



## Final Report

# Solid Waste Survey

Prepared for:



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## 1.0 EXECUTIVE SUMMARY

The City of Milpitas (City) contracted with SCS Engineers (SCS) to design and conduct a solid waste survey to evaluate single family residents' views of specific solid waste concepts. The purpose of the study was to assist the City in deciding what services will be included in the new hauling services contract.

SCS reviewed questions developed by HF&H Consultants (HF&H) that were quantitative and designed to produce numerical measures of responses. Qualitative questions were also included asking residents what type of service they had to determine which questions were most appropriate to answer. All of the questions were straightforward and focused on the end result of understanding the opinions about current and new solid waste services within the City. SCS used SurveyMonkey™, an online, customizable, cloud-based survey management system that includes data analysis, sample selection, bias elimination, and data representation tools, to obtain target group data and to consolidate the results into the study report.

In order to conduct the survey, SCS obtained a residential list containing 24,200 individuals from the County of Santa Clara Registrar of Voters list and sorted this list by language preference, focusing primarily on English, Vietnamese and universal Chinese. These languages represent the City's primary demographics. Although the Spanish language is spoken in Milpitas, none of the survey takers were needing translation. The survey conducted by SCS included contacting single-family and townhome residents, and performing a brief 10 question survey. There were two survey strategies taken, phone and email surveys, all of which were performed between May 11 and May 31, 2016. The phone survey included calls made in English, Mandarin and Vietnamese to 1,313 individuals. The email survey was sent in English only and distributed to 4,245 individuals.

A goal of 300 survey responses was established at the beginning of the project. The SCS team completed a total of 883 surveys initiated via telephone and the internet. Of those, 757 were qualified survey responses, including both completed and partially completed surveys. A total of 94 surveys were completed on the phone and 663 completed online. The following summarizes the survey responses:

- Of the 640 residents responding, 488 (76.25%) use a wheeled cart, compared to the 152 (23.75%) responses who use their own containers.
- 640 residents responded in favor of new services for collecting garbage with a range between 47% - 62% would be extremely satisfied, 21% - 29% moderately satisfied, and a range from 1%-3% dissatisfied.
- Of the 634 residents responding, 440 residents (69%) have not used the Milpitas Dump Days.
- Of the 490 residents responding, 344 (70%) said that four free pickups per year for Dump Day would meet their needs, 108 (22%) said they were not sure and 38 (8%) said it would not meet their needs.

- Of the same 490 responses, 337 (69%) said they would prefer free collection at curbside, 74 (15%) would prefer free Dump Days at the landfill, and 79 (16%) had no preference.
- Of the 624 residents responding, 368 (59%) said they would be satisfied with a split cart for recycling, 129 (21%) are indifferent and 127 (19%) would be dissatisfied.
- 611 residents responding to the survey were split in their feelings about adding food scraps to their garbage services, responses ranged between 21%-27% who are likely to use a food scrap program, 21%-23% are indifferent, and 9%-16% are unlikely to use the food scrap program.
- Of the 611 residents that responded, 438 (71%) are willing to add food scrap recycling if the monthly rate does not change, 396 (65%) responded they are not willing to add food scrap recycling if collection adds \$1 or less per month to their bill, and 521 (85%) said they are not willing to pay \$1-\$3 per month for food scrap collection services.

## 2.0 INTRODUCTION

The City of Milpitas (City) contracted with SCS Engineers (SCS) to design and conduct a solid waste survey to evaluate residents' views of specific solid waste concepts. The purpose of the study was to assist the City in deciding what services will be included in the new hauling services contract.

The primary objectives of the study were to:

- Design a survey and survey tool to properly evaluate the public's views on the existing and potential solid waste services in Milpitas.
- Survey single-family and multi-family households to provide a 90% confidence level and achieve a plus or minus 5% statistically valid response rate.
- Conduct outreach to maximize input from residents utilizing email and phone calls.
- Analyze survey results to provide feedback on the public's views on the existing and potential solid waste services.

Initially, the SCS team reviewed a 10 question survey developed by the City's consultant, HF&H Consultants (HF&H), to confirm the questions were designed to be answered quickly, and to provide insightful responses. A survey tool was then designed by the SCS team to receive survey information, as well as to tabulate the data results.

In order to conduct the survey, SCS obtained a residential list from the County of Santa Clara Registrar of Voters and sorted this list by language preference, focusing primarily on English, Vietnamese and universal Chinese (Mandarin dialect). These languages represent the City's primary demographics. The survey conducted by SCS included contacting single-family, townhome and condominium residents, and performing a brief 10 question survey. The phone

survey included calls made in English, Mandarin and Vietnamese. A mailed survey in English only was also distributed, in order to reach as many residents as possible.

A goal of 300 survey responses was established at the beginning of the project. The SCS team completed a total of 883 surveys initiated via telephone and the internet. Of those, 757 were qualified survey responses, including both completed and partially completed surveys.

### 3.0 SURVEY PREPARATION

The SCS team worked with City staff and HF&H to develop a comprehensive and effective survey structure which included the following components: the contact information for those targeted for the survey; questions designed to be easy to answer and to provide insightful responses; and a survey tool to receive and tabulate the survey information. The survey activities are described below.

#### 3.1 SURVEY QUESTIONNAIRE AND LETTER

Creating a dynamic survey enhances the probability that respondents will complete the survey and give thoughtful, accurate responses. SCS reviewed questions developed by HF&H (consulting firm working with City on the hauling RFP process) that were quantitative and designed to produce numerical measures of responses. Qualitative questions were also included (e.g. to understand if they participated, what additional fees they were willing to pay for new services, etc.), asking residents what type of service they had to determine which questions were most appropriate to answer. All of the questions were straightforward and focused on the end result of understanding the opinions about current and new solid waste services within the City.

The survey questionnaire can be found in **Appendix A**.

#### 3.2 TARGET LIST

SCS contacted the County of Santa Clara Registrar of Voters<sup>1</sup> to obtain a contact list of residents who live in the City of Milpitas. This list included first and last names, addresses, phone numbers, email addresses and language preference (if the voter input this information into the system). Note that registered voters have a choice of providing their contact information, and if they do not want their information to be made public, it is not included.

The list contained a total of 24,200 individuals who are registered to vote and live in the City. The list included 4,245 email addresses, which were separated out from the phone call list and sent an email with the survey link. The list was initially divided in half, by the first letter of the last name, by potential language preference, based on the last name. The original list did not include language preference, so assumptions were made regarding whether the language preference was Mandarin or Vietnamese. Although it is uncertain how many Mandarin and Vietnamese speakers were on the original list, a record was kept of the language spoken during the telephone surveys. The first list included potential Vietnamese speakers and other

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<sup>1</sup> <http://www.sccgov.org/sites/rov/Resources/Pages/DataRequests.aspx>

nationalities and included a total of 9,891 residents. The second list included Mandarin speakers and other nationalities, and included 9,998 residents. The Spanish speakers were included in these two lists and contacted by the bilingual callers. If the Spanish speaking resident was called, a translator was not needed.

### 3.3 SURVEY TOOL

The SCS team developed a survey tool designed to obtain target group data and to consolidate the results into the study report. The survey tool chosen for this project was SurveyMonkey™, an online, customizable, cloud-based survey management system that includes data analysis, sample selection, bias elimination, and data representation tools.

A personalized email, including a unique link to the survey, was emailed to Milpitas residents whose voter information included an email address. In order to prevent residents from taking the survey multiple times, the survey settings allowed only one survey to be taken from any unique link.

While it is recognized online surveys are the easiest method to obtain and tabulate survey data, many of the residents within the City of Milpitas do not have access to computers or require the survey in a language other than English. Therefore, and in order to maximize results, the SCS team also telephoned Milpitas residents for whom the Santa Clara County Registrar of Voters did not have email addresses.

## 4.0 SURVEY IMPLEMENTATION

The two survey strategies, emailed online surveys and phone surveys, were implemented simultaneously. The desired number of responses was 300 surveys. In order for the survey responses to be representative of the Milpitas population, the demographic response goals were:

- 150 Mandarin speakers (50%)
- 90 Vietnamese speakers (30%)
- 60 English speakers (20%)

Strategy 1, the emailed online surveys, spanned three weeks (May 11-May 31).

Strategy 2, the phone surveys, spanned just under three weeks (May 12-May 31).

### 4.1 STRATEGY 1- EMAILED ONLINE SURVEYS

Through SurveyMonkey™, a personalized email including a unique link to the survey, was sent to Milpitas residents whose Voter Information included an email address. In order to prevent residents from taking the survey multiple times, the survey settings allowed only one survey to be taken from any unique link. See Appendix B for details on the email blast content.

The initial email blast was sent on May 11, 2016 at 10am to 4,245 individuals.

A reminder email blast was sent on May 23, 2016 at 12:51pm to 3,158 individuals who had either not opened the initial email or who had opened the initial email but not taken the survey.

A reminder email blast was sent on May 26, 2016 at 2:53pm to 124 individuals who had started the survey but not completed it.

A reminder email blast was sent on May 27, 2016 at 10:00am to 2,945 individuals who had either not opened the initial email or who had opened the initial email but not taken the survey.

Please note: After the online survey had gone live on May 11, 2016, it was discovered that there was a problem with the survey tool and two questions, Question 5 (Q5) and Question 6 (Q6), were not available for Non-Dump Day using residents to answer. This problem was fixed the night of May 11, 2016. In an effort to capture these respondents' answers to Q5 and Q6, an additional email was sent out on May 27, 2016 at 9:45am to 114 individuals, asking them to retake the survey.

## 4.2 STRATEGY 2 - PHONE SURVEYS

The SCS team called those residents that did not supply email addresses to the Santa Clara County Registrar of Voters. Calls were prioritized based on the anticipated respondent language or ethnicity, with the focus being on Chinese Mandarin and Vietnamese speakers

A phone survey script, (**Appendix A**), was created based on the online survey. The survey script was provided to the survey callers who translated it into Mandarin and Vietnamese prior to initiating calls. This allowed the survey callers to enter the survey responses into the online survey either as the respondent answered or after they had finished the call.

## 5.0 SURVEY RESULTS

The survey results were compiled after the survey closed on May 31, 2016. There were 883 surveys initiated online and over the phone. Of those, 757 were qualified survey responses, including both completed and partially completed surveys. The entire survey was open for 3 weeks. For an overall summary of the survey results refer to **Appendix C**.

### 5.1 RESPONSE RATES

The response rates exceeded expectations. Due to the content of the survey and the manner in which the survey responses were solicited (via email and over the phone), a 10-15% response rate from the online survey and a 5% response rate from the phone survey was anticipated. As of May 31 when the survey closed, the emailed survey had been completed by 777 qualified and unqualified<sup>2</sup> respondents, which was an 18.30% response rate, while the phone survey had been

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<sup>2</sup> Unqualified responses are the individuals who answered "No" to the screening questions.

completed by 95 respondents, which was a 7.23% response rate. The results of the survey efforts are tabulated in Tables 1 and 2.

**Table 1 Responsiveness of Email Outreach**

| <b>Outreach</b>                 | <b>Emails</b> | <b>Percentage of Emails</b> |
|---------------------------------|---------------|-----------------------------|
| <b>TOTAL EMAIL INVITES SENT</b> | <b>4,245</b>  | <b>100%</b>                 |
| Opened                          | 2,452         | 57.4%                       |
| Unopened                        | 1,115         | 26.3%                       |
| Bounced                         | 556           | 13.1%                       |
| Opted Out                       | 122           | 2.9%                        |
| <b>TOTAL EMAIL RESPONSES</b>    | <b>777</b>    | <b>18.3%</b>                |
| Unqualified Survey Responses    | 109           | 14.0%                       |
| Qualified Survey Responses      | 668           | 86.0%                       |
| Complete Qualified Responses    | 524           | 67.4%                       |
| Incomplete Qualified Responses  | 144           | 18.5%                       |

**Table 2 Responsiveness of Phone Outreach**

| <b>Outreach</b>                      | <b>Calls</b> | <b>Percentage of Calls</b> |
|--------------------------------------|--------------|----------------------------|
| <b>TOTAL CALLS PLACED</b>            | <b>1,313</b> | Not applicable             |
| 1st Calls                            | 1,192        | 90.8%                      |
| 2nd Calls                            | 121          | 9.2%                       |
| Calls with Message Machine           | 439          | 33.4%                      |
| Calls with Hang Up                   | 18           | 1.4%                       |
| Not Interested in Taking Survey      | 131          | 10.0%                      |
| Calls That Need A Different Language | 5            | 0.4%                       |
| <b>Qualified Survey Responses</b>    | <b>94</b>    | <b>7.2%</b>                |
| Complete Qualified Responses         | 89           | 6.8%                       |
| Incomplete Qualified Responses       | 5            | 0.4%                       |

## 5.2 REPORTED DEMOGRAPHICS

### Online and Phone Surveys

A total of 762 individuals took the survey, of which 321 (42.13%), responded to some or all of the Optional Demographics survey questions. Of the individuals who responded to the Optional Demographics questions, and of the questions they chose to answer, the top groups represented were as follows

- Ages
  - 35-44 (22.9%)

- 45-54 (21.4%)
- 55-64 (17.6%)
- Gender
  - 60% Male
  - 40% Female
- Approximate average annual household income
  - 19.66% earned \$200,000 and up
  - 13.68% earned \$75,000-\$99,999
  - 12.39% earned \$100,000-\$124,999
- Education level
  - 44.03% had Bachelor degree
  - 29.48% a had graduate degree
  - 12.31% had some college but not degree
- Race and Ethnicity
  - 59.80% Asian (For example: Chinese, Filipino, Asian Indian, Vietnamese, Korean, Japanese)
  - 26.91% White or Caucasian (For example: German, Irish, English, Italian, Polish, French, etc.)
  - 7.31% Hispanic, Latino, or Spanish origin (For examples: Mexican, Mexican America, Puerto Rican, Cuban, Salvadoran, Dominican, Colombian, etc.)

See Appendix D for complete summary details.

### **Phone Surveys**

It was possible to capture specific information on ethnicity and language because the phone surveys were aimed at Milpitas Chinese, Mandarin-speaking, and Vietnamese populations. This information has some but not a complete overlap with the Reported Demographics section, as some of the individuals surveyed over the phone answered the optional questions and others chose not to. Table 3 included the results of the phone survey language results.

**Table 3. Phone Survey Language Results**

|  | <b>Occurrences</b> | <b>Percent of Total Phone Surveys Responses (94)</b> |
|--|--------------------|--|
| Survey Incomplete, Need a Different Language | 5                  | Not applicable                                       |
| Survey in Mandarin                           | 13                 | 13.83%   |
| Survey in Vietnamese                         | 40                 | 42.55%   |
| Survey in English                            | 38                 | 40.43%   |
| Respondents self-identifying as Chinese      | 53                 | 56.38%   |
| Respondents self-identifying as Vietnamese   | 40                 | 42.55%   |

### 5.3 SURVEY ANALYSIS

#### Question 1

A total of 640 residents responded to this question, of which 76.25% used a wheeled cart provided by the collection service for their garbage. The other 23.75% of respondents use their own containers.

#### Question 2

More people than not would be extremely or moderately satisfied with the new garbage services being considered. Of the 640 individuals who answered Q2:

- 83.20% would have some level of satisfaction with Option A: a range of sizes of wheeled garbage carts with no rental fee.
  - 61.85% Extremely satisfied
  - 21.35% Moderately satisfied
- 77.60% would have some level of satisfaction with Option C: four pick-ups per year at the curb—scheduled when requested at no additional charge—for extra trash and yard trimmings, as well as big or bulky items. These individual pick-ups would be instead of the two current prescheduled clean-up events.
  - 54.57% Extremely satisfied
  - 23.03% Moderately satisfied
- 76.61% would have some level of satisfaction with Option D: with a wheeled cart for weekly collection and the four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage.
  - 52.76% Extremely satisfied
  - 23.85% Moderately satisfied
- 76.03% would have some level of satisfaction with Option B: using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using their own cans or bags
  - 47.48% Extremely satisfied

- 28.55% Moderately satisfied

Reviewing those who were Extremely Satisfied, their preference order matched that of the overall satisfaction levels for each option. For those who were Moderately Satisfied, a different preference order is indicated, led by Option B, followed by Options D, C, and A.

### Question 3

Of the 640 individuals who answered Q3, the majority of residents reported not being Dump Day users (69.40%), while a few reported being Dump Day users (30.60%).

### Question 4

Of the 194 respondents that do use Dump Days:

- The majority have used it only 1-2 times in the past year (74.7%),
- Residents using the service 3-4 times in the past year was 14.4%, and
- Residents using the service 5 or more times during the past year was 10.8%.

### Question 5

Of the 490 respondents who answered this question, most (70.2%) agreed that four free pickups per year, scheduled at their convenience, would meet their needs for a “Dump Day,” while 22. % weren’t sure, and 7.8% said it would not meet their needs.

In related to Question 4 responses, the more times a resident indicated that they had used Dump Days in the past year, the more likely they were to say that four free pickups per year, scheduled at their convenience, would not meet their needs for a “Dump Day” or that they didn’t know if it would meet their needs.

- Of the 144 residents who responded that they had used Dump Days 1-2 times in the last year, the response was that four free pickups per year, scheduled at their convenience:
  - Would meet their needs for a “Dump Day” (Yes- 75.00%)
  - Would not meet their needs for a “Dump Day” (No - 6.94%)
  - Might not meet their needs for a “Dump Day” (Not sure - 18.06%)
- Of the 28 residents who responded that they had used Dump Days 3-5 times in the last year, the results indicated that four free pickups per year, scheduled at their convenience:
  - Would meet their needs for a “Dump Day” (Yes - 46.43%)
  - Would not meet their needs for a “Dump Day” (No - 32.14%)
  - Might not meet their needs for a “Dump Day” (Not sure - 21.43%)
- Of the 21 residents who responded that they had used Dump Days 5 or more times in the last year, the results indicated that four free pickups per year, scheduled at their convenience:
  - Would meet their needs for a “Dump Day” (Yes - 28.57%)
  - Would not meet their needs for a “Dump Day” (No - 42.86%)
  - Might not meet their needs for a “Dump Day” (Not sure - 28.57%)

### Question 6

Of the 490 survey respondents who answered this question, 68.8% would prefer having four free pickups at their curb rather than the Free Dump Days (assuming there is no additional cost), while 15.1% preferred having free dump days and 16.1% had no preference.

The more times a resident had used Dump Days in the past year, the more likely they were to say they would prefer free dump days, rather than free collection of extra trash, recyclables and yard trimmings, from their house.

- Of the 144 residents who responded that they had used Dump Days 1-2 times in the last year, the results indicated that:
  - 68.1% would prefer free collection of extra trash, recyclables and yard trimmings, from their house.
  - 16.7% would prefer free Dump Days at the landfill.
  - 15.3% had no preference.
- Of the 28 residents who responded that they had used Dump Days 3-4 times in the last year, the responses indicated that:
  - 46.4% would prefer free Dump Days at the landfill.
  - 42.9% would prefer free collection of extra trash, recyclables and yard trimmings, from their house.
  - 10.7% had no preference.
- Of the 21 residents who responded that they had used Dump Days 5 or more times in the last year, the feeling was that:
  - 66.7% would prefer free Dump Days at the landfill
  - 23.8% would prefer free collection of extra trash, recyclables and yard trimmings, from their house
  - 9.5% had no preference

### Question 7

The results of the responses to this question indicate a majority of residents would be satisfied with a split cart for recycling. Of the 624 individuals who answered Q7:

- 59% would be satisfied with a split cart for recycling
  - 32.3% extremely satisfied
  - 24.7% moderately satisfied
- 20.7% would be neither satisfied nor dissatisfied

- 20.4% would be dissatisfied with a split cart for recycling
  - 10% moderately dissatisfied
  - 10.4% extremely dissatisfied

### Question 8

Of the 624 residents who answered Q8, a majority would be satisfied using a split cart to separate paper and cardboard from bottles and cans, if there was no change to their monthly rate. The majority of residents indicated they would be dissatisfied if using a split cart added \$1 or less to their bill per month. A large majority would be dissatisfied if the use of a split cart added \$1-\$3 per month to their bill.

- 82.5% would be satisfied or neutral with a split cart for recycling if there was no change to their monthly rate
  - 42.2% extremely satisfied
  - 21.8% moderately satisfied
  - 18.6% would be neither satisfied nor dissatisfied
- 69.4% would be dissatisfied or neutral if the use of a split cart added \$1 or less per month to their bill.
  - 29.0% would be extremely dissatisfied
  - 23% would be moderately dissatisfied
  - 17.5% would be neither satisfied nor dissatisfied
- 86.21% would be dissatisfied if the use of a split cart added between \$1 and \$3 per month to their bill.
  - 51.4% extremely dissatisfied
  - 21.3% moderately dissatisfied
  - 13.5% neither satisfied nor dissatisfied

### Question 9

Of the 616 people who answered Q9, the majority indicated they would be likely to put food scraps in with the yard trimmings, while a lesser number would be willing to use a split cart with a vertical divider for garbage on one side and food scraps on the other side. There was also a relatively high level of non-commitment as to whether or not a resident would or would not participate.

- 52.86% would be likely to put food scraps in with yard trimmings
  - 26.84% would definitely do it
  - 26.02% would likely to it
  - 23.73% would be neither likely nor unlikely to put food scraps in with yard trimmings
- 47.30% would be likely to use a provided split cart with a vertical divider for garbage on one side and food scraps on the other side.
  - 20.95% would definitely do it
  - 26.35% would likely to it
- 21.77% would be neither likely nor unlikely to use a provided split cart with a vertical divider for garbage on one side and food scraps on the other side.

## Question 10

Of the 616 residents who answered Q10, the majority indicated they would be in favor of adding food scraps collection as a new service, if the effect on their monthly rate was the same. If more than \$1 was added to the monthly bill to cover the new service, the majority of residents indicated they were opposed to add it.

- 71.2% would like food scraps collection as a new service if the effect on their monthly rate was the same.
- 64.7% would not like food scraps collection as a new service if it would add \$1 or less to their monthly rate.
- 85.4% would not like food scraps collection as a new service if it would add \$1-\$3 to their monthly rate.

## 5.4 ONLINE AND PHONE SURVEY COMMENTS

Over 209 of the 762 respondents (27.4%) submitted comments in response to “Do you have any other comments, questions, or concerns?”

Residents’ sentiments and concerns fell into four distinct categories, with several residents citing one or more of the following:

- Landfill odor concerns
- Food scrap odor and sanitation concerns
- Recycling split cart concerns
- Cost concerns

See Appendix D for all comments.

## 5.5 PHONE SURVEY PROCESS AND OBSERVATIONS

The surveyors who conducted the telephone calls did not use the direct translations of the survey. This was because there were many technical terms that could be expressed more effectively using conversational Chinese and Vietnamese as opposed to professional, or dictionary translations. Similarly, they eliminated the explanation of the City’s current services, as well as other information that was considered extraneous.

The callers conducting the survey reported the following about the survey process.

- Majority of the phone numbers were disconnected and most voicemails were automatic messages.
- For residents that were interested in taking the survey, phone conversations ranged from 8 to 30 minutes in length.
- A few individuals requested to take the survey online; the survey callers provided online access to them but it is unclear how many individuals did log on to take the survey.

- To reduce respondent confusion regarding Q5 and Q6, if the respondent was satisfied with four personal pick-up days, the Vietnamese survey caller marked the same to the fourth question.
- The Vietnamese survey caller found the last two (Q10 and Q11) questions in the dump day section to be repetitive to residents (since there's no additional cost), and marked the same answer for both without repeating both questions to the resident.

The callers conducting the survey reported the following observations about residents' survey experience.

- Residents had a lot of questions.
- Residents who took the survey faster did not necessarily seem to have a better understanding of the concepts than those who took longer to complete the survey.
- In general, public education regarding the current garbage services was minimal. Many residents had no idea there were twice yearly prescheduled clean up days, and commented that they had never seen it in their neighborhood nor have they received notification from the City regarding these pick-up days.
- Residents had a difficult time with Question 2 in the garbage section of the survey. Residents naturally wanted to know if the option to get extra collection for extra garbage would be an additional cost. Most of the residents did not have the concern of extra material, but for those that it applied to, they would be satisfied only if there was no additional cost (which wasn't specified).
- The Vietnamese survey caller reported the following: For the food scrap questions, the survey indicated it to be put with yard trimmings first, and then food scraps separately in the split cart. However, the last three questions asked if the resident would like food scrap collection (yes/no) in general, and did not specify the food scrap and yard trimming option or the food scrap and split cart option. This was confusing to residents that previously said yes to yard trimmings and no to the split cart, because they weren't able to answer the previous three questions regarding differences in prices (they didn't know which option they were agreeing to).

## 5.6 COMPARING EMAILED ONLINE RESULTS TO PHONE SURVEY RESULTS

See Appendix C for corresponding graphs and exact numerical details.

### Question 1

More residents who took the survey by phone reported using their own cans, 29.8% or bags than did residents who took the survey online, 22.7%.

### Question 2

While the percentages varied some, the overall preference for those who took the phone survey matched those who took the emailed survey.

#1 Option A: a range of sizes of wheeled garbage carts with no rental fee.

- #2 Option C: four pick-ups per year at your curb—scheduled when you request them at no additional charge—for extra trash and yard trimmings, as well as big or bulky items. These individual pick-ups would be instead of the two current pre-scheduled clean-up events.
- #3 Option D: with a wheeled cart for weekly collection and the four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage.
- #4 Option B: using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using your own cans or bags.

**Question 3**

Residents who took the email survey were more likely to have dumped garbage at the Newby Island Resource Recover Park on a Free Dump Day in the last year (32.41%) than those who took the survey over the phone (20.21%).

**Question 4**

While the percentages varied, the overall number of how often residents used Free Dump Days from those that took the phone survey, matched those who took the survey online.

- #1 1-2 times per month
- #2 3-4 times per month
- #3 5 or more times per month

**Question 5**

Residents who took the phone survey were more likely to agree that four free pickups at their curb would meet their need for a Dump Day (82.98%), or were not sure (11.70%), than those who took the survey online (67.17% and 24.49% respectively).

**Question 6**

Similarly, residents who took the survey over the phone were more likely to prefer the four free pickups at their curb (72.34%) or no preference (22.34%) than those who took the survey online (67.93% and 14.65% respectively).

**Question 7**

Online respondents expressed a moderate level of satisfactions with using a split cart for recycling (56.28%), while phone survey respondents reported a higher level of satisfaction (74.73%).

### Question 8

While the percentages varied some, the overall preference for those who took the phone survey matched those who took the survey online.

- #1 Option A: The effect on your monthly rate will be the same. Phone survey response was 78.03% and email response was 61.54% that they would be extremely or moderately satisfied.
- #2 The use of a split cart adds \$1 or less per month to your bill. Phone survey response was 45.05% and email response was 28.15% that they would be extremely or moderately satisfied, while 34.07% and 54.97% respectively would be extremely or moderately dissatisfied.
- #3 The use of a split cart adds between \$1 and \$3 per month to your bill. Phone survey response was 65.93% and email response was 73.92% that they would be extremely or moderately dissatisfied.

### Question 9

Residents who took the phone survey were more likely than not, put food scraps in with the yard trimmings (57.30%), with a lesser number willing to use a split cart (44.95%). Residents who took the online survey were more non-committal, with 52.10% being likely or very likely to put food scraps in with the yard trimmings, 47.17% being willing to use a split cart, and 24.71% and 22.80% respectively, neither likely nor unlikely to participate in either.

There was also a relatively high level of non-commitment as to whether or not a resident would or would not participate.

### Question 10

While the percentages varied some, the overall phone surveys matched those who took the survey online.

- #1 Residents would like food scraps collection added as a new service if the effect on their monthly rate is the same with or without it.
  - Online respondents 72.43%
  - Phone respondents 64.04%
- #2 Residents would not like food scraps collection added as a new service if it added \$1 or less per month to their bill.
  - Online respondents 66.16%
  - Phone respondents 56.18%

#3 Residents would not like food scraps collection added as a new service if it added \$1-\$3 per month to their bill.

- Online respondents 86.18%
- Phone respondents 80.90%

## 5.7 SUMMARY

Based on the survey results, cost is the primary concern for residents. For the most part, residents expressed some level of satisfaction or neutrality with most of the proposed changes, except when it would involve an increase in their bill. The greater a proposed change would increase cost, the greater the level of dissatisfaction. Regardless of the services to be implemented, resident education and outreach, especially to non-English speaking communities, will be necessary to make a successful transition of services.

## APPENDIX A – SURVEY QUESTIONNAIRE



SCS ENGINEERS

### Milpitas

#### Introduction

**The Milpitas City Council will soon be entering into a new contract for garbage, recycling and yard trimmings services to begin September 2017. Every resident will continue to be required to have and pay for garbage, recycling and yard trimmings collection service. The City is considering adding or modifying some of the residential services, and would like your input. Can you help the City Council make decisions about services?**

The City of Milpitas has contracted with SCS Engineers, an independent consulting firm, to conduct a survey of residents' opinions on additions or modifications to the existing services.

The survey will take approximately 5-10 minutes to complete. Please answer all of the questions to the best of your knowledge.

We ask that you please complete the survey by May 27, 2016. By sharing your opinions and completing the survey, you will provide valuable input into the future of these services.

Potentially identifiable information is considered confidential and will not be shared with the City of Milpitas or anyone else outside the research group without your express permission. Please do not submit more than one survey. If you have questions, please contact Leslie Stobbe at (408) 586-3352 or [lesliestobbe@ci.milpitas.ca.gov](mailto:lesliestobbe@ci.milpitas.ca.gov).



## Milpitas

**\* Do you have a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage?**

Yes

No

Page 2

Page 2 contains a screening questions, designed to eliminate residents who do not use or pay for the services that are being surveyed.



## Milpitas

### Garbage Services

**Your current garbage services include:**

- *Weekly curbside collection.*
- *Option to use a 96-gallon wheeled cart with a monthly rental fee, or An unlimited number of your own 32-gallon cans or bags*
- *Two pre-scheduled clean-up events each year for big items.*
- *Two on-call pickups each year for seniors for big items.*
- *No extra charge for weekly backyard/side yard collection from disabled customers.*
- *Free "Dump Days" at the landfill 2nd and 4th Saturdays every month.*

**\* Do you use a wheeled cart, provided by the garbage collection service, for your garbage or your own can(s) or bag(s)?**

Wheeled cart provided by garbage collection service

My own container(s)

Page 3a, Q1

**\* New services for collecting garbage are being considered for September 2017. How satisfied would you be with**

|  | Extremely satisfied   | Moderately satisfied  | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied |
|--|-----------------------|-----------------------|------------------------------------|-------------------------|------------------------|
| a range of sizes of wheeled garbage carts with no rental fee?  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>   | <input type="radio"/>  |
| using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using your own cans or bags?  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>   | <input type="radio"/>  |
| four pick-ups per year at your curb—scheduled when you request them at no additional charge—for extra trash and yard trimmings, as well as big or bulky items? These individual pick-ups would be instead of the two current pre-scheduled clean-up events | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>   | <input type="radio"/>  |
| with a wheeled cart for weekly collection and the four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage?                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>   | <input type="radio"/>  |



**Milpitas**

Dump Day

**\* Have you dumped garbage at the landfill (Newby Island Resource Recovery Park, west end of Dixon Landing Road), on a Free Dump Day in the last year?**

Page 4, Q3

Page 4, Q3 uses logic to direct respondents appropriately. Respondents who answer yes are Dump Day using residents, and were direct to Page 5, Q4. Respondents who answer no are non-Dump Day using residents, and were direct to Page 6, Q5.



**Milpitas**

Dump Day Continued

**\* About how many times have you dumped garbage at the landfill (Newby Island Resource Recovery Park (west end of Dixon Landing Road) on a Free Dump Day in the last year?**

1-2 times

3-4 times

5 or more times

Page 5, Q4



SCS ENGINEERS

## Milpitas

### Dump Days Continued

**\* Would four free pickups per year, scheduled at your convenience meet your needs for a “Dump Day”?**

- Yes
- No
- Not sure

**\* Assuming there is no additional cost, would you prefer having four free pickups at your curb, or an option like the Free Dump Days?**

- Prefer free collection of extra trash, recyclables and yard trimmings, from your house.
- Prefer free Dump Days at the landfill.
- No preference.

Page 6, Q5 and Q6



SCS ENGINEERS

## Milpitas

### Recycling Services

#### Your current recycling services include:

- *Weekly curbside collection*
- *A wheeled cart for paper, bottles and cans.*
- *Collection of flattened cardboard placed alongside the cart.*

A new way of collecting recycling is being considered for September 2017. A wheeled "split cart" may be provided for recycling. The cart looks similar to your current one, but has a vertical divider on the inside. Paper goes on one side and containers on the other side, with a separate lid for each. This can improve recycling by keeping papers cleaner so they can more easily be made into new paper products.



#### \* How satisfied would you be with a split cart for recycling?

- Extremely satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

**\* How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if:**

|  | Extremely satisfied   | Moderately satisfied  | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied |
|--|-----------------------|-----------------------|------------------------------------|-------------------------|------------------------|
| The effect on your monthly rate will be the same?                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>   | <input type="radio"/>  |
| The use of a split cart adds \$1 or less per month to your bill?         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>   | <input type="radio"/>  |
| The use of a split cart adds between \$1 and \$3 per month to your bill? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>   | <input type="radio"/>  |

Page 7b, Q8



SCS ENGINEERS

## Milpitas

### Food Scraps

#### Your current yard trimmings services include:

- *Weekly curbside collection*
- *A 96-gallon wheeled cart*
- *Additional yard trimmings collection in your 32-gallon can or with a sticker next to the cart*

In other Bay Area communities, food scraps are collected separately from garbage and recycling, either in the yard trimmings cart or in their own container. This reduces waste to landfill and greenhouse gases, and may be required under future State law. The material is composted and used to help farmers and nurseries grow crops and plants.

**\* The City is considering adding food scrap collection. If food scrap collection were added, you would receive a free indoor kitchen pail to keep food scraps in before taking them out to the cart.**

#### How likely would you be to participate in a food scrap program by

|  | Definitely            | Very likely           | Neither likely nor unlikely | Unlikely              | Definitely not        |
|--|-----------------------|-----------------------|-----------------------------|-----------------------|-----------------------|
| Putting food scraps in with the yard trimmings   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       | <input type="radio"/> | <input type="radio"/> |
| Using a provided split cart with a vertical divider for garbage on one side and food scraps on the other side. (Like keeping paper separate from cans and bottles, keeping food scraps and yard trimmings separate can result in better recycling results) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       | <input type="radio"/> | <input type="radio"/> |

**\* Would you like food scraps collection to be added as a new service if:**

|   | Yes                   | No                    |
|---|-----------------------|-----------------------|
| The effect on your monthly rate is the same with or without it?         | <input type="radio"/> | <input type="radio"/> |
| Food scraps collection adds \$1 or less per month to your bill?         | <input type="radio"/> | <input type="radio"/> |
| Food scraps collection adds between \$1 and \$3 per month to your bill? | <input type="radio"/> | <input type="radio"/> |

Page 8b, Q10



**Milpitas**

**Do you have any other comments, questions, or concerns regarding the proposed new services?**

Page 9

## SURVEY PHONE SCRIPT

Hello, I'm calling on behalf of the City of Milpitas. My name is [NAME]. May I please speak with [Name]?

**If [Name] unavailable**

When would be a good time for us to reach them at this number? NOTE  
RESPONSE IN EXCEL SPREADSHEET  
Thank you, we'll try again at then. STOP

**If "No", "No one here by that name," "Declined,"**

Thank you for your time. STOP

The Milpitas City Council will be entering into a new contract for garbage, recycling and yard trimmings services beginning September 2017. The City is considering adding or modifying some of the residential services, and would like to get input from residents. This survey will take approximately 5-10 minutes and all responses are completely confidential. Do you have time to help the City Council make decisions about future services?

**If yes,**

Wonderful, let's get started. If at any time you have any questions please let me know. GO TO SCREENING QUESTION

**If no, "Declined,"**

Are you interested in taking the survey? Would there a better time to call you back?

**If yes,**

When would be a good time for us to call back? NOTE  
RESPONSE IN EXCEL SPREADSHEET

**If "No", "No one here by that name," "Declined,"**

Thank you for your time. STOP

### Cell Phone Safety Confirmation

Are you in a place where you can safely talk on the phone and answer my questions?

- Yes
- No

**If yes**

GO TO SCREENING QUESTION

**If no**

When would be a good time for us to call you back at this number? NOTE  
RESPONSE IN EXCEL SPREADSHEET  
Thank you, we'll try again at then. STOP

### Screening Question

Do you have a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage?

- Yes
- No

**If yes**

GO TO GARBAGE SERVICES

**If no**

Thank you very much, but at this time we are only interviewing residents who use a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage. STOP

### Garbage Services

I'm going to read you a description of your current garbage service and then ask you a question about it

Your current garbage services include:

- *Weekly curbside collection.*
- *The Option to use a 96-gallon wheeled cart with a monthly rental fee, or An unlimited number of your own 32-gallon cans or bags.*
- *Two pre-scheduled clean-up events each year for big items.*
- *Two on-call pickups each year **for seniors** for big items.*
- *No extra charge for weekly backyard or side yard collection from disabled customers.*
- *Free "Dump Days" at the landfill 2<sup>nd</sup> and 4<sup>th</sup> Saturdays every month.*

**1. Do you use a wheeled cart, provided by the garbage collection service, for your garbage or your own can(s) or bag(s)?**

ACCEPTABLE ANSWERS ARE

- Wheeled cart
- My own container(s)/My own cans/My own bags

**2. New services for collecting garbage are being considered for September 2017.**

I'm going to read you four questions, the response options are

- Extremely satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

**How satisfied would you be with a range of sizes of wheeled garbage carts with no rental fee?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

**How satisfied would you be using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using your own cans or bags?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

**How satisfied would you be with four personal pick-ups per year at your curb — scheduled when you request them at no additional charge—for extra trash and yard trimmings, as well as big or bulky items? These individual pick-ups would be instead of the two current pre-scheduled clean-up events.**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

**How satisfied would you be with a wheeled cart for weekly collection and four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

**Dump Days**

I'm going to read you a description of the City of Milpitas' Dump Days and then ask you some questions about it

*Residents can now take waste to the landfill on free Household Dump Days two Saturdays a month. A Municipal Services Bill must be shown to prove you're a resident.*

**3. Have you dumped garbage at the landfill (Newby Island Resource Recovery Park, on Dixon Landing Road) on a Free Dump Day in the last year?**

- Yes
- No

**If yes**

Go to Q4

**If no**

Go to Q5

**4. How many times? Was it**

- 1-2 times
- 3-4 times
- 5 or more times

**5. Would the four free personal pickups per year—scheduled at your own convenience—meet your needs for a “Dump Day”?**

- Yes
- No
- Not sure

**6. Assuming there is no additional cost, do you prefer**

- Free collection of extra trash, recyclables and yard trimmings, from your house.
- Free Dump Days at the landfill.
- Or no preference

**Recycling**

I'm going to read you a description of your current recycling services and then ask you some questions about it

*Your current recycling services include:*

- *Weekly curbside collection*
- *A wheeled cart for paper, bottles and cans.*
- *Collection of flattened cardboard placed alongside the cart.*

I'm going to read you four questions, the response options are

- Extremely satisfied
- Moderately satisfied

- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

- 7. A new way of collecting recycling is being considered for September 2017. A wheeled “split cart” may be provided for recycling. The cart looks similar to your current one, but has a vertical divider on the inside. Paper goes on one side and containers on the other side, with a separate lid for each. This can improve recycling by keeping papers cleaner so they can more easily be made into new paper products.**

**How satisfied would you be with a split cart for recycling?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

- 8. How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if:**

**The effect on your monthly rate will be the same?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

**How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if: The use of a split cart adds \$1 or less per month to your bill?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

**How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if: The use of a split cart adds between \$1 and \$3 per month to your bill?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE

REPEATED

- Extremely satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

**Food Scraps**

I'm going to read you a description of your current yard trimmings services, and a statement about what other Bay Area communities are doing.

*Your current yard trimmings services include:*

- *Weekly curbside collection*
- *A 96-gallon wheeled cart*
- *Additional yard trimmings collection in your 32-gallon can or with a sticker next to the cart*

*In other Bay Area communities, food scraps are collected separately from garbage and recycling, either in the yard trimmings cart or in their own container. This reduces waste to landfill and greenhouse gasses, and may be required under future State law. The material is composted and used to help farmers and nurseries grow crops and plants.*

I'm going to read you two questions, the response options are

- Definitely
- Very likely
- Neither likely nor unlikely
- Unlikely
- Definitely not

**9. The City is considering adding food scrap collection. If food scrap collection were added, you would receive a free indoor kitchen pail to keep food scraps in before taking them out to the cart.**

**How likely would you participate in a food scrap collection program by putting food scraps in with the yard trimmings?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE

REPEATED

- Definitely
- Very likely
- Neither likely nor unlikely
- Unlikely
- Definitely not

**Previously I mentioned that keeping paper separate from cans and bottles can result in**

**better recycling. Similarly, keeping food scraps and yard trimmings separate can result in better food scrap collection. How likely would you be to participate in a food scrap collection program by using a split cart, provided by the service, with a vertical divider for garbage on one side and food scraps on the other side?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Definitely
- Very likely
- Neither likely nor unlikely
- Unlikely
- Definitely not

I'm going to read you three questions, the response options are

- Yes
- No

**10. Would you like food scraps collection to be added as a new service if the effect on your monthly rate is the same with or without it?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Yes
- No

**Would you like food scraps collection to be added as a new service if food collection adds \$1 or less per month to your bill?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Yes
- No

**Would you like food scraps collection to be added as a new service if it adds between \$1 and \$3 per month to your bill?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Yes
- No

## **Demographics**

Thank you for sticking with me, there are only about two minutes left of the survey.

**The following information is being requested for Government reporting purposes only. Sharing this information is optional. Please note that potentially identifiable information is confidential and will not be shared with the City of Milpitas or anyone else outside the research group without your express permission. Would you be willing to share demographic information with us for government reporting purposes?**

**If yes,**

Thank you. GO TO DEMOGRAPHICS QUESTIONS

**If no, "Declined,"**

Thank you for your time. STOP

How long have you been a resident of Milpitas?

Which of the following best describes your age? You may stop me when I reach your age bracket. Are you between

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 74 or older

Which of the following terms best describes your gender? Is it

- Male
- Female
- Other (please specify)

Including yourself, how many people live in your household?

For the following questions you may stop me when I reach the numerical bracket that describes you.

How much total combined money did all members of your household earn last year? Was it

- \$24,999 or less
- \$25,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$124,999
- \$125,000-\$149,999
- \$150,000-\$174,999
- \$175,000-\$199,999
- \$200,000 and up

What is the highest level of school you have completed or the highest degree you have received?  
Is it

- Less than a high school degree
- High school degree or equivalent
- Some college
- Associate degree
- Bachelor degree

- Graduate degree

What ethnic/racial category do you identify with?

- READ White or Caucasian

DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example: German, Irish, English, Italian, Polish, French, etc.

- Hispanic, Latino, or Spanish origin

DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For examples: Mexican, Mexican America, Puerto Rican, Cuban, Salvadoran, Dominican, Colombian, etc.

- READ Black or African American

DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example: African America, Jamaican, Haitian, Nigerian, Ethiopian, Somalian, etc.

- READ Asian

DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example: Chinese, Filipino, Asian Indian, Vietnamese, Korean, Japanese

- READ American Indian or Alaska Native

DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example: Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc.

- READ Middle Eastern or North African

DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example: Lebanese, Iranian, Egyptian, Syrian, Moroccan, Algerian, etc.

- READ Native Hawaiian or Other Pacific Islander

- DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example: Native Hawaiian, Samoan, Chamorro, Togan, Fijan, Marshallese, etc.

- Some other race, ethnicity, or origin

This completes our survey. Thank you for your time! STOP

## MANDARIN TRANSLATION SURVEY

我代表米匹塔斯市政府打電話給你，我名叫 XXX。你是 XXX 先生/小姐嗎？

Hello, I'm calling on behalf of the City of Milpitas. My name is [NAME]. May I please speak with [Name]?

**If [Name] unavailable**

什麼時候我再打電話最好？

When would be a good time for us to reach them at this number?

NOTE RESPONSE IN EXCEL SPREADSHEET

謝謝

Thank you, we'll try again at then. STOP

**If "No", "No one here by that name," "Declined,"**

謝謝

Thank you for your time. STOP

米匹塔斯市政府將會在 2017 年 9 月，和處理回收垃圾的公司簽訂新約。米匹塔斯市政府將會在 2017 年 9 月，和處理回收垃圾的公司簽訂新約。對於增加或者減少服務項目，市政府希望聽聽居民的意見。這項調查訪問大概要花五到十分鐘。內容完全保密。不知道你願意協助米匹塔斯市政府嗎？

The Milpitas City Council will be entering into a new contract for garbage, recycling and yard trimmings services beginning September 2017. The City is considering adding or modifying some of the residential services, and would like to get input from residents. This survey will take approximately 5-10 minutes and all responses are completely confidential. Do you have time to help the City Council make decisions about future services?

**If yes,** 好極了。我們現在就開始。如果有任何問題請隨時提出來。

Wonderful, let's get started. If at any time you have any questions please let me know. GO TO SCREENING QUESTION

**If no, "Declined,"**

你願意接受調查訪問嗎？什麼時候打電話最好？

Are you interested in taking the survey? Would there a better time to call you back?

**If yes,**

什麼時候打電話最好？

When would be a good time for us to call back? NOTE  
RESPONSE IN EXCEL SPREADSHEET

**If "No", "No one here by that name," "Declined,"**

謝謝

Thank you for your time. STOP

### Cell Phone Safety Confirmation

---

你是在一個安全的地方，方便接受訪問，回答我的問題？

Are you in a place where you can safely talk on the phone and answer my questions?

- Yes
- No

**If yes**

GO TO SCREENING QUESTION

**If no**

什麼時候打電話最好？

When would be a good time for us to call you back at this number?

NOTE RESPONSE IN EXCEL SPREADSHEET

謝謝

Thank you, we'll try again at then. STOP

### Screening Question

---

你有沒有回收資源用的手推車，可以用手推車或你自己的袋子或筒子裝垃圾？ Do you have a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage?

- Yes
- No

**If yes**

GO TO GARBAGE SERVICES

**If no**

謝謝。目前我們只訪問有回收資源用的手推車，可以用手推車或你自己的袋子或筒子裝垃圾的居民。

Thank you very much, but at this time we are only interviewing residents who use a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage. STOP

### Garbage Services

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我會唸一段有關處理垃圾的服務，然後問問題。

I'm going to read you a description of your current garbage service and then ask you a question about it

你現在有關垃圾處理的服務有哪幾項：

Your current garbage services include:

- 每周在路邊回收 *Weekly curbside collection.*
- 96 加侖付月租的手推車 *The Option to use a 96-gallon wheeled cart with a monthly rental fee,* 或是數量不拘 32 加侖的垃圾桶或垃圾袋 *or An unlimited number of your own 32-gallon cans or bags.*
- 每年兩次搬走大件重物 *Two pre-scheduled clean-up events each year for big items.*

- 限老人用每年兩次搬走大件重物 *Two on-call pickups each year **for seniors** for big items.*
- 限殘障人用每周搬走垃圾 *No extra charge for weekly backyard or side yard collection from disabled customers.*
- 每月兩次自由扔垃圾日 *Free “Dump Days” at the landfill 2<sup>nd</sup> and 4<sup>th</sup> Saturdays every month.*

1. 你是否使用垃圾回收公司提供的手推車，或你自己的袋子或筒子裝垃圾？ **Do you use a wheeled cart, provided by the garbage collection service, for your garbage or your own can(s) or bag(s)?**

ACCEPTABLE ANSWERS ARE

- 手推車 Wheeled cart
- 自己的袋子或筒子 My own container(s)/My own cans/My own bags

2. 2017年9月後可能新增加的服務項目 **New services for collecting garbage are being considered for September 2017.**

我將問你四個問題，每個問題有五個答案 I'm going to read you four questions, the response options are

- 非常滿意 Extremely satisfied
- 還算滿意 Moderately satisfied
- 無所謂 Neither satisfied nor dissatisfied
- 不大滿意 Moderately dissatisfied
- 非常不滿意 Extremely dissatisfied

如果垃圾回收公司免費提供各種大小的手推車，我會 **How satisfied would you be with a range of sizes of wheeled garbage carts with no rental fee?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- 非常滿意 Extremely satisfied
- 還算滿意 Moderately satisfied
- 無所謂 Neither satisfied nor dissatisfied
- 不大滿意 Moderately dissatisfied
- 非常不滿意 Extremely dissatisfied

如果垃圾回收公司提供手推車作為多餘垃圾的回收車，我會 **How satisfied would you be using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using your own cans or bags?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- 非常滿意 Extremely satisfied

- 還算滿意 Moderately satisfied
- 無所謂 Neither satisfied nor dissatisfied
- 不大滿意 Moderately dissatisfied
- 非常不滿意 Extremely dissatisfied

如果垃圾回收公司每年提供四次來我家搬垃圾或大件重物，由我自由召喚，而不是每年固定兩次，我會 **How satisfied would you be with four personal pick-ups per year at your curb — scheduled when you request them at no additional charge—for extra trash and yard trimmings, as well as big or bulky items? These individual pick-ups would be instead of the two current pre-scheduled clean-up events.**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- 非常滿意 Extremely satisfied
- 還算滿意 Moderately satisfied
- 無所謂 Neither satisfied nor dissatisfied
- 不大滿意 Moderately dissatisfied
- 非常不滿意 Extremely dissatisfied

如果垃圾回收公司每周固定一次來我家搬垃圾，另外每年四次由我自由召喚，每月的月費固定，我會 **How satisfied would you be with a wheeled cart for weekly collection and four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- 非常滿意 Extremely satisfied
- 還算滿意 Moderately satisfied
- 無所謂 Neither satisfied nor dissatisfied
- 不大滿意 Moderately dissatisfied
- 非常不滿意 Extremely dissatisfied

### 自由扔垃圾日 Dump Days

I'm going to read you a description of the City of Milpitas' Dump Days and then ask you some questions about it

*Residents can now take waste to the landfill on free Household Dump Days two Saturdays a month. A Municipal Services Bill must be shown to prove you're a resident.*

3. 去年你有沒有在自由扔垃圾日把垃圾送到垃圾場？ **Have you dumped garbage at the landfill (Newby Island Resource Recovery Park, on Dixon Landing Road) on a Free Dump Day in the last year?**

- Yes

- No

**If yes**

Go to Q4

**If no**

Go to Q5

4. 去年一共去過幾次? **How many times? Was it**
  - 一次到兩次 1-2 times
  - 三次到四次 3-4 times
  - 五次以上 5 or more times
5. 如果每年你可以四次自由召喚來你家搬垃圾, 是否可以代替自由扔垃圾日? **Would the four free personal pickups per year—scheduled at your own convenience—meet your needs for a “Dump Day”?**
  - 是 Yes
  - 否 No
  - 不知道 Not sure
6. 如果不增加收費, 你比較喜歡哪個辦法? **Assuming there is no additional cost, do you prefer**
  - 免費到你家收垃圾 Free collection of extra trash, recyclables and yard trimmings, from your house.
  - 自由扔垃圾日 Free Dump Days at the landfill.
  - 都好 Or no preference

## 回收 Recycling

I'm going to read you a description of your current recycling services and then ask you some questions about it

你目前使用的回收辦法包括: *Your current recycling services include:*

- 每週到我家路邊回收 *Weekly curbside collection*
- 放入手推車 *A wheeled cart for paper, bottles and cans.*
- 回收物件也可放在手推車旁平板上面 *Collection of flattened cardboard placed alongside the cart.*

我將問你四個問題, 每個問題有五個答案 I'm going to read you four questions, the response options are

- 非常滿意 Extremely satisfied
- 還算滿意 Moderately satisfied
- 無所謂 Neither satisfied nor dissatisfied
- 不大滿意 Moderately dissatisfied
- 非常不滿意 Extremely dissatisfied

7. 2017年9月後可能新增加的回收服務 **A new way of collecting recycling is being considered for September 2017.** 回收車內有隔板，一邊放紙張，另一邊放其它物品。這可以保持紙張乾淨，增加回收效益。**A wheeled “split cart” may be provided for recycling. The cart looks similar to your current one, but has a vertical divider on the inside. Paper goes on one side and containers on the other side, with a separate lid for each. This can improve recycling by keeping papers cleaner so they can more easily be made into new paper products.**

對這樣有隔板的回收車你會 **How satisfied would you be with a split cart for recycling?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- 非常滿意 Extremely satisfied
- 還算滿意 Moderately satisfied
- 無所謂 Neither satisfied nor dissatisfied
- 不大滿意 Moderately dissatisfied
- 非常不滿意 Extremely dissatisfied

8. 如果月費不變對這樣有隔板的回收車你會 **How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if: The effect on your monthly rate will be the same?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- 非常滿意 Extremely satisfied
- 還算滿意 Moderately satisfied
- 無所謂 Neither satisfied nor dissatisfied
- 不大滿意 Moderately dissatisfied
- 非常不滿意 Extremely dissatisfied

如果月費增加一元或更少對這樣有隔板的回收車你會 **How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if: The use of a split cart adds \$1 or less per month to your bill?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- 非常滿意 Extremely satisfied
- 還算滿意 Moderately satisfied
- 無所謂 Neither satisfied nor dissatisfied
- 不大滿意 Moderately dissatisfied
- 非常不滿意 Extremely dissatisfied

如果月費增加一元到三元對這樣有隔板的回收車你會 **How satisfied would you be in using a split cart to keep paper and cardboard separate**

**from bottles and cans if: The use of a split cart adds between \$1 and \$3 per month to your bill?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- 非常滿意 Extremely satisfied
- 還算滿意 Moderately satisfied
- 無所謂 Neither satisfied nor dissatisfied
- 不大滿意 Moderately dissatisfied
- 非常不滿意 Extremely dissatisfied

**食餘 Food Scraps**

I'm going to read you a description of your current yard trimmings services, and a statement about what other Bay Area communities are doing.

你目前使用的食餘處理辦法包括: *Your current yard trimmings services include:*

- 每週到我家路邊回收 *Weekly curbside collection*
- 96 加侖手推車 *t*
- 更多 32 加侖及其它辦法 *Additional yard trimmings collection in your 32-gallon can or with a sticker next to the cart*

在其它灣區社區，食餘已經開始分開回收，將來的趨勢可能是如此，也可能會立法執行。這對環保最有幫助。 *In other Bay Area communities, food scraps are collected separately from garbage and recycling, either in the yard trimmings cart or in their own container. This reduces waste to landfill and greenhouse gasses, and may be required under future State law. The material is composted and used to help farmers and nurseries grow crops and plants.*

我會提出問題，你的回答包括: I'm going to read you two questions, the response options are

- 一定會 Definitely
- 很有可能 Very likely
- 平平 Neither likely nor unlikely
- 不大可能 Unlikely
- 絕不可能 Definitely not

9. 市政府可能會提供給你免費的食餘筒，要求你分開處理食餘 **The City is considering adding food scrap collection. If food scrap collection were added, you would receive a free indoor kitchen pail to keep food scraps in before taking them out to the cart.**

你會照做嗎? **How likely would you participate in a food scrap collection program by putting food scraps in with the yard trimmings?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- 一定會 Definitely

- 很有可能 Very likely
- 平平 Neither likely nor unlikely
- 不大可能 Unlikely
- 絕不可能 Definitely not

市政府可能會提供給你免費的有隔板的回收車，要求你分開處理食餘和一般垃圾，你會照做嗎？ **Previously I mentioned that keeping paper separate from cans and bottles can result in better recycling. Similarly, keeping food scraps and yard trimmings separate can result in better food scrap collection. How likely would you be to participate in a food scrap collection program by using a split cart, provided by the service, with a vertical divider for garbage on one side and food scraps on the other side?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- 一定會 Definitely
- 很有可能 Very likely
- 平平 Neither likely nor unlikely
- 不大可能 Unlikely
- 絕不可能 Definitely not

I'm going to read you three questions, the response options are

- 是 Yes
- 否 No

10. 如果增加處理食餘服務，不會提高月費，你會支持嗎？ **Would you like food scraps collection to be added as a new service if the effect on your monthly rate is the same with or without it?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Yes
- No

如果增加處理食餘服務，會提高月費一元以內，你會支持嗎？ **Would you like food scraps collection to be added as a new service if food collection adds \$1 or less per month to your bill?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Yes
- No

如果增加處理食餘服務，會提高月費一元到三元，你會支持嗎？ **Would you like food scraps collection to be added as a new service if it adds between \$1 and \$3 per month to your bill?**

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Yes
- No

## 人口統計資料 Demographics

Thank you for sticking with me, there are only about two minutes left of the survey.

你可以選擇提供人口統計資料，也可以選擇不提供。 **The following information is being requested for Government reporting purposes only. Sharing this information is optional. Please note that potentially identifiable information is confidential and will not be shared with the City of Milpitas or anyone else outside the research group without your express permission. Would you be willing to share demographic information with us for government reporting purposes?**

**If yes,**

Thank you. GO TO DEMOGRAPHICS QUESTIONS

**If no, “Declined,”**

Thank you for your time. STOP

你在米匹塔斯市住了多久？ How long have you been a resident of Milpitas?

你的年齡 Which of the following best describes your age? You may stop me when I reach your age bracket. Are you between

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 74 or older

性別 Which of the following terms best describes your gender? Is it

- 男 Male
- 女 Female
- 其它(請說明) Other (please specify)

你家包括你共有幾人？ Including yourself, how many people live in your household?

以下的問題，當我提到的答案適合你時，就請告訴我。 For the following questions you may stop me when I reach the numerical bracket that describes you.

全家總收入 How much total combined money did all members of your household earn last year? Was it

- \$24,999 or less
- \$25,000-\$49,999

- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$124,999
- \$125,000-\$149,999
- \$150,000-\$174,999
- \$175,000-\$199,999
- \$200,000 and up

最高教育程度 What is the highest level of school you have completed or the highest degree you have received? Is it

- 高中以下 Less than a high school degree
- 高中 High school degree or equivalent
- 大學肄業 Some college
- 社區大學 Associate degree
- 大學 Bachelor degree
- 研究所 Graduate degree

人種 What ethnic/racial category do you identify with?

- READ White or Caucasian  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example:  
German, Irish, English, Italian, Polish, French, etc.
- Hispanic, Latino, or Spanish origin  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For  
examples: Mexican, Mexican America, Puerto Rican, Cuban, Slvadoran,  
Dominican, Colombian, etc.
- READ Black or African American  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example:  
African America, Jamaican, Haitian, Nigerian, Ethiopian, Somalian, etc.
- 亞裔 READ Asian  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example:  
Chinese, Filipino, Asian Indian, Vietnamese, Korean, Japanese
- READ American Indian or Alaska Native  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example:  
Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow  
Inupiat Traditional Government, Nome Eskimo Community, etc.
- READ Middle Eastern or North African  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example:  
Lebanese, Iranian, Egyptian, Syrian, Moroccan, Algerian, etc.
- READ Native Hawaiian or Other Pacific Islander
- DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example:  
Native Hawaiian, Samoan, Chamorro, Togan, Fijan, Marshallese, etc.
- Some other race, ethnicity, or origin

謝謝你的合作! This completes our survey. Thank you for your time! STOP

## VIETNAMESE TRANSLATION SURVEY

*Hello, I'm calling on behalf of the City of Milpitas. My name is [NAME]. May I please speak with [Name]?*  
Chào Bác/Cô/Anh/Chị, cháu/em tên là Audrey thay mặt cho Thành Phố Milpitas. Cháu/em xin nói chuyện với [Name]?

**If [Name] unavailable**

*When would be a good time for us to reach them at this number?*

Thời gian nào tốt để cháu/em gọi lại?

NOTE RESPONSE IN EXCEL SPREADSHEET

*Thank you, we'll try again at then. STOP*

Cám ơn, cháu/em sẽ gọi lại lúc giờ đó.

**If "No", "No one here by that name," "Declined,"**

*Thank you for your time. STOP*

Cám ơn Bác/Cô/Anh/Chị đã dành thời gian.

*The Milpitas City Council will be entering into a new contract for garbage, recycling and yard trimmings services beginning September 2017. The City is considering adding or modifying some of the residential services, and would like to get input from residents. This survey will take approximately 5-10 minutes and all responses are completely confidential. Do you have time to help the City Council make decisions about future services?*

Hội Đồng Thành Phố Milpitas sẽ bắt đầu hợp đồng mới cho dịch vụ rác và tái chế bắt đầu Tháng 9 Năm 2017. Thành Phố Milpitas đang xem xét thêm hoặc sửa đổi một số các dịch vụ dân cư, và muốn ý kiến của [Pronoun]. Khảo sát này sẽ mất khoảng 5-10 phút và tất cả câu trả lời sẽ hoàn toàn giữ bí mật. [Pronoun] có thời gian để giúp Hội Đồng Thành Phố quyết định về các dịch vụ trong tương lai không?

**If yes,**

*Wonderful, let's get started. If at any time you have any questions please let me know. GO*

TO SCREENING QUESTION

Tốt lắm, mình sẽ bắt đầu. Khi nào [pronoun] có câu hỏi gì, cho cháu/em biết.

**If no, "Declined,"**

Are you interested in taking the survey? Would there a better time to call you back?

[Pronoun] có muốn tham gia khảo sát lúc khác không? Có thời gian nào rảnh để cháu/em gọi lại không?

**If yes,**

When would be a good time for us to call back? NOTE  
RESPONSE IN EXCEL SPREADSHEET

**If "No", "No one here by that name," "Declined,"**

Thank you for your time. STOP

### Cell Phone Safety Confirmation

Are you in a place where you can safely talk on the phone and answer my questions?

- Yes
- No

**If yes**

GO TO SCREENING QUESTION

**If no**

When would be a good time for us to call you back at this number? NOTE  
RESPONSE IN EXCEL SPREADSHEET  
Thank you, we'll try again at then. STOP

**Screening Question**

---

Do you have a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage?

[Pronoun] có thùng để rác và tái chế không?

- Yes
- No

**If yes**

GO TO GARBAGE SERVICES

**If no**

Thank you very much, but at this time we are only interviewing residents who use a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage. STOP

Cám ơn [pronoun] nhưng bây giờ cháu/em chỉ khảo sát những người đang dùng thùng rác và tái chế thôi. Cám ơn [pronoun] đã dành thời gian.

**Garbage Services**

---

I'm going to read you a description of your current garbage service and then ask you a question about it

Your current garbage services include:

- *Weekly curbside collection.*
- *The Option to use a 96-gallon wheeled cart with a monthly rental fee, or An unlimited number of your own 32-gallon cans or bags.*
- *Two pre-scheduled clean-up events each year for big items.*
- *Two on-call pickups each year **for seniors** for big items.*
- *No extra charge for weekly backyard or side yard collection from disabled customers.*
- *Free "Dump Days" at the landfill 2<sup>nd</sup> and 4<sup>th</sup> Saturdays every month.*

Dịch vụ gom rác hiện tại bao gồm:

- Gom rác hàng tuần
- Sự lựa chọn dùng thùng rác 96-gallon có bánh xe với chi phí hàng tháng, hoặc không giới hạn số lượng dùng thùng hoặc bao rác 32-gallon của riêng.
- Thành Phố có 2 ngày trong một năm để gom rác lớn trước cửa nhà.
- Người cao niên có thể chọn 2 ngày trong một năm để số rác tới gom rác lớn trước cửa nhà.
- Cho người khuyết tật số rác sẽ tới gom rác hàng tuần tại sân sau không tính thêm tiền.

**1. Do you use a wheeled cart, provided by the garbage collection service, for your garbage or your own can(s) or bag(s)?**

[Pronoun] dùng thùng rác có bánh xe lăn của sở rác cho hoặc [pronoun] dùng thùng rác riêng của [pronoun].

ACCEPTABLE ANSWERS ARE

- Wheeled cart
- My own container(s)/My own cans/My own bags

**2. New services for collecting garbage are being considered for September 2017.**

Dịch vụ mới cho thu gom rác thải đang được xem xét cho tháng 9 năm 2017.

I'm going to read you four questions, the response options are

Cháu sẽ hỏi [pronoun] 4 câu, và những câu trả lời [pronoun] nói cho cháu/em là:

- Extremely satisfied – rất hài lòng
- Moderately satisfied – hơi hài lòng
- Moderately dissatisfied – hơi không hài lòng
- Extremely dissatisfied – không hài lòng
- Neither satisfied nor dissatisfied – không ý kiến

**How satisfied would you be with a range of sizes of wheeled garbage carts with no rental fee?**

Nếu sở rác cho [pronoun] thùng rác đủ sai mà không tính thêm tiền hàng tháng, [pronoun] có hài lòng hay không?

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied – rất hài lòng
- Moderately satisfied – hơi hài lòng
- Moderately dissatisfied – hơi không hài lòng
- Extremely dissatisfied – không hài lòng
- Neither satisfied nor dissatisfied – không ý kiến

**How satisfied would you be using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using your own cans or bags?**

[pronoun] dùng thùng rác sở rác cho, và có sự lựa chọn để rác dư ở kế bên, [pronoun] có hài lòng không?...

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied – rất hài lòng
- Moderately satisfied – hơi hài long
- Moderately dissatisfied – hơi không hài lòng
- Extremely dissatisfied – không hài lòng
- Neither satisfied nor dissatisfied – không ý kiến

**How satisfied would you be with four personal pick-ups per year at your curb — scheduled when you request them at no additional charge—for extra trash and yard trimmings, as well as big or bulky items? These individual pick-ups would be instead of the two current pre-scheduled clean-up events.**

Nếu thay vì 2 ngày Thành Phố cố định, [pronoun] có 4 ngày tự hẹn trong năm để sở rác tới trước cửa nhà chờ những rác lớn không thêm chi phí...

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied – rất hài lòng
- Moderately satisfied – hơi hài long
- Moderately dissatisfied – hơi không hài
- Extremely dissatisfied – không hài lòng
- Neither satisfied nor dissatisfied – không ý kiến

**How satisfied would you be with a wheeled cart for weekly collection and four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage?**

Nếu có thùng rác có bánh xe để đổ rác hàng tuần và thêm 4 ngày đổ rác lớn trong năm [pronoun] tự chọn mà không thay đổi chi phí hàng tháng hoặc rẻ hơn... [pronoun] có hài lòng hay không?

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied – rất hài lòng
- Moderately satisfied – hơi hài long
- Moderately dissatisfied – hơi không hài
- Extremely dissatisfied – không hài lòng
- Neither satisfied nor dissatisfied – không ý kiến

### Dump Days

I'm going to read you a description of the City of Milpitas' Dump Days and then ask you some questions about it

Cháu/em sẽ nói về những ngày đổ rác của Thành Phố Milpitas rồi tham khảo ý kiến của [pronoun].

*Residents can now take waste to the landfill on free Household Dump Days two Saturdays a month. A Municipal Services Bill must be shown to prove you're a resident.*

Cư dân có thể đem rác đến bãi rác 2 ngày Thứ Bảy trong tháng. Và phải đem biên lai nước hoặc điện để chứng minh [pronoun] là người cư trú.

**3. Have you dumped garbage at the landfill (Newby Island Resource Recovery Park, on Dixon Landing Road) on a Free Dump Day in the last year?**

[Pronoun] có đổ rác tại bãi rác trên đường Dixon Landing trong những ngày đổ rác miễn phí trong năm vừa qua không?

- Yes
- No

**If yes**

Go to Q4

**If no**

Go to Q5

**4. How many times? Was it**

Bao nhiêu lần?

- 1-2 times
- 3-4 times
- 5 or more times

**5. Would the four free personal pickups per year—scheduled at your own convenience—meet your needs for a “Dump Day”?**

4 ngày tự hẹn một năm để sở rác tới trước cửa nhà chở những rác lớn có tốt hơn cho [pronoun] thay vì [pronoun] tự tới bãi rác đổ rác 2 ngày Thứ Bảy một tháng không?

- Yes
- No
- Not sure

**6. Assuming there is no additional cost, do you prefer**

Nếu không có thêm chi phí hàng tháng, [pronoun] thích cái nào hơn?

- Free collection of extra trash, recyclables and yard trimmings, from your house.
- Free Dump Days at the landfill.
- Or no preference
- Gom rác dư, tái chế dư, và cây làm vườn dư ở trước cửa nhà miễn phí
- Những ngày đổ rác miễn phí ở bãi rác
- Không ý kiến

**Recycling**

I'm going to read you a description of your current recycling services and then ask you some questions about it

Cháu sẽ nói về dịch vụ tái chế hiện tại và hỏi ý kiến của [pronoun].

*Your current recycling services include:*

- *Weekly curbside collection*
- *A wheeled cart for paper, bottles and cans.*
- *Collection of flattened cardboard placed alongside the cart.*

Dịch vụ tái chế hiện tại bao gồm:

- Gom tái chế hàng tuần
- Thùng đựng rác tái chế có bánh xe
- Gom những thùng giấy xếp lại để kể bên

I'm going to read you four questions, the response options are

Cháu/em sẽ hỏi 4 câu, những câu trả lời là:

- Extremely satisfied – rất hài lòng
- Moderately satisfied – hơi hài lòng
- Moderately dissatisfied – hơi không hài
- Extremely dissatisfied – không hài lòng
- Neither satisfied nor dissatisfied – không ý kiến

7. **A new way of collecting recycling is being considered for September 2017. A wheeled “split cart” may be provided for recycling. The cart looks similar to your current one, but has a vertical divider on the inside. Paper goes on one side and containers on the other side, with a separate lid for each. This can improve recycling by keeping papers cleaner so they can more easily be made into new paper products.**

Dịch vụ mới cho thu gom rác tái chế đang được xem xét cho tháng 9 năm 2017. Thùng rác tái chế có 2 ngăn có thể đưa cho [pronoun] dùng. Thùng đó giống thùng tái chế bây giờ nhưng có một miếng ngăn thùng làm hai. Giấy một bên, hủ một bên và có 2 nắp đậy. Điều này có thể giúp tái chế bằng cách giữ giấy sạch hơn có thể được làm thành các sản phẩm giấy mới dễ dàng hơn.

**How satisfied would you be with a split cart for recycling?**

Nếu thùng tái chế có 2 ngăn, [pronoun] có hài lòng hay không?

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied – rất hài lòng
- Moderately satisfied – hơi hài lòng
- Moderately dissatisfied – hơi không hài lòng
- Extremely dissatisfied – không hài lòng
- Neither satisfied nor dissatisfied – không ý kiến

8. **How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if:**

Nếu [pronoun] dùng thùng rác tái chế có hai ngăn...

**The effect on your monthly rate will be the same?**

Và chi phí hàng tháng không thay đổi?

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied – rất hài lòng
- Moderately satisfied – hơi hài lòng
- Moderately dissatisfied – hơi không hài lòng
- Extremely dissatisfied – không hài lòng
- Neither satisfied nor dissatisfied – không ý kiến

**How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if: The use of a split cart adds \$1 or less per month to your bill?**

Nếu dùng thùng rác tái chế có hai ngăn và cộng thêm chi phí hàng tháng \$1 hoặc dưới \$1...

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied – rất hài lòng
- Moderately satisfied – hơi hài lòng

- Moderately dissatisfied – hơi không hài lòng
- Extremely dissatisfied – không hài lòng
- Neither satisfied nor dissatisfied – không ý kiến

**How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if: The use of a split cart adds between \$1 and \$3 per month to your bill?**

Nếu dùng thùng rác tái chế có hai ngăn mà cộng thêm chi phí hàng tháng từ \$1-3, [pronoun] có hài lòng hay không?

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Extremely satisfied – rất hài lòng
- Moderately satisfied – hơi hài lòng
- Moderately dissatisfied – hơi không hài lòng
- Extremely dissatisfied – không hài lòng
- Neither satisfied nor dissatisfied – không ý kiến

### Food Scraps

I'm going to read you a description of your current yard trimmings services, and a statement about what other Bay Area communities are doing.

*Your current yard trimmings services include:*

Dịch vụ gom cây cỏ làm vườn hiện tại của [pronoun] bao gồm:

- *Weekly curbside collection*
- *A 96-gallon wheeled cart*
- *Additional yard trimmings collection in your 32-gallon can or with a sticker next to the cart*
- Gom hàng tuần
- Một thùng 96-gallon có bánh xe
- Cho thêm một thùng 32-gallon

*In other Bay Area communities, food scraps are collected separately from garbage and recycling, either in the yard trimmings cart or in their own container. This reduces waste to landfill and greenhouse gasses, and may be required under future State law. The material is composted and used to help farmers and nurseries grow crops and plants.*

Trong Cộng Đồng khác gần đây, đồ ăn thừa được gom riêng rác và tái chế, trong thùng đựng cây hoặc trong thùng riêng. Điều này làm giảm rác đến bãi rác và giảm không khí ô nhiễm, và có thể được yêu cầu theo pháp luật Nhà nước trong tương lai. Các nguyên liệu được trộn và sử dụng để giúp nông dân và các vườn ươm trồng cây và thực vật.

I'm going to read you two questions, the response options are

Cháu sẽ hỏi 2 câu, và [pronoun] trả lời một trong 5 câu sau đây:

- Definitely - Chắc chắn
- Very likely – Có thể
- Unlikely – Không chắc
- Definitely not - Không có thể

- Neither likely nor unlikely – Không ý kiến

**9. The City is considering adding food scrap collection. If food scrap collection were added, you would receive a free indoor kitchen pail to keep food scraps in before taking them out to the cart.**

Thành Phố đang xem xét cộng thêm chương trình gom đồ ăn thừa. Nếu có chương trình này thì [pronoun] sẽ nhận được một hủ để trong nhà bếp để đựng đồ ăn thừa trước khi mang ra thùng đựng cây làm vườn.

**How likely would you participate in a food scrap collection program by putting food scraps in with the yard trimmings?**

[Pronoun] có muốn tham gia chương trình không?

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Definitely - Chắc chắn
- Very likely – Có thể
- Unlikely – Không chắc
- Definitely not - Không có thể
- Neither likely nor unlikely – Không ý kiến

**Previously I mentioned that keeping paper separate from cans and bottles can result in better recycling. Similarly, keeping food scraps and yard trimmings separate can result in better food scrap collection. How likely would you be to participate in a food scrap collection program by using a split cart, provided by the service, with a vertical divider for garbage on one side and food scraps on the other side?**

Giữ thức ăn thừa và cây làm vườn riêng sẽ làm dễ dàng hơn cho dịch vụ. Nếu có chương trình gom thức ăn thừa dùng một thùng có hai ngăn để rác thường một bên và đồ ăn thừa một bên, [pronoun] có muốn tham gia chương trình không?

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Definitely - Chắc chắn
- Very likely – Có thể
- Unlikely – Không chắc
- Definitely not - Không có thể
- Neither likely nor unlikely – Không ý kiến

I'm going to read you three questions, the response options are

- Yes
- No

**10. Would you like food scraps collection to be added as a new service if the effect on your monthly rate is the same with or without it?**

Nếu dịch vụ gom thức ăn thừa sẽ là dịch vụ mới, mà không ảnh hưởng đến chi phí hàng tháng, [pronoun] có thích không?

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Yes
- No

**Would you like food scraps collection to be added as a new service if food collection adds \$1 or less per month to your bill?**

Nếu dịch vụ gom thức ăn thừa sẽ là dịch vụ mới, mà dịch vụ này cộng thêm \$1 hoặc dưới \$1 cho chi phí hàng tháng, [pronoun] có thích không?

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Yes
- No

**Would you like food scraps collection to be added as a new service if it adds between \$1 and \$3 per month to your bill?**

Nếu dịch vụ gom thức ăn thừa sẽ thành dịch vụ mới và cộng từ 1-3 đồng thêm tiền hàng tháng, [pronoun] có thích không?

DO NOT READ UNLESS RESPONDENT ASKS FOR THE OPTIONS TO BE REPEATED

- Yes
- No

## Demographics

Thank you for sticking with me, there are only about two minutes left of the survey.

Cám ơn [pronoun] đã dành thời gian trả lời câu hỏi khảo sát này. Khảo sát còn chừng 2 phút nữa thôi.

**The following information is being requested for Government reporting purposes only. Sharing this information is optional. Please note that potentially identifiable information is confidential and will not be shared with the City of Milpitas or anyone else outside the research group without your express permission. Would you be willing to share demographic information with us for government reporting purposes?**

Các thông tin sau đây được yêu cầu cho mục đích báo cáo Chính phủ. Chia sẻ thông tin này là tùy chọn. Xin lưu ý rằng thông tin có khả năng nhận diện được giữ kín và sẽ không được chia sẻ với các thành phố Milpitas hoặc bất cứ ai khác ngoài nhóm nghiên cứu mà không được sự cho phép của [pronoun]. [Pronoun] có sẵn sàng để chia sẻ thông tin cá nhân với cháu/em cho mục đích báo cáo của chính phủ?

**If yes,**

Thank you. GO TO DEMOGRAPHICS QUESTIONS

**If no, "Declined,"**

Thank you for your time. STOP

How long have you been a resident of Milpitas?

[Pronoun] cư ngụ ở Milpitas bao lâu rồi?

Which of the following best describes your age? You may stop me when I reach your age bracket.

[Pronoun] bao nhiêu tuổi?

Are you between

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 74 or older

Which of the following terms best describes your gender? Is it

- Male
- Female
- Other (please specify)

Including yourself, how many people live in your household?

Kể cả [pronoun], có bao nhiêu người sống trong hộ gia đình của [pronoun]?

For the following questions you may stop me when I reach the numerical bracket that describes you.

How much total combined money did all members of your household earn last year? Was it  
Tất cả các thành viên trong hộ gia đình của [pronoun] kiếm được bao nhiêu tiền tổng cộng trong năm qua?

- \$24,999 or less
- \$25,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$124,999
- \$125,000-\$149,999
- \$150,000-\$174,999
- \$175,000-\$199,999
- \$200,000 and up

What is the highest level of school you have completed or the highest degree you have received?  
Trình độ học vấn của [Pronoun] là gì?

Is it

- Less than a high school degree
- High school degree or equivalent
- Some college
- Associate degree
- Bachelor degree
- Graduate degree

What ethnic/racial category do you identify with?

- READ White or Caucasian  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example:  
German, Irish, English, Italian, Polish, French, etc.
- Hispanic, Latino, or Spanish origin

DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For examples:  
Mexican, Mexican America, Puerto Rican, Cuban, Slvadoran, Dominican, Colombian,  
etc.

- READ Black or African American  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example: African  
America, Jamaican, Haitian, Nigerian, Ethiopian, Somalian, etc.
- READ Asian  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example:  
Chinese, Filipino, Asian Indian, Vietnamese, Korean, Japanese
- READ American Indian or Alaska Native  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example: Navajo  
Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional  
Government, Nome Eskimo Community, etc.
- READ Middle Eastern or North African  
DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example:  
Lebanese, Iranian, Egyptian, Syrian, Moroccan, Algerian, etc.
- READ Native Hawaiian or Other Pacific Islander
- DO NOT READ UNLESS CLARIFICATION IS ASKED FOR For example: Native  
Hawaiian, Samoan, Chamorro, Togan, Fijan, Marshallese, etc.
- Some other race, ethnicity, or origin

This completes our survey. Thank you for your time! STOP

Khảo sát này xong rồi. Cám ơn [pronoun] đã dành thời gian. Chúc [pronoun] một ngày vui vẻ.

## APPENDIX B – EMAIL COMMUNICATION

Initial Email on May 11, 2016

**SUBJECT:** We want your opinion

**Email Body:**

Hello [First Name],

The Milpitas City Council will soon be entering into a new contract for garbage, recycling and yard trimmings services to begin September 2017. The City is considering adding or modifying some of the residential services, and would like your feedback. Please complete the following survey, which will take approximately 3-5 minutes of your time.

We ask that you please complete the survey by DATE, 2016. By sharing your opinions and completing the survey, you will provide valuable input into the future of these services.

Please note that all information is considered confidential and will not be shared with the City of Milpitas or anyone else outside the research group without your express permission. Please do not submit more than one survey. If you have questions, please contact Leslie Stobbe at (408) 586-3352 or [lesliestobbe@ci.milpitas.ca.gov](mailto:lesliestobbe@ci.milpitas.ca.gov).

Reminder Email on May 23, 2016

Reminder Email on May 26, 2016

Reminder Email on May 27, 2016

**SUBJECT:** Reminder: We want your opinion

**Email Body:**

Hello [First Name],

This is a reminder that the City of Milpitas is considering adding or modifying some of the residential garbage, recycling and yard trimmings services, and would like your feedback.

The Milpitas City Council will soon be entering into a new contract for garbage, recycling and yard trimmings services to begin September 2017. Please complete the following survey, which will take approximately 3-5 minutes of your time.

We ask that you please complete the survey by May 27, 2016. By sharing your opinions and completing the survey, you will provide valuable input into the future of these services.

Please note that all information is considered confidential and will not be shared with the City of Milpitas or anyone else outside the research group without your express permission. Please do not submit more than one survey. If you have questions, please contact Leslie Stobbe at (408) 586-3352 or [lesliestobbe@ci.milpitas.ca.gov](mailto:lesliestobbe@ci.milpitas.ca.gov).

## SURVEY REREQUEST EMAIL ON MAY 27, 2016

**SUBJECT:** [Update] We want your opinion

**Email Body:**

Hello [[First Name]],

Thank you for taking the Milpitas City Council survey on garbage, recycling and yard trimmings services on May 11, 2016. We appreciate your quick input!

It's come to our attention that the day on which you took the survey, there was a problem with the website and two questions were not available for you to answer. Your answers to these questions, as well as the ones already answered, will provide valuable input into the future of these services.

Please resubmit your answers to the following survey, which will take approximately 3-5 minutes of your time. We ask that you please resubmit this survey by May 31, 2016.

Please note that all information is considered confidential and will not be shared with the City of Milpitas or anyone else outside the research group without your express permission. Please do not submit more than one survey. If you have questions, please contact Leslie Stobbe at (408) 586-3352 or [lesliestobbe@ci.milpitas.ca.gov](mailto:lesliestobbe@ci.milpitas.ca.gov).

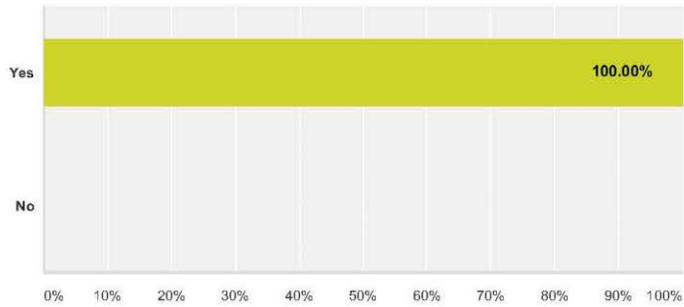
## APPENDIX C – SUMMARY OF SURVEY DATA

### ALL SURVEY RESPONDENTS

City Of Milpitas | Solid Waste Survey

**Q1 Do you have a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage?**

Answered: 762 Skipped: 0

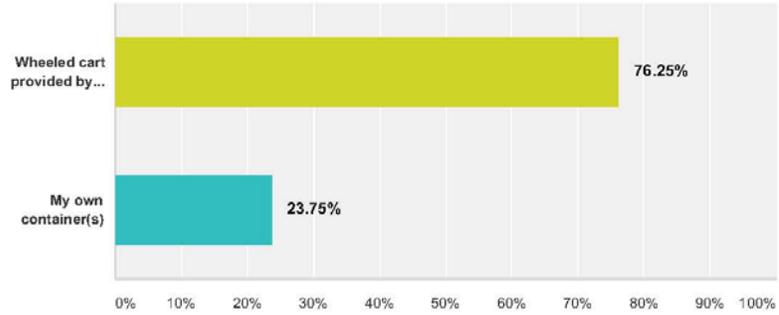


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 100.00%   | 762        |
| No             | 0.00%     | 0          |
| <b>Total</b>   |           | <b>762</b> |

City Of Milpitas | Solid Waste Survey

**Q2 Do you use a wheeled cart, provided by the garbage collection service, for your garbage or your own can(s) or bag(s)?**

Answered: 640 Skipped: 122

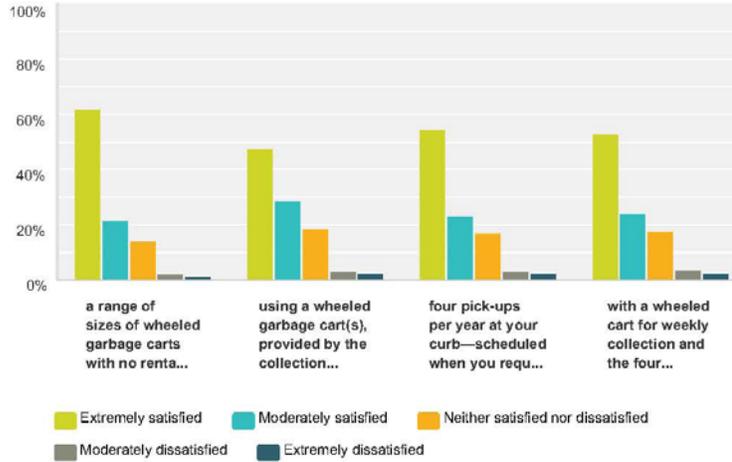


| Answer Choices                                      | Responses  |
|---|------------|
| Wheeled cart provided by garbage collection service | 76.25% 488 |
| My own container(s)                                 | 23.75% 152 |
| <b>Total</b>  | <b>640</b> |

City Of Milpitas | Solid Waste Survey

**Q3 New services for collecting garbage are being considered for September 2017. How satisfied would you be with**

Answered: 640 Skipped: 122

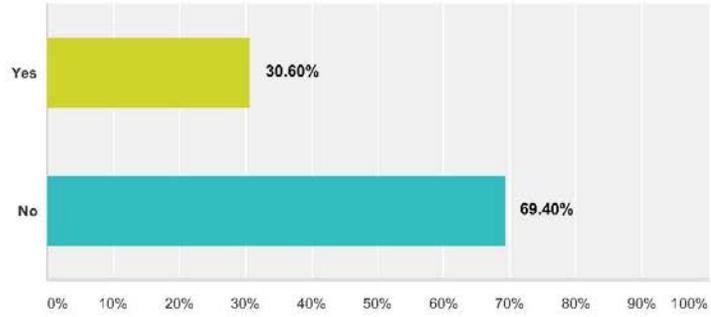


|  | Extremely satisfied | Moderately satisfied | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied | Total | Weighted Average |
|--|---------------------|----------------------|------------------------------------|-------------------------|------------------------|-------|------------------|
| a range of sizes of wheeled garbage carts with no rental fee?  | 61.85%<br>394       | 21.35%<br>136        | 13.81%<br>88                       | 1.88%<br>12             | 1.10%<br>7             | 637   | 4.41             |
| using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using your own cans or bags?  | 47.48%<br>301       | 28.55%<br>181        | 18.45%<br>117                      | 2.84%<br>18             | 2.68%<br>17            | 634   | 4.15             |
| four pick-ups per year at your curb—scheduled when you request them at no additional charge—for extra trash and yard trimmings, as well as big or bulky items? These individual pick-ups would be instead of the two current pre-scheduled clean-up events | 54.57%<br>346       | 23.03%<br>146        | 17.19%<br>109                      | 2.84%<br>18             | 2.37%<br>15            | 634   | 4.25             |
| with a wheeled cart for weekly collection and the four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage?                     | 52.76%<br>334       | 23.85%<br>151        | 17.69%<br>112                      | 3.32%<br>21             | 2.37%<br>15            | 633   | 4.21             |

City Of Milpitas | Solid Waste Survey

**Q4 Have you dumped garbage at the landfill  
(Newby Island Resource Recovery Park,  
west end of Dixon Landing Road), on a Free  
Dump Day in the last year?**

Answered: 634 Skipped: 128

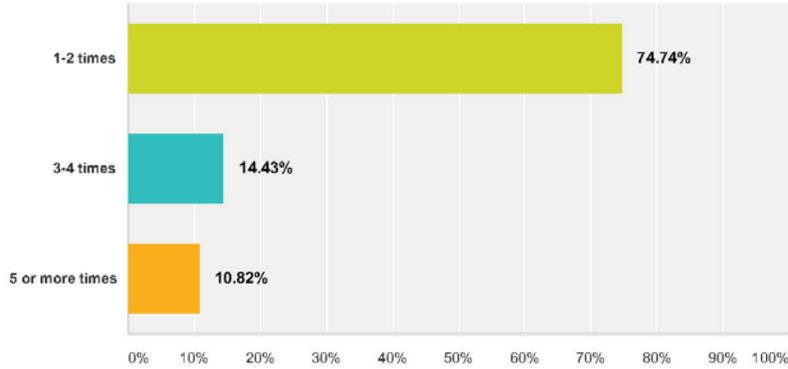


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 30.60%    | 194        |
| No             | 69.40%    | 440        |
| <b>Total</b>   |           | <b>634</b> |

City Of Milpitas | Solid Waste Survey

**Q5 About how many times have you dumped garbage at the landfill (Newby Island Resource Recovery Park (west end of Dixon Landing Road) on a Free Dump Day in the last year?**

Answered: 194 Skipped: 568

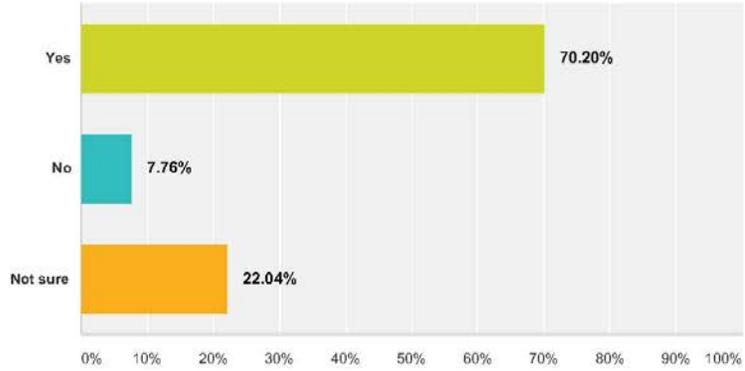


| Answer Choices  | Responses | Count      |
|-----------------|-----------|------------|
| 1-2 times       | 74.74%    | 145        |
| 3-4 times       | 14.43%    | 28         |
| 5 or more times | 10.82%    | 21         |
| <b>Total</b>    |           | <b>194</b> |

City Of Milpitas | Solid Waste Survey

**Q6 Would four free pickups per year, scheduled at your convenience meet your needs for a “Dump Day”?**

Answered: 490 Skipped: 272

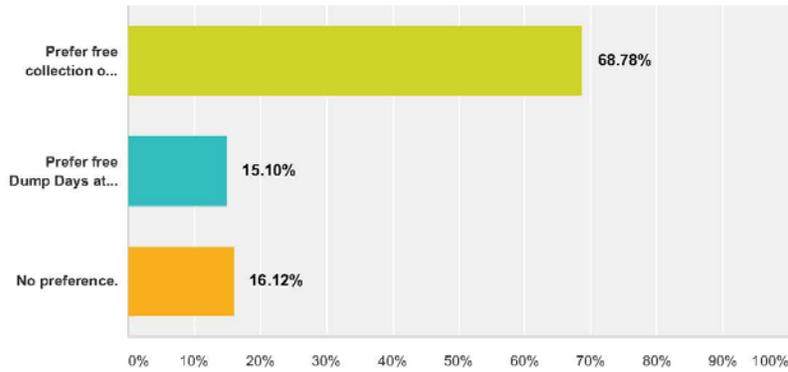


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 70.20%    | 344        |
| No             | 7.76%     | 38         |
| Not sure       | 22.04%    | 108        |
| <b>Total</b>   |           | <b>490</b> |

City Of Milpitas | Solid Waste Survey

**Q7 Assuming there is no additional cost, would you prefer having four free pickups at your curb, or an option like the Free Dump Days?**

Answered: 490 Skipped: 272

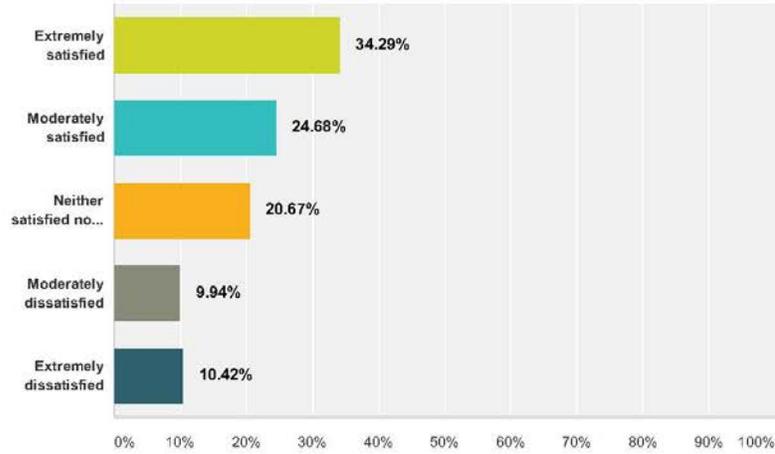


| Answer Choices  | Responses  |
|---|------------|
| Prefer free collection of extra trash, recyclables and yard trimmings, from your house. | 68.78% 337 |
| Prefer free Dump Days at the landfill.  | 15.10% 74  |
| No preference.  | 16.12% 79  |
| <b>Total</b>  | <b>490</b> |

City Of Milpitas | Solid Waste Survey

**Q8 How satisfied would you be with a split cart for recycling?**

Answered: 624 Skipped: 138

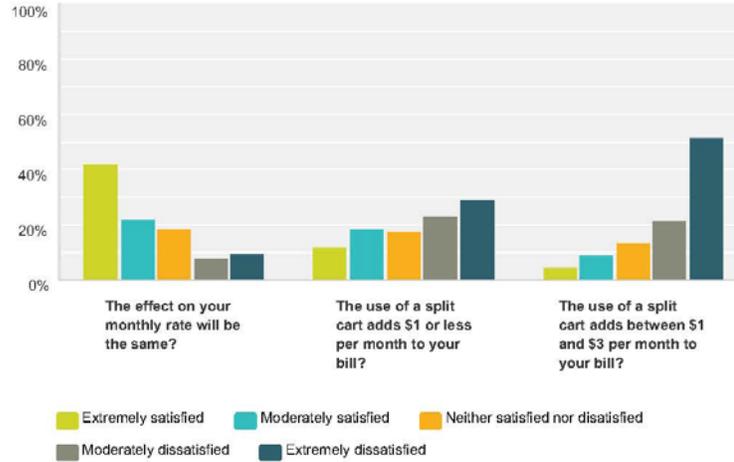


| Answer Choices                     | Responses |            |
|------------------------------------|-----------|------------|
| Extremely satisfied                | 34.29%    | 214        |
| Moderately satisfied               | 24.68%    | 154        |
| Neither satisfied nor dissatisfied | 20.67%    | 129        |
| Moderately dissatisfied            | 9.94%     | 62         |
| Extremely dissatisfied             | 10.42%    | 65         |
| <b>Total</b>                       |           | <b>624</b> |

City Of Milpitas | Solid Waste Survey

**Q9 How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if:**

Answered: 624 Skipped: 138

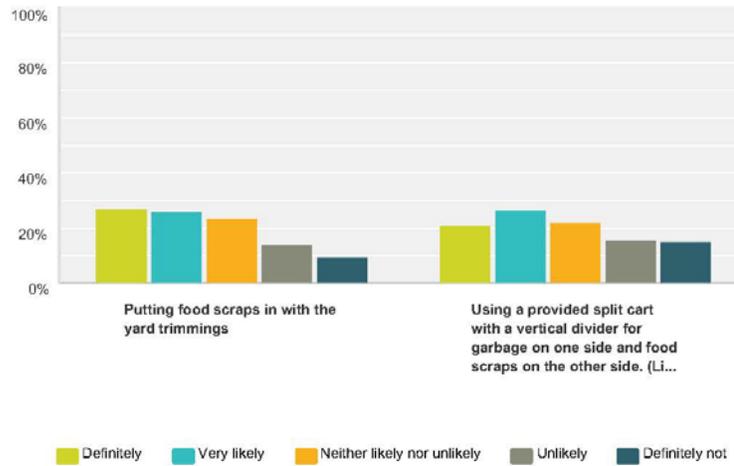


|  | Extremely satisfied | Moderately satisfied | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied | Total | Weighted Average |
|--|---------------------|----------------------|------------------------------------|-------------------------|------------------------|-------|------------------|
| The effect on your monthly rate will be the same?                        | 42.15%<br>263       | 21.79%<br>136        | 18.59%<br>116                      | 8.01%<br>50             | 9.46%<br>59            | 624   | 3.79             |
| The use of a split cart adds \$1 or less per month to your bill?         | 11.86%<br>74        | 18.75%<br>117        | 17.47%<br>109                      | 22.92%<br>143           | 29.01%<br>181          | 624   | 2.62             |
| The use of a split cart adds between \$1 and \$3 per month to your bill? | 4.65%<br>29         | 9.13%<br>57          | 13.46%<br>84                       | 21.31%<br>133           | 51.44%<br>321          | 624   | 1.94             |

City Of Milpitas | Solid Waste Survey

**Q10 The City is considering adding food scrap collection. If food scrap collection were added, you would receive a free indoor kitchen pail to keep food scraps in before taking them out to the cart. How likely would you be to participate in a food scrap program by**

Answered: 616 Skipped: 146

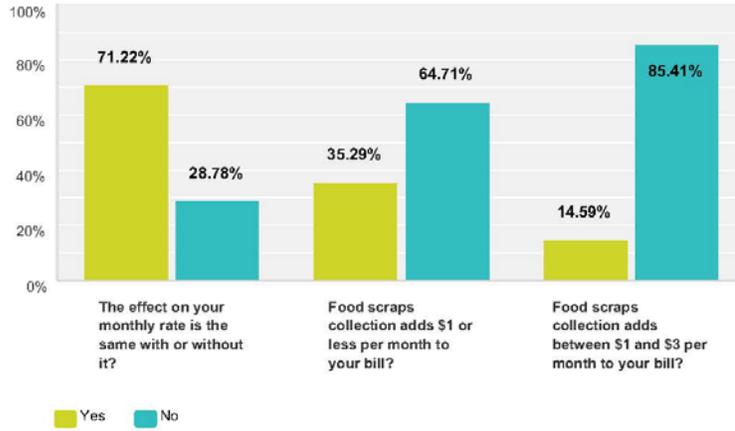


|  | Definitely    | Very likely   | Neither likely nor unlikely | Unlikely     | Definitely not | Total | Weighted Average |
|--|---------------|---------------|-----------------------------|--------------|----------------|-------|------------------|
| Putting food scraps in with the yard trimmings   | 26.84%<br>164 | 26.02%<br>159 | 23.73%<br>145               | 14.08%<br>86 | 9.33%<br>57    | 611   | 3.47             |
| Using a provided split cart with a vertical divider for garbage on one side and food scraps on the other side. (Like keeping paper separate from cans and bottles, keeping food scraps and yard trimmings separate can result in better recycling results) | 20.95%<br>128 | 26.35%<br>161 | 21.77%<br>133               | 15.71%<br>96 | 15.22%<br>93   | 611   | 3.22             |

City Of Milpitas | Solid Waste Survey

**Q11 Would you like food scraps collection to be added as a new service if:**

Answered: 616 Skipped: 146



|   | Yes           | No            | Total | Weighted Average |
|---|---------------|---------------|-------|------------------|
| The effect on your monthly rate is the same with or without it?         | 71.22%<br>438 | 28.78%<br>177 | 615   | 1.71             |
| Food scraps collection adds \$1 or less per month to your bill?         | 35.29%<br>216 | 64.71%<br>396 | 612   | 1.35             |
| Food scraps collection adds between \$1 and \$3 per month to your bill? | 14.59%<br>89  | 85.41%<br>521 | 610   | 1.15             |

City Of Milpitas | Solid Waste Survey

**Q12 Do you have any other comments, questions, or concerns regarding the proposed new services?**

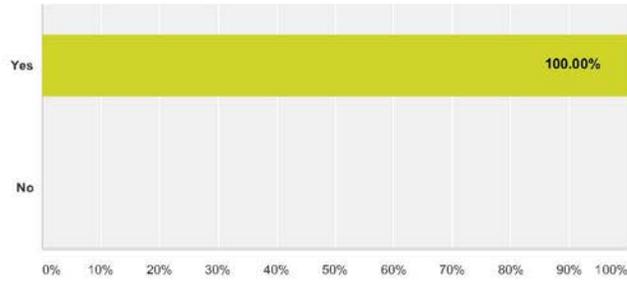
Answered: 208 Skipped: 554

## PHONE SURVEY RESPONDENTS

City Of Milpitas | Solid Waste Survey

**Q1 Do you have a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage?**

Answered: 94 Skipped: 0

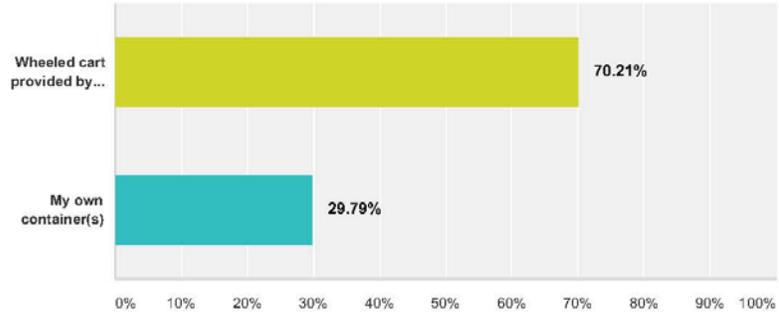


| Answer Choices | Responses |    |
|----------------|-----------|----|
| Yes            | 100.00%   | 94 |
| No             | 0.00%     | 0  |
| Total          |           | 94 |

City Of Milpitas | Solid Waste Survey

**Q2 Do you use a wheeled cart, provided by the garbage collection service, for your garbage or your own can(s) or bag(s)?**

Answered: 94 Skipped: 0

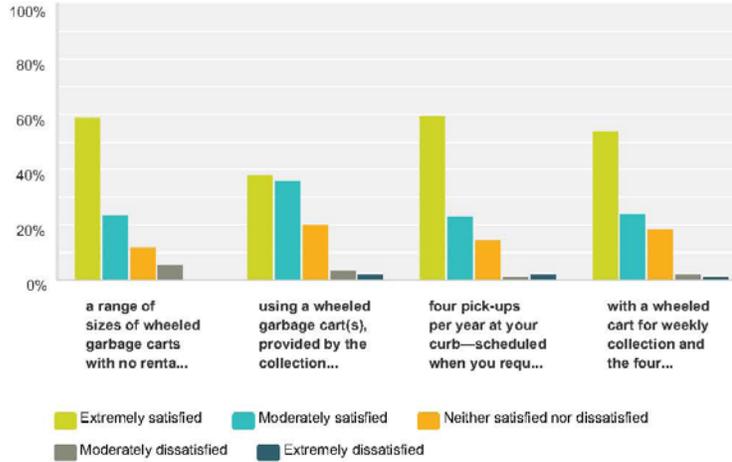


| Answer Choices                                      | Responses |
|---|-----------|
| Wheeled cart provided by garbage collection service | 70.21% 66 |
| My own container(s)                                 | 29.79% 28 |
| <b>Total</b>  | <b>94</b> |

City Of Milpitas | Solid Waste Survey

**Q3 New services for collecting garbage are being considered for September 2017. How satisfied would you be with**

Answered: 94 Skipped: 0

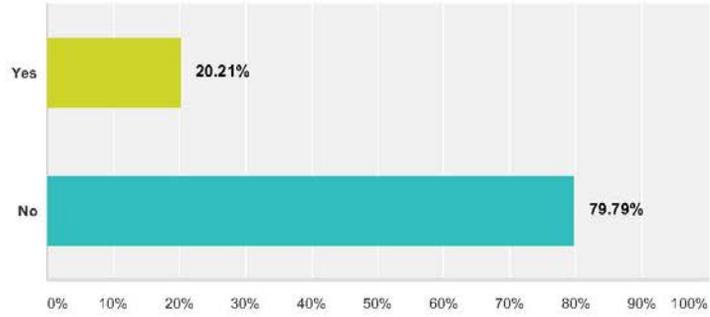


|  | Extremely satisfied | Moderately satisfied | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied | Total | Weighted Average |
|--|---------------------|----------------------|------------------------------------|-------------------------|------------------------|-------|------------------|
| a range of sizes of wheeled garbage carts with no rental fee?  | 59.14%<br>55        | 23.66%<br>22         | 11.83%<br>11                       | 5.38%<br>5              | 0.00%<br>0             | 93    | 4.37             |
| using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using your own cans or bags?  | 38.20%<br>34        | 35.96%<br>32         | 20.22%<br>18                       | 3.37%<br>3              | 2.25%<br>2             | 89    | 4.04             |
| four pick-ups per year at your curb—scheduled when you request them at no additional charge—for extra trash and yard trimmings, as well as big or bulky items? These individual pick-ups would be instead of the two current pre-scheduled clean-up events | 59.34%<br>54        | 23.08%<br>21         | 14.29%<br>13                       | 1.10%<br>1              | 2.20%<br>2             | 91    | 4.36             |
| with a wheeled cart for weekly collection and the four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage?                     | 53.85%<br>49        | 24.18%<br>22         | 18.68%<br>17                       | 2.20%<br>2              | 1.10%<br>1             | 91    | 4.27             |

City Of Milpitas | Solid Waste Survey

**Q4 Have you dumped garbage at the landfill  
(Newby Island Resource Recovery Park,  
west end of Dixon Landing Road), on a Free  
Dump Day in the last year?**

Answered: 94 Skipped: 0

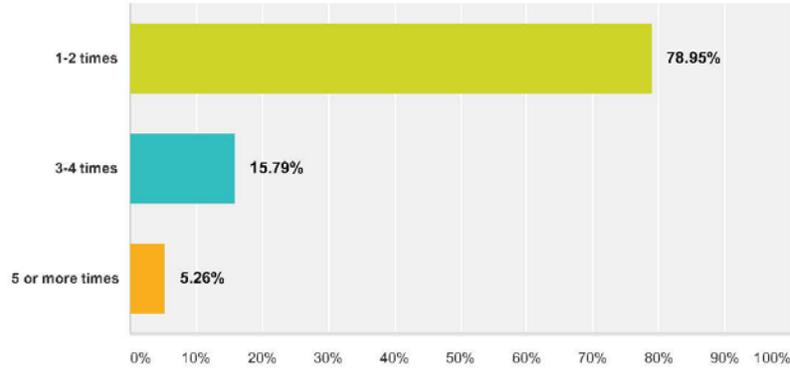


| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 20.21%    | 19        |
| No             | 79.79%    | 75        |
| <b>Total</b>   |           | <b>94</b> |

City Of Milpitas | Solid Waste Survey

**Q5 About how many times have you dumped garbage at the landfill (Newby Island Resource Recovery Park (west end of Dixon Landing Road) on a Free Dump Day in the last year?**

Answered: 19 Skipped: 75

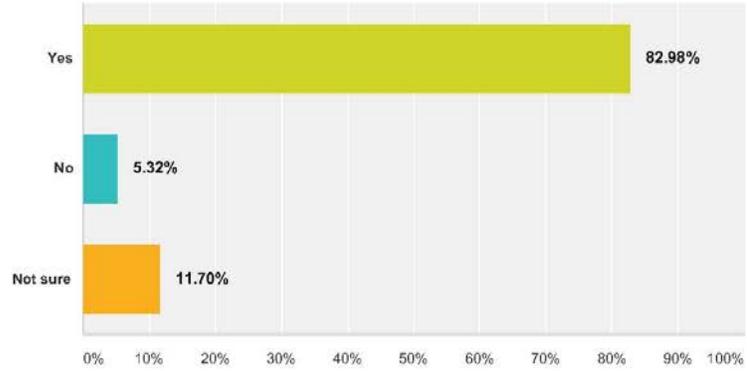


| Answer Choices  | Responses | Count     |
|-----------------|-----------|-----------|
| 1-2 times       | 78.95%    | 15        |
| 3-4 times       | 15.79%    | 3         |
| 5 or more times | 5.26%     | 1         |
| <b>Total</b>    |           | <b>19</b> |

City Of Milpitas | Solid Waste Survey

**Q6 Would four free pickups per year, scheduled at your convenience meet your needs for a “Dump Day”?**

Answered: 94 Skipped: 0

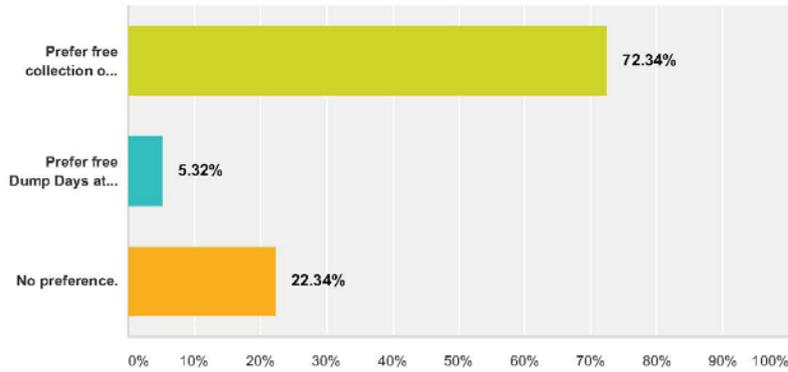


| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 82.98%    | 78        |
| No             | 5.32%     | 5         |
| Not sure       | 11.70%    | 11        |
| <b>Total</b>   |           | <b>94</b> |

City Of Milpitas | Solid Waste Survey

**Q7 Assuming there is no additional cost, would you prefer having four free pickups at your curb, or an option like the Free Dump Days?**

Answered: 94 Skipped: 0

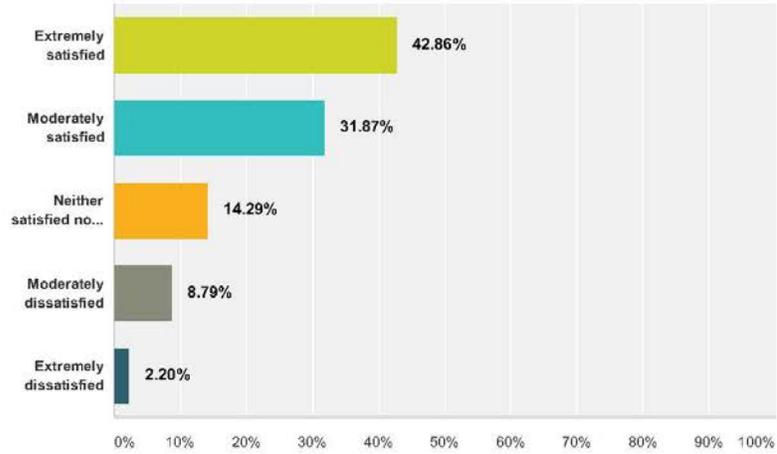


| Answer Choices  | Responses |
|---|-----------|
| Prefer free collection of extra trash, recyclables and yard trimmings, from your house. | 72.34% 68 |
| Prefer free Dump Days at the landfill.  | 5.32% 5   |
| No preference.  | 22.34% 21 |
| <b>Total</b>  | <b>94</b> |

City Of Milpitas | Solid Waste Survey

**Q8 How satisfied would you be with a split cart for recycling?**

Answered: 91 Skipped: 3

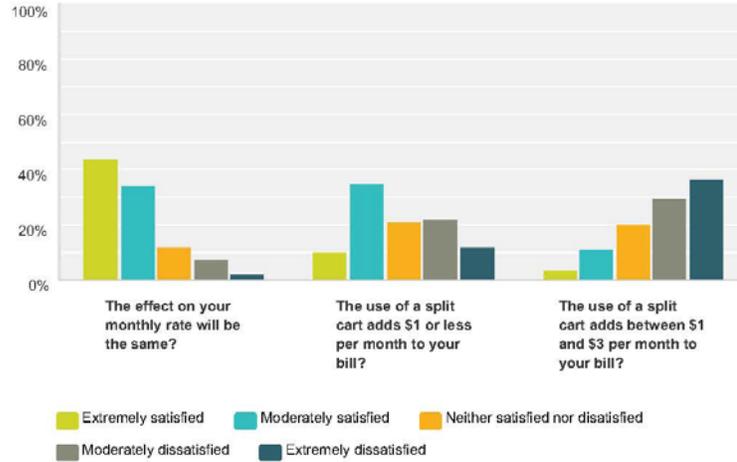


| Answer Choices                     | Responses |           |
|------------------------------------|-----------|-----------|
| Extremely satisfied                | 42.86%    | 39        |
| Moderately satisfied               | 31.87%    | 29        |
| Neither satisfied nor dissatisfied | 14.29%    | 13        |
| Moderately dissatisfied            | 8.79%     | 8         |
| Extremely dissatisfied             | 2.20%     | 2         |
| <b>Total</b>                       |           | <b>91</b> |

City Of Milpitas | Solid Waste Survey

**Q9 How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if:**

Answered: 91 Skipped: 3

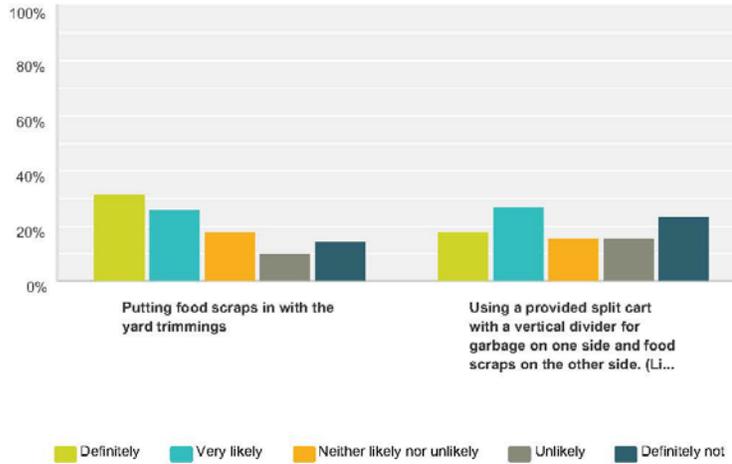


|  | Extremely satisfied | Moderately satisfied | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied | Total | Weighted Average |
|--|---------------------|----------------------|------------------------------------|-------------------------|------------------------|-------|------------------|
| The effect on your monthly rate will be the same?                        | 43.96%<br>40        | 34.07%<br>31         | 12.09%<br>11                       | 7.69%<br>7              | 2.20%<br>2             | 91    | 4.10             |
| The use of a split cart adds \$1 or less per month to your bill?         | 9.89%<br>9          | 35.16%<br>32         | 20.88%<br>19                       | 21.98%<br>20            | 12.09%<br>11           | 91    | 3.09             |
| The use of a split cart adds between \$1 and \$3 per month to your bill? | 3.30%<br>3          | 10.99%<br>10         | 19.78%<br>18                       | 29.67%<br>27            | 36.26%<br>33           | 91    | 2.15             |

City Of Milpitas | Solid Waste Survey

**Q10 The City is considering adding food scrap collection. If food scrap collection were added, you would receive a free indoor kitchen pail to keep food scraps in before taking them out to the cart. How likely would you be to participate in a food scrap program by**

Answered: 89 Skipped: 5

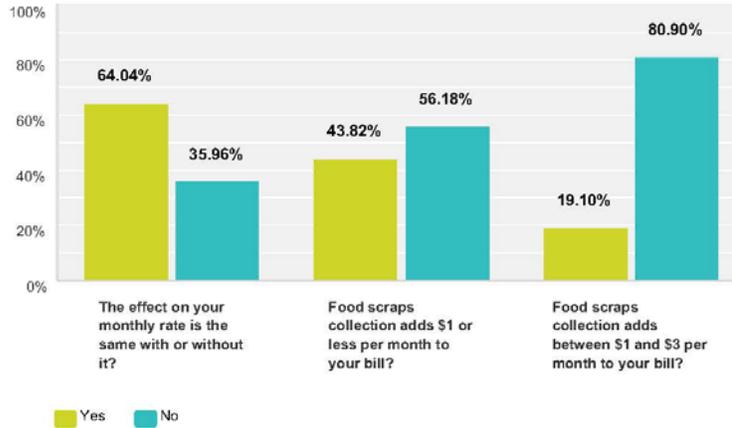


|  | Definitely   | Very likely  | Neither likely nor unlikely | Unlikely     | Definitely not | Total | Weighted Average |
|--|--------------|--------------|-----------------------------|--------------|----------------|-------|------------------|
| Putting food scraps in with the yard trimmings   | 31.46%<br>28 | 25.84%<br>23 | 17.98%<br>16                | 10.11%<br>9  | 14.61%<br>13   | 89    | 3.49             |
| Using a provided split cart with a vertical divider for garbage on one side and food scraps on the other side. (Like keeping paper separate from cans and bottles, keeping food scraps and yard trimmings separate can result in better recycling results) | 17.98%<br>16 | 26.97%<br>24 | 15.73%<br>14                | 15.73%<br>14 | 23.60%<br>21   | 89    | 3.00             |

City Of Milpitas | Solid Waste Survey

**Q11 Would you like food scraps collection to be added as a new service if:**

Answered: 89 Skipped: 5



|   | Yes          | No           | Total | Weighted Average |
|---|--------------|--------------|-------|------------------|
| The effect on your monthly rate is the same with or without it?         | 64.04%<br>57 | 35.96%<br>32 | 89    | 1.64             |
| Food scraps collection adds \$1 or less per month to your bill?         | 43.82%<br>39 | 56.18%<br>50 | 89    | 1.44             |
| Food scraps collection adds between \$1 and \$3 per month to your bill? | 19.10%<br>17 | 80.90%<br>72 | 89    | 1.19             |

City Of Milpitas | Solid Waste Survey

**Q12 Do you have any other comments, questions, or concerns regarding the proposed new services?**

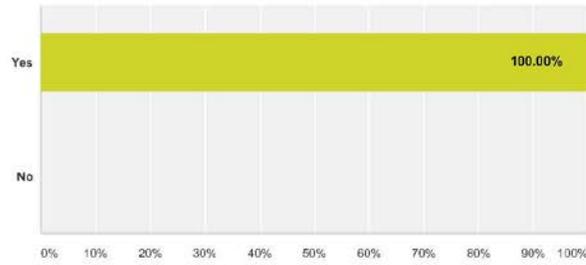
Answered: 49 Skipped: 45

## EMAIL SURVEY RESPONDENTS

City Of Milpitas | Solid Waste Survey

**Q1 Do you have a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage?**

Answered: 668 Skipped: 0

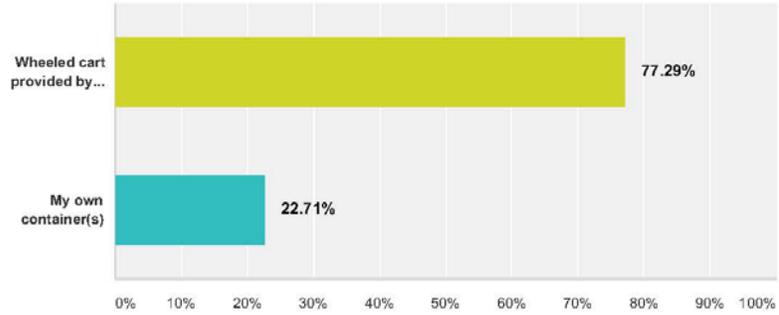


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 100.00%   | 668        |
| No             | 0.00%     | 0          |
| <b>Total</b>   |           | <b>668</b> |

City Of Milpitas | Solid Waste Survey

**Q2 Do you use a wheeled cart, provided by the garbage collection service, for your garbage or your own can(s) or bag(s)?**

Answered: 546 Skipped: 122

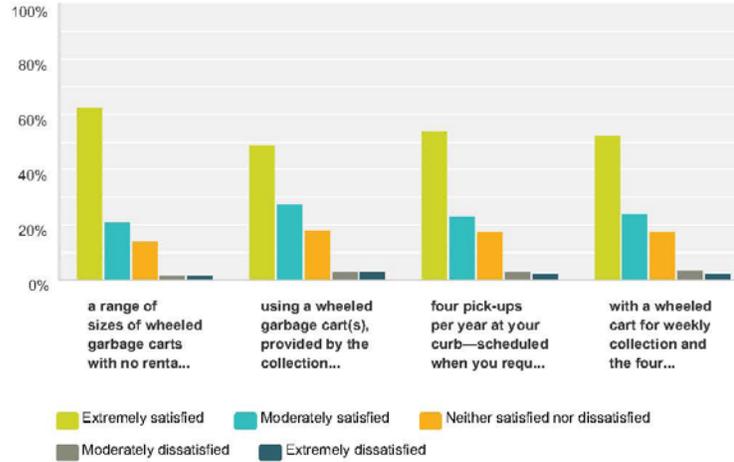


| Answer Choices                                      | Responses  |
|---|------------|
| Wheeled cart provided by garbage collection service | 77.29% 422 |
| My own container(s)                                 | 22.71% 124 |
| <b>Total</b>  | <b>546</b> |

City Of Milpitas | Solid Waste Survey

**Q3 New services for collecting garbage are being considered for September 2017. How satisfied would you be with**

Answered: 546 Skipped: 122

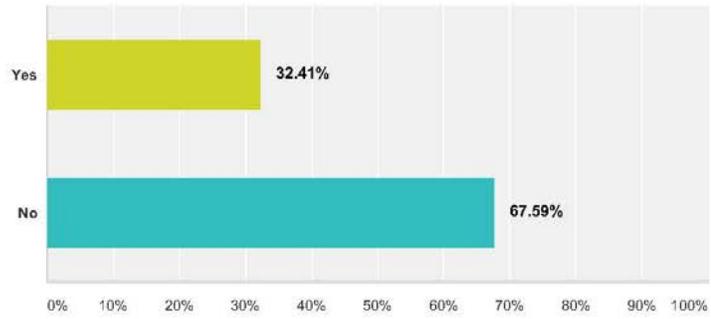


|  | Extremely satisfied | Moderately satisfied | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied | Total | Weighted Average |
|--|---------------------|----------------------|------------------------------------|-------------------------|------------------------|-------|------------------|
| a range of sizes of wheeled garbage carts with no rental fee?  | 62.32%<br>339       | 20.96%<br>114        | 14.15%<br>77                       | 1.29%<br>7              | 1.29%<br>7             | 544   | 4.42             |
| using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using your own cans or bags?  | 48.99%<br>267       | 27.34%<br>149        | 18.17%<br>99                       | 2.75%<br>15             | 2.75%<br>15            | 545   | 4.17             |
| four pick-ups per year at your curb—scheduled when you request them at no additional charge—for extra trash and yard trimmings, as well as big or bulky items? These individual pick-ups would be instead of the two current pre-scheduled clean-up events | 53.78%<br>292       | 23.02%<br>125        | 17.68%<br>96                       | 3.13%<br>17             | 2.39%<br>13            | 543   | 4.23             |
| with a wheeled cart for weekly collection and the four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage?                     | 52.58%<br>285       | 23.80%<br>129        | 17.53%<br>95                       | 3.51%<br>19             | 2.58%<br>14            | 542   | 4.20             |

City Of Milpitas | Solid Waste Survey

**Q4 Have you dumped garbage at the landfill  
(Newby Island Resource Recovery Park,  
west end of Dixon Landing Road), on a Free  
Dump Day in the last year?**

Answered: 540 Skipped: 128

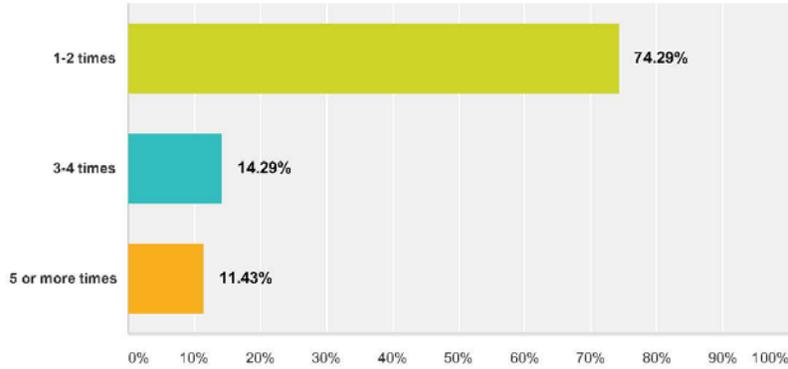


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 32.41%    | 175        |
| No             | 67.59%    | 365        |
| <b>Total</b>   |           | <b>540</b> |

City Of Milpitas | Solid Waste Survey

**Q5 About how many times have you dumped garbage at the landfill (Newby Island Resource Recovery Park (west end of Dixon Landing Road) on a Free Dump Day in the last year?**

Answered: 175 Skipped: 493

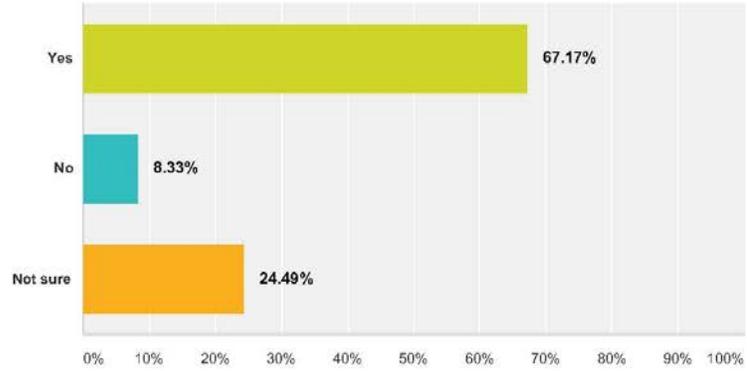


| Answer Choices  | Responses  |
|-----------------|------------|
| 1-2 times       | 74.29% 130 |
| 3-4 times       | 14.29% 25  |
| 5 or more times | 11.43% 20  |
| <b>Total</b>    | <b>175</b> |

City Of Milpitas | Solid Waste Survey

**Q6 Would four free pickups per year, scheduled at your convenience meet your needs for a “Dump Day”?**

Answered: 396 Skipped: 272

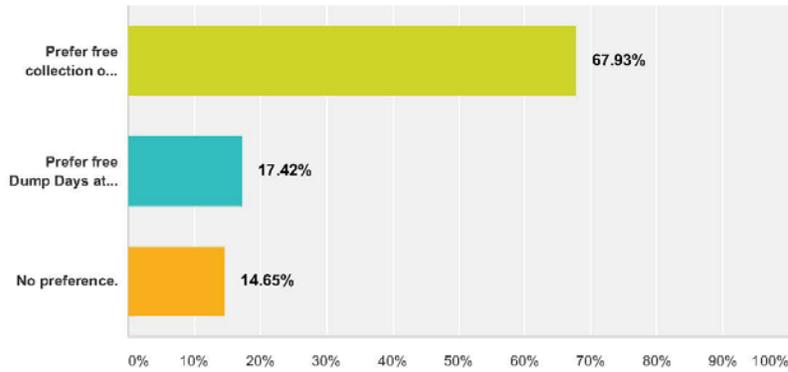


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 67.17%    | 266        |
| No             | 8.33%     | 33         |
| Not sure       | 24.49%    | 97         |
| <b>Total</b>   |           | <b>396</b> |

City Of Milpitas | Solid Waste Survey

**Q7 Assuming there is no additional cost, would you prefer having four free pickups at your curb, or an option like the Free Dump Days?**

Answered: 396 Skipped: 272

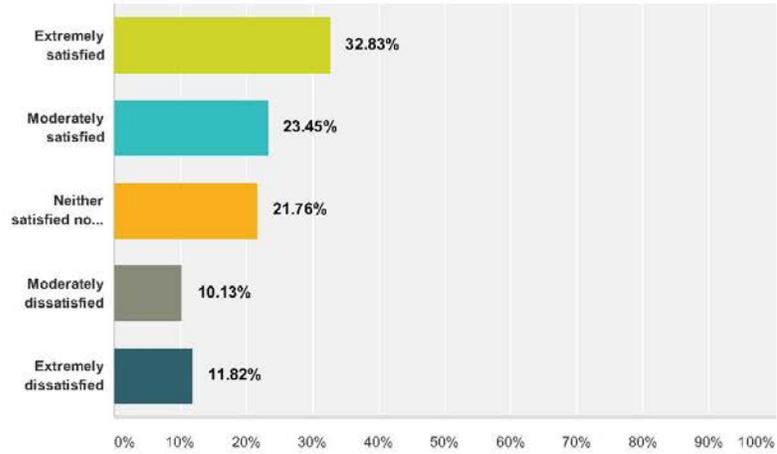


| Answer Choices  | Responses  |
|---|------------|
| Prefer free collection of extra trash, recyclables and yard trimmings, from your house. | 67.93% 269 |
| Prefer free Dump Days at the landfill.  | 17.42% 69  |
| No preference.  | 14.65% 58  |
| <b>Total</b>  | <b>396</b> |

City Of Milpitas | Solid Waste Survey

**Q8 How satisfied would you be with a split cart for recycling?**

Answered: 533 Skipped: 135

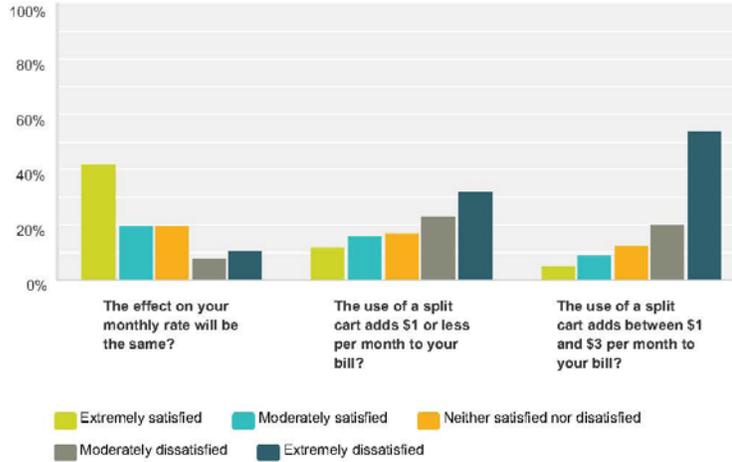


| Answer Choices                     | Responses  |
|------------------------------------|------------|
| Extremely satisfied                | 32.83% 175 |
| Moderately satisfied               | 23.45% 125 |
| Neither satisfied nor dissatisfied | 21.76% 116 |
| Moderately dissatisfied            | 10.13% 54  |
| Extremely dissatisfied             | 11.82% 63  |
| <b>Total</b>                       | <b>533</b> |

City Of Milpitas | Solid Waste Survey

**Q9 How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if:**

Answered: 533 Skipped: 135

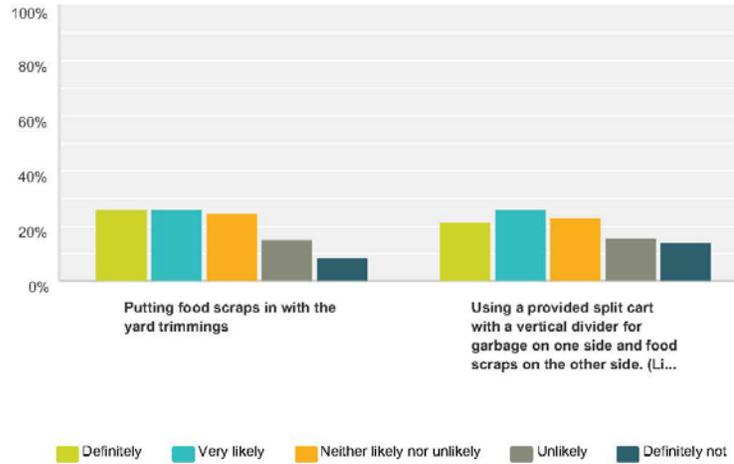


|  | Extremely satisfied | Moderately satisfied | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied | Total | Weighted Average |
|--|---------------------|----------------------|------------------------------------|-------------------------|------------------------|-------|------------------|
| The effect on your monthly rate will be the same?                        | 41.84%<br>223       | 19.70%<br>105        | 19.70%<br>105                      | 8.07%<br>43             | 10.69%<br>57           | 533   | 3.74             |
| The use of a split cart adds \$1 or less per month to your bill?         | 12.20%<br>65        | 15.95%<br>85         | 16.89%<br>90                       | 23.08%<br>123           | 31.89%<br>170          | 533   | 2.53             |
| The use of a split cart adds between \$1 and \$3 per month to your bill? | 4.88%<br>26         | 8.82%<br>47          | 12.38%<br>66                       | 19.89%<br>106           | 54.03%<br>288          | 533   | 1.91             |

City Of Milpitas | Solid Waste Survey

**Q10 The City is considering adding food scrap collection. If food scrap collection were added, you would receive a free indoor kitchen pail to keep food scraps in before taking them out to the cart. How likely would you be to participate in a food scrap program by**

Answered: 527 Skipped: 141

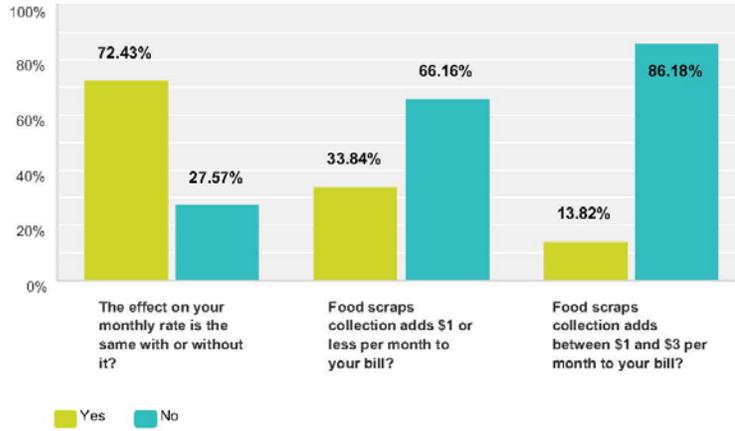


|  | Definitely    | Very likely   | Neither likely nor unlikely | Unlikely     | Definitely not | Total | Weighted Average |
|--|---------------|---------------|-----------------------------|--------------|----------------|-------|------------------|
| Putting food scraps in with the yard trimmings   | 26.05%<br>136 | 26.05%<br>136 | 24.71%<br>129               | 14.75%<br>77 | 8.43%<br>44    | 522   | 3.47             |
| Using a provided split cart with a vertical divider for garbage on one side and food scraps on the other side. (Like keeping paper separate from cans and bottles, keeping food scraps and yard trimmings separate can result in better recycling results) | 21.46%<br>112 | 26.25%<br>137 | 22.80%<br>119               | 15.71%<br>82 | 13.79%<br>72   | 522   | 3.26             |

City Of Milpitas | Solid Waste Survey

**Q11 Would you like food scraps collection to be added as a new service if:**

Answered: 527 Skipped: 141



|   | Yes           | No            | Total | Weighted Average |
|---|---------------|---------------|-------|------------------|
| The effect on your monthly rate is the same with or without it?         | 72.43%<br>381 | 27.57%<br>145 | 526   | 1.72             |
| Food scraps collection adds \$1 or less per month to your bill?         | 33.84%<br>177 | 66.16%<br>346 | 523   | 1.34             |
| Food scraps collection adds between \$1 and \$3 per month to your bill? | 13.82%<br>72  | 86.18%<br>449 | 521   | 1.14             |

City Of Milpitas | Solid Waste Survey

**Q12 Do you have any other comments, questions, or concerns regarding the proposed new services?**

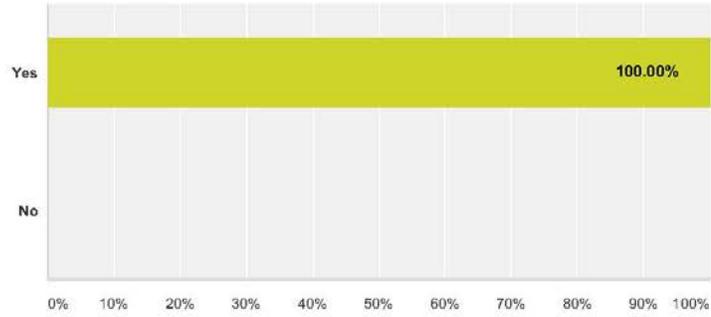
Answered: 159 Skipped: 509

## NON-DUMP DAY USING SURVEY RESPONDENTS

City Of Milpitas | Solid Waste Survey

**Q1 Do you have a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage?**

Answered: 440 Skipped: 0

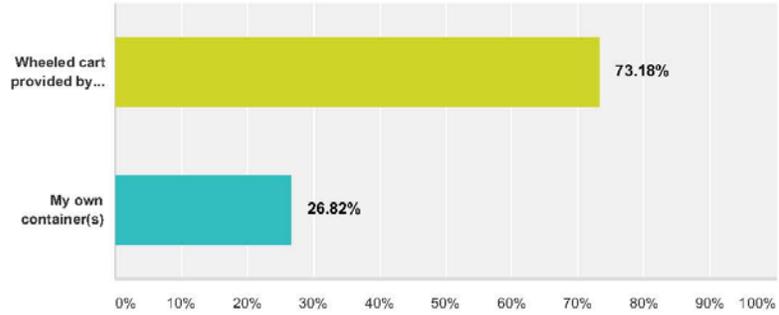


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 100.00%   | 440        |
| No             | 0.00%     | 0          |
| <b>Total</b>   |           | <b>440</b> |

City Of Milpitas | Solid Waste Survey

**Q2 Do you use a wheeled cart, provided by the garbage collection service, for your garbage or your own can(s) or bag(s)?**

Answered: 440 Skipped: 0

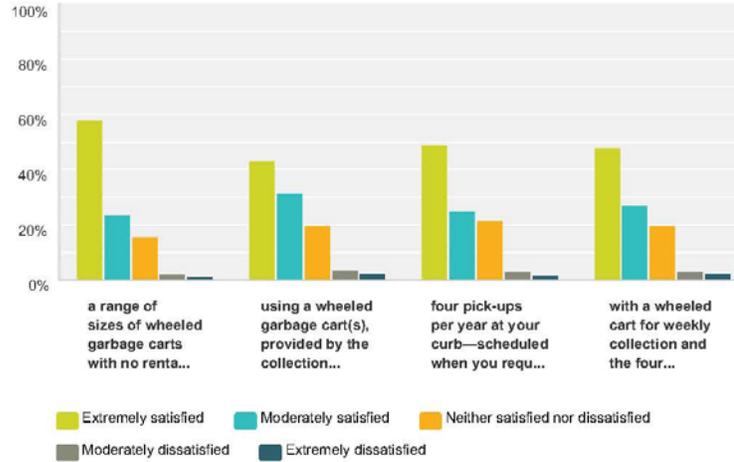


| Answer Choices                                      | Responses | Count      |
|---|-----------|------------|
| Wheeled cart provided by garbage collection service | 73.18%    | 322        |
| My own container(s)                                 | 26.82%    | 118        |
| <b>Total</b>  |           | <b>440</b> |

City Of Milpitas | Solid Waste Survey

**Q3 New services for collecting garbage are being considered for September 2017. How satisfied would you be with**

Answered: 440 Skipped: 0

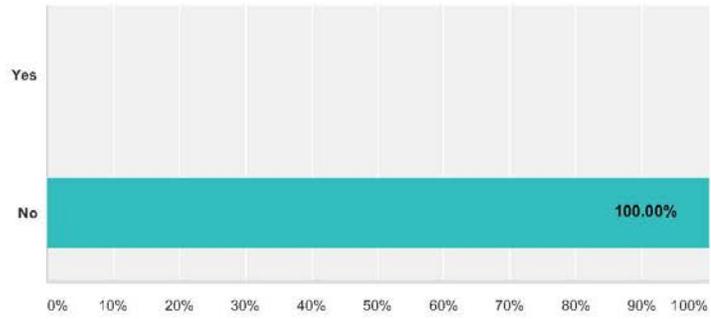


|  | Extremely satisfied | Moderately satisfied | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied | Total | Weighted Average |
|--|---------------------|----------------------|------------------------------------|-------------------------|------------------------|-------|------------------|
| a range of sizes of wheeled garbage carts with no rental fee?  | 58.12%<br>254       | 23.57%<br>103        | 15.33%<br>67                       | 2.06%<br>9              | 0.92%<br>4             | 437   | 4.36             |
| using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using your own cans or bags?  | 42.89%<br>187       | 31.42%<br>137        | 19.72%<br>86                       | 3.44%<br>15             | 2.52%<br>11            | 436   | 4.09             |
| four pick-ups per year at your curb—scheduled when you request them at no additional charge—for extra trash and yard trimmings, as well as big or bulky items? These individual pick-ups would be instead of the two current pre-scheduled clean-up events | 49.08%<br>213       | 24.88%<br>108        | 21.43%<br>93                       | 3.00%<br>13             | 1.61%<br>7             | 434   | 4.17             |
| with a wheeled cart for weekly collection and the four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage?                     | 47.81%<br>207       | 27.02%<br>117        | 19.63%<br>85                       | 3.00%<br>13             | 2.54%<br>11            | 433   | 4.15             |

City Of Milpitas | Solid Waste Survey

**Q4 Have you dumped garbage at the landfill  
(Newby Island Resource Recovery Park,  
west end of Dixon Landing Road), on a Free  
Dump Day in the last year?**

Answered: 440 Skipped: 0



| Answer Choices | Responses | Count      |
|----------------|-----------|------------|
| Yes            | 0.00%     | 0          |
| No             | 100.00%   | 440        |
| <b>Total</b>   |           | <b>440</b> |

City Of Milpitas | Solid Waste Survey

**Q5 About how many times have you  
dumped garbage at the landfill (Newby  
Island Resource Recovery Park (west end  
of Dixon Landing Road) on a Free Dump  
Day in the last year?**

Answered: 0 Skipped: 440

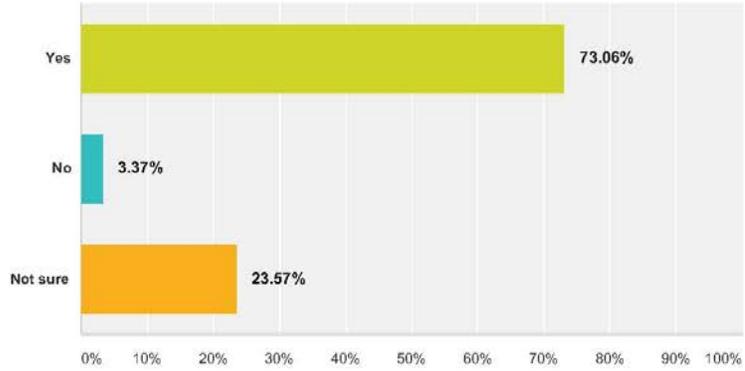
! No matching responses.

| Answer Choices  | Responses |
|-----------------|-----------|
| 1-2 times       | 0.00% 0   |
| 3-4 times       | 0.00% 0   |
| 5 or more times | 0.00% 0   |
| <b>Total</b>    | <b>0</b>  |

City Of Milpitas | Solid Waste Survey

**Q6 Would four free pickups per year, scheduled at your convenience meet your needs for a “Dump Day”?**

Answered: 297 Skipped: 143

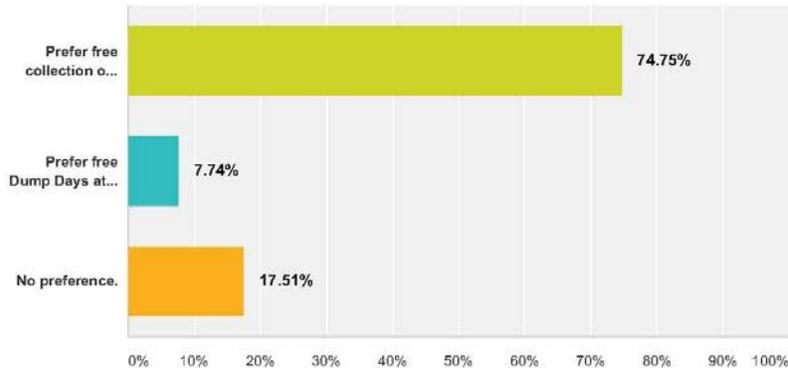


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 73.06%    | 217        |
| No             | 3.37%     | 10         |
| Not sure       | 23.57%    | 70         |
| <b>Total</b>   |           | <b>297</b> |

City Of Milpitas | Solid Waste Survey

**Q7 Assuming there is no additional cost, would you prefer having four free pickups at your curb, or an option like the Free Dump Days?**

Answered: 297 Skipped: 143

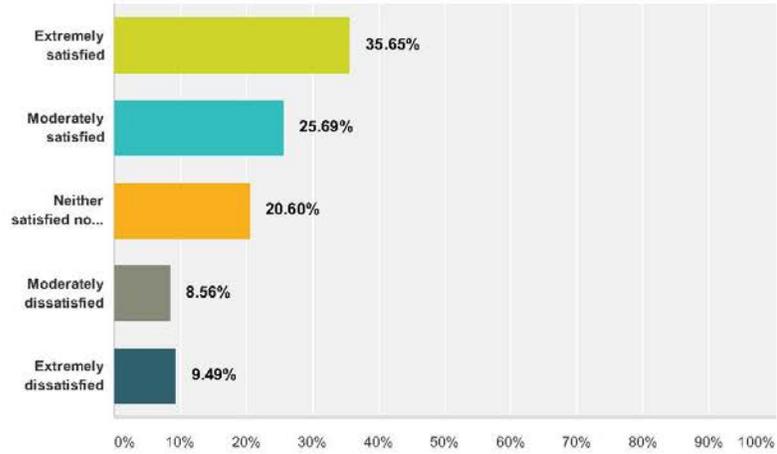


| Answer Choices  | Responses |            |
|---|-----------|------------|
| Prefer free collection of extra trash, recyclables and yard trimmings, from your house. | 74.75%    | 222        |
| Prefer free Dump Days at the landfill.  | 7.74%     | 23         |
| No preference.  | 17.51%    | 52         |
| <b>Total</b>  |           | <b>297</b> |

City Of Milpitas | Solid Waste Survey

**Q8 How satisfied would you be with a split cart for recycling?**

Answered: 432 Skipped: 8

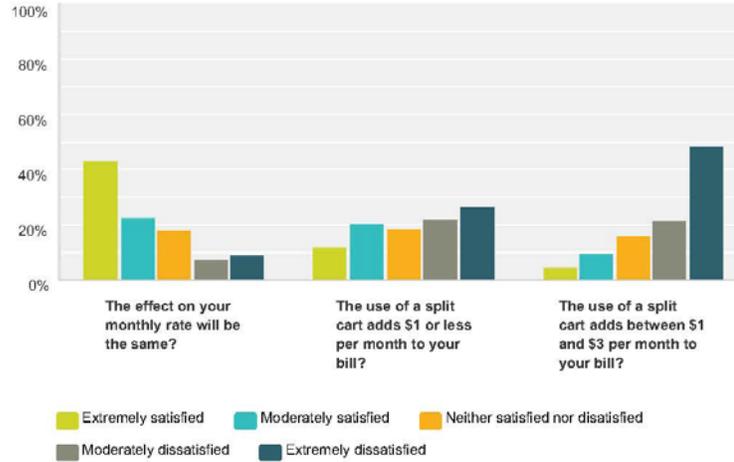


| Answer Choices                     | Responses |            |
|------------------------------------|-----------|------------|
| Extremely satisfied                | 35.65%    | 154        |
| Moderately satisfied               | 25.69%    | 111        |
| Neither satisfied nor dissatisfied | 20.60%    | 89         |
| Moderately dissatisfied            | 8.56%     | 37         |
| Extremely dissatisfied             | 9.49%     | 41         |
| <b>Total</b>                       |           | <b>432</b> |

City Of Milpitas | Solid Waste Survey

**Q9 How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if:**

Answered: 432 Skipped: 8

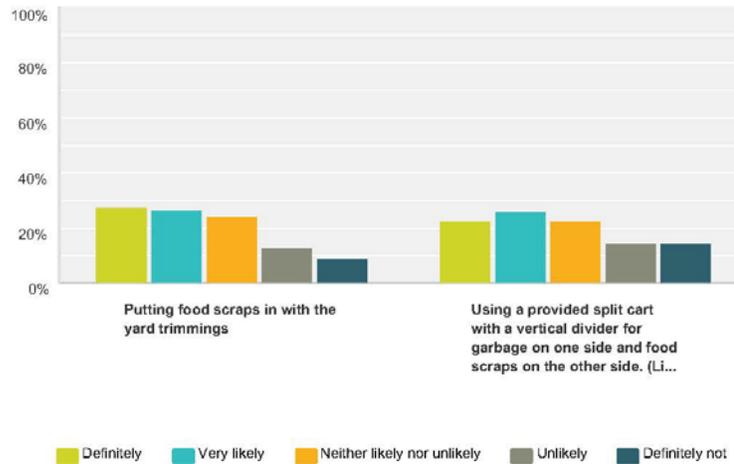


|  | Extremely satisfied | Moderately satisfied | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied | Total | Weighted Average |
|--|---------------------|----------------------|------------------------------------|-------------------------|------------------------|-------|------------------|
| The effect on your monthly rate will be the same?                        | 43.06%<br>186       | 22.45%<br>97         | 18.06%<br>78                       | 7.64%<br>33             | 8.80%<br>38            | 432   | 3.83             |
| The use of a split cart adds \$1 or less per month to your bill?         | 12.04%<br>52        | 20.60%<br>89         | 18.75%<br>81                       | 21.99%<br>95            | 26.62%<br>115          | 432   | 2.69             |
| The use of a split cart adds between \$1 and \$3 per month to your bill? | 4.63%<br>20         | 9.49%<br>41          | 15.97%<br>69                       | 21.53%<br>93            | 48.38%<br>209          | 432   | 2.00             |

City Of Milpitas | Solid Waste Survey

**Q10 The City is considering adding food scrap collection. If food scrap collection were added, you would receive a free indoor kitchen pail to keep food scraps in before taking them out to the cart. How likely would you be to participate in a food scrap program by**

Answered: 425 Skipped: 15

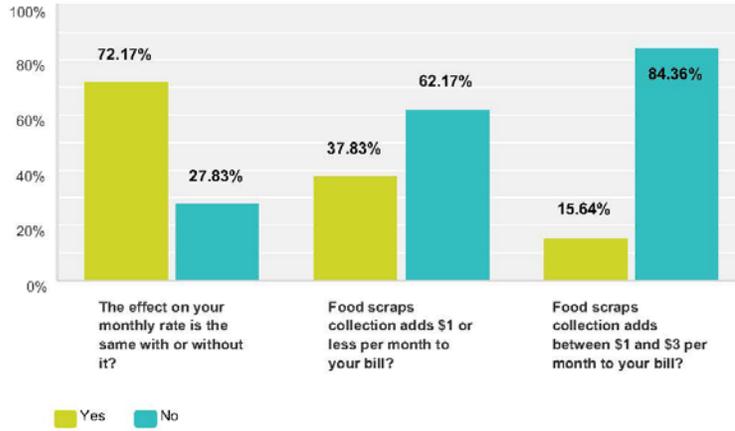


|  | Definitely    | Very likely   | Neither likely nor unlikely | Unlikely     | Definitely not | Total | Weighted Average |
|--|---------------|---------------|-----------------------------|--------------|----------------|-------|------------------|
| Putting food scraps in with the yard trimmings   | 27.73%<br>117 | 26.54%<br>112 | 23.93%<br>101               | 13.03%<br>55 | 8.77%<br>37    | 422   | 3.51             |
| Using a provided split cart with a vertical divider for garbage on one side and food scraps on the other side. (Like keeping paper separate from cans and bottles, keeping food scraps and yard trimmings separate can result in better recycling results) | 22.33%<br>94  | 25.89%<br>109 | 22.57%<br>95                | 14.49%<br>61 | 14.73%<br>62   | 421   | 3.27             |

City Of Milpitas | Solid Waste Survey

**Q11 Would you like food scraps collection to be added as a new service if:**

Answered: 425 Skipped: 15



|   | Yes           | No            | Total | Weighted Average |
|---|---------------|---------------|-------|------------------|
| The effect on your monthly rate is the same with or without it?         | 72.17%<br>306 | 27.83%<br>118 | 424   | 1.72             |
| Food scraps collection adds \$1 or less per month to your bill?         | 37.83%<br>160 | 62.17%<br>263 | 423   | 1.38             |
| Food scraps collection adds between \$1 and \$3 per month to your bill? | 15.64%<br>66  | 84.36%<br>356 | 422   | 1.16             |

City Of Milpitas | Solid Waste Survey

**Q12 Do you have any other comments, questions, or concerns regarding the proposed new services?**

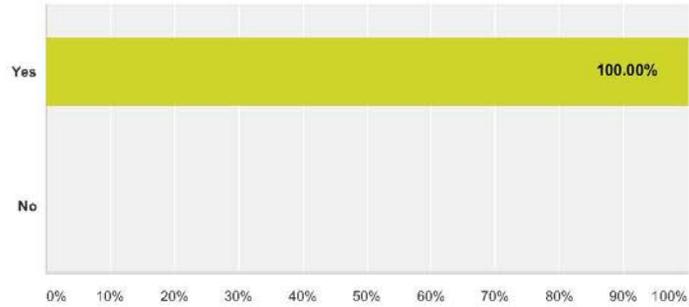
Answered: 141 Skipped: 299

## DUMP DAY USING SURVEY RESPONDENTS

City Of Milpitas | Solid Waste Survey

**Q1 Do you have a wheeled cart for recyclables, and use either a wheeled cart or your own can or bags for garbage?**

Answered: 194 Skipped: 0

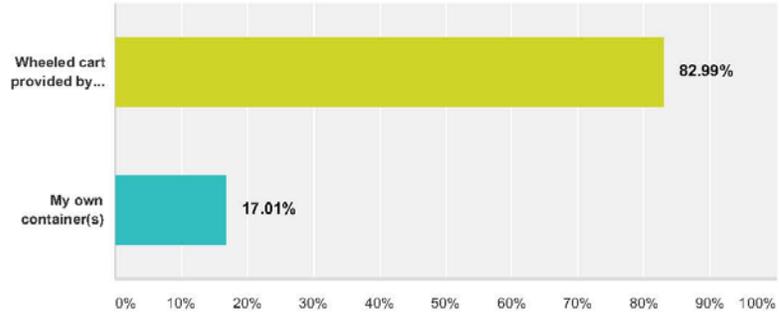


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 100.00%   | 194        |
| No             | 0.00%     | 0          |
| <b>Total</b>   |           | <b>194</b> |

City Of Milpitas | Solid Waste Survey

**Q2 Do you use a wheeled cart, provided by the garbage collection service, for your garbage or your own can(s) or bag(s)?**

Answered: 194 Skipped: 0

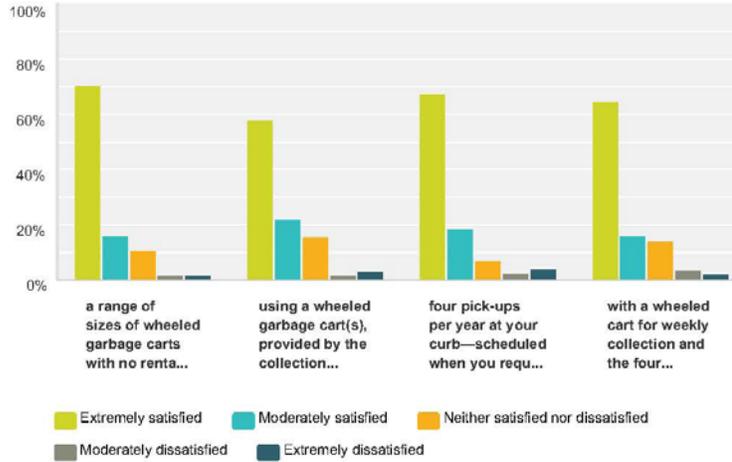


| Answer Choices                                      | Responses  |
|---|------------|
| Wheeled cart provided by garbage collection service | 82.99% 161 |
| My own container(s)                                 | 17.01% 33  |
| <b>Total</b>  | <b>194</b> |

City Of Milpitas | Solid Waste Survey

**Q3 New services for collecting garbage are being considered for September 2017. How satisfied would you be with**

Answered: 194 Skipped: 0

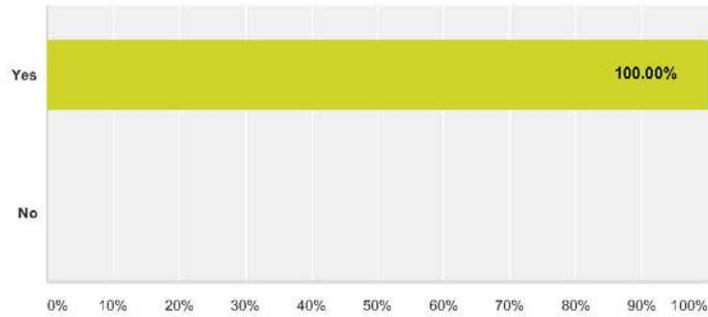


|  | Extremely satisfied | Moderately satisfied | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied | Total | Weighted Average |
|--|---------------------|----------------------|------------------------------------|-------------------------|------------------------|-------|------------------|
| a range of sizes of wheeled garbage carts with no rental fee?  | 70.62%<br>137       | 15.98%<br>31         | 10.31%<br>20                       | 1.55%<br>3              | 1.55%<br>3             | 194   | 4.53             |
| using a wheeled garbage cart(s), provided by the collection service, with the option to put out extra material, instead of using your own cans or bags?  | 57.81%<br>111       | 21.88%<br>42         | 15.63%<br>30                       | 1.56%<br>3              | 3.13%<br>6             | 192   | 4.30             |
| four pick-ups per year at your curb—scheduled when you request them at no additional charge—for extra trash and yard trimmings, as well as big or bulky items? These individual pick-ups would be instead of the two current pre-scheduled clean-up events | 67.53%<br>131       | 18.56%<br>36         | 7.22%<br>14                        | 2.58%<br>5              | 4.12%<br>8             | 194   | 4.43             |
| with a wheeled cart for weekly collection and the four personal pick-ups per year if those services were provided at the same monthly rate, or at a lower rate, than for the continued use of personal containers or bags for garbage?                     | 64.43%<br>125       | 15.98%<br>31         | 13.92%<br>27                       | 3.61%<br>7              | 2.06%<br>4             | 194   | 4.37             |

City Of Milpitas | Solid Waste Survey

**Q4 Have you dumped garbage at the landfill  
(Newby Island Resource Recovery Park,  
west end of Dixon Landing Road), on a Free  
Dump Day in the last year?**

Answered: 194 Skipped: 0

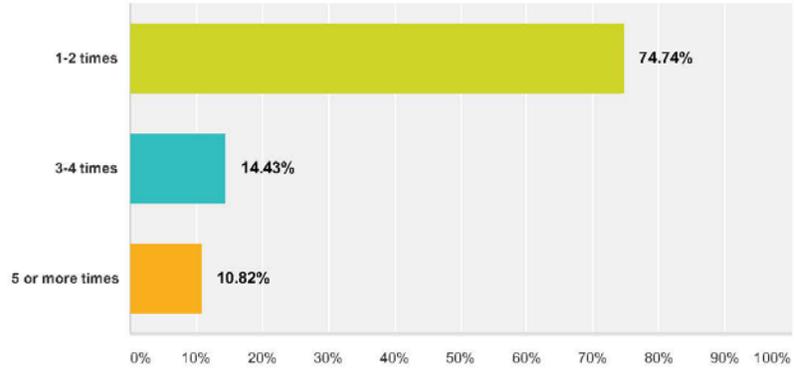


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 100.00%   | 194        |
| No             | 0.00%     | 0          |
| <b>Total</b>   |           | <b>194</b> |

City Of Milpitas | Solid Waste Survey

**Q5 About how many times have you dumped garbage at the landfill (Newby Island Resource Recovery Park (west end of Dixon Landing Road) on a Free Dump Day in the last year?**

Answered: 194 Skipped: 0

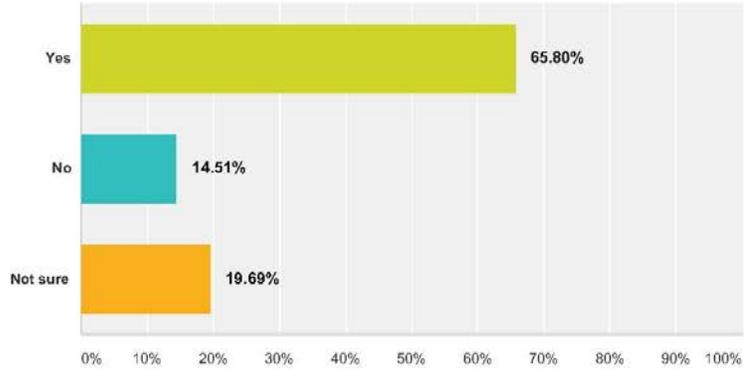


| Answer Choices  | Responses | Count      |
|-----------------|-----------|------------|
| 1-2 times       | 74.74%    | 145        |
| 3-4 times       | 14.43%    | 28         |
| 5 or more times | 10.82%    | 21         |
| <b>Total</b>    |           | <b>194</b> |

City Of Milpitas | Solid Waste Survey

**Q6 Would four free pickups per year, scheduled at your convenience meet your needs for a “Dump Day”?**

Answered: 193 Skipped: 1

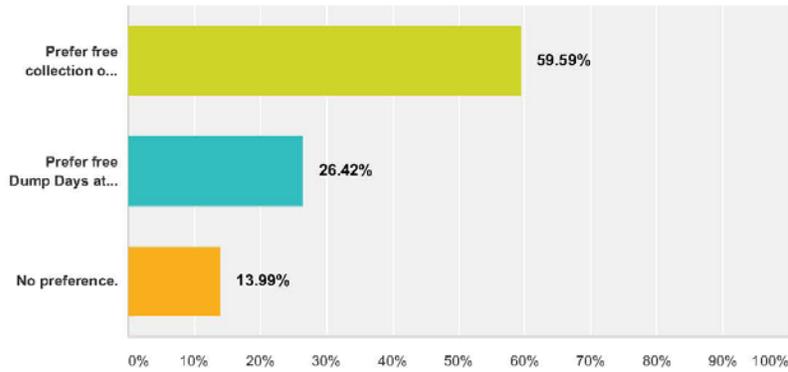


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 65.80%    | 127        |
| No             | 14.51%    | 28         |
| Not sure       | 19.69%    | 38         |
| <b>Total</b>   |           | <b>193</b> |

City Of Milpitas | Solid Waste Survey

**Q7 Assuming there is no additional cost, would you prefer having four free pickups at your curb, or an option like the Free Dump Days?**

Answered: 193 Skipped: 1

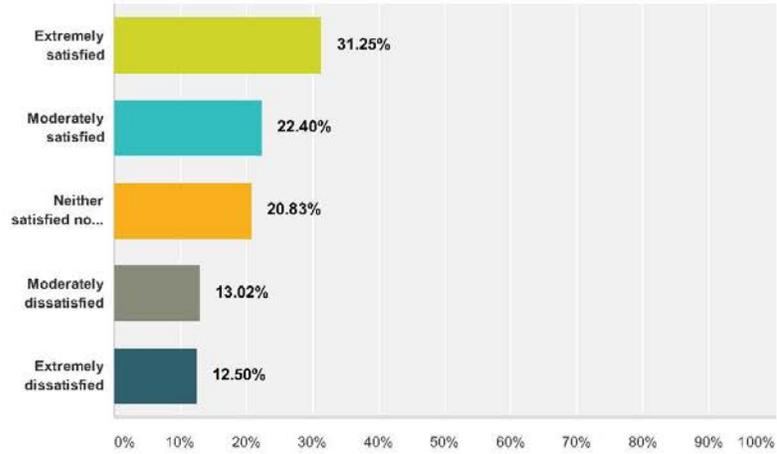


| Answer Choices  | Responses  |
|---|------------|
| Prefer free collection of extra trash, recyclables and yard trimmings, from your house. | 59.59% 115 |
| Prefer free Dump Days at the landfill.  | 26.42% 51  |
| No preference.  | 13.99% 27  |
| <b>Total</b>  | <b>193</b> |

City Of Milpitas | Solid Waste Survey

**Q8 How satisfied would you be with a split cart for recycling?**

Answered: 192 Skipped: 2

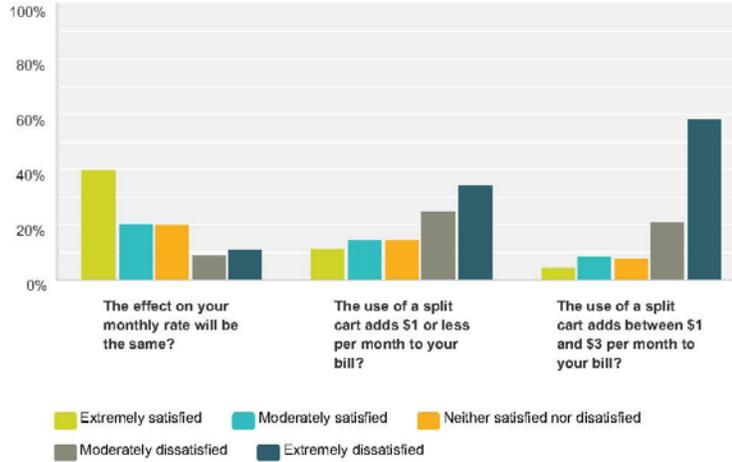


| Answer Choices                     | Responses |            |
|------------------------------------|-----------|------------|
| Extremely satisfied                | 31.25%    | 60         |
| Moderately satisfied               | 22.40%    | 43         |
| Neither satisfied nor dissatisfied | 20.83%    | 40         |
| Moderately dissatisfied            | 13.02%    | 25         |
| Extremely dissatisfied             | 12.50%    | 24         |
| <b>Total</b>                       |           | <b>192</b> |

City Of Milpitas | Solid Waste Survey

**Q9 How satisfied would you be in using a split cart to keep paper and cardboard separate from bottles and cans if:**

Answered: 192 Skipped: 2

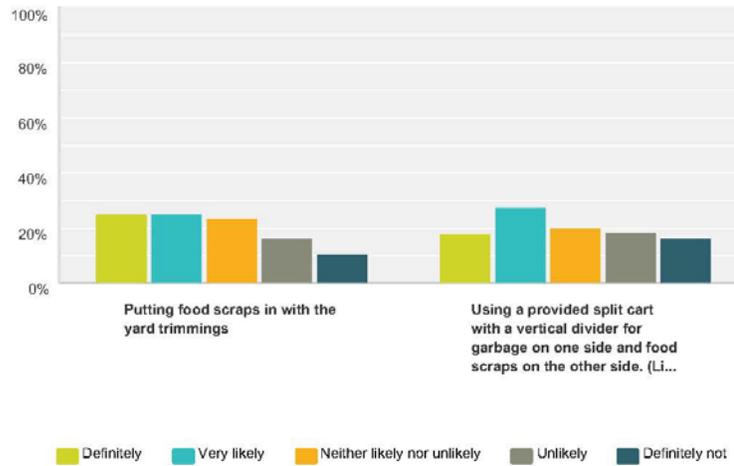


|  | Extremely satisfied | Moderately satisfied | Neither satisfied nor dissatisfied | Moderately dissatisfied | Extremely dissatisfied | Total | Weighted Average |
|--|---------------------|----------------------|------------------------------------|-------------------------|------------------------|-------|------------------|
| The effect on your monthly rate will be the same?                        | 40.10%<br>77        | 20.31%<br>39         | 19.79%<br>38                       | 8.85%<br>17             | 10.94%<br>21           | 192   | 3.70             |
| The use of a split cart adds \$1 or less per month to your bill?         | 11.46%<br>22        | 14.58%<br>28         | 14.58%<br>28                       | 25.00%<br>48            | 34.38%<br>66           | 192   | 2.44             |
| The use of a split cart adds between \$1 and \$3 per month to your bill? | 4.69%<br>9          | 8.33%<br>16          | 7.81%<br>15                        | 20.83%<br>40            | 58.33%<br>112          | 192   | 1.80             |

City Of Milpitas | Solid Waste Survey

**Q10 The City is considering adding food scrap collection. If food scrap collection were added, you would receive a free indoor kitchen pail to keep food scraps in before taking them out to the cart. How likely would you be to participate in a food scrap program by**

Answered: 191 Skipped: 3

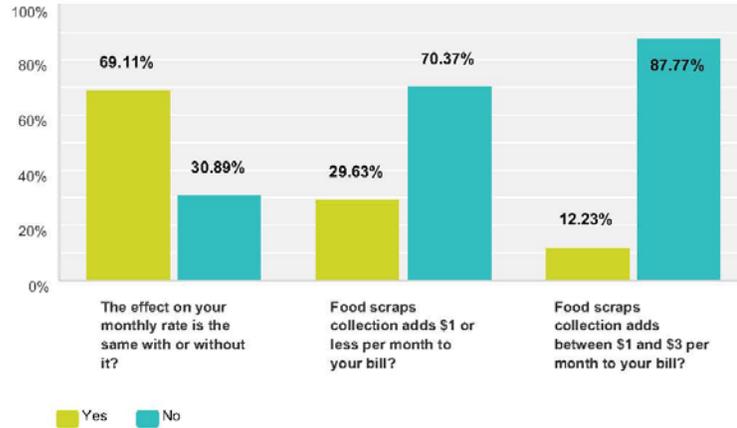


|  | Definitely   | Very likely  | Neither likely nor unlikely | Unlikely     | Definitely not | Total | Weighted Average |
|--|--------------|--------------|-----------------------------|--------------|----------------|-------|------------------|
| Putting food scraps in with the yard trimmings   | 24.87%<br>47 | 24.87%<br>47 | 23.28%<br>44                | 16.40%<br>31 | 10.58%<br>20   | 189   | 3.37             |
| Using a provided split cart with a vertical divider for garbage on one side and food scraps on the other side. (Like keeping paper separate from cans and bottles, keeping food scraps and yard trimmings separate can result in better recycling results) | 17.89%<br>34 | 27.37%<br>52 | 20.00%<br>38                | 18.42%<br>35 | 16.32%<br>31   | 190   | 3.12             |

City Of Milpitas | Solid Waste Survey

**Q11 Would you like food scraps collection to be added as a new service if:**

Answered: 191 Skipped: 3



|   | Yes           | No            | Total | Weighted Average |
|---|---------------|---------------|-------|------------------|
| The effect on your monthly rate is the same with or without it?         | 69.11%<br>132 | 30.89%<br>59  | 191   | 1.69             |
| Food scraps collection adds \$1 or less per month to your bill?         | 29.63%<br>56  | 70.37%<br>133 | 189   | 1.30             |
| Food scraps collection adds between \$1 and \$3 per month to your bill? | 12.23%<br>23  | 87.77%<br>165 | 188   | 1.12             |

City Of Milpitas | Solid Waste Survey

**Q12 Do you have any other comments, questions, or concerns regarding the proposed new services?**

Answered: 67 Skipped: 127

## APPENDIX D – SURVEY RESPONSES

### INDIVIDUAL SURVEY RESPONSES

#### ALL COMMENTS, COMPILED

|   |
|---|
| <p>Survey should conduct for the city environmental strategy opinion not for the garbage company operation. Public education is more important regarding new food waste handling and provide different way of processing choice.</p>  |
| <p>I only put out my Garbage and Recycles every other week. I could use a smaller can for recycles as a senior do I still get the smaller cart for garbage I would like a smaller cart for recycles rental fee is ridiculous. We cannot afford prices.</p>  |
| <p>I want to keep whatever cans we are currently using. Any changes in cans services will impact to us. Putting food scraps directly in a container without a plastic bag sealing it will be decomposed very fast and becomes smelly, messy, and dirty. We would participate in food scraps service if individual plastic bags are provided for each day.</p>   |
| <p>Proper disposal of battery and oils should be considered for future additional services. "I hope other residents know the importance of proper e-waste recycling and to not put old batteries with regular garbage."</p>   |
| <p>Pretty happy with current service. He do not want to see the rates rise.</p>   |
| <p>She is elderly and her husband started using diapers, so she needs the large cart for garbage. She has her own compost bin in her yard. She puts food scraps into her compost bin. She has no need for a food scraps program. Regarding the landfill, the smell is bad. Can the landfill be closed? The cost of garbage in Milpitas seems to be high. She prefers the rates to be lower, but she is generally satisfied with the current service</p> |
| <p>Food scraps collection without a bag to contain the food scraps is unsanitary.</p>   |
| <p>"I live in a mobile home park so my opinions don't really matter. The mobile home services make the decisions so I don't really have an opinion."</p>  |
| <p>I would like to have the option to still use my existing garbage cart for extra trash, along with free wheeled garbage cart from the city. If the personal garbage carts will be totally disallowed, it will be a waste.</p>   |
| <p>She wants the landfill to be closed. She's ok with spending more time on recycling and composting, but she has no interest if it cost more per month.</p>  |
| <p>Regarding the twice a year prescheduled cleanup days, there is very little communication from the current garbage company. With the split bin for recycling or composting, he loses flexibility in the amount of space he has for waste items. He would like and participate in the food scraps program, but he would not be happy to pay \$3 more for it.</p>   |
| <p>She is concerned about the smells associated with the food scraps program. She is ok with separating the food scraps, but she doesn't want to have to clean the bin and deal with bugs and smells.</p>   |
| <p>Like these ideas. Concerned about the costs.</p>   |
| <p>The food scraps will be a horrible mess. Draw down Cost. STOP BUSINESS WITH NEWBY Landfill Mountain.</p>   |
| <p>He was not aware that there are free dump days. He says garbage service is very expensive compared with other cities. He does want to see rates change. He is satisfied with the current</p>   |

|   |
|---|
| garbage cart system. He has no need for different services. He has no interest in a food scraps program. Regarding the landfill, the smells impact his neighborhood. He doesn't like it.  |
| He has no need for 4 extra pickup per year.   |
| He doesn't have any want for new services. He did like the option of having the four pickup per year at the curb side. What he cares about. No additional raise in rates and no additional work.  |
| How   |
| She has lived in Milpitas for 20 years and never knew that there were prescheduled pickup events in her neighborhood. She has never noticed these pickup events in her neighborhood either. She also did not know that she could go to the dump for free. She vey much wants to do the right thing for food scraps, but she is very concerned about the smells coming from the bin. As it is, she is vey unhappy about the smells from the nearly Landfill. The City needs to figure out a way of minimizing the smells from the food scrap program. Otherwise, she is not interested in the program.   |
| He did not know that the garbage company will come to his house twice a year to pickup big bulky items. He was also not aware of the special services for seniors. He is fine with the changes. He just wants to have the option of choosing a smaller garbage cart and paying less for it since his household is small.  |
| She was unaware of the free dump days or the senior services. She wasn't interested in food scraps collection if it would mean more work for her.   |
| Will the new service continue to provide senior discounts on garbage service?   |
| Please do not change decision on garbage collection service contract already committed with Waste Management's Guadalupe Recycling and Disposal Facility in San Jose.   |
| I don't want to have to pay more and will actually like to pay less for garbage collection  |
| Food scraps. It's a good idea, but she can not say whether she will participate in the program without knowing more details. She is concerned with fruit flies, the mess, and smell   |
| She wants a food scraps program, but she is very concerned with the smells and cleaning the bin. She would prefer a separate small external compost cart instead of putting in with the yard trimmings, so it is easier to clean. Regarding the landfill, the expansion is causing bad smells in her neighborhood. Can the city do anything to close the landfill? Coupled with the waste water treatment plant in SJ, the smells are sometimes unbearable.   |
| He likes the idea behind the split recycling cart, but he does have a lot more paper waste than cans and bottles. He is concerned about limited space with the split cart system. Also, after talking it was apparent that he was not educated as to what is acceptable in the recycling cart. He requests better education in the future. Regarding food scraps, he is very concerned about the smells and mess associated with the food waste program. Will the city provide a bag to put the food waste in? Without knowing the details, he did not want to agree to the food scraps program. He wants the overall rate to remain the same or lower. |
| Split cans decrease usable space.   |
| Does the food scrap collection use plastic bag in the pail or in the divider can at all? If not, then how do you keep the divider can and the pail clean and odor free?   |
| Cooking oil doesn't get pick up? We put it in the milk gallon containers and still don't get pick up. Where do we put them?   |
| It would have been nice if the people got notices regarding the changes. Hauling garbage to another site further away will cost more from the residents because of the travel time and gas. I suspect you will be paying the new dump site money to for dumping our garbage there. I think having a pick up service for things at your house would be nice when you arrange for a pick up   |

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| it would be better than going to the dump on the free day. Manteca had that service and it worked really well. I would suggest you plan this out well and keep costs down for the residents as well as what it will cost the city to transport it somewhere else something to think about. |
| We always need more room for recyclables. the can is never big enough  |
| 1. I already compost at home but would be happy if other people gave you their food scraps, if it didn't cost more to me.  |
| 2. I'm unclear on whether you are saying that recycling currently doesn't really happen or happen as much as it would if we had the split cart. If that is the case, I'm all for a split cart.   |
| 3. For the first 3-4 questions I did not really understand them so don't know if I answered meaningfully.  |
| We are already paying too much of the monthly services and we don't need anymore additional monthly charges.   |
| I support recycling bottles, paper, etc. Having plastic, paper, regular garbage and food scraps would require more separating and forethought than my household would be likely to follow through on. Not likely to separate more than 2 to 3 categories                                   |
| NOW are we done????????????????  |
| Need more info on how this food scrap collection works and what new requirements would be imposed.   |
| WRT dividing the recyclables, I understand that this makes the recycling process easier for the RECYCLER, but why should the customer be charged more for something he is HELPING the vendor with via MORE effort in the recycling process??   |
| While no one likes paying more, I think the argument is different WRT mixing food scraps in with yard trimmings. Composting has benefits to the environment which could justify everyone paying a bit more for the city to be doing this.  |
| No   |
| I'm satisfied with the proposed services but additional cost to it is not reasonable since its additional work for us but we don't benefit to in general.  |
| As long as our fee does not increase we are all in the change. Thank you.  |
| I really like the idea of 4 curb side pick up days of our choice. It would make things a lot more convenient! Thank you  |
| The split carts should be big enough to carry all the waste. Right now we get one full cart to dump the each waste but with split carts, I am hoping the space will not be reduced inside the trash can.   |
| Nah  |
| The amount I am charged for my services, 1 person is amazingly high already, raising them more would be not appreciated.   |
| Please fix the smell. This community is suffering so much. We have complained enough. As citizens paying high property taxes, it is completely unfair to live in this stinky environment. Please make that as your priority.   |
| How about the smell that emits from the dump, what's being done about that???  |
| Keep the current service and current charge is fine.   |
| In the past, I have felt, it is extremely difficult to dump the bigger items like old furniture, mattress and beds. Renting a truck or calling junk collection service is expensive. May not be a  |

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| bad idea to offer pick up at a nominal rate.  |
| I like current service. I don't think the proposed new service will be a benefit.   |
| As long as the new services does not raise the monthly fees because the fees now are already more expensive compared to other cities.   |
| He doesn't like the food scraps program because of potential smell and fly problems. He wants to know why there was an expansion of the landfill. They said it was going to close. He wants the landfill to close. The smells effect his neighborhood.  |
| This is a poorly designed survey. To understand preferences you have to constrain the choices. Something like 'each choice costs \$3, you now pay \$9 per month. Check the ones you are willing to pay for.'  |
| I would like to have the garbage containers be little bit bigger, there are holidays were the containers are too small for the total of waste it accumulate in a week.  |
| Compostable liners for yard trimming for smell reasons.   |
| He's willing to do more separation, but he doesn't want to pay more. He wants to compost, but he is worried about the smell. Particularly for the split bin. What about having plastic bags to put food scraps in? That would help with the smell.  |
| How big will the split recycling container be? Paper and boxes can take up a lot of room so the container will have to be bigger than the one that I currently have.  |
| If any contractor except Republic Service then it will be great, because Republic Service is our city public nuisance which keep the city air with bad odor and now even want to make things worse by double its land field capacity.   |
| For the split can for food scraps and regular garbage, it might be a concern that sometimes food scraps will not be as much as regular garbage so the half of the can that's separated to hold food scraps will limit the regular garbage side to only half the can.  |
| I am extremely dissatisfied about the possibility of having food scrap collections in the yard trimming bin because if the food scraps are uncontained (like in a compostable bag) then the food scraps would get everywhere and on a hot day, be very smelly and highly unsanitary. I also believe that having a range of sizes of garbage cans will not work because the households with more people and more trash should have to pay more for a larger can. I suggest that in order for the composting service (food scrap collection) to be successful and sanitary, the garbage company should provide compostable bags in order to contain the food scraps for us to place them into the separated bin from the regular garbage. |
| I don't mind split cart, but I prefer dumping every other weekend at Newby landfill.  |
| Any change to the existing services should be at 0 cost to residents.   |
| Not at this time  |
| Current charges for Utility bill from City of Milpitas are already high. Water charges are outrageous. I would request to reduce charges for all services. Rent is already high, then why renters have to take heat on water & other charges. Instead of covering expenses from property taxes, water, garbage, yard and trash charges are taking heat. Some removal services do not have be every week. May be bigger basket for trash, and bimonthly services for both yard and trash removal can reduce cost. Also, what is with every two- month's billing? Why not utility bill every month, is it to give shock to the residents with huge bill?  |
| We would like to have the option of a smaller less expensive trash can. We compost our food scraps already.   |
| Have little to no food scraps since I use a garbage disposal.   |
| I like that Milpitas is catching up with other cities and counties in trying to reduce landfill and   |

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| <p>green house gases. I am more than willing to pay a few dollars more a month if it means a cleaner city with less waste. In other cities, the recycling container is larger than the trash bin. I think we should consider moving to larger recycling bins to motivate more recycling and smaller waste bins to reduce waste. A better sticker also needs to be provided on the bins, as the one we received 3 years ago peeled off within a few months. Education is key in helping Milpitas become a greener, cleaner city.</p>   |
| <p>I'm concerned that split carts will not have large enough capacity for my household's needs. I'm also concerned about the access size of the openings in split carts.</p>  |
| <p>No comment at this time. We want to see sample Garbage cart before make decision.</p>  |
| <p>Please explore ways to reduce monthly rates. Thanks.</p>   |
| <p>No</p>   |
| <p>She's ok with spending more time on recycling, but she is not ok with paying more money each month. She also wants the landfill to be closed.</p>  |
| <p>Please don't increase my monthly bill. I have already paid too much for this. Trying to get more money out from people is bad karma.</p>   |
| <p>Please do something to stop this terrible smell in the air. Thanks.</p>  |
| <p>Will there be a letter in the mail explaining the new program?</p>   |
| <p>He does not like any of the garbage or recycling scenarios because he believes that the garbage company will continue to offer huge garbage carts. He wants a tiny garbage and recycling can. As it is now, the recycling cart takes up his whole garage. Consequently, having 4 extra pickups a year is not important to him. He also doesn't eat at home so doesn't have food to dispose of and so isn't interested in a food scraps program. Finally, he does not want any program that will cost him any additional money.</p> |
| <p>None</p>   |
| <p>The combined water, sewer, garbage bill is too high. Please consider reducing some services like yard/recycle to biweekly and reduce rates.</p>  |
| <p>There are sometimes many furniture left on the sidewalks, which might be happening because we are not aware of the services we have. Maybe they can be picked up or send out more notifications on when there are services. It would keep the sidewalks and roads clear of furniture.</p>  |
| <p>Don't raise the prices!</p>  |
| <p>Your questions guide the answers, seems a bit bias and instead of collection info it is worded for a predetermined answer. I don't appreciate the survey.</p>  |
| <p>None</p>   |
| <p>No more increase in any service rate!</p>  |
| <p>If the home owner is doing the separating of recyclables it reduces the cost to the trash facility - service costs should be static or reduced.</p>  |
| <p>Can the landfill be changed to another one rather than adding on to the Newby landfill?</p>  |
| <p>The recycle bin is too small already and the garbage is too big, which encourages people not to recycle. Save money and put grass clippings and brush on street like San Jose does.</p>  |
| <p>My preference is not to pay more for the refuse collection service and keep the dump days to the 2nd and 4th Saturdays, plus 2 to 4 annual bulky pickup days. We are already going to pay more for other services that the city manages.</p>   |
| <p>I do not believe we should encourage people to produce more garbage by providing these big garbage cans, I think the amount of garbage should be more limited to encourage more preservation &amp; recycling.</p>  |

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| <p>Adding more into consumer bill is not acceptable. Consumers are already suffering from the water price hike. You have already increased the water rates. What is NEXT?</p>  |
| <p>We are already paying too much compared to other localities for garbage collection. We should look ways to reduce the cost and at the same time be innovative in improving participation in recycling. Also the monthly rental fee for containers is way too high, I can always buy similar stuff from HD/Lowes and recover the money in 4-6 months. Have you given a thought on that?</p>  |
| <p>Please help removing smell from Milpitas - it's gets horrible in summer.</p>  |
| <p>What about antifreeze disposal. Why can't we use the same oil gallon jugs? Should we let it empty into the street since neither auto part store nor weekly garage is able to take this stuff?</p>   |
| <p>How will changes to garbage/recycling services affect the smell in Milpitas? I would like to see greater efforts by the city to address this quality of life issue.</p>   |
| <p>I don't like this food scraps thing and I don't want to have to separate my recyclables.</p>  |
| <p>Keep things as is. Doesn't seem broken, no need to fix!</p>   |
| <p>She was not aware that she could use her own 32g can or bags for garbage. She does not like paying the rental fee for the cart.</p>   |
| <p>She is elderly. She does not like to have to push garbage cans to the curbside. It would be preferred if garbage service could retrieve cans. She is concerned that a split recycling bin will not give her enough space for recycling. The landfill does release smells that she does not appreciate.</p>  |
| <p>He says he does not know anything about the garbage service. The service is fine. He has no comment. However, he does want the city to know that the landfill does produce obnoxious odors.</p>   |
| <p>He was not interested in answering the survey questions, but he did want to complain at length about the smells coming from the landfill. He wants the landfill to be moved elsewhere. He will vote for any mayor who can move the landfill to another location. He believes THE most important issue to the residents of Milpitas is the stench from the landfill impacting residents.</p> |
| <p>Resident did not have interest in answering questions after hearing some of them. He was extremely vocal that he wanted Republic Service out of Milpitas. He thinks they are doing a terrible job. In addition, he is outraged that there is a landfill in the middle of the City.</p>  |
| <p>The city needs to figure out a way to provide a food scraps program that does not create unpleasant smells from the carts.</p>  |
| <p>Newby Island landfill smells bad. The smell is really impacting his life style.</p>   |
| <p>Would prefer 3 carts. Garbage, recycling, and compost with food. Garbage service is expensive in Milpitas. Survey says there will not be rental fee for carts provided by garbage company, but will the other all cost of service increase? He likes the proposed program but doesn't want to pay more for it, compared to what he is paying now.</p>                                       |
| <p>She had no idea there was a free dump day. She has no need for it. She wants more paper recycled. However, she is worried about the space issues with a split recycling bin. It will be difficult to fit in cardboard boxes into a split card. She likes the idea of composting food waste. However, she is very concerned about the smells and cleaning the bin.</p>                       |
| <p>He is unsure about the garbage service changes since it would be new and he doesn't know what size carts the garbage company would provide. He did not like the recycling split container since it would be more work and it would be difficult to stuff bulk cardboard into a split bin. He liked the food scraps program mainly because he thought it was the right thing to do.</p>      |
| <p>There should be a wheeled cart for glass as well, just as there is a split cart for cans and paper recycling.</p>   |

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| <p>She is very skeptical of 'no charge' or 'the same cost' verbiage in the survey. She believes that the city/garbage company will find a way to charge her for the additional services/ bins. She doesn't care about the 4 additional pickups since she never needs the services. She is fine with participating in the recycling program/food program. However, she doesn't want any change in service if it means it will cost her more money.</p>   |
| <p>He is very concerned with cost. If rates are more, he will not be happy and will not participate. He understands the idea behind the split carts. However, he is concerned with the loss of space. In particular, he didn't think that the yard trimmings and food waste required 1/2 a bin. Overall, he was very interested in helping the environment</p>  |
| <p>Garbage comment: want a smaller bin. She is older. Needs something easier to move. Dump Day: she thinks they are charging on free dump days. Recycling: not completely happy with split bin because of space constraints, particularly with cardboard. Food waste: very concerned with smells and clean up. Their gardener only comes once every two weeks. Putting food directly into bin is not acceptable.</p>  |
| <p>Garbage comment: why so many sizes. Should be simple. Recycling comment: split cart makes it more difficult. He will not participate. Food: uninterested.</p>  |
| <p>the split cart for recycles reduce space for cardboards</p>  |
| <p>The garbage questions related to 4 extra pickups or extra material service of any kind was not relevant since her household does not ever have any need for extra pickups. She had no opinion on how satisfied she would be with that option. Regarding food scrap program, she had no opinion since her family has a backdoor compost bin. Her family would not participate in the food scraps program at all.</p>  |
| <p>Current provider has not communicated with residents. She is unfamiliar with services they offer as a part of her monthly bill. Also, current provider provides poor service. She believes that offering more services with a new provider at the same cost is not that great since their monthly bill is high for the poor services she now receives. She is also concerned about the smells from the food scraps program. The split bin is ok, but more importantly, she wants a container that seals in the smells.</p> |
| <p>Andy concerned about the vermin and smells associated with food scrap program. He did not want to have to clean out the external cart.</p>   |
| <p>Split carts will not hold the shapes that need to go into the carts, resulting in substantially reduced capacity.</p>  |
| <p>Leave as is. Don't become like San Jose and give residents a tiny useless garbage can. The split carts are bad, looks fussy, easily broken, and each section looks small. It will be trouble.</p>  |
| <p>Mary Chang</p>   |
| <p>How does this change impact the current odor from the Newby Island?</p>  |
| <p>How is one to prevent the food scraps from rotting and smelling in a split cam or bucket? This scheme smells!!! I already live close enough to the dump!!!</p>   |
| <p>No comment.</p>  |
| <p>For food scraps collection, should have a separate (smaller) bin for food scraps to be kept separately for sanitation purposes. I agree with composting food scraps, but on hot summer days, food scraps in the yard waste bin would cause odors and is unsanitary. I also don't like reducing the size of my regular trash can to make room for food scraps on one side (if going with the two-sided garbage bin).</p>  |
| <p>Audrey Test</p>  |
| <p>I'm ok with all the new changes as long as no more cost is added to my bill. It's pretty high</p>  |

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| already. Thank you.   |
| Can you make the split containers wider?  |
| Thank you for doing this City of Milpitas. It is time to voice up.  |
| The questions about providing a garbage container were not clear regarding cost. Only the first question I was asked to rank mentioned the containers would be free, but the rest did not. I assumed that all would be free containers.   |
| Happy to here different sizes of garbage containers are available, most of the times, I end up putting garbage once in three weeks, instead of weekly!  |
| no  |
| It works fine using our own garbage can, but the garbage man keeps throwing them down and breaking them!  |
| The disgusting bad smell is getting worse and worse. We can't stand it any more. It's just like all people living inside the big garbage mountain, suffering every day. Milpitas Landfill, Get out of our neighborhood! Republic Services, get out of our neighborhood!   |
| Please make the whole process simple. An increase in rate is surely not preferred.  |
| Already paying high rate for these service we do not need more relate increase.   |
| Here are some thoughts:<br><br>- When scheduling one out of the four free pick-ups (FFP), how soon would they arrive? The next day? Week ahead appointment? Month?<br><br>- Residents should have the option of choosing their recycling cart, whether it's the current one or the proposed cart w/divider, at no additional cost.<br><br>- Residents should be given more options for the services that they pay for, instead of limiting a resident to choose FFP or the Free Dump Days. It should be both.<br><br>- Residents should be given discounts if they don't require a specific service for a certain week. Why should I pay for trimming pick-up, it at best, I only use it once a month? I don't require recycling service every week or even trash, can I call and get a 'bye week.' Or imagine if I go on vacation for one month or three weeks, can I call and get a few 'bye weeks?' Not only does that improve efficiency because it's one less stop, it means we're polluting less. That should be rewarded!<br><br>- I'm from Los Angeles, and when people ask me what's in Milpitas, I say "my girlfriend, Great Mall, and a nasty, repulsive smell that can linger for days. What's going on with that?" |
| Please do NO increase or add more fee into current service charge which is very high already  |
| Please, don't add more burden to the Cities Citizenry. Keep the current system for trash and recyclables, as well as the free dump days. Don't implement this ridiculous food scrap option. And for the communities such as Friendly Village at 120 Dixon Landing Rd., add the yard waste cans for yard waste (currently we have to throw yard waste in with our regular trash). Thank you.   |
| I would not want give up my free dump days 24 times per year and 2 curbside scheduled pick ups for only 4 curbside pick up per year. Also splitting the recycle cans in half will mean you have less space for your recycling and have to pay extra for what ever don't fit. I like the fact that we have unlimited curbside pick up for all three at no extra cost. Why would I want to pay  |

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| extra for the stuff that don't fit in the smaller cans? That just makes no sense to me.   |
| I live in a condo and do not have the yard trimming service.  |
| I love to have the service for food scraps to be used for compost! This is something I dreamed of... For a better future!   |
| Collecting food scraps stinks, literally.   |
| Is there any way we won't be downwind from the landfill?  |
| The new proposed new service sounds to me as trap to increase our service fee in the future, so here is my comment, I believe the company in charge of landfill are not doing good job and as result of that  |
| we have stinking City, please pay attention to that!.   |
| Please help shutdown the Landfill close to Milpitas and give our business to other Company so they run away from this stinky landfill close to Milpitas, that has bad effect on everyone's health , environment and cost of losing big business tax revenue to Milpitas, Lot of good brands do not want to come to Milpitas to do business because of this land fill, in supporting them we are loosing huge tax revenue from other Hi-Tech business who can move to Milpitas and generate millions of revenue compared to this landfill. Please think and get them out of this area. |
| Right this minute I'm thinking that food scraps would attract insects/pests and would create a foul odor.   |
| The four pick days for large items would help me out a great deal   |
| Split recycling would be great for paper and bottles but not cardboard as it is usually too large. Garbage can as is fills up pretty easily and we don't anticipate compost to be equivalent to non-compostable garbage to vouch for a split garbage/compost. We do feel it is absolutely necessary to have a service for composting.   |
| I would pay more to use anybody but Republic, and thank you for moving towards using another provider. The way that Republic has treated residents here is abysmal. I will also vote against that ballot initiative they are pushing through. You're doing a great job trying to reduce or eliminate the odor, and I'll continue to call BAAQMD when I detect odor.   |
| We need to reduce the monthly utility bill especially for garbage and water. Middle class families cannot survive   |
| Garbage bags do not fit in a split garbage can. Broken down cardboard boxes do not fit in a split recycling can, garbage/recycling employees do not get out to throw away stuff that doesn't fit in the can. Leave the garbage cans the size they are, don't raise the price. With the housing rent as high as it is I can only afford so much. Thank you   |
| These are terrible initiatives.   |
| Sounds exciting! I think Sunnyvale where I work uses the split carts.   |
| Get rid of Republic Services.   |
| Please stick to the existing plan.  |
| I'm happy with the service as is  |
| The city of Milpitas is in the levels of being a slum. The city smells, the council cannot handle anything especially with Debbie in a chair.   |
| I don't want Milpitas to change from Newby. The Almaden site is farther away and adds .to pollution by having trucks and residents drive so far   |
| I prefer a single recycling bin without dividers because I have a big family and events, I need the room. If I don't have that room then I will have to use trash bin to get rid of it. My recycling  |

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| Bin in is always full.   |
| Please do something about the disgusting SMELL from the transfer station. It is simply unacceptable how much it smells and how frequently we can smell it. I keep reporting it to the air quality hotline, but it doesn't seem to be getting any better.   |
| Would like to odor from Newby Island GONE!   |
| I previously lived in San Francisco, where they already have a food scrap/compostable collection service similar to the one proposed. I was so disappointed when we moved to Milpitas that there was no food scraps (or compostable like soiled napkins and paper plates, etc.) collection and felt a bit guilty about throwing out these items as regular garbage. In addition, since we currently have to throw out food scraps into our in-home garbage cans, the smell from the foods can get pretty nasty if we don't empty the can everyday (which means emptying it out even when it's not full). I've resorted to buying my own mini compost pail for our food scraps and just emptying that out each day into the outside garbage can. I fully support the city of Milpitas implementing the proposed food scraps collection service!! Thanks!! |
| The garbage company separates these items out and sells them to the individual users such as mulch scrap paper recyclables so why should we pay extra for them to make money off of efforts.   |
| Smell Smell Smell is our biggest concern due to landfill. I often times regret buying a townhome, even though I am about 4-5 mile away. Easily 2-3 days a week, we can't step outside, the smell is so horrible. What-ever you decide with new food services, please do ensure a cleaner air for city's residents as a primary action! Many many thanks...   |
| The garbage service is great. I have never had an issue with the service. I have used the dump to throw away yard trimmings and also cleaning up the garage. The extra dumps would be nice, great for a party clean up. Are multi-family homes taken into consideration? I see multi family homes in my area. We live an in area where it's more common due to the cost of living.   |
| Would like to be able to recycle Styrofoam if possible   |
| Hope it helps reduce the monthly bill. Current bill is ridiculously high.  |
| Yayyy for food scrap collection  |
| The landfill really make Milpitas smell bad, please do something to stop it. Thanks.   |
| Our recycling bill is already high as it is, open and flexible to any changes that would improve or increase recycling, however I'd be extremely against paying a single dollar extra. Find cuts elsewhere, keep the bills as they are or reduce costs and improve services. Go green and MAKE IT HAPPEN!  |
| I'm living in a senior apartments, the garbage is taking care by apts. office.   |
| If you have a split recyclable carts - impedes our ability to recycle large boxes etc.   |
| Great job. Please stop dumping Milpitas waste in Newby Landfill which is right next to Milpitas  |
| None at all! This sounds great and I wish we could implement it immediately!   |
| A glass/plastic split makes more sense with an additional bin for paper recycling. You should look at Germany as an example.   |
| Would love option to compost.  |
| There is already not enough parking on the street so to add anything that adds to this problem I can't support   |
| Landfill SMELLS.   |
| We already pay so much for water. Adding a rate hike with garbage services would be  |

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| ridiculous. Also something needs to be done to control the smell going into Milpitas because of the garbage.  |
| Looking forward to the city implementing the food scrap collection!   |
| Stop the landfill   |
| I am pro-environment... But separating food scraps in residential area may be bad for odors. At this time, I am against separating food scraps. Too difficult to manage.  |
| I don't want to have to sort my garbage.  |
| It would be great if there was a way to secure the bin lids when we place them at the curb to prevent recycle scavengers from going through our bins and making a mess in the street.   |
| Fix the traffic issues on Montague.... overcrowding throughout the city is not fixing anything.   |
| Get rid of Republic Services and their landfill please!!!   |
| You asked the details about garbage recycling but you didn't mention anything about disgusting SMELL, these bothering us, Milpitas residence, and science many years!! Do it first something about this !!!!!!! This has a first priority   |
| I LOVE these ideas!!  |
| I like the idea of separating plastic/cans and papers along with a separate indoor pail for food scraps. I know it will take more work on our part to do this just like it takes more work on your part. If we can keep the additional fees under \$5 a month for both it will be worth it. Thank you! Oh, also I've been in Milpitas for 16 years, when do they do a 2 year scheduled pick up for extra garbage and bulky items- household clean up days? I have yet to see that advertised or participated in that free service.  |
| The idea of having split containers may not be beneficial in my neighborhood. The reason is my trash and recycling containers are on the ground floor in my garage and my kitchen is on the third floor like many of my neighbors. I currently have a trash and recycling can in my kitchen so to possibly add a third food scraps/composting bin to the small space would likely never happen. When I recycle cardboard I collapse it down and flatten in out as much as possible but the idea that I would now need to wedge it into a smaller opening/space sounds like a nightmare since cutting with scissors maybe the only way to reduce the size of the pieces. I understand the good intentions behind the new container ideas but I am doubtful it would be worth the hassle. |
| We are satisfied with our current service so the new proposed service does not change much in my opinion.   |
| I compose as much as possible, so much of the proposals are not useful.   |
| Keep the same recycling cart and no increase on my bill.  |
| This is great!  |
| What are you going to do about the nasty smell from the landfill on Dixon Landing? Every day very nasty smell, can't open the doors or the Windows for fresh air. Our son is diagnosed with Asthma ever since we moved to Milpitas. He never had any breathing problems before. The smell is very bad. Please think about the people, living in Milpitas and inhaling that air filled with chemicals. Change the garbage company and adding bins with separate lids is all good but not happy about the quality of the air. It is sad for people like us. Hope city of Milpitas will do something?? To it's not Milpitas it is Dump. A very unhappy resident, Kami Collier  |
| I rent my room in a house, and the garbage service is provided as 3 bins. We mostly use the recycling bin, as we have very little non-recyclable garbage - most is clean boxes, paper, clean recyclable containers, etc., from the kitchen. One thing that's always bugged me is that the recycling bin is much smaller than the trash bin, and isn't even colored blue for recycling... at least, so I've been told! I honestly can't tell which bin is which if I weren't told (and I was   |

|   |
|---|
| <p>originally using them backwards by intuition). That reflects very poorly on the recycling program if I can't tell which bin is which. As for providing my own bin? I don't know anyone in my neighborhood that has their own bins - why would that even be an option? Doesn't it make it harder for collections? If I could ask for one thing, it would be clearly marked bins, a larger recycling bin than trash bin, and indeed that split recycling system would be a HUGE benefit to recycling operations.</p> |
| <p>Milpitas smells. Something needs to be down about Newby Island. You also need to fix your website because every time I try to find information about the free monthly dump for residents and the free curb pickup, nothing works.</p>  |
| <p>A wheeled "split cart is not a good idea since we sometimes recycle big things that needs the full size container to dispose of. Splitting the container in half is just not a good option for my family. Possibly have 2 small ones at a full container size (one for cardboard and paper and one for recycled glass or cans and plastic is better for me.</p>  |
| <p>We should be able to put out addition bags and 32 gallon cans as now for garbage</p>   |
| <p>I am a single mom raises my 2 young age kids by my own, so I have trouble to dumping the big objects, such as mattresses, old cabinet, etc., if the city can add the pickup big objects once per 6 months or by schedule for the need it family will be great. Thank you for the consideration!</p>  |
| <p>I am concerned about how they would collect the split carts into the dump truck. How would that work? Create a new truck system as well?</p>   |
| <p>We need to have food scraps collected and composted. This should be a requirement for everyone to compost and amount of garbage allowed for collection should be reduced to incentivize composting.</p>  |
| <p>Does any of these changes help lessen the odor?</p>  |
| <p>Milpitas should stop dramatically raising the cost of all utilities to residents while ingratiating themselves with substantial compensation increases when Milpitas fire and police already make vastly more than average residents when benefit and pension costs are considered.</p>  |
| <p>None</p>   |
| <p>N/A</p>  |
| <p>Garbage collection should be cheaper or free for Milpitas residents since we are the ones dealing with bad odors and mosquitoes coming from the dump station.</p>  |
| <p>Please consider lowering cost/fee. Current rate is too high.</p>   |
| <p>***** STOP NEWBY LANDFILL EXPANSION *****</p>  |
| <p>He is not aware there are two prescheduled clean up days per year in his neighborhood. Regarding recycling and food scraps. He does not want any of the services to change. He doesn't like the split recycling cart because it limits the amount of paper or bottles and cans each week.</p>  |

## APPENDIX E – SURVEY DEMOGRAPHICS, VOLUNTARY

### Milpitas Contact Information, Optional

#### Q1 Optional Contact Information

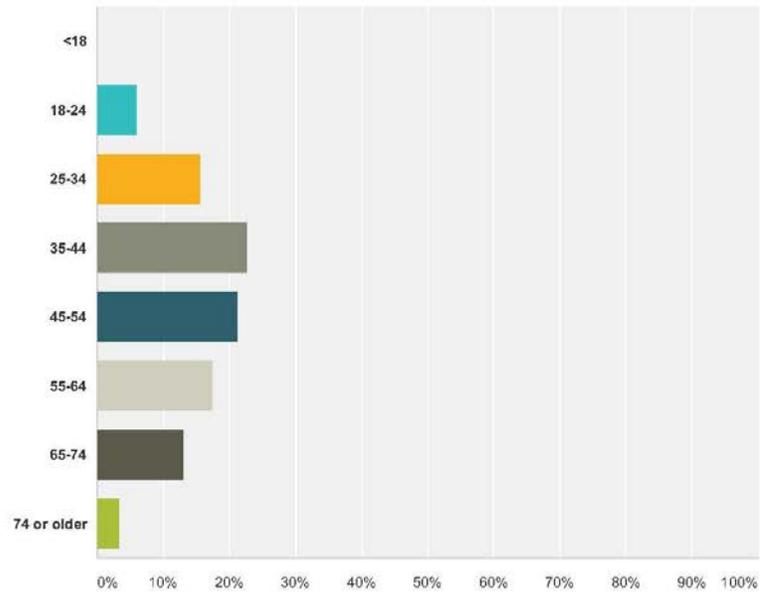
Answered: 173 Skipped: 147

| Answer Choices  | Responses |     |
|-----------------|-----------|-----|
| Name            | 98.84%    | 171 |
| Company         | 0.00%     | 0   |
| Address         | 0.00%     | 0   |
| Address 2       | 0.00%     | 0   |
| City/Town       | 0.00%     | 0   |
| State/Province  | 0.00%     | 0   |
| ZIP/Postal Code | 0.00%     | 0   |
| Country         | 0.00%     | 0   |
| Email Address   | 86.71%    | 150 |
| Phone Number    | 80.92%    | 140 |

Milpitas Contact Information, Optional

Q2 Age

Answered: 267 Skipped: 53

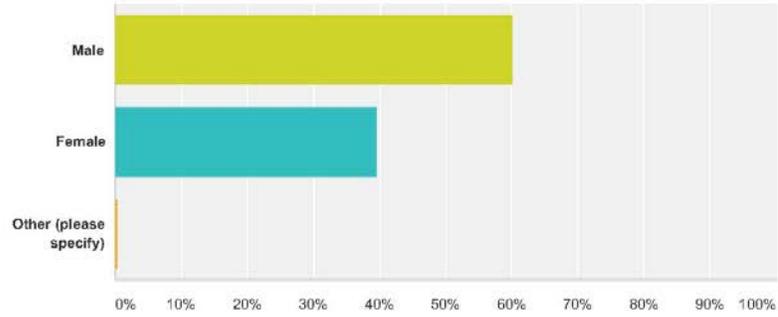


| Answer Choices | Responses |            |
|----------------|-----------|------------|
| <18            | 0.00%     | 0          |
| 18-24          | 5.99%     | 16         |
| 25-34          | 15.73%    | 42         |
| 35-44          | 22.85%    | 61         |
| 45-54          | 21.35%    | 57         |
| 55-64          | 17.60%    | 47         |
| 65-74          | 13.11%    | 35         |
| 74 or older    | 3.37%     | 9          |
| <b>Total</b>   |           | <b>267</b> |

Milpitas Contact Information, Optional

**Q3 Which of the following terms best describes your gender?**

Answered: 303 Skipped: 17

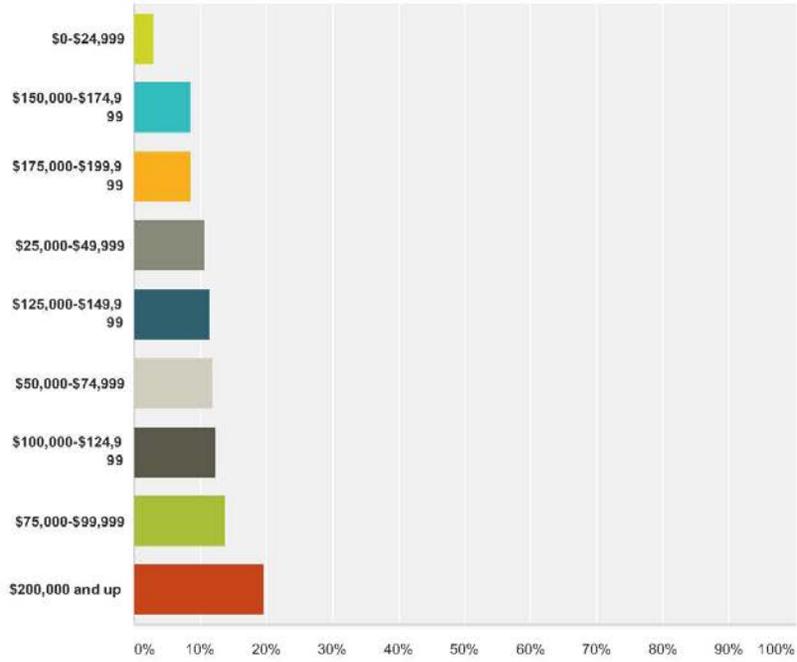


| Answer Choices         | Responses  |
|------------------------|------------|
| Male                   | 60.07% 182 |
| Female                 | 39.60% 120 |
| Other (please specify) | 0.33% 1    |
| <b>Total</b>           | <b>303</b> |

Milpitas Contact Information, Optional

**Q4 What is your approximate average household income?**

Answered: 234 Skipped: 86

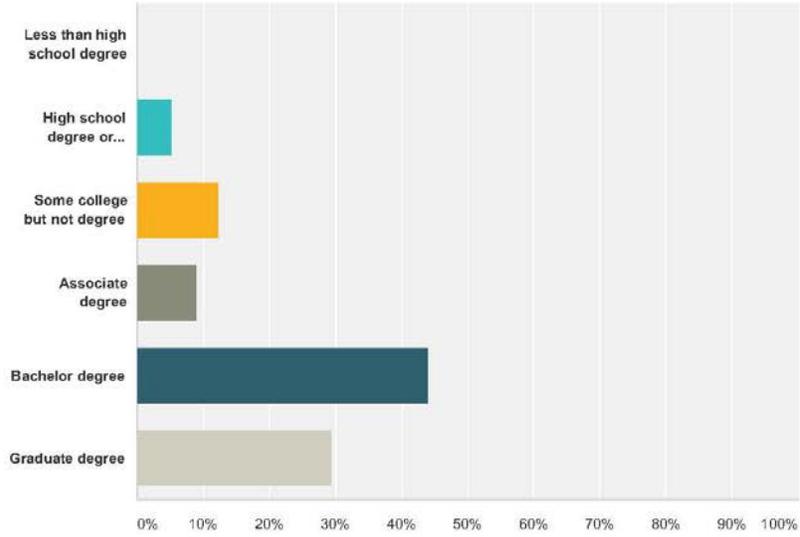


| Answer Choices      | Responses  |
|---------------------|------------|
| \$0-\$24,999        | 2.99% 7    |
| \$150,000-\$174,999 | 8.55% 20   |
| \$175,000-\$199,999 | 8.55% 20   |
| \$25,000-\$49,999   | 10.68% 25  |
| \$125,000-\$149,999 | 11.54% 27  |
| \$50,000-\$74,999   | 11.97% 28  |
| \$100,000-\$124,999 | 12.39% 29  |
| \$75,000-\$99,999   | 13.68% 32  |
| \$200,000 and up    | 19.66% 46  |
| <b>Total</b>        | <b>234</b> |

Milpitas Contact Information, Optional

**Q5 What is the highest level of school you have completed or the highest degree you have received?**

Answered: 268 Skipped: 52

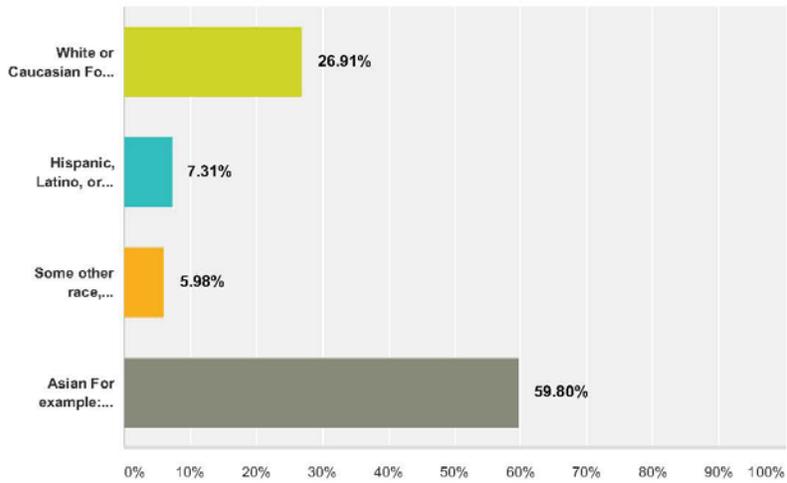


| Answer Choices                   | Responses  |
|----------------------------------|------------|
| Less than high school degree     | 0.00% 0    |
| High school degree or equivalent | 5.22% 14   |
| Some college but not degree      | 12.31% 33  |
| Associate degree                 | 8.96% 24   |
| Bachelor degree                  | 44.03% 118 |
| Graduate degree                  | 29.48% 79  |
| <b>Total</b>                     | <b>268</b> |

Milpitas Contact Information, Optional

**Q6 What categories do you identify with?**

Answered: 301 Skipped: 19



| Answer Choices  | Responses  |
|---|------------|
| White or Caucasian For example: German, Irish, English, Italian, Polish, French, etc.   | 26.91% 81  |
| Hispanic, Latino, or Spanish origin For examples: Mexican, Mexican America, Puerto Rican, Cuban, Salvadoran, Dominican, Colombian, etc. | 7.31% 22   |
| Some other race, ethnicity, or origin   | 5.98% 18   |
| Asian For example: Chinese, Filipino, Asian Indian, Vietnamese, Korean, Japanese  | 59.80% 180 |
| <b>Total</b>  | <b>301</b> |