



**ENVIRONMENTAL SERVICES
DEPARTMENT (ESD) AWARENESS, USAGE,
CUSTOMER SATISFACTION AND
PREFERENCES TELEPHONE SURVEY**

(September, 2012)

Final

Prepared for:

ENVIRONMENTAL SERVICES DEPARTMENT (ESD)
City of Tucson

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Tucson, Arizona

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**ENVIRONMENTAL SERVICES DEPARTMENT (ESD)
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(September, 2012)

**Introduction
and Goals**

This Awareness, Usage, Customer Satisfaction and Preferences Survey, conducted for the City of Tucson's Environmental Services Department (ESD), was designed to track residential customer awareness, usage and satisfaction with ESD services. Kaneen Advertising & Public Relations, Inc. assisted in the planning and preparation of the survey. Where possible and relevant, the results of this study are compared to the Residential Customer Telephone Survey conducted for ESD by FMR Associates in March 2011.

Areas of Investigation – The following areas of investigation were considered the central points for this Awareness, Usage, Customer Satisfaction and Preferences Tracking Survey:

1. **Overall ESD Evaluations** – What is the overall rating of ESD, as well as key programs and services? How have these evaluations changed since last year?
2. **Customer Service Evaluations** – Have customers interacted with ESD employees or contacted ESD by telephone? How do customers rate the service received?
3. **Blue Barrel Recycling Evaluations** – Do customers use the Blue Barrel recycling service? What other types of materials would customers like to recycle? What could ESD do to increase recycling? How do customers typically dispose of plastic grocery/retail bags? Is there support for an education program to increase recycling of these bags? Do customers support a ban on bags or being charged a small fee by retailers to reduce bag use?
4. **Brush & Bulky Program Evaluations** – What is the tracking of the awareness, usage and rating of regular and fee-based special Brush & Bulky pick-up services? Have Brush & Bulky users utilized “other” services to haul items? Do fee-based special Brush & Bulky program users think the service is a good value?

5. **Household Hazardous Waste Program Evaluations** – What is the tracking of the awareness of the Household Hazardous Waste Program? Among users, which drop-off sites have been utilized? What is the willingness to pay for scheduled pick-up of household hazardous waste? How has willingness to pay changed since last year?
6. **Potential Yard Waste Recycling Program Evaluations** – What is the current or potential usage of mulch for landscaping? What is in interest in yard waste collection/recycling programs, including a separate green barrel (and what is the willingness to pay for this service)?
7. **ESD Customer Communication Evaluations** – Are current methods to communicate pick-up schedule changes sufficient? If not, what would work better? Are door hangers sufficient to notify residential customers of regular Brush & Bulky pick-up service? If not, what is suggested to enhance or replace them? What communication sources do residential customers use to get information about ESD services, and how have usage patterns changed since last year? What do customers say is the best way to communicate with them? Do residential customers use the ESD website? If so, what do they use the website for? Are residential customers willing to sign up for information e-mails from ESD?
8. **Suggestions and Recommendations for ESD** – What other services should ESD offer its customers? What suggestions or comments do residential customers offer concerning ESD?

Methodology Overview – To accomplish the goals of this study, a random sampling of ESD residential customers (heads of household age 18 or older) was interviewed by telephone during early September 2012. All customers were contacted from an ESD-supplied database. Surveys were conducted in English or Spanish, as preferred by the respondent. The specific procedures used to select the sample, as well as the descriptions of the demographic composition of the survey respondents, are explained in detail in the Appendix of this report.

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Executive Summary

Final In-Tab Survey Sample and Tracking – This tracking survey project is comprised of 403 interviews conducted among ESD customers randomly-selected from a client-supplied database. All telephone interviews were conducted with heads of households age 18 or older. Surveys were distributed among the City’s six wards. A Spanish-language version of the final questionnaire design was prepared and made available to survey respondents who requested it. Where possible and relevant, data from this project is tracked and compared with the Awareness, Usage, Customers Satisfaction and Preferences Study conducted by FMR Associates for ESD in March 2011.

ESD Customer Profile – The final in-tab sample for this tracking survey skews female (59%), and includes the following age distributions: 25%, 18 to 34; 21%, 35 to 44; 20%, 45 to 54; 14%, 55 to 64; and 17%, 65+. Median age (excluding refusals) is 46.5 years. Seven of ten own their current home (71%), and the balance (29%) rent. The sample is nearly evenly divided between customers who have lived at their current address for less than two years (32%), 3-to-10 years (32%) and more than ten years (33%). Median annual household income (excluding 13% who refused to disclose their income category) is \$44,539.

Sample Comparisons – While both studies lean female (59%-60%), the 2012 sample is “younger” than the 2011 sample (46.5 versus 55.5 years median age, respectively). In part related to the younger sample, there are more renters (from 12% to 29%), median income is lower (from \$52,673 to \$44,539) and there are more “new” residents (for less than two years) at their current address.

Overall Rating of ESD – Highly consistent with the 2011 study, 83% of customers in the current survey indicate that ESD does an “excellent” (41%) or “good” (42%) job overall. Similarly, 12% evaluate ESD as “fair” overall – while just 5% of customers are negative to any degree. This represents a 4.2 average score on the “1-to-5” job rating scale, unchanged since last year. Significantly, average ratings are consistently high regardless of customer sub-group.

Rating of ESD Services and Programs – One-half or more of customers believe that ESD does an “excellent” job providing these individual services or programs:

- **Twice a year Brush & Bulky collection** (58% “excellent job” [up from 49% last year], 22% “good” versus 8% negative evaluation [to any degree] – for a 4.3 average score on the “1-to-5” scale [up slightly from 4.2 last year].)

- **Recyclables collection in the Blue Barrel** (53% “excellent job,” 32% “good” versus 4% negative evaluation – for a 4.3 average score [unchanged since last year].)
- **Trash collection** (47% “excellent job,” 34% “good” versus 6% negative evaluation – for a 4.2 average score [down slightly from 4.3 last year]. Compared to last year, slightly fewer indicate an “excellent” rating [from 52% to 47%.])

New to the current survey, a slight majority of ESD customers have no opinion with respect to **landfill services** (52%). Among those who do, two-thirds offer a positive evaluation – with 39% who indicate an “excellent job.” Just 6% are negative to any degree, for a 4.0 average score.

Similar to last year, the majority have no opinion when it comes to the **Household Hazardous Waste Program** (60%). However, among those who do, the average evaluation has increased slightly (from 3.7 to 3.8) – based on 60% positive versus 16% negative ratings. The percentage of “excellent job” scores has increased from 35% to 38%.

ESD Employee Interaction Evaluations – Nearly three of ten customers (28%) indicate that they have had interactions with ESD employees. These tend to be homeowners (30% versus 23% of renters) and Brush & Bulky users (30%).

Among these customers who have been in contact with ESD employees (and allowing for multiple responses), two-thirds have interacted with a **customer service or billing representative**. This is particularly true among progressively newer residents in their current home. Another 35% say they have interacted with a **driver** – more often progressively longer term residents at their current address.

How do customers rate their interactions with ESD employees? A majority (56%) rate their most recent customer service interaction as “excellent.” Another 22% offer a “good job” evaluation, while 13% are negative to some degree – resulting in a 4.1 average score on the “1-to-5” scale.

ESD Telephone Customer Service Evaluations – Four of ten have contacted ESD by telephone (41%). These tend to be more progressively long-term residents in their current home, as well as homeowners (42% versus 36% of renters). Among those who have contacted ESD by phone, three of four (76%) rate their telephone customer service as “excellent” (50%) or “good” (26%). Just 15% indicate a negative evaluation, resulting in a 4.0 average score overall (on the “1-to-5” scale). Positive telephone customer service evaluations are directly related to overall satisfaction ratings with ESD and inversely related to length of residence at current address.

Blue Barrel Program/Recycling Evaluations – Fully 94% of ESD customers surveyed use the Blue Barrel recycling service. This includes an even larger share of homeowners (96% versus 88% of renters) and current Brush & Bulky program users (97% versus 82% of non-users).

What additional materials would Blue Barrel customers like to recycle (but believe are not currently allowed)? Two-thirds offer no response. Among those who do, the most often identified materials include:

- ✓ **Plastic bags/Plastic shopping bags** (12%)
- ✓ **Styrofoam** (8%)
- ✓ **More plastics/Other number plastics** (4%)
- ✓ **Glass** (2%)
- ✓ **Cardboard/Boxes** (2%)

Blue Barrel users indicate that ESD could implement the following to increase the amount they personally recycle:

- ✓ **More recycling bins in public** (43%)
- ✓ **Increase education programs** (36%)

Fewer recommend that ESD make **changes to curbside service** (8%). Overall, 27% of Blue Barrel users say “nothing” (or none of these options) would increase the amount they recycle (18%) or are unsure (9%).

Plastic Grocery/Retail Bag Disposal – After being informed that plastic grocery/retail bags are not biodegradable and create a significant amount of waste in the community, seven of ten ESD customers (71%) indicate that they use the plastic bags they get from grocery and retail stores for “other purposes.” Re-use of plastic grocery/retail bags is generally consistent regardless of demographic sub-group, and highest among the youngest customers (18 to 34).

Among the rest, and allowing for multiple answers, one-third **recycle their plastic bags at retailers or grocery stores** – most often the most long-term (11+ years) residents at their current address. Another 8% **place their plastic grocery/retail bags in the Blue Barrel**. Overall, 18% indicate they typically **throw away** their plastic grocery/retail bags.

Plastic Bag Recycling Educational Program Support – More than eight of ten ESD customers (84%) would support an educational program to increase recycling of plastic bags. Support for such a program is generally consistent across-the-board, and greatest among women and 18 to 34 or 45 to 54 year-olds. Among the rest, 11% would not support an educational program.

Support for a Ban on Plastic Bags – The majority (54%) of ESD customers do not support a ban on plastic bags (42%) or are not sure (12%). The remaining 46% would support such a ban. Support for a ban is elevated among women (51% versus 39% of men) and progressively newer current address residents and renters (50% versus 44% of homeowners). Men and older customers are more likely to be unsupportive of a ban on plastic bags.

Support for Retailer Fee to Reduce Plastic Bag Use – A slight majority (51%) do not support a small fee charged by retailers to reduce plastic bag use. Another 9% are not sure. Four of ten support the retailer fee – more often renters (48% versus 37% of homeowners), 18 to 44 year-olds (50%) and progressively newer residents. On the other hand, most men (56%), 11+ year residents (58%) and customers 45 or older (especially those 65+) do not support the fee.

Brush & Bulky Program Evaluations – Up from three of four in the 2011 study, 79% of ESD customers in the current survey indicate that they use the twice a year scheduled Brush & Bulky service.

Another 18% indicate they do not use the scheduled Brush & Bulky service (down from 23% last year). These non-users tend to be renters (30%), lower income (under \$25,000) households (34%) and the newest residents at their current address (for two years or less) (29%). For what reasons? As we found last year, these non-users most often say they “don’t need the service” and/or “don’t have any brush and bulky to pick up.” More generally, some indicate they “don’t produce some trash.” Others claim the service is not available or not needed in their current location. Some “haven’t lived here long enough to have service.” Several (typically renters and new residents [two years or less] at their current address) offer no specific reason for not using the Brush & Bulky pick-up service.

Seven of ten Brush & Bulky customers utilize the service twice per year. This is down from 76% last year. Instead, a few more are single-use Brush & Bulky customers (from 18% to 26%) – while few (3%, unchanged since last year) use the service 3+ times per year.

More than eight of ten Brush & Bulky users (82%) do not use any other hauling services besides the twice year scheduled Brush & Bulky service.

Brush & Bulky Service Rating – As we found last year, Brush & Bulky program users are very positive about their service. Identical to last year, 62% of users rate the Brush & Bulky program as “excellent” – while 22% consider it “good.” Only 4% are negative to any degree. This results in 4.4 average score on the “1-to-5” rating scale, unchanged since the 2011 survey. “Excellent” scores are higher among homeowners (64%) than renters (56%), and directly related to overall ESD satisfaction. On average, ratings are consistently positive regardless of demographic sub-group.

What suggestions do users offer to improve their Brush & Bulky service? Among the 51% of Brush & Bulky users who offer a specific suggestion, the clear recommendation to improve the twice a year scheduled Brush & Bulky service is to increase the frequency of pick-ups. Specifically, 27% suggest that “more than twice a year would be good” (20%) and/or recommend “three times a year” (7%). A few also suggest “quarterly” service (2%).

Special Brush & Bulky Pick-Up Service Evaluations – Highly consistent with last year, 37% of ESD customers say they are aware a fee-based special Brush & Bulky service. Awareness is consistent among homeowners (36%) and renters (37%), and higher among long-term (11+ years) current address residents.

Among the 37% of customers aware of the special Brush & Bulky service, 15% report using the service. These tend to be lower income households. Among the total sample, this represents 5.4% overall usage of the special Brush & Bulky service (up from 4.2% overall usage in the 2011 study).

Special Brush & Bulky Pick-Up Service Rating – While the vast majority of past-users of the special Bulk & Brushy pick-up continue to indicate a positive (a good [“4”] or excellent [“5”]) rating of the service (78% versus 88% in 2011), fewer indicate an “excellent” score (46%, down from 76%). Most of the rest (18%) indicate a “fair” rating. And only 4% (one user) in the current study offers a negative evaluation – resulting in a 4.2 average score on the “1-to-5” scale (down from 4.6 last year).

Among the 22 special Brush & Bulky service users in the current study, 14 (or 64%) feel it was a good value for the cost. This is down from 94% (16 of 17) last year. Instead, the remaining 37% of past-users in the current study say it was not a good value (23%) or are unsure (14%).

Household Hazardous Waste Program Awareness and Usage – Down from 61% last year, 51% of customers in the current survey say that they are familiar with the Household Hazardous Waste Program. Awareness is elevated among the most long-term (11+ year) current address residents and the oldest customers (65+). Familiarity is marginally higher among homeowners (53%) as compared to renters (47%). Those unfamiliar (47% overall) tend to be the youngest customers (18 to 34).

Customers familiar with the Household Hazardous Waste Program have utilized the following drop off locations:

- ✓ **Los Reales Landfill** (22% usage, up slightly from 21% last year.)
- ✓ **Sweetwater Facility** (19% usage, down slightly from 22% last year.)
- ✓ **A monthly collection event** (16%, down from 26% last year.)

Household Hazardous Waste Scheduled Pick-Up Fee Elasticity of Support – Among residential customers, 62% are willing to pay a \$10 fee for a scheduled pick-up of household hazardous waste at their home. Nearly one-half (46%) are willing to pay \$15, while 27% are willing to pay \$25. These findings suggest a fee level of \$10 (to slightly higher) for scheduled at home pick-up of hazardous waste.

How do these findings compare to last year? Overall, they reflect an increase in the willingness to pay \$15 or \$10 for at home service. And this is the case regardless of length of residence at current address.

Potential Yard Waste Recycling Program Evaluations – Nearly four of ten residential ESD customers (38%) indicate they are interested in using (or currently use) mulch for landscaping. Mulch users tend to be 35 to 44 year-olds, renters (42% versus 36% of homeowners) and progressively newer residents at their current address.

Current/Potential mulch users (38% of the total sample) indicate significant interest in the two programs evaluated, including:

- ✓ **A separate green barrel to be collected by Environmental Services** (74% interest.)
- ✓ **A service to chip your site's green waste into mulch** (64% interest.)

Green Barrel Yard Waste Collection Service Fee Elasticity of Support – Among current/potential mulch users interested in a separate green barrel yard waste collection service (28% of all customers), 59% indicate that they would be willing to pay \$7.50 per month for the service. If the fee is \$10 per month, 47% are willing to pay.

Pick-Up Schedule Changes Preferences – Among the total sample, 72% say that the current methods of notification of pick-up schedule changes (through local news media [TV, radio, newspaper] and the web [website, social media]) are sufficient. Customers who think current methods of notification are not sufficient (22% overall) tend to be the newest residents (for two years or less) at their current address.

Among those customers not satisfied with the current means of notification for pick-up schedule changes, four of ten customers offer no specific recommendation for improvement. Among the rest, two of ten suggest “something in the mailbox” (“mail a card,” “direct mail”) (21%). Others would like notification in utility bills (“an insert in my bill,” “put in the water bill”) (14%) or say “email would work better” (13%). A few suggest “door hangers” (7%).

Sufficiency of Door Hanger Notification – Among the total sample, and identical to last year, more than nine of ten say that the door hanger is sufficient notice of the Brush & Bulky service (93%). Just 6% say it is not sufficient notice.

ESD Communication Recall and Preferences – When asked how they get information about Environmental Services, three of four mention **door hangers** (77%, down slightly from 82% in 2011) and six of ten have received **inserts in their bills** (60%, down from 67%). One-third mention seeing ESD information in **news stories on television** (34%, up from 25%), while slightly fewer have seen information in **news stories in the newspaper** (27%, down from 33%) or **brochures/pamphlets** (unchanged at 25%). About two of ten have seen information on the ESD on a **website** (22%, up from 14%) or heard it on the **radio** (21%, up from 10%).

In terms of the *best* way to provide information about ESD, **door hangers** remain the most preferred (40%, up slightly from 38% in 2011), followed by **inserts in water bills or utility statements** (30%, down from 34%). Less than one of ten overall most prefer **websites** (7%, down marginally from 8%), **television** (6%, up from 4%) or **newspapers** (unchanged at 6%).

Potential of Following ESD on Facebook – One of four customers (24%) would “follow Environmental Services on Facebook to learn about service schedules, Brush & Bulky pick-up or other general information.” These are more apt to be renters, women and customers under 45.

ESD Website Usage – Similar to last year, one of four residential customers say they have used the ESD website (24%). Customers 18 to 34 and those who earn between \$50,000 and \$99,999 annually are more apt to use the ESD website.

For what reasons is the ESD website used by customers?

- ✓ **Find dates for Brush & Bulky pick-up or trash collection** (72%, down only slightly from 74% in 2011).
- ✓ **Find out recycling information** (53%)
- ✓ **Find Household Hazardous Waste or landfill information** (43%).
- ✓ **Order or replace containers** (37%, up from 26%)
- ✓ **Fill out service requests** (24%, up from 22%).

Potential Sign-Up for ESD Informational E-Mails – When all residential customers were asked if they would sign up for a service to receive informational e-mails from Environmental Services, more than four of ten say they would (43%, up from 38% in 2011).

Recommendations for Additional Services – When asked what other types of services the ESD should offer, more than eight of ten customers have no recommendation (83%). Among the rest, no one suggested service stands out. A few mention other types of items for pick-up, such as “old electronics,” “collecting plastic grocery bags,” “medicine pick-up” and/or “car batteries.” Others generally mention more pick-ups or drop-offs of

household hazardous waste. Some specifically would like more “green” recycling, including “organic waste, compost” and/or “separate trash for weeds, grass.” A few would like “new trash cans” or “more containers to be able to recycle,” as well as “more education on what to recycle.”

Additional Suggestions, Recommendations or Comments for ESD – Eight of ten customers have no specific suggestions for ESD (81%, up from 51%). A few continue to say that ESD is “doing a pretty good job” (3%, down from 9%). Among the rest, a wide variety of suggestions are made. Several want “more education in schools regarding recycling” or information on all services. A few mention expansion or emphasis on specific services, including “something needs to be done to expand the hazardous waste pick-ups” or “a little more attention to the Brush & Bulky program.” A few think the service is “too costly.”

Some specifically complain about service related to the drivers, including timeliness of pick-up, trash spillage and/or knocking over cans. A few generally suggest “more professional customer service.”

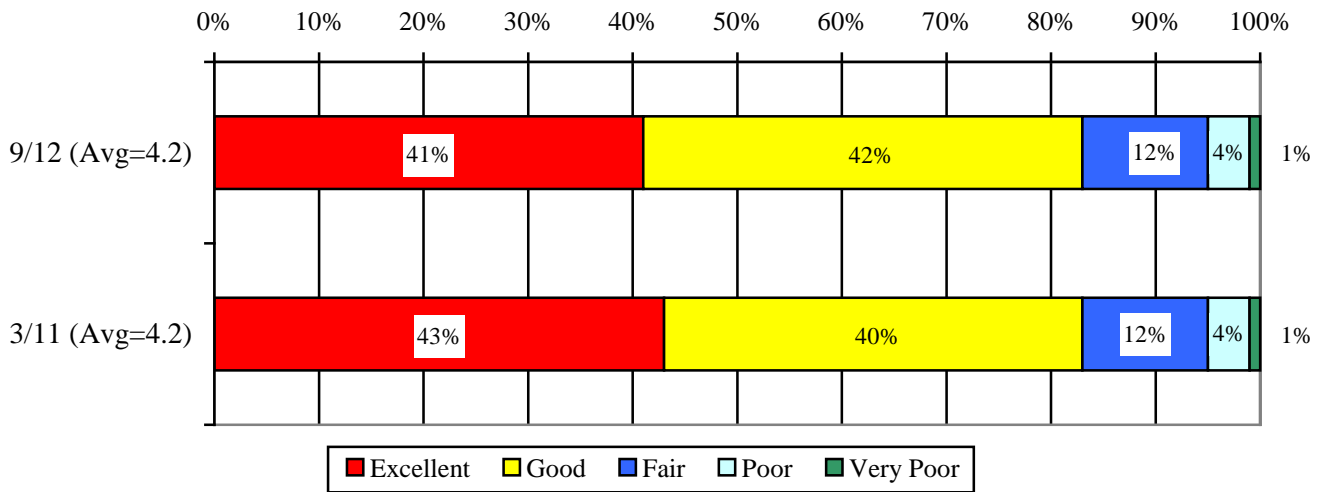
DETAILS OF THE FINDINGS

Overall ESD Evaluations

Overall Rating of the City of Tucson Environmental Services Department – Highly consistent with the 2011 study, 83% of customers in the current survey indicate that ESD does an “excellent” (41%) or “good” (42%) job overall. Similarly, 12% evaluate ESD as “fair” overall – while just 5% of customers are negative to any degree. This represents a 4.2 average score on the “1-to-5” job rating scale, unchanged since last year.

Average ratings are consistently high regardless of customer sub-group. The incidence of “excellent job” scores (a “5” on the “1-to-5” scale) is highest among renters (47% versus 38% of owners), customers in the \$25,000 to \$34,999 household income category (48%) and the youngest (18 to 34) or oldest (65+) customers (48% each). Those few customers who rate ESD as “fair” or “poor” tend to be Blue Barrel non-users.

Table 1 Overall Rating of the City of Tucson Environmental Services Department



General Note on Report Displays: The various graphic and tabular displays included in this report summary include rounded percentages drawn from the detailed cross tabulations for this study. As such, the percentages in the report displays may not always sum to 100%. In the case of multiple mention response options, the sum of the percentages will exceed 100%.

Rating of Various ESD Services and Programs – One-half or more of customers believe that ESD does an “excellent” job providing these individual services or programs:

- **Twice a year Brush & Bulky collection** (58% “excellent job” [up from 49% last year], 22% “good” versus 8% negative evaluation [to any degree] – for a 4.3 average score on the “1-to-5” scale [up slightly from 4.2 last year]. “Excellent job” performance ratings are similar among both homeowners and renters.)
- **Recyclables collection in the Blue Barrel** (53% “excellent job,” 32% “good” versus 4% negative evaluation – for a 4.3 average score [unchanged since last year]. Similar to the 2011 survey, average evaluations are highly consistent across customer sub-groups. Renters [58% versus 52% of owners], women and the youngest [18 to 34] or oldest [65+] customers are most likely to indicate an “excellent” rating.)
- **Trash collection** (47% “excellent job,” 34% “good” versus 6% negative evaluation – for a 4.2 average score [down slightly from 4.3 last year]. Compared to last year, slightly fewer indicate an “excellent” rating [from 52% to 47%]. Still, more than eight of ten overall continue to offer a positive evaluation [81%] – especially “new” residents in their current homes [for two years or less].)

New to the current survey, a slight majority of ESD customers have no opinion with respect to **landfill services** (52%). Among those who do, two-thirds offer a positive evaluation – with 39% who indicate an “excellent job.” Just 6% are negative to any degree, for a 4.0 average score. Positive evaluations tend to be highest among renters, lower income households and the youngest (18 to 34) customers.

Similar to last year, the majority have no opinion when it comes to the **Household Hazardous Waste Program** (60%). However, among those who do, the average evaluation has increased slightly (from 3.7 to 3.8) – based on 60% positive versus 16% negative ratings. The percentage of “excellent job” scores has increased from 35% to 38%. Renters, lower income households and the oldest (65+) customers indicate the most positive evaluations.

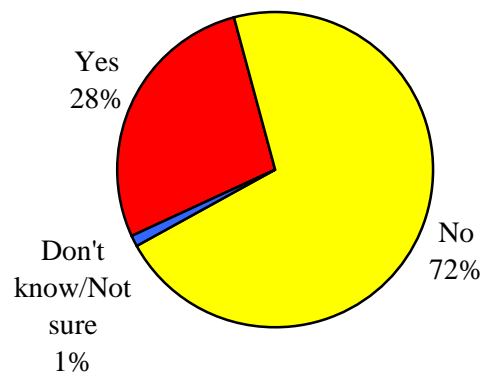
Table 2 Rating of Various ESD Services and Programs

(9/12 N=403) (3/11 N=408)	Excellent	Good	Fair	Poor	Very Poor	Average Score on 1-5 Scale
Twice a year Brush & Bulky collection						
9/12	58%	22%	12%	6%	2%	4.3
3/11	49%	29%	16%	4%	2%	4.2
Recyclables collection in the blue barrel						
9/12	53%	32%	11%	2%	2%	4.3
3/11	55%	30%	12%	2%	2%	4.3
Trash collection						
9/12	47%	34%	13%	3%	3%	4.2
3/11	52%	34%	11%	2%	1%	4.3
Landfill services						
9/12	39%	28%	28%	4%	2%	4.0
Household Hazardous Waste Program						
9/12	38%	22%	24%	10%	6%	3.8
3/11	35%	26%	23%	11%	5%	3.7

ESD Customer Service Evaluations

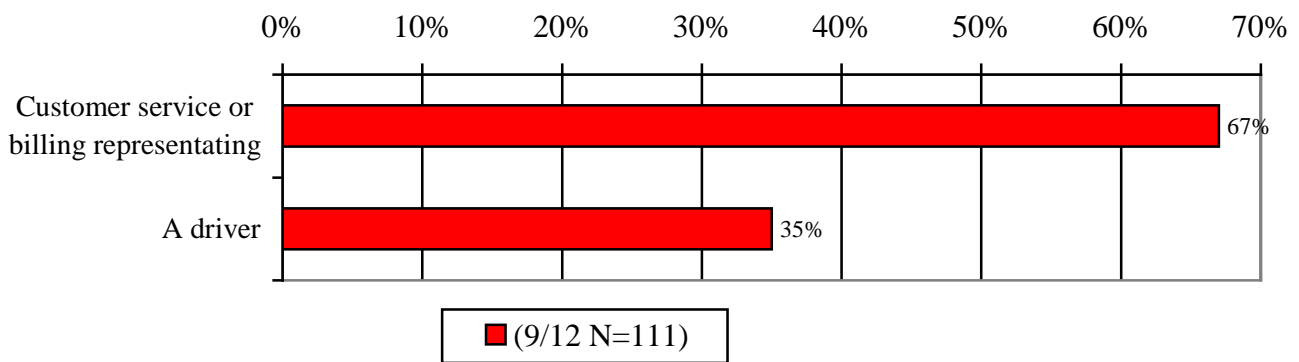
Incidence of Interaction With ESD Employees – Nearly three of ten customers (28%) indicate that they have had interactions with Environmental Services employees. These tend to be homeowners (30% versus 23% of renters) and Brush & Bulky users (30%) – as well as the few customers who indicate a negative overall rating of ESD (65%).

Table 3 Incidence of Interaction with ESD Employees



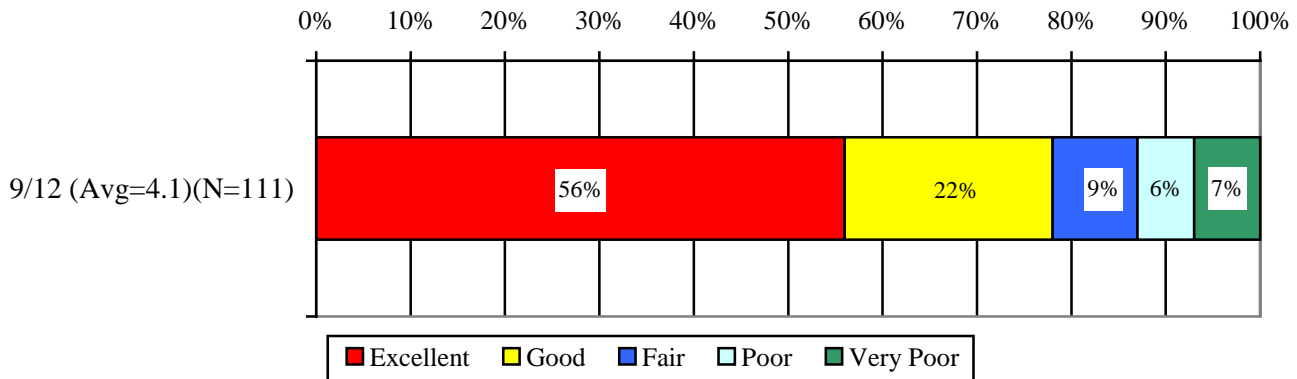
Type of Employee Interacted With – Among the 28% of customers who have been in contact with ESD employees (and allowing for multiple responses), two-thirds have interacted with a **customer service or billing representative**. This is particularly true among progressively newer residents in their current home. Another 35% say they have interacted with a **driver** – more often women, Brush & Bulky users and progressively more long-term residents at their current address. In lesser numbers, others indicate interaction with a **landfill employee** (3%), **inspector** (3%) and/or a **manager/supervisor** (2%).

Table 3a **Type of Employee Interacted With**
 (Among Those Who Have Interacted With ESD Employees)



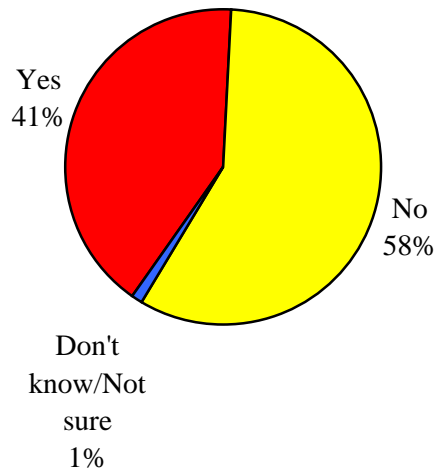
Overall Rating of Customer Service Interaction With ESD – Among customers in contact with ESD employees (28% of the overall sample), a majority (56%) rate their most recent customer service interaction with Environmental Services as “excellent.” Another 22% offer a “good job” evaluation, while 13% are negative to some degree – resulting in a 4.1 average score on the “1-to-5” scale. Positive evaluations are similar regardless of type of employee interacted with – customer service/billing representative or driver. Customer service interaction evaluations tend to be most positive among female customers and 3-to-10 year residents in their current home. The few negative evaluations are more likely to be among the handful of customers who have an overall negative opinion of ESD.

Table 3b Overall Rating of Customer Service Interaction With ESD
(Among Those Who Have Interacted With ESD Employees)



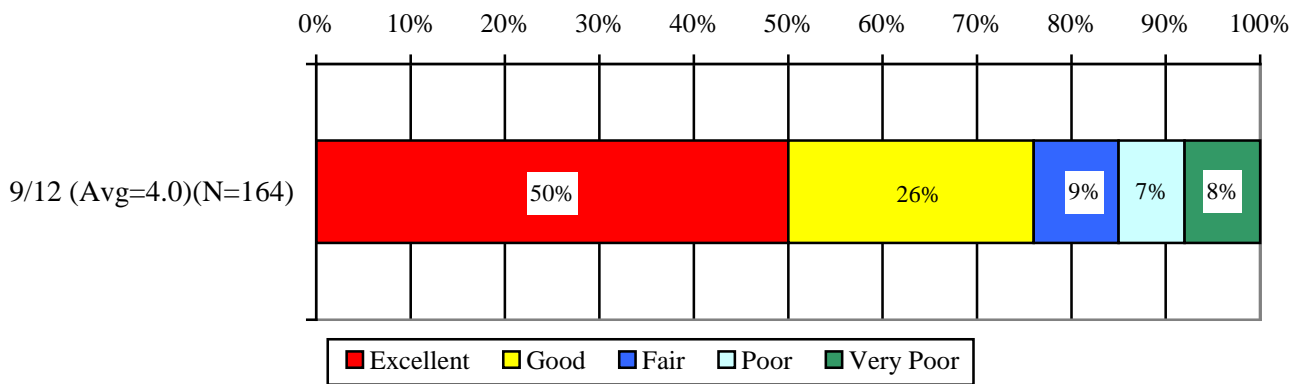
Incidence of Contacting ESD by Phone – Four of ten have contacted Environmental Services by telephone (41%). These tend to be more progressively long-term residents in their current home, as well as homeowners (42% versus 36% of renters) – with the incidence of phone contact inversely related to overall ESD satisfaction ratings.

Table 4 Incidence of Contacting ESD by Phone



Overall Rating of ESD Telephone Customer Service – Among those who have contacted ESD by phone (41% of the total sample), three of four (76%) rate their telephone customer service as “excellent” (50%) or “good” (26%). Just 15% indicate a negative evaluation, resulting in a 4.0 average score overall (on the “1-to-5”scale). Positive telephone customer service evaluations are directly related to overall satisfaction ratings with ESD and inversely related to length of residence at current address. Women, younger customers and those with household income between \$35,000 and \$99,999 are also more likely to indicate highly positive telephone customer service evaluations.

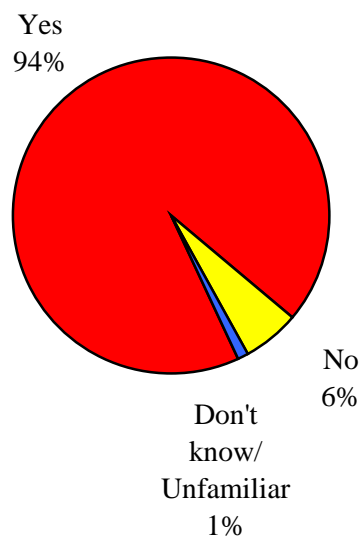
Table 4a Overall Rating of ESD Telephone Customer Service
(Among Those Who Have Contacted ESD by Phone)



Blue Barrel Recycling Service Evaluations

Usage of Blue Barrel Recycling Service – Fully 94% of ESD customers surveyed use the Blue Barrel recycling service. This includes an even larger share of homeowners (96% versus 88% of renters) and current Brush & Bulky program users (97% versus 82% of non-users). Blue Barrel usage is consistent regardless of household income.

Table 5 Usage of Blue Barrel Recycling Service



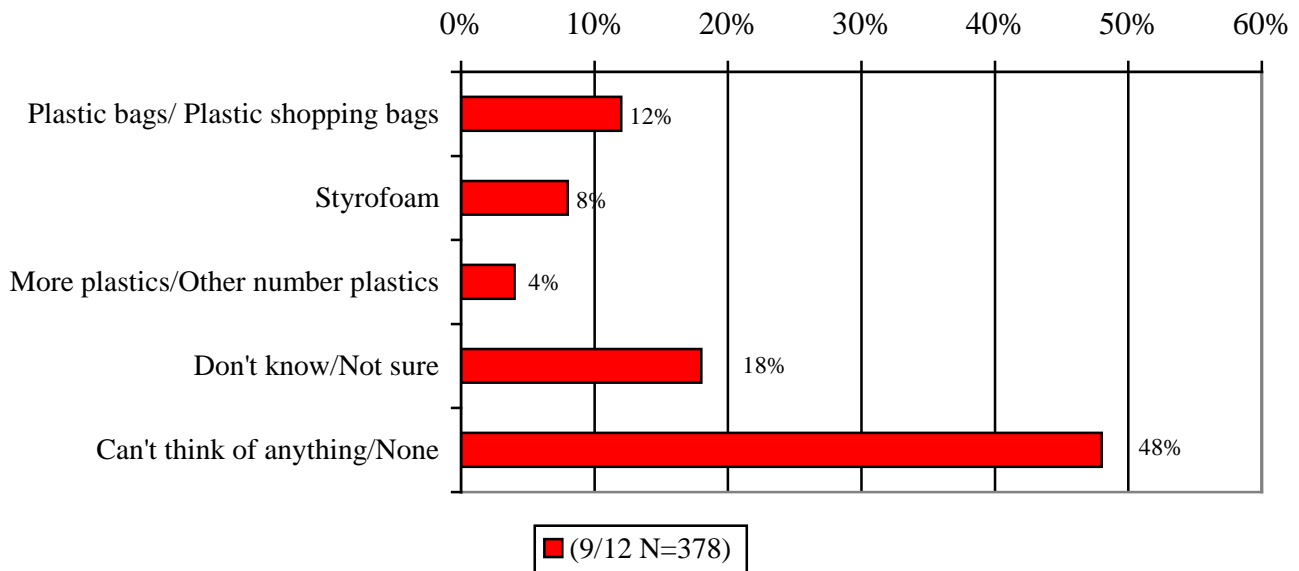
Additional Materials Customer Would Like to Be Able to Recycle – Two-thirds of Blue Barrel users unable to think of any additional materials they would like to recycle (but believe are currently not allowed) (48%) or do not provide a specific response (18%).

Among those who do, the most often identified materials include:

- **Plastic bags/Plastic shopping bags** (12% – particularly women.)
- **Styrofoam** (8% – more often 11+ year residents at their current address.)
- **More plastics/Other number plastics** (“different plastics above a 3,” “I think 5 or 6 plastic containers”) (4%)
- **Glass** (2%)
- **Cardboard/Boxes** (2%)

Overall, more than 30 items are mentioned. Refer to Detailed Table 5a – as well as the Verbatims in the Appendix on pages V1-V4 – for a complete listing.

Table 5a Additional Materials Customer Would Like to be Able to Recycle (Among Blue Barrel Users)
(See Verbatims in the Appendix Pages V1-V4)



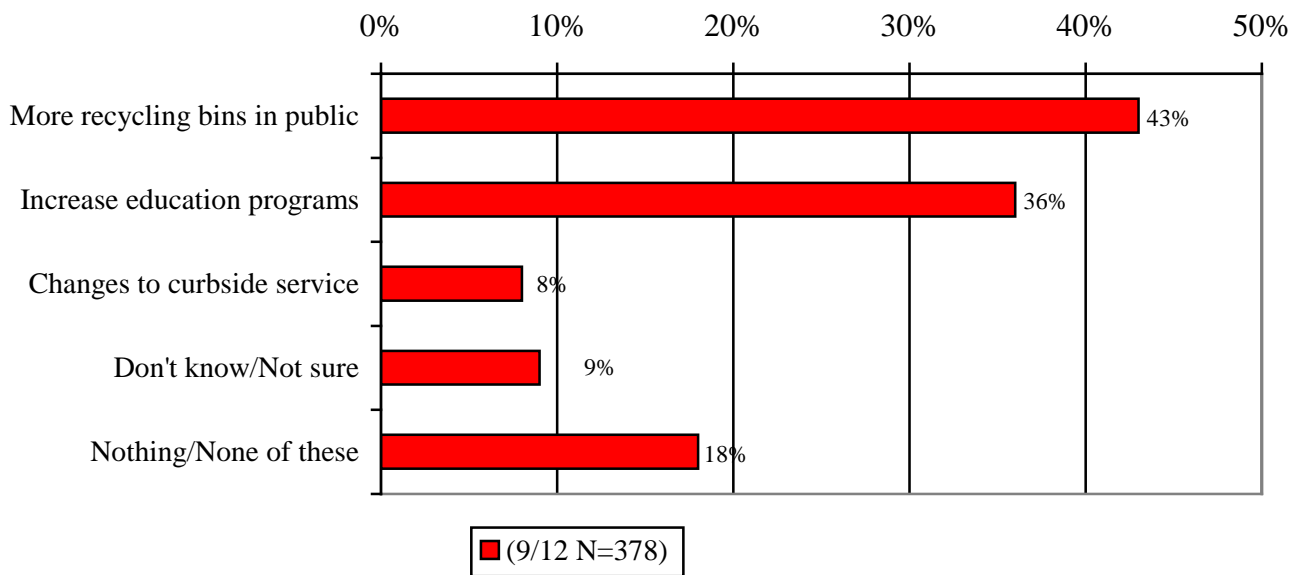
Activities ESD Could Do to Increase Amount of Customer Recycling – Blue Barrel users indicate that ESD could implement the following to increase the amount they personally recycle:

- **More recycling bins in public** (43%) (These are most apt to be women, 18 to 44 year-olds, current address residents for less than 11 years and customers with annual household incomes between \$50,000 and \$99,999.)
- **Increase education programs** (36%) (Renters, 3-to-10 year current address residents and 35 to 64 year-olds are more likely to make this suggestion.)

Fewer recommend that ESD make **changes to curbside service** (8%) – although a few suggest **allowing more items to be recycled** or **increasing the size/quality of the recycling bins** (1% each).

Overall, 27% of Blue Barrel users say “nothing” (or none of these options) would increase the amount they recycle (18%) or are unsure (9%).

Table 5b **Activities ESD Could Do to Increase Amount of Customer Recycling**
(Among Blue Barrel Users)

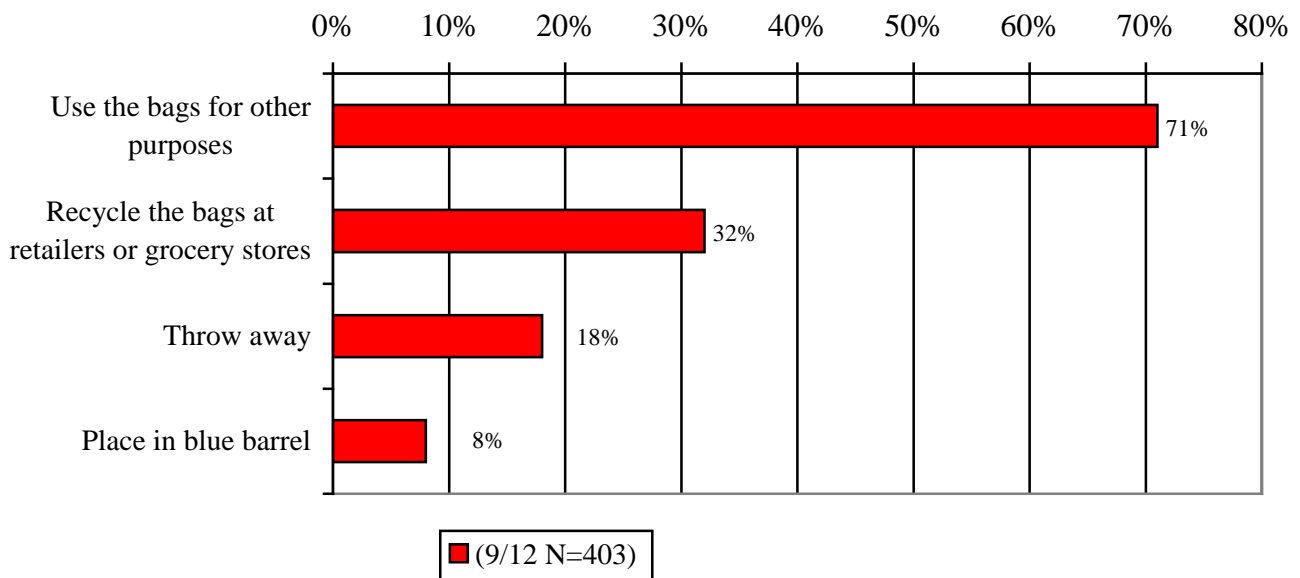


Typical Means of Disposing of Plastic Grocery/Retail Bags – After being informed that plastic grocery/retail bags are not biodegradable and create a significant amount of waste in the community, seven of ten ESD customers (71%) indicate that they use the plastic bags they get from grocery and retail stores for “other purposes.” Re-use of plastic grocery/retail bags is generally consistent regardless of demographic sub-group, and highest among the youngest customers (18 to 34) and Blue Barrel non-users.

Among the rest, and allowing for multiple answers, one-third **recycle their plastic bags at retailers or grocery stores** – most often the most long-term (11+ years) residents at their current address. Another 8% **place their plastic grocery/retail bags in the Blue Barrel**. These are more apt to be renters, high income households and 35 to 44 year-olds. A few add they do not use grocery/retail bags altogether, using their own bags instead.

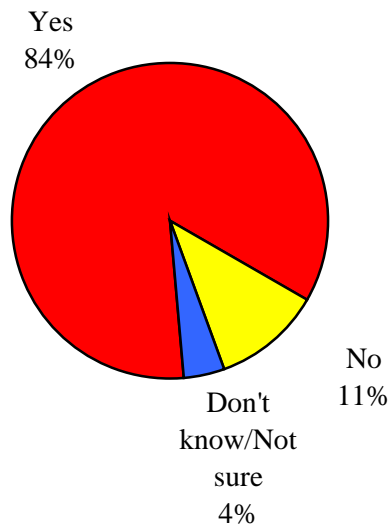
Overall, 18% indicate they typically **throw away** their plastic grocery/retail bags. These tend to be households with annual incomes between \$25,000 and \$49,999.

Table 6 **Typical Means of Disposing of Plastic Grocery/Retail Bags**



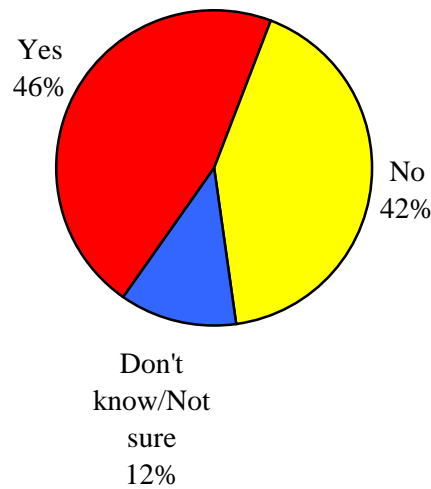
Support for an Educational Program to Increase Recycling of Plastic Bags – More than eight of ten ESD customers (84%) would support an educational program to increase recycling of plastic bags. Support for such a program is generally consistent across-the-board, and greatest among women, 18 to 34 or 45 to 54 year-olds, progressively newer current address residents and households with incomes below \$50,000. Among the rest, 11% would not support an educational program. These tend to be \$100,000+ income households (although the vast majority do support a program).

Table 7 **Support for an Educational Program to Increase Recycling of Plastic Bags**



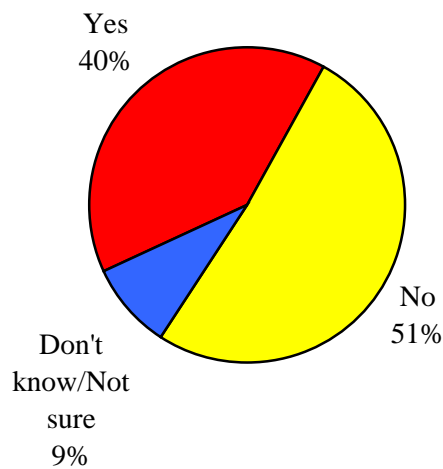
Support for a Ban on Plastic Bags – The majority (54%) of ESD customers do not support a ban on plastic bags (42%) or are not sure (12%). The remaining 46% would support such a ban. Support for a ban is elevated among women (51% versus 39% of men), progressively newer current address residents, renters (50% versus 44% of homeowners) and households with annual incomes between \$25,000 and \$49,999. Meanwhile, about one-half of households with incomes of excess of \$50,000 do not support a ban. Men and older customers are also more likely to be unsupportive of a ban on plastic bags.

Table 8 **Support for a Ban on Plastic Bags**



Support for a Small Fee Charged by Retailers to Reduce Plastic Bag Use – A slight majority (51%) do not support a small fee charged by retailers to reduce plastic bag use. Another 9% are not sure. Four of ten support the retailer fee – more often renters (48% versus 37% of homeowners), 18 to 44 year-olds (50%), progressively newer residents and customers with household incomes between \$35,000 and \$49,999. On the other hand, most men (56%), the lowest and highest income households, 11+ year residents (58%) and customers 45 or older (especially those 65+) do not support the fee.

Table 9 **Support for a Small Fee Charged by Retailers to Reduce Plastic Bag Use**



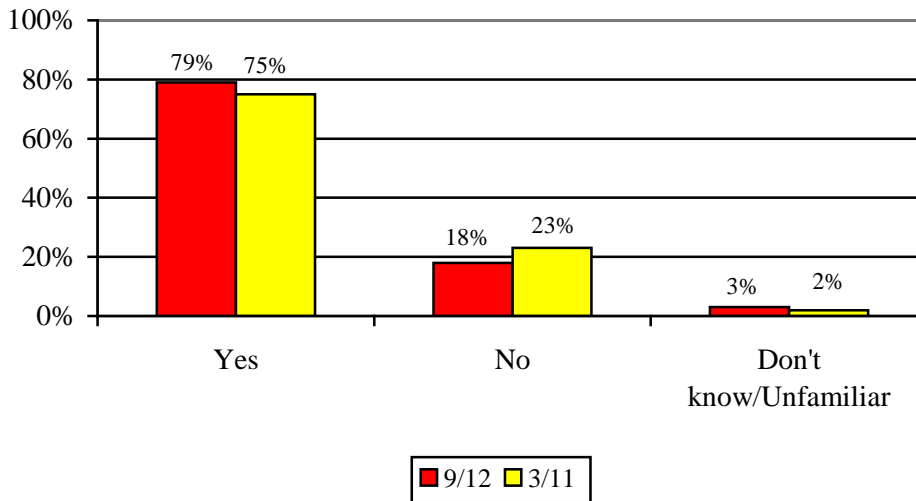
Brush & Bulky Program Evaluations

Brush & Bulky Scheduled Service Usage – Up from three of four in the 2011 study, 79% of ESD customers in the current survey indicate that they use the twice a year scheduled Brush & Bulky service. Usage is highest among homeowners (85% versus 65% of renters) and customers 55 or older.

Another 18% indicate they do not use the scheduled Brush & Bulky service (down from 23% last year). These non-users tend to be renters (30%), lower income (under \$25,000) households (34%) and the newest residents at their current address (for two years or less) (29%) – as well as those few who do not currently use the Blue Barrel service (48%).

As we found last year, just 3% are unsure or unfamiliar with the Brush & Bulky scheduled service.

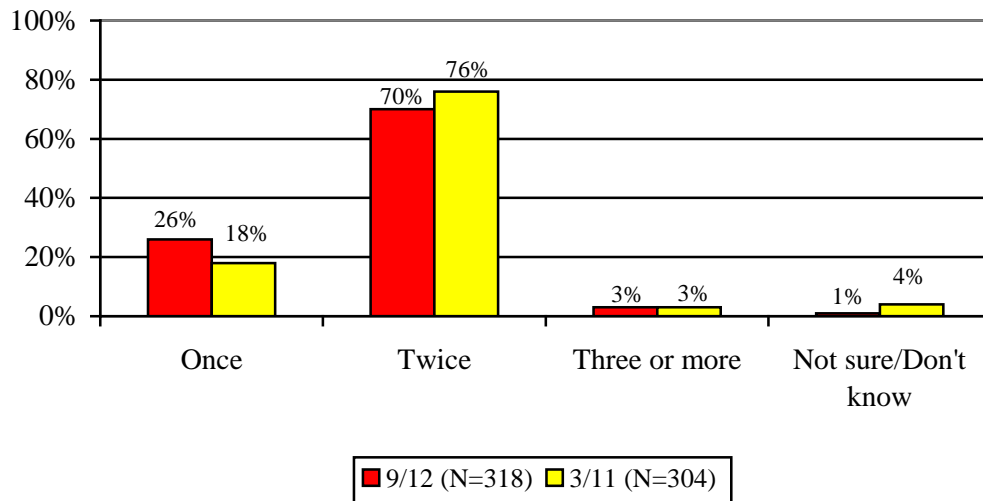
Table 10 Brush & Bulky Scheduled Service Usage



Number of Times Per Year Brush & Bulky Service Used – Seven of ten Brush & Bulky customers utilize the service twice per year. This is down from 76% last year. Instead, a few more are single-use Brush & Bulky customers (from 18% to 26%) – while few (3%, unchanged since last year) use the service 3+ times per year.

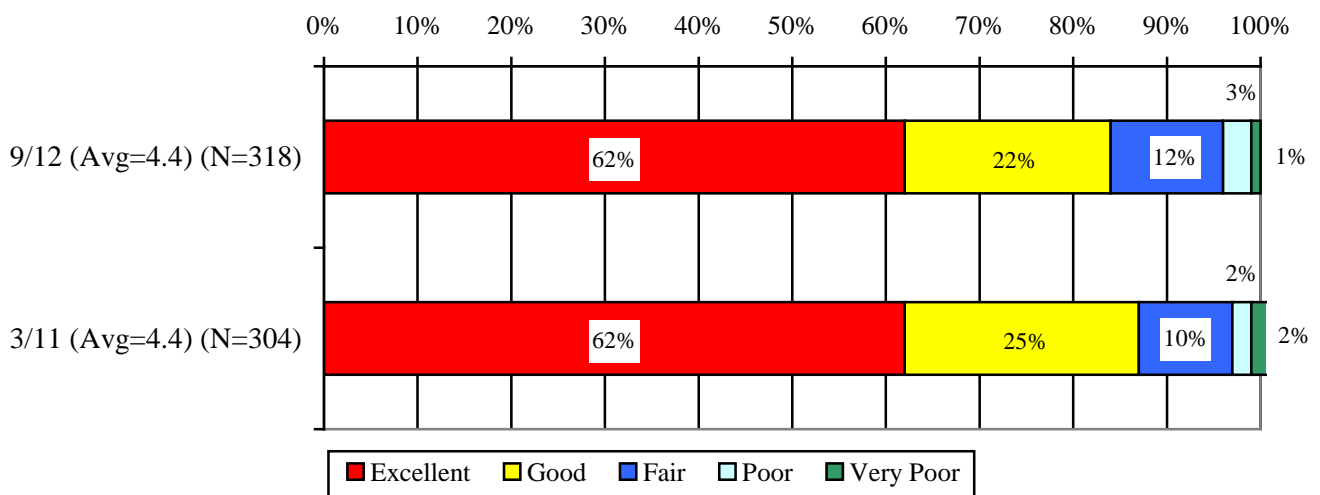
Homeowners are generally reflective of overall Brush & Bulky service usage patterns. Instead, it is renters who are more apt to be single-use Brush & Bulky customers (35%). These single-use customers tend to be 18 to 34 year-olds, low income households and 3-to-10 year residents at their current address.

Table 10a Number of Times Per Year Brush & Bulky Service Used
(Among Those Who Have Used the Service)



Rating of the Brush & Bulky Service – As we found last year, Brush & Bulky program users are very positive about their service. Identical to last year, 62% of users rate the Brush & Bulky program as “excellent” – while 22% consider it “good.” Only 4% are negative to any degree. This results in 4.4 average score on the “1-to-5” rating scale, unchanged since the 2011 survey. “Excellent” scores are higher among homeowners (64%) than renters (56%), and directly related to overall ESD satisfaction. On average, ratings are consistently positive regardless of demographic sub-group.

Table 10b Rating of the Brush & Bulky Service
(Among Those Who Have Used the Service)

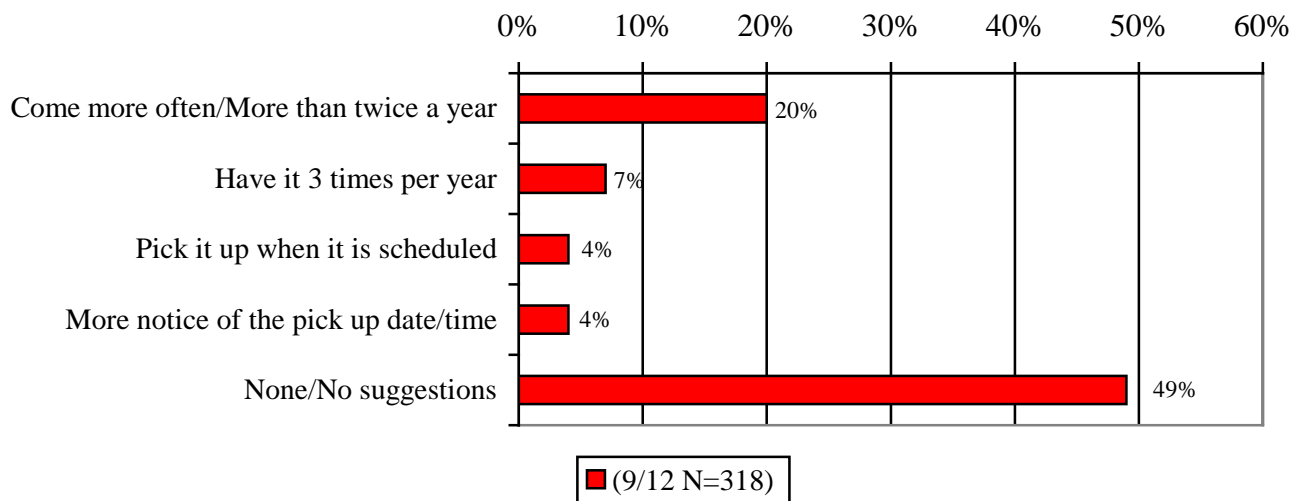


Suggestions for Improving Brush & Bulky Service – Among the 51% of Brush & Bulky users who offer a specific suggestion, the clear recommendation to improve the twice a year scheduled Brush & Bulky service is to increase the frequency of pick-ups. Specifically, 27% suggest that “more than twice a year would be good” (20%) and/or recommend “three times a year” (7%). A few also suggest “quarterly” service (2%).

Among the rest, others suggest “pick-up on the date stated, do not let it sit on streets so long” and/or “more notification” of scheduled pick-up dates (4% each). A few also recommend “expand the material they pick up” (2%).

Refer to the Verbatims section in the Appendix (pages V5-V10) for a complete listing of user recommendations to improve the Brush & Bulky service.

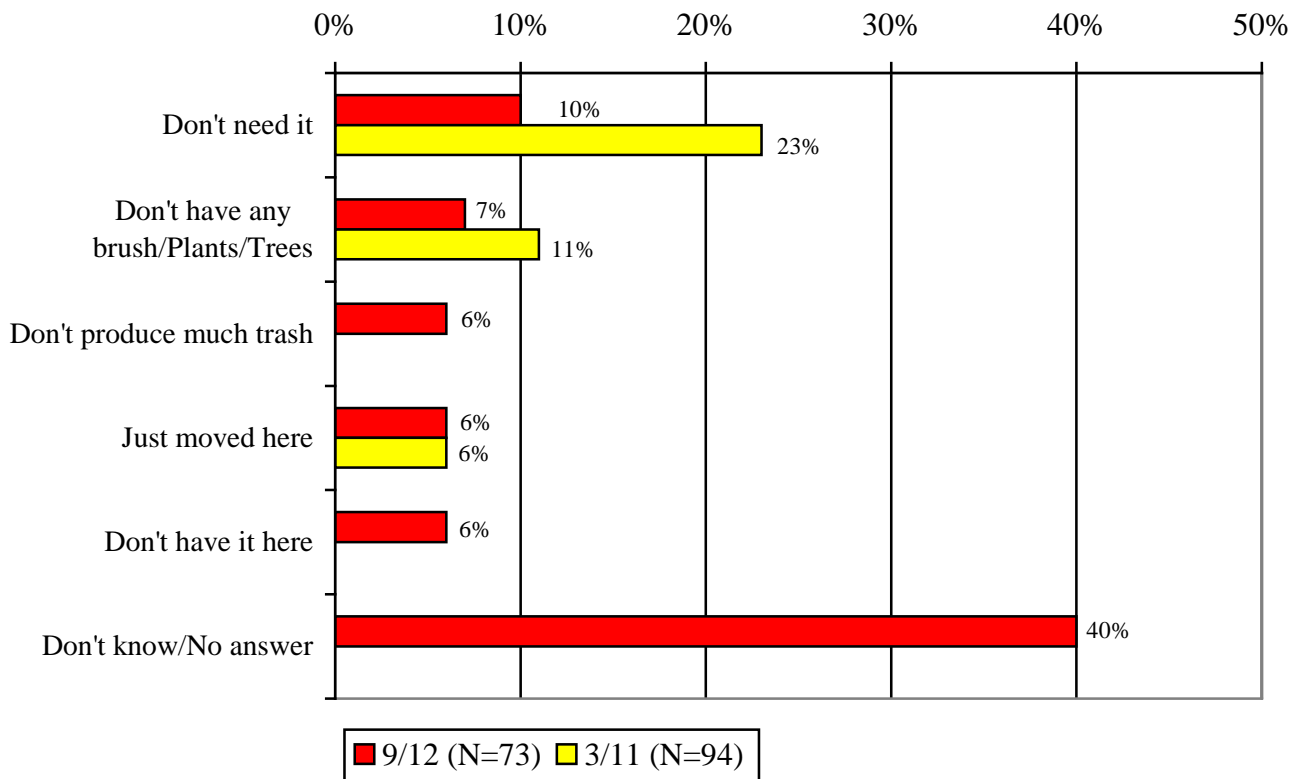
Table 10c Suggestions for Improving Brush & Bulky Service
 (Among Those Who Have Used the Service)
 (See Verbatims in the Appendix Pages V5-V10)



Reasons for Not Using Brush & Bulky Pick-Up Service – As we found last year, those customers who do not currently use the Brush & Bulky service (18% of the total sample) most often say they “don’t need the service” and/or “don’t have any brush and bulky to pick up.” More generally, some indicate they “don’t produce some trash.” Others claim the service is not available or not needed in their current location (“live in a townhouse with an HOA,” “live in a community where landscaping is taken care of,” “I have a gardener that hauls everything away”). Some “haven’t lived here long enough to have service.” Several (typically renters and new residents [two years or less] at their current address) offer no specific reason for not using the Brush & Bulky pick-up service.

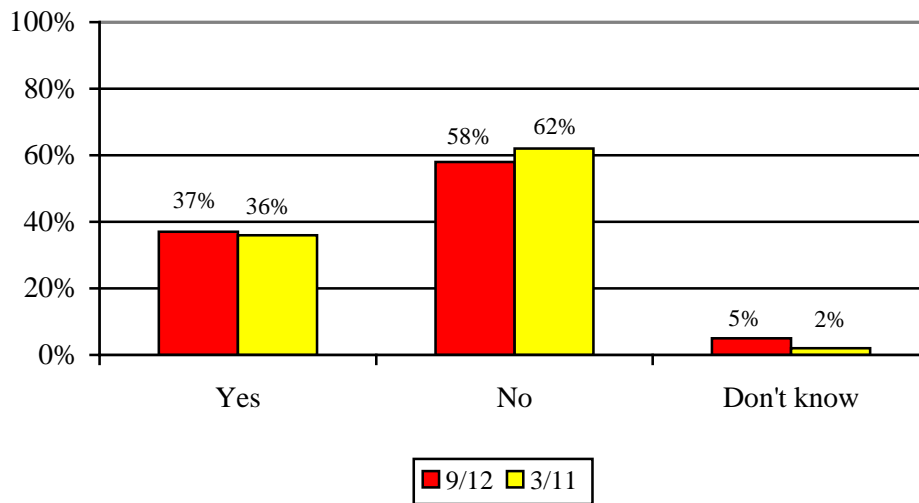
See the Verbatims (pages V13-V14) in the Appendix for a complete listing of reasons for not using the Brush & Bulky service.

Table 11 Reasons for Not Using Brush & Bulky Pick-Up Service
 (Among Those Who Do Not Use the Service)
 (See Verbatims in the Appendix Pages V13-V14)



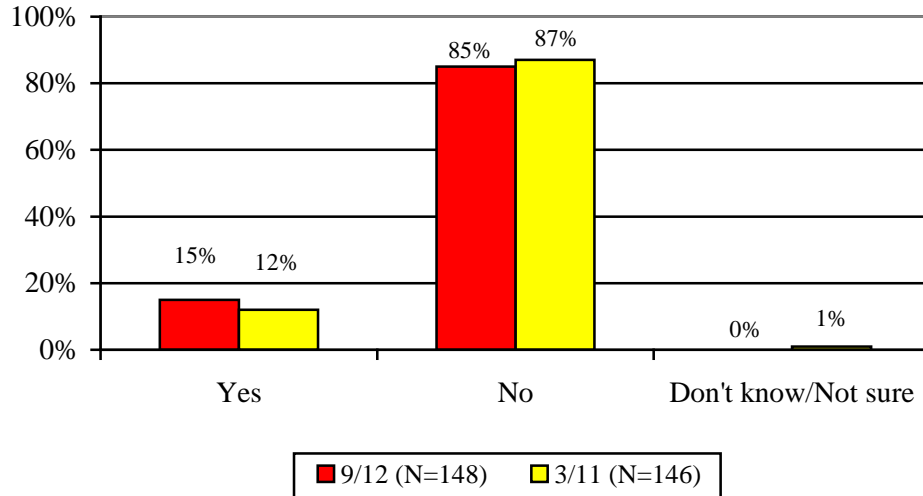
Awareness of Fee-Based Special Brush & Bulky Service – Highly consistent with last year, 37% of ESD customers say they are aware a fee-based special Brush & Bulky service (“call Environmental Services at any time to schedule a special Brush & Bulky pick-up for an additional fee”). Awareness is consistent among homeowners (36%) and renters (37%), and higher among lower income households, long-term (11+ years) current address residents and the oldest (65+) customers. Three of four non-users of the regular Brush & Bulky service (76%) are not aware of the special service (67%) or are unsure about it (9%).

Table 12 Awareness of Fee-Based Special Brush & Bulky Pick-Up



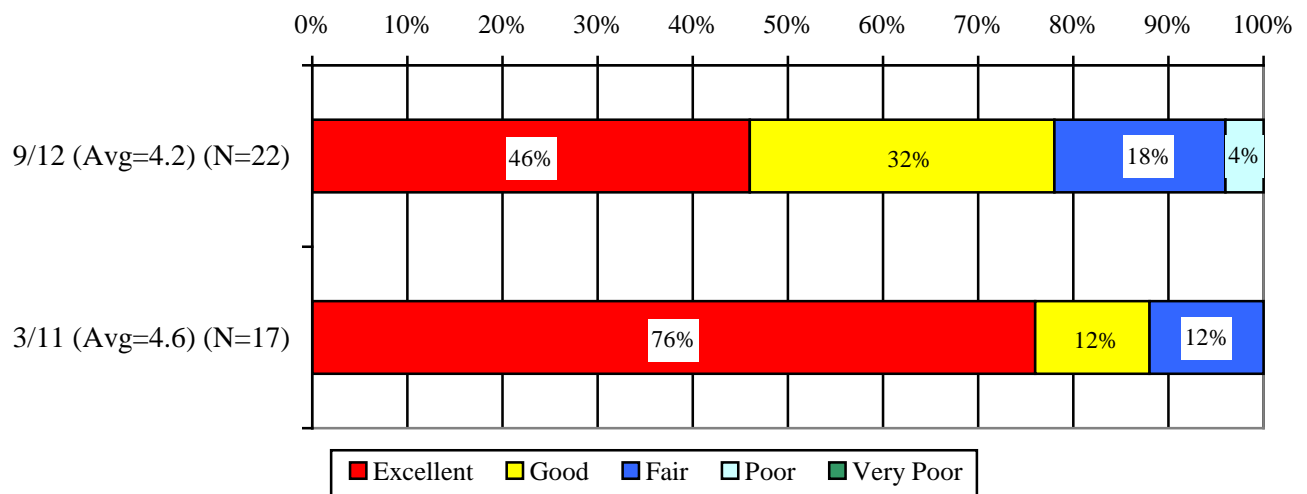
Usage of Fee-Based Special Brush & Bulky Service – Among the 37% of customers aware of the special Brush & Bulky service, 15% report using the service. These tend to be lower income households. Among the total sample, this represents 5.4% overall usage of the special Brush & Bulky service (up from 4.2% overall usage in the 2011 study).

Table 12a Usage of Fee-Based Special Brush & Bulky Pick-Up
(Among Those Familiar With the Service)



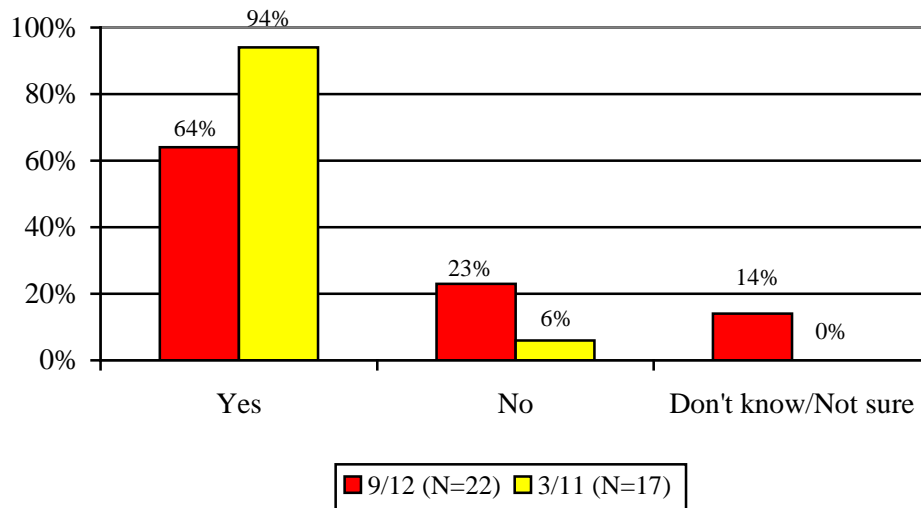
Overall Rating of the Fee-Based Special Brush & Bulky Pick-Up Service – While the vast majority of past-users of the special Bulk & Brushy pick-up continue to indicate a positive (a good [“4”] or excellent [“5”]) rating of the service (78% versus 88% in 2011), fewer indicate an “excellent” score (46%, down from 76%). Most of the rest (18%) indicate a “fair” rating. And only 4% (one user) in the current study offers a negative evaluation – resulting in a 4.2 average score on the “1-to-5” scale (down from 4.6 last year).

Table 12b Overall Rating of Fee-Based Special Brush & Bulky Pick-Up Service
(Among Those Who Have Used the Service)



Good Value for the Cost of Fee-Based Special Brush & Bulky Pick-Up – Among the 22 special Brush & Bulky service users in the current study, 14 (or 64%) feel it was a good value for the cost. This is down from 94% (16 of 17) last year. Instead, the remaining 37% of past-users in the current study say it was not a good value (23%) or are unsure (14%).

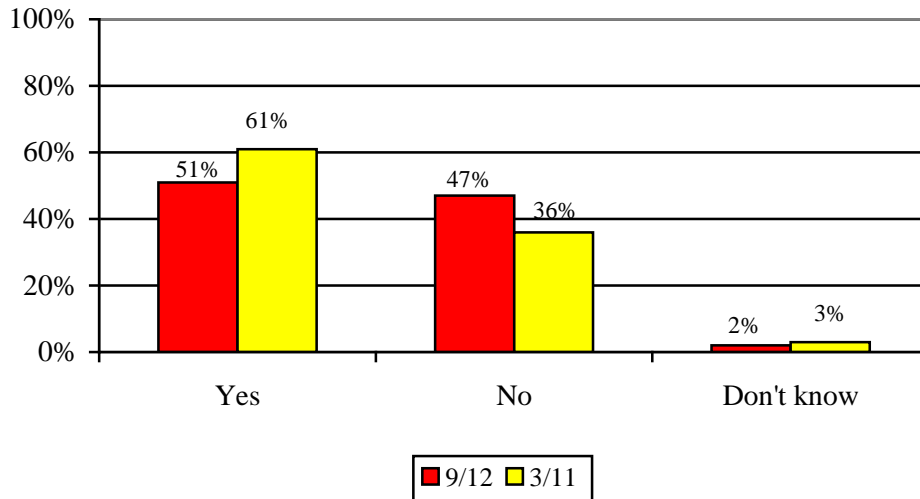
Table 12c **Good Value for the Cost of Fee-Based
Special Brush & Bulky Pick-Up**
(Among Those Who Have Used the Service)



Household Hazardous Waste Program Evaluations

Awareness of the Household Hazardous Waste Program – Down from 61% last year, 51% of customers in the current survey say that they are familiar with the Household Hazardous Waste Program. Awareness is elevated among the most long-term (11+ year) current address residents, the oldest customers (65+) and highest income households (\$100,000+). Familiarity is marginally higher among homeowners (53%) as compared to renters (47%). Those unfamiliar (47% overall) tend to be the youngest customers (18 to 34) and residents at their current address for less than 10 years – as well as non-users of Brush & Bulky or Blue Barrel programs.

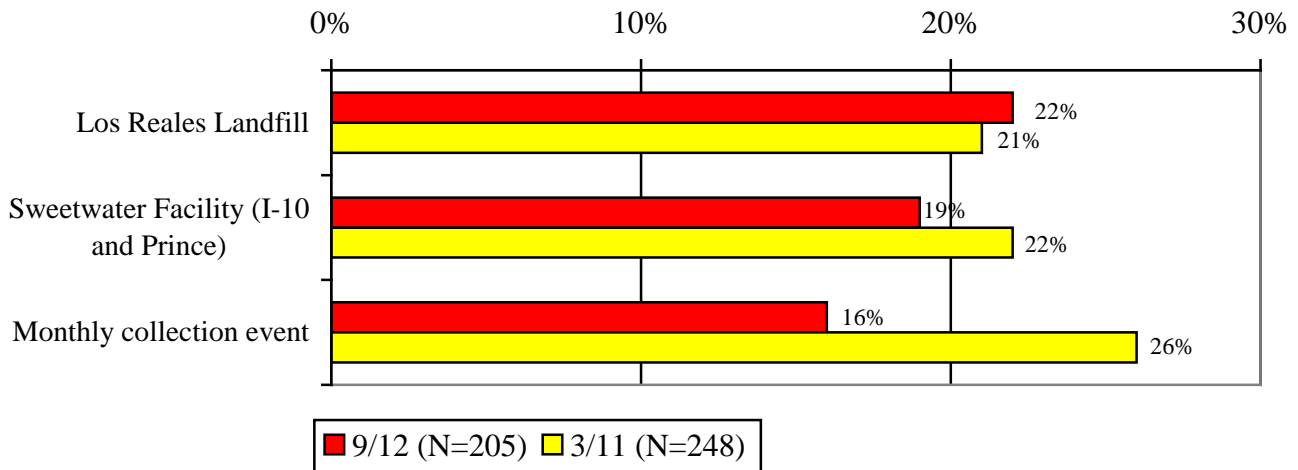
Table 13 Awareness of Household Hazardous Waste Program



Locations Used to Drop Off Household Hazardous Waste – Customers familiar with the Household Hazardous Waste Program (51% of the total sample) have utilized the following drop off locations:

- **Los Reales Landfill** (22% usage, up slightly from 21% last year. Users skew male and tend to be 55+ and long-term residents at their current address – with patronage among both renters [26%] and homeowners [21%.])
- **Sweetwater Facility** (19% usage, down slightly from 22% last year. Consistent usage regardless of length of residency at current address, including both renters [16%] and homeowners [20%]. Increased usage among 55 to 64 year-olds and \$100,000+ income households.)
- **A monthly collection event** (16%, down from 26% last year. Users tend to be homeowners [18% versus 11% of renters], women, the oldest customers [65+] and the most long-term residents at their current address.)

Table 14 Locations Used to Drop Off Household Hazardous Waste (Among Those Aware of the Program)



Household Hazardous Waste Scheduled Pick-Up Fee Elasticity – Among all residential customers, 27% are willing to pay a \$25 fee for a scheduled pick-up of household hazardous waste at their home. If the fee is lowered to \$15, the willingness to pay increases by 70% to 46% overall. This is particularly true among newer (for two years or less) residents at their current address (53%). If the fee is reduced further to \$10, the willingness to pay increases by another 35% – to 62% overall. This includes a majority of customers regardless of length of residency at current address, even 11+ year residents (53%).

These findings suggest a fee level of \$10 (to slightly higher) for scheduled at home pick-up of hazardous waste.

How do these findings compare to last year? Overall, they reflect an increase in the willingness to pay \$15 or \$10 for at home service. And this is the case regardless of length of residence at current address.

Table 15 Willingness to Pay Various Amounts for a Scheduled Pick-Up of Household Hazardous Waste at Home

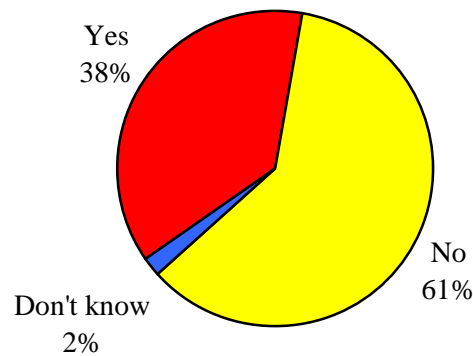
Fee Level	3/11 Total Sample (N=408)		9/12 Total Sample (N=403)	
	Yes, Would Pay		Yes, Would Pay	
	%	Cumulative	%	Cumulative
\$25	28%	28%	27%	27%
\$15	12%	40%	19%	46%
\$10	11%	51%	16%	62%

Fee Level	0-2 Year Residents at Current Address (N=130)		3-10 Year Residents at Current Address (N=128)		11+ Year Residents at Current Address (N=136)	
	Yes, Would Pay		Yes, Would Pay		Yes, Would Pay	
	%	Cumulative	%	Cumulative	%	Cumulative
\$25	32%	32%	30%	30%	19%	19%
\$15	21%	53%	18%	48%	18%	37%
\$10	18%	71%	13%	61%	16%	53%

Potential Yard Waste Recycling Program Evaluations

Current or Potential Use of Mulch for Landscaping – Nearly four of ten residential ESD customers (38%) indicate they are interested in using (or currently use) mulch for landscaping. Mulch users tend to be 35 to 44 year-olds, renters (42% versus 36% of homeowners), progressively newer residents at their current address and those with annual household incomes between \$50,000 and \$99,999.

Table 16 Current or Potential Use of Mulch for Landscaping



Interest in Various Programs as Part of a Yard Waste Collection/Recycling – Current/Potential mulch users (38% of the total sample) indicate significant interest in the two programs evaluated, including:

- **A separate green barrel to be collected by Environmental Services** (74% interest, with no difference based on home ownership/rental status. Interest in a separate green barrel is higher among 35 to 44 year-olds, 3-to-10 year residents at their current address and customers with annual household incomes between \$35,000 and \$99,999.)
- **A service to chip your site’s green waste into mulch** (64% interest, including both homeowners and renters and regardless of length of residence at current address. Women, 18 to 44 year-olds and customers with incomes between \$35,000 and \$49,999 indicate the most interest.)

Table 17 Interest in Various Programs as Part of Yard Waste Collection/Recycling (Among Current/Potential Mulch Users)

(9/12 N=151)	Yes	No	Don't Know
A separate green barrel to be collected by Environmental Services	74%	17%	9%
A service to chip your site’s green waste into mulch	64%	27%	9%

Green Barrel Yard Waste Collection Service Fee Elasticity – Among current/potential mulch users interested in a separate green barrel yard waste collection service (28% of all customers), 26% indicate that they would be willing to pay \$15 per month for the service. If the fee is lowered to \$10 per month, willingness to pay increases by 81% – to 47% cumulative support. If the monthly fee is further reduced to \$7.50, willingness to pay grows by 26%, increasing to 59% cumulative support. A majority are willing to pay the \$7.50 monthly fee, regardless of Brush & Bulky service usage or length of residence at current address (including 69% of 11+ year residents).

These findings suggest that 59% of customers interested in a separate green barrel collection service would accept a \$7.50 monthly fee – with nearly one-half willing to accept a \$10 monthly fee (47%).

Table 18 Willingness to Pay Various Amounts for Green Barrel Yard Waste Collection Service (Among Current/Potential Mulch Users Interested in Green Barrel Services)

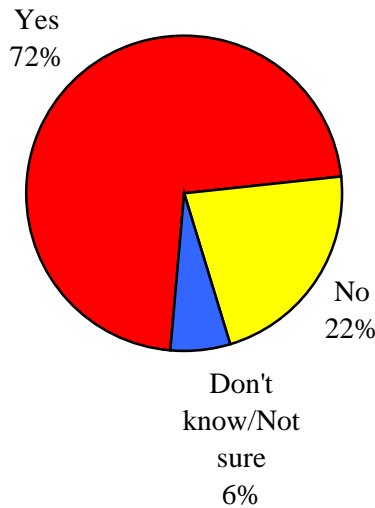
Fee Level	9/12 Sub-Sample (N=112)		Regular Brush & Bulky Service User (N=98)		Regular Brush & Bulky Service Non-User/Unfamiliar (N=14)	
	Yes, Would Pay		Yes, Would Pay		Yes, Would Pay	
	%	Cumulative	%	Cumulative	%	Cumulative
\$15	26%	26%	24%	24%	36%	36%
\$10	21%	47%	21%	45%	14%	50%
\$7.50	12%	59%	12%	57%	7%	57%

Fee Level	0-2 Year Residents at Current Address (N=43)		3-10 Year Residents at Current Address (N=39)		11+ Year Residents at Current Address (N=20)	
	Yes, Would Pay		Yes, Would Pay		Yes, Would Pay	
	%	Cumulative	%	Cumulative	%	Cumulative
\$15	30%	30%	23%	23%	24%	24%
\$10	23%	53%	21%	44%	25%	49%
\$7.50	7%	60%	15%	59%	20%	69%

ESD Communication and Website Evaluations

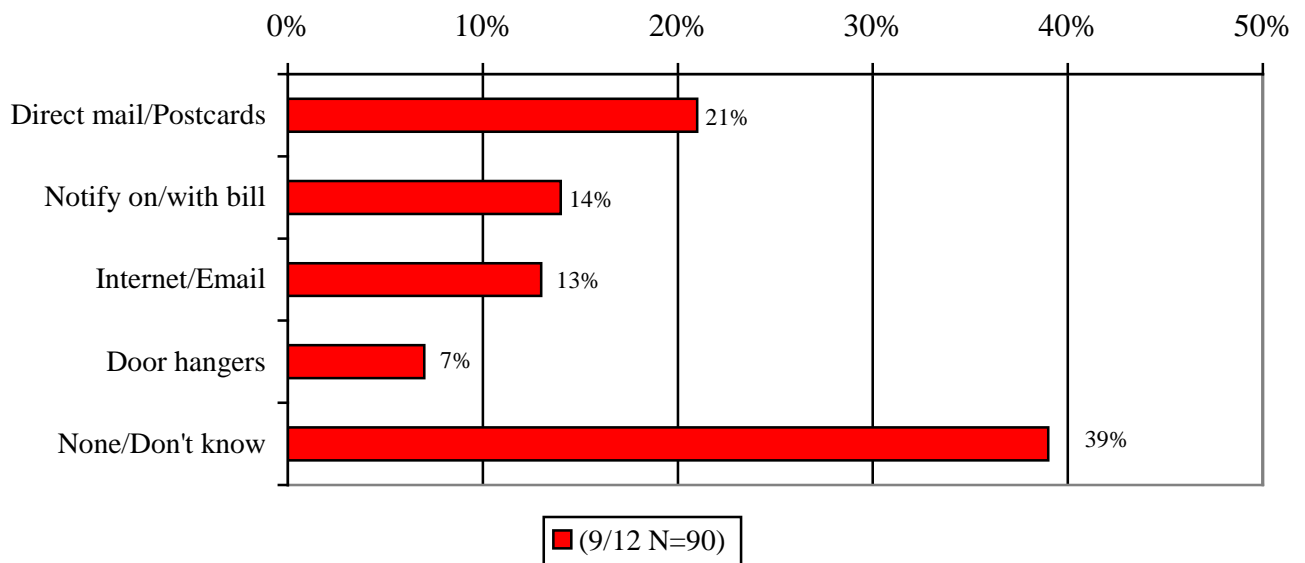
Sufficiency of Current Methods of Notifications of Pick-Up Schedule Changes – Among the total sample, 72% say that the current methods of notification of pick-up schedule changes – through local news media (TV, radio, newspaper) and the web (website, social media) – are sufficient. This is true regardless of gender, overall ESD rating or home ownership, with elevated satisfaction among progressively longer-term residents and those 45 to 64. Customers who think current methods of notification are not sufficient (22% overall) tend to be the newest residents (for two years or less) at their current address.

Table 19 **Sufficiency of Current Methods for
Notification of Pick-Up Schedule Changes**



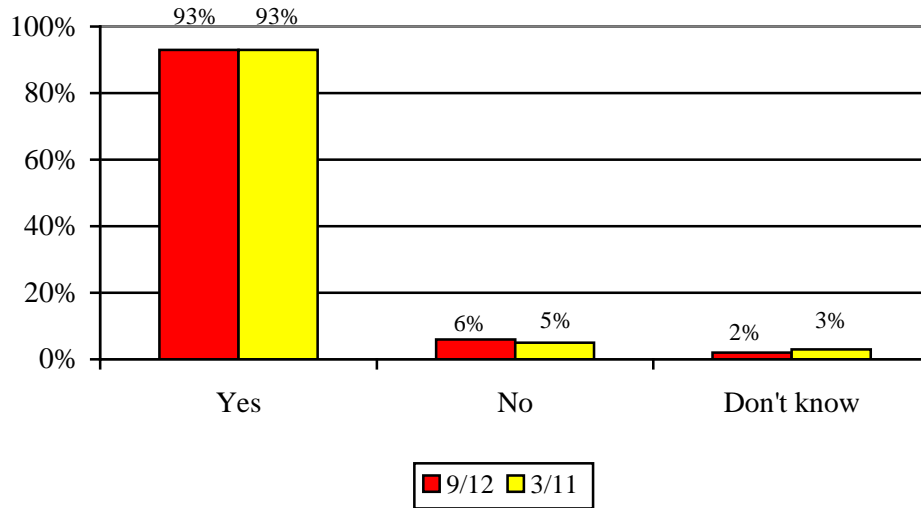
Suggestions for Other Means of Notification – Customers not satisfied with the current means of notification for pick-up schedule changes (22% of the total sample) were asked to suggest alternate means of notification. Four of ten customers offer no specific recommendation. Among the rest, two of ten suggest “something in the mailbox” (“mail a card,” “direct mail”) (21%). Others would like notification in utility bills (“an insert in my bill,” “put in the water bill”) (14%) or say “email would work better” (13%). A few suggest “door hangers” (7%). Turn to pages V15-V16 in the Appendix for a complete listing of suggestions.

Table 19a **Suggestions for Other Means of Notification of Pick-Up Schedule Changes**
 (Among Those Who Do Not Think Current Methods are Sufficient)
 (See Verbatims in the Appendix Pages V15-V16)



Sufficiency of Door Hanger Notification of Brush & Bulky Service – Among the total sample, and identical to last year, more than nine of ten say that the door hanger is sufficient notice of the Brush & Bulky service (93%). Just 6% say it is not sufficient notice.

Table 20 **Sufficiency of Door Hanger Notification of Brush & Bulky Service**



Communication Resources Used for Information About Environmental Services –

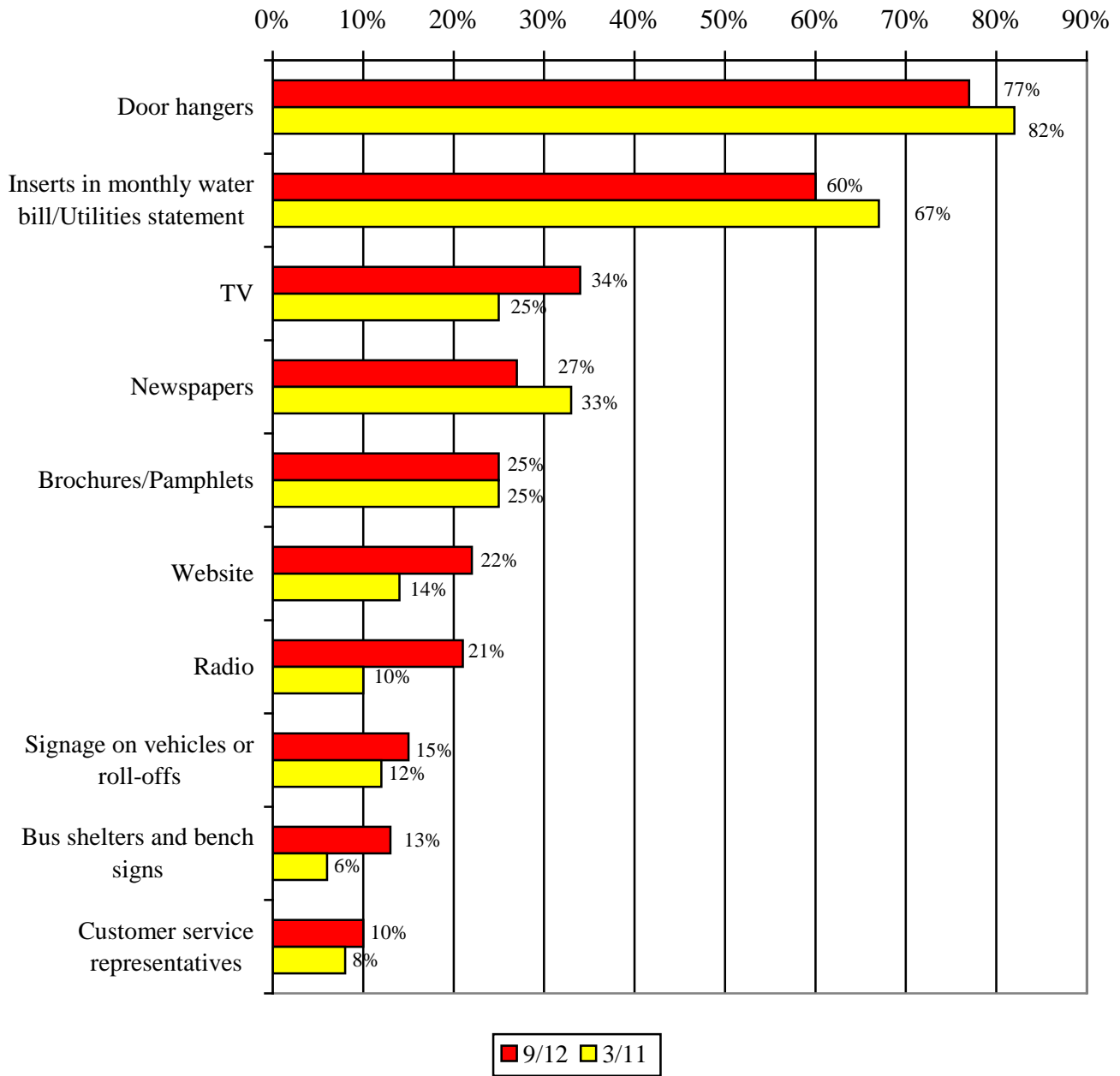
All residential customers were asked by which means they get information about Environmental Services. As reflected in Table 21, three of four mention **door hangers** (77%, down slightly from 82% in 2011), and six of ten have received **inserts in their bills** (60%, down from 67%). Like last year, Brush & Bulky service users, homeowners and those who have been in their current residence for 3+ years are more apt to mention door hangers. Meanwhile, bill inserts are recalled more often by women and 55 to 64 year-olds.

One-third mention seeing ESD information in **news stories on television** (34%, up from 25%), while slightly fewer have seen information in **news stories in the newspaper** (27%, down from 33%) or **brochures/pamphlets** (unchanged at 25%). Like last year, there is greater recall for all of these sources among Brush & Bulky users. Television and newspaper stories are recalled more often by homeowners.

About two of ten have seen information on the ESD on a **website** (22%, up from 14%) or heard it on the **radio** (21%, up from 10%). Websites are more apt to be mentioned by customers in their homes 10 years or less. Website and radio recall are higher among customers with annual household incomes between \$35,000 and \$99,999.

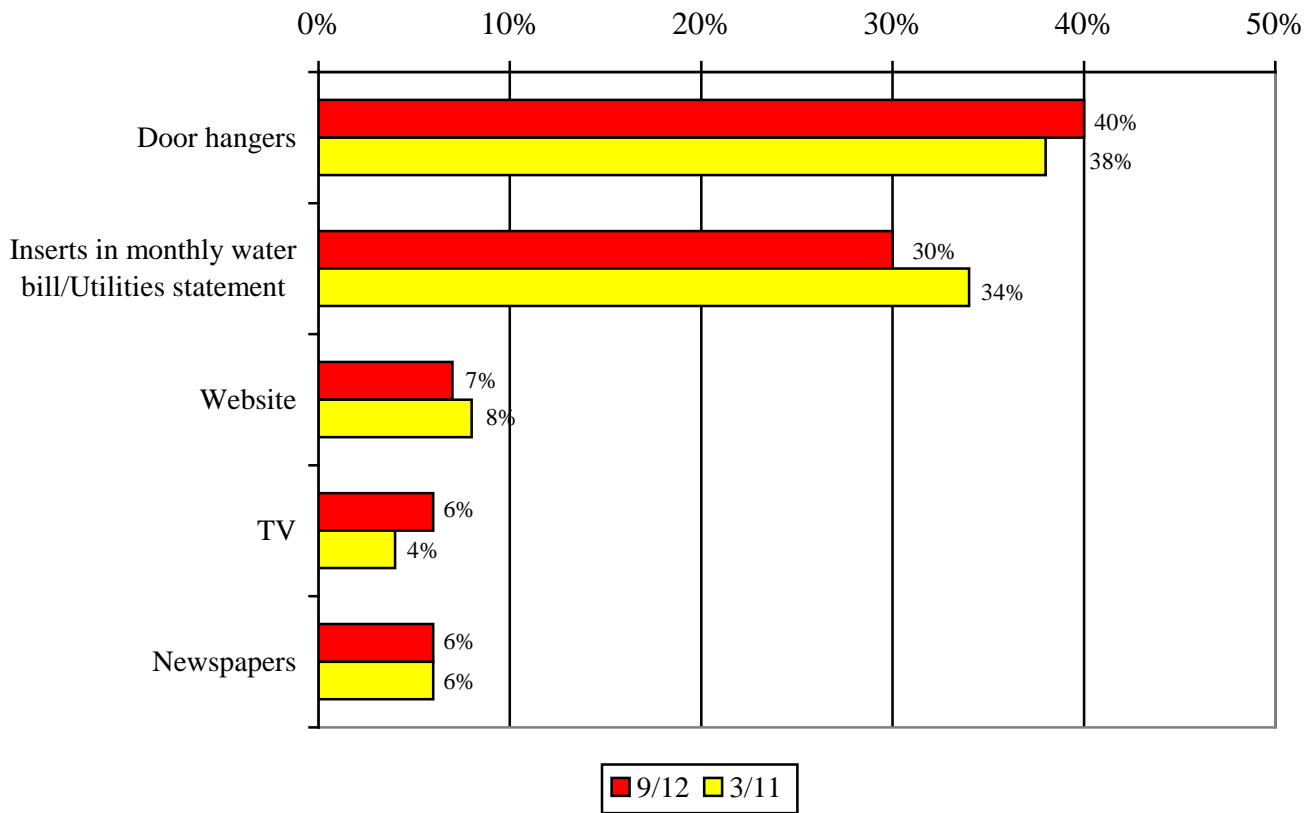
Table 21

Communication Resources Used for Information About Environmental Services



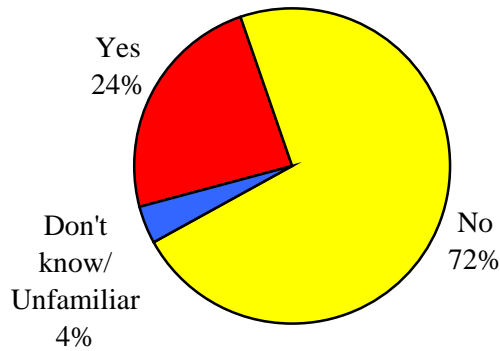
Best Way to Provide Information About Environmental Services – When asked to select which of these information sources was the *best* way to provide information about ESD, **door hangers** remain the most preferred (40%, up slightly from 38% in 2011), followed by **inserts in water bills or utility statements** (30%, down from 34%). Less than one of ten overall most prefer **websites** (7%, down marginally from 8%), **television** (6%, up from 4%) or **newspapers** (unchanged at 6%). Brush & Bulky and/or Blue Barrel service users are more apt to favor door hangers as the best means of communication, with little difference based on home ownership or length of residence at current address. Water/Utility bill inserts are more apt to be favored by customers who have lived in their current residence for 3+ years and those with the lowest (under \$25,000) or highest (\$100,000+) annual incomes.

Table 22 **Best Source to Provide Information About Environmental Services**



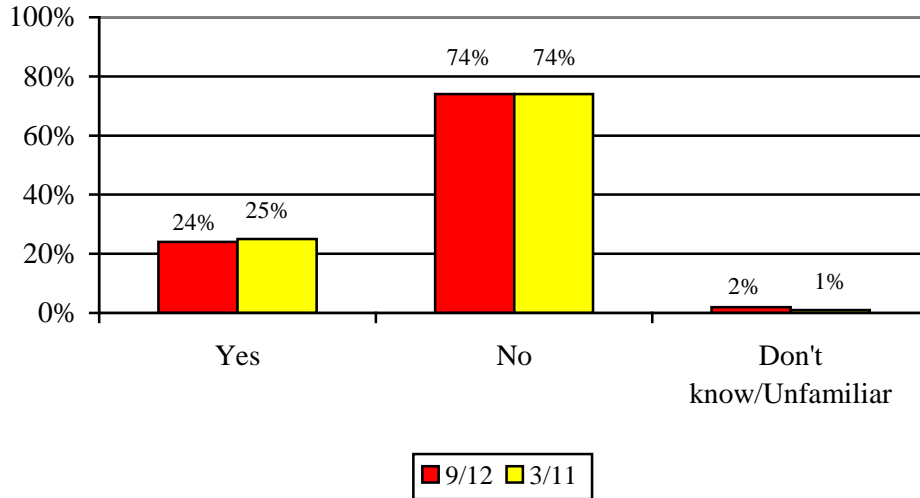
Potential of Following ESD on Facebook to Learn About Schedule Changes and Other Information – Customers were asked if they would “follow Environmental Services on Facebook to learn about service schedules, Brush & Bulky pick-up or other general information.” As reflected in Table 25, one of four say they would (24%). These are more apt to be renters, women, customers under 45 and residents at their current address for progressively less time.

Table 23 Potential of Following ESD on Facebook to Learn About Schedule Changes and Other Information



Use of Environmental Services Website – Similar to last year, one of four residential customers say they have used the Environmental Services website (24%). There is little difference based on home ownership or use of the Brush & Bulky and/or Blue Barrel services. Customers 18 to 34 and those in their current residences for 10 or fewer years are more apt to have visited the website, as are those who earn between \$50,000 and \$99,999 annually.

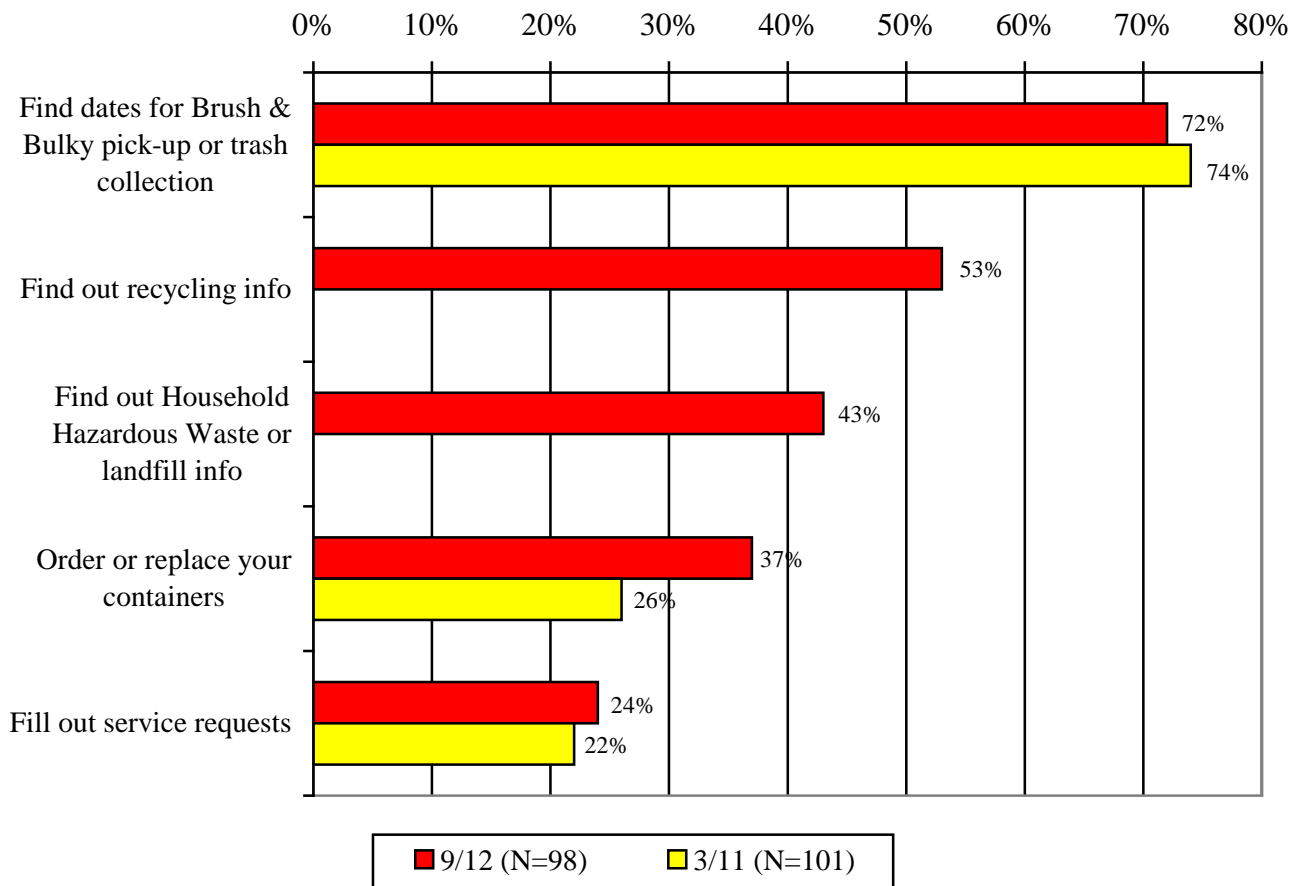
Table 24 Use of Environmental Services Website



Reasons for Using Environmental Services Website – Among ESD website users (24% of the total sample), more than seven of ten have gone to the site to **find dates for Brush & Bulky pick-up or trash collection** (72%, down only slightly from 74% in 2011). Like last year, these tend to be Brush & Bulky users, homeowners and progressively longer-term residents at their current address. New to this survey, a majority say they use the ESD website to **find out recycling information** (53%), particularly progressively shorter-term residents at their current address, current Blue Barrel users and customers 35 to 44. Also new to this survey, more than four of ten go to the ESD website for **finding Household Hazardous Waste or landfill information** (43%). These are more apt to be Brush & Bulky and/or Blue Barrel service users and 3-to-10 year residents at their current address.

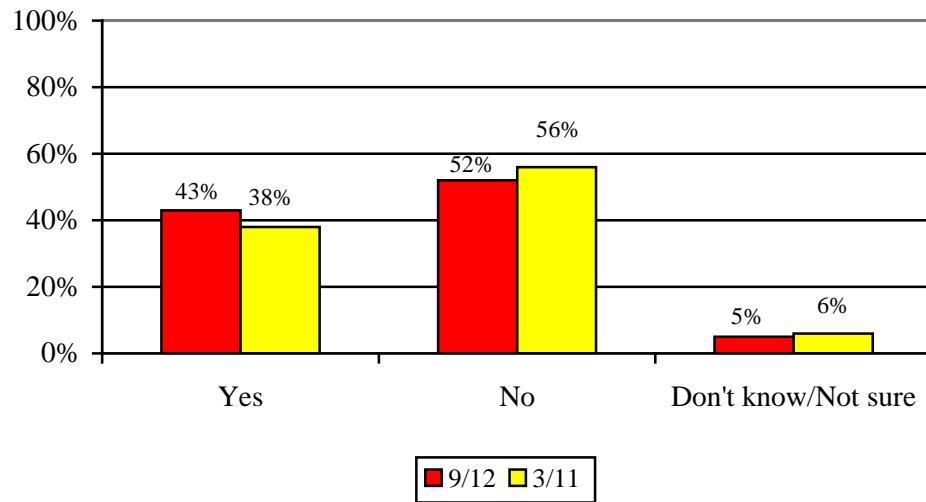
Compared to 2011, more report utilizing the website to **order or replace containers** (37%, up from 26%), especially homeowners and the newest (under two years) or longest-term (11+ years) residents at their current address. A few more are also using the ESD website to **fill out service requests** (24%, up from 22%). These are more apt to be the newest or longest-term residents at their current address, as well as the youngest respondents (18 to 34).

Table 24a Reasons for Using Environmental Services Website
 (Among Those Who Have Used the Website)



Potential Sign-Up for Environmental Services Informational E-Mails – When all residential customers were asked if they would sign up for a service to receive informational e-mails from Environmental Services, more than four of ten say they would (43%, up from 38% in 2011). Progressively newer residents at their current address and customers under 55 years of age are even more apt to be willing to sign up for informational e-mails.

Table 25 Potential Sign-Up for Environmental Services Informational E-Mails



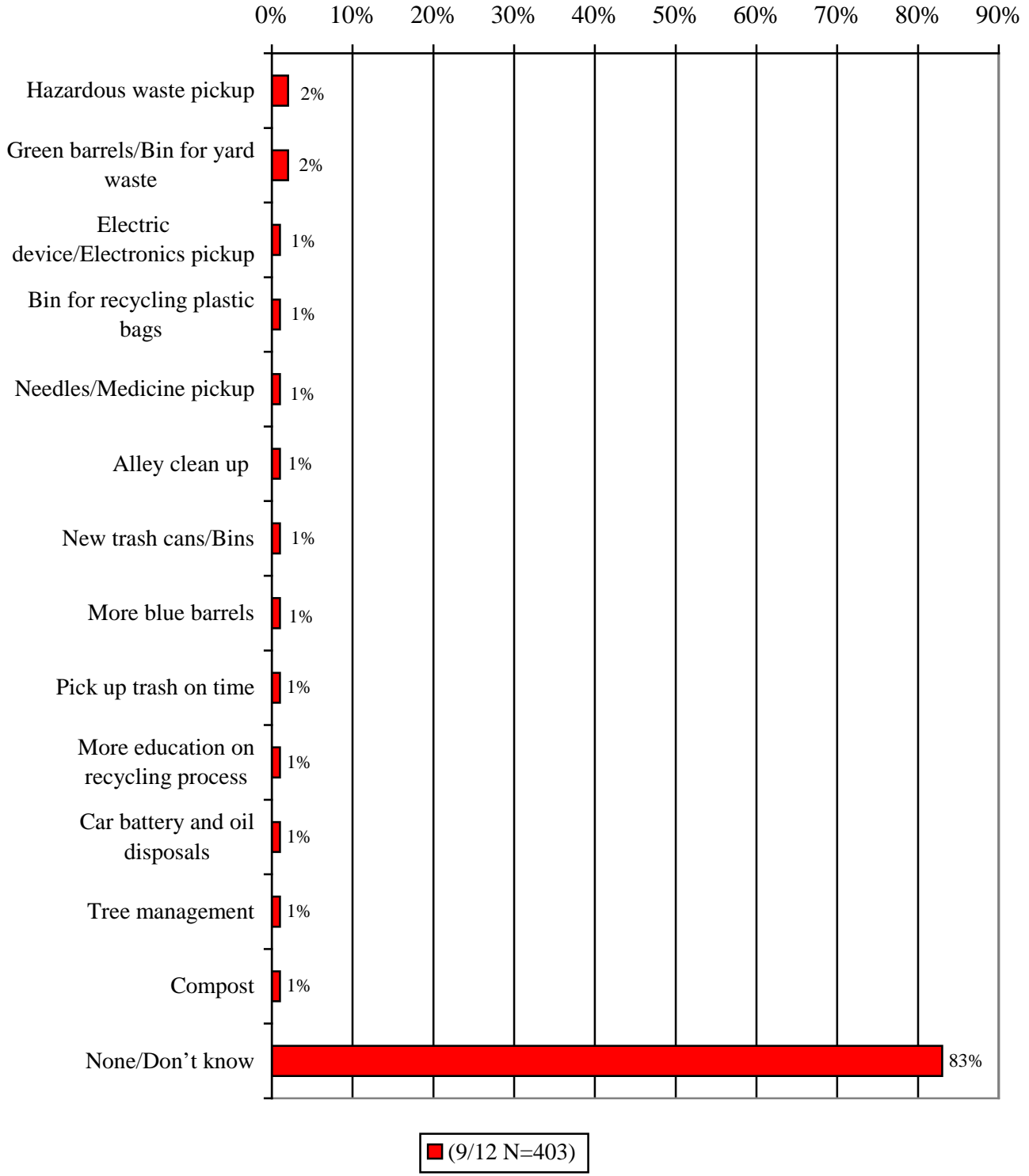
Suggestions and Recommendations for ESD

Other Types of Services the Environmental Services Department Should Offer –

When asked what other types of services the ESD should offer, more than eight of ten customers have no recommendation (83%). Among the rest, no one suggested service stands out. A few mention other types of items for pick-up, such as “old electronics,” “collecting plastic grocery bags,” “medicine pick-up” and/or “car batteries.” Others generally mention more pick-ups or drop-offs of household hazardous waste. Some specifically would like more “green” recycling, including “organic waste, compost” and/or “separate trash for weeds, grass.” A few would like “new trash cans” or “more containers to be able to recycle” (“more Blue Barrels”), as well as “more education on what to recycle.”

Refer to pages V17-V19 in the Appendix for a complete listing of suggested other types of services the Environmental Services Department should offer.

Table 26 Other Types of Services the Environmental Services Department Should Offer
 (See Verbatims in the Appendix Pages V17-V19)



Additional Suggestions, Recommendations or Comments for ESD – As summarized in Table 27, eight of ten customers have no specific suggestions for ESD (81%, up from 51%). A few continue to say that ESD is “doing a pretty good job” (3%, down from 9%). Among the rest, a wide variety of suggestions are made. Several want “more education in schools regarding recycling” or information on all services (“some of these services I have never heard of...you need to find a way to tell people about them if they don't have Internet access”). A few mention expansion or emphasis on specific services, including “something needs to be done to expand the hazardous waste pick-ups” or “a little more attention to the Brush & Bulky program.” A few think the service is “too costly” (“why have you raised your prices so many times in the past year?”).

Some specifically complain about service related to the drivers, including timeliness of pick-up (“the recycling should happen on the days they are supposed to, sometimes they don't come”), trash spillage (“do not pick up all items, drops trash and does not clean up afterwards”) and/or knocking over cans (“they drive too fast down the street and knock over cans frequently”). A few generally suggest “more professional customer service.”

Refer to pages V20-V22 in the Appendix for a complete listing of customer suggestions, recommendations or comments for ESD.

Table 27

**Suggestions or Recommendations
for the Environmental Services Department
(See Verbatims in the Appendix Pages V20-V22)**



**ENVIRONMENTAL SERVICES DEPARTMENT (ESD)
AWARENESS, USAGE, CUSTOMER SATISFACTION
AND PREFERENCES TELEPHONE SURVEY**

(September, 2012)

Appendix

**Survey
Methodology
and Sample
Selection**

This study consists of a 403-person, randomly-selected and statistically-projectable sample of residential customers of the City of Tucson Environmental Services Department (ESD). All respondents were adult (age 18 or older) heads of household. Surveys were distributed among the City's six Wards.

All interviews were conducted by telephone during early September 2012. The fielding was conducted using a computer-assisted predictive dialing system with a client-supplied database of base sample residential ESD customers. Respondents included in this survey were selected through a random sampling procedure that allows equal probability of selection from the database. At least three attempts were made to reach each randomly selected household before replacing it with another randomly selected household. There was only one interview per household. Surveys were conducted in English or Spanish, as preferred by the respondent. A total of 12 surveys were conducted in Spanish by a bilingual FMR interviewer. The telephone interviews lasted 13 minutes on average. Neither the interviewer nor the interviewee had any direct knowledge of the study sponsor. All interviews were conducted and validated by the FMR field staff.

Respondent Characteristics

The following tables reflect the characteristics of the final completed sample of residential Environmental Services Department customers.

Table A-1 Length of Residence at Current Address

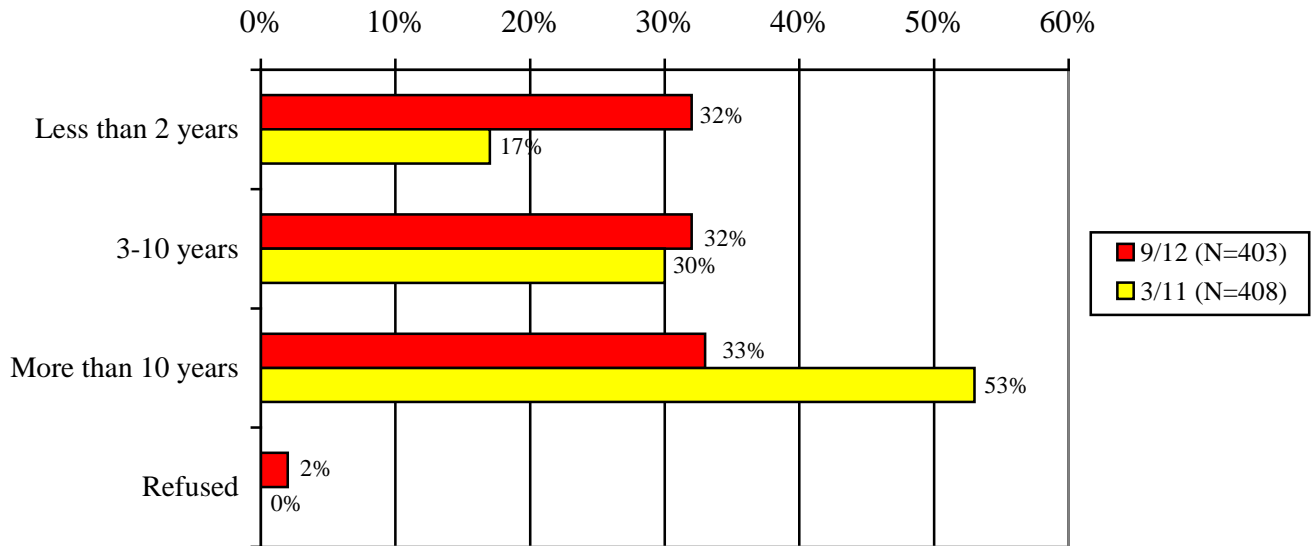


Table A-2 Ownership/Rental of Home

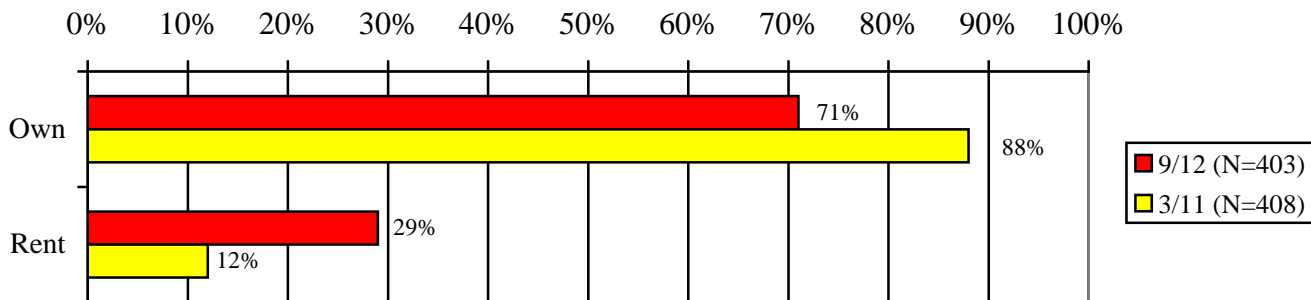


Table A-3

Household Income of Respondents

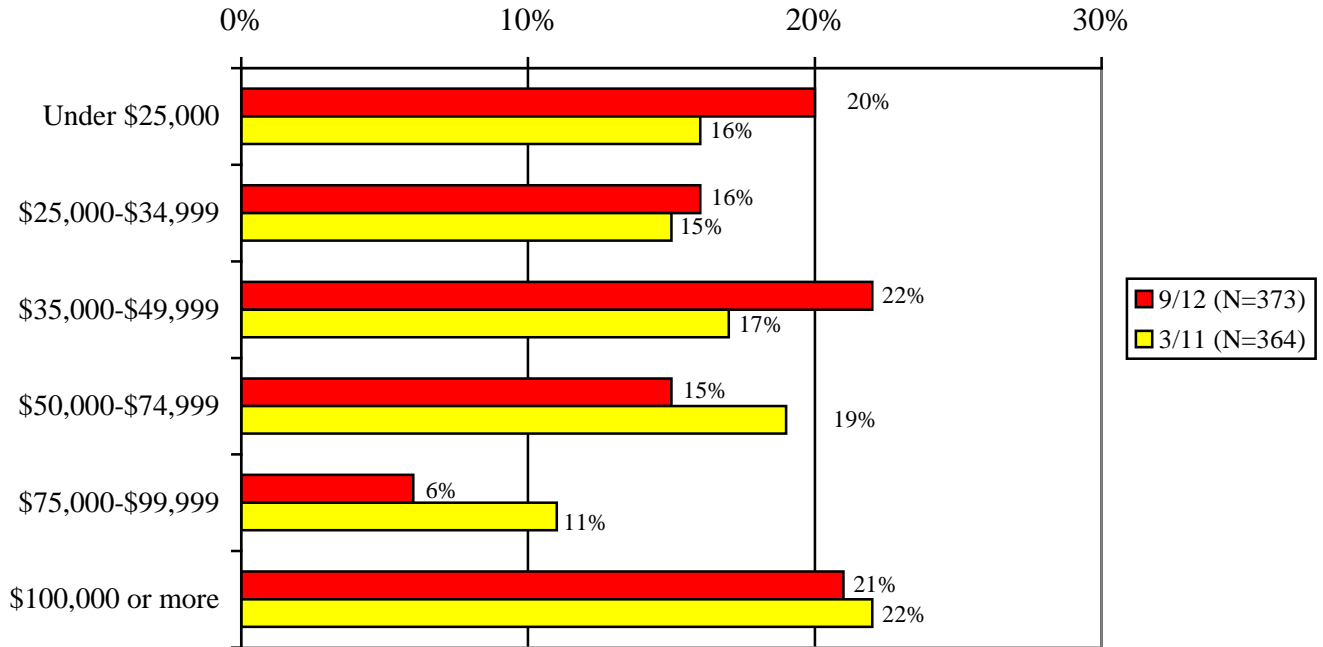


Table A-4

Gender of Respondents

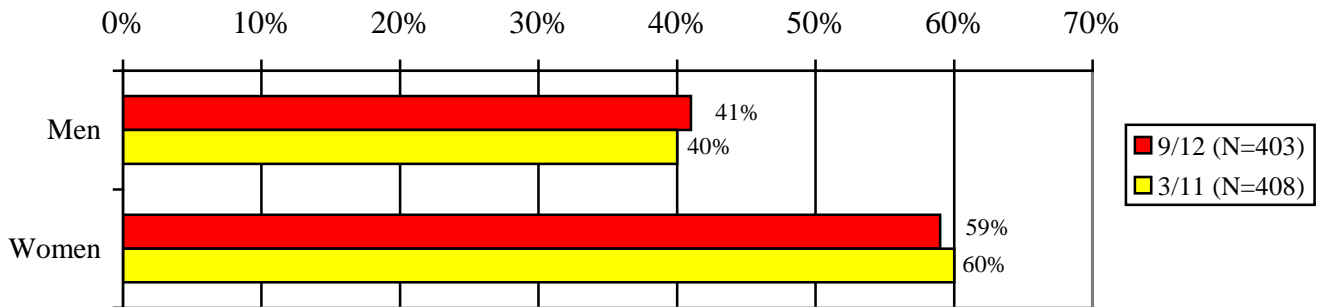


Table A-5

Age of Respondents

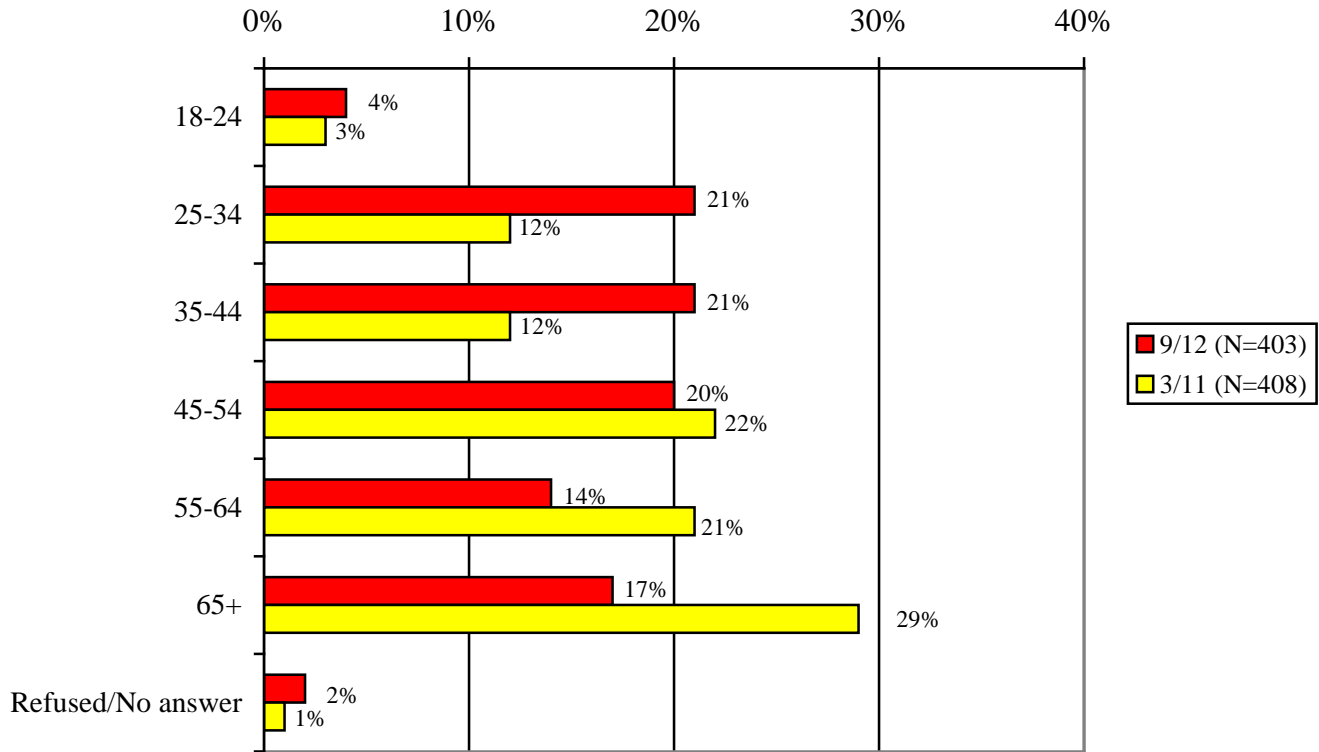
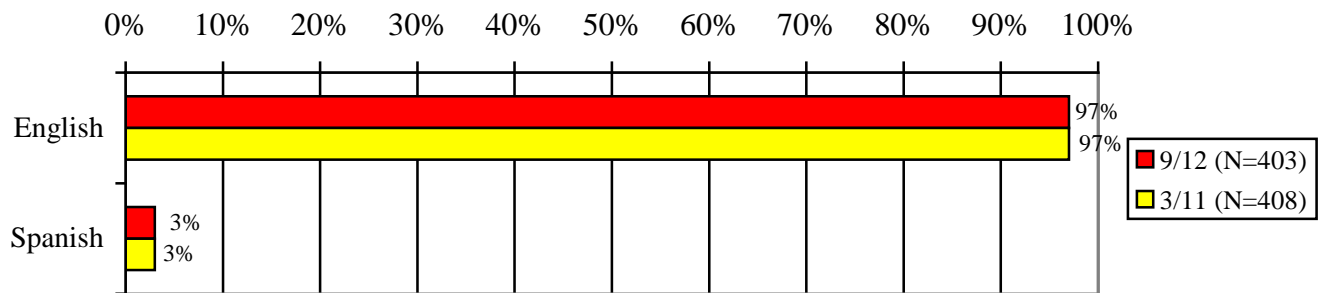


Table A-6

Language of Survey



**Statistical
Reliability**

The statistics in this report are subject to a degree of variation that is determined by sample (or sub-sample) size. All research data are subject to a certain amount of variation for this reason. This does not mean that the figures represented in the various tables are wrong. It means that each percentage represents a possible “range” of response. This is because the random sampling process, as well as human behavior itself, can never be perfect. For this sample, N=400 (rounded), the statistical variation is $\pm 4.9\%$ under the most extreme circumstances – with a 95% confidence level. That is, when the percentages shown in the tables are near 50% (the most conservative situation), the actual behavior or attitude may range from 45.1% to 54.9%. The 95% confidence level means that if the survey were repeated 100 times, in 95 cases the same range of response would result. Those percentages that occur at either extreme (for example, 10% or 90%) are subject to a smaller degree of statistical fluctuation (in this case, $\pm 2.9\%$).

Sub-samples, such as home ownership status or age groups, have a higher degree of statistical fluctuation due to the smaller number of respondents in those groupings.

Confidence Intervals for a Given Percent
(at the 95% confidence level)

N (Base for %)	Reported Percentage				
	10 or 90%	20 or 80%	30 or 70%	40 or 60%	50%
400	2.9%	3.9%	4.5%	4.8%	4.9%
300	3.3%	4.5%	5.1%	5.5%	5.7%
200	4.2%	5.5%	6.4%	6.8%	6.9%
100	5.9%	7.8%	9.0%	9.6%	9.8%
50	8.3%	11.1%	12.7%	13.6%	13.9%
25	11.8%	15.7%	18.0%	19.2%	19.6%

Example: If the table shows that 20% of all respondents (when N=400) have a positive or negative attitude about a question category, the chances are 95 out of 100 that the true value is 20% ± 3.9 percentage points; that is, the range of response would be 16.1% to 23.9%.

Significance of Difference Between Percentages
(at the 95% confidence level)

Average of the Bases of Percentages Being Compared	Reported Percentage				
	10 or 90%	20 or 80%	30 or 70%	40 or 60%	50%
400	4.4%	5.6%	6.5%	7.1%	7.2%
250	5.2%	7.1%	8.1%	8.6%	8.8%
200	5.9%	7.8%	8.9%	9.6%	9.8%
150	6.8%	9.1%	10.3%	11.0%	11.3%
100	8.3%	11.0%	12.7%	13.6%	13.9%
50	11.7%	15.7%	18.0%	19.2%	19.7%
25	16.7%	22.2%	25.5%	27.2%	27.7%

Example: If a table indicates that 35% of homeowners have a positive attitude toward a category of response, and that 26% of renters have the same attitude, the following procedure should be used to determine if this attitude is due to chance:

The average base is 200 (rounded) for the reported percentages $(285+118)/2=201.5$. The average of the percentages is 30.0% – $(35+26)/2=30.5\%$. The difference between the percentages is 9%. Since 9% is greater than 8.9% (the figure in the table for this base and this percentage), the chances are 95 out of 100 that the attitude is significantly different between survey respondents who own or rent their current residence.

Example: (Year Comparisons) If a table indicates that 36% of respondents in 2011 had a positive attitude toward a category of response, and that 44% of respondents in 2012 have the same attitude, the following procedure should be used to determine if this attitude change is due to chance:

The average base is 400 (rounded) for the reported percentages $(408+403)/2=405.5$. The average of the percentages is 40% – $(36+44)/2=40.0\%$. The difference between the percentages is 8%. Since 8% is greater than 7.1% (the figure in the table for this base and this percentage), the chances are 95 out of 100 that the attitude is significantly different between respondents from these two studies.

Display A-1

Final Disposition of Dials

I. Non-Interview Attempts	12,554
(Including disconnected, blocked, no answer, busy, business)	5,454
Refusals	683
“Call back”/Answering Machine	6,417
II. Live Contacts (% of)	
Screening Terminates	
A. Security	12 (2.3%)
B. Language	75 (14.4%)
C. Midway Terminates	<u>30 (5.8%)</u>
Total Terminates	117
Completed Interviews	403 (77.5%)
Total Live Contacts	520
III. Other Rates	
A. Refusal Rate	58%
B. Contact Success Rate	6.5%
C. Interview Success Rate (as % of Live Contacts and Refusals)	33.5%
IV. Average Survey Length	13 minutes

**ENVIRONMENTAL SERVICES DEPARTMENT (ESD)
AWARENESS, USAGE, CUSTOMER SATISFACTION
AND PREFERENCES TELEPHONE SURVEY**
(September, 2012)

COPY OF SURVEY INSTRUMENT

FMR Associates, Inc.
6045 E. Grant Road
Tucson, Arizona 85712

Job No. 309169-125
Final Design
September, 2012
Project No. 9 3 _ _ _

ENVIRONMENTAL SERVICES DEPARTMENT USER SURVEY
- Screening Form -

TIME INTERVIEW STARTED: _____ ENDED: _____ DATE: _____

INTERVIEWER NAME: _____ QUESTIONNAIRE NO.: _____

TELEPHONE: _____

WARD: Ward 1 1 (RECORD FROM
Ward 2 2 DATABASE)
Ward 3 3
Ward 4 4
Ward 5 5
Ward 6 6 (15)

(1-4)

Hello, my name is _____. I am calling for FMR Research, a nationwide public opinion company. We are conducting a brief survey about the various services provided by City of Tucson Environmental Services Department. We are not selling or soliciting anything. All answers are completely confidential and will be used for research purposes only.

A. For this survey, we need to speak with the male or female head of household who is eighteen years old or older. Are you that person?

Yes (CONTINUE)
No (ASK TO SPEAK TO THE MALE OR FEMALE
HEAD OF HOUSEHOLD, RETURN
TO INTRODUCTION, THEN TO Q.B)

INTERVIEWER: IF YOU OR RESPONDENT HAVE TROUBLE UNDERSTANDING EACH OTHER, ASK: "Would you feel most comfortable if this interview is conducted in...

Spanish 1 (GO TO INSTRUCTIONS BELOW)
English 2 (SKIP TO Q.B)
-OR- Does it make no difference..... 3 (SKIP TO Q.B) (16)

INSTRUCTIONS: IF RESPONDENT PREFERS INTERVIEW TO BE CONDUCTED IN SPANISH, EITHER GO TO FORM "B" (Spanish Language Survey), OR DETERMINE THE BEST TIME FOR BILINGUAL INTERVIEWER TO RECALL.

Best time to reschedule _____

Respondent's first name _____

B. Do you or any member of your household or immediate family work for a waste collection company, ad agency, market research company or public relations firm in the local area?

Yes..... (TERMINATE) No..... (CONTINUE)

ENVIRONMENTAL SERVICES DEPARTMENT USER SURVEY
 - Main Questionnaire -

1. I would like to start by asking you a few questions about the City of Tucson’s Environmental Services Department, the City department that picks up your trash and recycling. In your opinion, please tell me how you would rate the job the City’s Environmental Services Department is doing overall, using a scale of “1-to-5” where a “5” means an “excellent job” and a “1” means a “very poor job.” You can give me any number between “1” and “5.”

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>No opinion/ Don’t know</u>	
	5	4	3	2	1	0	(17)

2. Now I would like you to rate Environmental Services on individual services and programs. As I read each service or program, please rate how good of a job Environmental Services is doing on each with the same “1-to-5” scale, where a “5” means an “excellent job” and a “1” means a “very poor job.” You can give me any number between “1” and “5.” (READ ITEMS IN RANDOM ORDER)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Unfamiliar/ Don’t know</u>	
() Trash collection	5	4	3	2	1	0	(18)
() Recyclables collection in the blue barrel	5	4	3	2	1	0	(19)
() Twice a year Brush & Bulky collection	5	4	3	2	1	0	(20)
() Household Hazardous Waste Program	5	4	3	2	1	0	(21)
() Landfill services	5	4	3	2	1	0	(22)

3. The next few questions are related to Environmental Services customer service practices. Have you ever had any interactions with Environmental Services employees?

- Yes..... 1 (ASK Q.3a)
- No 2 (SKIP TO Q.4)
- Don’t know/Not sure 3 (SKIP TO Q.4) (23)

3a. Did you interact with... (READ CHOICES)(MULTIPLE MENTION OKAY)

- A driver 01
- Customer service or billing representative 02
- OR- Some other employee (specify: _____) 98

(DO NOT READ) Don’t remember/Not sure 99 (24-29)

3b. Please rate your most recent customer service interaction with Environmental Services using a scale of “1-to-5” where a “5” means “an excellent job” and a “1” means “a very poor job.” You can give me any number between “1” and “5.”

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>No opinion/ Don't know</u>	
5	4	3	2	1	0	(30)

4. Have you ever contacted Environmental Services by telephone?

Yes.....1 (ASK Q. 4a)
No2 (SKIP TO Q.5)
Don't know/Not sure3 (SKIP TO Q.5) (31)

4a. Please rate your telephone customer service with Environmental Services using a scale of “1-to-5” where a “5” means “an excellent job” and a “1” means “a very poor job.” You can give me any number between “1” and “5.”

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>No opinion/ Don't know</u>	
5	4	3	2	1	0	(32)

5. Now I'd like some information from you about specific services offered by Environmental Services. First, I'd like to ask you about the Blue Barrel recycling service. Do you use the Blue Barrel recycling service? (DO NOT READ)

Yes.....1 (ASK Q. 5a)
No2 (SKIP TO Q.6)
Don't know/Unfamiliar3 (SKIP TO Q.6) (33)

5a. Think about the different materials you currently recycle in the Blue Barrel. Are there any other materials that you would like to recycle, but believe are currently not allowed? (IF NEEDED FOR CLARIFICATION, SAY: “Are there materials you wish you could recycle, but are not currently allowed by Environmental Services and you end up throwing away?”) (PROBE)

Don't know/No answer ... 98
Can't think of any/None.. 99

5b. Please indicate which of the following, if any, that Environmental Services could do that would increase the amount you recycle. (READ CHOICES) (MULTIPLE MENTION OKAY)

- Increase education programs..... 01
- More recycling bins in public 02
- Changes to curbside service..... 03
- OR- Something else? (specify: _____)..... 98

(DO NOT READ) Don't know/Not sure..... 97
(DO NOT READ) Nothing/None of these 99 (34-41)

6. The plastic bags you get from the grocery and other retail stores are not biodegradable and create a significant amount of waste in the community. What do you typically do with these plastic bags? Do you... (READ CHOICES) (MULTIPLE MENTION OKAY)

- Use the bags for other purposes 01
- Recycle the bags at retailers or grocery stores 02
- Place in Blue Barrel 03
- Throw away 04
- OR- Something else? (specify: _____)..... 98

(DO NOT READ) Don't know/No answer 99 (42-49)

7. Would you support an educational program to increase recycling of plastic bags? (DO NOT READ)

- Yes 1
- No 2
- Don't know/Not sure 3 (50)

8. Would you support a ban on plastic bags? (DO NOT READ)

- Yes 1
- No 2
- Don't know/ Not sure 3 (51)

9. Would you support a small fee charged by retailers to reduce use of plastic bags? (DO NOT READ)

- Yes 1
- No 2
- Don't know/ Not sure 3 (52)

10. Now, I'd like to ask you about Brush & Bulky collection service. Do you use the twice a year scheduled Brush & Bulky service? (DO NOT READ)

- Yes..... 1 (ASK Q. 10a)
- No 2 (SKIP TO Q.11)
- Don't know/Unfamiliar 3 (SKIP TO Q.12) (53)

10a. How many times per year do you use the Brush & Bulky service? (DO NOT READ)

- Once..... 1
- Twice 2
- Three or more 3
- Not sure/Don't know 4 (54)

10b. Please rate the Brush & Bulky service on a scale from "1-to-5," where a "5" means an "excellent job" and a "1" means a "very poor job." You can give me any number between "1" and "5."

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>No opinion/ Don't know</u>	
5	4	3	2	1	0	(55)

10c. What, if anything, do you think can improve the twice a year scheduled Brush & Bulky service? (PROBE)

None/No suggestion 99

10d. What other hauling services, if any, have you used besides the twice a year scheduled Brush & Bulky service? (PROBE FOR TYPE OF SERVICE [PRIVATE CONTRACTOR, LANDSCAPER, ETC.] OR NAME OF COMPANY)

None/Never used 99

(NOW SKIP TO Q.12)

11. Why don't you use the Brush & Bulky pick-up service? (PROBE)

None/No suggestion 99

12. Are you aware that you can call Environmental Services at any time to schedule a special Brush & Bulky pick-up for an additional fee? (DO NOT READ)

Yes..... 1 (ASK Q.12a)
No 2 (SKIP TO Q.13)
Don't know 3 (SKIP TO Q.13) (56)

12a. Have you used the special Brush & Bulky pick-up for an additional fee? (DO NOT READ)

Yes..... 1 (ASK Q.12b)
No 2 (SKIP TO Q.13)
Don't know/Not sure 3 (SKIP TO Q.13) (57)

12b. Please rate the special Brush & Bulky pick-up service on a scale from "1-to-5," where a "5" means an "excellent job" and a "1" means a "very poor job." You can give me any number between "1" and "5."

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>No opinion/ Don't know</u>	
5	4	3	2	1	0	(58)

12c. Do you feel the special Brush & Bulky pick-up service provided was a good value for the cost? (DO NOT READ)

Yes..... 1
No 2
Don't know/Not sure 3 (59)

13. Now I'd like to ask you some questions about the Household Hazardous Waste Program. The Household Hazardous Waste Program is an Environmental Services Department service, in which 98% of all household hazardous waste collected is recycled or reused. Items collected include paint, pesticides and household cleaners. Are you aware of this program? (DO NOT READ)

Yes..... 1 (ASK Q.14)
No 2 (SKIP TO Q.15)
Don't know 3 (SKIP TO Q.15) (60)

14. Please tell me if you have ever visited any of the following household hazardous waste program locations. (READ)

	<u>Yes</u>	<u>No</u>	
Sweetwater facility (I-10 and Prince)	1	2	(61)
Los Reales Landfill	1	2	(62)
A monthly collection event	1	2	(63)

15. Considering the amount of household hazardous waste you generate, what would be a reasonable fee for a scheduled one-time pick up of household hazardous waste at your home by Environmental Services. For example, would a scheduled one-time pick-up be worth \$25 to you? (DO NOT READ)

- Yes..... 1 (SKIP TO Q.16)
- No 2 (ASK Q.15a)
- Don't know/Not sure 3 (ASK Q.15a) (64)

15a. Would a scheduled one-time pick-up be worth \$15 to you? (DO NOT READ)

- Yes..... 1 (SKIP TO Q.16)
- No 2 (ASK Q.15b)
- Don't know/Not sure 3 (ASK Q.15b) (65)

15b. Would a scheduled one-time pick-up be worth \$10 to you? (DO NOT READ)

- Yes..... 1
- No 2
- Don't know/Not sure 3 (66)

16. Now I'd like to ask you some questions about yard waste. Environmental Services is considering a program to recycle or reuse yard waste. Would you be interested in using, or do you currently use, mulch for landscaping? (DO NOT READ)

- Yes..... 1 (ASK Q.17)
- No 2 (SKIP TO Q.19)
- Don't know 3 (SKIP TO Q.19) (67)

17. Mulch can be made from yard waste collected in the community. Considering the yard waste you generate at your home, would you be interested in...(READ)

	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
A service to chip your site's green waste into mulch?	1	2	3	(68)
A separate green barrel to be collected by Environmental Services?	1*	2	3	(69)

(IF YES [1] TO GREEN BARREL, ASK Q.18; IF NO [2]/DON'T KNOW [3], SKIP TO Q.19)

18. Would this separate green barrel collection service be worth \$15 per month to you?

- Yes..... 1 (SKIP TO Q.19)
- No 2 (ASK Q.18a)
- Don't know/Not sure 3 (ASK Q.18a) (70)

18a. Would this separate barrel be worth \$10 per month to you? (DO NOT READ)

- Yes..... 1 (SKIP TO Q.19)
- No 2 (ASK Q.18b)
- Don't know/Not sure 3 (ASK Q.18b) (71)

18b. Would this separate barrel be worth \$7.50 per month to you? (DO NOT READ)

- Yes..... 1
- No 2
- Don't know 3 (72)

19. Environmental Services is constantly looking to improve their service offerings. Are there any other types of services you would like the Environmental Services Department to offer? (PROBE)

None/No suggestion.....99

20. Now I have some questions about the various ways that Environmental Services communicates with customers. Currently, Environmental Services notifies you of changes to your pick-up schedule through local news media (TV, radio, newspaper) and the web (website, social media). Is this sufficient notification? (DO NOT READ)

- Yes..... 1 (SKIP TO Q.21)
- No 2 (ASK Q.20a)
- Don't know/Not sure 3 (SKIP TO Q.21) (73)

20a. What other way of notification would work better, or could supplement the current notification methods? (PROBE)

None/No suggestion99

21. Environmental Services notifies you of your Brush & Bulky pick-up with a door hanger. Is this sufficient notification? (DO NOT READ)

- Yes..... 1
- No 2
- Don't know/Not sure 3 (74)

22. Environmental Services uses several methods to communicate general information. I am going to read you a list of these information sources. As I read each item, please tell me if you get information about Environmental Services from....(READ) (MULTIPLE MENTION)

- Inserts in your monthly water bill or utilities statement... 01
- Door hangers 02
- Brochures and pamphlets 03
- Bus shelter and bench signs..... 04
- Signage on vehicles or roll-offs..... 05
- News stories in the paper..... 06
- News stories on TV 07
- News stories on radio 08
- Customer service representatives 09
- A website 10
- Facebook 11
- OR- Another method (specify) _____ 98

(DO NOT READ) None of these/Not sure 99 (75-94)

23. Which of the information sources I just read, if any, is the best way to provide you with information about Environmental Services? (RE-READ ONLY IF NECESSARY)

- Inserts in your monthly water bill or utilities statement... 01
- Door hangers 02
- Brochures and pamphlets 03
- Bus shelter and bench signs..... 04
- Signage on vehicles or roll-offs..... 05
- News stories in the paper..... 06
- News stories on TV 07
- News stories on radio 08
- Customer service representatives 09
- A website 10
- Facebook 11
- Another method (specify) _____ 98

None of these/Not sure 99 (95-96)

24. Regarding social media, would you follow Environmental Services on Facebook to learn about service schedules, Brush & Bulky pick-up or other general information? (DO NOT READ)

- Yes 1
- No 2
- Don't know/Unfamiliar 3 (97)

25. Do you visit the Environmental Services website? (DO NOT READ)

- Yes 1 (ASK Q.25a)
- No 2 (SKIP TO Q.26)
- Don't know/Unfamiliar 3 (SKIP TO Q.26) (98)

25a. As I read the following items, tell me if it is something you use the Environmental Services website for. (READ IN RANDOM ORDER)

	<u>Yes</u>	<u>No</u>	
() Find out your dates for Brush & Bulky pick-up or trash collection	1	2	(99)
() Fill out service requests	1	2	(100)
() Order or replace your containers	1	2	(101)
() Find out recycling info	1	2	(102)
() Find out Household Hazardous Waste or landfill info	1	2	(103)
<u>(ASK LAST:)</u> () Anything else? (specify) _____	1	2	(104)

26. If Environmental Services offered a way to receive information from them via e-mail, would you sign up for that service? (DO NOT READ)

Yes 1
 No 2
 Don't know/Not sure 3 (105)

27. Are there any other suggestions, recommendations or comments you have for the Environmental Services Department? (PROBE)

None/No suggestion.....99

Finally, we would like to get some additional information about you that will help us to better understand your opinions. This information will be used for classification purposes only, and as a reminder your identity will remain anonymous and all of your responses will remain completely confidential.

C-1. Gender (DO NOT ASK):

Male1
 Female.....2 (106)

C-2. How long have you lived at your current address?

_____ years
 (FILL-IN) (107-108)

C-3. Please stop me when I read the age category in which you belong. Are you...(READ)

- 18 to 241
- 25 to 342
- 35 to 443
- 45 to 544
- 55 to 645
- OR- 65 or older6

(DO NOT READ) Refused/No answer0 (109)

C-4. Do you own or rent the place where you live? (DO NOT READ)

- Own.....1
- Rent.....2 (110)

C-5. As I read the following categories, please tell me in which group your total annual household income falls. We are not interested in your exact income, just your income category. (READ CATEGORIES)

- Under \$25,000 1
- Between \$25,000 and \$34,999..... 2
- Between \$35,000 and \$49,999..... 3
- Between \$50,000 and \$74,999..... 4
- Between \$75,000 and \$99,999..... 5
- OR- \$100,000 or more..... 6

(DO NOT READ) Refused/No answer0 (111)

(END): THANK RESPONDENT FOR HIS/HER TIME AND SAY: "IN CASE THE OFFICE WANTS TO CHECK MY WORK, MAY I HAVE YOUR FIRST NAME AND ZIP CODE OF YOUR HOME ADDRESS?"

RESPONDENT'S NAME _____ Zip Code: _____
(112-116)

*** (REMEMBER TO VERIFY RESPONDENT'S PHONE NUMBER) ***

FOR OFFICE USE ONLY:

Validation Questions

Q _____ Q _____

Q _____ Q _____

**ENVIRONMENTAL SERVICES DEPARTMENT (ESD)
AWARENESS, USAGE, CUSTOMER SATISFACTION
AND PREFERENCES TELEPHONE SURVEY
(September, 2012)**

VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

<u>Table 5a.</u>	Additional Materials Customer Would Like to Be Able to Recycle (Among Blue Barrel Users)	V1
<u>Table 10c.</u>	Suggestions for Improving Brush & Bulky Service (Among Those Who Use the Service)	V5
<u>Table 10d.</u>	Other Hauling Services Used (Among Brush & Bulky Users)....	V11
<u>Table 11.</u>	Reasons for Not Using Brush & Bulky Pick-Up Service (Among Those Who Do Not Use the Service)	V13
<u>Table 19a.</u>	Suggestions for Other Means of Notification of Pick-Up Schedule (Among Those Who Do Not Think Current Methods Are Insufficient).....	V15
<u>Table 26.</u>	Other Types of Services the Environmental Services Department Should Offer.....	V17
<u>Table 27.</u>	Suggestions or Recommendation for the Environmental Services Department	V20

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 5a: Additional Materials Customer Would Like to be Able to Recycle
(Among Blue Barrel Users)

OWN/ RENT HOME	VERBATIM
Own	Plastic shopping bags.
Own	Styrofoam.
Own	Empty motor oil containers.
Own	Glass.
Own	Plastic bags.
Own	Plastic bags, styrofoam.
Own	Styrofoam, plastic bags.
Own	Old electronic items.
Own	Styrofoam.
Own	Glass.
Own	Styrofoam, certain metals and plastics. Pretty much anything.
Own	Grocery plastic bags.
Own	A lot of materials we throw away could be recycled.
Own	Grocery bags.
Own	Styrofoam.
Own	Styrofoam.
Own	Styrofoam.
Own	Plastic grocery bags.
Own	Plastic bags and batteries.
Own	Additional plastics, styrofoam.
Own	Scrap metal.
Own	Plastic grocery bags.
Own	Light bulbs and batteries.
Own	I say maybe plastic grocery bags, plastic drinking cups.
Own	Plastic bags.
Own	Plastics. Water softeners, use brush & bulky to get rid of them.
Own	Styrofoam.
Own	Butter tubs, cottage cheese tubs.
Own	Cardboard, plastic bags and styrofoam should be included in the Blue Barrel. Recyclables should be recycled properly.
Own	More plastics, foil.
Own	Plastic grocery bags. Six-pack holders and certain metals.
Own	Electronic devices. I am currently using private party for this function.
Own	Plastic bags.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 5a: Additional Materials Customer Would Like to be Able to Recycle
(Among Blue Barrel Users)

OWN/ RENT HOME	VERBATIM
Own	More of the plastics, things that are not jug style.
Own	Find a way to contribute to composting.
Own	I think there should be more plastic cups able to be recycled.
Own	Wood.
Own	Plastic grocery bags.
Own	Dog food bags.
Own	Plastic bags, glass and styrofoam.
Own	Cardboard items, big ones.
Own	Styrofoam.
Own	Styrofoam, grocery bags.
Own	Styrofoam.
Own	Plastic bags.
Own	Styrofoam, egg cartons.
Own	Styrofoam.
Own	Styrofoam.
Own	Plastic bags.
Own	Phone books.
Own	I would like to have a separate barrel for green waste.
Own	Foil, plastics.
Own	Foil.
Own	Grass and yard trimmings.
Own	Plastic bags.
Own	Plastic bags.
Own	Styrofoam.
Own	Bags.
Own	Large styrofoam.
Own	Plastic bags.
Own	Oil.
Own	Plastic bags.
Own	Plastic bags.
Own	Plastic bags.
Own	Plastic bags.
Own	Glass items.
Own	Plastic bags.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 5a: Additional Materials Customer Would Like to be Able to Recycle
(Among Blue Barrel Users)

OWN/ RENT HOME	VERBATIM
Own	Styrofoam, plastic grocery bags.
Own	Plastic bags.
Own	Glass and cans.
Own	Plastic shopping bags.
Own	Plastic bags.
Own	More plastics.
Own	Clothes.
Own	Styrofoam.
Own	Styrofoam.
Own	Pizza boxes.
Own	Different plastics above a 3.
Own	Styrofoam.
Own	Egg cartons.
Own	They do not allow #1 and #2 plastics.
Own	Plastic grocery bags.
Own	Plastic bags.
Own	Electronics.
Own	Plastic bags.
Own	Glass and all plastic. Foam and cardboard.
Own	I would like to see them recycle more metal, like scrap metal.
Own	Plastic bags.
Own	Styrofoam and more types of plastics.
Own	Cardboard boxes.
Own	Foam packaging material.
Own	Plastic bags.
Own	Shredded paper.
Own	Engine oil.
Own	Aluminum foil and batteries.
Own	Scrap iron.
Own	Plastic containers.
Own	5 and 9 plastics, not sure what to do with styrofoam.
Own	I think number 5 or 6 plastic containers.
Own	More kinds of plastic.
Own	Glass.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 5a: Additional Materials Customer Would Like to be Able to Recycle
(Among Blue Barrel Users)

OWN/ RENT HOME	VERBATIM
Rent	Household pick-up of hazardous waste.
Rent	Styrofoam, cardboard.
Rent	Plastic bags.
Rent	Program for adult novelty item recycling.
Rent	Various food containers.
Rent	Some plastics.
Rent	Plastic bags, batteries.
Rent	Pieces of foam, egg crates.
Rent	Egg cartons, plastic.
Rent	Styrofoam.
Rent	Plastic bags.
Rent	Capri Sun pouches.
Rent	Metal.
Rent	Plastic bags.
Rent	Electronics.
Rent	Plastic bags.
Rent	Hazardous materials.
Rent	Styrofoam.
Rent	Plastic bags.
Rent	Some paints.
Rent	Cardboard, egg cartons, compost.
Rent	Clothes, shoes.
Rent	Plastic grocery bags.
Rent	Styrofoam.
Rent	They don't take plastic bags or batteries.
Rent	Aluminum foil.
Rent	Plastic bags.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 10c: Suggestions for Improving Brush & Bulky Service
(Among Those Who Have Used the Service)

**OWN/
RENT
HOME**

VERBATIM

Own	Schedule more than twice a year.
Own	Three times might be better.
Own	More times a year.
Own	More firm on telling what the pick up dates are.
Own	They should leave the large roll-off bins for more neighborhoods, that would reduce trash and large bulk brush from being dumped in other locations.
Own	Maybe you could combine the hazardous waste pick-up with the brush & bulky pick-up.
Own	More frequent pick-ups.
Own	Pick up appliances.
Own	Have it more than twice a year.
Own	If they eliminated the \$50 fee that I see in the water bill.
Own	More education to the public.
Own	Separate brush from non-organic material for mulch.
Own	More pick-up times and dates.
Own	Three times a year would be better.
Own	Maybe pick up hazardous stuff as well with brush & bulky.
Own	Don't fall behind schedule.
Own	Two months notice.
Own	More often in a year, it would help a lot.
Own	Make it 3 times a year.
Own	Increase the frequency to bi-monthly.
Own	Have it every couple of months.
Own	Have it 4 times a year.
Own	If they can pick up sofas and mattresses from homes.
Own	More often.
Own	If they picked up batteries and light bulbs.
Own	If they did it three times a year. Service is great.
Own	Give more notice more specific on day, I miss the date usually.
Own	Just pick up all the trash.
Own	Sometimes my door hanger blows away. Maybe put a rubber band on it, and put it on the door that way.
Own	Three times a year.
Own	More often.
Own	Add another day, three times a year.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 10c: Suggestions for Improving Brush & Bulky Service
(Among Those Who Have Used the Service)

OWN/ RENT HOME	VERBATIM
Own	Expand the material they pick up.
Own	To have more, expanded items.
Own	More collections.
Own	More than twice a year.
Own	Let residents put bulky trash in alley because it will fly away on the street.
Own	More pick-ups per year.
Own	Pick-up on date stated, do not let it sit on streets so long.
Own	Three times a year.
Own	Clean the alley, spray the weeds.
Own	Three or four times a year would be nice.
Own	They can do it more often than twice a year.
Own	Three times a year.
Own	I would like it more often.
Own	It's top notch.
Own	Alleys could be better cleaned up, especially tires.
Own	Not coming on scheduled date.
Own	Satisfied with service.
Own	Pick up house waste.
Own	More than twice a year would be good.
Own	It stays out longer then it needs too, not picked up for several days.
Own	When giving instructions, they need to explain exactly what they want and how they want it done.
Own	Come more often.
Own	Container for an added fee to use for greens.
Own	More notice, I only get two weeks and that's not enough time.
Own	Add more scheduled pick-ups per year.
Own	More of them.
Own	Be more on time, keep to the schedule.
Own	More notice.
Own	Maybe three times a year?
Own	Offer it more often, a way to recycle and compost.
Own	It would be helpful to have a quarterly pick-up.
Own	Do it three times a year.
Own	Narrow the time down.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 10c: Suggestions for Improving Brush & Bulky Service
(Among Those Who Have Used the Service)

**OWN/
RENT
HOME**

VERBATIM

Own	Provide alleys for excess to be picked up.
Own	Better information on when it's going to be around.
Own	One pile per three houses instead of each house.
Own	One more time each year.
Own	Give more notification. Don't do it around the holiday. More frequently, more kinds of items like carpet.
Own	Alley pick-ups.
Own	Offer the service more often, more notice of pick-up.
Own	They could have a neighborhood drop-off point in between the semi-annual pick-up or have a roll-off stationed nearby.
Own	I have a cactus to get rid of, and do not have any way of knowing the weight. I wish there was another way to do it.
Own	I'd like to see it offered at least one other time, after the holidays or at the first of the year.
Own	They used to do it four times a year, so more often.
Own	They need to pick up all my mulch.
Own	More often.
Own	More than two times a year.
Own	Do it more frequently, maybe three items.
Own	Being able to put items out in front of my house instead of the alley, because people search through the items.
Own	They send the date and came later on some other day, not on schedule.
Own	Avoid scheduling them close to holidays.
Own	If our neighborhood could know if pick-up was at the beginning or end of a week.
Own	Better adherence to the scheduled dates, particularly near schools.
Own	Four times a year.
Own	More frequent pick-ups.
Own	It's always a few days late, sometimes takes five or six days to come by.
Own	Schedule more pick-ups, increase frequency.
Own	Add more pick-ups.
Own	Increase the pick-up frequency.
Own	Maybe 3 times per year?
Own	They do an outstanding job.
Own	Need more pick-ups.
Own	One more time a year.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 10c: Suggestions for Improving Brush & Bulky Service
(Among Those Who Have Used the Service)

**OWN/
RENT
HOME**

VERBATIM

Own	Four times, quarterly.
Own	If brush could be picked up more than twice a year.
Own	Add an extra pick-up.
Own	They should offer it more frequently.
Own	Offer the service quarterly.
Own	They probably could add one additional pick-up.
Own	More frequently.
Own	One more time.
Own	To clean after picking up brush & bulky items.
Own	Increase the service to more than twice a year.
Own	Should be offered quarterly. Neighbors stockpile things and it is an eyesore. Picking up more often would make yards cleaner.
Own	More efficient, more often.
Own	More often.
Own	Maybe if they took more things like TVs.
Own	More then twice a year.
Own	The timing could be a little better. It is out there for a few days before they pick it up.
Own	I notice it more often.
Own	Move the service locations back to alleys, or away from the curbside.
Own	It should be quarterly, more often.
Own	Increase it to three or four times a year.
Own	Maybe three times a year.
Own	A pick-up for electronics.
Own	I like the fact that they show up when they are scheduled.
Own	Do it three times a year.
Own	If they could do it at least three times a year, and maybe pick-up brush a month later when it is not so hot outside.
Own	Have more pick-up dates.
Own	More notification within a certain amount of time, like month before. Pick-up more often.
Own	Need a reminder that is closer to the pick-up date.
Own	Would like it more than two times a year.
Own	Make it three times a year.
Own	Three times a year would be optimal.
Own	More than twice a year.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 10c: Suggestions for Improving Brush & Bulky Service
(Among Those Who Have Used the Service)

OWN/ RENT HOME	VERBATIM
Own	Only doing it more often, two or three times a year.
Own	No bags for cactus pickup.
Own	They should come on the day they are scheduled to. They come three or four days late, by that time people have gone through my trash and have made a mess.
Own	More pick-up times.
Own	Wish they accepted more material.
Own	Do it more often.
Rent	Have it more often, and make sure they get it all.
Rent	Increase frequency.
Rent	More than two times a year.
Rent	Allow more to be collected, or schedule more pick-ups.
Rent	Set larger common areas, not in front of your house.
Rent	More than twice a year.
Rent	They need to show up when they are scheduled, be more prompt.
Rent	Pick up oil-based paints.
Rent	Be more punctual, pick the trash up the day you are scheduled to do it.
Rent	More than twice a year.
Rent	More than twice a year.
Rent	Maybe pick-up three times a year.
Rent	It should be more often.
Rent	That they actually take what they say they are going to take. I had a bad experience, they asked me to leave it out front, and they never came for it.
Rent	Change amount allowed.
Rent	More than twice.
Rent	If they can do it more than twice a year.
Rent	Everything is okay.
Rent	Allowed to put out more.
Rent	Maybe three times instead of twice.
Rent	It's fine as-is.
Rent	They would not take half the stuff on my curb.
Rent	A better definition of the amount of material, how you measure that for hazardous waste pick-up.
Rent	Better notification and increased frequency.
Rent	Have it more frequently.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 10c: Suggestions for Improving Brush & Bulky Service
(Among Those Who Have Used the Service)

**OWN/
RENT
HOME**

VERBATIM

Rent	More than two times a year.
Rent	More often than twice a year.
Rent	Making it more often than twice a year.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 10d: Other Hauling Services Used
(Among Brush & Bulky Users)

OWN/ RENT HOME	VERBATIM
Own	I take stuff to the landfill.
Own	Went to the dump myself and used the service.
Own	A landscaper.
Own	In construction, we use roll-offs and the big Dumpsters.
Own	1-800-Got-Junk.
Own	Christmas tree removal.
Own	My parents pick up our brush.
Own	Landscaper.
Own	Had a roll-off in the neighborhood.
Own	Call the special service.
Own	My big brother and babysitter.
Own	Landscapers.
Own	The landfill.
Own	Dumpsters.
Own	I go on my own dump run.
Own	I used to take everything to the landfill.
Own	Personal, I borrowed a trailer.
Own	Provide a pick-up for concrete.
Own	I go to the dump with greens.
Own	My yard service cuts trees and grass and they haul it off.
Own	Used a private contractor in-between services.
Own	Bag service from Waste Management.
Own	I had a roll-off Dumpster delivered to home that I bought.
Own	Personal dump.
Own	A private hauling company.
Own	Contractors and landscapers.
Own	Roll-offs for remodeling.
Own	Landscaper, Rick's Tree Service.
Own	My son will take stuff to the landfill.
Own	Trees cut back and taken away.
Own	Hauling it myself to the landfill.
Own	Landscapers.
Own	A private vendor, used them one time.
Own	Private contractor.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 10d: Other Hauling Services Used
(Among Brush & Bulky Users)

OWN/ RENT HOME	VERBATIM
Own	My green barrel.
Own	Personal pick-up twice in the past.
Own	Private landscaper.
Own	I haul it by truck.
Own	My family helps.
Own	Personal trips to landfill.
Own	I haul it myself.
Own	Private landscaper.
Own	Donated usable goods.
Own	Landscapers take it for me.
Own	My yard man hauls stuff to dump.
Own	My husband hauls it to the dump himself.
Own	My landscaper.
Own	I take my stuff to the landfill.
Rent	Need a recycling center at Udall.
Rent	We have a trailer we use for the stuff we can't use for brush & bulky service.
Rent	My neighborhood has its own pick-up service.
Rent	I use a friend's truck.
Rent	Landfill, Los Reales.
Rent	Neighborhood Dumpsters.
Rent	Some oil paints.
Rent	I rented a roll-off.
Rent	I go to the landfill or the dump.
Rent	Regular and bulky.

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Table 11: Reasons for Not Using Brush & Bulky Pick-Up Service
(Among Those Who Do Not Use the Service)

OWN/ RENT HOME	VERBATIM
Own	I don't have a lot to pick up.
Own	I forgot the scheduled days for pick-up.
Own	We just moved to this location.
Own	I haven't been in my house long enough.
Own	I am a new resident and live in a community where landscaping is taken care of.
Own	I use it once a year and don't need it more than that.
Own	I don't have anything.
Own	I don't like the mess they make. Too messy.
Own	Don't produce as much trash.
Own	I haven't lived here long enough.
Own	I don't need to.
Own	I don't need it. I am a caregiver to aging parents, live in townhouse with an HOA.
Own	I am always working, do not have the time.
Own	Haven't needed it yet.
Own	Never have anything to take out.
Own	I had a bad experience with them so I stopped.
Own	I don't have a lot of brush & bulky items laying around.
Own	I live in a townhouse and they take care of it. I used to use it and it was wonderful.
Own	Don't have any brush & bulky to pick-up.
Own	A private landscape company that we use.
Own	I don't have a lot of plants or trees.
Own	I have no one to help me clean.
Rent	We haven't really had a chance to use them. I don't have bulky stuff for them to pick.
Rent	They don't have it at apartment complexes.
Rent	It never comes.
Rent	I have a gardener that hauls everything away.
Rent	Nothing brushy or bulky.
Rent	Someone else does it.
Rent	Live in a townhome community, no need.
Rent	I have no need.
Rent	I never get around to cleaning up the yard in time.
Rent	We rent our home.
Rent	I just don't have that much.
Rent	I don't see it in the development.

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Table 11: Reasons for Not Using Brush & Bulky Pick-Up Service
(Among Those Who Do Not Use the Service)

**OWN/
RENT
HOME**

VERBATIM

Rent	I don't get the flyers.
Rent	No need.
Rent	I always miss it.
Rent	I've only been back for six months, haven't had to use the service yet.

Environmental Services Department (ESD) Awareness,
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Table 19a: Suggestions for Other Means of Notification of Pick-Up Schedule
(Among Those Who Do Not Think Current Methods Are Sufficient)

OWN/ RENT HOME	VERBATIM
Own	In the bill.
Own	On monthly bill.
Own	Mail.
Own	Internet and email.
Own	Put information in newspaper.
Own	Email.
Own	Mail, or even telephone.
Own	Door hangers or bill inserts.
Own	Email.
Own	Information in the bill.
Own	A door hanger.
Own	Direct mail.
Own	Email would be more sufficient for me.
Own	They should use Facebook.
Own	Email or text.
Own	Mail.
Own	Put in the water bill or a flyer that goes to my house.
Own	Flyers around the route.
Own	Email.
Own	Email.
Own	Include in Tucson Weekly.
Own	Notify on bill. I missed a holiday notification.
Own	Better communications.
Own	With bill.
Own	Email would work better.
Own	Mail.
Own	Inside the bills.
Own	Something in monthly bill.
Own	Include it in the bill.
Own	A letter.
Own	Advertising.
Own	Door hangers.
Own	I would prefer mail.
Own	Email services.

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Table 19a: Suggestions for Other Means of Notification of Pick-Up Schedule
(Among Those Who Do Not Think Current Methods Are Sufficient)

**OWN/
RENT
HOME**

VERBATIM

Own	Door hangers.
Own	Mail a card to notify of schedule changes.
Own	Send information in the mail.
Own	Email.
Rent	Mailings.
Rent	Send flyers with schedule changes for the year.
Rent	Mail.
Rent	Mail.
Rent	An insert in my bill.
Rent	Door hangers.
Rent	Email.
Rent	Email would be good.
Rent	Notification on the bill or door hangers.
Rent	I'd like to have it at the door or in the water bill.
Rent	Mail.
Rent	In the mail or email would be helpful.
Rent	Mail.
Rent	Phone calls.
Rent	Email or text message.
Rent	Through the mail.
Rent	Something in the mailbox.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 26: Other Types of Services the Environmental Services Department Should Offer

**OWN/
RENT
HOME**

VERBATIM

Own	Monitor who is using the trash collection so they don't charge people who aren't.
Own	Udall Park needs a clean up, the back part by the wash is a mess.
Own	Medicine pick-up.
Own	Pick up TVs, mattresses and sofas at the door.
Own	More drop-offs for hazardous waste, and more times.
Own	How do I get a new trash can?
Own	Put out a green barrel for greens.
Own	I may be willing to pay for green barrel.
Own	The green waste sounds great.
Own	Weed and grass control.
Own	Compost.
Own	Take broken electronics and computer equipment.
Own	More education on how to recycle.
Own	More containers to be able to recycle.
Own	Compact fluorescent light bulbs, a way to pick them up.
Own	Spray weeds for a fee with the stuff they use in washes, industrial killer twice a year.
Own	Have a place to recycle plastic bags other than the grocery store.
Own	Brush & bulky four times a year, not twice.
Own	Pick up trash on time.
Own	The alleys are very bad. no one takes care of them.
Own	Green barrel for public sites.
Own	Tree trimming service.
Own	More Blue Barrels.
Own	I think they should pick up hazardous waste.
Own	Central location to drop-off green waste at no charge would be nice.
Own	Electrical device pick-up recycling.
Own	A trash can just for yard waste.
Own	If they would cut the sidewalk grass.
Own	Recycling plastic bags.
Own	Tree clippings.
Own	Make your own compost from yard waste.
Own	Cleaning up of the washes and open space. Effective removal of illegal dumping.
Own	More locations to drop-off hazardous waste, and more education about hazardous waste.
Own	Picking up dog waste.
Own	Alley clean-up.

Environmental Services Department (ESD) Awareness,
Usage, Customer Satisfaction and Preferences Telephone Survey

Table 26: Other Types of Services the Environmental Services Department Should Offer

OWN/ RENT HOME	VERBATIM
Own	Use Waste Management, it is a world-wide company, they work harder and seem to care more.
Own	Lower prices for people on Social Security disability.
Own	Tree management.
Own	I would like them to have someone check neighborhoods to make sure people are disposing of their hazardous and other waste properly.
Own	Not interested.
Own	Sidewalk cleaning of brush.
Own	I also have a home in the White Mountains. Once a year they collect old electronics. I'd like to see them picked up at the curb.
Own	Collecting plastic grocery bags. They really add up, I have a large family and double bag.
Own	Annual or regular hazardous waste collection.
Own	I would like a program that would shred office paper.
Own	Trash service more frequently. For what consumers pay, it should be more often. Or provide more bins for homes.
Own	Help for handicapped people.
Own	More education on what to recycle or what would happen if you don't recycle. More info on what to put in a compost. Offer a reasonably priced compost bucket.
Own	Dispose of car batteries.
Own	Having green recycle cans.
Own	Electronics pick-up.
Own	A compost program would be cool.
Own	How to get rid of needles.
Own	Green removal.
Rent	A tire collection service.
Rent	Hazardous waste, local pick-up.
Rent	Batteries.
Rent	I wish they would pick-up trash twice a week.
Rent	Recycling food, good for compost.
Rent	Allowing more cactus to be collected during the brush & bulky pick-up.
Rent	Organic waste, compost.
Rent	Replacement bins for new tenants or owners.
Rent	Separate trash for weeds, grass etc.
Rent	If they can take care of hazardous waste like motor oil.
Rent	Tim can pick it up for me.

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Table 26: Other Types of Services the Environmental Services Department Should Offer

**OWN/
RENT
HOME**

VERBATIM

Rent	More recycling of electronics.
Rent	Disposal of biohazards such as needles.
Rent	Separate bags for sale for yard waste – you don't pay for more of a service than you use.

Environmental Services Department (ESD) Awareness,
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Table 27: Suggestions or Recommendations for the Environmental Services Department

**OWN/
RENT
HOME**

VERBATIM

Own	Extra cans for yard waste or an extra brush & bulky pick-up.
Own	They should have a pick-up on the east side of town.
Own	People who pick up trash should have more take more time to spend on their routes.
Own	Brush & bulky more than two times a year.
Own	Thanks for all your hard work.
Own	I think its too costly.
Own	I didn't qualify for the reduced fee for my trash pick-up.
Own	Regarding brush & bulky, what kinds of stuff can I put out or shouldn't put out?
Own	I hate paying for something I don't use much.
Own	When the holidays come around, don't skip or reverse the trash.
Own	They need to somehow let us know the hours of hazardous waste drop-off points. I would also like to know how to pick up paint that they recycle through the programs for me to use to paint over graffiti in my area.
Own	More trash bins.
Own	Very sloppy, do not pick up all items, drops trash and does not clean up afterwards.
Own	I think they are doing a great job.
Own	In my area, twice-a-month pick-up would be better for garbage and recycling.
Own	I think they are doing a pretty good job.
Own	On holidays, people don't pay attention and put their cans out early.
Own	Provide first-time home buyers better information on waste and yard pick-up.
Own	It would be nice if they took care of the alleys and the brush.
Own	Something needs to be done to expand the hazardous waste pick-ups. There are only a few places, and they are so far from where I live.
Own	More professional customer service.
Own	The only reason I rated the trash and recyclable service so low was that when they are picked up, they leave the containers in the middle of the street or in the driveway toppled over.
Own	Green waste, pay as you fill.
Own	Overall they have a very good service.
Own	The recycling should happen on the days they are supposed to. Sometimes they don't come.
Own	Do more customer service for the neighborhood, be more aware of trash and debris.
Own	Doing good job.
Own	They drive too fast down the street and knock over cans frequently. Once a month they leave full cans by the street. Many neighbors had cans knocked over by the garbage truck.
Own	Hazardous pick-up for fluorescent bulbs and batteries.
Own	To let public know how much money we get back from our recycling.

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Table 27: Suggestions or Recommendations for the Environmental Services Department

**OWN/
RENT
HOME**

VERBATIM

Own	Shut down your company and have it run by a private company. It would be run more efficiently that way.
Own	I appreciate the services offered.
Own	Open the landfill on Sundays.
Own	More education in schools regarding recycling.
Own	Empty the cans more thoroughly, they do it too quickly.
Own	We generate very little and would like monthly pick-ups.
Own	The biggest issue is that the drivers do not put cans back. I am disabled, asked driver at one time to do it correctly.
Own	Information on disposing of unused medications, shredding of documents.
Own	They can privatize.
Own	Why have you raised your prices so many times in the past year?
Own	Code enforcement should make sure people clean up their yard, it is a fire hazard.
Own	Impressed with the skill of the garbage drivers, very good.
Own	Prices are too high, ESD is a monopoly.
Own	Cleaning up public areas of trash.
Own	Train phone personnel to be less rude. I had my stuff out the night before, and they didn't pick it up. Phone person said I didn't have it out in time, and sent me a letter saying I need to put it out by 6 am.
Own	Make it more convenient for pick-up of hazardous waste.
Own	Please be careful of spillage.
Own	Need extra or bigger trash bins. Do not agree with many of the fees.
Own	Would like the trash to be picked up curbside rather than the alley. The trucks are too big for the alley, and cause damage. Use smaller trucks.
Own	Just brush & bulky sitting around for days.
Own	Be more in tune with people that have disabilities, make exceptions and help that person. Recently the man who picks up my garbage helps more then anyone has in the past.
Own	My trash bin needs to be replaced because it leaks and smells.
Own	Do brush & bulky more often.
Rent	Have a green curbside that I pay extra for that they don't pick up every week. If they had some way to monitor that, and I have to call before 1 pm or they don't pick it up for two days.
Rent	I notice that trash gets blown around and they need to try and keep that contained.
Rent	Information on where to recycle soda cans.
Rent	Landscaping in neighborhood.
Rent	I would like to see a big roll-off put in our neighborhood. I think it would be a big plus.

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Table 27: Suggestions or Recommendations for the Environmental Services Department

**OWN/
RENT
HOME**

VERBATIM

Rent	I find enforcement inconsistent and sub-par.
Rent	Quit dumping my trash out all over my front yard.
Rent	I think you guys are doing a wonderful job.
Rent	Some of these services I have never heard of. I think you need to find a way to tell people about them if they don't have Internet access.
Rent	Doing a great job.
Rent	Just a big thanks.
Rent	Everything is okay.
Rent	Bigger containers.
Rent	Focus on keeping the city clean and promote cleaning the environment.
Rent	Provide more education about placing barrels at the curb, away from mail box or otherwise in a safe place.
Rent	You need to work on your communication with people.
Rent	Maybe a little more attention to the brush & bulky program
Rent	Plastic bags. Cash back, 5 cents, for returning them.