
APPENDIX B
FOCUS GROUP RESULTS

Recycling Feasibility in Clark County, Washington

Focus Group Summary

Recycling Feasibility in Clark County, Washington

Focus Group Summary

**Prepared for
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Overview

In June 2006, Clark County Solid Waste (Solid Waste) contracted a feasibility study to be completed by Green Solutions, an environmental consulting firm based in South Prairie, Washington. As part of this effort, Green Solutions contracted with ENTRIX, Inc., another environmental and economic consulting firm with an office located in Vancouver, Washington to conduct focus groups in order to better understand the views of different Solid Waste customers regarding the present curbside recycling program and proposed modifications to it. The current three-bin recycling system has been in place for over twelve years, and Clark County, in conjunction with the City of Vancouver and other cities, is questioning how participation could be increased in the recycling program, as well as the volume that each household contributes to the program.

A series of six focus groups were conducted throughout Clark County in October 2006 with a total participation of 51 people. The group sizes varied from five to eleven. Table 1 presents the dates and locations of the focus groups along with the number of participants in each.

Table 1: Dates, Locations, and Participation for the Six Focus Groups

	Date	Locations Included	No. of Participants
Group 1	October 3, 2006	Orchards and surrounding areas	7
Group 2	October 5, 2006	Salmon Creek	9
Group 3	October 10, 2006	Battle Ground	11
Group 4	October 11, 2006	Downtown Vancouver	10
Group 5	October 12, 2006	Fisher's Landing and Cascade Park	9
Group 6	October 18, 2006	Camas and Washougal	5
TOTAL			51

The views of the attendees tended to diverge depending on the areas of the county featured in the group, the different types of homes that people owned, and the income levels of participants. Overall, participants were pleased with the potential cart system alternative. The use of single compartment carts for recycling most recyclables reduces the amount of sorting required of the customer, which in turn may increase both participation in the recycling program and the volume that each household contributes to the program. However, when presented with the option of glass excluded entirely from the program, people in general tended to prefer the current system to the cart system.

This report summarizes the outcomes of the six sessions held across the county and derives the overall conclusions from all focus groups. The report is organized into four more sections and two attachments. The four sections parallel the different subjects covered in the focus groups: recycling in general, the current three-bin system, the potential cart system, and some general views. The first attachment is comprised of notes from each of the six focus groups while a second attachment covers the evaluations of the sessions.

Recycling in General

In order to stimulate the discussion about recycling, facilitators from ENTRIX, Inc. asked each person in the group to answer why they did, or did not participate in recycling. Based on the responses of participants, this section articulates the recycling habits of Clark County residents and their attitudes towards recycling in general.

Why Customers Recycle

The majority of the focus group participants said they recycle at least some of the recyclables generated in their households. However, there were a number of reasons cited regarding why they choose to recycle. Many respondents felt a moral obligation to protect the earth and felt that by recycling, they were playing their part in accomplishing this goal. This feeling of obligation was voiced as a desire to keep the earth in good shape for future generations and as something that is currently necessary for society. The recyclers appreciated a clean environment, and wanted to keep it that way. A few participants simply implied that recycling is a good thing and doing it makes them feel good. Some attendees based their conscious and positive attitude towards recycling on living/growing up in areas where recycling is practiced.

While some participants considered recycling as a civic duty, others recycled because they were told to do so by a member of their household, such as the spouse. Some respondents said they recycle in order to set a good example for their children. The convenience of curbside recycling also came up during the discussions as a factor leading people to recycle.

The indirect payment associated with the curbside recycling program in Clark County built into the garbage bill leads some respondents to recycle. They said that they recycle because they have to pay for it anyway. Reducing their garbage is another reason participants choose to recycle. They wanted to cut down on the amount of garbage they produce for two major reasons: to reduce their garbage bill and to reduce the amount of garbage they contribute to landfills. Other respondents indicated they did not have enough space in their garbage bins for waste so choose to put recyclable waste in recycling bins in order to save space and to avoid junk piling up in their houses.

Why some Customers do not Recycle (Or Do Not Recycle as Much as they Might)

Many people attending the focus groups felt that the time and effort it takes to recycle discourages them from recycling. This included both the recyclers as well as non-recyclers. Because of this time constraint, some of these participants end up recycling only those items that do not require preparation prior to recycling. Sorting and preparing material, and putting out bins for collection were identified as tasks that involved both time and effort on the part of the residents. Material preparation was frequently voiced as a reason not to recycle. One of the main frustrations was related to taking labels off of containers, which drastically cut down on some respondents' recycling efforts. Confusion on what can and cannot be recycled led some respondents to stop recycling. Others cut down on recycling after becoming frustrated by notices sent to them by recycling agencies that they were recycling improperly. A few participants also

indicated being discouraged by their recyclables being left behind for minor issues by the collection crews.

Current Three-Bin System

The following series of questions were designed to better understand how well people utilize the current three-bin system, and what they like and do not like about the present system.

Do Customers Understand what Can and Cannot be Recycled?

It became evident during the discussions that many respondents were not clear on what can and cannot be recycled. Participants frequently had questions on recycling milk cartons, egg cartons, and clam shell food containers. Antifreeze, batteries, and oil were often thought to be non-recyclable, though they are acceptable under the current system.

How do Customers Learn to Recycle?

The attendees cited a variety of sources that enabled them to learn what can and cannot be recycled. Many respondents said they learned about what is recyclable by reading part of or the entire flyer detailing recyclable products. Reading literature left on their door steps was another frequently used technique to discover what can be recycled. Some respondents relied on trial and error, while others called Waste Connections (or the city in Camas and Waste Controls in Woodland) with questions. Many respondents cited previous knowledge from sources such as previous cities of residence that have recycling programs, especially Portland. TV commercials also helped some respondents learn about recycling, and one respondent said a movie called “Serial Mom” taught her about recycling.

Why are Recyclables Sorted?

On the question of sorting, once again there were a number of reasons brought forward by the attendees. Respondents believed that from a business point of view there is a higher return from sorted recyclables as different recycled items are sold to different buyers and have different markets. Also, these items are processed differently and need to be separated. Since these items are sorted by recyclers, the recycling company saves money by not hiring additional workforce for the purpose. Other participants believed that items must be separated into three bins so that the collection crew can easily see what they are collecting.

What do Customers like about the Current System?

Respondents generally like the current system because it is convenient and efficient. The three color-coded bins with information written on them makes it easy to tell what type of product goes into each. The stackability and durability of the bins make them easy to use and store. Some recyclers also stated that they like the size and weight of the bins because they are easy to carry and store, and can also be stored inside the house.

In terms of the operation of the present system, the cleanliness and tidiness of the pick up routine was also appreciated by participants. People liked the punctuality with which the recyclables are picked up and the convenience of these collected on the same day as garbage. They also said it was easy to contact the recycling agency with questions. Compared to systems in some other areas that involve more sorting, such as sorting glass by color, some respondents indicated that they liked the less sorting required in the current system.

What do Customers not like about the Current System?

The participants viewed the main issues related to the current system as the sorting of recyclables into three bins and the limitations regarding products that are accepted for recycling. Respondents especially had concerns about the fact that all types of glass and plastic cannot be recycled. Confusion over what constitutes mixed paper versus newspaper and tubs versus bottles were also voiced as dislikes. Respondents felt that the bins are too small, and can be cumbersome and heavy to carry outside to the curb for collection. They expressed the desire to be able to wheel their recycling bins to the curb for collection. Another critical problem associated with the present system according to the participants was the exposure of recyclables to the open environment since the bins do not have lids on them. Rain can make bins extremely heavy, neighborhood pets tend to scatter the recyclables around, while wind blows recyclables onto the street.

How much do Customers use the Current System?

The majority of respondents use the current recycling system for recycling some or all of the recyclables generated in their households. At an average, 81 percent of respondents put out recycling bins for collection every week. Many of the participants reported heavy use of the recycling system. An average of 86 percent of respondents at each session reported filling at least one recycling bin every week.

How would Customers Improve the Current System?

In general, respondents felt that there is room for improvement in the current system. Suggestions included accepting more recyclable items, providing better information, and increasing the frequency of pick-ups. Also, using a single bin in order to eliminate sorting by participants was frequently requested in the focus groups. Another idea for improving the present system was providing bins with lids.

Proposed Cart System

Participants of the focus groups were presented with a potential new one-cart system for recycling in Clark County. Both 96-gallon and 64-gallon carts were available for participants to inspect and test during the sessions. The first presentation of the system described a system where all recyclables, except motor oil, antifreeze, household batteries, and small pieces of scrap metal were placed inside the cart. Later two more variations to the system were introduced: a single cart system where all recyclables except motor oil, antifreeze, household batteries, and small pieces of scrap metal were placed inside the cart while glass was placed in a separate bin

next to the cart; and a single cart system where all recyclables except motor oil, antifreeze, household batteries, and small pieces of scrap metal were placed inside the cart and glass was not accepted in the system.

What did Participants like about the Proposed Cart System? – “Option A”

Participants were generally pleased with the wheels under the carts that will make it easier for them to haul the recyclables to the curb on collection day. Respondents also felt that the single cart system is more convenient since recyclers will not need to sort their recycling. Additionally, there will be less mess involved with the cart system both inside and outside the house. Most attendees liked the lid because it will keep recyclables from blowing away or getting wet. Also, the lid will keep the cart’s contents private from neighbors and help keep the pets out. Finally, since the cart system does not require sorting, some respondents felt that they will recycle more.

What did Participants not like about the Proposed System?

Some respondents were overwhelmed by the large sizes of the carts, especially the 96 gallon one, and suggested that more cart size options should be available to residents. The big cart may be too large to fit in the garages of many people and it may take a long time for smaller households to fill it up. Also, there was concern that the large cart may be unsafe for children. In neighborhoods with homeowner associations, carts may need to be hidden from view, which could be hard with the big sized carts. Houses in many newer neighborhoods in urban areas and the housing communities providing assisted living have smaller lots, thus making it difficult and unsightly to store carts outside.

A couple of older participants pointed out that the cart may become too heavy for the older and weaker people to haul when full. Another concern reflected by attendees was that the wheels will make it hard to haul the cart up stairs and over long gravel driveways such as those in rural areas. Also, the carts may be limited to being placed either in the garage or outside since these are too big and bulky to be kept indoors. A few participants indicated that it will be difficult to place large pieces of corrugated cardboard inside the cart and suggested that the system should be modified to place cardboard on the outside as is presently being done.

Even with all the issues pointed out regarding the cart system, over 90 percent of respondents reported that they preferred the cart system to the current three-bin system (see Figure 1). Just over nine percent preferred the present system to the cart system as described.

What about a Cart System with Glass to the Side? - “Option B”

Many people disliked the idea of having a separate bin for glass compared with having all recyclable products placed together inside the cart. They felt that a large cart with a separate bin for glass will take up additional space and will be awkward. This variation does not seem convenient for recyclers since they will have to go through the time consuming task of separating their glass recyclables. According to some respondents, switching to this system is not justified as there is not a huge difference between separating glass out and separating all recyclables as is done under the present system. Some attendees, however, indicated that the separate bin will not

be inconvenient because they do not use and recycle a lot of glass. Drinkers of alcoholic beverages preferred the discreet feature of being able to include glass in the cart with a lid. Several participants suggested that if this option was pursued, it would be nice to be able to attach the glass bin to the cart, either on the outside or inside at the top of the cart when wheeling recyclables to the curb. This will eliminate the need for two trips to the curb to place recyclables.

However, in some focus groups, people were in favor of the glass to the side system especially because they understood that it would increase the overall value of their recyclables, and considered it worthwhile carry out the additional task of sorting glass. It is not completely clear why some people were more favorable toward this option than others. In the end, most people still preferred the cart system with glass to the side to their current three-bin system. Of the 50 participants that answered this question, 80 percent were in favor of this variation of the cart system compared to the current system, while 20 percent preferred the present system (see Figure 1).

What about a Cart with no Glass Service at all? – “Option C”

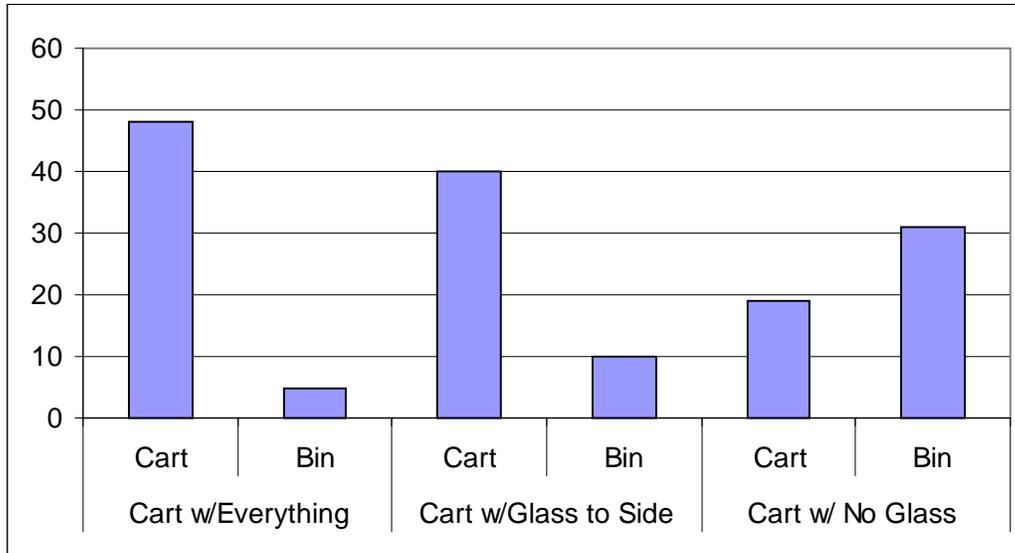
It is evident from responses of focus group participants that if glass is not included in the recycling system, many people will put glass in the garbage. In fact, 70 percent of participants reported that they would not drive the glass to a transfer station, while only 30 percent said they would. Respondents generally did not appreciate the idea of driving their glass recyclables to a separate location unless the location was convenient to recyclers. Many respondents thought the plan will not be cost effective. Also, people admitted that glass might “accidentally” be put into the recycling cart.

The cart with no glass recycling was not preferred to the current system. Of the 50 people who responded to this query, 62 percent reported they would prefer the current three-bin system to the cart with no glass recycling service included (see Figure 1).

Which of the Options do Customers Prefer Overall?

In the final analysis, when participants were asked to select the overall favorite among the three cart based alternatives and the present system, 62 percent of respondents preferred the alternative with the cart that includes glass. Another 28 percent of participants preferred the cart system with the glass to the side in a separate bin, while eight percent selected the cart system with no glass service as their overall preference (see Figure 2). Only one person, representing 3 percent of those responding (one focus group did not answer this question) preferred the current three-bin system to all three potential alternatives. It should be mentioned that the only people preferring the cart system with no glass service were people who were planning to drive their glass to local recycling stations anyway, and who felt that this would reduce the contamination issue. They also had longer driveways, and did not want to have to take two trips to the end of their driveways every week, if curbside glass pickup were offered in a separate bin.

Figure 1
Preference for Variations of Cart System
Compared with Current Three-Bin System



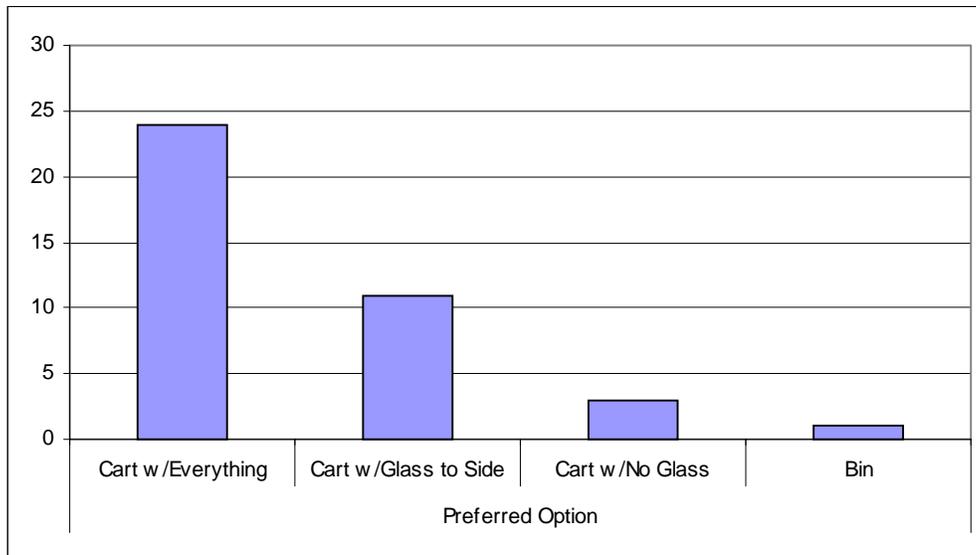
Would Customers be Willing to Pay More for their Preferred Option?

Prior to asking this question, it was explained to the participants in detail that putting a dollar value or price on a commodity or service is a good economic indicator of the importance of that commodity or service for the consumer. Further, it was clarified that this information would not be used at all by the county for decision-making regarding pricing of the potential recycling system. Following this, the participants were asked to indicate if they would be willing to pay extra for an improved system. Forty-seven percent of participants responded that they would be willing to pay something extra to have their preferred option. Of those who chose to pay something, the additional amount ranged from \$1.00 per month to a 25 percent increase in the amount presently being charged. One person did not specify an amount since he/she did not know how much. The average value stated was \$3.06 per month, with 38 percent of those willing to pay extra offering \$1.00 more per month, 17 percent reporting \$2.00 more per month, and 17 percent indicating additional \$3.00 per month. The final 31 percent of the group that said they would be willing to pay for their preferred alternative suggested the additional amount somewhere between \$5.00 and \$10.00 per month.

General Comments

At the end of each focus group, facilitators from ENTRIX, Inc. asked respondents about what factors other than cost should be considered by planners, and how to best spread the information regarding a new system, if one is selected.

Figure 2
Preferences of Participants among the Current Three-Bin System and All Three Cart-Based System Alternatives Presented



What Other Factors Should be Considered?

Participation in recycling programs was considered an important factor by participants of the focus groups for planners to examine when evaluating the cart option. In addition to the number of people participating in the program, the volume of products recycled is a critical factor. Some respondents indicated job safety for people employed in the recycling industry as a concern. Another important consideration for planners according to the attendees is the products that will be accepted for recycling under the new system.

Respondents showed concern about the potential for cluttering the neighborhood under any recycling system, such as wind blowing recyclables out of bins. Additionally, participants living in rural areas indicated the need for recycling trucks to come up long driveways to collect recycling bins/carts. The environmental friendliness of the recycling program is also important to some residents. Respondents were interested in the amount of fuel used to pick up recycling bins and the composition of the bins themselves.

What is the Best Way for Clark County to Spread Information about a New System?

Most respondents indicated a preference for information on any changes in the recycling program in the form of flyers or brochures, either sent separately to the residents or with the garbage bill. Commercials on the television and radio were also suggested as a good method to report these changes. Some participants liked the idea of putting information on the side of recycling bins as a helpful resource for recyclers. Other suggestions included newspaper advertisements, internet, advertisements in the schools and neighborhood associations’ newsletters, leaving flyers at the doorstep, and sending advertisements in the mail.

Attachment A
Notes From Focus Groups

Notes for Orchards Focus Group

Date: October 3, 2006

Location: Orchards
12009 NE 99th St. #1410
Vancouver, WA 98682

Introduction

- Welcome Sign In, Refreshments, Nametag – *10 minutes*
- Rabia, Gretchen, Bathroom, Payment, - 2 minutes
 - If you need to go to the bathroom, please just quietly use the facilities around the corner. We will have a break after about half an hour.
- Purpose – 1 minute
 - Hear their thoughts on curbside recycling. This means the recycling service that you have at your house, and not about recycling in general, the deposits made in Oregon, recycling at work, or any other aspect of recycling.
 - Your input is one of several considerations being undertaken to understand how we might improve upon our current curbside recycling system.
 - Technical, market, and cost evaluations are also underway, but, opinions of residents which you will help us to assess are a key to the decision process and we thank you for your time and thoughts tonight.
- Protocol – 1 minute
 - We are hoping to have open discussions where one person will speak, and then others disagree or agree. There is no right or wrong answer, but rather everyone's opinion is important. We are not trying to decide or come to agreement on anything. We are more trying to listen and identify the different points of view that people have.
 - For example, I can tell you that the county is particularly interested in hearing from people who don't recycle very much now, so that they might make program modifications that would help non-recyclers become recyclers.
 - For some questions we have some sheets of paper and we'll ask you to write something on the paper. In these cases we will collect the papers and tally them, but even we won't know who said what.

Recycling Participation

- The other way we will collect information over the next hour or so is sometimes we'll go around the room. So to start off, I'd like to go around the room and have everyone say whether or not they recycle, and why, or why not. Please try to be honest. Does someone want to start? Round the Room. – 7 minutes
 - Collectors have told me that about 65 percent of people do recycle.

Avid recyclers: 2; recycle a lot: 3; and don't recycle everything: 2 (note: 1 participant also said that he takes some to collection point)

REASONS FOR RECYCLING:

- Environment – want to limit damaging the earth
- Environment – appreciation for the clean environment (grew up in China, where environment is not as clean)
- Convenience – of curbside pick-up

- Attitude – grew up in an environment of recycling (in Portland, Oregon)
- Knowledge – was a Natural Resource major in college – understand the issue/need better
- Saving – saves space in garbage – thus, can use a smaller garbage bin and pay less for garbage collection
- Time – have plenty of time to prepare recyclables since I am retired

REASONS FOR NOT RECYCLING:

- Time and material preparation – get lazy in preparing some material – end up recycling only the material that doesn't require preparation

Current System

- Do you understand what goes in your recycling containers and what goes in garbage? Quiz followed by Open Discussion– 5 minutes
 - Show props and ask if people know whether it goes into recycling or no: Clamshell, yoghurt, Styrofoam, etc.
 - Ask if they know that waste oil, antifreeze and batteries are recyclable at the curb.

QUIZ RESULTS:

- egg carton – sometimes not recyclable
- discussion on tubs
- Most knew that batteries were recyclable
- Oil can be recycled once a month
- No one knew all correct answers
- Where/how did you learn? Round the Room– 2 minutes
 - Grew up in Portland
 - Flyer in the mail
 - calling them (waste management) several times
 - reading and trial and error
 - reading first half of flyer
- Do you know what goes in each of the 3 bins in the current system and why? Open Discussion– 3 minute
 - Bring out bins and see what people think goes in each. Ask where junk mail goes, stapled paper, plastic window envelopes, milk containers with plastic;
 - Newspapers can go to newspaper companies if separated; Other paper goes into a lower grade such as tissues; cans and bottles are further separated. If not, the bottles in particular break and contaminate the rest of the recycling so that the rest of the recycling is not as marketable due to the contamination, and the glass is not, since it is not intact.
 - Can read from the bin side what goes in, but didn't know the order
 - once got two green and one tan
 - green doesn't say plastic
 - I started putting all paper in one, glass and metal in one and plastic in one until I read the side
 - roller bins – card board goes on the side
 - Costco cardboards
 - sometimes the truck leaves paper when it is soaked
 - When it rains, don't recycle

WHY DO WE SEPARATE?

- so the pickup guy doesn't have to sort
- easier for machines to sort
- newspaper is less bonded paper
- different markets
- What features do you like about the current 3 bin system? Open Discussion– 2 minutes
 - like the system – keeps environment clean
 - like size of bins
 - like stackability
- What features do you not like about current system? Open Discussion– 2 minutes
 - only pick up certain glass bottles, don't pick up ones from Asian stores
 - don't have glass separate
 - can't recycle tubs
 - not clear on what is mixed paper and newspaper
 - tubs vs bottles
 - light bulbs not recyclable, we can't even put them in garbage cans
- Do you fill your bins up and put them out every time there is a pickup? Round Room – 1 minute
 - 6 full all the time
- Do you have any ideas about what you might like to change in the current system? Open Discussion– 1 minute
 - Should accept more items
 - should inform better on what kinds of bottles
 - need extra category for glass
 - should pick up more often
 - convenient means to recycle light bulbs
 - take pizza boxes

Cart System

- Clark County is considering moving to a one cart system. Rabia explains cart system, using cart as prop. Participants view, wheel cart – * break to try the cart out*- also pass out sheets of paper - 5 minutes
- What features do you think you would like about the new cart system? Open Discussion – 3 minutes
 - smaller size easier to haul
 - more convenient, don't have to sort through
 - so long as they don't leave everything
 - depends on how much they are going to raise the fees
 - prefer cart assuming not more cost, less for me to do
 - I have more time
 - Wheels, don't have to locate the bins
 - Don't have to worry about stuff blowing away or getting soaked
 - can put shredded paper without blowing away, plus more space
 - maybe put bigger cardboard in it
 - people may recycle more

- good for the environment, more recycled, so long as it brings more people into recycling
 - easier to move compared to bins
- What features do you think you would not like about the cart system? Open Discussion– 3 minutes
 - should offer more sizes
 - people may stick garbage and other stuff into it
- Do you think you would prefer the cart system to the current 3 bin system and why? Answer on sheet and then go around the room– 2 minutes
 - Everyone prefers cart
 - houses with stairs, can't haul cart up and down the stairs
- Remind the group of the discussion about the role and importance of glass.*
- If the cart included everything except glass and the glass would be picked up in a separate bin on the same day, how would you feel about such a system? Discussion– 2 minutes
 - Good idea
 - only if they pick up all the glasses
 - safer for people separating it
 - can they have a small compartment inside the cart for glass? (that will save a trip to the curb)
 - Separate glass bin may be trouble (locating bin, carrying it out, etc)
- Would that change your preference? Would you still prefer (or not) the cart and glass bin system to the 3 bin system? Answer on sheet and then go around the room– 2 minutes
- If the cart included everything except glass and you had to drive your glass recyclables to a separate station do you think you would drive your glass recyclables to the station? Answer on Sheet– 4 minutes
 - Some people will put it in the garbage
 - there is a lot of glass, its hard to do
 - bad trade-off – we may lose ability to recycle glass
 - only people who really want to recycle will do it
 - Nobody new would do it
 - People may also throw glass into the cart
- If the cart included everything except glass and you had to drive your glass recyclables to a separate station, would you prefer the cart system or the 3-bin system that would continue to accept glass at the curb Answer on sheet– 2 minutes
 - Don't want to drive
 - 6 preferred 3 bin – 1 cart
- If we moved to a cart system do you think that you would be more or less likely to participate and would you expect to set out more or less material than you do currently? Open Discussion – 2 minutes
- How much more or less would you be willing to pay on a monthly basis for the convenience of a cart-based recycling system? Answer on sheet.
- Besides cost, what other factors do you think might be important to look at as planners evaluate the cart option? Open Discussion – 2 minutes
 - participation
 - costs
 - safety, job injury costs, lower the cost there and move the savings to clients

- cost effectiveness
- sort dry and wet recyclables
- will the change-over actually increase the recyclables or just bring in more people, but may lose material due to lack of sorting
- If Clark County does decide to change the recycling system, what do you think is the best way for the County to spread information about the new system? Open Discussion– 2 minutes
 - flyers, brochures
 - commercials on local tv and radio stations
 - commercials should tell people when a flyer is coming out
 - In newsletters at neighborhood associations, tell people when flyer is coming out
 - Magnets
 - Sides of buses
 - on the bin
 - put flyer on bin when picked up

Close of Session

- Please write on this piece of paper the main reason that you either do, or do not recycle. – 3 minutes
- Thank you for your time– 0 minutes
- Check Out and distribute cash. – 10 minutes

**Table 1
New Option vs Existing System**

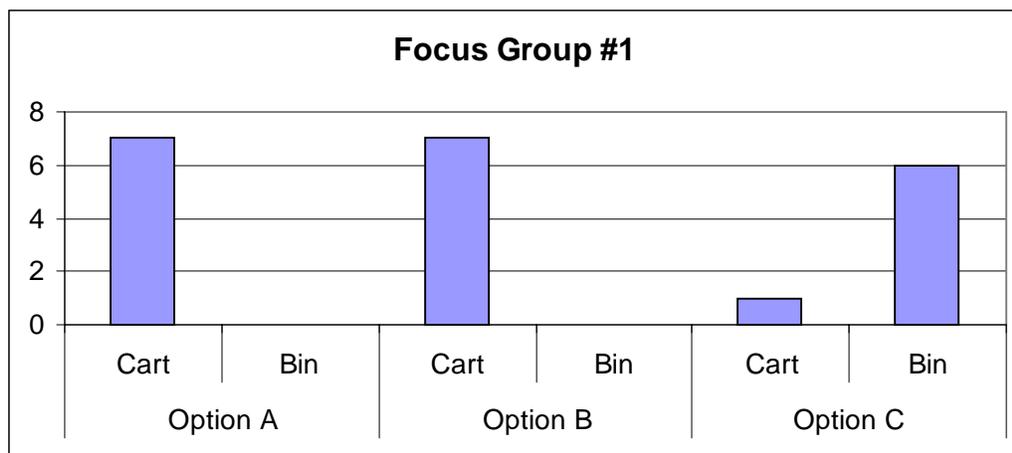
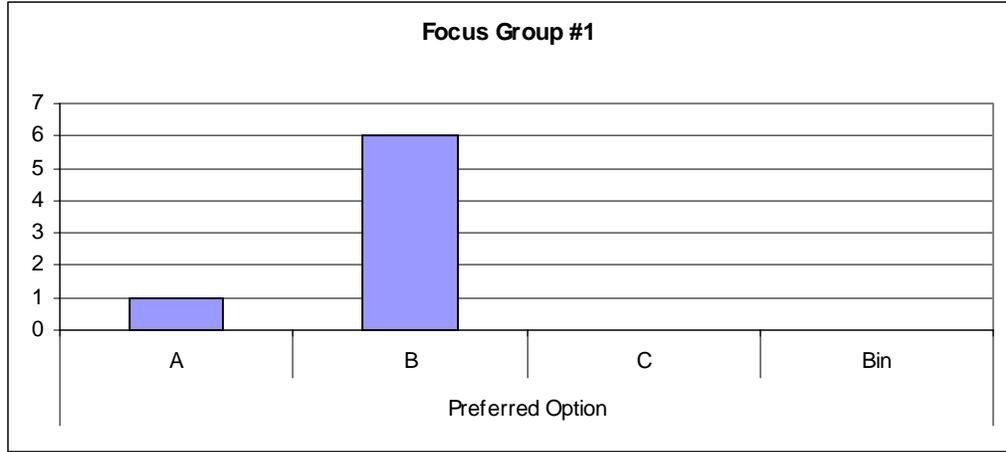


Table 2
Favorite Option



Notes for Salmon Creek Focus Group

Date: October 4, 2006

**Location: Three Creeks Community Library
800 – C NE Tenney Rd
Vancouver, WA 98685**

Number of Participants: 9

Introduction

- Welcome Sign In, Refreshments, Nametag – 10 minutes
- Rabia, Gretchen, Bathroom, Payment - 2 minutes
 - If you need to go to the bathroom, please just quietly use the facilities. We will have a break after about half an hour.
- Purpose – 1 minute
 - Hear their thoughts on curbside recycling. This means the recycling service that you have at your house, and not about recycling in general, the deposits made in Oregon, recycling at work, or any other aspect of recycling.
 - Your input is one of several considerations being undertaken to understand how we might improve upon our current curbside recycling system.
 - Technical, market, and cost evaluations are also underway, but, opinions of residents which you will help us to assess are a key to the decision process and we thank you for your time and thoughts tonight.
 - We will first go over the current recycling system and try to better understand how people feel about the current system. Then we will present an alternative system, and discuss how people may like that system. Finally, we'll go over some overall thoughts you may have about curbside recycling.
- Protocol – 1 minute
 - We are hoping to have three or four different ways to gather information about your opinions. The first is an open discussion where one person may answer, and then others disagree or agree. There is no right or wrong answer, but rather everyone's opinion is important. We are not trying to decide or come to agreement on anything. We are more trying to listen and identify the different points of view that people have.
 - For example, I can tell you that the county is particularly interested in hearing from people who don't recycle very much now, so that they might make program modifications that would help non-recyclers become recyclers.
 - Another way we will collect information is by writing things down on paper. In these cases we will collect the papers and tally them, but even we won't know who said what.
 - We will also do a show of hands sometimes, or just go around the room and have everyone share their thoughts.

Recycling Participation

- To start off, I'd like to go around the room and have everyone say whether or not they recycle, and why, or why not. Please try to be honest. Does someone want to start? Round the Room. – 7 minutes
 - Collectors have told me that about 65 percent of people do recycle.

Susan (recycles)

- Know what needs to be recycled, in favor of recycling more
- Wants to adhere to environment, have somebody who picks it up
- have to shell out newspaper
- Don't want two garbage cans
- don't recycle dirty food containers, not sure about some without
- Care about environment to new extent, don't want to fill up landfills
- need more recycling around fast food places, etc. like Canada

Shelly (recycles)

- because I have four kids, need a better world for them
- Setting example for kids, am a consumer and consumers should recycle

James

- Need one more bin for glass
- Need an area closer by for some stuff
- Want to leave a nice place for kids and grandkids

Michael

- because we pay for it

Cindy (recycles monthly)

- Want to reduce garbage, don't fill up landfills

Carmin

- Moved from CA
- husband taught me to recycle, husband is very diligent
- I want a good place for my kids
- Went back to CA and my mom had one can

Ellen (everything)

- we recycle egg shells, radishes etc.
- sometimes garbage guys leave my garbage can on the road
- Other people can use the material

Current System

- Next we want to find out how clear people are about what gets recycled, and what should go into the garbage. But before we do, I want to make it clear that Rabia and I don't know all of the answers, and we will give each of you a list of information about this before you go. We

will start with a little quiz, and then discuss this afterwards. Quiz followed by Open Discussion– 5 minutes

- Show props and ask if people know whether it goes into recycling or no: Clamshell, yoghurt, Styrofoam, etc.
- Have discussion, then ask about waste oil, antifreeze and batteries are recyclable at the curb.
 - Many people didn't know about milk carton
 - Questions on plastic clam shell food container
 - Oil can be recycled
 - Antifreeze and batteries
 - 5 knew you can recycle oil
 - 1 knew you can recycle batteries
 - 0 knew you can recycle antifreeze
- Where/how **did you learn** to recycle? **Round the Room**– 2 minutes
 - Pamphlet
 - trial and error
 - from my husband, husband knows from calls, pamphlets, internet
 - from movie – in which a women recycles everything and then kills somebody (laughs – maybe Serial Mom)
 - Pamphlets
 - 20 years old in Lake Oswego, moved all over the country and learned
 - Used to live in CA, they took everything
 - Pamphlets
 - Notes from recyclers
- Do you know what goes in each of the 3 bins in the current system? Open Discussion– 3 minute
 - Bring out bins and see what people think goes in each. Ask where junk mail goes, stapled paper, plastic window envelopes, milk containers with plastic;
- Why do you think that items are separated into the three different bins? Open Discussion– 3 minutes
 - Newspapers can go to newspaper companies if separated; Other paper goes into a lower grade such as tissues; cans and bottles are further separated. If not, the bottles in particular break and contaminate the rest of the recycling so that the rest of the recycling is not as marketable due to the contamination, and the glass is not, since it is not in tact.
 - Its cheaper for people to do it
 - Go to different recycling plants, don't know if there is a segregation place

- Different markets
 - How it gets separated out
- What features do you like about the current 3 bin system? Round the room – 2 minutes
 - Don't like the current system
 - Don't have to give
 - Punctuality of recycling pick-up
 - don't separate glass
 - enjoy the system
 - glad that it comes the same day as the garbage
 - Clean and tidy (unlike Waste Management)
 - easy for us to access them if we have a question
 - convenience
- What features do you **not like about current system?** Round the room – 2 minutes
 - Bins too small
 - Tell us to put it out early, but come late
 - Break the bins, don't give new ones
 - Sometimes they charge even if it is not left out, have to call to take charge off
 - Missed me twice, but when called, they picked it up
 - Bins too small
 - Would like have those cart things to wheel them out
 - Bins should be available in two sizes
 - They have larger tubs available (but those do not go on carts)
 - Don't have wheels
 - Bins small
 - Would like one bin fits all
- Is **at least one bin full each time** you put them out? **Show of hands** – 30 seconds
 - 7/9
- Do you **put them out each week** (or each time the pickup is available?) **Show of hands** – 30 seconds.
 - 7/9
- Do you have any other ideas about what you might like to change in the current system?
Open Discussion– 1 minute

Cart System

- Clark County is considering moving to a one cart system. Rabia explains cart system, using cart as prop. Participants view, wheel cart – * break to try the cart out*5 minutes
- What features do you think you would like about the new cart system? Open Discussion– 3 minutes
 - More private
 - Neighbors can't pick on our recycle habits
 - Big one may not fit in garage, but larger families may need larger cart
 - Questions on charges
 - Concerns about robotic pickup
 - Some people thought the big cart was too big
 - Bins are convenient as they can also be put indoors, carts will have to be outside
 - step versus the rod to tilt it, step is easier
 - There should also be an even smaller one
- What features do you think you would not like about the cart system? Open Discussion– 3 minutes
- Do you think you would prefer the cart system to the current 3 bin system and why? - Pass out sheets of paper - Answer on sheet and then go around the room– 2 minutes
 - Everyone preferred Cart

Remind the group of the discussion about the role and importance of glass.
- If the cart included everything except glass and the glass would be picked up in a separate bin on the same day, how would you feel about such a system? Discussion– 2 minutes
 - Like the idea of throwing everything together, why should we sort one thing
 - Maybe put glass in a plastic bag on the side
 - I may not be able to find something, (like going through the newspaper again)
 - We could keep the bins inside the house and dump them into the cart on recycling days
 - Some new people might start recycling in cart system
- Would that change your preference? Would you still prefer (or not) the cart and glass bin system to the 3 bin system? Answer on sheet and then go around the room– 2 minutes
 - 5/9 will pick modified cart system
 - Don't want to chop cardboard smaller
 - Cardboard may be an issue, neighbor has small business and a lot of cardboard
 - Maybe cardboard at side?
- If the cart included everything except glass and you had to drive your glass recyclables to a separate station what do you think of that idea? Open Discussion – 2 minutes

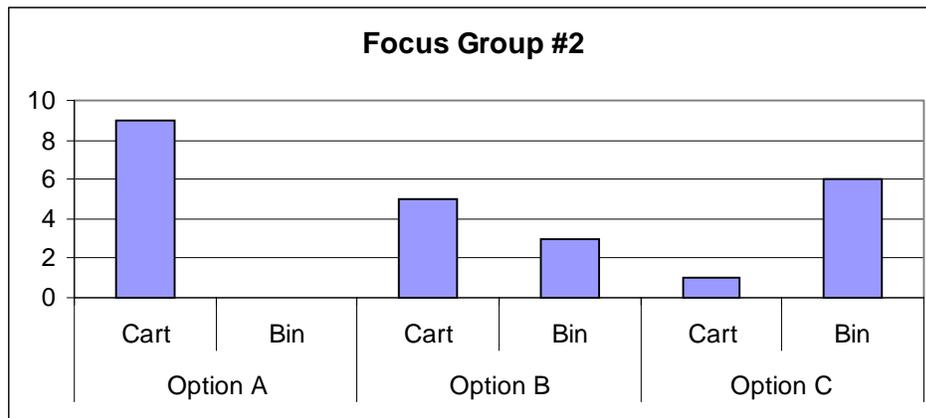
- That's like three steps backwards
- Do you think you would drive your glass recyclables to the station? (Please be honest, and we will not go around the room!) Answer on Sheet – 1 minute
 - will some company pay for glass
- If the cart included everything except glass and you had to drive your glass recyclables to a separate station, would you prefer the cart system or the 3-bin system that would continue to accept glass at the curb Answer on sheet– 1 minute
 - Still prefer cart 2/9
- If we moved to a cart system do you think that you would be more or less likely to participate and would you expect to set out more or less material than you do currently? Open Discussion – 2 minutes
 - All selected option 1
 - 5/9 said they will recycle more
 - Unless cardboard is set on the side, it will be hard
- Just as a show of hands, I wonder how many people would want the larger cart, and how many the smaller? Show of hands – 30 seconds
 - Big Cart 3/9
 - Small Cart 6/9
- I believe these systems tend to pay for themselves, and the county is not likely to charge any more for the cart system. However, Rabia and I are economists and we are very curious to know whether or not you would be willing to pay more for the convenience of the cart. I can guarantee you that your answers will not influence whether or not the County charges anything more for this system, or how much, if they do! But it is good information, because it provides some understanding of how people value the convenience of the new system. So, the question is, would you be willing to pay any more for the convenience of the cart system: and if so, how much on a per –bill basis, or in other words, every two months? Please try to be honest, and I'll collect the papers without discussion on this. Answer on sheet.
 - Could you give subsidy to people who can't afford to recycle but want to
 - \$5
 - \$0 charge is not worth paying extra, If you charge for it, it defeats the purpose of changing system
 - Depends on how much it costs the city
 - What happens when county expands? Are there different contractors
- Besides cost, what other factors to you think might be important to look at as planners evaluate the cart option? Open Discussion – 2 minutes
- This is the last question! If Clark County does decide to change the recycling system, what do you think is the best way for the County to spread information about the new system? Open Discussion– 2 minutes
 - TV

- Pamphlets
- Flyer in next bill (billing cycle)
- Newspaper – like Oregonian
- Articles
- Inserts in newspaper
- Does anyone have any questions?

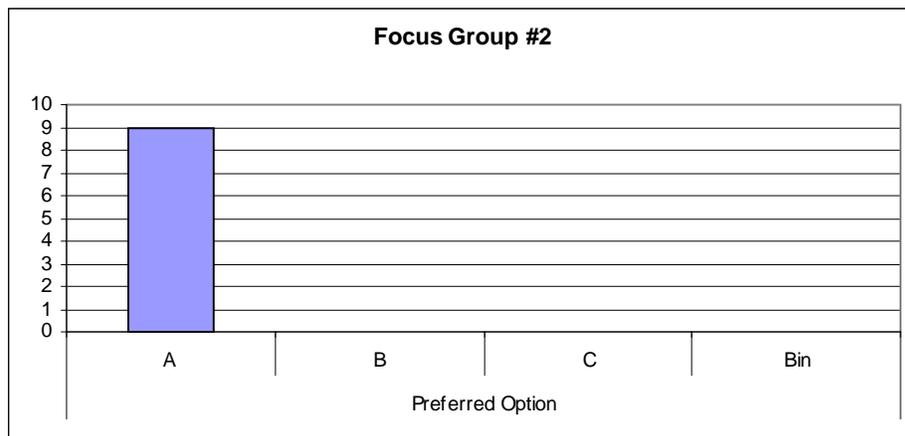
Close of Session

- Thank you for your time– 0 minutes
 - Check Out and distribute cash and recycling brochure – 10 minutes

**Table 1
New Option vs Existing System**



**Table 2
Favorite Option**



Notes for Battle Ground Focus Group

Date: October 10, 2006

**Location: City Hall
Suite 148
109 SW First St. First Floor
Battle Ground, WA 98604**

Number of Participants: 11

Introduction

- Welcome Sign In, Refreshments, Nametag – 10 minutes
- Rabia, Gretchen, Bathroom, Payment - 2 minutes
 - If you need to go to the bathroom, please just quietly use the facilities. We will have a break after about half an hour.
- Purpose – 1 minute
 - Hear their thoughts on curbside recycling. This means the recycling service that you have at your house, and not about recycling in general, the deposits made in Oregon, recycling at work, or any other aspect of recycling.
 - Your input is one of several considerations being undertaken to understand how we might improve upon our current curbside recycling system.
 - Technical, market, and cost evaluations are also underway, but, opinions of residents which you will help us to assess are a key to the decision process and we thank you for your time and thoughts tonight.
 - We will first go over the current recycling system and try to better understand how people feel about the current system. Then we will present an alternative system, and discuss how people may like that system. Finally, we'll go over some overall thoughts you may have about curbside recycling.
- Protocol – 1 minute
 - We are hoping to have three or four different ways to gather information about your opinions. The first is an open discussion where one person may answer, and then others disagree or agree. There is no right or wrong answer, but rather everyone's opinion is important. We are not trying to decide or come to agreement on anything. We are more trying to listen and identify the different points of view that people have.
 - For example, I can tell you that the county is particularly interested in hearing from people who don't recycle very much now, so that they might make program modifications that would help non-recyclers become recyclers.
 - Another way we will collect information is by writing things down on paper. In these cases we will collect the papers and tally them, but even we won't know who said what.
 - We will also do a show of hands sometimes, or just go around the room and have everyone share their thoughts.

Recycling Participation

- To start off, I'd like to go around the room and have everyone say whether or not they recycle, and why, or why not. Please try to be honest. Does someone want to start? Round the Room. – 7 minutes
 - Collectors have told me that about 65 percent of people do recycle.

Bonnie (recycles)

- Includes as much as County allows we try
- both my husband and I believe the concept of recycling is very important to the existence of our society

Linda (some every week)

- Don't recycle everything – don't like scrapping off labels
- Want to keep garbage bill down
- have to pay for recycling anyway

Arthur (tries to recycle)

- But bins are too small
- bins are open – blows around
- Recyclers don't pick up everything
- If they don't accept, they throw it in the middle of driveway, then I throw it in garbage
- If I recycle, it should cost us less down the road, but it costs more
- I do it for environment, but recycling companies do not care about it. Their trucks are leaking oil
- I put shredded paper in plastic bag, but they don't take it

Bob (recycles because my wife says so)

- Environment
- Twice a week
- Containers are too small
- Trouble squashing things – don't fit
- Can't put them in garbage because wife doesn't want it
- Then take it to station, not cheap because gas is expensive

Ellen (everything I can, once every two weeks)

- containers are all right
- Because it's the thing to do
- Helps environment

Judy (recycles, gets my husband to do it)

- Every week recycling
- garbage every other week
- yard debris on call
- save the earth

Cheryl (recycle all we can, composts)

- Costs less to have a smaller garbage can

Ruth (everything we can)

- every other week
- confusing on plastics (clarify)
- I've seen them mix the recyclables, just dump them in the same place
- Steep driveway
- to save garbage space
- so others can reuse the products
- the way new cans are being made, you can't cut the bottom out and squash them

Melburn (recycles)

- Am a household of one, so don't have too much to recycle, once a month
- Don't take labels off cans
- Do recycle junk mail, newspapers, plastic bottles, etc.

Glenn

- Don't close truck door and stuff falls out
- better for environment
- collect nickels on aluminum cans from Oregon

Current System

- Next we want to find out how clear people are about what gets recycled, and what should go into the garbage. But before we do, I want to make it clear that Rabia and I don't know all of the answers, and we will give each of you a list of information about this before you go. We will start with a little quiz, and then discuss this afterwards. Quiz followed by Open Discussion– 5 minutes
 - Show props and ask if people know whether it goes into recycling or no: Clamshell, yoghurt, Styrofoam, etc.
 - Have discussion, then ask about waste oil, antifreeze and batteries are recyclable at the curb.
 - Everyone knew the correct answers on all items except the milk carton
 - Motor oil - 4/11 knew it could be recycled
 - Antifreeze – 5/11 knew it could be recycled
 - Batteries – 4/11 knew they could be recycled
- Where/how did you learn to recycle? Round the Room– 2 minutes
 - Recycling is different in Portland, it confuses us

- At work, recycled paper there for a long time, lives in Vancouver, then they started recycling at home
 - Ads on TV
 - Talking to people
 - through mail flyers
 - info left at the door
 - trial and error – haven't received a lot of info
 - when recycling program was introduced in Battle Ground and through flyers
 - We lived close to an Army base that let us recycle our glass in the 1980's then moved to Las Vegas and liked the rate of a small garbage bin
 - Through a movie called "Serial Mom"
 - From wife, over the years
 - Did recycling for my grandparents back in the 1960s, learned from them
 - 1970s – did more recycling, glass and plastic took them into town, then curbside, learned through ads
 - Brochure when first moved to Battle Ground
- Do you know what goes in each of the 3 bins in the current system? Open Discussion– 3 minute
 - Bring out bins and see what people think goes in each. Ask where junk mail goes, stapled paper, plastic window envelopes, milk containers with plastic;
 - confusion on milk carton
 - 7/11 did not know at least one of the things that went in recycling
- Why do you think that items are separated into the three different bins? Open Discussion– 3 minutes
 - Newspapers can go to newspaper companies if separated; Other paper goes into a lower grade such as tissues; cans and bottles are further separated. If not, the bottles in particular break and contaminate the rest of the recycling so that the rest of the recycling is not as marketable due to the contamination, and the glass is not, since it is not in tact.
 - Why separate, when they mix it up again (trucks have only two compartments)
 - So they don't have to separate stuff later
 - There's a way to deal with different kinds of recyclables
 - They don't take our broken glass bottles, but then they throw it in truck, it breaks, but they take it – what's the difference
- What features do you like about the current 3 bin system? Round the room – 2 minutes
 - Works for some people
 - better than nothing

- works well with the dolly/carrier
 - don't have to sort glass from cans, less sorting than in Portland (mixing some)
 - lightweight bins
 - durable
- What features do you not like about current system? Round the room – 2 minutes
 - bins not recyclable
 - bins hold water
 - cumbersome – more than one trip
 - can be heavy for older/weaker people
 - wind
 - too small
 - expand plastic options – do not take enough, like tubs for example
 - lids on trucks so that stuff doesn't blow out
 - Full: 9/11
 - Put out every week: 8/11
 - Green always full: 7/11
 - Tan always full: 5/11
 - Brown always full: 5/11
- Is at least one bin full each time you put them out? Show of hands – 30 seconds
- Do you put them out each week (or each time the pickup is available?) Show of hands – 30 seconds.
- Do you have any other ideas about what you might like to change in the current system? Open Discussion– 1 minute
 - Better Trucks

Cart System

- Clark County is considering moving to a one cart system. Rabia explains cart system, using cart as prop. Participants view, wheel cart – * break to try the cart out*5 minutes
- What features do you think you would like about the new cart system? Open Discussion– 3 minutes
 - Pets won't mess it up
 - Convenient – one trip
 - wheels
 - lid

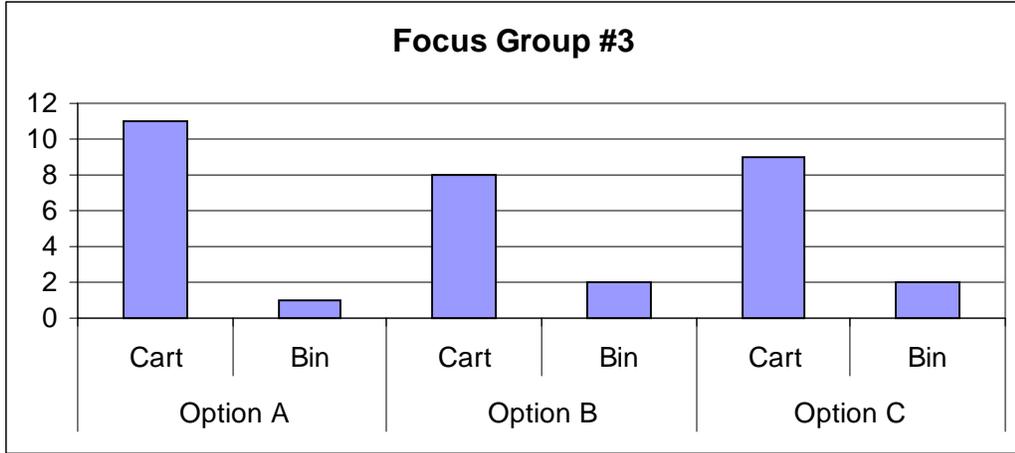
- no sorting
 - big size – the bigger the better
 - not blow all over – then don't have to pick stuff up again
 - Choice of sizes
 - What features do you think you would not like about the cart system? Open Discussion– 3 minutes
 - 96 gallon too big
 - where to store it
 - Do you think you would **prefer the cart system to the current 3 bin system** and why? - *Pass out sheets of paper* - **Answer on sheet and then go around the room**– 2 minutes
 - 9/11 prefer cart
 - 2/11 prefer 3 bin – cart is too big, no way to store it
- Remind the group of the discussion about the role and importance of glass.*
- If the cart included everything except glass and the glass would be picked up in a separate bin on the same day, how would you feel about such a system? Discussion– 2 minutes
 - soon everything will be plastic in market
 - glass contaminates recyclables
 - it is cheaper to manufacture new glass than recycle old
 - how will they manage it, will they have two trucks, not cost effective
 - maybe small system, but when the truck dumps it, glass will contaminate
 - Why does county want to do Option B – it seems like more work if the bin has to be lifted manually
 - I would not recycle glass then
 - Would that change your preference? Would you still prefer (or not) the cart and glass bin system to the 3 bin system? Answer on sheet and then go around the room– 2 minutes
 - 10/11 prefer cart
 - 1/11 prefer 3 bin – because I'll have to haul two things out, truck driver will have to haul two things away, it would not be cost-effective
 - 2/11 changed preference because of small size, and the appearance/color (from preferring 3 bin to preferring cart)
 - If the cart included everything except glass and you had to drive your glass recyclables to a separate station what do you think of that idea? Open Discussion – 2 minutes
 - Down the road, when there may not be a lot of glass it seems like a good option
 - Do you think you would drive your glass recyclables to the station? (Please be honest, and we will not go around the room!) Answer on Sheet – 1 minute

- If the cart included everything except glass and you had to drive your glass recyclables to a separate station, would you prefer the cart system or the 3-bin system that would continue to accept glass at the curb Answer on sheet– 1 minute
 - 7/11 prefer cart (no glass)
 - 3/11 prefer 3 bin
- If we moved to a cart system do you think that you would be more or less likely to participate and would you expect to set out more or less material than you do currently? Open Discussion – 2 minutes
 - Option A – 7/11
 - Option B – 4/11
 - Option C – 0/11
 - 3 Bin – 0/11
- Just as a show of hands, I wonder how many people would want the larger cart, and how many the smaller? Show of hands – 30 seconds
- I believe these systems tend to pay for themselves, and the county is not likely to charge any more for the cart system. However, Rabia and I are economists and we are very curious to know whether or not you would be willing to pay more for the convenience of the cart. I can guarantee you that your answers will not influence whether or not the County charges anything more for this system, or how much, if they do! But it is good information, because it provides some understanding of how people value the convenience of the new system. So, the question is, would you be willing to pay any more for the convenience of the cart system: and if so, how much on a per –bill basis, or in other words, every two months? Please try to be honest, and I’ll collect the papers without discussion on this. Answer on sheet.
- Besides cost, what other factors do you think might be important to look at as planners evaluate the cart option? Open Discussion – 2 minutes
- This is the last question! If Clark County does decide to change the recycling system, what do you think is the best way for the County to spread information about the new system? Open Discussion– 2 minutes
- Does anyone have any questions?

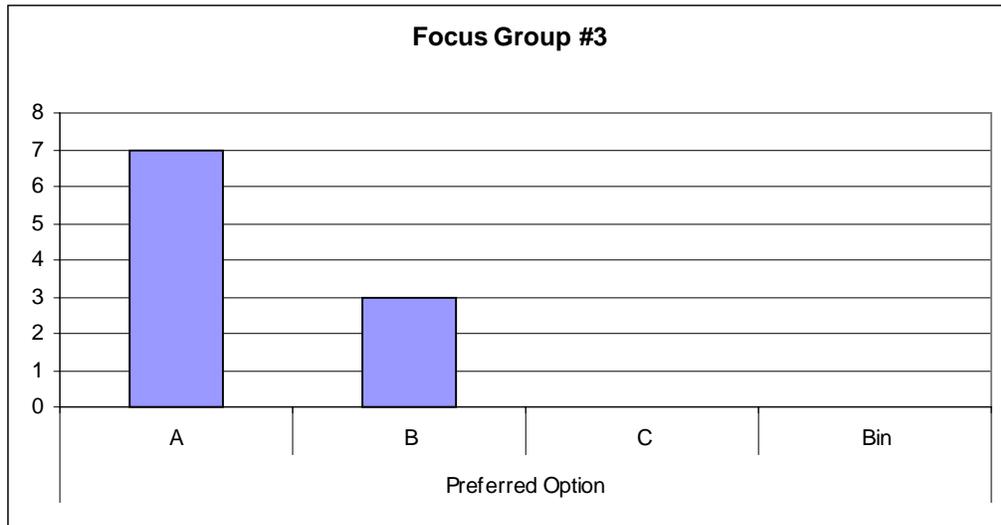
Close of Session

- Thank you for your time– 0 minutes
- Check Out and distribute cash and recycling brochure – 10 minutes

**Table 1
New Option vs Existing System**



**Table 2
Favorite Option**



Notes for Downtown Vancouver Focus Group

Date: October 11, 2006

**Location: Parsley Center
2901 Falk Road
Vancouver, WA**

Number of Participants: 10

Introduction

- Welcome Sign In, Refreshments, Nametag – 10 minutes
- Rabia, Gretchen, Bathroom, Payment - 2 minutes
 - If you need to go to the bathroom, please just quietly use the facilities. We will have a break after about half an hour.
- Purpose –1 minute
 - Hear their thoughts on curbside recycling. This means the recycling service that you have at your house, and not about recycling in general, the deposits made in Oregon, recycling at work, or any other aspect of recycling.
 - Your input is one of several considerations being undertaken to understand how we might improve upon our current curbside recycling system.
 - Technical, market, and cost evaluations are also underway, but, opinions of residents which you will help us to assess are a key to the decision process and we thank you for your time and thoughts tonight.
 - We will first go over the current recycling system and try to better understand how people feel about the current system. Then we will present an alternative system, and discuss how people may like that system. Finally, we'll go over some overall thoughts you may have about curbside recycling.
- Protocol – 1 minute
 - We are hoping to have three or four different ways to gather information about your opinions. The first is an open discussion where one person may answer, and then others disagree or agree. There is no right or wrong answer, but rather everyone's opinion is important. We are not trying to decide or come to agreement on anything. We are more trying to listen and identify the different points of view that people have.
 - For example, I can tell you that the county is particularly interested in hearing from people who don't recycle very much now, so that they might make program modifications that would help non-recyclers become recyclers.
 - Another way we will collect information is by writing things down on paper. In these cases we will collect the papers and tally them, but even we won't know who said what.
 - We will also do a show of hands sometimes, or just go around the room and have everyone share their thoughts.

Recycling Participation

- To start off, I'd like to go around the room and have everyone say whether or not they recycle, and why, or why not. Please try to be honest. Does someone want to start? Round the Room. – 7 minutes
 - Collectors have told me that about 65 percent of people do recycle.

Doug (a little)

- was happy when it started, but not too happy with it now
- Received lots of notes, frustrated by it
- Recycles used oil, some issues with cardboard being left behind

Duane (a lot)

- Cuts down on garbage bill
- Certain things don't get picked up

Don (between a lot and a little)

- Pretty frustrated with system from start
- don't like paying for something that I can get rid of myself in my truck
- garbage bill doesn't affect me
- just more work required in sorting
- Don't like the fast driving of trucks (especially with kids on the street)
- I change oil for friends and myself, its just too much work to find a milk jug, etc, Why cant you recycle in oil container
- I am exploring other options for oil recycling
- Used to take oil to work earlier, easy
- Don't like sorting, also issues with oil
- Get notes
- Items left behind

Sue (a lot)

- When I heard about curbside recycling coming to Vancouver, I started saving recyclables
- Environment
- Landfill

Dennis (a lot)

- Wife tells me to

Gene (a lot)

- civic responsibility
- cuts garbage
- environment
- Oil in milk jug is annoying

- Increases amount of mess at home, because you save everything
- Hard to keep track of rules (which plastic can be recycled)
- Either manufacturers should be influenced to produce recyclable plastic or increase options in recyclable (plastic)
- Some kind of consumer voice, Waste Management should have power to influence
- Need better containers, issues with wind
- Hazardous waste options is great and it's free (not curbside???)
- Some places/areas recycle paint – worth considering

Janice (a lot, everything)

- Cuts down on garbage bill
- hard to take labels off

Kathy (a lot)

- Cuts down on garbage bill
- Environment

Jack (a lot)

- Environment/bill

Daniel (between a lot and a little)

Current System

- Next we want to find out how clear people are about what gets recycled, and what should go into the garbage. But before we do, I want to make it clear that Rabia and I don't know all of the answers, and we will give each of you a list of information about this before you go. We will start with a little quiz, and then discuss this afterwards. Quiz followed by Open Discussion– 5 minutes
 - Show props and ask if people know whether it goes into recycling or no: Clamshell, yoghurt, Styrofoam, etc.
 - Have discussion, then ask about waste oil, antifreeze and batteries are recyclable at the curb.
- 1) none wrong
 - 2) 3 wrong – questions why?
 - 3) None wrong
 - 4) 1 wrong
 - 5) 2 wrong
 - 6) none wrong
 - 7) none wrong

8) none wrong

9) none wrong

6 out of 9 missed at least one question

Oil- 8/9 knew it was recyclable

Antifreeze – 1/9 knew it was recyclable

Batteries – 0/9 knew they were recyclable

- Where/how did you learn to recycle? Round the Room– 2 minutes
- Do you know what goes in each of the 3 bins in the current system? Open Discussion– 3 minute
 - Bring out bins and see what people think goes in each. Ask where junk mail goes, stapled paper, plastic window envelopes, milk containers with plastic;
 - Confusion on milk carton (whether recyclable , also which bin)
 - Questions on magazines
 - Overflow in bins
 - Once got all green bins
 - Sometimes have to strip ads from newspapers
- Why do you think that items are separated into the three different bins? Open Discussion– 3 minutes
 - Newspapers can go to newspaper companies if separated; Other paper goes into a lower grade such as tissues; cans and bottles are further separated. If not, the bottles in particular break and contaminate the rest of the recycling so that the rest of the recycling is not as marketable due to the contamination, and the glass is not, since it is not intact.
 - Expense – if we didn't do it, somebody else has to
 - To torment us
 - So that the truck driver can see what's in there
 - Food on paper can be taken out
 - I put junk mail back in return envelope and send it back to sender
- What features do you like about the current 3 bin system? Round the room – 2 minutes
 - Not that hard
 - Stackable (sometimes don't stack right, bend over at times)
 - Spreads out the labor – don't have to sort at last minute
 - Different colored bins makes it easy
 - Info on bins
 - reduces garbage

- What features do you not like about current system? Round the room – 2 minutes
 - Don't stack too well
 - Overflow
 - Have to guard paper so it doesn't blow away
 - Rain soaks paper
 - Bins too small
 - Need a fourth bin (for metal, separate)
 - Need a rack to store them
 - Wasps
- Is at least one bin full each time you put them out? Show of hands – 30 seconds
 - Brown filled always - 4
 - Green filled always - 6
 - Tan filled always - 9
- Do you put them out each week (or each time the pickup is available?) Show of hands – 30 seconds.
 - 9/10 always put them out
- Do you have any other ideas about what you might like to change in the current system? Open Discussion– 1 minute
 - shouldn't need to sort
 - something

Cart System

- Clark County is considering moving to a one cart system. Rabia explains cart system, using cart as prop. Participants view, wheel cart – * break to try the cart out*5 minutes
- What features do you think you would like about the new cart system? Open Discussion– 3 minutes
 - lid
 - easy – convenience of a container
 - wheels
 - less mess both inside and outside the house
 - all of the above
 - would encourage recycling, increased participation
 - saves time on pick-up

- What features do you think you would not like about the cart system? Open Discussion– 3 minutes
 - concerned about managing the weight, especially for older folks, when cart is full
 - may exclude a large majority of people, older, are there any options/alternatives for older/weaker people?
 - In Great Falls Montana, they have a good bin system
 - Questions of cost/bills, maybe later, if not a present
- Do you think you would prefer the cart system to the current 3 bin system and why? - Pass out sheets of paper - Answer on sheet and then go around the room– 2 minutes
 - 10/10 prefer cart (Option A)
 - Remind the group of the discussion about the role and importance of glass.*
- If the cart included everything except glass and the glass would be picked up in a separate bin on the same day, how would you feel about such a system? Discussion– 2 minutes
 - How about a bin on top of the cart (outside the cart)
 - Will not be convenient for pick-up guy, may become similar to old/current 3 bin system
 - Doesn't sound cost effective if there are two trucks
 - Option A sounds better
 - If you throw glass into a truck, you'll only end up with a truck full of broken glass
 - If you separate glass, people who don't recycle now, will not recycle under new system
 - Why need such a huge cart (96 gal) when glass is not included (Maybe then people will prefer small cart, 64 gal)
 - Option A is easier for consumer
 - May be good to have a public shredder – at transfer station
- Would that change your preference? Would you still prefer (or not) the cart and glass bin system to the 3 bin system? Answer on sheet and then go around the room– 2 minutes
 - prefer cart (option B) 10/10
- If the cart included everything except glass and you had to drive your glass recyclables to a separate station what do you think of that idea? Open Discussion – 2 minutes
 - Why would you do that, you can lose some of your recycling
 - You're defeating the purpose
 - I'll be hurting the environment by driving to station, environment trade off
- Do you think you would drive your glass recyclables to the station? (Please be honest, and we will not go around the room!) Answer on Sheet – 1 minute
 - Time issue
 - Gas is expensive
 - 3/10 would drive glass to station

- If the cart included everything except glass and you had to drive your glass recyclables to a separate station, would you prefer the cart system or the 3-bin system that would continue to accept glass at the curb Answer on sheet– 1 minute

Prefer Cart (option C) 4/10

Prefer 3 bin – 6/10

- If we moved to a cart system do you think that you would be more or less likely to participate and would you expect to set out more or less material than you do currently? Open Discussion – 2 minutes

participate more – 6/10

more material

FINAL CHOICE

Option A – 3/10

Option B – 6/10

Option C – 1/10

3 Bin – 0/10

- Just as a show of hands, I wonder how many people would want the larger cart, and how many the smaller? Show of hands – 30 seconds

96 gal – 3/10

64 gal – 7/10

- I believe these systems tend to pay for themselves, and the county is not likely to charge any more for the cart system. However, Rabia and I are economists and we are very curious to know whether or not you would be willing to pay more for the convenience of the cart. I can guarantee you that your answers will not influence whether or not the County charges anything more for this system, or how much, if they do! But it is good information, because it provides some understanding of how people value the convenience of the new system. So, the question is, would you be willing to pay any more for the convenience of the cart system: and if so, how much on a per –bill basis, or in other words, every two months? Please try to be honest, and I'll collect the papers without discussion on this. Answer on sheet.
- Besides cost, what other factors to you think might be important to look at as planners evaluate the cart option? Open Discussion – 2 minutes

More options in things accepted

Cost

Options to stick with 3 bin system as an alternative, especially for older/weaker people

Where will current people/workers be employed (if they move to sorting, is it lower paying)

- This is the last question! If Clark County does decide to change the recycling system, what do you think is the best way for the County to spread information about the new system? Open Discussion– 2 minutes

Flyers with bill

TV

Radio – explain to public why option was selected

Mail

Newspaper

Everyone will see mail – not all will see TV ad

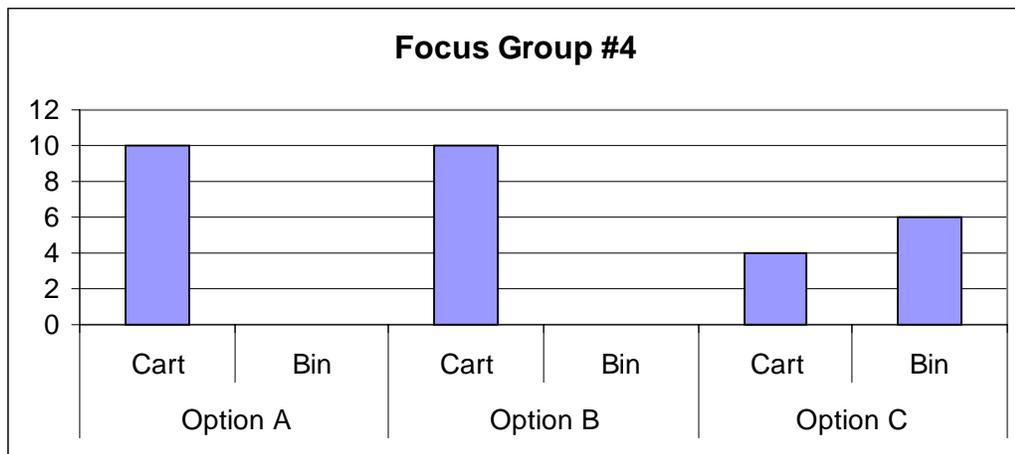
Stick info on cart

- Does anyone have any questions?

Close of Session

- Thank you for your time– 0 minutes
- Check Out and distribute cash and recycling brochure – 10 minutes

Table 1
New Option vs Existing System



Note: Focus Group #4 did not answer the question regarding their favorite option.

Notes for East Vancouver Focus Group

Date: October 12, 2006

Location: Fire Station 89

17408 SE 15th St.

Vancouver, WA

Number of Participants: 9

Introduction

- Welcome Sign In, Refreshments, Nametag – 10 minutes
- Rabia, Gretchen, Bathroom, Payment - 2 minutes
 - If you need to go to the bathroom, please just quietly use the facilities. We will have a break after about half an hour.
- Purpose – 1 minute
 - Hear their thoughts on curbside recycling. This means the recycling service that you have at your house, and not about recycling in general, the deposits made in Oregon, recycling at work, or any other aspect of recycling.
 - Your input is one of several considerations being undertaken to understand how we might improve upon our current curbside recycling system.
 - Technical, market, and cost evaluations are also underway, but, opinions of residents which you will help us to assess are a key to the decision process and we thank you for your time and thoughts tonight.
 - We will first go over the current recycling system and try to better understand how people feel about the current system. Then we will present an alternative system, and discuss how people may like that system. Finally, we'll go over some overall thoughts you may have about curbside recycling.
- Protocol – 1 minute
 - We are hoping to have three or four different ways to gather information about your opinions. The first is an open discussion where one person may answer, and then others disagree or agree. There is no right or wrong answer, but rather everyone's opinion is important. We are not trying to decide or come to agreement on anything. We are more trying to listen and identify the different points of view that people have.
 - For example, I can tell you that the county is particularly interested in hearing from people who don't recycle very much now, so that they might make program modifications that would help non-recyclers become recyclers.
 - Another way we will collect information is by writing things down on paper. In these cases we will collect the papers and tally them, but even we won't know who said what.
 - We will also do a show of hands sometimes, or just go around the room and have everyone share their thoughts.

Recycling Participation

- To start off, I'd like to go around the room and have everyone say whether or not they recycle, and why, or why not. Please try to be honest. Does someone want to start? Round the Room. – 7 minutes
 - Collectors have told me that about 65 percent of people do recycle.

Jesse (recycles a whole lot)

- had an extra bin when moved in
- generates a lot of garbage, put as much as possible in recycling bin
- reduces garbage bill

Steven (recycles a whole lot)

- less in land fill
- minimize waste generated in our home
- save energy

Olga (a lot)

- Don't know what else to do with that stuff
- can't keep it in garage, no room

Mary (a whole lot)

- Also pick up other people's recyclables – mess in neighborhood
- I recycle everything
- Daughter went to environmental school
- do it for environment
- Go to recycling fairs
- garbage rates have really gone up, why pay when you can recycle

Tod (a whole lot)

- Issue: wind blows paper
- environment

Donald (a lot)

- Recyclables are being sold to foreign countries, instead of helping people in our country
- because service is there
- issues with shredded paper, too many restrictions

Sue (a lot)

- Recyclables go out every other week, probably not doing enough
- Environment

Scott (a lot)

- Recycle everything I can
- Environment

- Minimize what goes into landfill

Alicia (a lot)

- I am basically an environmentalist and this is the thing to do

Current System

- Next we want to find out how clear people are about what gets recycled, and what should go into the garbage. But before we do, I want to make it clear that Rabia and I don't know all of the answers, and we will give each of you a list of information about this before you go. We will start with a little quiz, and then discuss this afterwards. Quiz followed by Open Discussion– 5 minutes

- Show props and ask if people know whether it goes into recycling or no: Clamshell, yoghurt, Styrofoam, etc.
- Have discussion, then ask about waste oil, antifreeze and batteries are recyclable at the curb.

Key:

Item 1 – shredded paper – 8/9 correct

Item 2 – window envelope – 6/9 correct

Item 3 – Styrofoam food container – 9/9 correct

Item 4 – Wine bottle – 9/9 correct

Item 5 – Plastic clamshell – 6/9 correct

Item 6 – Plastic bag – 9/9 correct

Item 7 – Diaper – 9/9 correct

Item 8 – Plastic tub – 8/9 correct

6/9 had questions about items

Oil – 5/9 knew it was recyclable

Antifreeze – 2/9 knew it was recyclable

Household batteries – 6/9 knew they were recyclable

- Where/how did you learn to recycle? Round the Room– 2 minutes

lived in Portland, 1st place where I lived that had a recycling program, when moved to Vancouver, the system was similar. I was sent information

they send info every year by mail, I paste it in my garage and mark things to remember

Am from Portland

neighborhood association

get updates

flyers

when I was a kid

have an environmental kid

neighborhood association

lived in CA, great place to recycle, influenced/inspired in other cities

when we moved in the house, we already had the bins and a flyer posted in our garage

had friends working in a transfer station, kept adding to my knowledge

trial and error

notes from the recycling guy

lived in Spokane where they burned garbage, it was mandatory to recycle there, when moved here, learned about 3 bin system

- Do you know what goes in each of the 3 bins in the current system? Open Discussion– 3 minute
 - Bring out bins and see what people think goes in each. Ask where junk mail goes, stapled paper, plastic window envelopes, milk containers with plastic;

Most knew

A little discussion on newspaper inserts, glossy ones 6/9 put them in with newspaper

- Why do you think that items are separated into the three different bins? Open Discussion– 3 minutes
 - Newspapers can go to newspaper companies if separated; Other paper goes into a lower grade such as tissues; cans and bottles are further separated. If not, the bottles in particular break and contaminate the rest of the recycling so that the rest of the recycling is not as marketable due to the contamination, and the glass is not, since it is not in tact.

goes on assembly line, then distributed to different bins

they are processed differently

sold to different buyers

they are different material

recycling companies can make more money

- What features do you like about the current 3 bin system? Round the room – 2 minutes

It exists

Better than before where you had to separate everything

Excellent

Very efficient

Good clockwork – time efficient

- What features do you not like about current system? Round the room – 2 minutes

Wind

Open boxes without lids

No lids

Small bins

some things are not accepted

- Is at least one bin full each time you put them out? Show of hands – 30 seconds
9/9
- Do you put them out each week (or each time the pickup is available?) Show of hands – 30 seconds.
9/9
- Fill Brown – 5/9
- Fill Green – 6/9
- Fill Tan – 7/9
- Do you have any other ideas about what you might like to change in the current system?
Open Discussion– 1 minute

Cart System

- Clark County is considering moving to a one cart system. Rabia explains cart system, using cart as prop. Participants view, wheel cart – * break to try the cart out*5 minutes
- What features do you think you would like about the new cart system? Open Discussion– 3 minutes
 - protected from wind and water/rain with lid
 - easy to use
 - nobody will know how much beer/wine I drink – privacy
 - no one can steal
 - wheels
 - bigger – more capacity
- What features do you think you would not like about the cart system? Open Discussion– 3 minutes
 - Too big – some people may not need such a big cart
 - kids may play in it
 - may be unsafe for kids
 - concerned about garbage rates going up
 - people may lose their jobs, or may be displaced to sorting jobs
- Do you think you would prefer the cart system to the current 3 bin system and why? - Pass out sheets of paper - Answer on sheet and then go around the room– 2 minutes
 - 7/9 prefer cart (Option A)
 - 2/9 prefer 3 bin

Why – bins take up less space – carts are too big

most people have a lot of stuff in their garages

some homeowners associations do not allow you to put carts outside (you can sometimes have it behind fence)

lots are expensive, so developers are making houses with small lots, not too much space outside to put a cart outside

Remind the group of the discussion about the role and importance of glass.

- If the cart included everything except glass and the glass would be picked up in a separate bin on the same day, how would you feel about such a system? Discussion– 2 minutes

maybe the glass bin can have a separate hook on it to be picked up

will be using two trucks instead of one

I generate very little glass, so it's convenient

It's terrible to put glass in the big cart

- Would that change your preference? Would you still prefer (or not) the cart and glass bin system to the 3 bin system? Answer on sheet and then go around the room– 2 minutes

more convenient, nothing blows away, glass does not blow away

glass won't pollute other recyclables

If I had more glass, it would be inconvenient

Why do we need to pull glass out, why the hassle

6/9 – prefer Option B

- If the cart included everything except glass and you had to drive your glass recyclables to a separate station what do you think of that idea? Open Discussion – 2 minutes
- Do you think you would drive your glass recyclables to the station? (Please be honest, and we will not go around the room!) Answer on Sheet – 1 minute

I could, but it's not going to make me happy, if we have to recycle everything ourselves, why bother with having a curbside system

I don't like going to recycling center, you have to wait, places are messy

Voice of common lazy man – I don't think many people, especially those who don't recycle now, will drive glass to transfer station.

- If the cart included everything except glass and you had to drive your glass recyclables to a separate station, would you prefer the cart system or the 3-bin system that would continue to accept glass at the curb Answer on sheet– 1 minute

0/9 prefer Cart (Option C)

What are we trying to achieve here? If its for the environment, glass should be included. This seems like a more business oriented approach

Why are they changing it so often?

Why are they not increasing recyclable options (materials)

- If we moved to a cart system do you think that you would be more or less likely to participate and would you expect to set out more or less material than you do currently? Open Discussion – 2 minutes

1/9 recycle more

Final Count

Option A: 7/9

Option B: 0/9

Option C: 0/9

3 bin: 2/9

- Just as a show of hands, I wonder how many people would want the larger cart, and how many the smaller? Show of hands – 30 seconds

96 gallon: 1/7 (with pick up every two weeks)

64 gallon: 6/7

- I believe these systems tend to pay for themselves, and the county is not likely to charge any more for the cart system. However, Rabia and I are economists and we are very curious to know whether or not you would be willing to pay more for the convenience of the cart. I can guarantee you that your answers will not influence whether or not the County charges anything more for this system, or how much, if they do! But it is good information, because it provides some understanding of how people value the convenience of the new system. So, the question is, would you be willing to pay any more for the convenience of the cart system: and if so, how much on a per –bill basis, or in other words, every two months? Please try to be honest, and I'll collect the papers without discussion on this. Answer on sheet.
- Besides cost, what other factors do you think might be important to look at as planners evaluate the cart option? Open Discussion – 2 minutes

mess, stuff blowing all over the neighborhood

less fuel consumption

size of bin

types of material/things accepted

develop resources to use recycled material more

think of future long term

do our recycling bins come from recycled material?

- This is the last question! If Clark County does decide to change the recycling system, what do you think is the best way for the County to spread information about the new system? Open Discussion– 2 minutes

Newspaper

Flyers

TV or Radio – so they don't have to generate waste paper

With bill

Put on doors with rubber band, will guarantee all see it

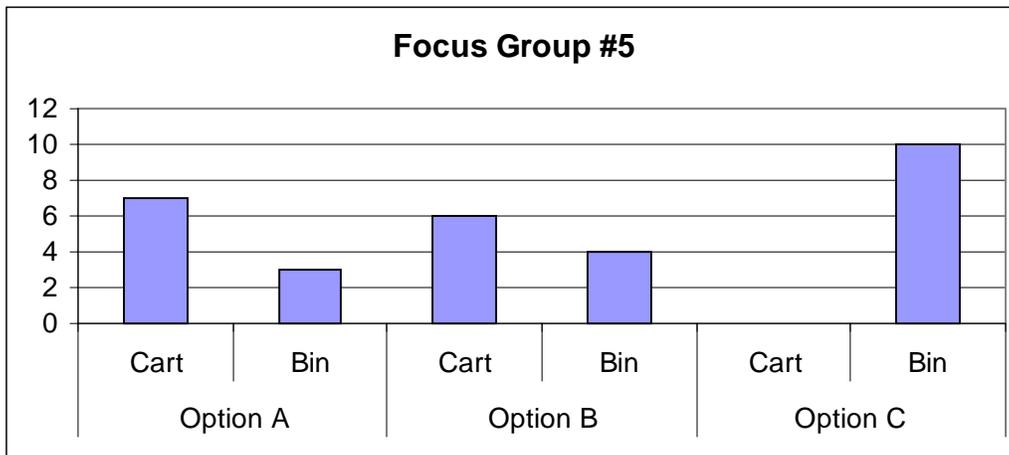
Internet

- Does anyone have any questions?

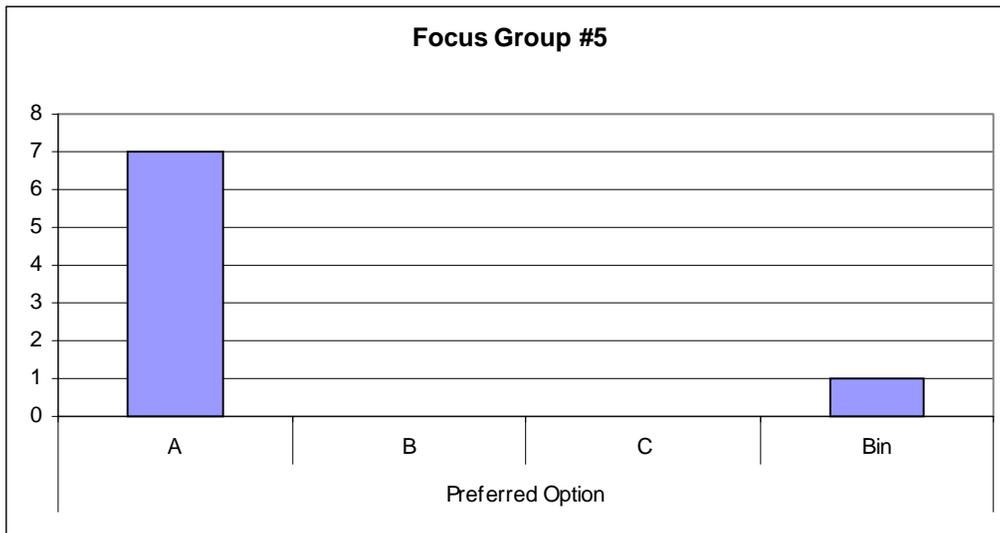
Close of Session

- Thank you for your time– 0 minutes
- Check Out and distribute cash and recycling brochure – 10 minutes

**Table 1
New Option vs Existing System**



**Table 2
Favorite Option**



Notes for Camas/Washougal Focus Group

Date: October 18, 2006

**Location: Camas/Washougal
Port of Camas/Washougal
24 S. A. St.
Washougal, WA**

Number of Participants: 5

Introduction

- Welcome Sign In, Refreshments, Nametag – 10 minutes
- Rabia, Gretchen, Bathroom, Payment - 2 minutes
 - If you need to go to the bathroom, please just quietly use the facilities. We will have a break after about half an hour.
- Purpose – 1 minute
 - Hear their thoughts on curbside recycling. This means the recycling service that you have at your house, and not about recycling in general, the deposits made in Oregon, recycling at work, or any other aspect of recycling.
 - Your input is one of several considerations being undertaken to understand how we might improve upon our current curbside recycling system.
 - Technical, market, and cost evaluations are also underway, but, opinions of residents which you will help us to assess are a key to the decision process and we thank you for your time and thoughts tonight.
 - We will first go over the current recycling system and try to better understand how people feel about the current system. Then we will present an alternative system, and discuss how people may like that system. Finally, we'll go over some overall thoughts you may have about curbside recycling.
- Protocol – 1 minute
 - We are hoping to have three or four different ways to gather information about your opinions. The first is an open discussion where one person may answer, and then others disagree or agree. There is no right or wrong answer, but rather everyone's opinion is important. We are not trying to decide or come to agreement on anything. We are more trying to listen and identify the different points of view that people have.
 - For example, I can tell you that the county is particularly interested in hearing from people who don't recycle very much now, so that they might make program modifications that would help non-recyclers become recyclers.
 - Another way we will collect information is by writing things down on paper. In these cases we will collect the papers and tally them, but even we won't know who said what.
 - We will also do a show of hands sometimes, or just go around the room and have everyone share their thoughts.

Recycling Participation

- To start off, I'd like to go around the room and have everyone say whether or not they recycle, and why, or why not. Please try to be honest. Does someone want to start? Round the Room. – 7 minutes
 - Collectors have told me that about 65 percent of people do recycle.

Don – recycles a lot

- he is charged more for recycling because he lives outside city limits
- recycles because he doesn't like junk piling up
- It is convenient

Margie – Recycles everything she can

- She always has recycled
- saves on filling up garbage can
- it is a good thing

Kay – average recycler

- people steal aluminum from bins
- it is good to reuse things

Donna – recycles a little

- recycling creates a controversy in her household
- it isn't convenient
- rural area, has to haul bins down long driveway
- gets into arguments with husband about the effort required to recycle

Gabe – recycles as much as they can

- wife makes him to do
- wouldn't do it if it wasn't convenient

Current System

- Next we want to find out how clear people are about what gets recycled, and what should go into the garbage. But before we do, I want to make it clear that Rabia and I don't know all of the answers, and we will give each of you a list of information about this before you go. We will start with a little quiz, and then discuss this afterwards. Quiz followed by Open Discussion– 5 minutes
 - Show props and ask if people know whether it goes into recycling or no: Clamshell, yoghurt, Styrofoam, etc.
 - Have discussion, then ask about waste oil, antifreeze and batteries are recyclable at the curb.

5/5 missed some questions

3/5 knew about oil

0/5 knew about antifreeze

0/5 knew about batteries

2/5 knew about scrap metal

- 5/5 knew about corrugated cardboard
- Where/how did you learn to recycle? Round the Room– 2 minutes
 - started to recycle when it became curbside
 - recycled in Oregon to get deposit
 - collected recyclables to turn in for children’s fundraisers
 - Used paper collection bins to raise money for church
- Do you know what goes in each of the 3 bins in the current system? Open Discussion– 3 minute
 - Bring out bins and see what people think goes in each. Ask where junk mail goes, stapled paper, plastic window envelopes, milk containers with plastic;
- Why do you think that items are separated into the three different bins? Open Discussion– 3 minutes
 - Newspapers can go to newspaper companies if separated; Other paper goes into a lower grade such as tissues; cans and bottles are further separated. If not, the bottles in particular break and contaminate the rest of the recycling so that the rest of the recycling is not as marketable due to the contamination, and the glass is not, since it is not intact.
- What features do you like about the current 3 bin system? Round the room – 2 minutes
 - convenience
 - we benefit more than we realize it
 - reduces garbage
- What features do you not like about current system? Round the room – 2 minutes
 - sorting is a pain
 - cost
 - bins warp and don’t stack right
 - we should be paid to recycle, not charged
 - cumbersome, especially for rural areas
 - bins are too small
 - bins become heavy, especially the newspaper
 - wind blows stuff around
 - vandals break glass
- Is at least one bin full each time you put them out? Show of hands – 30 seconds
 - 4/5 fill at least one bin each week
 - 3/5 fill brown, 4/5 fill green, 3/5 fill tan
- Do you put them out each week (or each time the pickup is available?) Show of hands – 30 seconds.
 - 3/5 put out each week

- Do you have any other ideas about what you might like to change in the current system? Open Discussion– 1 minute
 - would like covered bins
 - no sorting, single bin
 - change collection time, 6:30 is too early, don't like to put out night before because everything blows around

Cart System

- Clark County is considering moving to a one cart system. Rabia explains cart system, using cart as prop. Participants view, wheel cart – * break to try the cart out*5 minutes
- What features do you think you would like about the new cart system? Open Discussion– 3 minutes
 - less time commitment
 - lid
 - no sorting
 - it would help us recycle more
 - I like the pictures and info on the lid
 - we could have less frequent pick-up
- What features do you think you would not like about the cart system? Open Discussion– 3 minutes
 - too big for garage
 - in rural areas it would be hard to get to street, too big and heavy to load into vehicle and too hard to drag on gravel
 - Homeowner Associations would require them to be in garage or behind fence, not visible from street
 - probably will be more costly
 - how will cardboard be handled
- Do you think you would prefer the cart system to the current 3 bin system and why? - Pass out sheets of paper - Answer on sheet and then go around the room– 2 minutes
 - 4/5 preferred Option A to 3 –bin system
 - one dissenter (elderly man living in rural area)gave the reason that it would be too heavy and big for him to load into his vehicle to get to the end of long driveway
 - Remind the group of the discussion about the role and importance of glass.*
- If the cart included everything except glass and the glass would be picked up in a separate bin on the same day, how would you feel about such a system? Discussion– 2 minutes
 - 3/5 preferred option B to current 3 bin system
 - wouldn't mind if glass was picked up less frequently than other recyclables and garbage

I don't have that much glass

- Would that change your preference? Would you still prefer (or not) the cart and glass bin system to the 3 bin system? Answer on sheet and then go around the room– 2 minutes
- If the cart included everything except glass and you had to drive your glass recyclables to a separate station what do you think of that idea? Open Discussion – 2 minutes

Would glass recycling center be conveniently located?

- Do you think you would drive your glass recyclables to the station? (Please be honest, and we will not go around the room!) Answer on Sheet – 1 minute

1/5

- If the cart included everything except glass and you had to drive your glass recyclables to a separate station, would you prefer the cart system or the 3-bin system that would continue to accept glass at the curb Answer on sheet– 1 minute

4/5 preferred Option C to current 3-bin system

- If we moved to a cart system do you think that you would be more or less likely to participate and would you expect to set out more or less material than you do currently? Open Discussion – 2 minutes

3/5 would recycle more

2/5 would recycle about the same

- Just as a show of hands, I wonder how many people would want the larger cart, and how many the smaller? Show of hands – 30 seconds

5/5 preferred the 64 gal cart

- I believe these systems tend to pay for themselves, and the county is not likely to charge any more for the cart system. However, Rabia and I are economists and we are very curious to know whether or not you would be willing to pay more for the convenience of the cart. I can guarantee you that your answers will not influence whether or not the County charges anything more for this system, or how much, if they do! But it is good information, because it provides some understanding of how people value the convenience of the new system. So, the question is, would you be willing to pay any more for the convenience of the cart system: and if so, how much on a per –bill basis, or in other words, every two months? Please try to be honest, and I'll collect the papers without discussion on this. Answer on sheet.
- Besides cost, what other factors to you think might be important to look at as planners evaluate the cart option? Open Discussion – 2 minutes

would like more items to be collected

What are the options for rural areas with long driveways? Will the trucks come up to the house?

- This is the last question! If Clark County does decide to change the recycling system, what do you think is the best way for the County to spread information about the new system? Open Discussion– 2 minutes

mail

email

on carts

include information number on the top of the cart

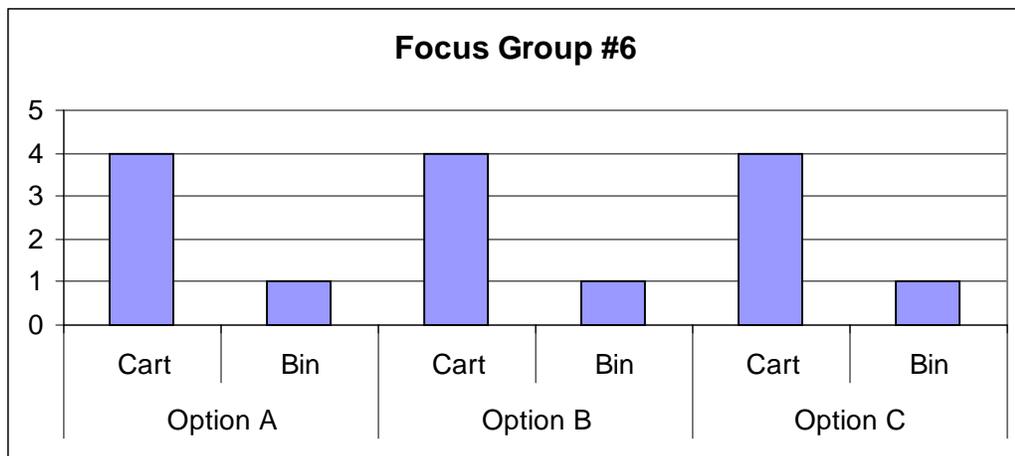
radio/televison

- Does anyone have any questions?

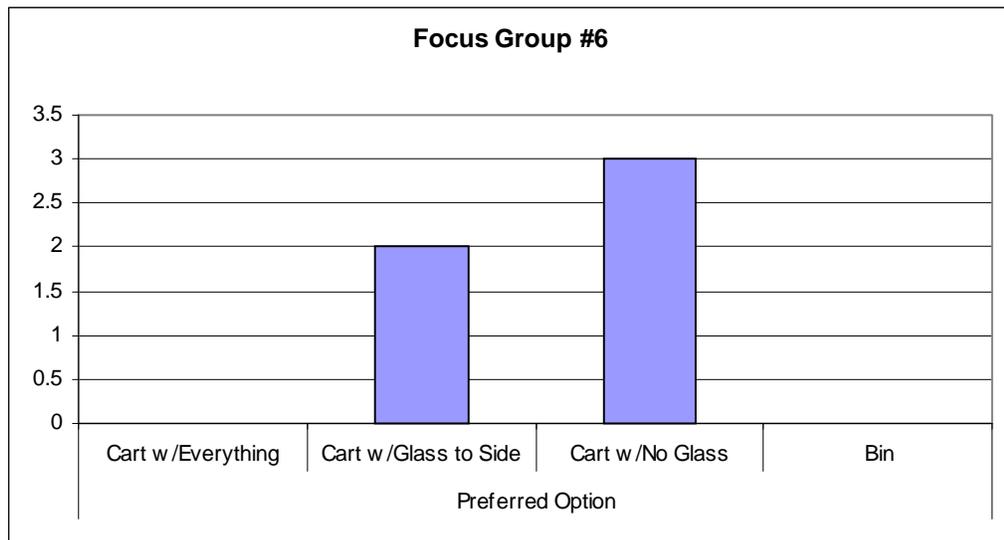
Close of Session

- Thank you for your time– 0 minutes
- Check Out and distribute cash and recycling brochure – 10 minutes

**Table 1
New Option vs Existing System**



**Table 2
Favorite Option**



Attachment B
Participant Evaluations

**Table 1
Focus Group #1 – Orchards**

Participants	Were you able to express your ideas and thoughts during the focus group?	Which activities (or features of the focus group) made it easy to express your thoughts?	Which activities (or features of the focus group) made it difficult to express your thoughts?	Is there anything you would change about the way the focus group was run?
1	yes	being so few people made it easy to share out loud!	none	no
2	yes	friendly, well led and respectful. I liked the questions and waiting for each person to share.	none	no
3	yes	Everyone gets a chance to speak up and it goes around table	none	I think it runs great
4	yes, I felt it was a good discussion	The three different methods of sharing	I felt it went well	no
5	yes	Just having a variety of ways to communicate helped	none	none
6	yes	All, our meeting was casual, although very well managed by our well informed host	none	I think it was done very well
7	yes, very open forum, relaxed	All. Gretchen pointedly called on people to get all talking.	none	no

Table 2
Focus Group #4 – Central Vancouver

Participants	Were you able to express your ideas and thoughts during the focus group?	Which activities (or features of the focus group) made it easy to express your thoughts?	Which activities (or features of the focus group) made it difficult to express your thoughts?	Is there anything you would change about the way the focus group was run?
1	yes	pro v. con questions, open discussion	None	no, excellent presentation
2	Yes	the flip chart helped a lot	None. All was great	No, again all was great
3	Yes, very open discussion	The different points of the recycling program	None	No, good presentation, good discussion
4	Yes	the size of the group	None	no
5	Yes	Yes	None	No
6	yes	open discussion	one person kept getting off subject	no
7	yes	open discussion	focus was limited	no
8	yes	all	no	
9	yes	size small enough	name tags/room/food	8 to 6 may be a better number. However, how many times can you expect 100% turn out
10	yes	liked the variety, go round, paper "vote" show hands	Leadership didn't do anything to surpress/restrain those who were inclined to talk incessantly	no

**Table 3
Focus Group 5 – Fishers Landing**

Participants	Were you able to express your ideas and thoughts during the focus group?	Which activities (or features of the focus group) made it easy to express your thoughts?	Which activities (or features of the focus group) made it difficult to express your thoughts?	Is there anything you would change about the way the focus group was run?
1	yes!	yes!	None!	Nothing
2	yes	?	none	no
3	yes	all		more strict about comment length by each person
4	yes	Gretchen asked us individually	one person dominated discussion	try to get the one person to shut up
5	yes	each given a chance		
6	yes	going around in turn. One woman was loud, dominating and obnoxious	Too many people talking at once	More control over multiple people speaking at once
7	yes			More info on current program and county expenses and use
8	yes	well organized	none	more discussion of how cart more different, materials being recycled other plastics, styrofoam box padding
9	yes			Gretchen and Rabia made a very nice and informal presentation. It should be noted that the presentation was directed more towards approval of a new system which appeared according to

				the way questions were asked. Any changes should be directed to the populace for approval and not by boards or committees
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**Table 4
Focus Group 6 – Camas/Washougal**

Participants	Were you able to express your ideas and thoughts during the focus group?	Which activities (or features of the focus group) made it easy to express your thoughts?	Which activities (or features of the focus group) made it difficult to express your thoughts?	Is there anything you would change about the way the focus group was run?
1	yes	friendly people and small group		no, everything was explained very well
2	yes	flip chart and visual aids, open inviting facilitators	none	very good facilitators
3	yes	Things written on the board to see	none	no
4	yes	open discussion, mature group of individuals in group, good communication from instructor	no	no
5	yes	all	none	no

APPENDIX C
PHONE SURVEY RESULTS

Clark County Recycling Telephone Survey Response Summary

Clark County Recycling Telephone Survey Response Summary

**Submitted to
Department of Public Works
Clark County
1300 Franklin Street
Vancouver, WA 98660**

**by
ENTRIX, Inc.
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Vancouver, Washington 98684-2497**

December 26, 2006

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Introduction

Below is a summary of responses from a telephone survey of current Clark County recycling customers. Clark County and the City of Vancouver offer curbside recycling service to most single family residences within the county. This service is comprised of collecting recyclables in three separate stackable bins; brown bin for newspapers, light tan bin for mixed paper, and green bin for cans and bottles. Alternative recycling systems are under consideration at this point, and the purpose of the survey was to evaluate customer preferences regarding the proposed alternatives.

Survey Overview

A total of 600 survey responses were collected by telephone during November 2006. Survey questions were developed in cooperation with the City of Vancouver and Clark County, and were designed to clarify customer preferences identified through a series of focus groups conducted in October 2006 (see *Recycling Feasibility in Clark County, WA: Focus Group Summary*, 2006). In all cases, the significance of the results presented below falls within plus or minus three percentage points of the stated outcome with a standard (95 percent) confidence level.

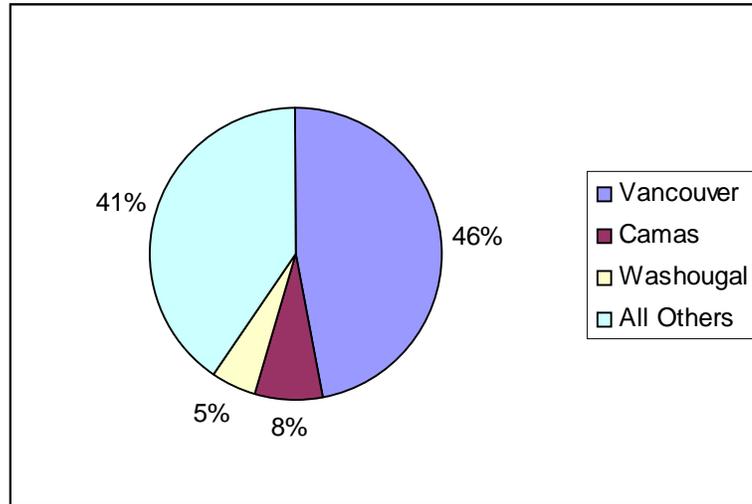
The focus of this survey is on the current recycling efforts and community perceptions of proposed changes to the recycling program. The results of the survey suggest that residents in Clark County appreciate the present three-bin recycling system, and support the idea of a new cart system with glass service to the side. However, not many support the idea of a cart recycling system without the ability to recycle glass at the curb.

A summary of the results for the key questions is provided below. Basic demographics are presented first, followed by the results for those who recycle none or very little, and then the results from those who recycle some or a lot. A copy of the telephone survey instrument and the basic results is provided in an Attachment.

Demographics

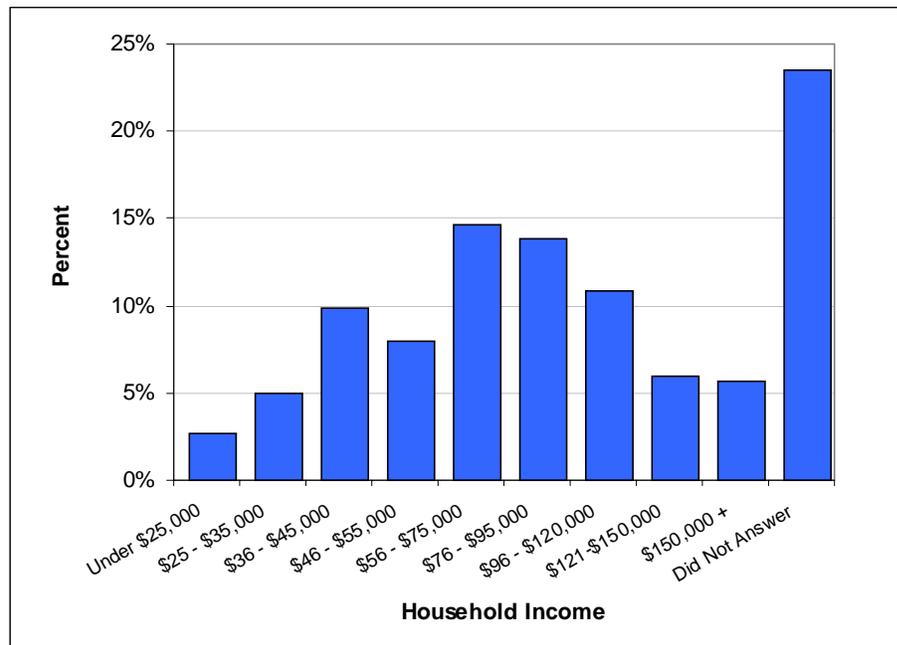
Survey respondents were drawn at random from a list of single family curbside garbage and recycling customers within the population of four areas: the cities of Vancouver, Camas, and Washougal, and the remaining portion of Clark County that is within the urban growth boundary. The share of the total population for each area is shown in Figure 1. Because the City of Vancouver was interested in an analysis of results for customers just within the City boundary, a total 400 surveys were drawn from the city, and the remaining 200 were drawn from the rest of the county. Consequently, results for the county are presented here using a weighting system so that they will still provide a representative picture of county-wide views, based on the population shares shown in Figures 1.

Figure 1
Percentage of respondents from local areas



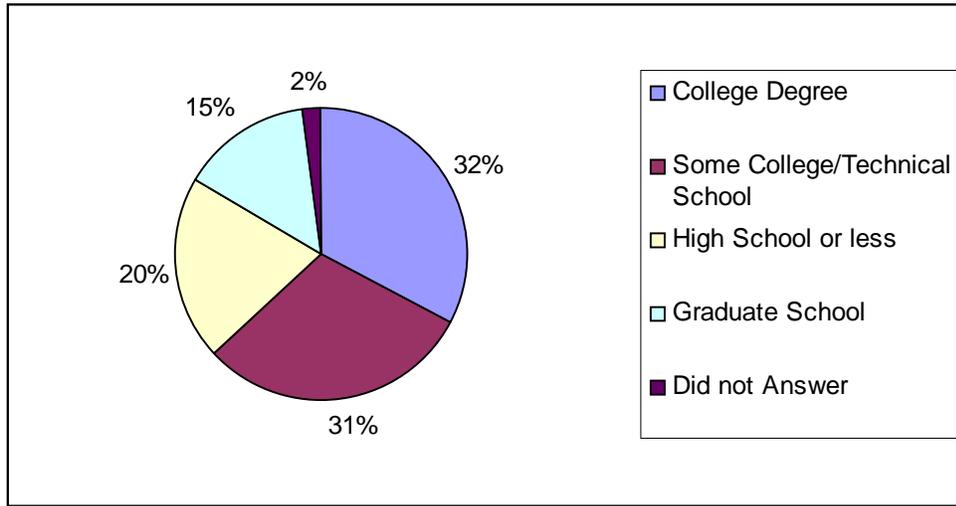
Among respondents, 51 percent were female and 49 percent were male. A breakdown of respondents by income category is shown in Figure 2.

Figure 2
Percent of Respondents at Household Income Ranges



Of the respondents that specified an income bracket, the most common response was the \$55,000-\$75,999 category. Education levels of respondents are shown in Figure 3, with college graduates being the level of education most common among respondents.

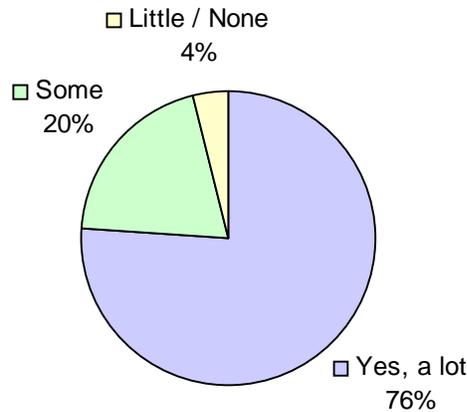
Figure 3
Levels of Education among Respondents



Does your household typically put out much in the way of recyclables?

Survey results show that 76 percent of responders recycle a lot (see Figure 4). In Washougal, 90 percent indicated that they put out a lot of recyclables. College graduates were more likely to recycle a lot with 79 percent answering this way. People in households with more than four people were also more likely to recycle a lot (87 percent). Conversely, in households of one, only 45 percent indicated they recycle a lot. Just under 4 percent of respondents answered that they recycle none or only a little bit, while just over 20 percent answered that they recycle some.

Figure 4
Participation Level
in Current Curbside Three-Bin System



Households Currently Recycling Little or None

What are some of the reasons you do not use curbside recycling service?

Of the respondents that recycled only a little or none, the primary reason for not recycling or only recycling on a limited basis was that the people did “not have enough recyclables.” This reason is cited by 66 percent of those who do not use the curbside recycling service.

What do you do with the recyclables generated in your household – paper, cardboard, newspaper, plastic, glass, and metals?

Of the four percent who recycle very little or none, 37 percent said they throw the recyclables away in the regular garbage. Another 24 percent said they take the recyclable material to a recycling and disposal station. Other responses collected in the survey included burning cardboard and recycling on a limited basis.

What steps can be taken to help you participate in the curbside recycling program?

Most of those who recycle very little answered that nothing could be done to get them to recycle (66 percent). Age seemed to be a key factor in the response to this question. Three-quarters (75 percent) of the youngest group (18-49) suggested things like making the system more convenient, providing more information, and providing assistance to customers would help them participate, while, nearly all (94 percent) of the 60 + year olds answered “nothing.”

Households Recycling Some or a Lot

The vast majority of respondents reported that they recycle some, or a lot. Results for these respondents are aggregated below. Questions addressed both views about the current recycling program, and proposed alternatives.

Current System

Thinking now about just the recyclables that you could recycle under the current program, what percent do you think your household actually does recycle, on average?

Of those who do recycle, 72 percent of respondents indicate that they recycle greater than 70 percent of the available recyclable materials. Education level seems to be an indication of the amount that is recycled. Responses from those with college degrees or better indicate that they recycle an average of over 74 percent of material, and those with high school or less suggested they recycle about 67 percent.

What are some of the things that you like about the current curbside recycling program?

A slight majority (51 percent) of those participating in the current recycling program agree that the ease of use is the most appealing feature about the current three-bin system (see Table 1). Doing something good for the environment is the second most common response, at 22 percent. Only a small amount (5 percent) of the responses indicated that there was nothing they like about the current system.

Table 1
Favorable Features
of Current System Mentioned by Respondents

Feature	Percent
Service/Easy to Use	51.1%
Environment	22.5%
Less Garbage	14.4%
Accepts Lots of Items	11.8%
Don't Know	8.5%
Sorting	7.6%
Other	7.1%
Nothing, Don't Like it	5.4%
Cheaper Garbage Bill	5.0%
Easy to Carry	4.3%
Low Cost	2.3%
Space	2.1%

What are some of the things that you do not like about the current curbside recycling program?

The most popular response to this question was “nothing.” In other words, everything is liked about the current system for 31 percent of those who responded (see Table 2). The second most common response for a not-liked feature is that the system only accepts certain items (27 percent). The residents of Washougal seem to be the most discontent, where only 21 percent of residents indicated that they like everything.

Table 2
Unfavorable Features
of Current System Mentioned by Respondents

Feature	Percent
Nothing, Like Everything	31.2%
Only accepts certain items	27.4%
Space	10.2%
Sloppy Service	9.7%
Sorting	8.5%
Other	8.3%
Expensive	6.8%
Don't Know	5.4%
Rain can damage, carry away	5.0%
Time consuming	4.2%
Heavy	4.0%
Animals/Wind Carry Away	2.8%

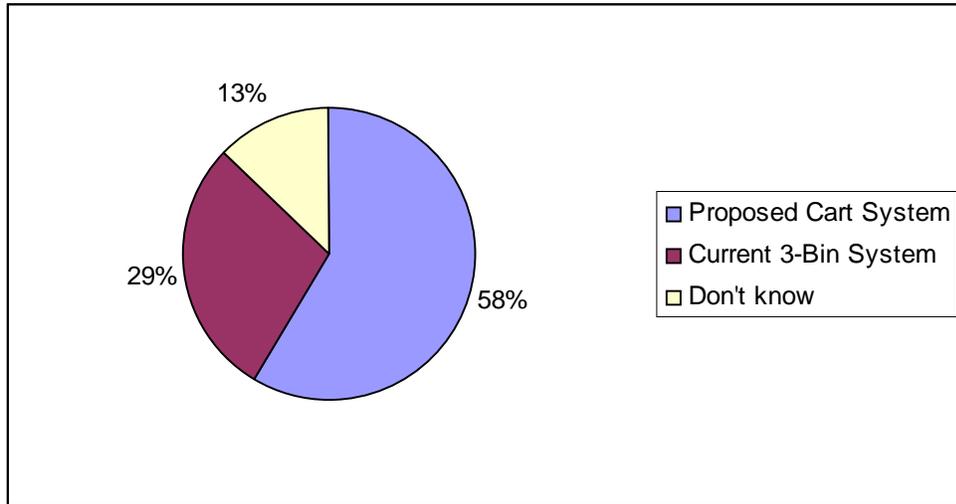
Proposed Alternative Cart System

In order to encourage more people to recycle and increase the amount of material that is recycled, Clark County is considering certain modifications to the current curbside recycling program. One option is a system comprised of a single plastic cart with wheels, similar to the one used for collecting yard debris in Clark County. All recyclables, except glass, would go into the cart. Glass would be put into a separate bin, similar to the ones being used presently.

Assuming no additional cost, do you believe you would prefer the described cart system (with glass on the side) to the current 3-bin system?

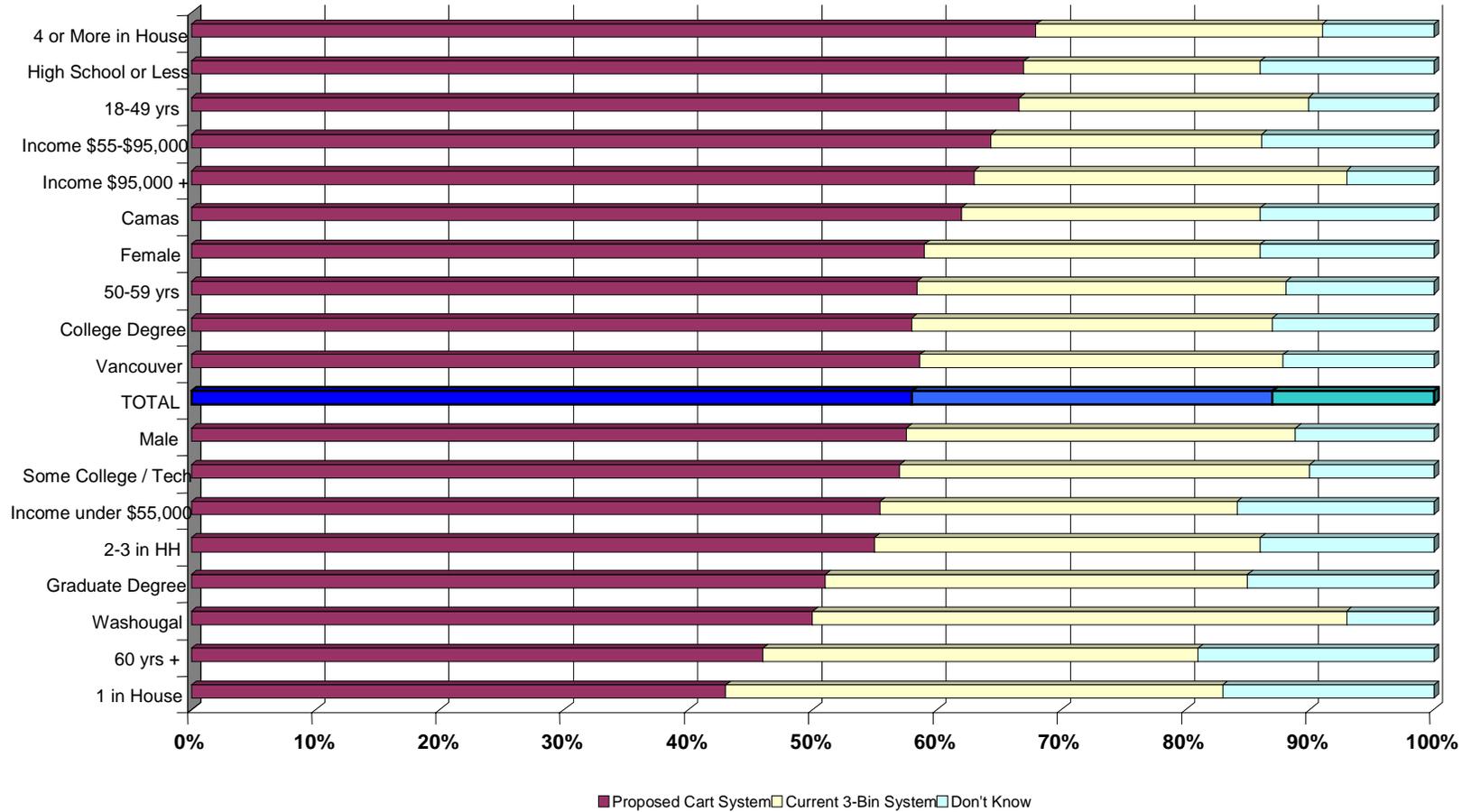
The majority (58 percent) of respondents who currently recycle indicated that they would prefer a cart system to the current three-bin system. On the other hand, the three-bin system was preferred by 29 percent. A final 13 percent of those surveyed did not know which they would prefer (see Figure 5).

Figure 5
Preference for Proposed Cart System



An even higher percentage (68) of households with four or more people indicated that a cart system is the preferred recycling method. The groups that supported the switch to the cart system the least were those with household size of one, and people over age 60. Figure 6 shows how preferences for the proposed cart system varied among different groups of respondents.

Figure 6
Recycling Method Preferences by Demographic Group



Do you think you would recycle more with the described cart system (with glass on the side) compared to the current 3-bin system?

Of those respondents who liked the idea of the proposed cart system, 42 percent indicated they would recycle more under the cart system than at present. This is especially true in Camas, where 50 percent of residents indicated that they would likely recycle more.

What features of the described system appeal the most to you?

The two most appealing features of the proposed cart system were less sorting (55 percent), and the ability to wheel it to the curb (36 percent). The overwhelming majority of Camas residents (73 percent) pointed to the less sorting feature as being most appealing. In Washougal, 56 percent of residents indicated that the ability to wheel to curb was most appealing. Other popular features were the size of the cart (20 percent), and the protective lid (15 percent). The Table below displays a breakdown of the most common responses.

Table 3
Desirable Features of the Proposed System

Feature	Percent
Less sorting	55.5%
Can wheel to curb	35.9%
Size of the cart(s)	20.0%
Lid will protect from rain	14.9%
Other	5.6%
None	5.1%
Don't know	4.2%
Automation	1.2%
Privacy provided by covered cart	0.2%

What features of the described system most concern you?

When asked what features were of most concern regarding the proposed cart system, 21 percent indicated that the large size is a concern, and 14 percent cited cost efficiencies. Based on results from the focus groups, people tend to be very concerned about government expenditures, and were wary about the costs associated with a change in service. During the focus groups, this sentiment persisted regardless of expanded efforts to explain that the system was likely to pay for itself. Other reasons for concern included management concerns (storing, moving, cleaning, etc.) the size of the bin, and a general resistance to change. A breakdown of responses is shown in Table 4.

Table 4
Concerns with Proposed System

Feature	Percent
None	42.5%
Size (cart too large)	21.0%
Cost efficiency	14.0%
Other	13.2%
Glass still needs to be separated	6.4%
Don't know	6.1%
Weight	5.7%
Must wheel to curb	5.0%
Cart cannot be placed inside the house	3.1%

Do you have any suggestions regarding improving the described cart system (with glass on the side)?

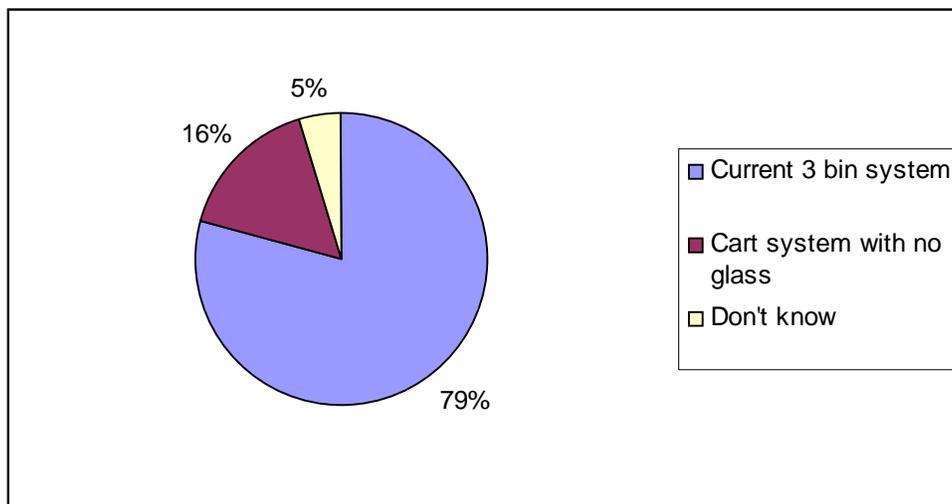
When asked for suggestions of improving the described cart system, 81 percent had none. The suggestions from the remaining responses regard changes to the proposed design, service, and charges for the new system. Examples of specific suggestions include:

- make a square bin on wheels with one or two dividers
- a cart system that is three bins, but still on a cart
- bigger cart sizes
- separate glass bin on wheels as well
- lid for tubs currently being used
- don't do it, I don't have room in my garage, and my neighborhood association won't let me keep it outside

Assuming no additional cost, would you prefer a cart system without glass service to the current 3-bin system?

An alternative that might be considered would exclude glass altogether from the curbside recycling program. In such a scenario, customers could either drive glass recyclables to a separate station or throw them in the garbage. The overwhelming majority (79 percent) of responses indicated that the current three-bin system is preferred over a cart system with no glass service (see Figure 7).

Figure 7
Respondent Preferences to
Cart-based Option with no Curbside Glass Pickup



Do you think you would drive your glass recyclables to a separate station to be recycled if it was located within 4 or 5 miles of your home?

The responses from the remaining 16 percent that do prefer a cart system with no glass service imply that they would no longer recycle glass in such a system. Of all respondents, less than one third (27 percent) indicate that they would be willing to drive glass recyclables to a separate station.

Clark County and City of Vancouver Recycling Telephone Survey

Attachment A – Survey Questionnaire and Results

Curbside Recycling Program in Clark County, Washington A Household Opinion Survey

Entire Sample

Where do you reside in Clark County?

Vancouver	46.0 percent
All others	41.0 percent
Camas	8.0 percent
Washougal	5.0 percent

Gender

Female	51.0 percent
Male	49.0 percent

Q1 As you may be aware, Clark County and the City of Vancouver offer curbside recycling service to residents. This service is comprised of collecting recyclables in three separate stackable bins; brown bin for newspapers, light tan bin for mixed paper, and green bin for cans and bottles. Does your household typically put out much in the way of recyclables?

Yes, a lot	75.8 percent
Some,	20.3 percent
Little/None	3.8 percent

FOR HOUSEHOLDS NOT USING CURBSIDE RECYCLING SERVICE

Q2 What are some of the reasons you do not use curbside recycling service? (**DO NOT READ LIST; UP TO THREE MENTIONS**)

Reason	Percent
Do not have enough recyclables	65.2
Inconvenient	21.7
Other	21.7
Don't have time to prepare and put out recyclables	4.3
Do not recycle	4.3
Don't know	4.3

Q3 What do you do with the recyclables generated in your household – paper, cardboard, newspaper, plastic, glass, and metals? (**DO NOT READ LIST; UP TO THREE MENTIONS**)

Action	Percent
Other	47.8
Throw them away with regular garbage	34.8
Take them to a recycling and disposal station	26.1
Don't know	13.0
Donate them to charity	4.3

Q4 What steps can be taken to help you participate in the curbside recycling program? (**DO NOT READ LIST; UP TO THREE MENTIONS**)

Action	Percent
Nothing	60.9
Other	21.7
Make the system more convenient and user friendly	4.3
Provide more information on recycling	4.3
Don't know	4.3

Clark County and City of Vancouver Recycling Telephone Survey

Q5 Thinking now about just the recyclables that you could recycle under the current program, what percent do you think your household actually does recycle, on average?

Percent Recycled	Percent
71-80%	20.6
100%	19.8
81-90%	19.6
91-99%	10.9
41-50%	6.9
21-30%	4.3
Don't know	4.0%
61-70%	3.8
51-60%	3.3
31-40%	2.6
11-20%	2.4
1-10%	1.6

Q6a What are some of the things that you like about the current curbside recycling program? (**DO NOT READ LIST; UP TO THREE MENTIONS**)

Feature	Percent
Service/Easy to Use	51.1
Environment	22.5
Less Garbage	14.4
Accepts Lots of Items	11.8
Don't Know	8.5
Sorting	7.6
Other	7.1
Nothing, Don't Like it	5.4
Cheaper Garbage Bill	5.0
Easy to Carry	4.3
Low Cost	2.3
Space	2.1

Clark County and City of Vancouver Recycling Telephone Survey

Q6b What are some of the things that you do not like about the current curbside recycling program? (**DO NOT READ LIST; UP TO THREE MENTIONS**)

Feature	Percent
Nothing, Like Everything	31.2
Only accepts certain items	27.4
Space	10.2
Sloppy Service	9.7
Sorting	8.5
Other	8.3
Expensive	6.8
Don't Know	5.4
Rain can damage carry away	5.0
Time consuming	4.2
Heavy	4.0
Animals/Wind Carry Away	2.8

Q7 Assuming no additional cost, do you believe you would you prefer the described cart system (with glass on the side) to the current 3-bin system?

Proposed cart system (with glass on the side)	58.0 percent
Current 3-bin system	29.0 percent
Don't Know	13.0 percent

Q8 Do you think you would recycle more with the described cart system (with glass on the side) compared to the current 3-bin system?

Yes	42.0 percent
No	51.0 percent
Don't Know	7.0 percent

Clark County and City of Vancouver Recycling Telephone Survey

Q9 What features of the described system appeal the most to you? **(DO NOT READ LIST; UP TO 2 MENTIONS)**

Feature	Percent
Less sorting	55.5
Can wheel to curb	35.9
Size of the cart(s)	20.0
Lid will protect from rain	14.9
Other	5.6
None	5.1
Don't know	4.2
Automation	1.2
Privacy provided by covered cart	0.2

Q10 What features of the described system most concern you? **(DO NOT READ LIST; UP TO 3 MENTIONS)**

Feature	Percent
None	42.5
Size (too large)	21.0
Cost efficiency	14.0
Other	13.2
Glass still needs to be separated	6.4
Don't know	6.1
Weight	5.7
Must wheel to curb	5.0
Cart cannot be placed inside the house	3.1

Q11 Do you have any suggestions regarding improving the described cart system (with glass on the side)? See Attachment B - Verbatims

Q12 An alternative option that might be considered would exclude glass altogether from the curbside recycling program. In such a scenario, you could either drive your glass recyclables to a separate station or throw them in the garbage. Assuming no additional cost, would you prefer such a system without glass to the current 3-bin system?

Current 3-bin system	79 percent
Described cart system (without glass)	16 percent
Don't Know	5 percent

Clark County and City of Vancouver Recycling Telephone Survey

Q13 Do you think you would drive your glass recyclables to a separate station to be recycled if it was located with 4 or 5 miles of your home?

Yes	27.0 percent
No	64.0 percent
Don't know	9.0 percent

D1 What is your age?

Age Bracket	Percent of Respondents
50-59	30
60+	24
40-49	22
30-39	13
Did Not Answer	6
25-29	4
18-24	1

D2 What is the highest level of education you had the opportunity to complete?

College degree	33.3 percent
Some college/technical school	31.1 percent
High School or Less	20.6 percent
Graduate school or professional	15.0 percent

D3 Including yourself, how many people live in you household?

Household Size	Percent of Respondents
2 people	39.8
4 people	19.3
3 people	17.3
1 person	9.8
5 people	9.2
6 people	2.5
Did not Respond	1.0
7+ people	0.8

Clark County and City of Vancouver Recycling Telephone Survey

D4 Which category most closely describes your total annual household income before taxes?

Household Income	Percent of Respondents
Under \$25,000	2.7
\$25,000 - \$34,999	5.0
\$35,000 - \$44,999	9.8
\$45,000 - \$54,999	8.0
\$55,000 - \$74,999	14.7
\$75,000 - \$94,999	13.8
\$95,000 - \$119,999	10.8
\$120,000 - \$149,999	6.0
\$150,000 or more	5.7
Did Not Answer	23.5

Attachment B – Verbatim Responses

Q2. What are some of the reasons you do not use curbside recycling?

- Being Billed When She Doesn't Use Service
- Children Are In School
- I Do Recycle, But With 2 People We Only Have A Little To Recycle-
- I Do Recycle, With 2 People We Don't Have Much-
- I Don't Use Very Much Recyclable Stuff-
- I Set Out The Recycling About Once Per Two Weeks, Not Until We've Filled The Bin.
- Lazy, We Just Don't Do It. When We First Moved Here, We Didn't Have That Option. -P- We Just Haven't Gotten Into The Habit Of Doing It.
- We Use Lots Of Paper Plates And Bowls, And They Are So Dirty And Can't Go Into Recycled Paper -P- We Also Use Tons Of Cans, Too Many Cans Per Week To Fit Into The Dedicated Can Bin. Would Like To Put Out A Huge Bag Of Aluminum Cans.
- Restrictions Are Ridiculous
- The Cost, And Because of the Things We Don't Accept. Needs To Accept More Plastics
- We Recycle Everything That Can Be Recycled, It's Just That We Don't Consume Many Recyclable Items.

Q3. What do you do with the recyclables generated in your household?

- Burn Some Stuff In The Fireplace
- Collect The Stuff In My Garage And Set Out About Every Two Weeks
- Every Few Months Go To The Dump When Have A Real Load
- I Do Recycle, Its Just Not Much-
- I Give The Stuff To My House Cleaner And She Takes It Off For Recycling
- I Put Them On The Curb So They Can Be Picked Up-
- I Recycle, Cans, Bottles, Cardboard, On The Curb. I Take The Newspaper To The Church To Recycle-
- I Still Use The System Just Not Very Much-
- If I Have Any I Put Them In The Containers And They Are Picked Up-
- Put Very Little In Bins
- Put Them In The Bins And Have Them Picked Up-
- Recycle People Come Early And If He Isn't Ready Just Throws It Away-Ta
- The Cardboard We Burn, And All The Rest Goes Into The Garbage.

Clark County and City of Vancouver Recycling Telephone Survey

Q4. What steps can be taken to help you participate in the curbside recycling program?

- Different Design Of Container
- Doesn't Have Enough Garbage
- If They Started A Program That Took More Of The Plastic Materials.
- We Have A 450 Foot Driveway. If There Were Something To Roll It Down There With, We Might Do It
- Would Like A Larger Can For Cans Or A Specially Colored Bag For Them. Instead Of A Bin, Colored Bags That Fit Our Cans Would Be Better, Just Put Them Outside. One-Step Process Is Best

Q6A. What are some of the things that you like about the current curbside recycling program?

- All Of It
- Also Like The Recycling People
- Always On Time
- Available
- Likes That It Comes Weekly, Would Prefer That It Is Not Mandatory. Did Recycle When Living In Other States Something That We Have Always Done
- Can Recycle Most Of My Products.
- Like That They Pick It Up --
- Convenience
- Convenient
- Convenient And No Additional Work On Their Part
- Convenient. It's Curbside. We Actually Have A Program, Better Than None
- Convenient, You Just Take It Out With Your Garbage And Put On Sidewalk
- Convenient Don't Have To Take It Anywhere If I Did Have To Take It Somewhere I Wouldn't Do It
- Convenient, In That I Just Have To Put The Bins In The Front Yard At The End Of The Driveway. It's A Recyclable Program, Which I Appreciate As Many Cities Don't Have One
- Don't Have To Wash Out The Cans Before Placing In The Bins.
- Don't Like Or Dislike It One Way Or The Other.
- Friendly People - When You Call In The Office Their Really Helpful To Tell Me What I Can Recycle
- The Idea Of Recycling In General
- He Likes The Personality Of The Workers

Clark County and City of Vancouver Recycling Telephone Survey

Q6A. What are some of the things that you like about the current curbside recycling program (continued)?

- I Just Like That They Do It
- I Like Everything About It
- I Like Everything About It
- I Like Everything About It Except Having To Put The Recyclables Out By The Curb
- I Like The Green Bucket Because I Don't Have To Sort The Items As Much I Can Put More Of Variety Of Things In There-
- I Think It's A Fine Program
- If You Do Mess Up They Don't Get Excited About It Or Leave You Nasty Notes-
- I'm Glad They Come And Get It -P- I'm Glad It Does Not Go In The Garbage, B/C That Would Be Too Much
- I'm Just Real Pleased With The Service
- It Exists. It Makes Things Easier For Us We Get Regular Notices About How To Recycle
- It Work Its Easy
- It Would Be Nice If The Yard Debris Were Picked Up Every Week
- Its Adequate Serves It Purpose
- It's Convenient, You Just The Stuff Out The Night Before And They Pick It Up -- Regular Days And Times Monday Am
- It's Easy And Convenient, They Pick It Up At Curbside
- I've Been Doing It For So Long That It's Relatively Simple
- Just That It's Available
- Just That We Have It
- On Time
- I Like The Yard Debris Option
- That Its It Regular The It Comes Every Week
- The People That Pick It Up They Are Very Careful About What They Do, They're Very Clean
- The Service Is Good, They Pick It Up On Time
- They're Reliable, They Come Every Week Right At The Time They're Expected -
- Timely And Dependable
- Not Filling Up Land Fills
- The Fact That It's Picked Up.
- Putting Recyclables In Separate Containers Leaves More Room In Trash Can For Trash

Clark County and City of Vancouver Recycling Telephone Survey

Q6A. What are some of the things that you like about the current curbside recycling program (continued)?

- What Else Would You Say Recycle Grocery Bags --
- Recycling Refresher. Gives Information On Recycling And How To Prepare The Recyclables.
- Relatively Simple
- Same Day As Trash Pick Up And The Same Place
- Schedule
- That I Don't Have To Pay For It
- That It Exists
- That They Come And Pick It Up So That I Don't Have To Take It Somewhere -P- Contributes To The Beauty Of The Neighborhood
- That Vancouver Participates In In It Boise Does Not-P-That They Come And Pick It Up And That They Provide Bins
- That We Have One
- That You Don't Have To Sort Cans And Bottles
- They Also Take Just About Everything Boxes, Cans, Newspapers, Mixed Paper
- They Come Once Per Week. Recycling People Don't Leave A Mess. It's A Good Idea To Recycle And I Agree With It
- They Do A Good Job. Always On Schedule And They Don't Throw The Bins Around And They Return Them Neatly. And They're Friendly, The Recycling Guy Is A Young Guy Who Often Waves To Me
- They Do The Job. They Pick Up The Recyclables
- They Have A Program In The First Place. They're Helping The Environment. Also Cutting Our Garbage Fees As It Doesn't Have To Be Shipped Somewhere
- They Pick The Stuff Up And Recycle It. Recycling Is Important
- They Take All Of The Paper And Cardboard
- Very Convenient, They Pick It Up Once Per Week Without Much Muss And Fuss - Being Able To Recycle In The First Place
- Everything
- We Have A Recycling Program In The First Place. They Pick Up Every Week, Vs. Every Other Week.
- We Live On A Private Road, And He's Very Careful About Pulling On Our Private Road
- We Need New Bins. They Broke
- Well, They Keep Us Well Informed By Sending Us Something Once Or Twice A Year.
- You Would Like One Or 2 Bins Instead Of 3

Clark County and City of Vancouver Recycling Telephone Survey

Q6B. What are some of the things that you do not like about the current curbside recycling program?

- Bigger Bins Because We Fill Them Up-P-Sometimes They Say They Will Take Batteries But They Don't Always Do
- Bins Are Too Small -P-Don't Like Sorting Mixed Paper Versus News Paper Why Can't Paper Be Paper
- Bins Are Too Small For Every 2 Weeks Or Too Infrequent Pickup
- Bins Are Too Small -P- Bins Too Hard To Take Out To The Street. Sometimes The Bins Are Not Replaced By Recycling Workers, And When Winds Come Up, Materials Can Be Blown Out Of Bins
- Bins Don't Always Stack Well
- Boxes Not Flattened Will Be Left.
- Broken Bins
- Don't Like Being Charged Whether I Do It Or Not -
- Problems With Soft Plastics Bags Are Thrown Away The Packing Materials
- 81 Years Old And Have To Carry It To The Curb --
- Can't Recycle Batteries, And Possibly Oil
- Carry Out Is Tricky Because Of Steep Driveway
- Compostable
- Do Not Except 4 And Six Five And Two Plastic Containers Were The Mouth Is Bigger Than The Bottom -P-Very Limited On Plastic Recycling
- Don't Have Enough To Recycle So I Have To Store It Between Time-
- Don't Like To Pay For It
- Don't Recycle Many Of The Plastics That We Use
- Everything About It
- Forget To Pick Up- At Least Once A Month Have To Call
- Having To Bring It Out To The Curb
- Having To Take The Recyclables Out To The Curb. I'm Happy With It
- I Don't Like How I Have To Crush My Cans And Remove The Labels - I Wish That The Service Came Every Week
- I Don't Like Putting Paper Outside And Having It Be Soaked By The Rain. We Also Suspect That All The Papers Get Intermingled Anyway (Brown And Tan Bins).
- I Don't Like That It's Every Two Weeks I Wish It Were More Often
- I Don't Think The City Recycles Everything They Could Recycle In Portland, I Think They Do Everything They Say There's No Place For Them To Recycle The Plastic Tubs, And The Plastic Bags In Portland, I Believe They Recycle Everything

Clark County and City of Vancouver Recycling Telephone Survey

Q6B. What are some of the things that you do not like about the current curbside recycling program (continued)?

- I Got To Do It I Prefer To Have Somebody Else Do It For Me
- I Guess I Could Say They Don't Take Batteries
- I Wish That It Came Every Week Instead Of Every Other Week
- I Wish The Bins Were Bigger
- I Would Like A List Of Thing That Are And Are Not Recyclable
- I'd Like Them To Take Styrofoam
- If They Took Florescent Tube
- It Is Too Heavy
- It Only Gets Picked Up Every Two Weeks Instead Of Every Week Like Garbage
- It Would Be Nice If They Took Yard Debris Sometimes
- It's Confusing, Don't Know Where To Put Things -
- Its Too Early In The Morning
- Likes Seattle's System Better Which Is What Vancouver Is Considering
- Not Easy For A Disabled Person To Clean
- Not Enough Information To Teach People How To Recycle Properly
- I Wish That They Would Come Earlier, They Don't Get Here Until Afternoon It's Messy
- There Is A Problem With The Size Of The Bottle, It Keeps Getting Taken Out Of The Recycling And Not Taken
- They Come At Six O'clock In The Morning, We Have A Baby So That Wakes Her Up When They Come Through
- Time Of Pick Up Is Inconsistent
- Paper Things That Have Come In Contact With Food Cannot Be Recycled. And Some Plastic Things Can't Be Recycled, And Sometimes It's Unclear Exactly What Those Things Are
- Does Not Seem To Be Recycled We Put It In Three Different Containers, But It Seems Like It Just Get Dumped. If We're Recycling, Shouldn't We Be Getting Money From It, Shouldn't We See Some Result? Yes, Result, I Don't Mean Money. Where Is It Going? What Are They Doing With It?
- People Come Through And Pick Up The Bottles So That They Can Get Money For Them
- It Excludes Certain Items Like Block Foam
- Plastic Limitations, They Don't Take Margin Tubs And A Host Of Other Recyclables, I Could Do 100 Percent If They Took More Plastic
- People Steal It
- Problem W\Cardboard Have To Make It A Certain Size Too Much Effort

Clark County and City of Vancouver Recycling Telephone Survey

Q6B. What are some of the things that you do not like about the current curbside recycling program (continued)?

- Sometimes I Don't Know If Something Is Recyclable. The Trucks Arrive Too Early
- What Other Things Do You Not Like, Would Be Nice If They Recycled Motor Oil, Paint, Some Cleaning Products
- Rather Have It Weekly Instead Of Every Other Week -P- And I Wish They Recycled Plastic Bags From The Grocery Store So I Didn't Have To Take Them Back
- Recycle Foam
- Recycling Is A Pain In The Ass
- Some Items It's Hard To Sort Some Things You Know Or Recyclable But They Don't Fit. There Needs To Be Like One Day A Month Where You Can Put Pout Things Like Fluorescent Light Bulbs And Tv Sets They Make It Hard, You Know, It's Hard To Do It Right
- Some Of The Restrictions.
- Sometimes They Leave Paper In The Bottom Of The Container
- Sometimes They Miss There Pick Up
- That I Have To Pay For It We Don't Do Enough Local Recycling. Like Re Using The Product Quick Enough
- That It Happens Every Other Week
- That It Only Comes Every Other Week
- That They Would Recycle Light Bulbs
- The Attendants Might Not Pick Up The Plastic Items, And Sometimes Leave Stuff There On The Ground. Then I Have To Clean Up After Them
- The Bins Don't Stack Very Well In The Rural Area
- The Guidelines For Materials Accepted Can Be Confusing. I'd Like Them To Accept Materials That They Don't Plastics, Containers
- The Pick Up Is So Early That It Is Necessary To Put It Out The Night Before So Any Paper F\Gets Soaked
- The Yard Depress Program Was Inconvenient, To Cancel In Winter Time And Not Much Savings Is Done
- There Is No Place For Plastics To Be Recycled
- They Don't Take Pizza Boxes
- They Only Come Every Other Week
- They Only Come Once Every 2 Weeks
- They're Real Fussy About What They'll Take It. If It's Too Big They Won't Take It, If It's Not Broken Down They Won't Take It-P-The Papers Blow All Over The Place

Q6B. What are some of the things that you do not like about the current curbside recycling program (continued)?

- We Have Do All The Sorting Of Items Ourselves, We Have To Put Them Outside, And Then We Pay For The Privilege.
- We Have To Drive Down A Long Road, The Pickup Doesn't Come Up To Our House, We Live In A Rural Area
- We Would Like There To Be More Things That Can Be Recycled Like How You Don't Take Medicine Bottles, Don't Take Containers That Have Large Mouths, Or Plastic Cups That You Get At Taco Bell, There's A Lot Of Different Recyclable Items That You Don't Accept So In A Nutshell, We'd Like To See The Program Expanded
- Well, My Driveways About 250 Feet Long It's A Long Walk, Especially On Rainy, Windy Days.
- Why Don't They Take Pizza Boxes Anymore Like They Used To?
- Why They Don't Take Frozen Food Rappers. The Product Has Been Completely Isolated And Has Not Been Touched By The Food-P- I Wish They Would Take More Of A Variety Of Plastics
- Wish That You Recycle Foam
- Wishes For Cart
- Won't Take The Pizza Boxes. Have To Cut It Into Pieces, Leaves The Boxes On The Ground Should Take All Boxes
- Would Be Nice If They Would Take Styrofoam
- Would Like It Weekly
- Would Like One Large Bin Vs. Three Smaller Ones Currently
- Would Like Them To Pick Up Empty Paint Cans
- Would Like To Have The Pick-Up Closer To The Time The Trash Is Picked Up.
- Would Like To See A Larger Green Bin (Plastic, Metal, Cans) Because Mine Is Always Filled
- Would Like To See A Larger Plastic/Metal Bin. Would Like To See This Bin Be Twice As Large.
- Would Like To See Them Take More Plastic -P- I Would Like Them To Pick Up Hazardous Items Like Paint Cans -P- Also Would Like To See Pickup Of Wet Disgusting Garbage, Like Compost
- You Can't Recycle Foam And Plastic Tubs

Q9. What features of the described system appeal most to you?

- Also, With Larger Cart, Stuff Will Not Blow And Fall Out As Much
- Bigger Bins. We Can Recycle More
- Can Take It All To The Curb In One Trip-P-Lid Would Protect From Rain-
- Ease With The Wheels
- Easier To Get Out To Curb With Just One Bin
- Easier, Only Have To Haul One Thing To The Curb, Less Cumbersome, Closed Container
- Efficient For The Person Picking It Up
- Eliminating One Bin
- Everything In One Bin Is Good
- Everything!!!!!!!
- Fewer Storage Bins, Which Would Take Up Less Garage Space
- Glass Is Separated
- Greater Simplicity Not Having To Sort Into Groups Of Items. Just Being Able To Wheel The Bin Out Instead Of Carry
- Having Just The One Container
- I Believe It Would Be A Cleaner System You Just Have One Bin, Instead Of Three Separate Ones
- I Like Having It All In One Big Bin, Children Especially Don't Like Separating Recyclables. A Lot Easier Dealing With One Larger, Bin
- Just One Bin, Which Is Easier - Also, The Bins Of The 3-Bin System Are Often Too Small - - I Think People Would Be More Likely To Recycle With Just One Bin
- Just Sounds A Little Easier Ta
- Like The Separation Of Glass From Other Recyclables.
- More Availability Of Yard Debris Like Leaves In The Fall
- Need A Place To Recycle Air Filters In The Recycling
- One Bin Is Better Tan Three
- One Bin Is Easier To Work With Than Three. Bin Of Cans Gets Nasty, Gets Wet And Dirty
- One Bin Is Simpler Than Three. Also, The More Bins, The More Bins That Can Tip Over - - Like Greater Storage Capacity Of Larger Bin
- One Bin and Less Spill
- Only Two Bins To Take Out Instead Of Three

Clark County and City of Vancouver Recycling Telephone Survey

Q9. What features of the described system appeal most to you (continued)?

- More Aesthetically Pleasing, Easier To Use And Look Better Instead Of Piling All That Stuff Out There On The Curb I Think My Neighbors Would Be More Apt To Use It. It Would Keep It Contained In One Area
- Don't Have To Put In The Same Container
- Its Not Having To Carry Out Three Separate Containers
- The One Container Would Be Easier To Address Or Use
- Still Able To Recycle The Same Categories, The Paper The Plastics The Metal The News Papers
- That They Will Take Oil Still And Stuff Like That
- The Carts On Wheels Seem To Be A Good Idea. - Would Like To Reserve Judgment Until I Learn Of How Cost-Effective The New Program Would Be
- The Quality Of The Recyclables Would Be Better
- Wind Blows It Over It Would Be Better
- Would Recycle Corrugated Cardboard Instead Of Using It To Burn Yard Waste
- Yard Debris And Metal
- Yard Debris

Q10. What features of the described system most concern you?

- A Bin For Filters For Your Heater In Your Home
- Abuse
- Afraid Other People Aren't Aware Enough Of Hazardous Material
- Are We Just Moving The Ability To Sort The Product To Somebody That We're Going To Have To Pay, As Opposed To Just Doing It Ourselves Somebody's Going To Have To Do It, Either We Do It Ourselves Or We Have To Pay Someone To Do It
- Buy 4-6 Gallons Of Milks Per Week, Have A Family Of 3 And It Would Get Heavy, Like The Fact That It Would Be On Wheels, Would Prefer A Dolly Cart, Dollies Would Be Easier
- Cardboard Is Still Too Big For A Cart.
- Cart Would Be Too Small To Fit The Card Board In And Right Now I Can Just Put It Out Next To The Recycle Bins-
- Get Pretty Rough With The Automated Arm If I Can Take It Out At 81 They Should Be Able To Pick It Up And Throw It On The Truck --
- Change Is Difficult Sometimes For People There Would Have To Be Good Instructions And Communication With People On What We're Doing
- Cleaning Of Carts Difficult For A Disabled Person

Clark County and City of Vancouver Recycling Telephone Survey

Q10. What features of the described system most concern you (continued)?

- Manageability Of The Carts, A Lot Of Space Being Taken Up Outside Your House
- Concern About Second Truck Coming Around That Seems Like More Gas And Work-
- Container Space, Not Enough Of It.
- Doesn't Offer A Whole Lot Seems Kind Of Flaky With To Trucks
- Don't Like Change, Older Woman
- Don't Need The Bulk.
- Don't See An Advantage To The New System.
- Driveway Is Very Long, And It Would Take Two Trips To Take Down The Driveway
- Dumping One Container Except Don't Want To Separate Glass
- Having To Place Cardboard In Container
- I Don't Have Enough Room In My Garage To Hold That Type Of Thing I Would Have To Clear Out Space In My Garage To Accommodate A Larger Receptacle You Have To Offer.
- I Don't Have That Much To Recycle
- I Don't Like How You Put It All In One Bin I Prefer The Separate Bins
- I Don't Like People Going Through My Recyclables
- I Don't Like The Way It's Going To Store, Right Now They Stack Up Nicely, If I Had A Cart And Then A Bin The Bin Wouldn't Be Able To On Top Of The Cart
- I Don't See That There's A Great Deal Of Difference
- I Have To Put This Bin In My Garage, And I'm Already Pressed For Space.
- I Hope It Wouldn't Be More Work For Them
- I Would Be Worried About Cost If There Were Two Trucks-
- I Would Still Have To Prepare My Recyclables- -I Would Still Have To Separate My Glass-
- Is Everything That I Actually Put In That Bin Going To Be Recycled
- It Has To Be Put In Separate Bins
- It Seems Like A Waste Of Time B/C It Is So Easy To Separate Out
- It Seems Like It's Just Mixing Everything Together, Making More Work For People - -The Way It Works Now Works Just Fine I Like The Way It Is- It's Easy To Do
- It Would Be Fine If It Was Just One Truck Picking Up Everything, I Think The Price Would Go Up Dramatically If There Was Two Trucks To Pick Up The Recyclables-
- Its Better To Start With It All Separated From The Beginning -If I Had It My Way All The Glass And The Aluminum Would All Be Separated From The Beginning - - I Think That They Ought To Have Some Way To Recycle Milk Cartons With The Wax On Them
- Just Not Being Able To Keep My Recycling Neat For The Waste Mgt Co. Sorted Appropriately, So That When They Get It It's Ready For Them

Clark County and City of Vancouver Recycling Telephone Survey

Q10. What features of the described system most concern you (continued)?

- Large Container Size Might Be Problematic For Some Individuals
- More Labor Intensive Eventually Will Cost More The More The Home Separates It Will Cost Less
- My Bill Will Go Up
- My Only Concern Would Be The Possibility Of Leaving A Mess Behind
- Needs Separation Still Does Not Like That Its Not
- No Charge Would Allow More People To Participate, Huge Increase In Participates If It Were Free Service
- No Sidewalks Or Curbs For Pick Up
- No Space For The Bins, Big Bins Its Bigger Than The Trash Can
- Not Close Enough To Carry Or Wheel To Take Down To The Street. It Would Be Way Too Heavy To Lift Or Carry.
- Not Knowing If Its Actually Being Recycled
- Nothing Is Separated Other Than Glass Everything Is Being Thrown Together. It Takes More Effort To Separate It Later -
- Other People Won't Recycle As Much And Well Under The 1-Cart System
- Difficult To Pick Up, The Truck Might The Ability To Do So On Our Street
- Glass Container Would Be Too Large For Your Need
- Don't Know If It Would All Fit
- I Think I Would Get Confused About What Goes In It, Right Now I Know What Goes In The Three Bins I Walk Into The Garage And Plop Plop Plop
- Time Washing Out Cans And Taking Labels Off
- Paint Pick Up They Don't Do
- People Might Confuse It With The Usual Garbage Bin And Use It For That Instead Of Recycling
- People Would Continue To Dump Garbage And Extraneous Items In The Recycling Containers
- Glass Problem Other Glass Container Would Be A Pain
- I'm Already Separating Stuff, So For Me To Put Them All In One Bin Doesn't Save Me Any Time. Newspapers Already Separate In The House, Papers And Cardboard Develop Through The Week. If I Were To Put That In The New Bin, It Wouldn't Save Me Anything. The Way I Look At It, It's Either One Or All, You Put Everything In One Bin Or Everything In Separate Bins. It Doesn't Seem Feasible Or An Effective System To Me.
- Most Concerned Person Living 2 Blocks Away And Taking Bottles And Cans Out Of Their Trash. Most Concerned Needs To Put It In The January Newsletter

Clark County and City of Vancouver Recycling Telephone Survey

Q10. What features of the described system most concern you (continued)?

- Probably If It's All Jumbled Together, You Would End Up With A Mixture That Couldn't Be Sorted That Would End Up At The Landfill And I'm Sure Whoever's Selling You This Program I'm Sure They're Telling Them That's Not Going To Happen
- The Mixing It All Together. I Don't Know Why They Would Do That It's Cardboard, And Cans, And A Lot Of People Aren't Careful With What They Leave In Cans Or Something. It Seems Like It Would Be A Mess.
- The Quality Of The Wheels On The Canister Hard Plastic Versus A Quality Wheel Such As An Inner Tube
- Two Trucks Would Be Wasteful
- You Would Have To Make Sure Everything Was Flat Because If Something Got On Its Side It Could Take Up More Space
- Seems Messy
- Seems More Cumbersome And More Work For The City. If They Demonstrate A Savings Of Money, I'm Fine, But For The Time Being I'm Happy With The Current System -P- Ta
- Still Have Separate Carts Still Have To Take The Glass Bin. Seems Like More Work
- Still Not Have To Take Them To The Curb -P-Three Different Trucks Price Of Garbage Would Go Up-P-More Info On Plastics Can Be Recycled
- That Cardboard Will Be Included In The Bins With Other Recyclables
- That People Will Throw Garbage In There
- That There Is No Separating
- The End Result That People Would Use It For Trash And That Would Be Unsafe For Those Who Separate It
- The Fact That It Wouldn't Be Fair, And Wouldn't Be Effective, We Recycle For A Reason, And Why Even Go Through All That Hassle Of Recycling At All If It's Not Going To Be Really Effective? It's A Purposeless Activity
- There Are Going To Hire Ppl To Do This Who I'm Going To End Up Paying For It Why When It Free Now
- They Got Automated Trucks And I Don't
- Too Far To Go For The Large Containers, The Current System Is Good Because Of The Size Of The Containers
- Too Many Carts
- Too Much Work, Not Enough Time To Do It
- Two Separate Trucks
- We Hal Out Our Valuable Recycling Materials, And We Do Not Profit From It, We Pay For It And It Sounds Like You're Going To Have To Hire More People It's Not More Efficient, It's Less

Q10. What features of the described system most concern you (continued)?

- Well, It Would Be Hard To Back Up To Trucks To Our Place. You Could It, But It Would Be Hard. It's A Single Lane Road
- Well, The Mixture In The Bins It's Easy For Us With The Current System
- We Won't Be Using It For What Its For Because We Will Not Use Enough Any Way Because We Are Not Using The Stuff Any Way We Need To Use More Of The Product After Its Recycled
- Why Change It
- Why Not Sort It Already A lot Of Money For Nothing
- With The New System, I'll Have To Keep The Cart Outside As Will Not Fit In Garage Presently.
- Would Like To See A Larger Bin For Glass
- You Couldn't Get Much Cardboard In It
- You Guys Separating It All

Q11. Do you have any suggestions regarding improving the described system?

- 3 Tiered Cart
- A Cart System That Is 3 bins, But Still On A Cart
- A Way To Wheel Out The Glass With The Other Recyclables.
- Be A Little More Diligent When Dumping Them And Make Sure It Goes In Their Truck And Not On The Street.
- Better Clarification On What Plastics Can Be Recycled
- Bigger Cart Sizes
- Bigger Size For The Glass Bins
- Call Temp, AZ They Don't Have To Sort Their Glass Out. They Don't Sort Anything
- Definitely Well Marked Containers
- Different Colors – Bright Green Or Bright Yellow
- Dolly To Place Loaded Bins On To Take To Curb
- Include The Glass
- Figure Out A Bin That Can Go In The Cart Or Put All Recyclables Together
- Handling Things Differently Than Is Being Done Now
- Have The Guy Come And Pick It Up At My Gate
- Having Everything Put One Bin Would Be Good.
- I Think A 32-Gallon Bin Size Will Be Better For Many People
- I Would Like To See The Separate Glass Bin On Wheels As Well

Clark County and City of Vancouver Recycling Telephone Survey

Q11. Do you have any suggestions regarding improving the described system (continued)?

- I'd Like To See The Carts Kept To A Reasonable Size, Smaller Than The Yard Debris Carts Maybe A Range Of Cart Sizes So People Can Request The Best Size For Their Lifestyle
- If There Were A Lid For The Tubs Currently Being Used
- Instructions On Where To Take Things Like Tv's And Such
- It Would Cost More To Manufacture All Those Bins On The Side More Money B/C We Already Have Them
- It'd Be Great If They Could Come Down To Our Area So We Didn't Have To Drive It Down To Where They Pick It Up
- Just Having One Container Would Be Easier
- Label The Cart What Can Or Cant Go In It Or Send Out A Flier
- Labor Problem. Might Have A System That Could Also Pick Up Glass With A Mechanical Arm. Then Labor
- Letting The Public Now What Can Be Picked Up
- Make A Square Bin On Wheels With One Or Two Dividers. One Side For Glass, And The Other Side For Everything Else
- Maybe It Could Be A Raised Cart For The Glass, Just Like The Other Cart That's Probably Impractical B/C People Don't Have That Much Glass, But Some Sort Of Automated System For The Glass It Doesn't Seem Like It's Going To Save Any Money If They Still Have To Manually Retrieve The Glass
- More Out Reach To Teach Ppl How To Do The New System
- More Public Education About Recycling
- More Truck More Efficient Way Of Picking Up
- No Suggestions, As Long As All The Recyclables Fit In The Bin
- Only Use One Cart, However Have A Separate Section Inside The Cart For Glass-
- I Would Like It To Be Cheaper Recycle Should Be Some Kind Of A Break On Your Garbage Because I'm Doing The Work For Them Sorting -
- Take A Smaller Glass Container
- More Education Educate People More About What Is Recyclable And What Is Not - - Accepting More Recyclables
- One A Week Would Be Good One Pick Up Every Other Week Is Not Enough
- There Would Be Different Prices Based On How Often You Have The Recyclables And Garbage Picked Up -
- Picking Up Weekly With The Trash
- I'd Rather See It Stay Like It Is
- Improvements Put Them Back Where They Got Them Not Leave Them In The Street Not In Front Of The Mailbox

Clark County and City of Vancouver Recycling Telephone Survey

Q11. Do you have any suggestions regarding improving the described system (continued)?

- Print On The Cart No Glass Allowed
- Put On Another Cart To Make Putting It To The Curb Easier. Or Small Lock In Frame For The Glass To Put It To The Curb
- Yeah, Not Doing It. I Don't Have Room For That In My Garage, And My Neighborhood Assoc. Won't Let Me Keep It Outside.
- Service And No More Money
- The Hybrid Doesn't Seem To Be Worth The Trouble If You're Going To Separate Glass, You Might As Well Separate Everything
- The Size Of The Container Will Lead To It Being Left Outside And Stolen Or Vandalized
- Too Many Trucks, Too Much Work For The Garbage Man
- Unless They Put Glass In A Wheeled Cart, And Maybe Pick Up Every Week Instead Of Every Other Week
- Use One Large Cart But With Separated Dividers For Newspaper, Etc-
- Use The Automated Proposed System With Already 3-Bin System
- Wants Them To Collect More Materials, Oil, Styrofoam, Paint
- Would Like A Cart With Separate Containers Or Some Kind Of Partition System -
- Would Like To Set Up Times To Have Recyclables Picked Up Without Being Charged If They Have Nothing To Pick Up

D5. Do you have any remarks for us?

- A Re-Clarification Of The Proposed System, Is Confused On The New System-Ta
- After Emptying The Bins, Place Them Upside Down On The Ground So They Don't Fill Up With Rain Water
- Are They Going To Publish The Results Of The Survey In Your Bill And What Happened With The Survey
- Are They Going To Take Other Kinds Of Recyclable Material
- Are You Going To Develop The Ability Of Your System To Recycle Additional Products?
- Be Able To Recycle More Of The Plastic Containers.
- Concerns With Oil Recycling. Doesn't Like Having To Pour In Milk Jugs
- Does Not Want Home Number Shared In Any Way
- Don't Change Whets Not Broken
- Don't Like The Idea Of Throwing Glass In The Garbage Seeing How Glass Is So Easy To Recycle-
- Get Weekly Recycling In Here.

Clark County and City of Vancouver Recycling Telephone Survey

D5. Do you have any remarks for us (continued)?

- I Do Not Like Being Forced To Pay For The Recycling On Top Of The Garbage.
- I Just Hope That You Don't Change The System That's Already Working Very Well For Us As Your Dedicated Recycling Co Partners-P-I Hope The Fees Don't Increase Because We Do Use Your Service And Many Neighbors Do Not And Take Their Recyclables To Work Or Other Places To Dispose Of.
- I Know When I Lived In Vancouver, You Furnished The Garbage Cans, And You Put Them Out And You Picked Them Up Just Like With Yard Debris. They Were A Big, Nice Can
- I Think The City And The County Need To Expand And Think About The Total Impact On The Environment Because Of The Pending Closure Of The Huge Recycling Outfit -P-P If They Don't Change The Program Clarifying How Plastic Material Is Marked
- I Think You Should Be Able To Choose The Option Of Once A Month Pick Up Or Once Every Two Months For Recyclables, I Am The Only One In My House And I Do Not Recycle That Much, But I Pay The Same Amount As A Family Of 10.
- I Wanted To Know Why We Cant Recycle Cans And Get A Little Money Them.
- I Wish They Would Take Recyclable Oil In The Jug It Came In, They Require A Clear Jug For Motor Oil And Because Of That I Have To Take It Recycling Facility Myself
- I Would Like To Have A Financial Understanding Of The Checks And Balances Of What You Charge Me And How Much You Make To Sell The Recycling Somebody's Buying The Product
- I Would Like To Have More Flexibility As The When I Can Put My Can At The Curb. Currently I Put It Out On The Fir St Week Of The Month I Would Like To Be Able To Put It Out On Any Week.
- I Would Like To Know Why The Garbage Pick Up Is Later In The Day Then It Used To Be?
- I Would Like To See Other Items Picked Up, Car Batteries, Tires, Steel, Household Chemicals-
- I Would Like To See The Option Of Once A Month Being Able To Put Household Batteries Into The Recycling-P-Also A Once A Month Option For Paint And Oil Pick Up
- I Would Like To See This New Program, And Not Give Up The Glass Service.
- I Would Prefer Once A Week Service, Once Every Other Week Is Too Cumbersome
- I Would Recyclables Accepted The Plastics-
- If Automatic Bill Pay Is Not Offered Then Would Be Interested In That
- In The Spring And Summer They Don't Pick Up Yard Debris Enough
- Is Recycling Optional In Vancouver, As Some Of My Neighbors Don't Recycle.
- It Comes Too Early In The Morning, We Pizza That Blow All Over Because We Have To Send Them Out The Night Before And The Bins Are Not Big Enough
- Just In Find A Way That I Can Get Rid Of Old Fluorescent Lights And Tv Sets, W/O Having To Haul Them Away To The Jail

Clark County and City of Vancouver Recycling Telephone Survey

D5. Do you have any remarks for us (continued)?

- Just Take Care Of The Pizza Boxes
- Just Wondering, "When New System Will Be Implemented?"
- Less Garbage For The Garbage Man To Sort Through. The Current System Works Just Fine. And Keep The Bureaucrats Out Of It.
- Must Pick Up Glass
- Only Concern Is Neighbors And The Community Not Recycling Hazardous Material Correctly-He Also Has A Compost
- Having My Garbage And Recycling Scheduling For Same Day Pick Up Would Be Good -P- I'd Prefer That The Service Providers Place The Empty Bins Not In The Driveway
- How Did My Phone Number Come Up?
- If You Have Lots Of Cardboard Where Do You Put It My Mother Has Those Bins, And There's No Way All Our Cardboard Will Fit In There!
- I Would Just Like To Know Who Is Behind All Of This Research.
- Send Us Money
- Sometimes We Get Missed
- Take More Of Our Plastics
- The Cost Of The Recycling Service Should Be Picked Up By The County
- The Guys That Come And Pick Up The Trash And Recyclables Now Do A Great Job-
- The Price Of The Garbage Is Going Up Again. I Think Everything Is Going Up.
- The Three Containers That We Have Now If One Breaks How Do We Get A New One
- The Way The Garbage Men Pick Up The Garbage In Such A Sloppy Way.
- They Keep Raising The Cost Of Recycling Three Times In The Past 12 Years. -P- And I Don't Have That Much Recycling, Such That I Could Put It All Easily In My Garbage And Avoid The Recycling Fees.
- They Missed Us The Other Day In The Wind Storm
- They Should Do A More Complete Job Of Picking Up The Recycling Off The Streets, And Not Leaving It On The Street.
- They Want Us To Place The Recyclables At Least 5 Feet Away From The Garbage Cans I Do Not Have Room For That-
- We Like PUD And Recycling Services!
- We Need To Truly Continue The Recycling Process By Ruining Everything
- We Received A Refresher About Recycling And I Really Enjoyed Being Updated-
- When Do You Think You Will Switch Over
- When The Driver Leaves, A Lot Of The Stuff Flies Out Of The Truck Along Our Roads And They Don't Pick It Up.

Clark County and City of Vancouver Recycling Telephone Survey

D5. Do you have any remarks for us (continued)?

- When Will New System Go Into Effect
- When Will This Proposed Change Take Place
- Why Don't They Pick Up More Of The Plastic Items? I Think They Should. If You Are A Waste Mgt. Co., You Should Be Willing To Pick All Of The Stuff
- Will We Still Be Charged The \$12 Fee With The New System.
- Would Like To See Home Electronic Pick Up Such As Computers Etc
- Would Really Like To See This Go Through!!!!