




City Council Meeting


**Item 1.B 18-080
Pilot Residential Food Scraps Recycling Program Survey #2 Results**

October 9, 2018



Background

- SB 1383 requires a 50% reduction of organics in landfill by 2020; 75% by 2025
- May 9, 2017 – 4-year pilot program approved by City Council
- Over 4,800 households were provided new split-carts in October 2017



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Program Implementation

- 310 tons of food scraps collected between October 2017 and April 2018
 - 20 lbs. per month per customer
- Environmental Programs staff has conducted 204 in-person outreach assistance appointments to date resulting in:
 - Increased garbage capacity for 130 customers (at no charge)
 - Increase recycling capacity for 48 customers (at no charge)

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Customer Satisfaction Survey #2

Survey #1 - 2017

- Surveys mailed to all pilot households November 30th
- Online survey available at Open City Hall
- 1402 verified surveys were submitted
 - 29% response rate

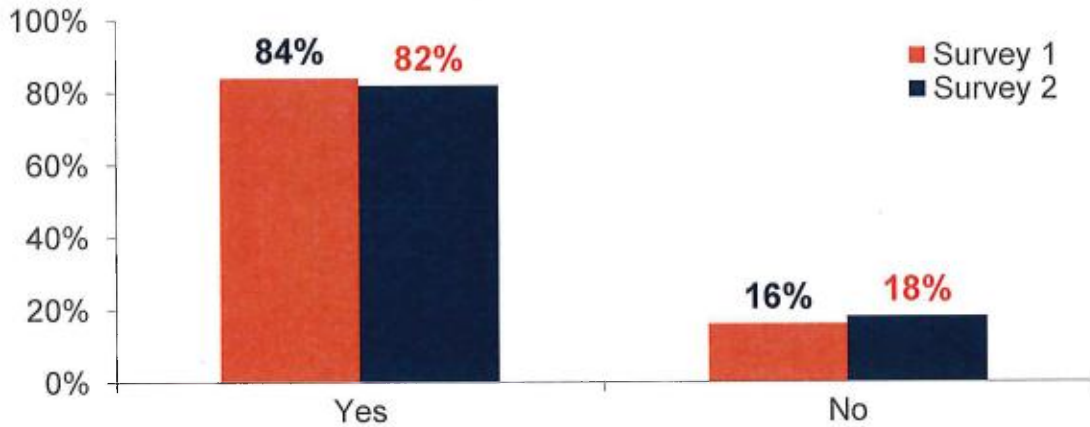
Survey #2 -2018

- Surveys mailed to all pilot households June 1st
- Online survey available at Open City Hall
- 1254 verified surveys were submitted
 - 26% response rate

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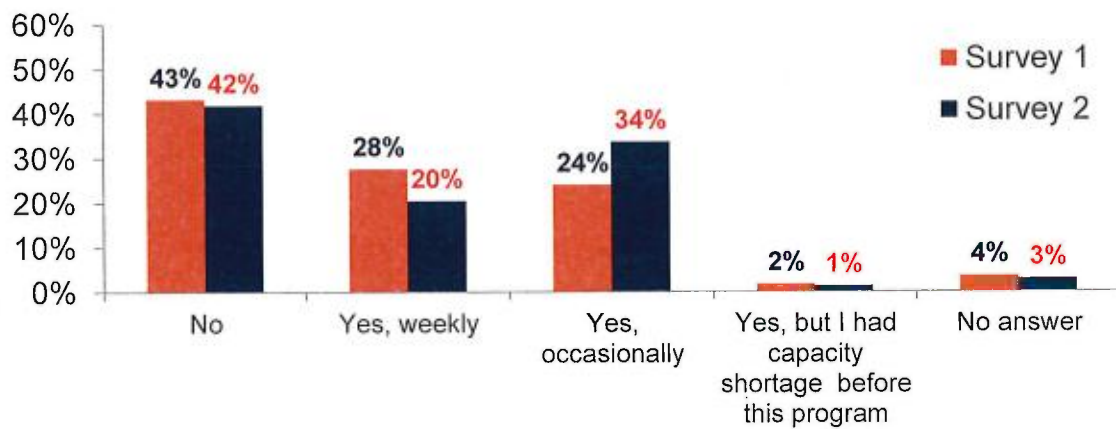
Participation Rate



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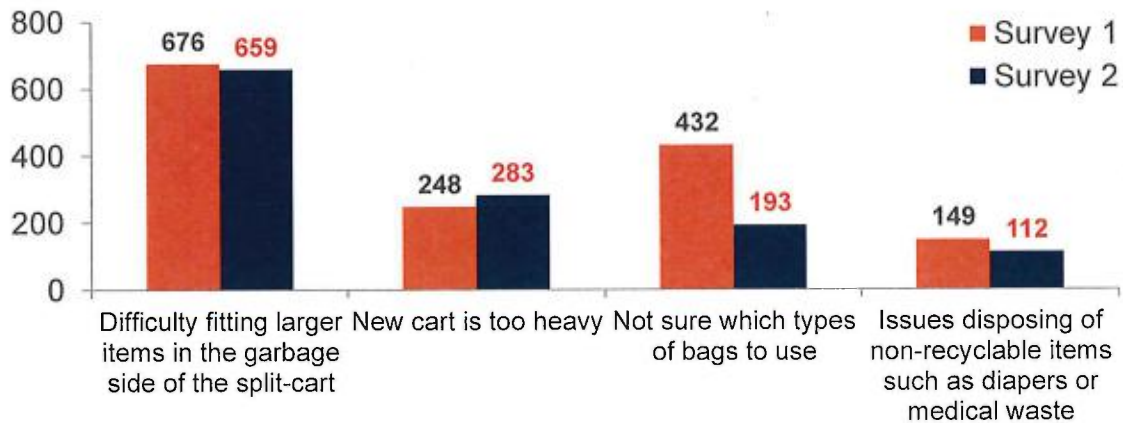
Garbage Capacity Issues



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Challenges

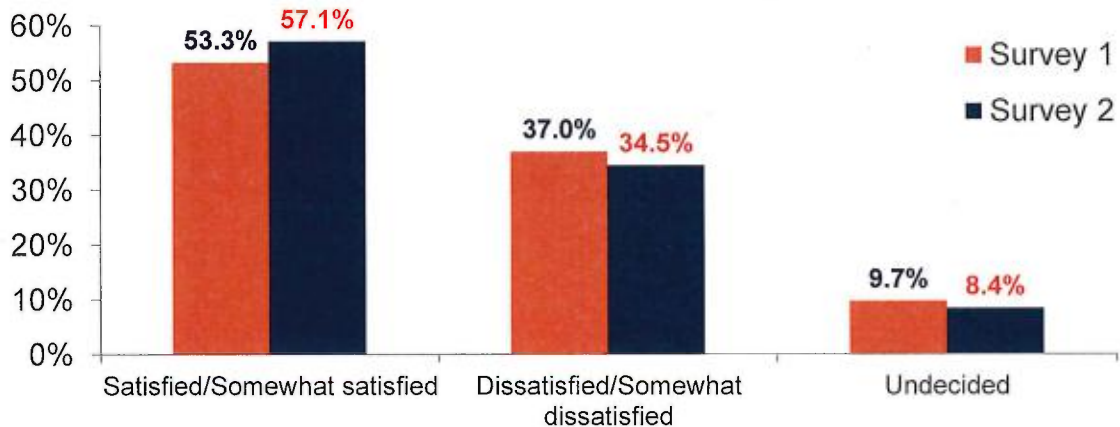


Other Challenges Reported

- Food scraps side is too big (wasted space)
- Carts breaking
 - Lids cracking
 - Dividers coming loose
 - Wheels falling off
- Concerns about pests (e.g. fruit flies, maggots)
- Cart is hard to clean
- Leaks and odors



Overall Customer Satisfaction



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Next Steps

- Continue to monitor program and address issues as they arise
- No additional customer satisfactions planned at this time
- Survey results will be used to assist in the evaluation of the future organics collection system to comply with the short lived climate pollutant regulations set forth by Senate Bill 1383

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The Center of What's Possible