

University Heights Residential Rubbish and Recycling Collection Survey Report

Cuyahoga County Solid Waste District

PREPARED BY:



COMMISSIONED BY:



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BACKGROUND AND PURPOSE

The Cuyahoga County Solid Waste District (District) hired RRS to prepare a survey and collect survey results for the City of University Heights solid waste management collection system (current) versus alternative collection systems. The District funded a survey of residents who receive service from the City of University Heights in Ohio. The results of the RRS's survey on the City's rubbish and recycling collection program will enable the administration and Council to objectively evaluate existing systems against alternative collection systems that embrace best practices and industry standards.

METHODOLOGY

RRS, with review by the District and City administration, developed an online survey (Appendix A) to gather data from the City of University Heights residents. The survey focused on the rubbish and recycling collection for residents who receive city collection services. A mailing list was obtained from the City which included addresses by parcel and zoning code. Zoning codes U-1 and U-2 utilize City sanitation services, while zoning codes U-4 (apartments), U-5 (public uses), and U-7 (retail) do not. RRS sent a survey postcard to a total of 4,220 addresses within zoning codes U-1 and U-2. The 2020 census estimated 4,470 households in the City of University Heights with an average of 2.5 persons per household.

A postcard with the link and QR to the online survey (Appendix B) were delivered to the mail house on August 15, 2022. Printer services and postage were contracted through RRS as a part of the contract between RRS and the Cuyahoga County Solid Waste District. The link to the survey was shared on the City's social media platforms (Facebook, Instagram, City E-News, and ReadyNotify). The published closing date for the survey was Friday, September 9, 2022, and the online survey was closed at 11:59pm on Sunday, September 11, 2022.

A total of 1,204 survey submissions were captured by the SurveyMonkey online survey.

- Qualified surveys:
 - 1,018 survey submissions were used in the analysis below.
- Disqualified surveys:
 - 6 survey submissions were removed because addresses reported was not in University Heights: 5 Cleveland Heights, 1 South Euclid.
 - 32 survey submissions were removed because the address reported was not classified as zoning code U-1 or U-2.
 - 132 survey submissions were removed because of multiple survey submissions were from the same reported address. The last survey submission from each address was counted in the analysis.
 - 12 survey submissions were removed because of incomplete survey submissions such as: full address not reported, zero ("0") residents reported, or no ages reported.

A total of 182 survey submissions disqualified were not included in the survey analysis and the data were saved for records.

The following assumptions were identified and undertaken:

- If multiple survey submissions were from the same reported address only the last survey submission from each address was counted in the analysis.

- For purposes of classification, each survey was assigned an age group according to the oldest reported household resident.
- There were no households whose oldest resident was reported in “under 18” category, and the category will not be included in the analysis.
- For the weighted population distribution, a total of 1,178 people representing John Carroll University students living on campus was removed from the 18-34 years-of-age category. This number was obtained from Residence Life at John Carroll University.

RESULTS AND DISCUSSION

The results are shown from the raw survey data, as well as the survey data adjusted with a weighted population distribution to represent the full adult Census population. The City of University Heights had a 2020 census population of 2,904 people in the under 18 years-of-age category, which was not included in this analysis. In Fall of 2022, there were 1,178 John Carroll University students living on campus who do not use the City’s rubbish and recycling collection service. These 1,178 students were removed from the 18-34 years-of-age category and analysis.

The 8,829 total adult Census population is used in the analysis below for the weighted population distribution.

Table 1 Qualified Survey Count Compared to Census Data

Qualified Surveys Submitted	Survey Data				Total
	18-34	35-49	50-64	65+	
Surveys submitted under oldest reported	184	273	246	315	1,018
Percentage of Total	18%	27%	24%	31%	100%
Census Population	Census Population				Total
	18-34	35-49	50-64	65+	
2020 Adult Census Population*	4,661	2,088	1,799	1,459	10,007
Percentage of Total	47%	21%	18%	15%	100%
2020 Adult Census Population* (minus 1,178 from 18-34)	3,483	2,088	1,799	1,459	8,829
Percentage of Total	39%	24%	20%	17%	100%

* Bureau, U. S. C. (2021). American Community Survey S0101 AGE AND SEX. Explore census data. Retrieved September 23, 2022, from <https://data.census.gov/cedsci/table?q=1600000US3978932&tid=ACST5Y2020.S0101>

Figure 1 Survey Data Age Distribution Based on Oldest Reported Age Range

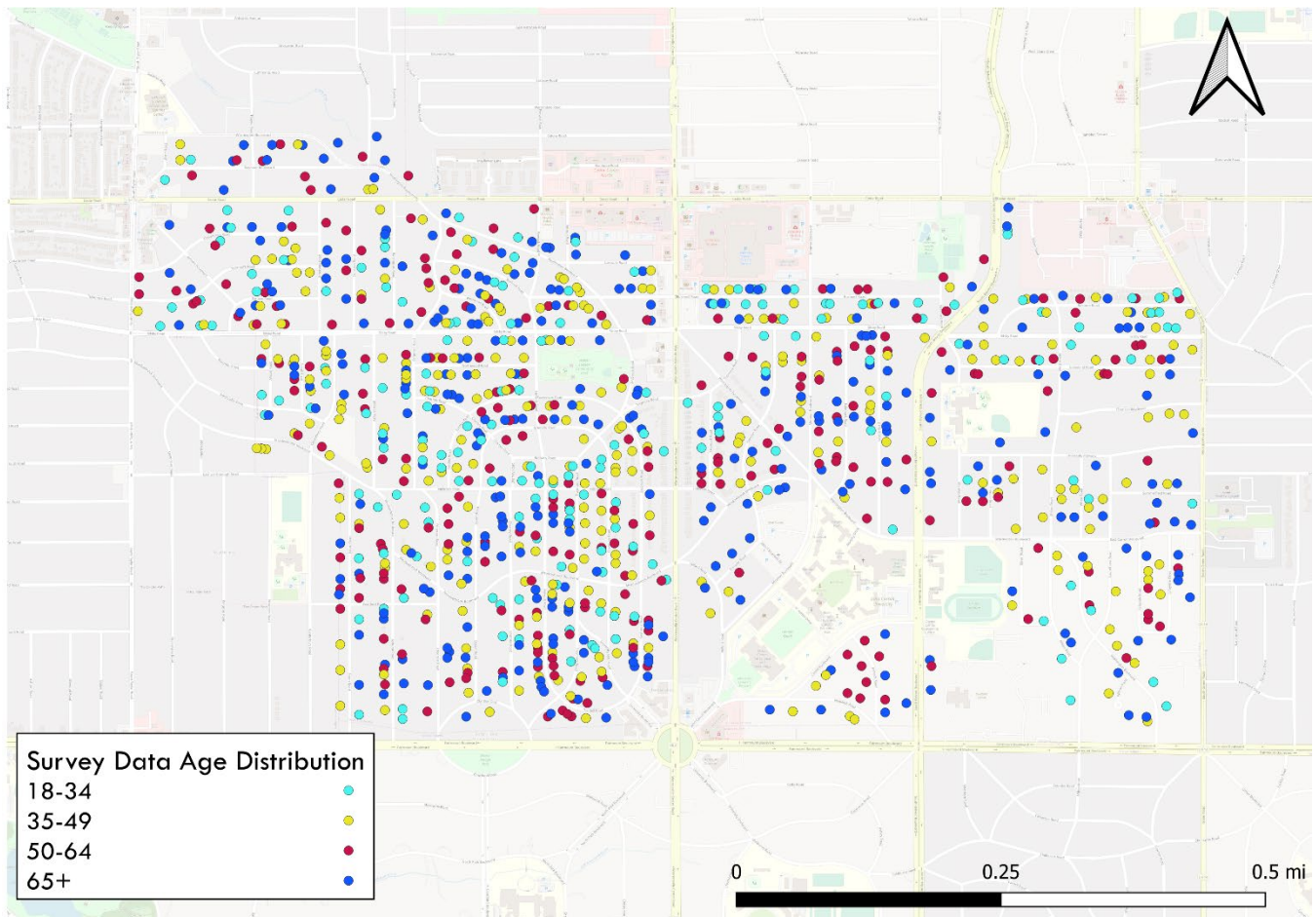


Table 2 Question #2 on survey: How many people reside in your household?

Question #2	Survey Data				Total	%	Weighted Population Distribution				Total	%
	18-34	35-49	50-64	65+			18-34	35-49	50-64	65+		
1	22	26	46	88	182	18%	416	199	336	408	1,359	15%
2	85	70	94	189	438	43%	1,609	535	687	875	3,707	42%
3	32	57	43	27	159	16%	606	436	314	125	1,481	17%
4	25	64	44	7	140	14%	473	489	322	32	1,317	15%
5	10	26	14	3	53	5%	189	199	102	14	504	6%
6	6	15	4	0	25	2%	114	115	29	0	258	3%
7	4	9	1	1	15	1%	76	69	7	5	156	2%
8	0	2	0	0	2	0%	0	15	0	0	15	0%
9	0	4	0	0	4	0%	0	31	0	0	31	0%
Total	184	273	246	315	1,018	100%	3,483	2,088	1,799	1,459	8,829	100%
Percentage	18%	27%	24%	31%	100%		39%	24%	20%	17%	100%	

Table 3 Question #4 on survey: Typically, how many blue/clear bags (10-30 gallons) of RECYCLING do you place for collection weekly?

Question #4	Survey Data				Total	%	Weighted Population Distribution				Total	%
	18-34	35-49	50-64	65+			18-34	35-49	50-64	65+		
1	59	101	122	192	474	47%	1,117	772	892	889	3,671	61%
2	51	64	49	45	209	21%	965	489	358	208	2,022	14%
3	12	30	16	14	72	7%	227	229	117	65	638	4%
4+	6	11	9	2	28	3%	114	84	66	9	273	1%
None	56	67	50	62	235	23%	1,060	512	366	287	2,225	20%
Total	184	273	246	315	1,018	100%	3,483	2,088	1,799	1,459	8,829	100%
Percentage	18%	111%	24%	31%	100%		39%	116%	20%	17%	100%	

Table 4 Question #5 on survey: Typically, how many SPECIAL pickups do you request per year?

Question #5	Survey Data				Total	%	Weighted Population Distribution				Total	%
	18-34	35-49	50-64	65+			18-34	35-49	50-64	65+		
1	54	104	93	119	370	36%	1,022	795	680	551	3,049	38%
2	32	58	34	47	171	17%	606	444	249	218	1,516	15%
3	6	19	20	13	58	6%	114	145	146	60	465	4%
4+	6	8	3	2	19	2%	114	61	22	9	206	1%
None	86	84	96	134	400	39%	1,628	642	702	621	3,593	43%
Total	184	273	246	315	1,018	100%	3,483	2,088	1,799	1,459	8,829	100%
Percentage	18%	111%	24%	31%	100%		39%	116%	20%	17%	100%	

Table 5 Question #6 on survey: Do you know what can and cannot be collected for RUBBISH?

Question #6	Survey Data				Total	%	Weighted Population Distribution				Total	%
	18-34	35-49	50-64	65+			18-34	35-49	50-64	65+		
Yes, I know every item that can or can't be collected	43	91	96	145	375	37%	814	696	702	672	2,884	46%
Somewhat know	112	142	127	142	523	51%	2,120	1,086	929	658	4,793	45%
Somewhat uncertain	15	25	15	23	78	8%	284	191	110	107	691	7%
No, I don't know what can be collected	14	15	8	5	42	4%	265	115	59	23	461	2%
Total	184	273	246	315	1,018	100%	3,483	2,088	1,799	1,459	8,829	100%
Percentage	18%	111%	24%	31%	100%		39%	116%	20%	17%	100%	

Table 6 Question #7 on survey: Do you know what can and cannot be collected for RECYCLING?

Question #7	Survey Data				Total	%	Weighted Population Distribution				Total	%
	18-34	35-49	50-64	65+			18-34	35-49	50-64	65+		
Yes, I know every item that can or can't be collected	45	89	89	139	362	36%	852	681	651	644	2,827	32%
Somewhat know	101	133	126	135	495	49%	1,912	1,017	921	625	4,476	51%
Somewhat uncertain	19	31	19	27	96	9%	360	237	139	125	861	10%
No, I don't know what can be collected	19	20	12	14	65	6%	360	153	88	65	665	8%
Total	184	273	246	315	1,018	100%	3,483	2,088	1,799	1,459	8,829	100%
Percentage	18%	27%	24%	31%	100%		39%	24%	20%	17%	100%	

Table 7 Question #8 on survey: Do you find it important to RECYCLE in your household?

Question #8	Survey Data				Total	%	Weighted Population Distribution				Total	%
	18-34	35-49	50-64	65+			18-34	35-49	50-64	65+		
Very important	113	175	163	212	663	65%	2,139	1,338	1,192	982	5,651	64%
Somewhat important	40	56	36	61	193	19%	757	428	263	283	1,731	20%
Undecided	12	19	24	17	72	7%	227	145	176	79	627	7%
Somewhat unimportant	2	9	11	9	31	3%	38	69	80	42	229	3%
Not important	17	14	12	16	59	6%	322	107	88	74	591	7%
Total	184	273	246	315	1,018	100%	3,483	2,088	1,799	1,459	8,829	100%
Percentage	18%	27%	24%	31%	100%		39%	24%	20%	17%	100%	

Question 9 was a required response. A survey respondent could select more than one answer. There were 1,018 of the 1,018 qualified survey submissions with a total of 3,897 answers.

Table 8 Question #9 on survey: What are STRENGTHS of the current collection system? (select all that apply)

Question #9	Survey Data				Total		Weighted Population Distribution				Total
	18-34	35-49	50-64	65+			18-34	35-49	50-64	65+	
Efficient	51	95	125	199	470		341	225	235	188	990
Convenient	130	211	195	283	819		869	501	367	268	2,005
Safety of City collectors	24	42	55	104	225		160	100	104	98	462
Minimal noise	55	67	72	137	331		368	159	136	130	792
Clutter free tree lawn	91	142	156	234	623		608	337	294	222	1,461
Reliable collection	79	153	160	244	636		528	363	301	231	1,424
Recycling in blue/clear bags	21	56	83	154	314		140	133	156	146	575
Cost of service (paid by City General Fund)	50	79	77	139	345		334	187	145	132	798
Other*	20	35	32	47	134		134	83	60	44	322
Total	521	880	955	1541	3,897		3,483	2,088	1,799	1,459	8,829

*Please see Appendix C for write-in answers directly from surveys.

Question 10 was not a required response. A survey respondent could select more than one answer. There were 745 of the 1,018 qualified survey submissions with a total of 1,600 answers.

Table 9 Question #10 on survey: What are WEAKNESSES of the current collection system? (select all that apply)

Question #10	Survey Data				Total		Weighted Population Distribution				Total
	18-34	35-49	50-64	65+			18-34	35-49	50-64	65+	
Not efficient	66	92	45	31	234		582	337	249	146	1,314
Not convenient	23	24	12	4	63		203	88	66	19	376
Not safe for City collectors	20	38	18	9	85		176	139	100	42	458
Service is noisy	22	38	12	15	87		194	139	66	71	470
City collectors/vehicles in backyard or lack of privacy	41	46	14	11	112		362	169	77	52	659
Missed collection	56	59	33	21	169		494	216	183	99	991
Rate of recycling (currently below average for Cuyahoga communities)	91	131	96	108	426		802	480	531	508	2,322
Cost of service (paid by City General Fund)	38	75	36	29	178		335	275	199	136	946
Other*	38	67	59	82	246		335	245	327	386	1,293
Total	395	570	325	310	1,600		3,483	2,088	1,799	1,459	8,829

*Please see Appendix C for write-in answers directly from surveys.

Question 11 was not a required response. Totals for each option reflect the total number of responses received from the 1,018 qualified survey submissions. Please refer to the following options for Question 11:

- Option A: Current backdoor/side door rubbish manual with backdoor/side door blue/clear bag recycle manual collection. COST per household per month: \$25.49
- Option B: Curbside rubbish manual with curbside blue/clear bag recycling manual collection. COST per household per month: \$22.56
- Option C: Backdoor/side door rubbish manual with curbside recycling manual bin/tote collection. COST per household per month: \$27.34
- Option D: Backdoor/side door rubbish manual with curbside recycling semi-automated wheeled cart collection. COST per household per month: \$27.90
- Option E: Curbside rubbish semi-automated wheeled cart with curbside recycling semi-automated wheeled cart collection. COST per household per month: \$23.92
- Option F: Curbside rubbish automated wheeled cart with curbside recycling automated wheeled cart collection. COST per household per month: \$22.04

Table 10 Question #10 on survey: Choose your preference for each option below: Options C, D, E, & F costs could be lower if the City receives grant funding for bins/carts. Costs based upon 2022 wages, fuel, equipment, and landfill/processing fees.

Question #11	Survey Data				Total	Weighted Population Distribution				Total
	18-34	35-49	50-64	65+		18-34	35-49	50-64	65+	
Option A										
Preferred	62	112	133	186	493	1,393	1,044	1,145	1,052	4,634
Undecided	15	29	21	20	85	337	270	181	113	901
Not Preferred	78	83	55	52	268	1,753	774	473	294	3,294
Total	155	224	209	258	846	3,483	2,088	1,799	1,459	8,829
Option B										
Preferred	13	25	15	23	76	314	243	144	161	862
Undecided	18	31	21	28	98	435	301	202	195	1,134
Not Preferred	113	159	151	158	581	2,733	1,544	1,453	1,103	6,833
Total	144	215	187	209	755	3,483	2,088	1,799	1,459	8,829
Option C										
Preferred	18	25	21	13	77	432	243	204	90	970
Undecided	13	37	25	42	117	312	359	243	292	1,207
Not Preferred	114	153	139	155	561	2,738	1,486	1,352	1,077	6,653
Total	145	215	185	210	755	3,483	2,088	1,799	1,459	8,829
Option D										
Preferred	19	31	20	13	83	456	302	193	91	1,043
Undecided	20	30	26	28	104	480	293	251	196	1,221
Not Preferred	106	153	140	167	566	2,546	1,493	1,354	1,171	6,565
Total	145	214	186	208	753	3,483	2,088	1,799	1,459	8,829
Option E										
Preferred	65	71	38	19	193	1,530	683	366	134	2,712
Undecided	24	40	30	31	125	565	385	289	218	1,457
Not Preferred	59	106	119	157	441	1,388	1,020	1,145	1,107	4,660
Total	148	217	187	207	759	3,483	2,088	1,799	1,459	8,829
Option F										
Preferred	105	125	82	53	365	2,344	1,125	745	358	4,572
Undecided	15	31	19	20	85	335	279	173	135	922
Not Preferred	36	76	97	143	352	804	684	881	966	3,335
Total	156	232	198	216	802	3,483	2,088	1,799	1,459	8,829

Question 12 was not a required response. A survey respondent may select only one answer. There were 911 answers provided by the 1,018 qualified surveys submissions. Please refer to the following options for Question 12:

- Option A: Current backdoor/side door rubbish manual with backdoor/side door blue/clear bag recycle manual collection
- Option B: Curbside rubbish manual with curbside blue/clear bag recycling manual collection
- Option C: Backdoor/side door rubbish manual with curbside recycling manual bin/tote collection
- Option D: Backdoor/side door rubbish manual with curbside recycling semi-automated wheeled cart collection
- Option E: Curbside rubbish semi-automated wheeled cart with curbside recycling semi-automated wheeled cart collection
- Option F: Curbside rubbish automated wheeled cart with curbside recycling automated wheeled cart collection

Table 11 Question #12 on survey: What is your overall preferred collection method?

Question #12	Survey Data				Total	%	Weighted Population Distribution				Total	%
	18-34	35-49	50-64	65+			18-34	35-49	50-64	65+		
Option A: Current backdoor rubbish / Current backdoor recycling	46	81	124	191	442	49%	971	690	1,000	1,002	3,664	42%
Option B: Curbside manual rubbish/ Curbside manual recycling	3	5	6	14	28	3%	63	43	48	73	228	3%
Option C: Current backdoor rubbish/ Curbside Manual recycling	8	14	8	9	39	4%	169	119	65	47	400	5%
Option D: Current backdoor rubbish/ Curbside semi-auto recycling	8	18	3	7	36	4%	169	153	24	37	383	4%
Option E: Semi-auto curbside rubbish/ Semi-auto curbside recycling	21	20	9	6	56	6%	443	170	73	31	718	8%
Option F: Automated curbside rubbish/ Automated curbside recycling	79	107	73	51	310	34%	1,668	912	589	268	3,436	39%
Total	165	245	223	278	911	100%	3,483	2,088	1,799	1,459	8,829	100%
Percentage	18%	27%	24%	31%	100%		39%	24%	20%	17%	100%	

Figure 3 Question 12 Survey Distribution

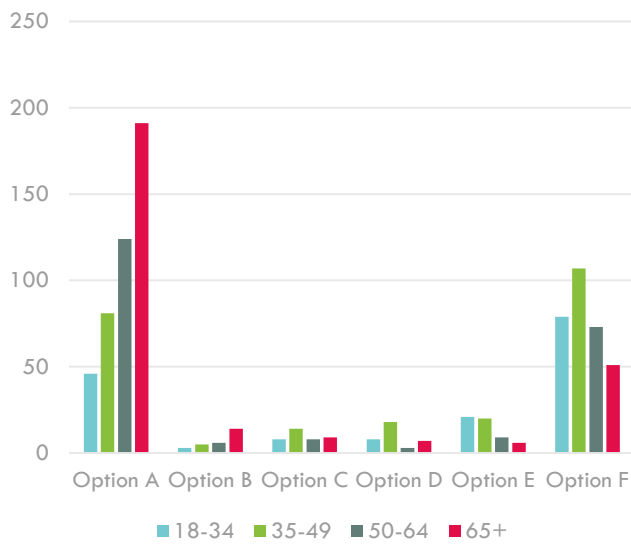


Figure 2 Question 12 Weighted Population Distribution

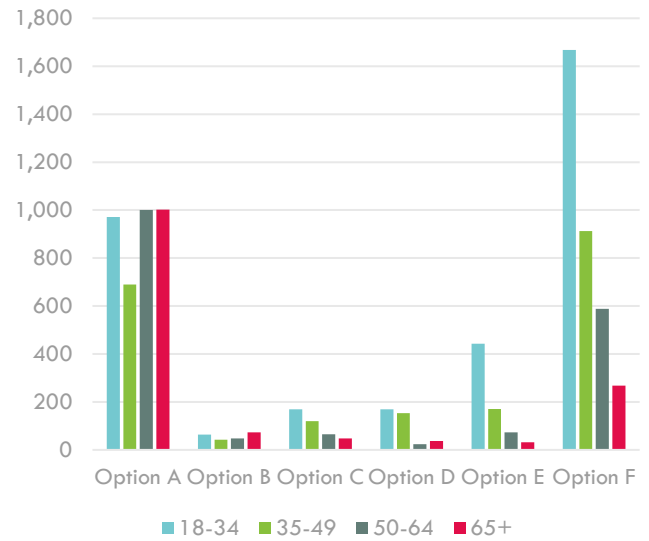
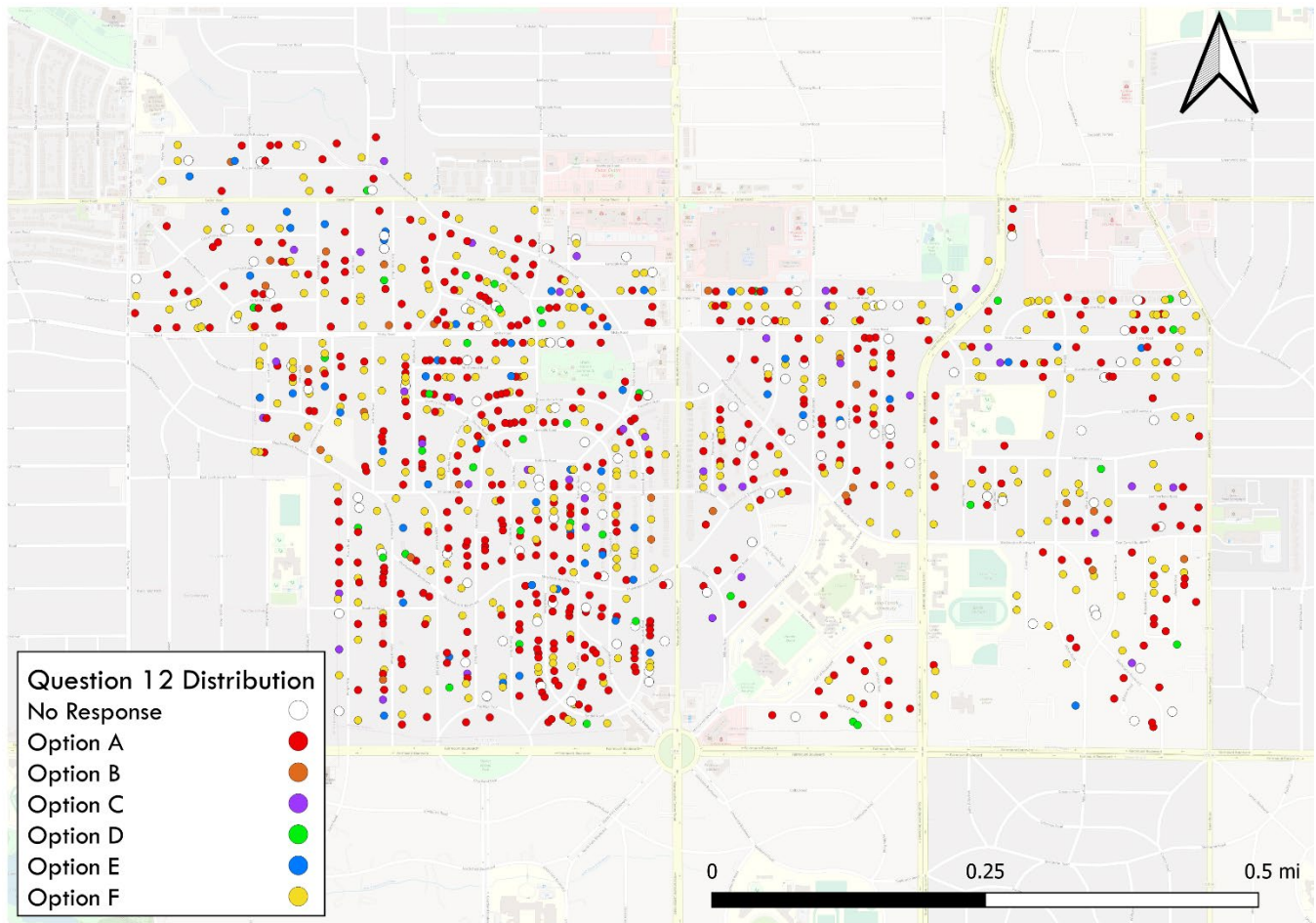


Figure 4 Survey Data Question 12 Response



CONCLUSIONS/OBSERVATIONS

- **Table 1: Qualified Survey Count Compared to Census Data.**
 - Each survey was assigned an age group according to the oldest reported household resident.
 - The 65+ age group is 15% of adult Census population, and 17% of the adjusted 8,829 adult Census population.
 - The survey age category with the highest survey submission rate was the 65+ age group which included 315 survey submissions or 31%. Of the 315 survey submissions, there were 240 survey submissions or 76% which did not have any other age groups listed as residing in the household.
- **Table 2: How many people reside in your household?**
 - The survey submissions reported in the 65+ age category represented the greatest portion of all qualified survey submissions at 31%.
 - A plurality of households have only 2 people residing at 43% followed by 1 person households at 18%.
- **Table 3: Typically, how many blue/clear bags (10-30 gallons) of RECYCLING do you place for collection weekly?**
 - 47% of respondents place one recycling bag for weekly collection while 23% do not place any.
- **Table 4: Typically, how many SPECIAL pickups do you request per year?**
 - 36% of respondents use the City's special pickups request collection once per year while 39% do not use this service.
- **Table 5: Do you know what can and cannot be collected for RUBBISH?**
 - A majority of respondents know what can and cannot be collected for rubbish with 37% reporting "Yes, I know every item that can or can't be collected" and 51% reporting "Somewhat know".
- **Table 6: Do you know what can and cannot be collected for RECYCLING?**
 - A majority of respondents know what can and cannot be collected for recycling with 36% reporting "Yes, I know every item that can or can't be collected" and 49% reporting "Somewhat know".
- **Table 7: Do you find it important to RECYCLE in your household?**
 - Recycling is important to 84% of University Heights residents, with 65% reporting that recycling was "Very important" and 19% reporting it was "Somewhat important".
- **Table 8: What are STRENGTHS of the current collection system?**
 - The required response on Question 9 allowed for the Service Department to receive feedback on strengths of the current program.
 - The top strength was "Convenient"
 - Second strength was "Reliable collection"
 - Third strength was "Clutter free tree lawn"
 - The survey results and individual comments will serve as a guide for the development of future education and outreach programs for rubbish and recycling collection.
- **Table 9: What are WEAKNESSES of the current collection system?**
 - The top weakness was "Rate of recycling (currently below average for Cuyahoga communities)."
 - Second weakness was typed in "Other" comments
 - Third weakness was "Not efficient"
 - The survey results and individual comments will serve as a guide for the development of future education and outreach programs for rubbish and recycling collection.

- **Table 10: Choose your preference for each option.**
 - Most preferred options by years-of-age category follows the trend of options as presented in Question 12 or Table 11.
- **Table 11: What is your overall preferred collection method?**
 - There were 911 answers provided by the 1,018 qualified surveys submissions with 107 or 10.5% which did not provide any response for their collection preference.
 - 51% of qualified survey submissions chose a different method option to the current collection system.
 - Out of the 911 qualified survey submissions, a plurality at 49% was Option A to keep the current collection system. The second highest response at 34% was Option F for a fully automated collection system. The third highest response at 6% was Option E for a semi-automated collection system.
 - 83% of respondents preferred either Option A current collection system or Option F for a fully automated collection system. The remaining options (B, C, D, and E) represented 17% of survey submissions.
 - When placed on a weighted population distribution, 42% chose to keep the current collection method and 58% chose a different method. The leading alternatives were curbside automated collection at 39% followed by curbside semi-automated collection at 8%, and the three remaining methods at 11%.
 - Five out of ten residents preferred a curbside method such as automated, semi-automated, or manual collection (Options F, E, and B).
 - Four out of ten residents preferred the current system with no changes (Option A).
 - One out of ten residents preferred backdoor rubbish collection with changes to recycling either manual or semi-automated curbside collection (Option C and D).

APPENDIX A: EXAMPLE OF ONLINE SURVEY



Welcome to the University Heights Residential Rubbish and Recycling Collection Survey

Please complete by September 9, 2022

The Cuyahoga County Solid Waste District in partnership with Resource Recycling Systems (RRS) is surveying residents regarding rubbish and recycling collection services to gather residents' opinions to assist the City of University Heights in decisions around collection methods, costs, efficiency, and safety.



General Information

* 1. What is your street address?

House Number	<input type="text"/>
Street	<input type="text"/>
(Optional) Apartment/Unit	<input type="text"/>

* 2. How many people reside in your household?

* 3. How many people of these ages are within your household?

Under 18	<input type="text"/>
18-34	<input type="text"/>
35-49	<input type="text"/>
50-64	<input type="text"/>
65+	<input type="text"/>

Current Program

University Heights	2018		2019		2020		2021	
	Tons	%	Tons	%	Tons	%	Tons	%
Landfilled	4,553	74.4%	4,590	70.1%	5,045	71.5%	4,945	64.6%
Recycled	335	5.5%	317	4.8%	352	5.0%	328	4.3%
Composted	1,228	20.1%	1,643	25.1%	1,662	23.5%	2,379	31.1%
Total	6,116	100.0%	6,550	100.0%	7,059	100.0%	7,652	100.0%

* 4. Typically, how many blue/clear bags (10-30 gallons) of RECYCLING do you place for collection weekly?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4+
- ☐ None

* 5. Typically, how many SPECIAL pickups do you request per year?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4+
- ☐ None

* 6. Do you know what can and cannot be collected for RUBBISH?

- ☐ Yes, I know every item that can or can't be collected
- ☐ Somewhat know
- ☐ Somewhat uncertain
- ☐ No, I don't know what can be collected

* 7. Do you know what can and cannot be collected for RECYCLING?

- ☐ Yes, I know every item that can or can't be collected
- ☐ Somewhat know
- ☐ Somewhat uncertain
- ☐ No, I don't know what can be collected

ALUMINUM CUPS: Empty and rinse. No straws.

CANS: Empty and rinse.

CARDBOARD: Empty and flatten.

CARTONS: Empty and rinse. Discard cap in the trash and flatten.

GLASS BOTTLES & JARS: Empty and rinse.

PAPER & BOXES: Flatten cardboard items and cereal boxes to save space.

PLASTIC BOTTLES & JUGS: Empty and rinse. Replace the cap.



* 8. Do you find it important to RECYCLE in your household?

- ☐ Very important
- ☐ Somewhat important
- ☐ Undecided
- ☐ Somewhat unimportant
- ☐ Not important

* 9. What are STRENGTHS of the current collection system? (select all that apply)

- ☐ Efficient
- ☐ Convenient
- ☐ Safety of City collectors
- ☐ Minimal noise
- ☐ Clutter free tree lawn
- ☐ Reliable collection
- ☐ Recycling in blue/clear bags
- ☐ Cost of service (paid by City General Fund)
- ☐ Other (please specify)

10. What are WEAKNESSES of the current collection system? (select all that apply)

- ☐ Not efficient
- ☐ Not convenient
- ☐ Not safe for City collectors
- ☐ Service is noisy
- ☐ City collectors/vehicles in backyard or lack of privacy
- ☐ Missed collection
- ☐ Rate of recycling (currently below average for Cuyahoga communities)
- ☐ Cost of service (paid by City General Fund)
- ☐ Other (please specify)



Welcome to the University Heights Residential Rubbish and Recycling Collection Survey

Part 2. Program Evaluation

The City is evaluating rubbish/recycling program collection methods and appreciates your opinion on the type of service we could provide to you. Some of these methods require the purchase of wheeled carts in which the City could apply for grant funding in 2023 to supplement funding the program start-up. If residents show interest, a cart involved program could start late 2023/early 2024. Please read all options thoroughly before answering final questions.

COLLECTION OPTIONS:

Option A

Current backdoor/side door rubbish manual with backdoor/side door blue bag recycle manual collection: Current collection system requires 8 employees. Collectors drive up to house with a Kubota collection vehicle, manually place materials in vehicle, and dump rubbish into a rear load packer rubbish truck. Collectors place blue/clear recycling bags on tree lawn for later manual collection into a recycling truck.

Option A Rubbish	Option A Recycling
Resident-provided rubbish container Backdoor/side door rubbish collection	Resident-provided recycling bags Backdoor/side door recycling collection
	

Option B

Curbside rubbish manual with curbside recycling manual collection: This system requires 5 employees. Residents place rubbish containers and blue/clear recycling bags at or near the tree lawn or driveway apron. Collectors manually empty resident-provided rubbish containers and blue/clear recycling bags into separate rear load packer trucks.

Option B Rubbish

Resident-provided rubbish container
Residents place rubbish at tree lawn



Option B Recycling

Resident-provided recycling bags
Residents place recycling at tree lawn



Option C

Backdoor/side door rubbish manual with curbside recycling manual collection: This system requires 9 employees. Collectors drive up to house with a Kubota collection vehicle, manually place rubbish in vehicle, dump rubbish into a rear load packer rubbish truck. Residents place City-provided recycling bin/tote at or near the tree lawn or driveway apron. Collectors manually empty City-provided recycling bin/tote into a recycling truck.

Option C Rubbish

Resident-provided rubbish container
Backdoor/side door rubbish collection



Option C Recycling

City-provided recycling bin/tote
Residents place recycling at tree lawn



Option D

Backdoor/side door rubbish manual with curbside recycling semi-automated collection: This system requires 9 employees. Collectors drive up to house with a Kubota collection vehicle, manually place materials in vehicle, take rubbish to a rear load packer rubbish truck. Residents place City-provided wheeled recycling carts at or near the curb or driveway apron. Collectors manually roll the City-provided wheeled recycling carts to a recycling truck where a tipper mechanism lifts each wheeled cart and dumps recyclables into the recycling truck.

Option D Rubbish

Resident-provided rubbish container
Backdoor/side door rubbish collection



Option D Recycling

City-provided wheeled recycling cart
Residents place recycling cart at tree lawn



Option E

Curbside rubbish semi-automated with curbside recycling semi-automated collection: This system requires 5 employees. Residents place City-provided wheeled rubbish and recycling carts at or near the curb or driveway apron. Collectors manually roll City-provided wheeled rubbish cart to the rear load packer rubbish truck where a tipper mechanism lifts the wheeled cart and dumps the rubbish into the truck. Collectors manually roll the City-provided wheeled recycling cart to the rear load packer recycling truck where a tipper mechanism lifts the wheeled cart and dumps the recyclables into the truck.

Option E Rubbish

City-provided wheeled rubbish cart
Residents place rubbish cart at tree lawn



Option E Recycling

City-provided wheeled recycling cart
Residents place recycling cart at tree lawn



Option F

Curbside rubbish automated with curbside recycling automated collection: This system requires 2 employees. Residents place City-provided wheeled rubbish and recycling carts at or near the tree lawn or driveway apron. One collector drives a rubbish truck and positions the truck adjacent to the City-provided wheeled rubbish cart. The collector operates an articulated lift arm from within the cab, lifts the cart and dumps the rubbish into the packer body. One collector drives a recycling truck and positions the truck adjacent to the City-provided wheeled recycling cart. The collector operates an articulated lift arm from within the cab, lifts the cart and dumps the recycling into the packer body.

Option F Rubbish	Option F Recycling
City-provided wheeled rubbish cart Residents place rubbish cart at tree lawn	City-provided wheeled recycling cart Residents place recycling cart at tree lawn
	

* 11. Choose your preference for each option below:

Options C, D, E, & F costs could be lower if the City receives grant funding for bins/carts.

Costs based upon 2022 wages, fuel, equipment, and landfill/processing fees.

	Not Preferred	Undecided	Preferred
Option A: Current backdoor/side door rubbish manual with backdoor/side door blue/clear bag recycle manual collection COST per household per month: \$25.49	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option B: Curbside rubbish manual with curbside blue/clear bag recycling manual collection COST per household per month: \$22.56	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option C: Backdoor/side door rubbish manual with curbside recycling manual bin/tote collection COST per household per month: \$27.34	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Option D: Backdoor/side door rubbish manual with curbside recycling semi- automated wheeled cart collection COST per household per month: \$27.90	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Option E:
Curbside rubbish
semi-automated
wheeled cart with
curbside
recycling semi-
automated
wheeled cart
collection
**COST per
household per
month: \$23.92**



Option F:
Curbside rubbish
automated
wheeled cart with
curbside
recycling
automated
wheeled cart
collection
**COST per
household per
month: \$22.04**




* 12. What is your overall preferred collection method?

- ☐ Option A: Current backdoor/side door rubbish manual with backdoor/side door blue/clear bag recycle manual collection
- ☐ Option B: Curbside rubbish manual with curbside blue/clear bag recycling manual collection
- ☐ Option C: Backdoor/side door rubbish manual with curbside recycling manual bin/tote collection
- ☐ Option D: Backdoor/side door rubbish manual with curbside recycling semi-automated wheeled cart collection
- ☐ Option E: Curbside rubbish semi-automated wheeled cart with curbside recycling semi-automated wheeled cart collection
- ☐ Option F: Curbside rubbish automated wheeled cart with curbside recycling automated wheeled cart collection


APPENDIX B: POSTCARD TO RESIDENTS


Please go to this link to complete survey:
www.surveymonkey.com/r/UHCollectionSurvey
or scan the QR Code

Complete Survey by September 9, 2022





University Heights
Service Department
needs your help to
improve rubbish and
recycling collection
in our city!

RRS 

 **Cuyahoga County**
SOLID WASTE DISTRICT

Resource Recycling Systems
416 Longshore Drive
Ann Arbor, MI 48105

PRSRT STD
US POSTAGE
PAID
CLEVELAND OH
PERMIT #498





The Cuyahoga County Solid Waste District in partnership with Resource Recycling Systems (RRS) is surveying residents regarding rubbish and recycling collection services to gather residents' opinions to assist the City of University Heights in decisions around collection methods, costs, efficiency, and safety.

Please provide only ONE survey per household.

Please scan QR Code or go to this link to complete survey:
www.surveymonkey.com/r/UHCollectionSurvey

APPENDIX C: OTHER/WRITE-IN COMMENTS

What are **STRENGTHS** of the current collection system?

All comments are listed exactly as received in survey submissions

- After 50 years in our home, we see no need to change. Other cities w treelawn end up with trash on lawn and in streets!
- Clutter free tree lawns are NOT a reality in all of Belvoir.
- the system helps frailer people to keep their homes. no dragging of heavy recepticals to curb, especially in winter.
- Perk of living in Univ. Hts.
- Age and health would make tree lawn pick up
- The current system works well for us.
- None
- Unique
- Not a lot of loose litter after garbage day like in CH
- Minimal work on my part. I feel like I'm getting something for the ridiculous taxes here despite the rise in crime. If MDB turns his head to safety of the neighborhood, at least I don't have to drag my garbage to the street. Not having lawns covered in garbage any given day of the week is a bonus as well.
- do not have to haul out front in inclement wearher
- It works well and we have no complaints or desires to change.
- The blue bags fit in the trash cans that fit in the small garage with 2 cars
- Outstanding customer service. Worked throughout the pandemic collecting all garbage, recycling, lawn and leaf. Workers are friendly and ALWAYS wave to the children of the neighborhood who love to see them in the little mini garbage trucks. Last week our freezer broke and instead of waiting until next trash pickup they allowed us to come to the service department to dump our items. This was wonderful since it was hot and our trash pick up was almost a week away.
- None.
- New to neighborhood
- We like our rubbish collectors and do not want them to lose their jobs.
- We are elderly. I am handicapped. Pickup enables to stay in our home of decades
- Should be 10c a return for all cans. Fucking bullshit that is isn't. Michigan has been 10 cents since the 70z
- Doesn't eliminate work opportunities by automating a humanresidents. Even with their new trash cans my Cleveland Heights neighbors have debris left on trash day. I have watched our trash teams pick up fallen debris in the course of their trash removal. I am grateful for this.
- Not only keeps tree lawn from unsightly trash once a week, it is easier and more convenient for elderly as well as for those who travel frequently and thus can't put trash cans out. Also nowhere to store big trash cans that are used for automated pickup. Definitely one of the perks of living in UH.
- Clean! I've lived where there's curbside pickup from big bins, and it always smelled terrible. Also, my toddler loves to watch the trash truck when it comes up our driveway.
- EXTREMELY COMPETENT AND RELIABLE!

What are **STRENGTHS** of the current collection system?

All comments are listed exactly as received in survey submissions

- Very liable service.
- I like the current system very much and do not want to see trash on the tree lawns.
- Simplicity of plan is convenient to taxpayers.
- easier in winter especially for long driveways and seniors
- Absolutely no strength. It's awful.
- It's great!
- Safety for resident
- Not a big fan of it.
- Litter reduction (as opposed to bags on treelawns or loose items in bins)
- Garbage cans aren't littering front lawns all day. UGLY!
- not requiring dragging anything to curb especially during winter
- My safety in the winter when driveway is icy
- Ability to use the type,size,etc. garbage container we prefer within set guidelines.
- i dont recycle so dont know
- Back yard pickups
- Garbage can be more easily picked up in the winter; Huge containers in single lane driveway are impractical and likely thrown over by speeding plows
- Resident safety
- None of the above
- The fact that collection exists
- None. I have lived in many locales and this is the strangest and least efficient system I've seen
- Keeps neighborhoods uncluttered, VERY IMPORTANT
- Punctual
- Keeps workers employed
- None. There are no positive aspects of the current system.
- Clutter free off the lawns is extremely important to me and my family
- Don't have to move to curb/tree lawn
- It is a perk for living in UH
- Don't have to cart containers out to curb in snow and ice
- Excellent service to offer to residents. Extremely happy
- N/a
- I don't have to haul heavy trash to the curb.
- Most important to me is minimal noise as I do not want the city to go to automated collection. My sister has that in Parma and it sound like a 747 is landing in the streets and this noise goes on all morning
- Cans not left out to blow in street from tree lawn
- I love having someone come up my drive - very convenient
- Safety of Residents
- No cans in the street being swerved around
- Not requiring moving barrels to the street
- Job security for young employees

What are **STRENGTHS** of the current collection system?

All comments are listed exactly as received in survey submissions

- Better for ALL seniors!!
- don't have to drag garbage cans down steep driveway (big hill)
- Not convenient
- Like they collect behind the house!!!!
- Ease of placement
- Good for elderly people without a driveway gate
- For the high taxes we pay it's about the only "perk" we have.
- Easier for us on collection day
- Safety! Not having to drag bins up and down ice covered driveway
- I have paid for this service over the years.
- None. It is inefficient, costly, results in litter throughout the city, and results in us having a significantly lower rate of recycling than other municipalities in the area
- Don't have to worry about collection when traveling.
- not unsightly
- Aaa
- None-it's a ridiculous antiquated system
- It is the best service we have in UH. I don't trust that any savings from alternatives would actually save taxpayers money - mayor or council would just find new things to spend it on. I also don't believe recycling is a reason to change - people currently have access to recycling if they choose
- Safety for homeowners, cleaner process
- Helpful for seniors and disabled residents
- No barrels, bags easily put out in the back of the house, especially in winter
- I do not see any.
- Safety of elderly avoiding trudging wheeled wheeled containers down/back elevated &/or snow covered driveways..
- Necessary for our house
- I don't recycle through university heights... I bring my recycling elsewhere
- Unsure as I am a new resident
- Flexibility (if you miss a pickup)
- Nice to have
- Nothing
- Pickup in backyard, friendliness of collectors
- Very stressful and messy
- No strengths
- Don't have to drag large container to curb, would not be able to do that and would likely stop recycling completely because woupd mean dragging 2 containers
- Nothing
- Convenience of not lugging trash through snow and rain to curb
- Back yard pickup
- I just don't care about this issue and I don't know why this mayor has made trash collection his #1 issue.

What are **STRENGTHS** of the current collection system?

All comments are listed exactly as received in survey submissions

- It's a horrible system overall
- No maximum bags
- Safe in the winter months when there is ice.
- Everything I put out is taken, even if it's too much to fit in my cans, even if I miss putting items out, they come back to get it
- Do not have to move containers especially in winter
- i have one bag every few weeks. I dont need a huge bucket to be picked up every week
- Very convenient
- its very cumbersome. Just give us bins for trash and recycling. Every other town has them
- Trash cans can be stored in our garage (keeps away raccoons/pests)
- Great for those who have physical disabilities and the elderly
- I see no strengths.
- There aren't any..
- Able to collect rubbish when you're out of town
- Safety of home owner/renter
- I take my trash to the front because I have a dog and keep my backyard lock. I don't use the current system
- Great staff. Fast.
- makes city unique, rare city service
- I don't have to see my neighbors trash!!!
- I don't see a strength
- Don't like look of plastic bins, looks cheap. Actually don't use bins at all, just put bags/cardboard out
- None, this is embarrassing.
- It is not quiet.
- it works really well for me!
- Convenience of special pickups, 2) Jewish holiday pickups, 3) Safety of city workers
- Doesn't clog roads
- Physically safe for householder
- safety for household, no slipping on ice trying to out trash out on curb and easier for senior citizen to put out trash right in front of house

What are WEAKNESSES of the current collection system?

All comments are listed exactly as received in survey submissions

- People not putting trash cans back after pick up
- None. I'm frustrated at the idea of not getting as good of service for paying the same taxes. But I also DEFINITELY DO NOT want increased taxes. The tax rate is the ONLY REASON we consider leaving University Hts. Im frustrated that our city leadership has not budgeted wisely and has put us in such a position. Like anyone, the city should have been saving some money for when the time came that new trash vehicles would be needed (as in the situation now).
- None
- there are no downsides
- blue bags create trouble for the MERF and cost citizens more
- Compost food waste as an option
- I often have parts of my garbage that are left. I have no clue why
- Trash cans need to be larger.
- We really don't find any weaknesses for us.
- None!
- Need to find way to make residents secure garbage from vermin entry and also from wafting about due to insecure packing
- yard waste not always picked up on tree lawn
- Wish it was like Lyndhurst service
- We don't have recycling bins, I'm not sure where I'd put my cans if I got a fence.
- No negatives
- limitations on size of trash cans allowed to be used
- currently the back yard pick up is very convenient, and it keeps the front yards and tree lawns clutter free of trash and garbage cans. cost is always a factor, but w/high taxes it's a great bennifet espically for the older residents!
- There is nothing wrong with the present system
- I like the current trash collection method
- Unsure why some items are collected and some are not
- I'd rather have a large bin for recycling and not have to break everything down into a blue bag.
- Plastic bags for recycling
- confusion, what is recycleable
- Cans left on tree lawn
- na
- Many residents have 6+ garbage cans and do not pay extra. Waste is blown out of loose garbage onto lawns and streets.
- Many people on Belvoir still put trash cans on tree lawns even with current system
- The lack of support to Service Workers from City Hall. Missed collections happen but are quickly remedied by calling the service department. Rate of recycling doesn't fall solely on the collection system. Individuals must want to recycle and know how to recycle. City leaders can lead by example and recycle paper/cardboard at city hall and aluminum cans at fire station.
- not advertised enough or often. There should also be a phone number for questions.
- that you have to buy blue recycling bags to recycle.

What are WEAKNESSES of the current collection system?

All comments are listed exactly as received in survey submissions

- All good at present. Just leave already.
- No weaknesses, we are very satisfied with the current service
- Having to find buy blue bags
- Usually leave loose garbage on lawn/driveway. Why do we need to use more plastic bags when trying to recycle? A recycling bin is better
- It is more costly for the city in the longterm but, we are one of the few inner ring suburbs with no block grant funds available to residents for property upkeep. Therefore, maintaining this service is the least thing to be provided to residents.
- I really don't know
- Hard for family members to remember what can and can't be recycled
- From a customer standpoint I don't see any weakness, from business operations city cost a factor?
- Don't like to have to provide garbage cans, or bag recycling
- Putting bins out for collectors blocks my driveway
- All is well.
- Don't always collect all that is put it or when they spill they don't pick it up.
- We wish that it was not necessary to pay for a special pickup and have to arrange it ahead of time
- Blue bag system does not work, as recycling centers reject many bags.
- They sometimes drop items and don't go back. It has happened several times on our street
- Current system is terrible. Garbage can sizes are too small. Garbage cans end up filthy bc garbage isn't properly disposed of during collection. Trash ends up all over lawn, and garbage storage areas. Collection should be automated arms just like neighboring cities in beachwood south Euclid lyndhurst. Current system is AWFUL.
- I find trash littered all over my lawn and my neighbors after collection day. Some times they just don't even take my trash, which doesn't make any sense because I'm not over the weight limit or anything. And they often don't make sure to empty the bin(s) fully so sometimes there's still trash in my bins after they've collected it.
- I have watched numerous times of many blue bags going into the back of the rubbish truck.
- Not everyone participates
- I did not even know that recycling was an option
- WE NEED BINS!! Animals get into bags put outside before trash day.
- Many residents like unsure how to recycle properly. I didnt know to use a blue bag before.
- I have no complaints at this time
- requires bags for recycling when bags are less available (grocery stores eliminating)
- Trying to eliminate a service that is important to residents. We are not a big city. For example, We lack a recreation center which our border cities all have yet our taxes are the same or more than those city. This has become the only feature that we have and to eliminate this will completely diminish our brand. The city will look dirty with trash cans out front and neighbors who are unable or will forget to take them back. The goal is to be a tree lined neighborhood not a trash can lined neighborhood. I think you got the answer from the first survey please quit sending surveys that reword questions in an effort to confuse folks and then they select that they care about a feature such as cost of service or workers safety and you use those responses to justify changing the process. Come on now just do the right thing. This can't be a big issue.
- Mayor is a moron
- Blue bags are difficult to find in stores
- The city should supply recycling bins/totes and do away with customer-purchased blue bags

What are WEAKNESSES of the current collection system?

All comments are listed exactly as received in survey submissions

- they put all the recycle bags on my property sometimes and that is annoying
- N/a
- Bagging recycling is redundant. Would prefer a separate recycling can (like CH) to put our recyclables in.
- Our car was hit by city collectors
- No provided uniform waste containers, so trash bags/containers left on tree lawn does not look good & does not always stay contained if bags are ripped or torn into by wildlife
- Bins would be preferred as in other counties (Lake, etc.)
- Cardboard boxes that are flat can't all fit in the blue bags. There should be a way not to have to put the cardboard boxes in bags.
- This is a rubbish-related comment, but for the very high taxes we pay, the city should furnish us garbage and recycling cans, just as Cleveland Hts. does.
- Use of plastic bags for recycling
- Compares poorly with nearby cities, e.g. S Euclid, Beechwood, Lyndhurst
- Will damage property and not take responsibility
- Never take anything larger. Any city I ever lived in took all garbage, atleast offered a large trash pick-up day
- None that I know
- Weight limit
- I used to live in beachwood, you can throw whatever you want in the cans and they are picked up and emptied. Here when it is heavy you just leave it? The current system is poor, lazy and inefficient
- Ppl who put their cans out a day or two early on the tree lawn BOO. ALSO ppl who put bagged trash on the ground and not in cans. And ppl who don't put kids on their cans which attracts rodents skunks and raccoons.
- Special pickup policy is limiting
- None
- Unless I put my rubbish on the tree lawn, it isn't always collected
- Large pile of blue bags sitting on my tree lawn waiting to be collected for hours.
- Having to bag recycling creates additional waste, and Not all plastics are considered recyclable
- Small bin size is extremely inconvenient for families
- none noted by me
- When special pickups are not collected in a reasonable amount of time and I think people should be directed not to put trash on the tree lawns!!
- Rules not enforced - neighbors leave trash on tree lawn for weeks
- I like it
- Sometimes they throw our blue bag in with the trash which is mist annoying
- Uncertain as to how successful and efficient our current recycling service is
- adding blue plastic bags to the trash; concerned that cardboard is going into the trash not recycling
- Not environmentally friendly, all of the blue bags. Also, I'm one of the houses where they pile all the bags on the tree lawn, which leaves broken glass on my sidewalk/driveway sometimes
- No weakness
- Bringing cardboard and paper items to city hall, which is not really conducive/convenient. This is more about the county's lack of commitment to recycling. We moved here from the Baltimore suburbs, which had a countywide dropoff for bulk items, etc

What are WEAKNESSES of the current collection system?

All comments are listed exactly as received in survey submissions

- several years ago my car, parked in my driveway was rear-ended by the garbage cart causing \$2500 in damage
- None that I care about.
- Garbage often left in cans
- Has worked fine for for over 40 years
- no downside has ever been encountered
- Have to pay more because of the plastic bags
- Every house has many trash bags sitting at end of drive . Does not look cleanly.
- Use of blue bag it's silly. Distribute Trashcans instead like Beachwood
- Blue bags not preferred by processing centers
- It's personal for me, not knowing what time to have my driveway clear or gate open. We have a dog.
- Sometimes clear blue recycling bags get tossed and not recycled
- How does rubbish collection effect recycling by processors?
- I find no weakness in the current system
- Need to change the recycle bag to a different method
- I see no weaknesses, only benefits for the homeowner (especially the elderly) Past administrations have been able to provide this service. Losing it now will be one more blow to the quality of life in UH.
- The recycling program is inefficient. We should have a machine that lifts and dumps the trash so collectors don't have to do it. So much trash along Warrensville.
- Our cans aren't large and animals knock over our cans and destroy trash bags. It's also inconvenient to have to bag everything you put in your can.
- None really
- having to tie up cardboard in bundles can be a challenge
- They should not have the volume so loud on their earpieces/headphones that they cannot hear well when spoken to.....i.e. a faun was hit by a car and settled in my yard to rest along the side of my driveway in the bushes. I could not yell loud enough at 20' for him to hear me asking him to stop. he came inches from the faun and I then gave the gentleman a piece of my mind. No one reading this cares but at least someone knows.
- I've had numerous missed pickups/partial pickups
- Recycling is dumped on our front tree lawn by the collection employees, and then taken away after. Not all pieces are always taken away, so we are always finding bits of recycle material in our grass.
- No negative comments
- Sometimes items fall off the cart
- Blue bags are wasteful and a pain to buy
- That we must recycle in blue bags.
- Seems to take too long and waste of money for trucks to be sitting on the side on the road waiting to be dumped into from the golf carts.
- Need more than one (1) collection day per week, especially in hot summer.
- Uncertain how much is truly recycled
- City collectors repeatedly collect recycles and throw in trash
- Larger boxes don't fit in blue bags, take these to recycling center at least twice a month. Annoying to navigate back there if garbage men are on premises or if fire trucks or ambulances are leaving the garage.
- Homeowner is expected to provide our own bins and recycling bags. City should offer one special pickup week per month.

What are WEAKNESSES of the current collection system?

All comments are listed exactly as received in survey submissions

- Blue bags for recycling increase waste
- Cuts in what can be recycled Bins would not add to plastic problem as the bags do
- recycling needs to be loose ie requires changes
- Archaic and NOT a reason to move here. Buggy drivers are Temp employees and NOT union.
- Not sure if card and paper is really recycled
- Some residents do not use cans with lids, which invites critters and refuse picked up by wind.
- Recycling bins are needed
- Lack of communication of why something wasn't collected
- Leave debris behind after they have collected trash
- Collection details are unclear
- Loose trash bin lids get lost often.
- Current system works.
- I hate the backyard service. I have a driveway gate and dogs so I have to drag the trash outside of my gate in multiple small, unwheeled trash cans that then block my driveway. We have a recycle trash bin that we got from the previous owner and I believe our recycling is just being trashed.
- Having to be sure driveway is clear on collection days
- Very difficult to recycle cardboard - I end up dropping it at City Hall collection bin. Very difficult to do bulk pickup - you prepay and then who knows when they will actually pick it up.
- Limited recycling and have to drop off my own cardboard due to frequent shipments.
- Everything
- None for this family.
- I hate filling the blue bags
- None. It works fine
- None! I love what we've got now.
- Trash left over in treelawns is common (torn bags, animals get into open trash bins, etc.)
- I don't have any negatives
- It apparently drives the mayor crazy and distracts our city from more important business. Just leave our garbage pick up alone!
- I see no downside to the current process
- When they won't take certain things and they just leave them behind, then the next week they'll take them but often starts to smell or animals get in it which has to be cleaned up in the meantime
- no weaknesses
- There are none .. don't fix what isn't broken
- I would like to have pickup more than once a week
- trash does not get picked up if contractor happens to be in the driveway
- City collectors place tons of bags in our tree lawn during collection day and always end up leaving scraps of trash/recycling we have to clean up afterwards
- Blue recycling bags are not environmentally friendly
- They don't close garbage cover after emptying it
- It's a highly unnecessary service that increases the already INSANE amount of taxes due to live here.
- The collectors always leave other people's recycling bags on our lawn, for many hours
- Focuses city workers away from other important tasks that need to be completed
- Bag waste for recycling - should be loose in a bin
- Seniors/the elderly are saved from moving wheeled containers through the snow!

What are WEAKNESSES of the current collection system?

All comments are listed exactly as received in survey submissions

- Year-end leaf collection is spotty.
- None
- I'm a newer resident but honestly this system seems ridiculous
- The scooters only help people with driveways that go behind the house - they drive up and go to your cans. But those of us with short driveways that end at the house, if they don't see the cans, they don't bother driving up to look for them.
- Large pile of recycling in the tree lawns during collection process
- Do not want to use bags for recycling and yard waste.
- bags are thrown away, very wasteful
- I'd appreciate a recycling bin vs having to purchase and waste plastic bags
- Truck spends over an hour on my street aggregating recycle bags and creating noise the entire time.
- I'm extremely happy with the current system
- Messy leaves garbage cans messy strewn not neat
- Having to move all of our cars
- Have no issues with current system
- Pretty sure The Flintstones had better trash pick up then our city
- Not picking up all trash
- The lack of education on what can and can't be recycled. The lack of knowledge by residents on how to dispose of furniture pieces. The use of the word rubbish. Just call it what it is, trash.
- No weaknesses. Very happy with current mode of operation.
- Bad for the environment
- The City is sooooo concerned about trash and recycling. Why don't they figure out how to not have the highest property taxes in the state instead?! Worry about things that matter. Not housekeeping.
- Use of blue plastic bags!
- No weaknesses
- Large items (cardboard boxes) do not fit in blue bags
- A lot of trash seems to fall out of the truck
- Animals getting into trash and littering the streets
- Cost of blue bags
- Wish they would come twice a week or we could have bigger bins
- Use of the blue bags for collection, most programs specify do not use bags such as University Heights system.
- Sometimes if we have a small bag in our trash can it gets left behind which is frustrating
- Restrictions on size of containers
- Wish for more frequent standard garbage pickup
- I wish the city would provide roller carts (one for rubbish, another for recycling). Placing just bags outside, or containers that are not raccoon proof makes the city look trashy. I have never lived in a community where you just place trashbags on the lawn, there were always roller bins provided (cleaner, animal proof due to heaviness of lid). We just moved here and the last people had requested a special pick up and it took over a week for the city to come get it and they had left food in bags which were subsequently torn open and strewn about by animals.
- judgment by workers as to whether bag qualifies
- Pests - use of bigger bags means I take trash out less often and deal with gnats/flyies inside.
- There's nothing I don't like about it

What are WEAKNESSES of the current collection system?

All comments are listed exactly as received in survey submissions

- no weakness It works well
- Cost and additional waste of bags for recycling.
- Current system is effective
- Recycling should be in container not in bag. Rather not spend money to recycle
- Blue bags plastic waste
- Outdated
- Recycling requires special blue bags
- When neighbors forget to put out their garbage
- Leaving the recycling on peoples lawns is embarrassing. Trash always spills when they dump from the carts into the trucks. Trash looks messy because of the mix of cans and loose bags.
- It is easier to put trash out on the tree lawn Wednesday morning. We recycle elsewhere.
- Never a clutter free tree lawn. They make such a mess. They also don't collect our Heinen's bags as recyclable (when we ONLY place recyclables in the blue Heinen's bags)
- Having to take cardboard to the service center myself since there is no room on the current collection carts, and then finding people dumping trash or furniture in the recycling container
- Nothing... it's great!
- None - Satisfied
- I don't recycle because of the uncertainty of items actually being recycled.
- Many citizens do not know the rules or simply disregard them when putting out their trash or cleaning up after animals or weather have caused a disruption.
- They broke my lid, leave trash behind, make a mess
- Like it just like it is.
- None of the above
- I did not know the city composts at all. Would like to know the details about this please.
- Nothing
- Unmaintained vehicles leave oil spots on driveway. If vehicle blocks drive on the street not belonging to our home our garbage was uncollected.
- we need less expensive employees and more contractors