/Sometimes They Take A Long Time To Pick It Up	2	3.4%	5.0%
	19 Over The Past Year We Never Had A Problem With Where The Cans Were Left And Now Every Single Pick Up They Are In Front Of Our Driveway/I'm Tired Of Them Dropping My Cans In The Middle Of My Driveway	1	1.7%	2.5%
	20 They Often Leave Half Of The Trash In The Bins/Sometimes The Bin Can Get So Packed That When They Pick It Up, Half Of The Leaves Stay Inside	1	1.7%	2.5%
	21 I Need A Weekly Green Waste Pick Up/The Green Waste Pick Up Should Be Weekly	1	1.7%	2.5%
	24 We Don't Have Green Cans In Our Gated Community/I Live Where There Is A Lot Of Apartments And They Don't Recycle At All, They Don't Seem To Pick Up Anything Green	1	1.7%	2.5%
	88 Other	13	22.0%	32.5%
Total		59	100.0%	147.5%

a. Group

q21a Do you receive the Annual Service Guide?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	403	63.0	63.0	63.0
	2 No	123	19.2	19.2	82.2
	3 Not sure	114	17.8	17.8	100.0
	Total	640	100.0	100.0	

q21b Do you save the Annual Service Guide for reference?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	286	44.7	71.0	71.0
	2 No	101	15.8	25.1	96.0
	3 Not sure	16	2.5	4.0	100.0
	Total	403	63.0	100.0	
Missing	System	237	37.0		
Total		640	100.0		

q21c Do you read the inserts in your City utility bills?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	332	51.9	51.9	51.9
	2 No	284	44.4	44.4	96.3
	3 Not sure	24	3.8	3.8	100.0
	Total	640	100.0	100.0	

q21d Do you visit the City website sacrecycle.org?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	247	38.6	38.6	38.6
	2 No	386	60.3	60.3	98.9
	3 Not sure	7	1.1	1.1	100.0
	Total	640	100.0	100.0	

q21e Do you call 311 for information?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	349	54.5	54.5	54.5
	2 No	286	44.7	44.7	99.2
	3 Not sure	5	.8	.8	100.0
	Total	640	100.0	100.0	

q21f Do you visit the 311 website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	199	31.1	31.1	31.1
	2 No	427	66.7	66.7	97.8
	3 Not sure	14	2.2	2.2	100.0
	Total	640	100.0	100.0	

q21g Do you use the 311 mobile app?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	98	15.3	15.3	15.3
	2 No	537	83.9	83.9	99.2
	3 Not sure	5	.8	.8	100.0
	Total	640	100.0	100.0	

q22 GENDER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Male	294	45.9	45.9	45.9
	2 Female	346	54.1	54.1	100.0
	Total	640	100.0	100.0	

q23 Now in order to classify your responses along with others, I need to ask a few questions about you. First, do you own your home, or do you rent or lease?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Own	520	81.3	81.3	81.3
	2 Rent/lease	97	15.2	15.2	96.4
	3 Don't know/not sure	23	3.6	3.6	100.0
	Total	640	100.0	100.0	

Q24 And what is your age, please? (RECODED)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 18-24	15	2.3	2.3	2.3
	2 25-34	60	9.4	9.4	11.7
	3 35-44	91	14.2	14.2	25.9
	4 45-54	93	14.5	14.5	40.5
	5 55-64	129	20.2	20.2	60.6
	6 65 or over	185	28.9	28.9	89.5
	120 refused	67	10.5	10.5	100.0
	Total	640	100.0	100.0	

q25 We would also like to know your racial or ethnic background. Do you consider yourself Caucasian, African-American, Asian-American, Latino or Hispanic, or some other ethnicity?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Caucasian/White	281	43.9	43.9	43.9
	2 African-American/Black/ African	65	10.2	10.2	54.1
	3 Asian-American/Asian	69	10.8	10.8	64.8
	4 Latino/Hispanic	85	13.3	13.3	78.1
	5 Other	44	6.9	6.9	85.0
	6 Refused	96	15.0	15.0	100.0
	Total	640	100.0	100.0	

Q25OTH And what would that be?

	Frequency	Percent
Valid	596	93.1
AFGHAN	1	.2
AMERICAN BORN	1	.2
ASIAN INDIAN	1	.2
DESCENDENT OF NOAH	1	.2
EAST INDIAN	1	.2
EUROPEAN	1	.2
FRENCH, AFRICAN AND CARIBBEAN	1	.2
GOLDEN	1	.2
HAWAIIAN	1	.2
HISPANIC AND AFRICAN AMERICAN	1	.2
INDIAN	3	.5
ITALIAN	2	.3
JEWISH , CHINESE , BLACK CHINESE.	1	.2
MIDDLE EASTERN	2	.3
MIXED	6	.9
MIXED CREO	1	.2
MIXED HOUSEHOLD (WHITE AND BLACK)	1	.2
NATIVE AMERICAN	3	.5
NATIVE SACRAMENTO RESIDENT	1	.2
PACIFIC ISLANDER	9	1.4
PORTUGUESE	1	.2
PORTUGUESE, CHINESE, PACIFIC ISLANDER, IRISH	1	.2
REFUSED	1	.2
WEST-INDIAN	1	.2
WHITE, AFRICAN AMERICAN, SPANISH, NATIVE AMERICAN, FRENCH ITALIAN	1	.2
Total	640	100.0

Council District

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	80	12.5	12.5	12.5
	2	80	12.5	12.5	25.0
	3	80	12.5	12.5	37.5
	4	80	12.5	12.5	50.0
	5	80	12.5	12.5	62.5
	6	80	12.5	12.5	75.0
	7	80	12.5	12.5	87.5
	8	80	12.5	12.5	100.0
	Total	640	100.0	100.0	

DATE OF INTERVIEW

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	01/30/2019	22	3.4	3.4	3.4
	01/31/2019	93	14.5	14.5	18.0
	02/01/2019	55	8.6	8.6	26.6
	02/02/2019	106	16.6	16.6	43.1
	02/03/2019	75	11.7	11.7	54.8
	02/05/2019	21	3.3	3.3	58.1
	02/06/2019	53	8.3	8.3	66.4
	02/07/2019	42	6.6	6.6	73.0
	02/11/2019	5	.8	.8	73.8
	02/12/2019	31	4.8	4.8	78.6
	02/13/2019	45	7.0	7.0	85.6
	02/14/2019	56	8.8	8.8	94.4
	02/15/2019	20	3.1	3.1	97.5
	02/16/2019	9	1.4	1.4	98.9
	02/17/2019	6	.9	.9	99.8
	02/19/2019	1	.2	.2	100.0
	Total	640	100.0	100.0	

APPENDIX C

Statistically Significant Crosstabulations

q12 Would you be willing to pay an additional \$1.20 per month to have your recycling picked up once a week? *
council district

Crosstab

			council district								Total
			1	2	3	4	5	6	7	8	
q12 Would you be willing to pay an additional \$1.20 per month to have your recycling picked up once a week?	1 Yes	Count	34	25	29	35	32	31	12	14	212
		% within council district	42.5%	31.3%	36.3%	43.8%	40.0%	38.8%	15.0%	17.5%	33.1%
	2 No	Count	42	52	50	45	41	46	65	60	401
		% within council district	52.5%	65.0%	62.5%	56.3%	51.2%	57.5%	81.3%	75.0%	62.7%
	3 Don't know/not sure	Count	4	3	1	0	7	3	3	6	27
		% within council district	5.0%	3.8%	1.3%	0.0%	8.8%	3.8%	3.8%	7.5%	4.2%
	Total	Count	80	80	80	80	80	80	80	80	640
		% within council district	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	42.400 ^a	14	.000
Likelihood Ratio	47.564	14	.000
Linear-by-Linear Association	13.439	1	.000
N of Valid Cases	640		

a. 8 cells (33.3%) have expected count less than 5. The minimum expected count is 3.38.

q14 Would you say that the City does and excellent, good, fair, or poor job of sweeping the streets in your area? *
council district

Crosstab

			council district								Total
			1	2	3	4	5	6	7	8	
q14 Would you say that the City does and excellent, good, fair, or poor job of sweeping the streets in your area?	1 Excellent	Count	15	6	7	7	12	12	15	9	83
		% within council district	18.8%	7.5%	8.8%	8.8%	15.0%	15.0%	18.8%	11.3%	13.0%
	2 Good	Count	32	20	24	21	23	29	27	25	201
		% within council district	40.0%	25.0%	30.0%	26.3%	28.7%	36.3%	33.8%	31.3%	31.4%
	3 Fair	Count	10	18	21	26	23	17	15	23	153
		% within council district	12.5%	22.5%	26.3%	32.5%	28.7%	21.3%	18.8%	28.7%	23.9%
	4 Poor	Count	7	25	22	18	17	12	13	13	127
		% within council district	8.8%	31.3%	27.5%	22.5%	21.3%	15.0%	16.3%	16.3%	19.8%
	5 Don't know/no opinion	Count	12	9	4	6	3	9	7	4	54
		% within council district	15.0%	11.3%	5.0%	7.5%	3.8%	11.3%	8.8%	5.0%	8.4%
	6 Streets in area not swept	Count	4	2	2	2	2	1	3	6	22
		% within council district	5.0%	2.5%	2.5%	2.5%	2.5%	1.3%	3.8%	7.5%	3.4%
	Total	Count	80	80	80	80	80	80	80	80	640
		% within council district	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	54.484 ^a	35	.019
Likelihood Ratio	55.028	35	.017
Linear-by-Linear Association	1.112	1	.292
N of Valid Cases	640		

a. 8 cells (16.7%) have expected count less than 5. The minimum expected count is 2.75.