

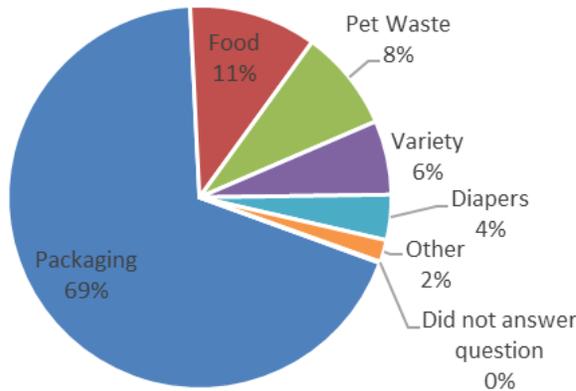
Division of Solid Waste and Recycling

2018 Resident survey results

From February 14 to April 20, 2018 Minneapolis Solid Waste & Recycling’s 107,000 customers were asked to complete a survey to evaluate current outreach and educational methods, provide feedback on services and guide conversations on potential program changes in the future. The survey was promoted through the annual Services Guide mailing; social media; Council Member, neighborhood and community group newsletters; recycling reminder emails; and on Solid Waste & Recycling’s webpage. A total of 8,106 surveys were received. A chance to win a \$10 gift card or 50 compostable plastic bags was used as incentive for residents to take the survey. Twenty of each incentives were awarded.

Garbage, recycling and organics recycling collections

What makes up the majority of your garbage?

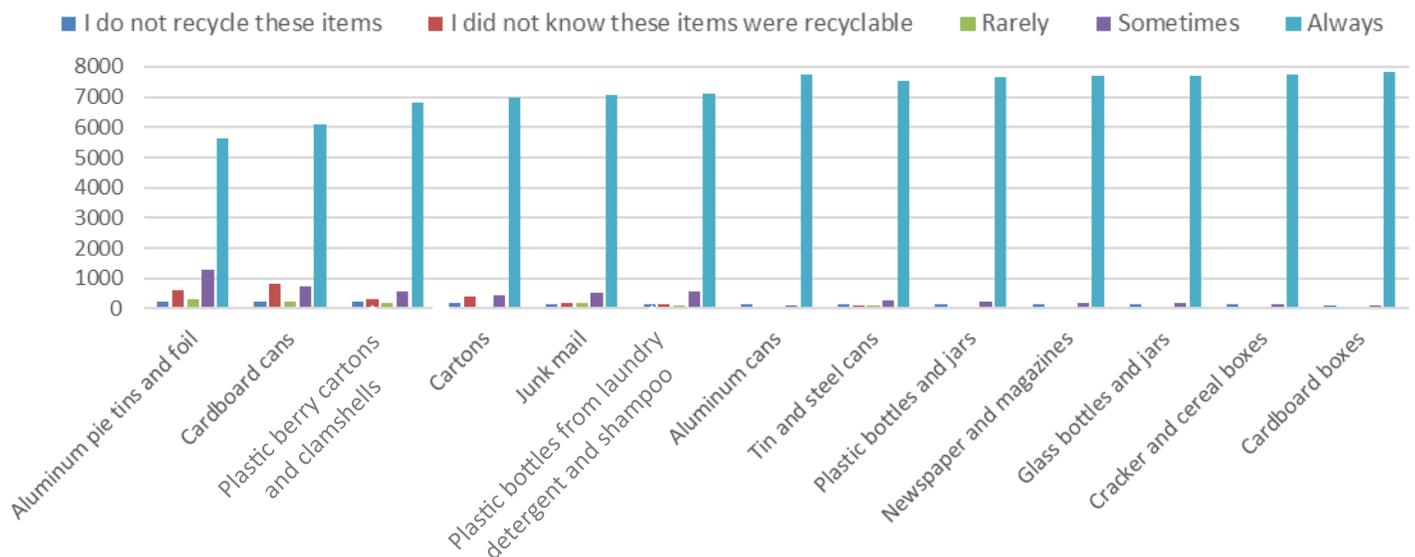


Other responses included: (152 comments)

- Recyclable and/or compostable materials (81% of other responses)
- cigarette butts
- medical supplies
- personal care products
- yellow litter bags

All of these items are recyclable. How often do you recycle the following items?

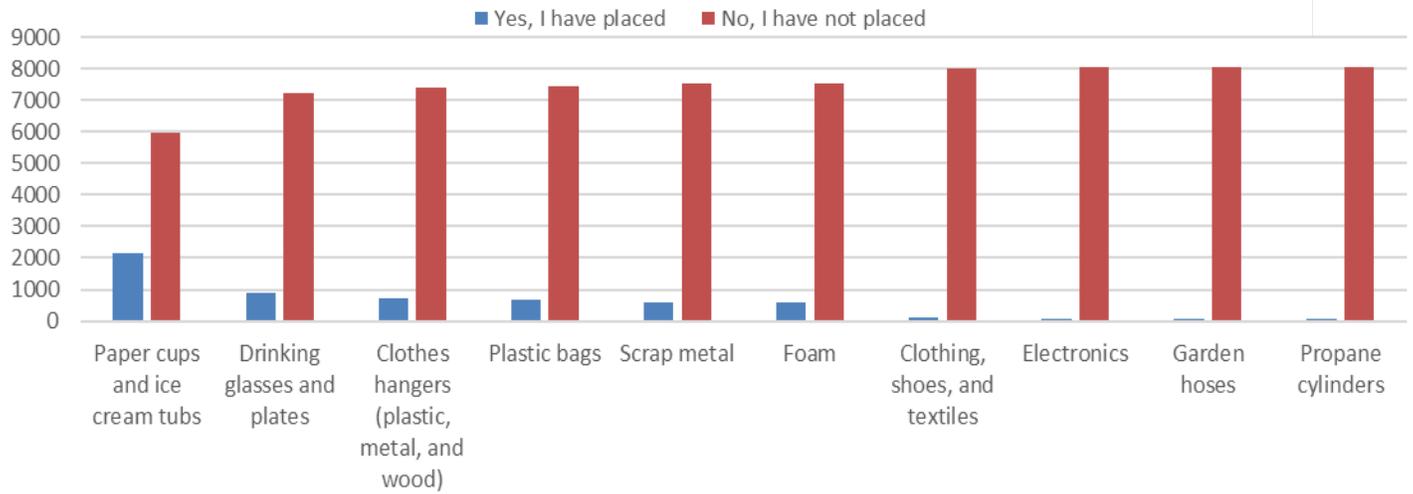
(greatest opportunity of improvement to least)



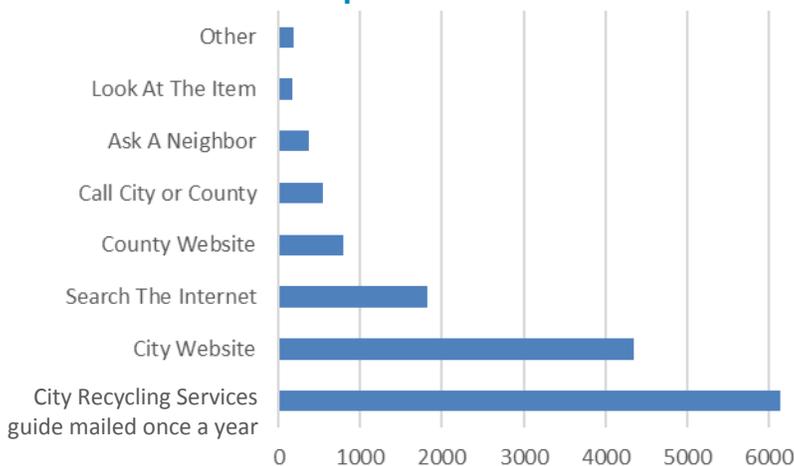
Garbage, recycling and organics recycling collections

The following items are not recyclable. Have you placed these in your recycling cart in the last 6 months?

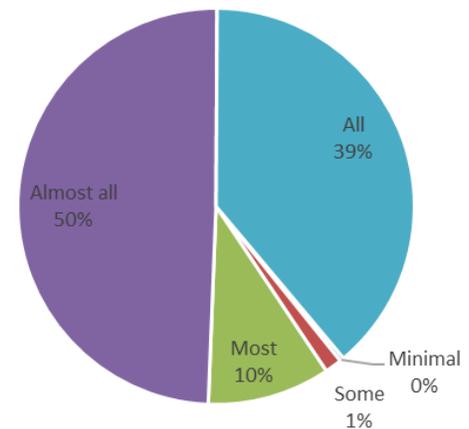
(greatest opportunity of improvement to least)



How do you find out if an item is recyclable or compostable?



How much of all the recyclables generated at your home do you set out for recycling?



Other responses included:

- Magnet
- Guess
- I already have the knowledge
- Took a training
- Am a recycling professional
- Ask a master recycler/block leader
- Didn't know about the options listed
- News radio
- Nextdoor
- Look at images on recycling cart

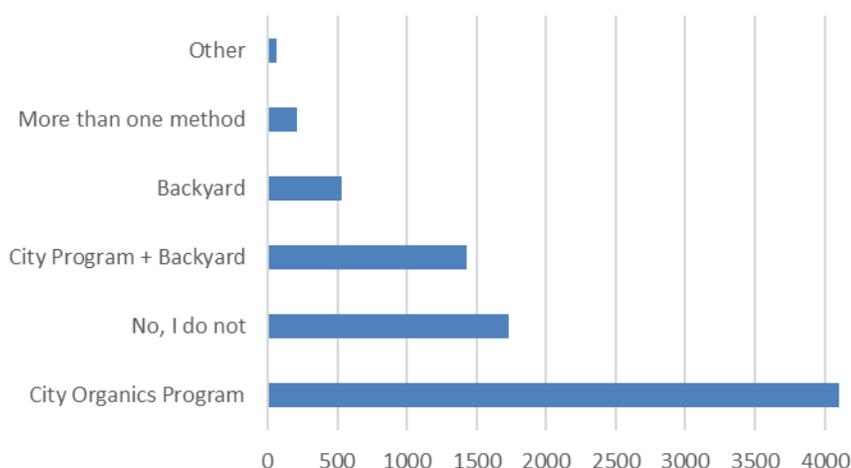
Top 7 ways residents prefer to receive information about waste, recycling, etc.

1	City services guide (annual)	52.2%
2	Recycling Reminder emails	13.3%
3	City website & what to do list	11.6%
4	Messages left on recycling cart	5.6%
5	Utility Bill Inserts	4.0%
6	Neighborhood communications	3.8%
7	Hennepin County website & Green Disposal Guide	3.6%

Find more information about recycling in Minneapolis: www.minneapolismn.gov/recycling

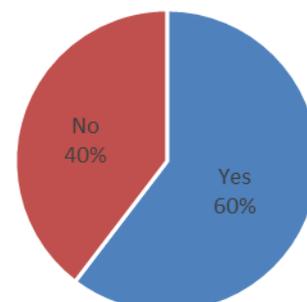
Garbage, recycling and organics recycling collections

In what ways do you divert organics for composting?



Other includes: Vermicomposting, bring to work, place in garden, give to chickens, garbage disposal, community garden, use neighbor's cart

Are you aware that paper bags can be used for collecting organics for composting?



Comments about using paper bags for organics recycling: (867 comments)

- Paper bags are messy and leak
- Good to know!
- Thought had to use compostable plastic bags
- Already use paper bags
- Other: unsure / doubtful
- Use compostable plastic bags
- City literature has mixed messaging saying paper bags are not allowed
- Love the program
- Already knew
- Will now participate—can use paper bags
- Compostable plastic bags are expensive
- Use reusable bags—paper may not be an option
- Drop requirement for bagging
- Issues with pests regardless of bag type
- Don't generate organics

Top 10 reasons residents do not participate in organics recycling: (1,945 comments)

Rank	Reason	Percentage
1	Space for indoor container	19.2%
2	Concerned about pests	12.1%
3	Do not generate organics	10.8%
4	Concerned about odors	9.5%
5	Cost of compostable bags	8.1%
6	Space for outdoor container	7.8%
7	Don't have time	5.1%
8	Don't know what can be composted	4.7%
9	Not aware City had a program	4.6%
10	Thought cost extra money to participate	4.0%

Sign up for organics recycling, find out what's accepted, home setup tips and more: www.minneapolismn.gov/organics

Other comments regarding garbage, recycling or organics recycling: (2,712 comments)

- Pride in the City's programs
- Weekly recycling wanted
- Compliments collection crews, customer service staff and website
- Happy City has an organics program
- Haven't switched to small cart due to needing a large cart a couple of times a year (cost difference is not great enough)
- Frustration with carts not returned to original spot
- Don't like bag requirement for organics
- Frustrated of missed collection
- Concern batteries end up in the recycling truck hopper or in garbage
- Perceptions that there is a fee to change from a large to a small garbage cart
- Interest in cart sharing (especially for organics)
- Want collection of plastic bags, bulbs

Large and problematic items

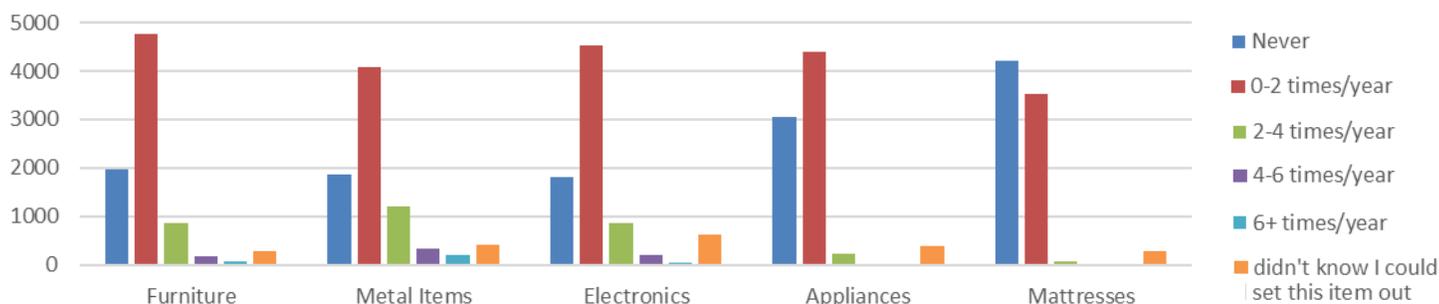
Background on large items: Solid Waste & Recycling customers are able to set out two large items for collection each week. Large item collection is included in the base fee for service. Residents are to attach a note to the item that says “for solid waste” so the item can be easily identified for pickup.

- Recyclable large items including appliances, electronics, mattresses and metal items may only be set out on recycling week. The crew notes recyclable items on recycling day and a separate truck returns the following business day to pick up the item.
- Non-recyclable large items including wood furniture, carpeting and large plastic items are picked up on collection day by the garbage collection crew. These items are brought to the waste-to-energy facility in downtown Minneapolis. Residents are encouraged to donate usable items.

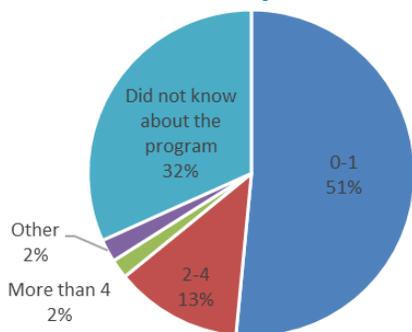


Residents may also bring extra garbage, large items and construction and demolition debris to the City’s South Transfer Station using a Voucher. Each property receives six vouchers a year to dispose up to 2,000 pounds of material per voucher and up to two large items. In addition, each property receives two tire vouchers each valid to cover the recycling cost of up to eight tires.

How often do you set the following large items out for collection each year?

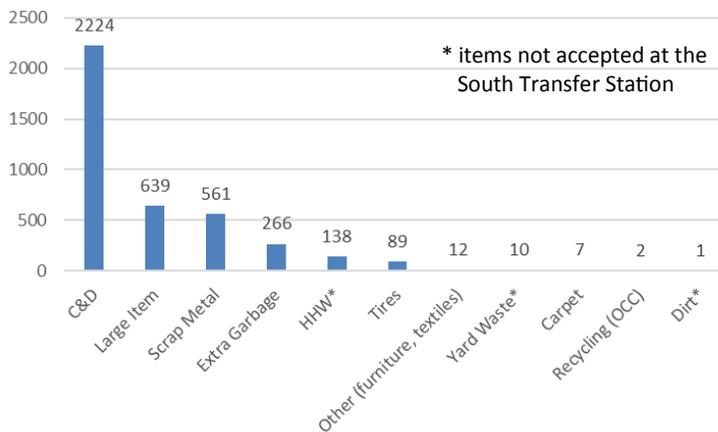


How many clean up vouchers do you use each year?



Other includes (183 responses): Use one every several years (72), Have never used (52), no transportation (18), renter—no access (4)

Items commonly brought to South Transfer Station using a voucher:



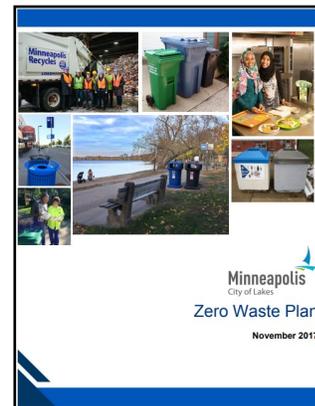
Why evaluate program changes?

Path to zero waste

The City adopted its recycling and composting goal in 2015 and completed a zero waste plan that includes strategies to help meet that goal in 2017. Several questions included in the 2018 resident survey were directly correlated to strategies in the zero waste plan that encourage residents to reduce, reuse, repair, recycle and compost more of their waste, resulting in diversion of waste from disposal.

City goal: Recycle and compost 50% of citywide waste by 2020, 80% by 2030 and achieve zero-percent growth in the City's total waste stream from levels set in 2010.

There will be other opportunities for residents to provide their input before any program modifications are made. This survey was to help gauge initial reactions to some of the strategies identified in the zero waste plan. For more information on the zero waste plan, visit: minneapolismn.gov/zerowaste



Garbage, recycling and organics recycling

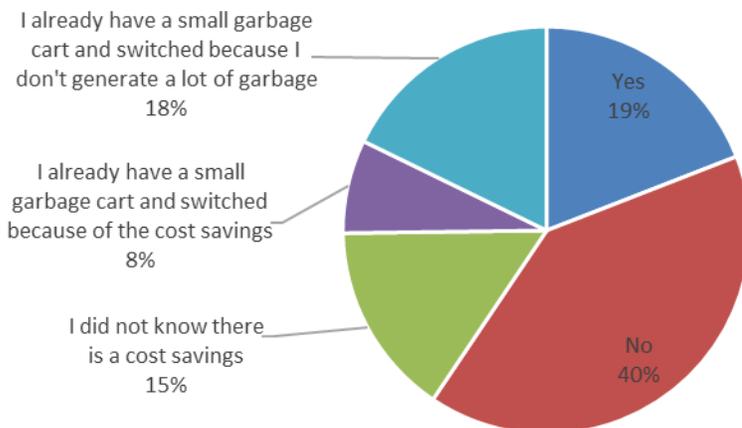
Potential program changes

Background on fees for service: Solid Waste & Recycling customers (buildings with 1-4 dwelling units) pay a base fee for service of \$23.99 (2018) per dwelling unit plus a per cart fee for their garbage cart each month. The base fee covers collection and processing of garbage (weekly), recycling (every other week), organics recycling (weekly), yard waste (weekly mid-April—mid-November), large item collection and the voucher program. There are no additional fees for one or more recycling carts or to participate in the organics recycling program. The per cart fee covers the cost to dispose of garbage collected.

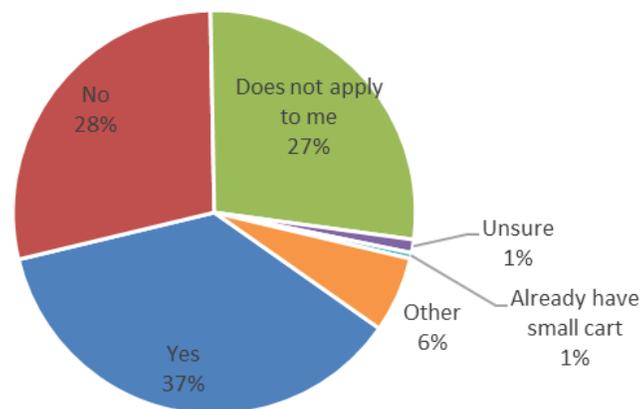


96 gallon \$5 per month
32 gallon \$2 per month

Is the current potential cost savings enough for you to consider reducing the number or size of your garbage cart(s)?



Would a larger cost savings incentivize you to recycle or compost more to reduce the number or size of your garbage cart(s)?



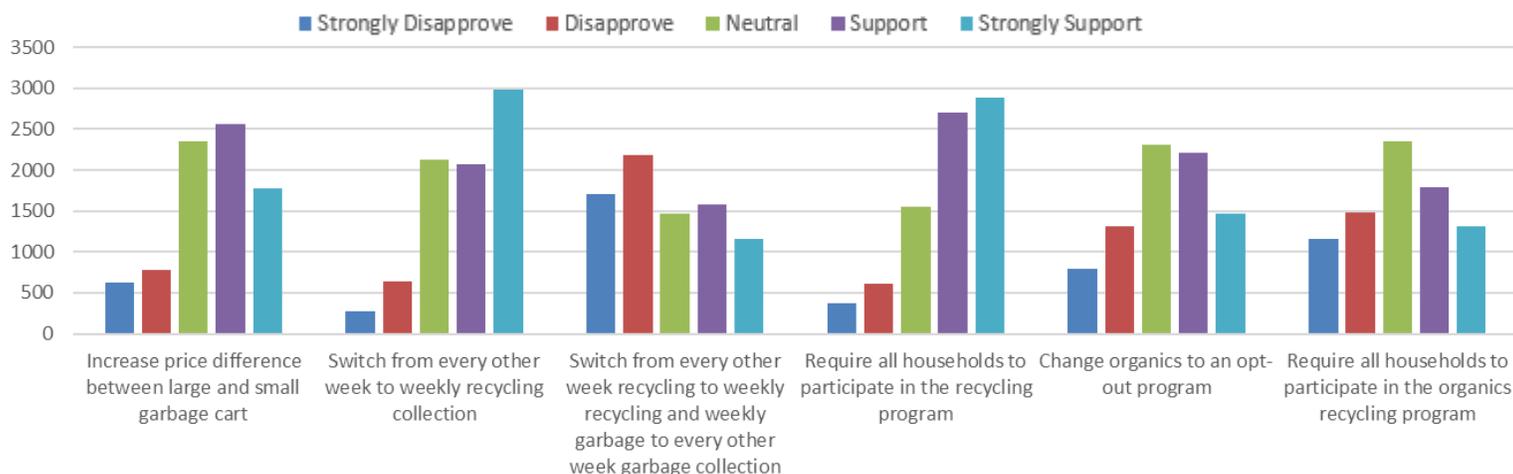
Other comments regarding cost savings:

- Recycle and compost as much as they can
- Too many family members for small cart
- Have renters—can't monitor/manage their waste
- People don't know how to get small cart
- Had not considered / keep forgetting to make the change
- Multi-family: frustrated charged for multiple base fees when generate small amount of trash each week
- Depends on amount of cost difference

Garbage, recycling and organics recycling

Potential program changes

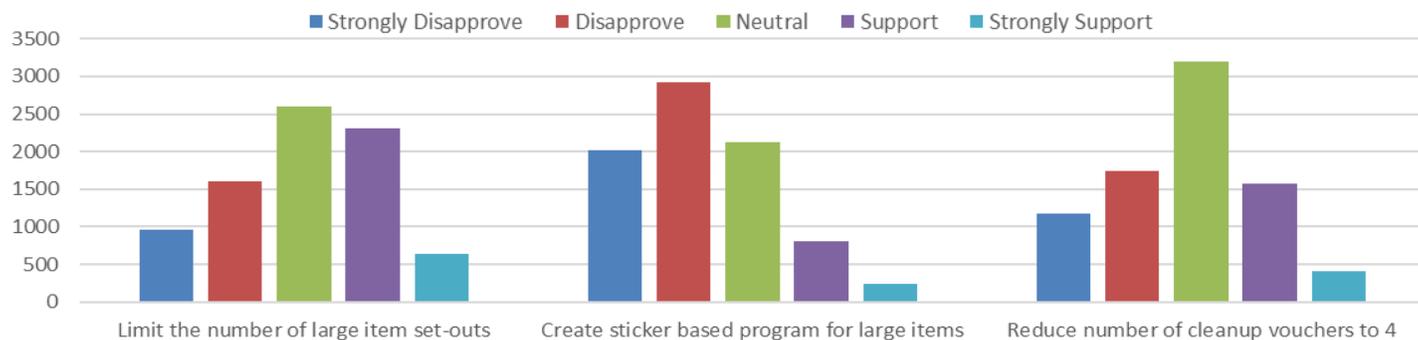
How do you feel about the following potential program changes?



Large and problematic items

Potential program changes

How do you feel about the following potential large item program changes?



Top 20 items people have difficulty getting rid of:

Item	#	Item	#
Paint	630	Pressurized cylinders	129
HHW *	532	Foam	121
Bulbs	434	Medications	104
Electronics	355	Tires	104
Batteries	267	Yard waste	104
Plastic bags	247	Large tree trimmings	58
Auto fluids	232	Scrap metal	57
C&D	159	Furniture	32
Textiles	146	Household goods	31
Dirt / soil	130	Appliances	27

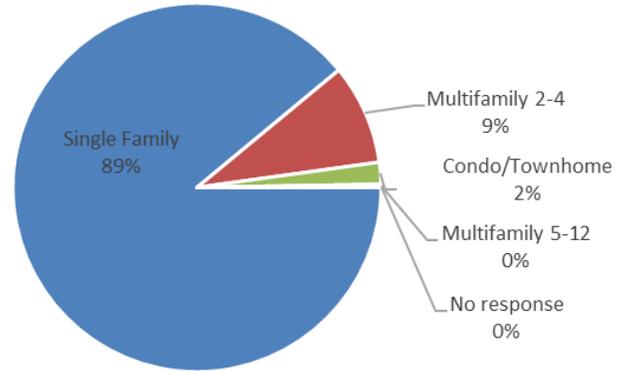
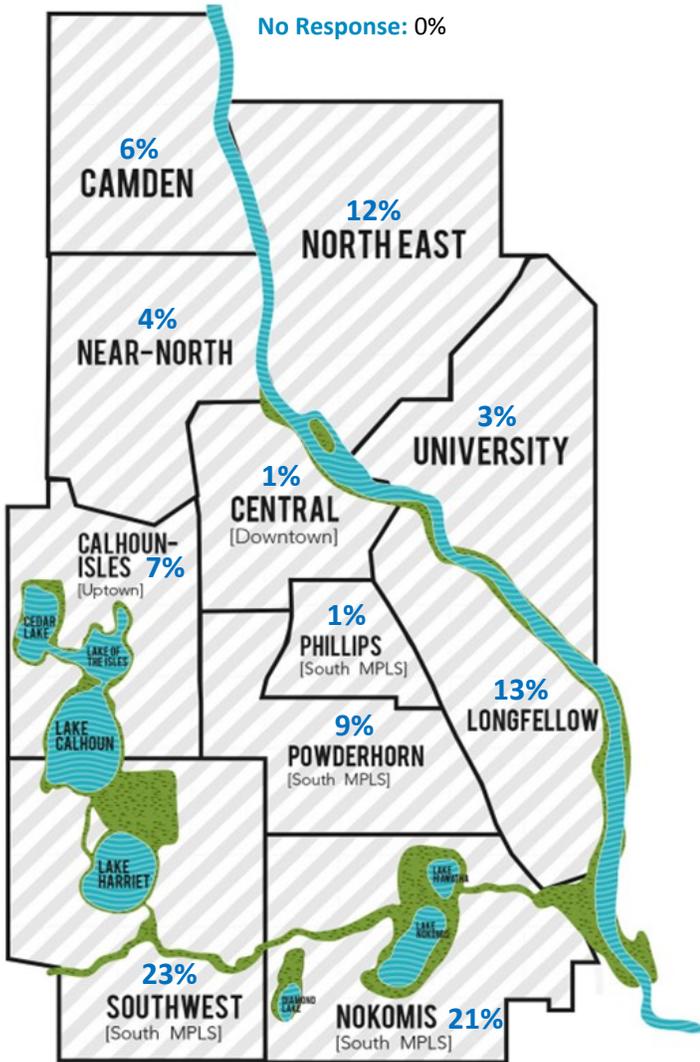
*HHW does not include: paint, bulbs, electronics, batteries, auto fluids or pressurized cylinders

Other comments regarding large or problematic items:

- Appreciate the service, even those who don't use it often
- Concerns of illegal dumping if pick up is limited
- Concerns of abuse from some in City
- Concerns of illegal dumping from those outside of the City
- Comments they like HHW pick up program / drop-off events and would like more. Some suggested curbside pick-up of HHW twice a year (there is no HHW pick-up program from the City and drop-off events are managed by Hennepin County)
- Would like to sign up for vouchers online
- Have had large items sit for a couple weeks before getting picked up

Respondent demographics

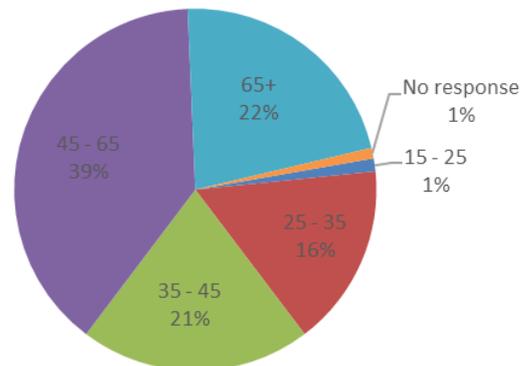
Which Minneapolis community do you live in? What type of building do you live in?



Own Home: 92% of single family respondents own their home.

Gender: 67% Female, 32% Male, 1% other, 1% no response

Age:



Ethnicity

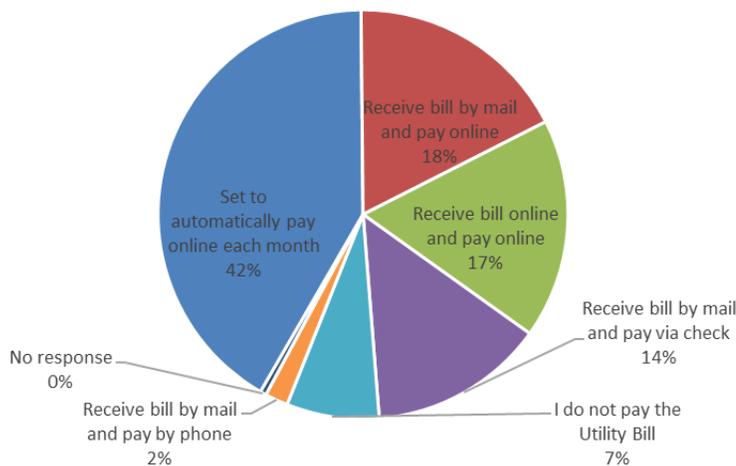
Prefer not to answer	87.45%
White or Caucasian	8.30%
Asian or Pacific Islander	1.69%
Black or African American	1.36%
No answer	0.65%
American Indian or Alaskan Native	0.54%

Language spoken at home

Ninety-eight percent (98%) of respondents speak English at home; One percent (1%) did not respond; other responses were less than 1% and included:

- No response
- Spanish
- Hmong
- Somali
- Latvian
- French
- German
- Polish
- Japanese
- Romanian
- Native American
- Cantonese
- Dutch
- Swedish
- Cat-speak

How do you pay your City Utility Bill each month?



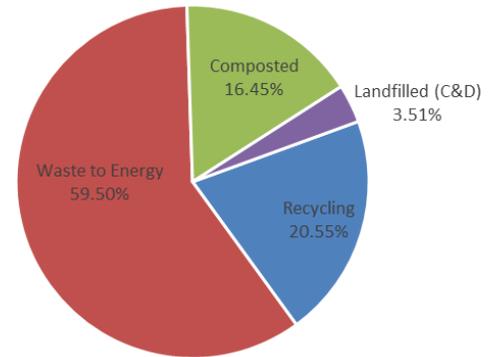
Garbage, recycling and organics recycling

Disposal overview

2018 Collection and disposal overview

In 2018 a total of 141,450 tons of material were collected by Solid Waste & Recycling. The breakdown of waste is as follows:

- Waste to Energy (garbage): 59.5%
- Recycled: 20.55%
- Composted: 16.45%
- Landfilled (C&D debris from Transfer Station): 3.51%

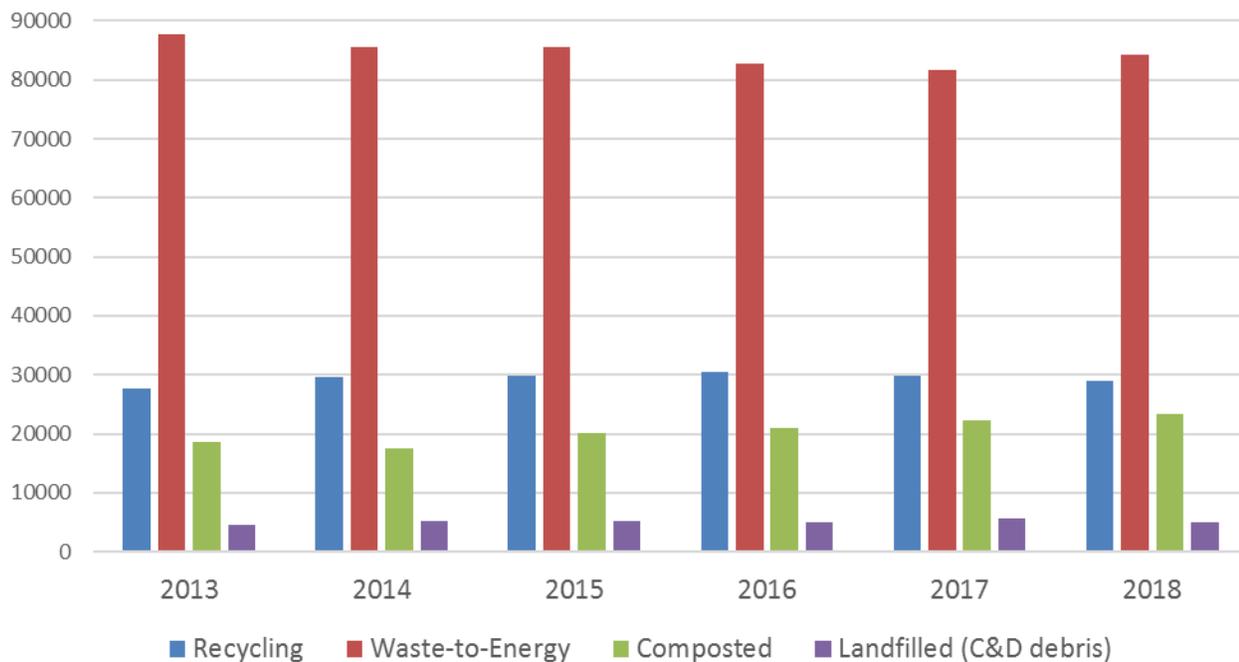


Total diversion 2018: 36.99% (Waste-to-energy is not counted as diverted.)

Program milestones

- 2012 Began citywide mattress collection program
- 2012-2013 Transitioned from multi-sort recycling to one-sort recycling program
- 2014-2015 Added organics recycling drop-offs while citywide organics program was being developed
- 2015-2016 Organics recycling program rolled-out citywide
- 2017-2018 Clean City Classroom program piloted

Tonnage overview



Thank you for your input

We would like to thank all residents for participating in our survey. Your input is very important to us and we will continue to seek your input prior to implementing any program changes. Sign up for Recycling Reminder emails to receive program updates, seasonal notifications and tips and tricks to reduce, reuse, recycle and compost more. Please don't hesitate to call or email our office with any other questions, comments or concerns.