

Pilot Residential Food Scraps Recycling Program Survey Results



City of Santa Clara
The Center of What's Possible

California State Senate Bill 1383 requires municipalities to implement organics landfill diversion programs to reduce the amount of organics disposed of in landfills by 50% by 2020 and 75% by 2025. In order to comply with this initiative, the City of Santa Clara recently launched a pilot residential food scrap program. As with any new program, there are opportunities for improvement. Please provide your feedback by submitting this survey online at www.SantaClaraCA.gov/OpenCityHall or by mail to 1700 Walsh Ave, Santa Clara, CA 95050 by December 15, 2017. Submit only one (1) response per household.

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

1402 verified survey responses

2. Is your household recycling food scraps using the food scraps side of the split-cart?

Yes (1203 | 85.81%) No (199 | 14.19%)

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

Yes (1055 | 87.70%) No (39 | 3.24%) Sometimes (101 | 8.40%) No Answer (8 | 0.67%)

Note: We highly encourage using a clear liner bag- such as a repurposed produce bag- to collect food scraps. Keep your split-cart tidy by tying off the bags before placing in the split-cart for collection.

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

Once a week (370 | 30.76%) A few times per week (651 | 54.11%) Daily (168 | 13.97%) No Answer (14 | 1.16%)

5. How helpful have the following outreach materials been in helping you transition into collecting food scraps?

a. Flyer attached to new split-cart received at time of delivery

Helpful (720 | 59.85%) Somewhat helpful (381 | 31.67%) Not helpful (85 | 7.07%) No Answer (17 | 1.41%)

b. Kitchen pail

Helpful (786 | 65.34%) Somewhat helpful (224 | 18.62%) Not helpful (171 | 14.21%) No Answer (22 | 1.83%)

c. Starter supply of liner bags

Helpful (779 | 64.75%) Somewhat helpful (224 | 18.62%) Not helpful (151 | 12.55%) No Answer (49 | 4.07%)

d. City website

Helpful (258 | 21.45%) Somewhat helpful (314 | 26.10%) Not helpful (338 | 28.10%) No Answer (293 | 24.36%)

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

- Yes (1149 | 81.95%) No (205 | 14.62%) No Answer (48 | 3.42%)

Note: Did you know that your solid waste rates include unlimited recycling? If needed, you can request a recycling cart as large as 96-gallons, or request an additional cart at no extra charge. Please call Recology at 408-970-5100 to make any service level changes.

7. Have you experienced a shortage of garbage capacity with your split-cart?

- Yes, weekly. (336 | 23.97%) Yes, occasionally. (387 | 27.60%) Yes, but I had capacity shortage before this program. (24 | 1.71%) No. (605 | 43.15%) No Answer (50 | 3.57%)

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

- Liner bags provided by the City ripped (447 | 31.88%)
 Not sure which types of bags to use (432 | 30.81%)
 Difficulty fitting larger items in the garbage side of the split-cart (676 | 48.22%)
 Issues disposing of non-recyclable items such as diapers or medical waste (149 | 10.63%)
 New cart is too heavy (248 | 17.69%)
 Other: (316 text inputs | 22.54%)

9. Have you contacted City staff for assistance? (e.g. in-person outreach appointment)

- Yes (219 | 15.62%) No (1161 | 82.81%) No Answer (22 | 1.57%)

Note: Staff is available to assess your individual situation and provide assistance to ease the transition. Residents may contact Environmental Programs staff at Environment@SantaClaraCA.gov or at (408) 615-3080 to schedule an outreach appointment.

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

- Helpful (109 | 49.77%) Somewhat helpful (64 | 29.22%) Not helpful (37 | 16.89%) No Answer (9 | 4.11%)

11. What information could staff provide to make this program more convenient?

Text inputs (777 | 55.42%) No Answer (625 | 44.58%)

12. Please rate your overall satisfaction with the program:

- Satisfied (401 | 28.60%) Somewhat satisfied (346 | 24.68%) Somewhat dissatisfied (157 | 11.20%) Dissatisfied (362 | 25.82%) Undecided (136 | 9.70%)

Thank you very much for taking the time to complete this survey. Your feedback is important to us!