

## 2018 Yard Material Collection Survey

This customer survey seeks to achieve the following goals:

1. Determine how often individual customers are using the monthly LITS collection.
  2. Determine how often individual customers are using the weekly LITS collection (fall pick-up schedule).
  3. Determine how often individual customers are using the organics cart for yard materials.
  4. Discover what alternative methods are being used for managing yard materials.
  5. Present the alternative service levels along with the rate difference and gauge customer interest in each alternative.
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**The City is reviewing the current yard material collection service and the approximate costs to provide alternative services. We'd like to hear about your experience and preferences.**

- 1. How often do you use your organics cart (grey cart with the brown lid) for your yard debris?**
  - a. Every week
  - b. Every other week
  - c. Monthly
  - d. A few times a year.
  - e. Once a year.
  - f. Never.
  
- 2. If you didn't use the organics cart for yard debris, what was the reason?**
  - a. I don't have a yard that generates debris
  - b. My landscaper hauls away my yard trimmings
  - c. I use the on-street yard material pile collection for my debris.
  - d. I compost my yard trimmings at home.
  - e. Other: \_\_\_\_\_
  - f. N/A
  
- 3. Yard material is currently collected loose-in-the-street once-a-month January – October.**  
**How often did you use the once-a-month collection of on-street yard material piles?**
  - a. Every month
  - b. Almost every month
  - c. 3-4 times a year
  - d. 1-2 times a year
  - e. Never
  
- 4. Yard material is currently collected loose-in-the-street once-a-week from mid-October to mid-December.**  
**How often did you use the once-a-week collection of on-street yard material piles?**

- a. Every week
- b. Almost every week
- c. 3-4 times
- d. 1-2 times
- e. Never

**5. If you didn't use the on-street yard material pile collection, what was the reason?**

- a. I don't have a yard that generates a lot of debris
- b. My landscaper hauls away my yard trimmings
- c. I use my organics cart for yard trimmings
- d. I compost my yard trimmings at home.
- e. Other: \_\_\_\_\_

**Listed below are some alternative yard material pile collection services and their potential cost impact on residential solid waste rates.**

- a. **Keep the on-street collection of yard material service as is - do not change.**  
*The current on-street yard material pile collection service would not change.* On-street yard materials piles would be collected once-a-month from January to October, and once-a-week from mid-October to Mid-December.
  - No cost impact
- b. **Eliminate the on-street collection of yard material service entirely.**  
There would be no on-street collection of yard material piles.
  - 15% residential rate decrease
- c. **Eliminate on-street collection of yard material service during non-leaf season - maintain current leaf season weekly schedule.**  
There would be no on-street collection of yard material piles from January – October. There would be weekly collection of on-street yard material piles mid-October – mid-December.
  - 8% residential rate decrease
- d. **Eliminate on-street collection of yard material during non-leaf season - extend leaf season weekly collection schedule 4 weeks.**  
There would be no on-street collection of yard material piles from January – October. On-street yard materials piles would only be collected from mid-October to mid-January.
  - 5% residential rate decrease
- e. **Eliminate on-street collection of yard material during non-leaf season - biweekly collection during leaf season.**  
There would be no on-street collection of yard material piles from January – October. On-street yard materials piles would only be collected every-other-week from mid-October to mid-December.
  - 11% residential rate decrease

**f. Eliminate on-street collection of yard material during non-leaf season - monthly collection during leaf season.**

There would be no on-street collection of yard material piles from January – October. On-street yard materials piles would only be collected three times a year—once in October, once in November and once in December.

- 13% residential rate decrease

**g. Keep non-leaf season collection - extend leaf-season weekly collection schedule 4 weeks.**

On-street yard materials piles would be collected once-a-month from January to October, and once-a-week from mid-October to Mid-January.

- 2% residential rate increase

**h. Biweekly collection year-round.**

On-street yard materials piles would be collected every-other-week all year.

- 5% residential rate increase

**i. Monthly collection year-round.**

On-street yard materials piles would be collected once-a-month all year.

- 5% residential rate decrease

**j. On demand pile pick-up**

There would be scheduled pile pick-ups, but all customers would be given 3 pile pick-ups per year, which they would schedule directly with DWR, as needed.

- The cost is unknown. Costs would depend on how many customers requested pile pick-up and the volume of materials that would be collected.

**k. Neighborhood-based collection schedule**

Various collection schedules would be established based on each neighborhoods' needs. Neighborhoods with large established trees would have a more frequent yard material pile collection service, while newer neighborhoods might not have pile service.

- Costs would vary by neighborhood and would depend on the collection frequency.

**l. Opt-in yard material pile collection**

The default service would be no on-street yard pile collection. Customers can request to opt-in to have weekly yard material pile service.

- The cost is unknown and would depend on how many customers opt-in to pile pick-up.

**6. Please rank your service preference from most preferred (1) to least preferred (11)**

(drop-down menu that allows customers to rank their preferences)

- a. Keep the LITS Collection Program As Is - Do Not Change
  - b. Eliminate the LITS Collection Program Entirely
  - c. Eliminate LITS Collection During Non-Leaf Season - Maintain Current Leaf Season Weekly Schedule
  - d. Eliminate LITS Collection During Non-Leaf Season - Extend Leaf Season Weekly Collection Schedule 4 Weeks
  - e. Eliminate LITS Collection During Non-Leaf Season - Biweekly Collection During Leaf Season
  - f. Eliminate LITS Collection During Non-Leaf Season - Monthly Collection During Leaf Season
  - g. Keep Non-Leaf Season Collection - Extend Leaf-Season Weekly Collection Schedule 4 Weeks
  - h. Biweekly Collection Year-Round
  - i. Monthly Collection Year-Round
  - j. On Demand Pile Pick-up
  - k. Neighborhood-Based Collection Schedule
  - l. Opt-In Yard Material Pile Collection
- 7. Is there anything else you'd like to tell us about yard material collection service?**
- 8. Are there any other alternative yard material collection services you'd like the City to consider?**

**Thank you for providing your feedback!**