

Pilot Residential Food Scraps Recycling Program Survey #2



City of Santa Clara
The Center of What's Possible

The City of Santa Clara would like to thank residents for providing feedback on the first Pilot Residential Food Scraps Recycling Program Survey. Staff is conducting a second survey to track progress, and will use the information collected to determine if this type of program will work best for our community. California State Senate Bill 1383 requires municipalities to reduce the amount of organics disposed of in landfills by 50% by 2020 and 75% by 2025. In addition to meeting state requirements, we aim to balance customer convenience and minimize rate increases. Your input is necessary to help us identify opportunities for improvement. Please take this opportunity to provide your feedback by June 22, 2018. You may submit this survey online at www.SantaClaraCA.gov/OpenCityHall or by mail to 1700 Walsh Avenue, Santa Clara, CA 95050. **Submit only one (1) response per household.**

1. What is your home address? (Your address is required to verify participation)

1254 verified survey responses

2. Are you recycling food scraps using the food scraps side of the split-cart?

- Yes (1028|82%) No (226|18%)

3. Are you placing your food scraps in a bag prior to placement into the split-cart?

- Yes (946|75%) No (29|2%) Sometimes (47|4%) No Answer (232|19%)



We highly encourage using a clear liner bag- such as a repurposed produce bag- to collect food scraps. Keep your split-cart tidy by tying off the bags before placing in the split-cart for collection. For more tips about liners, visit our website at www.SantaClaraCA.gov/FoodScraps.

4. How often do you transport your food scraps from your kitchen to the split-cart?

- Once a week (271|22%) A few times/week (589|47%) Daily (158|13%) No Answer (236|19%)

5. What type of container do you use to collect your food scraps in your kitchen?

- Kitchen pail (734|58%) Bag only (192|15%) Other (147|12%) No Answer (182|15%)

6. How useful have you found the City's pilot residential food scrap recycling program webpage (www.SantaClaraCA.gov/FoodScraps)?

- Helpful (254|20%) Somewhat helpful (197|16%) Not helpful (152|12%) Have not visited it (638|51%) No Answer (13|1%)




Visit the City's Pilot Residential Food Scraps Recycling Program webpage to find information on accepted materials, answers to frequently asked questions, tips and tricks shared by fellow residents (food scraps recycling hacks), videos, results from the first survey, and more.

SURVEY CONTINUES ON NEXT PAGE →

7. Do you currently have enough capacity in your blue recycling cart?

- Yes (1070|85%) No (152|12%) No Answer (32|3%)

	Did you know that your solid waste rates include unlimited recycling? If needed, you can request a recycling cart as large as 96-gallons, or request an additional cart at no extra charge. Please call Recology at (408) 970-5100 to make any recycling service level changes.
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8. Are you experiencing a shortage of garbage capacity with your split-cart?

- Yes, weekly. (257|20%) Yes, occasionally. (422|34%) Yes, but I had capacity shortage before this program. (16|1%) No. (523|42%) No Answer (36|3%)

9. Have you experienced any of the following: (Check all that apply)

- Not sure which types of bags to use (193|15%)
- Difficulty fitting larger items in the garbage side of the split-cart (661|53%)
- Issues disposing of non-recyclable items such as diapers or medical waste (112|9%)
- New cart is too heavy (283|23%)
- Other (167|13%)

10. Have you contacted any of the following staff for assistance?

- City staff (117|9%) Mission Trail (116|9%) N/A (920|73%) No Answer (101|8%)

11. If yes, please rate the assistance you received from City staff:

- Helpful (115|9%) Somewhat helpful (61|5%) Not helpful (595) (45|4%) N/A (435|35%) No Answer (598|48%)

	City staff is available to assess your individual situation and provide assistance. Residents may contact Environmental Programs staff at Environment@SantaClaraCA.gov or at (408) 615-3080 to schedule an outreach appointment.
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12. Do you have any suggestions to make this program easier for you?

Text Inputs (619 | 49%) No Answer/Skipped Question (635 | 51%)

13. Please rate your overall satisfaction with the program:

- Satisfied (429|34%) Somewhat satisfied (286|23%) Somewhat dissatisfied (136|11%) Dissatisfied (298|24%) Undecided (105|8%)

14. Provide your email address to receive occasional program updates (optional):

316 email addresses provided.