

CITY OF MOUNT VERNON PUBLIC WORKS RESIDENTIAL RECYCLING SURVEY RESULTS

Residents who recycle?

- Would like more information on recycling.
- Would like it to be free.
- Would like it to include Styrofoam.
- We take our recycle elsewhere because it cost too much now.

Best way to deliver recycling information?

- Radio, email, flyer, postcard, door hanger.

Residents satisfied having residential recycled material is collected every other week.

- Let me begin by saying that I LOVE the recycling program here! I have never lived anywhere that recycled so much & made it so easy. Learning I could get a larger cart has helped get all my recycling on the every other week schedule.
- Very satisfied with the current service provided.
- I think the charges are excessive now. Do not raise prices.
- No increases.
- We are happy with current system.
- Current service is fine / acceptable.
- I am satisfied with the recycling as it is. I have no complaints.
- Cost too high for seniors.
- The current recycling program gets a "two thumbs up" from us.
- You could have a lower price for people like me who do not make very much garbage or recycling.
- What we have is good. I can't afford more fees, though weekly service would have been nice.
- Overall, very satisfied.
- As a single person, I could be happy with recycle once a month - mine is never filled - could cut my recycle cost to half the cost.
- The recycling system works so well. Please, please, please at least continue the service we have now.
- Would there be a way for seniors on limited income to have a reduced rate? Our cans - on a regular basis - are only half full, or even less than that.

Residents that would prefer recyclables collected every week?

- We could definitely use a weekly recycle pick-up. We recycle more than we throw away each week!
- Weekly pickup! - Much that is recyclable goes into our trash because the recycle bin gets filled in 8-10 days.
- Our container is often overflowing at 2 weeks. Weekly would be more appropriate to our need
- Recycling pickup should be every week like garbage.
- We use to have recycle every week. They dropped it to every other week, but did not drop the price.
- We would be able to recycle more if pick up was every week.

Residents willing to pay an additional cost for weekly collection? How Much?

- Good as is.
- I'm pleased with current services - and would like to keep cost the same.
- I'm single on a small budget and cannot afford any higher costs to my monthly bills.
- Why do we have to PAY to recycle when EVERY other city awards credit and reduces the garbage bill for people who recycle? We have to pay to recycle others get paid to recycle.
- Seniors cannot afford any higher utility costs.
- We pay enough money to the City of Mount Vernon now. Do not increase fees anymore.
- Please don't charge more. We already pay enough and with this economy every dollar counts.
- I am willing to pay extra for certain services; however, some families cannot. The ability to recycle shouldn't be based on a family's lack of income.
- Leave things alone - it's working just fine... don't start looking for ways to increase costs to your customers in these times of "the money pinch".

Residents that would use a curbside collection service for food waste.

- Curbside collection for food waste would be gross, smelly, and attract rodents.
- We also compost at home for our garden, but love the idea of a food waste pick-up for those that do not recycle.

- Curbside collection service for food waste - ONLY if an airtight container was provided so rats/mice wouldn't be a problem.
- A one-person residence does not create a lot of waste. Thus many of the other services like food waste would not work for me.
- Would additional containers be required for this?
- Regarding curbside collection of food waste: I'd be worried about cats, dogs, crows, seagulls, & rats. - People are messy and irresponsible.

How many residents would be willing to pay an additional cost for recycling if programs could be expanded to include more materials to help the City meet recycling goals. How much?

- I do not like paying for a service that does not meet my needs! Please consider allowing those of us that wish to, to be allowed to recycle on their own as it cost less and fulfills the requirements of my needs to recycle on my own.
- Recycling, Yard waste, & Compost - both of these collections should be turned into a huge money making resource for the cities. This is a revenue source. 37-5% of every bill monthly is for garbage/ recycling.
- Who sets the recycling goals? Maybe they could pay!
- I am willing to pay extra for certain services; however, some families cannot. The ability to recycle shouldn't be based on a family's lack of income.

Residents satisfied with the recycling service provided by the current contractor?

- Pick up more often
- Prefer no pick up
- Not sorted adequately
- Need to expand list
- Take more plastic
- Bigger cans
- Weekly pickup
- Earlier arrival
- My only complaint is that they make no effort to return the bin to the curb after emptying it. The bin is just left in the street, sometimes quite far from the curb.

How responsive has the current contractor been to resident service requests or complaints?

- Don't recall having any problems with the company. Appreciate the City provides this service.
- Current service is good – responsive Once when high winds tipped my can over, papers blowing up and down the street, driver got out of truck & helped me clean it all up - classy guy.
- Waste Management has been very helpful and responsive.
- Service on the whole is very good.
- Good service! Thanks

If the City expanded the current yard waste drop off facility so citizens could also drop off hard to recycle items like, batteries, Styrofoam, large cardboard boxes, etc, How many would you use such a facility?

- Yes, provided you extend hours of operation.
- Yes, if the charge was reasonable.
- No, we take ours to the dump because it is free - would do more if it was collected for free. I think recycling should be free - we shouldn't have to pay to do it.

COMMENTS:

Additional Recycling Needs

- The addition of hazardous materials, plastics garden pots, fluorescent lights, metal, propane canisters, furniture, plastic shopping bags would be great.
- Include disposal of chemicals & prescriptions.
- It would be good if used motor oil could be recycled at the yard waste facility
- It would be a nice service if the City provided a once or twice year program where us citizens could drop off old paint , household chemicals, etc.
- Take more varieties of plastic, Styrofoam, etc.
- Would like to be able to recycle large and small bedding plants container.
- A facility to recycle batteries, old computer and electronic items would be helpful.

- Styrofoam, large boxes, etc - or even plastic grocery bags that would be ideal to complement the current service.
- We need somewhere close where we can recycle electronics, computer parts, etc.
- Take more of the plastic recycle numbers.
- Plastic recycling is too confusing. Need more consistency.
- For toxic etc material: have a drop site at the MV maintenance facility.
- It would be nice if the city had its own center for recycling batteries, Styrofoam, TV sets and all kinds of electronics.
- Let's kick recycling up a notch.
- It would be nice to have a neighborhood pick-up of items no longer needed in our yards, garages, and houses. These would be placed at our curbs for pick-up. I would be willing to pay for this pick-up.
- It would be really useful if we had a 1 x month pick up of any item; everything from sofas to paint cans.
- We would be willing to pay a per use fee also. Recycling / drop off of computer and other electronics would be appreciated - for a fee of course.
- I would love to have a place to drop off old paint, batteries, pesticides; it is needed here in Mount Vernon. Information on where to recycle TV, computer, phone, iron etc. would be greatly appreciated.

General Comments:

- If I recall all "green yard debris" is processed thru a chipper shredder and possibly sent to cedars grove or other facility to turn into fertilizer. Isn't there money made by this operation? Question - why should I pay to "give" my greens to be sold? Greens recycling should be free in my opinion.
- The County dump is very close to Mount Vernon - why duplicate recycling of batteries, large items, etc. - How about recycling drop offs for cans or newspapers in City parks or various grocery parking lots?
- Although recycling cuts back on waste in landfills, it doesn't necessarily help the environment overall due to the fact that chemicals are required to be used at recycling facilities. This makes us "feel" better, but actually creates biohazards which end up in barrels in the middle of the ocean.
- Would like to know why it is impossible for the contractor to take shredded paper material to recycle, I mean we are all experiencing identity theft - we need to shred our personal papers.
- Since so many items come to the consumer so over packaged, recycling is crucial.
- Recycling should be "rewarded" by not having to pay huge monthly fees. We should receive credit for less garbage. Our recycling containers should be larger.
- Already have facility at West Hwy 20 on way to Anacortes.
- I believe the "recycle", "yard waste," and "garbage" pick up are top notch. Kudos to all the hard working people who make it happen.
- We think you're doing a great job
- The more we can recycle the better!!
- We need recycling, we use all the time.
- Would like to put out recycle and garbage that did not fit without having to call & make arrangements. Lots of plastic bottles end up in the landfills. Recycle containers should be placed in public places; this could serve as a reminder that recycling is an important civic duty. How about having someone from the City or Waste Management visit the schools to speak to the kids about recycling.
- Maybe we need to address the excessive packaging of products.
- Love the ability to put all recyclables in the same bin, very convenient. Would love a yard waste/food bin in place of at home composting. Would love to be able to obtain low cost/free compost from a local program.
- Recycling is a responsibility. The more we recycle the better off the environment and society is. However, there is little reason to increase prices. Emphasize low cost. Emphasize efficiency. Emphasize thrifty. It can be done!
- Styrofoam containers should be banned from restaurants in city
- Too high cost can go to the dump for \$5. They should make available a place for donation -type things at the dump. Less landfill!
- The easier access and more recyclable options will be better for the environment and is helpful for those of us who feel it's important.
- I grew up recycling, my kids grew up recycling. We made extra money by doing so. It irks me to have to pay for this service.
- I wish we had someone to call & come pick up broken TV's, computers, printers etc. I would be happy to pay someone to do this.
- Very important program.
- I produce very little garbage and recycle a lot. I would like the option of every other week garbage

pickup for a reduced cost. We should be encouraged to recycle.

- It would be great to have large items like TVs, fridges, stoves, computers, etc. picked up once a year. Willing to pay for this extra and can have an envelope with bill attached at time of pickup & customer sends with \$ of circled items.
- Please provide information more often in various forms to people who hesitate to recycle will feel educated about how easy it really is. Maybe even a small incentive program for kids. Kids love to be involved in bettering our future. Also, please consider expanding the areas where your services can be used.
- Love the mixed collection.
- City needs to accept large items like mattresses, etc. free of charge once a year per household. This will help eliminate the dumping problem in empty lots and on private property, forest lands, etc.
- I just wanted to thank you for providing such a convenient service for recycling. The big blue mixed recycling bin has made it very easy to recycle. My little boys have learned a lot about what can and can't recycle. Also, the people that collect our trash and recycle bins are so friendly and nice, my boys run down the street every week to say hi and wave to the big trucks.
- Thank you for the opportunity to respond with a few thoughts. We are suggesting that a FREE Day to burn be allowed perhaps once a month or every two months. It is a problem for many of us just how to dispose of financial mailings, address lists, some outdates, bank statements that gather, etc. Many of us do not have a shredder of course. We black out our addresses on all personal mail we put in recycle; also tear up personal letters. It is also a problem in the fall when so many leaves fall. No transportation to the downtown facility (\$20 for card). Back yards are not as neat as they could be any more.
- I have been completely satisfied with the way we do the recycling but by adding a place to drop off batteries, paint, oil, other items in Mount Vernon would be great. We currently take oil, paint, and other items to the County. This may just duplicate those services, but would be closer for residents who do not want to drive there for just one item.
- **Yard Waste Comments:**
- We have waste fees in the city of Mount Vernon that exceed most other areas. Let's establish a uniform board for this and maximize collection of all materials at an acceptable level of cost and efficiency to each citizen.
- Need bigger trash bins & large recycle bins! Paper yard waste bags for extra yard waste. Also paper recycle bags for extra recycle material in general.
- Currently pay weekly for yard waste pick up. But I only put mine out once a month. I would like to pay less for yard waste. They should have different plans and costs available).
- Yard waste facility is very convenient and necessary - good staff - good options for hours of operation - well appreciated by community & affordable - keep up the good work.
- The yard waste facility should be open longer hours or more days during spring/summer, less in winter.
- We need yard waste recycling through the winter months since plants and trees are pruned.
- Is there a place to take used dirt, i.e. from container pots? Mine usually have pebbles (for drainage).
- The City should have yard waste recycling instead of a different company.
- Yard waste should be picked up every week all year long.
- Yard waste should be picked up the same day as recycling. Having it picked up on a different day is too confusing.