

Draft Customer Survey - Yard Material Collection and Organics Bin Use

Revised with feedback from the URAC provided in January

As a reminder, 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.*

Presented in this draft survey are a number of options suggested by staff to review. The explanation for these options is presented in italics.

2018 Yard Material Collection Survey

The city of Davis is in the process of conducting a study to review the current Solid Waste program, including the recently introduced organics program, to make fiscally and environmentally responsible decisions on service and collection schedules. One essential component of this is customer input, which is why we are requesting your feedback on this service.

The commission requested more information on the goals behind the changes to the yard material collection. Below, find two options on how to best convey those goals, one short option, and one longer, more detailed option:

Option 1

The City is aiming to ensure that its yard material collection program meets the needs of our customers while achieving the City's waste diversion, carbon reduction, stormwater pollution reduction, and bicycle and pedestrian safety goals.

Option 2

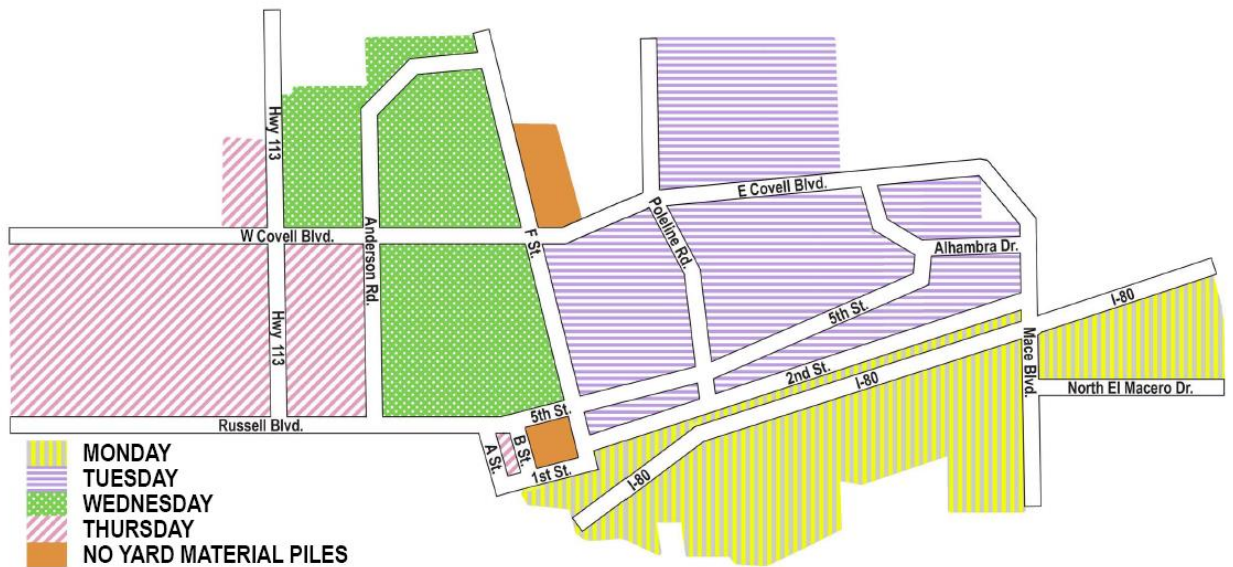
The City is aiming to ensure that the yard material collection program meets the needs of our customers while achieving the following City goals.

- 1. Waste Diversion.** State laws AB 939 and SB 1388 set specific targets for diverting waste from landfills. Maintaining an effective yard material collection program is essential to keeping these materials out of the trash.
- 2. Carbon Reduction Goals.** As the City continues to move towards our carbon reduction targets, we are mindful that waste collection programs can affect the amount of carbon emissions either positively or negatively.

3. **Stormwater Pollution.** Yard materials, particularly small items such as grass clippings and leaves, can be pollutants in stormwater and create health and safety issues when they are washed down the gutters.
4. **Safety Concerns.** Yard material piles can create hazards for cyclists and pedestrians, especially when they are improperly placed. While education and enforcement go a long way in alleviating these issues, illegal dumping remains a serious problem.

The City is reviewing the current yard material collection service, both loose-on-the-street and in the Organics bin, and the approximate costs to provide alternative services. We would like to hear about your current experience and preferences.

1. **When is your collection day for on-street yard material piles? You can refer to the map below if you are unsure.**



- a. Monday
- b. Tuesday
- c. Wednesday
- d. Thursday

Organics Cart Questions:

2. **How often do you use your organics cart (grey cart with the brown lid) for your yard materials?**
 - a. Every week
 - b. Every other week
 - c. Monthly
 - d. A few times a year.
 - e. Once a year.

- f. Never.
3. **Does your organics cart fit all of your yard materials?**
- a. Yes, always
 - b. Yes, most of the time
 - c. Half of my materials
 - d. Never
4. **If your organics cart did not fit all of your yard materials, when did this occur? (choose all that apply)**
- a. Spring (March – May)
 - b. Summer (June – August)
 - c. Fall (September – November)
 - d. Winter (December – February)
5. **If your organics cart did not fit all of your yard materials, how often did this occur?**
- a. Every week
 - b. Once a month
 - c. Every month
 - d. Almost every month
 - e. 3-4 times a year
 - f. 1-2 times a year
 - g. Never
6. **If you did not use the organics cart for yard materials, what was the reason?**
- a. I don't have a yard that generates materials
 - 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

Loose in the Street Questions:

7. **Yard material is currently collected loose-in-the-street once-a-month from January through 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
8. **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
9. **If you did not 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.

Currently, this survey has been modified to show only the top five alternatives as ranked by the URAC in the recently completed survey, along with the elimination of the yard material service entirely, and the option to keep the non-leaf season collection and extend the leaf season, as discussed in the staff report. The letter corresponding with each option in the survey is listed below the option for reference.

- a. Eliminate the on-street collection of yard material service entirely.**
There would be no on-street collection of yard material piles.
 - Residential rates could decrease by 15%*This is option B from the URAC Survey*
- b. 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.
 - Residential rates could decrease by 8%*This is option C from the URAC Survey*
- c. 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.
 - Residential rates could decrease by 5%*This is option D from the URAC Survey*
- d. 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.

- Residential rates could decrease by 11%

This is option E from the URAC Survey

e. 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.

- Residential rates could decrease by 13%

This is option F from the URAC Survey

f. 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.

- Residential rates could increase by 2%

This is option G from the URAC Survey

g. 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.

This is option J from the URAC Survey

10. Please rank your service preference from most preferred (1) to least preferred (7)
(A drop-down menu will allow respondents to rank their preferences)

- Eliminate the LITS Collection Program Entirely
- Eliminate LITS Collection During Non-Leaf Season - Maintain Current Leaf Season Weekly Schedule
- Eliminate LITS Collection During Non-Leaf Season - Extend Leaf Season Weekly Collection Schedule 4 Weeks
- Eliminate LITS Collection During Non-Leaf Season - Biweekly Collection During Leaf Season
- Eliminate LITS Collection During Non-Leaf Season - Monthly Collection During Leaf Season
- Keep Non-Leaf Season Collection - Extend Leaf Season Weekly Collection Schedule 4 Weeks
- On Demand Pile Pick-up

11. Is there anything else you would like to tell us about yard material collection service?

12. Are there any other alternative yard material collection services you would like the City to consider?

Thank you for providing your feedback!

Results will be posted online at DavisRecycling.org. Please provide your email address in the box below if you are interested in the results and we will notify you when they are posted online.

If you have any questions regarding this survey, please contact the City of Davis Public Works Department at PWWeb@CityofDavis.org or 757-5686.

DRAFT