

Ann Arbor Waste Management	FINAL TOPLINE March 24 th – 31 st , 2020		Strategy • 400 Ann Arbor,	Precision • Impact MI Residents
	TOTAL	OWN	RENT	
Gender	N= 400	220	156	
Male	50	48	53	
Female	50	52	47	
Region				
Ward 1	19	12	28	
Ward 2	19	26	9	
Ward 3	20	21	19	
Ward 4	20	14	29	
Ward 5	22	27	15	
Q1. What city or township do you live in?				
Ann Arbor(Other)(REFUSED)	[TERMINATE]	100	100	
Q2 . Do you live in a single-household dwe 5 or more units, a college or university dor		4 units; an	apartment or con-	do building with
Single-household dwelling	48	72	18	
Building with 2, 3, or 4 units		6	20	
Apartment/condo with 5 units or more		19	54	
College/University Dormitory		0	4	
Something else - RECORD		2	4	
(Don't know/REF)		0	0	
Q3. Do you own or rent your current reside	ence?			
Own		100	0	
Rent	39	0	100	
(Other – live in a dorm)	2	0	0	
(Other)	2	0	0	
(Don't know)	0	0	0	
(Refused)	1	0	0	

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Q4. How satisfied are you with Ann Arbor's current garbage collection service overall? Are you VERY satisfied, SOMEWHAT satisfied, SOMEWHAT dissatisfied, or VERY dissatisfied?

Very Satisfied66	72	59
Somewhat Satisfied30	26	35
Somewhat Dissatisfied2	2	2
Very Dissatisfied1	0	0
(Don't know)2	0	3
Satisfied95	97	94
Dissatisfied3	2	2

SSA: Q5. How satisfied are you with the city's current recycling collection service overall? Are you VERY satisfied, SOMEWHAT satisfied, or VERY dissatisfied?

Very Satisfied	62 32	56 37
Somewhat Dissatisfied	6	4
Very Dissatisfied0	1	0
(Don't know)2	0	2
Satisfied93	94	93
Dissatisfied5	6	4

SSB: Q6. How satisfied are you with the city's current compost collection service overall? Are you VERY satisfied, SOMEWHAT satisfied, or VERY dissatisfied?

Very Satisfied37	44	28
Somewhat Satisfied29	31	20
Somewhat Dissatisfied8	9	9
Very Dissatisfied3	1	7
(Don't know/REF)23		36
Satisfied66	76	48
Dissatisfied11	10	15

SSA: Q7. What is the biggest factor that limits the amount that you recycle? [DO NOT READ RESPONSES. USE PRE-CODED RESPONSE OPTIONS BELOW.]

Nothing limits it, I recycle as much as I can33	41	25
Don't know what is recyclable22	15	29
Cart is too small12	16	7
It is not convenient5	7	4
Don't have enough things to recycle4	5	2
Goes to the landfill anyway3	4	2
Not available where I live / don't have a cart3	0	7
Think it is a waste of time / don't believe in it / don't want		
to2	1	4
Takes too much time / have to clean it2	1	4
Not enough space where I live1	1	2
Expensive1	0	3
Cardboard doesn't fit in the cart well1	1	0
Forget / don't think about it0	0	0
Other4	2	9
(Don't know/Ref)7	7	3

A7. Among those who do recycle:

	N=	133	65	60
Don't know what is recyclable		33	26	38
Cart is too small		18	27	9
It is not convenient		8	11	6
Don't have enough things to recycle		5	9	2
Goes to the landfill anyway		4	6	3
Not available where I live / don't have a cart		4	0	9
Think it is a waste of time / don't believe in it / don	n't wan	t		
to		3	2	5
Takes too much time / have to clean it		3	1	5
Not enough space where I live		2	1	3
Cardboard doesn't fit in the cart well		1	2	0
Forget / don't think about it		0	0	0
Nothing limits it, I recycle as much as I can		0	0	0
Other		7	3	11
(Don't know/Ref)		10	12	4

SSB: Q8. What would you say is the most important reason for you personally to recycle? [DO NOT READ RESPONSES. USE PRE-CODED RESPONSE OPTIONS BELOW.]

It is good for the environment63	66	62
It reduces how much is thrown away, making landfills		
last longer17	17	17
It conserves natural resources7	2	11
It is socially responsible2	3	0
It is my way of fighting climate change2	4	0
I am pressured by my family, friends, or neighbors to do		
it1	2	0
I want other people to think of me as a responsible		
person1	1	0
It is valued in the community / Ann Arbor1	1	1
It isn't any harder than throwing the same item away, so		
I might as well recycle it0	1	0
It is required0	0	0
I don't really recycle, I'm not motivated to do it0	0	0
Other4	3	7
(Don't know/ None)1	0	3

This part of the survey has to do with compost collection, which includes both yard waste and food.

Q9. Are you aware that if you have a compost cart you can put food waste including meat, bones, fruits and vegetables in it?

Yes57	64	44
No43	36	55
(Refused)1	0	2

Q10. If you have a compost cart, how much of the food waste from your household do you place in it? All of it. Most of it. A little of it. Or none of it?

All of it	15 11 22 38	13 17 12 30 25 2	11 6 10 11 62 0
All /MostA little /None		31 42	17 21

Q11. [ASK IF Q10 = 3 OR 4] What is the biggest reason you don't put more food waste in the compost cart? [DO NOT READ RESPONSES. USE PRE-CODED RESPONSE OPTIONS BELOW.]

N= 1	32	93	32
Didn't know food waste could go in the compost cart2	25	23	36
I compost in my backyard1	5	15	17
Too messy / smelly1	1	15	1
Not convenient	.7	7	3
Food goes in the garbage can or in-sink disposal	7	9	3
Don't think about it /forget	7	7	5
Don't have cart	.6	3	17
Not enough food waste to make it worth the effort	.5	5	4
Lack of winter collection	4	2	9
Concerned about attracting flies, rodents, or vermin	.3	5	0
Too much trouble / too much work	.3	3	0
Need more information about how to participate	.1	0	3
Other	2	3	0
(Don't know/REF)	4	4	2

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Q12. The City currently provides compost collection between April and November and is thinking about expanding collection to a year-round service. The added service during winter months of December through March may be every other week or once per month. Do you think you would use this service? (Yes / No / Don't know) [READ OPTIONS]?

Yes66	65	66
No26	27	24
(Don't know/Refused)9	8	10

Q13. Shifting topics, bulky items that don't fit in your garbage cart, such as furniture, mattresses, carpet, appliances, large amounts of debris, or cleanout items, are not picked up by the City as part of its garbage collection service. The City is thinking about starting a pickup service for collection of these larger items. How often do you have bulky or extra items to get rid of?

Once per month	.14	16	9
Two or three times per year	.40	47	35
Once per year	.32	30	36
Never	.14	7	19
(Don't know/REF)	1	1	1
1/mo - 2-3/yr	.54	63	44
1/yr /Never	.46	36	55

Q14. How do you dispose of bulky items now? Do you [READ ALL RESPONSES]

Take them to the Drop-Off Station on Ellsworth Road40	53	20
Put them at the curb or by the dumpster20	7	37
Schedule a pickup with a private contractor17	22	11
Donate them6	5	9
Keep them/Sit in the house4	3	5
Place in garbage3	1	4
My residence disposes of it for me1	0	4
All of the above1	2	0
Other4	3	5
(Never have these items)4	2	7
(Don't know/REF)0	0	0

(Don't know/Refused).....5

TOTAL OWN RENT N= 400 220 156

5

Q15. Now I am going to read you some dollar amounts that the city could charge to come pick up bulky items from your residence. Would you be willing to pay? [RANDOMIZE]

a. \$25 per pick up for this service

Yes64	70	55
No32	26	41
(Don't know/Refused)4	4	4
b. \$50 per pick up for this service		
Yes27	29	20
No68	65	75

Q16. What do you do with your electronics items that you are getting rid of? Do you [READ ALL RESPONSES]

Donate them	29	41
Take them to the Drop-Off Station on Ellsworth Road28	34	20
Keep them12	13	10
Put them in the garbage12	9	15
Collection event at Pioneer/Arbor HS6	9	2
Take them to Best Buy5	6	5
Different recycling center5	3	7
E-waste collection at work2	1	3
University disposal1	1	1
Sell them1	1	0
Don't have enough/any1	0	1
Something else0	0	0
(Don't know/Ref)6	8	4

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These next questions are about wastes like unemptied cleaning products, pesticides, paint, and oil. These may be referred to as household hazardous wastes.

Q17. How do you get rid of household hazardous wastes? Do you [READ ALL RESPONSES]

Take them to a drop-off site including retail stores,		
Station on Ellsworth Road, Washtenaw County's site		
on Zeeb Road41	50	30
Place them in your trash cart or dumpster19	10	34
Take some to drop off sites and put others in the trash15	19	8
Don't have any/enough9	8	11
Empty them in the drain and throw away the container6	3	9
Don't do anything/just sit there4	4	4
Other2	2	2
(Don't know/Ref)7	6	7

Q18. If you do not take all of your household hazardous wastes to a drop-off, why not? [DO NOT READ RESPONSES. USE PRE-CODED RESPONSE OPTIONS BELOW.]

Don't have any/Don't have enough/Don't have much23	22	25
The sites are inconvenient17	17	19
I don't know where the sites are7	6	9
I don't know what I can take to them5	6	1
No one has told me that I shouldn't throw it away4	2	9
I don't see the point in taking it there if I can just put it in		
my garbage3	3	4
Never thought about it2	1	4
Building I live in /someone else takes care of1	0	2
I do take them31	36	23
Other3	2	0
(Don't know/Ref)4	4	4

18. Among those do not always take hazardous waste to approved sites:

N:	=	277	140	119
Don't have any/Don't have enough/Don't have muc	h	33	35	32
The sites are inconvenient		25	26	25
I don't know where the sites are		10	10	11
I don't know what I can take to them		7	10	1
No one has told me that I shouldn't throw it away \ldots		6	3	12
I don't see the point in taking it there if I can just pu	t it in			
my garbage		4	4	5
Never thought about it		3	2	5
Building I live in /someone else takes care of		2	1	3
Other		4	4	0
(Don't know/Ref)		6	6	5

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Q19. Which of the following items do you usually donate, instead of throwing away in the garbage?

Sorted by "Yes,	usually donate"
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19a.Clean, undamaged clothing, sheets, towels, and		
rugs90	91	90
19b.Working electronics61	65	56
19c.Usable small household items like dishware,		
cooking ware, and decor61	62	58
19d.Furniture59	66	49
19e. Children's toys or other recreational items59	64	51
40c Clean undergood elething cheets towals and was		
19a. Clean, undamaged clothing, sheets, towels, and rugs		
Yes90	91	90
No10	9	10
19b. Working electronics		
Yes	GE.	EC
No	65 35	56 44
110	33	77
19c. Usable small household items like dishware, cooking ware, an	d decor	
Yes61	60	5 0
No 39	62 38	58 42
110	30	72
19d. Furniture		
Yes	66	49
No	34	49 51
	01	01
19e. Children's toys or other recreational items		
Yes	64	51
No41	36	49
19f. Other		
\ <u>'</u>	•	_
Yes2	2	2

No98

98

98

N	l=	TOTAL 400	OWN 220	RENT 156
Q20. Where do you donate items most often?				
Not-for-profit donation centers (Goodwill, Salvation				
Army, St. Vincent de Paul, etc.)		68	69	71
Donation boxes in parking lots around town		10	8	12
Pass on to friends or family		9	9	10
A church, school, or other community organization		6	7	1
All of the above		3	3	3
Don't donate /Keep everything		1	1	0
Other		3	4	3
(Don't know/REF)		0	0	0

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Q21. Do you feel you need more information from the city about? [RANDOMIZE LIST]

Sorted by "Yes,	need more	information"
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B21b.Electronics and household hazardous wastes		
disposal options57	56	57
B21d.Bulky item disposal options55	51	62
B21f.All city resources management services46	38	58
A21e.Compost services39	32	54
A21c.Recycling services39	31	56
A21a1.Garbage services21	15	31
a. SSA: Garbage services		
Yes21	15	31
No79	84	69
(Don't know/Refused)0	0	0
b. SSB: Electronics and household hazardous wastes dispos	al options	
Yes57	56	57
No43	43	43
(Don't know/Refused)0	1	0
c. SSA: Recycling services		
Yes	31	56
No60	68	44
(Don't know/Refused)0	1	0
d. SSB: Bulky item disposal options		
Yes55	51	62
No45	49	38
(Don't know/Refused)0	0	0
e. SSA: Compost services		
Yes39	32	54
No61	68	46
(Don't know/Refused)0	0	0
f. SSB: All city resources management services		
Yes46	38	58
No53	61	41
(Don't know/Refused)1	1	1

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Q22. The following are some methods the City could use to provide you with information about garbage, recycling, composting, or other waste-related services. For each one, tell me Yes or No if you would you find it effective as a way of providing you information: **[RANDOMIZE LIST]**

Sorted by "Yes, effective as a way of providing me information"

A22a.Mailed to your house79	81	77
B22b.Left on your garbage or recycling cart69	73	66
A22e.Posted on the City's website66	63	65
B22d.Posted on the City's social media sites49	42	52
B22h.Put on billboards or signs on the side of buses or		
garbage trucks	41	58
B22f.Put in radio or television ads	32	41
A22c.Provided in an automated message over the phone	23	32
A22g.Shared at neighborhood meetings	23 21	32 24
Azzg. Strated at Heighborhood meetingszz	21	24
a. SSA: Mailed to your house		
Yes	81	77
No20	18	23
(Don't know/Refused)1	1	0
b. SSB: Left on your garbage or recycling cart		
Yes69	73	66
No30	27	32
(Don't know/Refused)1	0	2
c. SSA: Provided in an automated message over the phone		
Yes28	23	32
No72	77	68
(Don't know/Refused)0	0	0
d. SSB: Posted on the City's social media sites		
Yes49	42	52
No51	57	47
(Don't know/Refused)1	1	1
e. SSA: Posted on the City's website		
Yes	63	65
No	37	35
(Don't know/Refused)0	0	0

	N=	TOTAL 400	OWN 220	RENT 156
f. SSB: Put in radio or television ads				
Yes No (Don't know/Refused)		61	32 68 0	41 55 4
g. SSA: Shared at neighborhood meetings				
Yes No(Don't know/Refused)		77	21 79 1	24 75 1
h. SSB: Put on billboards or signs on the sid	e of buse	es or garbag	e trucks	
Yes No(Don't know/Refused)		52	41 59 0	58 41 1

Q23. If restaurants or stores in Ann Arbor were rated based on their environmental and sustainable behaviors, such as recycling participation or waste reduction, and sustainably-minded businesses were recognized on their storefront with a badge or sticker, would it make you more likely to eat or shop at those locations? **[Yes or No?]**

[IF YES/NO:] And do you feel that way STRONGLY or NOT SO STRONGLY?

Yes - strongly48	47	50
Yes - not-so-strongly22	21	23
No – not-so-strongly17	17	15
No – strongly11	12	11
(Don't know)2	3	0
Yes70	68	73
No28	30	26

This portion of the survey discusses costs for services and how garbage, recycling, and compost services are paid for in Ann Arbor.

Q24. Garbage, recycling, and compost services currently cost an average of \$29 per month per household. Compared to your other monthly expenses such as electric, natural gas, water, internet, and cell phone, how valuable would you say your solid waste services are for this monthly cost?

Very valuable service61	69	55
Somewhat valuable service30	26	35
Not very valuable service4	4	2
Not at all valuable service2	1	2
(Don't know)2	1	5
Valuable91	94	90
Not valuable6	5	5

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SSA: Q25. In Ann Arbor, the standard garbage service is a 64-gallon garbage cart. To incentivize households to reduce the garbage they dispose and to increase how much they recycle and compost, smaller garbage containers could be provided for a lower cost. In other communities that do this, households are charged monthly, and the amount is based on the garbage container size they select. If Ann Arbor switched to this method of payment for garbage collection, the City could charge \$27 per month for a smaller 32-gallon cart, \$29 per month for the standard 64-gallon garbage cart, and \$31 per month for a larger 96-gallon cart.

Would you [ROTATE] support or oppose this method of paying for services?

[IF PREFERENCE] Do you feel that way strongly or not so strongly?

Support – strongly32	25	42
Support – not-so-strongly	36	26
Oppose - not-so-strongly9	7	12
Oppose - strongly16	23	9
(Don't know/Ref)7	7	3
(Neither)4	1	8
Support	61	68
Oppose	31	21

SSB: Q26. In Ann Arbor, the standard garbage service is a 64-gallon garbage cart. To incentivize households to reduce the garbage they dispose and to increase how much they recycle and compost, smaller garbage containers could be provided for a lower cost. In other communities that do this, households are charged monthly, and the amount is based on the garbage container size they select. If Ann Arbor switched to this method of payment for garbage collection, the City could charge \$27 per month for a smaller 32-gallon cart, \$54 per month for the standard 64-gallon garbage cart, and \$81 per month for a larger 96-gallon cart.

Would you [ROTATE] support or oppose this method of paying for services?

[IF PREFERENCE] Do you feel that way strongly or not so strongly?

Support – strongly31	29	37
Support – not-so-strongly	31	34
Oppose - not-so-strongly10	8	13
Oppose - strongly21	26	11
(Don't know/Ref)4		1
(Neither)2	0	4
Support64	60	71
Oppose31	35	24

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Q27. Garbage, recycling, and compost services in Ann Arbor are currently paid for through property taxes based on the value of your home, so higher value homes pay more, and lower value homes pay less for the same services.

Do you [ROTATE] support or oppose paying for these services based on the value of your home?

[IF PREFERENCE] Do you feel that way strongly or not so strongly?

Support – strongly Support – not-so-strongly Oppose - not-so-strongly Oppose - strongly (Don't know/Ref) (Neither)	.19 9 .18 4	48 22 8 19 4 0	48 14 13 19 4 2
Support Oppose		70 26	62 32

Q28. In other communities, households receive a monthly bill for collection services instead of paying for these services through property taxes. In these communities, each household pays the same amount for the same services, regardless of the value of their home. In Ann Arbor, that monthly bill could be \$29 based on current services.

Instead of the current method of paying for services through property taxes, would you **[ROTATE]** support or oppose paying a fixed monthly bill for these services?

[IF PREFERENCE] Do you feel that way strongly or not so strongly?

Support – stronglySupport – not-so-strongly		19 16	15 25
Oppose - not-so-strongly	. 20	14	27
Oppose - strongly	. 35	40	28
(Don't know/Ref)		9	2
(Neither)		2	3
Support	. 36	35	40
Oppose	. 55	54	55

Q29. If costs increased but you were provided one new or expanded service, which would be of the most interest to you? [READ AND RANDOMIZE:]

Bulky waste collection	32	21
Year-round compost collection27	23	33
Expanded household hazardous waste options13	11	16
Expanded electronic wastes options13	12	8
Clothing and other textiles collections8	6	12
Other1	1	2
All of the above1	2	0
(None, I do not want any cost increase)7	10	5
(Don't know)4	4	3

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Q30. Now I am going to read you some potential cost increases over the current average \$29 per month per household in order for the City to provide new or expanded service.

Based on the service you identified in the last question, please tell me how willing you would be to pay that increase in cost in order to expand solid waste services: VERY willing. SOMEWHAT willing. NOT TOO willing, or NOT AT ALL willing. [RANDOMIZE]

[REPEAT PROMPT IF NECESSARY] Would you be VERY willing. SOMEWHAT willing. NOT TOO willing, or NOT AT ALL willing to pay that increase in cost in order to expand solid waste services?

Sorted by "Very willing"

B30d.\$1-\$3 per month64	58	77
A30c.\$4-\$5 per month34	31	36
B30b.\$6-\$7 per month25	21	32
A30a.\$8-\$10 per month17	16	18
a. SSA: \$8-\$10 per month		
Very willing17	16	18
Somewhat willing35	27	44
Not too willing20	25	16
Not at all willing26	32	20
(Don't know/Ref)1	1	2
Willing	43	62
Not willing46	57	36
· ·		
b. SSB: \$6-\$7 per month		
Very willing25	21	32
Somewhat willing42	42	43
Not too willing19	23	12
Not at all willing13	12	11
(Don't know/Ref)1	1	2
Willing67	64	75
Not willing32	36	24
c. SSA: \$4-\$5 per month		
Very willing34	31	36
Somewhat willing36	34	41
Not too willing14	14	13
Not at all willing14	19	8
(Don't know/Ref)2	2	2
Willing70	66	77
Not willing28	33	21

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d. SSB: \$1-\$3 per month				
Very willing		64	58	77
Somewhat willing		24	30	15
Not too willing			4	3
Not at all willing		5	7	3
(Don't know/Ref)		2	1	2
Willing		89	88	92
Not willing		9	11	6

The remaining questions are for statistical purposes only.

Q31. Are you currently a student, and if so at what university or college? [DO NOT READ RESPONSES.]

Yes, University of Michigan10	1	19
Yes, Washtenaw Community College3	2	4
Yes, Concordia (Ann Arbor Campus)1	0	0
Yes, Eastern Michigan University0	0	1
No86	97	75
(Don't know)0	0	0
(Refused)1	0	1

Q32. Do you have any children under the age of 18 living at home with you?

Yes22	32	11
No78	68	89
(Refused)0	0	0

Q33. Just to make sure we have a representative sample, could you please tell me whether you are from a Hispanic, Latino, or Spanish-speaking background? [IF "NO":] What is your race - white, black, Asian, or something else?

White70	74	68
Black/African American7	6	9
Spanish speaking/Latino (Puerto Rican, Mexican, etc.)4	2	7
Asian16	16	14
Native American0	0	0
Pacific Islander0	0	0
Arab American0	0	0
(Other)1	1	2
(Don't know / Refused)2	2	1

Unknown......3

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0

Q34. What is your age?

Q35. [IF AGE IS REFUSED]: I am going to read you some categories. Please stop me when we get to your category.

18-29 years28	15	40
20-39 years28	24	36
40-49 years11	15	6
50-64 years18	26	10
75 and older15	21	8
18-24 years20	11	27
25-29 years8	4	13
30-34 years13	8	22
35-39 years15	16	14
40-44 years5	6	3
45-49 years6	9	3
50-54 years4	4	3
55-59 years5	8	2
60-64 years9	13	5
65-69 years3	3	2
70-74 years4	5	2
75 and older8	13	4
(Don't know /Refused)0	0	0
Race on file		
Caucasian80	81	82
African American3	1	6
Hispanic1	1	1
Asian13	12	10