



# *Community Engagement Report*

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City of Bloomington, Minnesota

## *Solid Waste Management Plan*

Prepared for:

City of Bloomington

Prepared by:

Foth Infrastructure & Environment, LLC

March 2014



Community Engagement Report  
Solid Waste Management Plan

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# *Solid Waste Management Plan: Community Engagement Report*



## Synopsis

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A *Solid Waste Management Plan (Plan)* is being developed to guide the City's approach to solid waste. The *Plan* will cover components of solid waste management, including recycling, waste reduction, yard waste collection, food waste/organics recovery, mixed solid waste collection/recovery and land disposal. The *Plan* is intended to give the City a clear vision of potential solid waste and recycling policies to meet the City's goals. Community engagement is a key component in developing a sustainable solid waste program. As such, the City has been seeking active involvement and input from the community throughout this project. The *Community Engagement Report* documents the details of the outreach methods used in the engagement process and the results that have been obtained so far. The report is a “living”

The *Community Engagement Report* supporting the *Solid Waste Management Plan* can be downloaded from the City's web page at:  
[http://BloomingtonMN.gov/main\\_top/3\\_homecomm/trash/waste.htm?r=us](http://BloomingtonMN.gov/main_top/3_homecomm/trash/waste.htm?r=us).

document that will continue to be updated throughout the engagement process. A copy of the report can be found on the City's website. All public comments received through January 31, 2014 are also catalogued and addressed by the report. A synopsis of the results of the community engagement process is provided below.

Throughout the process, the City of Bloomington has been, and will continue to, solicit input and feedback from concerned parties and interest groups. Along with residents, business organizations, the Master Recyclers and Composters (MRC), the Bloomington Sustainable Coalition, the Park, Arts and Recreation Commission (PARC), and waste haulers have been engaged. A wide variety of outreach tools are being used to help ensure every resident has an opportunity to provide input. The City Council will adopt the resident-formed *Plan* only after adequate opportunity has been provided for public input, including:

- ◆ City Council meetings
- ◆ Open Houses
- ◆ Surveys
- ◆ Parks, Arts and Recreation Commission (PARC) meetings
- ◆ Meetings with interested groups and organizations
- ◆ Other community meetings
- ◆ *Solid Waste Management Plan* web page
- ◆ Phone calls, emails, and other electronic/social media

*Additional comments will continue to be received until the public hearing on the draft Solid Waste Management Plan. A public hearing has been tentatively scheduled for April 21, 2014 to present the Plan.*

The City values its residents' input. Bloomington staff will continue to collect resident's guidance and concerns.

For more information or to submit comments about the *Solid Waste Management Plan*, contact:

Jim Gates, Deputy Director of Public Works  
952-563-8730

[SolidWasteManagementPlan@BloomingtonMN.gov](mailto:SolidWasteManagementPlan@BloomingtonMN.gov)

## Goals and Strategies

Resident feedback has been requested on the City's solid waste management goals and strategies throughout the project. Input received at the second Open House held on January 16, 2014 confirmed the comments provided through other engagement activities. The feedback received emphasized that the most important goals include: reducing road wear impacts; lowering environmental impacts; and improving recycling, composting and waste reduction. Residents also believe that enhancing public education and awareness and assuring that all residents have adequate recycling services are important goals. The Goals and Strategies are individual chapters in the *Plan*.

## Environmental Protection

The community also strongly believes in environmental protection. Highly-engaged and committed volunteers like the resident group Master Recyclers and Composters, the Bloomington Sustainable Coalition, and the Parks, Art and Recreation Commission confirmed community support for sustainability issues such as improved solid waste management. Environmental protection was a common theme reflected in many of the community conversations, responses to surveys and in the comments on the draft goals and the draft outline of strategies.

## Organized Collection

The City of Bloomington has used a national survey tool that allows the City to evaluate how well they are serving the residents of the community and identify issues that are important to them. The National Citizen Survey<sup>TM</sup> of Bloomington residents clearly indicated a majority of survey participants are satisfied with the solid waste, recycling and yard services available within the City. A customized question in the 2013 National Citizen Survey<sup>TM</sup> for Bloomington indicated that 63% felt that the potential action to "Organize garbage collection so that only one hauler serves each neighborhood" was somewhat important, very important, or essential to the respondents. The remaining 37% said that organized collection was not at all important.

Participants in the community engagement process have been overwhelmingly supportive of organized solid waste collection as a critical aspect of Bloomington's future solid waste management efforts. The respondents involved in the community engagement process expressed a desire for fewer trucks in their neighborhoods, less noise, fewer road impacts, more safety on neighborhood streets and cul-de-sacs., as well as more organized and coordinated waste education and service delivery.

A one-on-one meeting with the City's licensed trash haulers and their comments at the first Open House provided another perspective on the organized collection issue. Discussions with City Council at study sessions have indicated an interest in exploring how any change to organized collection could be fair and equitable to haulers.

## Educational Opportunities

In meetings and in surveys, participants expressed the belief that increased education efforts are needed to achieve the proposed goals and draft strategies for improved solid waste management. The Master Recyclers and Composters, a volunteer group that advocates recycling and composting, have provided significant community education. Education gaps that need to be addressed include: better knowledge of what materials are and are not recyclable, outreach to residents of multi-unit housing to encourage them to recycle, waste reduction strategies for all residents, and “away-from-home” recycling opportunities (e.g. recycling at parks). Community members expressed the desire that additional City resources should be dedicated to solid waste related education activities.

## Waste Reduction, Recycling and Organics

Nearly all community engagement participants expressed support for specific waste reduction, recycling and organics collection and composting actions. Citizens repeatedly confirmed these three activities should be strongly represented in the *Solid Waste Management Plan*.

## Revisions of Ordinances

The City has ordinances that: require recycling by businesses and residents; require trash haulers to provide specific services; and outline City responsibilities. Many participants stated the City needs to improve enforcement of its existing ordinances. They also indicated that more City staff resources should be allocated for trash and recycling education and enforcement activities.

## Citywide Curbside Cleanup

The citywide Curbside Cleanup is a highly valued service. Almost without exception, residents and businesses expressed support for the Curbside Cleanup program. However, there is widespread recognition that the program is expensive and there may be more cost-effective ways to operate it.

## City Staffing Resources

The City of Bloomington had a staff person with a portion of time dedicated to recycling and solid waste issues until 2009. The recycling coordinator was tasked with providing: education about recycling and waste reduction and preparation of County-required reports. Many participants stated they missed the services provided by City staff. Some participants simply recommended the City should staff this recycling coordinator position again.



# 1 Introduction

Bloomington residents, businesses and other organizations have been active in sustainability, recycling, composting and other solid waste issues and expect opportunities to continue to partner with the City in each aspect of the solid waste planning and implementation. There are many individuals, organizations and private companies that are keenly interested in the development of the *Solid Waste Management Plan* (“*Plan*”).

The City of Bloomington is committed to quality local decision making and community building, and therefore practices community engagement. Community engagement asks for the active involvement of residents and businesses at the earliest stages in a project, rather than merely participating in a public hearing just before a final decision is made. Engagement asks residents, in a variety of forms and venues, for advice and input on a topic the City is studying, before the problem solving is complete.

Research has shown that effective resident engagement can foster a sense of community, engender trust, enhance creative problem solving, build consensus and increase support for community projects. This is especially important for municipal decisions that will affect the entire community and which will have long-standing effects. Residents often have information that officials want in order to design a sound program.

The City of Bloomington is soliciting input and feedback from all concerned parties and interest groups through a wide variety of outreach tools. The City Council is scheduled to consider adoption of this *Plan* only after hearing from the Bloomington public and providing ample opportunities for comment and input.

The City has assigned the development of the *Plan* to a Bloomington Project Management (Team PMT) including staff from the Department of Public Works (PW) and Community Development/Environmental Health. Foth Infrastructure & Environment, LLC (Consultant) was hired to assist in the community engagement process and to draft the *Plan*.

As part of the PMT, the Consultant is charged with first listening and gathering information from affected parties, including City Council and City staff, and then drafting the *Plan* document for public review and comment.

This *Community Engagement Report (Report)* documents the recent methods and results used by the City to engage interested parties. All public comments received to-date through January 31, 2014 are catalogued and addressed by this *Report*.

Additional comments will continue to be received up through the public hearing on the draft *Plan*. The public hearing is tentatively scheduled for April 21, 2014 pending City Council authorization.

The following community engagement tools were used to provide convenient opportunities for comment:

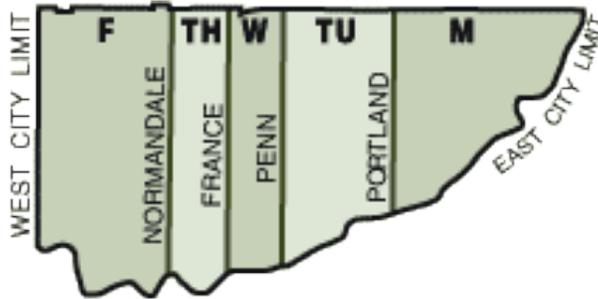
- ◆ City Council meetings
- ◆ Open Houses
- ◆ Surveys
- ◆ Parks, Arts and Recreation Commission (PARC) meetings
- ◆ Other community meetings
- ◆ *Solid Waste Management Plan* web page
- ◆ Phone calls, emails, and other electronic/social media

## 2 City Council

The Bloomington City Council has been discussing solid waste management for a number of years. A chapter in the *Plan* is dedicated to a more complete summary of the history of these City Council deliberations and decisions over the years leading up to the present-date system of services and programs.

In 1989 the City Council determined that trash collection for Bloomington residents should be improved to divide the City into five (5) residential hauling districts. Each district has solid waste collection only on a specified day as shown in Figure 1.

Figure 2-1  
Residential Solid Waste Hauling Districts in Bloomington



In 1995 the Council considered further improvements, to more fully organize trash and recycling collection. There were several contentious public hearings, and the Council decided not to pursue the matter at that time. Individual neighborhoods and homeowner organizations, however, pursued limited organization of trash collection services on their own, believing they had the support of the City.

In 2010, the issue of organized trash collection was revisited. The Council decided to delay action until the Hennepin County Master Plan was completed. After completion of the County Plan, in 2012, a group of residents asked the Council to again consider implementation of a system of organized solid waste collection.

The City Council held a discussion about solid waste management at its Study Session meeting on September 24, 2012. City staff presented a summary of background information about organized collection including: recent results from other studies completed for the State of Minnesota; and the recent experience of Maplewood, Minnesota in changing to organized trash collection.

The City Council set the tone for the development of the *Solid Waste Management Plan* at their meeting on May 20, 2013. In their discussions, they commented on the feedback they had received from residents and businesses on this issue. Topics discussed at this City Council meeting included:

- ◆ The increasing amount of blowing litter from garbage trucks in the City
- ◆ The effect of heavy garbage trucks on pavement
- ◆ The potential to reduce pollution and otherwise help the environment
- ◆ Opportunities for residents to save money under organized collection systems

At the May 20, 2013 Council Meeting, the Council received additional background information from City staff about the amendment to Minnesota Statutes relating to organized collection (M.S. 115A.94). The City Council decided to contract with an expert consultant for assistance with development of a comprehensive solid waste plan, to be followed in the summer of 2014 with Council discussion of a preferred approach to solid waste management. The Council, understanding the high potential for controversy, directed that there should be extensive community engagement in the development of the *Solid Waste Management Plan*.

City Council meetings since then on this *Plan* have included:

- ◆ September 9, 2013 to accept the proposal from Foth Infrastructure & Environment, LLC and award the contract to Foth for consulting services.
- ◆ November 4, 2013 to receive an introduction to the process, schedule and content outline of the City's first comprehensive *Solid Waste Management Plan*.
- ◆ December 19, 2013 orientation for new City Council members about the process and schedule for the new *Plan*.

There have been several City Manager Informational packets sent to City Council to keep them updated on the progress of the *Plan*.

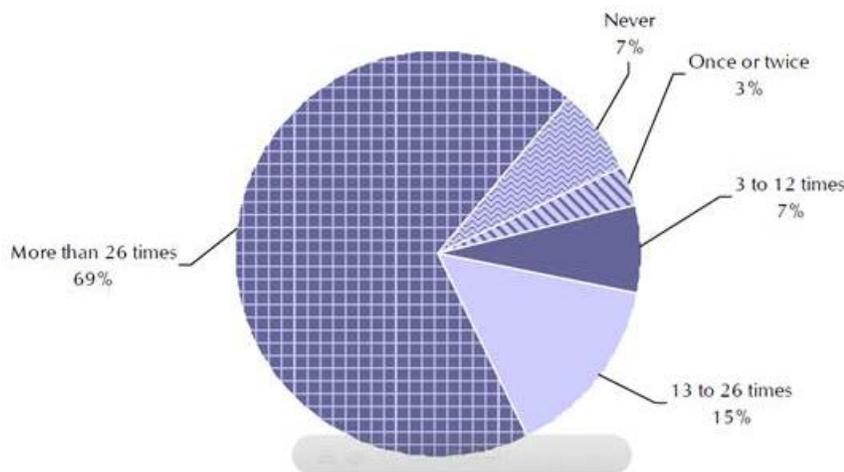
### 3 National Citizen Survey

The City of Bloomington participates in the National Citizen Survey<sup>TM1</sup>, coordinated by the International City Managers Association and partially funded by the State of Minnesota. Through the National Citizen Survey<sup>TM</sup>, Bloomington annually surveys its citizens about their satisfaction with City services. Resident opinions about trash and recycling services are included in the survey as part of the Survey's measures of environmental sustainability in a community.

Highlights from the most recent 2013 National Citizen Survey™ include:

- ◆ The majority of Bloomington citizens believe their residential garbage (89%), recycling (88%) and yard waste collection services (85%) are good to excellent. For comparison, 96% of residents believe that fire services are good to excellent, 89% believe that their drinking water is good to excellent and 76% believe that street cleaning is good to excellent.
- ◆ Bloomington residents rate these services higher on average compared to other cities as benchmarked by the National Citizen Survey™. The Survey allows Bloomington to compare itself to cities nationally and to cities that Bloomington selects as being similar cities. Yard waste collection, recycling collection and garbage collection was “much above” the national cities. Yard waste and recycling collections were rated “much above” the similar cities and garbage collection was “above” the similar cities.
- ◆ Bloomington residents report that they participate in recycling at a much higher frequency than the national cities and the similar cities. 95% of Bloomington residents reported that they had recycled used paper, cans or bottles from their homes at least once in 2013, consistent with 93% in 2012.
- ◆ As shown in Figure 3-1 below, participation in recycling is one of the more frequent resident activities reported by Bloomington residents. 69% of the residents reported that they had recycled more than 26 times in 2013; the next highest activity reported was participating in religious or spiritual activities at 18% and visiting a neighborhood or City park at 16%.

Figure 3-1  
Frequency of Recycling in the Last 12 Months



Source: Bloomington's National Citizen Survey™, 2012

- ◆ The City added a “custom” question to the National Citizen Survey™ related to the City’s strategic plan focused on sustainable practices. Two (2) of the 14 sustainable practices were on solid waste management: recycling and organized collection. Table 3-1 below shows the results excerpts relating to these two solid waste practices.

- ▶ About 95% of the respondents stated that it is “Essential”, “Very important” or “Somewhat important” to increase recycling. Only about 5% said that increasing recycling is “Not at all important”.
- ▶ 67% stated that it was “Essential”, “Very Important”, or “Somewhat important to “organize garbage collection so that only one hauler serves each neighborhood”

“Increase recycling” was the most important action considering the subtotal number of respondents (70%) that stated it is “Essential” (29%) plus “Very important” (41%). The next most important action was to replace lights and equipment to reduce energy consumption in City buildings at 64%. “Organize garbage collection” was tied for tenth place among the fourteen (14) optional practices using the same subtotal (37%) method of adding respondents that stated it was “Essential (16%) plus “Very important” (21%).

This National Citizen Survey™ can be used as another means of gauging public opinions of Bloomington’s residents on these relative to other service issues.

Table 3-1  
Bloomington’s National Citizen Survey (2013):  
Response to Custom Question #2 on Recycling and Organized Garbage  
Collection

<b>Custom Question 2</b>					
The City has a strategic plan focused on implementing sustainable practices. Please indicate how important, if at all, it is for the City to carry out each of the following potential actions	<b>Essential</b>	<b>Very Important</b>	<b>Somewhat Important</b>	<b>Not At All Important</b>	<b>Total</b>
◆ Increase recycling	29%	41%	26%	5%	100%
◆ Organize garbage collection so that only one hauler serves each neighborhood	16%	21%	26%	37%	100%

*Source: Bloomington’s National Citizen Survey™, 2013*

## 4 Meetings with Community Organizations

### 4.1 Trash Haulers

All licensed haulers were invited to a meeting with the Consultant held November 12, 2013 to discuss various solid waste management issues in Bloomington.

The haulers were asked what things are going well with trash services in Bloomington. Their responses included:

- ◆ The haulers like the ability to haul commercial and/or residential wastes, and the zoned days for residential trash and recycling collection.

- ◆ Residents have freedom of choice and receive great service because of competition. Homeowners' associations (or neighborhood blocks) can select a hauler, or stay open to choice by each household.
- ◆ The City should maintain the freedom of choice, but if the City does change the trash collection system, it should keep the present haulers that are in the system.
- ◆ Several (3) cart sizes are available and everyone can have a cart.

When asked what things are not going well with the trash system, the haulers noted that:

- ◆ They have difficulty in collecting bad debt and managing changing bill responsibility when residents change haulers or use different names to avoid paying the trash bill.
- ◆ Residents lack an understanding of holidays (e.g., major vs. minor holidays for the trash collection calendar) and the City's trash zones. Better information from the City to residents is needed.
- ◆ Residents do not understand the real cost of services, possibly because there are so many different rates for the same service in the City.
- ◆ It is difficult for haulers to enforce various City ordinances (e.g., requirements to recycle, service areas, etc.)

The haulers were asked what is going well with recycling in Bloomington, and they responded that:

- ◆ Single-stream recycling has been very successful and Bloomington residents have higher participation in recycling because:
  - ▶ Residents are well educated.
  - ▶ Bloomington's older population has a strong recycling ethic.
  - ▶ Most residents take the time to recycle and ask about what can / can't be recycled.
- ◆ Contamination in the recycling carts is relatively low.
- ◆ Some haulers provide several sizes of recycling carts.

When the haulers were asked how recycling could be improved, they responded that:

- ◆ Residents don't understand the cost of recycling; there is a perception that recycling is a gold mine.
- ◆ Residents don't always know their recycling day.
- ◆ Formerly, haulers were asked to provide a list of residential customers who are "non-recyclers". Haulers believe "telling" on customers goes against their desires to provide very good customer service.
- ◆ Haulers are asked to report the percentage of customers that "participate" in recycling for Bloomington's ReTRAC reports to Hennepin County, but they do not have a common understanding of the City's definition of "participation rates". The City or County should define the methods and terms for these numbers.

The haulers were asked to discuss their perceptions of yard waste service in Bloomington, and if they believe residents are ready to have separate food waste/organics collection citywide. They had several comments, including:

- ◆ There is good momentum right now for adding food waste/organics collection services. The City should be sure to intensively examine all options (including dealing with emerald ash borer quarantine regulations on tree or brush waste).
- ◆ Effective food waste/organics collection can reduce solid waste tonnage, but for efficiency, the City should look at collection of food waste/organics mixed with yard waste. Randy's stated they offer "co-collection" of organics within the trash cart as part of Randy's new "Blue Bag<sup>TM</sup>," program.<sup>2</sup>
- ◆ Collection and composting of organics is **not** free, and the emerald ash borer (EAB) quarantine restrictions are a significant added cost.
- ◆ There are no composting facilities in Bloomington to deliver yard wastes and/or food waste/organics. The transfer stations for yard wastes and/or food waste/organics are in Minneapolis or Brooklyn Park, requiring extra cost for travel. The County and/or City should consider developing transfer capacity in Bloomington.
- ◆ Up to 95% of Bloomington residents subscribe to yard waste collection service which is a much higher subscription rate than other cities.
- ◆ Some residents do not use the compostable bags required by State law. Haulers believe some stores that sell plastic bags give residents the impression they do not need to purchase the more expensive, certified "compostable" bags (e.g., paper yard waste bags) and that non-certified, "biodegradable" plastic bags or traditional plastic bags are acceptable.
- ◆ Citizens want a brush drop-off site in Bloomington for brush, limbs and stumps.

Bulky wastes are large items such as chairs, sofas, mattresses and bed springs, appliances and white goods, lawn mowers and snow blowers. Bloomington provides the annual Citywide Curbside Cleanup service in part to help its residents manage bulky wastes. Only one of the haulers contracts with the City for this program, but all the haulers are familiar with bulky waste management alternatives used in other cities.

When the haulers were asked to comment on bulky wastes issues, they noted that:

- ◆ It is very important to find a way to continue bulky waste service in Bloomington. The City could continue its once a year program or could require each hauler to provide bulky waste collection service on a regular basis, year-round.
- ◆ Some residents have a lot of bulky wastes. Some have very little. There are also demographic differences between the "east side" versus the "west side" of the City that affect the type of bulky wastes disposed.

The challenge of the cost of the annual Curbside Cleanup program and lack of multiple bidders was discussed. Haulers noted that:

- ◆ Weekend collections are limited by Minnesota Department of Transportation rules that set a maximum number of hours any one driver can work each week.

- ◆ The older “rear-load packers” are best suited for handling bulky wastes and other waste from the Citywide Curbside Cleanup program. The number of rear-load packers in service is decreasing because of the industry-wide trend to side-loading, automated trucks. The style of trucks (e.g., automated side loaders versus rear loaders) is a real issue because haulers now have fewer rear load trucks.
- ◆ A large number of trucks (estimated at 30 to 35 trucks, plus appliances recycling subcontractors) are needed on any given Saturday to service the number of stops and waste collected during the City’s Curbside Cleanup program. This requires a very large fleet, preventing smaller haulers from bidding. The City could consider dividing up the districts or finding other means to encourage smaller haulers to bid such as forming a consortium.

## 4.2 Master Recyclers and Composters

The Master Recyclers and Composters (MRC) group was invited to meet with the Consultant and City staff November 12, 2013 to discuss trash, recycling and composting issues. The MRC group is very active in the community providing education and expertise in recycling, composting and sustainability. They also approached the Council to request that organized recyclables collection be implemented in a letter submitted in August 2012.

The group was asked what is going well with recycling. They responded:

- ◆ All haulers offer curbside recycling service. The single-stream method, with carts with every-other-week collection, is now universal in Bloomington.
- ◆ Weekly recyclables collection (instead of every-other-week) is helpful to encourage participation. But not all haulers offer weekly collection.
- ◆ MRC members have observed a high rate of recycling by residents. They believe the City is doing a good job providing information this year, praising the City “*Briefing*” newsletter, including the “Earth Action Heroes” feature.
- ◆ The MRC presence at the Bloomington Farmer’s Market helps reach out and provide education. MRC passes out education materials. This includes a magnet with the standard recyclables collected similar to the City’s “*Recycling Guide*” and Hennepin County brochures about batteries, light bulbs, and prescription drugs.
- ◆ MRC considers the Citywide Curbside Cleanup to be a positive event.

To improve recycling, MRC members stated that:

- ◆ Residents should have bigger recycling bins and smaller trash bins.
- ◆ Not enough people use the County’s household hazardous waste and problem materials drop-off facility in Bloomington. More education is needed from the City and County to promote its use. Hennepin County should loosen the rules so that small contractors can use the County’s facility.
- ◆ Recycling and disposal of different types of light bulbs are an issue, including incandescent, fluorescent, and light-emitting diode (LED) lights.

- ◆ Multi-unit properties need improved recycling services and more education. There is a significant lack of convenience for recycling in high-rises. Compare the convenience of the trash chute next to the elevators to the inconvenience of carrying recyclables down to the ground floor. Townhouse recycling is also difficult with some occupants taking recyclables to the complex entrance instead of their driveway.

Yard waste collection was discussed by the MRC group. The MRC group had the following suggestions:

- ◆ The end of November would be better end date for collection as leaves may still be on trees past October.
- ◆ Haulers do a good job of collecting yard waste and enforcing the State ban on traditional plastic bags by not picking up the bags. Bloomington also does a good job of enforcement follow-up. The City sends educational brochures with enforcement orders. The biggest problem to ending the use of plastic bags is retailers still sell black plastic “biodegradable” bags not meeting the standards for certified “compostable” bags.

The MRC group represents some of the City’s most knowledgeable residents about food waste composting and organics collection issues. They were asked for their input about residential food waste/organics collection. They noted that:

- ◆ Food waste/organics collection should be city-wide. All residents should automatically get a food waste/organics cart. Food waste/organics collection service should be “opt out” and perhaps mandatory. Food waste/organics should **not** be an “opt-in” or voluntary system where residents must proactively subscribe and pay more to get a food waste/organics cart and collection service.
- ◆ Haulers should be required to provide food waste/organics collection as part of their service.
- ◆ The current large trash carts should be repurposed into food waste/organics containers and residents should be given new, smaller trash containers.
- ◆ One hauler is getting new customers in Bloomington with their *Blue Bag<sup>TM</sup>* organics collection. They charge \$50 for the first year of food waste/organics service and provide a year’s supply of compostable *Blue Bags*. The same hauler charges \$100 the next year and still provides an annual supply of *Blue Bags*.
- ◆ It is hard for new users to figure out where to make space for a separate food waste/organics container such as a kitchen bucket. Also, the instructions are new about what to put in each of three carts (recycling, food waste/organics and trash). Education and encouragement are essential to developing a successful food waste/organics recovery program.
- ◆ The price for food waste/organics collection is too high within the current open hauling system. If food waste/organics were added, each hauler may have a different option which is just not cost-effective.

In January 2014, the MRC group distributed a draft position paper in response to the City's call for comments on the draft goals and strategies for the *Plan*. The position paper recommends the City establish goals to:

- ◆ Increase recycling and decrease trash disposal by setting new numeric recycling goals for the city that exceed existing rates by a minimum of 25% within 5 years
- ◆ Implement organized collection for trash, recycling and food waste/organics
- ◆ Improve recycling at parks and public events
- ◆ Improve duration and promotion of recycling through increased City staff and collaboration with Hennepin County
- ◆ Improve recycling by businesses
- ◆ Continue the Citywide Curbside Cleanup program, but with improved opportunities to promote reuse and recycling

#### 4.3 Parks, Arts and Recreation Commission

The Consultant attended the City's monthly meeting of the Parks, Arts and Recreation Commission (PARC) on November 13, 2013. A PARC Commissioner recommended the City establish overall numeric goals such as:

- ◆ Within 5 years, parks and public events should have sufficient recycling to realize at least a 75% reduction of materials going into the waste stream.
- ◆ Within 20 years there should be zero waste within parks.

It was noted that the City's Maintenance Division staff have begun to evaluate opportunities for additional recycling opportunities in parks. City staff has identified the need for uniform public-space recycling containers throughout Bloomington. Education of the public will be needed to achieve the goals.

Trash containers in the parks and on trails are currently serviced under a City contract with a single hauler. PARC Commissioners and staff expressed that:

- ◆ Recycling and food waste/organics composting collection services should be added into the City's parks waste collection contract. Where appropriate, additional recycling containers should be added. These new recycling containers should be readily accessible by parks users and have instructions that are easy for the public to understand.
- ◆ Recycling containers should be added at all different types of parks including, but not limited to, ball diamonds, neighborhood parks, school playgrounds, and park shelters.
- ◆ Frequent waste audits should be required by the City's solid waste contractor. These audits should be a primary means to continue to measure the effectiveness and growth of recycling at City parks.

Individuals and community organizations are able to rent City park and recreation facilities. The PARC Commission noted there are opportunities to amend the applications for facility rental to require applicants to implement recycling and food waste/organics collections. These

requirements could be modeled after similar requirements other communities have. Facility applicants and licensed concessionaires could be required to meet new recycling standards as a condition of the City's approval.

The PARC Commission noted the City could offer a sliding scale of credits back on the fees charged for events depending on how "green" they are. Another suggestion was to provide this type of incentive program first and then move to more stringent requirements for groups and events.

#### 4.4 Business Organizations

A customized business survey was prepared for the commercial establishments. The online survey was launched at the same time as the residential survey. The survey forms are in Appendix A.

There were three responses to the business online survey. All three reported recycling at their business. Respondents receive information about recycling from their garbage hauler. They reported that they would recycle more materials if their property manager required them to recycle. Other recycling improvements mentioned included:

- ◆ The opportunity to recycle more items such as cardboard
- ◆ More convenient recycling opportunities at their business (for example, dedicated recycling containers in the "back of the store")
- ◆ Better recycling containers for their customers to use (sometimes referred to as "front of the store").

The survey offered to provide information to obtain a grant from Hennepin County to improve business recycling, but none of the respondents requested more information about the County grant program.

City staff met with the Bloomington Chamber of Commerce, Public Affairs Committee to introduce the *Plan* and request business input. The Chamber of Commerce put an announcement about the City's *Plan* and opportunities for comment in their electronic newsletter.

## 5 Bloomington Community Outreach Tools

### 5.1 City Webpage Dedicated to the Plan

The City has a robust, online presence for overall community information and resident outreach. The City uses its website, Facebook, Twitter, "E-Subscribe" web service to create customized interest group e-mail lists for notices of selected announcements (via "e-blasts"), and other social media to inform residents and seek advice from them.

A new Bloomington *Solid Waste Management Plan* web page was established at the beginning of the project in October 2013. See Figure 5-1 for a screen shot excerpt of the current *Plan* web page and click on [http://bloomingtonmn.gov/main\\_top/3\\_homecomm/trash/waste.htm?r=us](http://bloomingtonmn.gov/main_top/3_homecomm/trash/waste.htm?r=us) to see the *Plan* web page live.

Figure 5-1  
Bloomington Web Page Dedicated Updates About to the  
Solid Waste Management Plan



Source: City of Bloomington web site, [WWW.BloomingtonMN.gov](http://WWW.BloomingtonMN.gov), January 31, 2014

Bloomington education materials and the web page are major components of the community outreach effort for the *Solid Waste Management Plan*. Periodic updates of the draft *Plan* documents, such as the draft goals and outline of strategies, are posted on the web page. Once the full draft *Plan* is produced, it will also be posted on this web page for download, review and comment.

One feature of the *Plan* web page that was posted as part of the initial launch was the “Frequently Asked Questions” about the *Plan*.<sup>3</sup> The FAQs have been well received by the public.

## 5.2 Emails and Social Media

A list of interested residents signed up to receive email announcements about updates to the *Plan*. Anyone who signs up for the City’s “E-Subscribe” under the specific topic “Solid Waste Management Plan” can be automatically informed of *Plan*-related news.<sup>4</sup> Subscribers to this “E-Subscribe” service received notices about *Plan*-related: Open House meetings, opportunities to provide input and the opening of the online survey. The most recent e-mail announcement about the *Plan* was that the preliminary results of the second Open House on January 16 were now available on the City’s *Plan* web page.

Similar announcements about *Plan* news and updates were also posted via the City’s Facebook and Twitter accounts.

A special e-mail address ([SolidWasteManagementPlan@BloomingtonMN.gov](mailto:SolidWasteManagementPlan@BloomingtonMN.gov)), monitored daily by City staff, is available for comments, questions and dialog through-out the project. Interested parties are also encouraged to contact directly the City's project manager for this *Plan*, Jim Gates, Deputy Director of Public Works.

### 5.3 City "*Briefing*" Newsletter

The City has an award-winning newsletter, the Bloomington "*Briefing*", that is a primary source of news, information and outreach for all matters relating to city government and services. An article was featured in the December 2013 "*Briefing*" about the *Plan* and to help promote attendance at the first Open House held on December 4.

## 6 Surveys

An online survey (Survey Monkey) tool was used to solicit, gather and analyze input from interested residents and businesses about the Bloomington *Plan*. The resident survey was available on the *Plan* web page via hyperlinks to the survey forms. The Bloomington *Plan* web page prominently promoted responses to the surveys from December 10, 2013 through January 10, 2014. The web page banner read, "We Want Your Input." The online survey was also promoted through other outreach methods, including: emails; the City "*Briefing*" newsletter; City Facebook and Twitter posts; and word of mouth. Some of the community organizations such as the Master Recyclers and Composters group also pushed responses to the survey.

The same survey forms were also handed out to participants attending the first Open House held on December 4, 2013. These were coded in the same manner as the online survey responses.

Appendix B-1 contains the quantified results in response to the multiple choice questions. Both the online and the hard copy responses were compiled to present composite results from both survey formats.

Appendix B-2 contains the text responses to the open-ended questions. These were typed by the Consultant as near to their original, verbatim content as possible.

The results compare well to the National Citizens Survey<sup>TM</sup> discussed above. The National Citizens Survey<sup>TM</sup> reported that about 93% of residents recycle. The slight difference may be due to the fact that the National Citizens Survey is taken from a random sample of all Bloomington residents while the *Plan* survey is a self-selected sample of individuals interested in recycling and other solid waste topics.

## 7 Open Houses

### 7.1 The First Open House on December 4

The first Open House was held for residents and businesses on December 4, 2013 at the Bloomington Civic Plaza 4:00 p.m. until 7:00 p.m. Approximately forty (40) residents attended the meeting including two (2) persons that identified themselves as haulers (who were also Bloomington residents). Tables were arranged for informal discussion centered on several pre-selected topics: trash, recycling, the Citywide Curbside Cleanup, and miscellaneous solid waste

management issues. A member of Project Management Team was at each table to facilitate the discussions among residents and take notes.

Significant themes conveyed by residents included:

- ◆ There are too many haulers on each street. This problem is perceived as: inefficient, wasteful, noisy, polluting, unsafe, and damaging to the streets. There were a very high percentage of participants that were in favor of the City pursuing organized solid waste collection. A smaller number of participants expressed concern that organized collection would: increase the fees for trash service, decrease service levels, and/or reduce residents' choice in selecting their own hauler.
- ◆ Participants recommended the City improve recycling. Ideas suggested included:
  - ▶ More items to be accepted for recycling
  - ▶ More frequent information about recycling
  - ▶ Larger recycling containers
  - ▶ More frequent recycling pick-ups
  - ▶ Better opportunities and education for recycling in multi-unit buildings
- ◆ Several residents mentioned how the City should have a dedicated staff position for solid waste and recycling again.
- ◆ There should be improvements in businesses recycling, including a requirement that businesses that sell recyclable goods should have drop-off bins available for their customers to recycle those same items (for example: cans, bottles, and plastic bags).
- ◆ All businesses should be required to recycle and more education should be given to businesses about recycling.
- ◆ More food waste/organics collection opportunities should be started for residents.
- ◆ Several residents talked about the new service that one hauler has begun providing for food waste/organics collection. They expressed their hope of expanding the service citywide.
- ◆ Participants also recommended more information about back yard composting.
- ◆ The Curbside Cleanup program is very popular. It was mentioned how more frequent collection of bulky waste would be more convenient and might reduce illegal dumping.
- ◆ The two haulers present mentioned only one company now bids on the City's Curbside Cleanup contract. As an alternative, the City could require all licensed haulers in the City to provide regular bulky waste collection service.
- ◆ Another suggestion from the haulers was to stretch out the schedule for the Curbside Cleanup program and increase the number of days beyond the current five (5) Saturdays only. This type of change might encourage smaller haulers to bid on the service.

## 7.2 The Second Open House on January 16

The second Open House was held in Civic Plaza from 4:00 p.m. until 7:00 p.m. on Thursday, January 16, 2014. The Open House was advertised on the City web site and by e-mail messages to residents that had subscribed to be notified about the Plan.



Table 7-1 lists the goals most favored by participants at the second Open House.

Table 7-1  
Draft Goals: Open House Participant Rankings  
(Total number of blue dot labels as placed during the second Open House)

◆ Reduce road wear impacts	36
◆ Lower environmental impacts	34
◆ Improve recycling, composting, and waste reduction	31
◆ Enhance public education and awareness	18
◆ Assure all residents have adequate recycling services	11
◆ Improve hauler reporting systems	8
◆ Increase use of resource recovery facilities	8
◆ Allocate adequate staff resources	8
◆ Improve value of services	6
◆ Improve safety	6
◆ Promote local economic development	5
◆ Enhance coordination among government agencies	1

Figure 7-2 shows one example of the two large sheets displaying the results of Open House participants' dot label rankings on the draft Goals.

Figure 7-2  
Draft Outline of Strategies: Example Large Sheet of Open House Results  
(First of two large sheets of green dot labels on the draft outline of Strategies)



Table 7-2 lists the strategies most favored by attendees. The selection of favored goals was independent of selection of favored strategies.

Table 7-2  
Draft Improvement Strategies: Open House Participant Rankings  
(Total number of green dot labels as placed during the second Open House)

◆ Trash Collection Systems	46
◆ Citywide Curbside Cleanup	24
◆ Recycling	23
◆ Yard Waste Composting	17
◆ Recycling and Waste Reduction at Events and “Away from Home” Activities	16
◆ Food Waste/Organics Recovery	15
◆ City Parks and City Buildings	8
◆ Environmental Education Outreach	6
◆ Household Hazardous Waste	6
◆ Electronic Waste	5
◆ Resource Recovery (for Mixed Solid Waste)	3
◆ Source Reduction and Reuse	2
◆ Bulky Waste	1
◆ Landfilling	1
◆ Other Problem Materials	0

## 8 Summary of Findings

### 8.1 Goals and Strategies

The Consultant and City staff used the community engagement tools to develop the initial draft goals for the *Plan* and the draft outline of strategies. These draft goals and draft outline of strategies were publicized on the *Plan* web page on January 10, 2014 prior to the second Open House held on January 16, 2014. These initial draft goals and outline of strategies were the basis of discussion and comments at the second Open House. The input at the second Open House confirmed the comments heard throughout the earlier engagement activities that reducing road wear impacts, lowering environmental impacts and improving recycling, composting and waste reduction are very important community goals. Open House comments confirmed residents attending the Open House also believe enhancing public education and awareness and assuring all residents have adequate recycling services are important goals.

Open House participants’ comments and rankings via the dot label exercise indicated clear priorities within the outline of strategies. Their verbal comments and dot rankings directly supported the similar priorities for the goals. Most residents that have been engaged in the *Plan* community engagement process to date have strongly and consistently favored changes to the solid waste collection systems as the top priority for the City.

At the second Open House, strong support was also expressed by participants for improvements to recycling services and the Citywide Curbside Collection program. Other issues consistently supported throughout the engagement process include: yard waste composting; food waste/organics composting; and “Away from Home” recycling opportunities such as at parks,

schools and businesses. The relatively low dot ranking priority for the other issues (resource recovery, source reduction and reuse, bulky waste management, landfilling, and managing other problem materials) is more a reflection of the intensity placed on the highly favored strategies related to solid waste collection services and not so much a comment the other issues lack support. All of the strategies in the outline are important elements of the overall *Solid Waste Management Plan*, but Open House participants may consider these other lower priority issues as something the City should deal with in the longer-term.

## 8.2 Environmental Protection

The community strongly believes in environmental protection. The Bloomington Comprehensive Plan (2008) clearly indicates the City's history of support for sustainable practices including protection of natural resources and open spaces. The highly engaged and committed volunteers within resident groups such as the Master Recyclers and Composters and the PARC Commission are another indication of community support for sustainability issues such as improved solid waste management. These values were clearly emphasized by participants in the community engagement activities to-date. Environmental protection was a common theme reflected in many of the conversations, responses to surveys and in the comments on the draft goals and outline of strategies.

## 8.3 Organized Collection

The participants in the community engagement process to-date were overwhelmingly supportive of organized solid waste collection as a critical aspect of Bloomington's future solid waste management efforts. Over and over, participants expressed a desire for fewer trucks in their neighborhoods, less noise, fewer road impacts, more safety and more organized and coordinated waste education and service delivery. There were very few comments supporting continuation of the current open system of trash and recycling collections.

The meeting with the City's licensed trash haulers and their comments at the first Open House provided important balance as another perspective on the organized collection issue. Each hauling company may have a different opinion about how the City should proceed on this issue, but in general the haulers expressed support for the existing open hauling system. Also, City Council members have expressed an interest in exploring how any change to organized collection could be fair and equitable to existing haulers. Finally, the National Citizen Survey of Bloomington residents clearly indicated a strong majority of respondents are satisfied with solid waste, recycling and yard services provided within the City.

## 8.4 Educational Opportunities

In meetings and in surveys, respondents expressed the belief that increased education efforts are needed to achieve the proposed goals and draft strategies for improved solid waste management. Specific target audience's recommendations include: school classes, park and athletic field users, multiple unit housing residents, businesses and other residents. Volunteer efforts, however, such as the Master Recyclers and Composters group, have provided some community education. There was significant support for enhanced City-produced recycling and composting-specific articles in the *Briefing*, in addition to the broad environmental articles that are a staple of the publication.

## 8.5 Waste Reduction, Recycling and Organics

Nearly all community engagement participants have expressed support for specific waste reduction, recycling and organics collection and composting actions in the *Plan*. Residents repeatedly stated these three activities should be strongly represented in the *Plan*. Many good ideas for recommended tactics were suggested to improve waste reduction, recycling and organics collection systems, including “Away from Home Recycling.”

## 8.6 Revision of Ordinances

Participants stated there is a need for enforcement of the City’s existing ordinances. The City has ordinances that: require recycling by businesses and residents; require trash haulers to provide specific services; and outline City responsibilities.

Many participants in the engagement process were unaware of the specific ordinance requirements. One reason expressed is that some residents and businesses have observed violations of the ordinance requirements, but had not observed the enforcement activities that were made by the City. Examples presented by participants included the lack of recycling by businesses, the lack of recycling at multiple unit properties, trash hauler collection on the “wrong” days in the collection zones, and illegal dumping violations. Participants stated that they are hoping more City staff resources will be allocated to compliance enforcement activities.

## 8.7 Citywide Curbside Cleanup

The Citywide Curbside Cleanup is a highly valued service. Almost without exception, residents and businesses expressed support for the Curbside Cleanup program. However, there is widespread recognition the program is expensive and there may be more cost-effective ways to operate it. There is also recognition that a once a year effort does not support the year-round needs for large item, bulky waste or construction and demolition disposal, or for brush and limb disposal. Bridging, a non-profit, was suggested as an outlet for usable but unwanted furniture. There were suggestions that such bulky item collection services could be part of an organized collection system in the City, resulting in integrated solid waste management strategies. There were also specific tactics recommended to reduce scavenging at the Curbside Cleanup and to make the competitive procurement process more attractive to other haulers.

## 8.8 City Staffing Resources

Bloomington had a staff person until 2009 with a portion of time dedicated to recycling and solid waste issues. This City staff member was tasked with providing: education about recycling and waste reduction and preparation of recycling reports required by the County. Many participants recommended that adequate City staff be allocated to such solid waste management activities. Some of these participants simply recommended that the City should fill a recycling education position.



# Appendices



Appendix A  
Recycling and Solid Waste Management Surveys



Appendix A1  
Residential Survey Form



# Appendix A1

## Resident Recycling and Solid Waste Management Survey

December 4, 2013



1. Do you recycle at home?

- Yes
- No – **Skip to Question 4**

2. What do you recycle in your curbside recycling? (Check all that apply)

- Aluminum cans
  - Steel/tin cans
  - Glass bottles and jars
  - Plastic containers (bottles, tubs, jars, etc.)
  - Newspapers
  - Phone books
  - Magazines and catalogs
  - Junk mail and household office papers
  - Shredded paper
  - Boxboard containers (cereal boxes, shoe boxes, gift boxes, 12 pack pop and beer containers)
  - Corrugated cardboard boxes
  - Yard waste
  - Other (please specify)
- 

3. How are your recyclables collected? (Check all that apply)

- In a recycling cart that gets picked up at my curb or alley
  - I take the recyclables to my local transfer station or recycling center
  - I take the recyclables to a friend or neighbor's recycling bin
  - I take the recyclables to a business recycling container
  - Other (please specify)
- 

**(Skip to Question 5)**

4. Is there a reason that you choose not to recycle?

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5. How do you get information about recycling programs?

(Check all that apply)

- Newspaper (Sun Current, Star Tribune or other)
  - Radio
  - Letters or fliers
  - Talking to friends
  - Seeing signs or billboards about recycling
  - From my garbage hauler
  - From my children or other family members
  - From emails
  - Facebook or Twitter
  - City of Bloomington Newsletter (Briefing)
  - City of Bloomington Website
  - Hennepin County Website
  - "Rethink Recycling" Website
  - Presentations at meetings
  - Other (please specify)
- 

6. When was the last time that you received information about recycling programs? (Check only one)

- This week
- Last week
- Last month
- Last fall
- Last summer
- Last spring
- A long time ago
- Never

7. What would encourage you to recycle more? (Check all that apply)

- Larger recycling containers
  - More frequent recycling pick up
  - A wheeled recycling cart
  - Cheaper recycling service
  - More information about what you can and can't recycle
  - A "reward" for recycling (for instance, a "secret shopper" program, for recyclers)
  - I am already recycling as much as I can.
  - There's nothing that would encourage me to recycle more
  - Other (please specify)
-

8. Who could influence you to recycle as much as possible?

(Check all that apply)

- My spouse/partner
  - My kids
  - My grandkids
  - City Hall
  - Elected Officials
  - Neighbors/Friends
  - My place of worship
  - My garbage/recycling hauler
  - Nobody could influence me to recycle more.
  - No one
  - Other (please specify)
- 

9. Would having the Bloomington Citywide Curbside Cleanup Service offered more than once a year encourage you to recycle more?

- Yes
- No - **Skip to Question 11**

10. To have more than one curbside cleanup each year, would you be willing to pay an additional fee on your Bloomington recycling bill?

- I want more than one clean up per year, but would not pay an additional fee to pay for the service.
- I want more than one cleanup per year, and would pay \$2.00 per month to support the service.
- I want more than one cleanup per year, and would pay \$2.50 per month to support the service.
- I want more than one cleanup per year, and would pay \$3.00 per month to support the service
- I want more than one cleanup per year, and would pay this amount for the service:

\_\_\_\_\_ (please specify)

11. Organics recycling is the curb or alley collection of food scraps and nonrecyclable paper (pizza boxes, paper towels, etc.) for composting of the collected materials. Would you participate in organics recycling if: (Check only one)

- If it were free
- If there were an additional charge of \$2.50 per month
- If there were an additional charge of \$5.00 per month
- If there were an additional charge of more than \$5.00 per month)
- If it allowed you to reduce your garbage bill
- I would not be interested in organics recycling

12. Do you have any other ideas to improve recycling?

Check all that apply, and add your own ideas.

- Single cart for all recyclables
- Food waste/organics recycling
- Drop-off sites for appliances, metals and furniture
- Drop-off sites for branches and yard waste
- Improved communication of recycling information
- Other (please specify)

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13. How often do you pay for trash collection?

- Once a month
- Once a quarter
- Twice a year
- Once a year
- Other (please specify)

---

14. About how much do you pay on each bill?

- I don't know
- Less than \$20
- \$20 to \$30
- \$30 to \$40
- \$40 to \$50
- \$50 to \$60
- \$60 to \$75
- More than \$75
- Other (please specify)

---

15. How did you choose your trash hauler? (Check all that apply)

- It was the cheapest hauler
- My neighbor uses this hauler
- My friends use this hauler
- I have always used this hauler
- This hauler provides the best service in my neighborhood
- The hauler picked up garbage at my house before I moved into it, and I kept the same container
- Other (please specify)

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16. Do you have a contract with your hauler that requires you to keep this service?

- Yes
- No
- I don't know

17. Do you have any ideas to improve trash collection?

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Appendix A2  
Businesses Survey Form



# Appendix A2

## Business Recycling and Solid Waste Management Survey

December 4, 2013



1. Do you recycle at your business?

- Yes
- No – **Skip to Question 4**

2. What do you recycle from your business? (Check all that apply)

- File folders
  - Aluminum and steel cans, metal hangers
  - Glass bottles and containers
  - Plastic containers
  - Newspapers
  - Phone books
  - Magazines and catalogs
  - Office papers, junk mail and shredded paper
  - Corrugated cardboard boxes
  - Electronic items (computers, TV's, CRT screen)
  - Used pallets
  - Film plastic
  - Food waste and/or other organic materials
  - Yard waste
  - Other (please specify)
- 

3. How are your recyclables collected? (Check all that apply)

- I put the recyclables in a recycling container picked up by my hauler
  - I put the paper and/or cardboard in a separate dumpster for cardboard and paper
  - I take the recyclables to a friend or neighbor's recycling bin
  - I take the recyclables home to my recycling container
  - Other (please specify)
-

4. How do you get information about recycling programs?

(Check all that apply)

- Newspaper (Sun Current, Star Tribune, or other)
  - Radio
  - From my children or other family members
  - Talking to friends
  - Letters or fliers
  - Information from the Chamber of Commerce or other business organization
  - Seeing signs or billboards about recycling
  - From my garbage hauler
  - From emails
  - Facebook or Twitter
  - City of Bloomington newsletter (Briefing)
  - City of Bloomington Website
  - Hennepin County Website
  - Presentations at meetings
  - Other (please specify)
- 

5. When was the last time that you received information about recycling programs? (Check only one)

- This week
- Last week
- Last month
- Last fall
- Last summer
- Last spring
- A long time ago
- Never

6. There is no State or County tax on recyclables collection. There is a 31.5% tax on trash services. Has this influenced your decision to recycle? (Check all that apply)

- Yes, because recycling saves me money on my garbage bills
  - No, I didn't know there was a difference between the tax rate on garbage and recycling
  - No, even with the tax rate difference, recycling is too much trouble
  - No, because I would recycle even if it cost more money to recycle
  - No, because I do not pay the garbage bill
  - Other (please specify)
-

7. What would encourage you to recycle more? (Check all that apply)

- Bigger recycling containers
  - A wheeled recycling cart
  - Cheaper recycling service
  - More convenient recycling opportunities at my business
  - More information about what I can, and can't recycle
  - Better containers for my customers to use to recycle
  - Having recycling service available at my building
  - A "reward" for recycling (i.e., special recognition program for businesses that recycle)
  - If my Property Manager (landlord) required me to recycle
  - There's nothing that would encourage me to recycle
  - Other (please specify)
- 

8. Who could influence you to recycle as much as possible?

(Check all that apply)

- Other businesses
  - My customers
  - The Chamber of Commerce
  - City Hall
  - Elected Officials
  - My garbage/recycling hauler
  - The building owner/property manager
  - My family
  - No one
  - Other (please specify)
- 

9. Do you have any other ideas to improve recycling at your business? (Check all that apply and add your own ideas)

- Add food/organic waste recycling
  - Add cardboard recycling
  - Have separate glass, plastic and paper containers
  - Other (please specify)
- 
- 
- 
-

10. Do you have any ideas to improve trash and recycling collection at your business?

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11. What do you do with hazardous wastes generated at your facility? (Hazardous wastes include fluorescent tubes, computer monitors, old paint and cleaning fluids, etc.)

- My business does not generate any hazardous wastes
- My business participates in the program provided by Hennepin County
- My business contracts with a company that collects the hazardous wastes
- My business is storing the hazardous wastes until there is a disposal program
- Other (please specify)

---

12. Would you be interested in receiving a grant from Hennepin County to improve recycling at your business?

- Yes - **Please add your contact information to your response.**
- No

Company Name \_\_\_\_\_

Contact \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

Appendix B  
Survey Results



Appendix B1  
Responses to Multiple Choice Questions



# Appendix B1

## Resident Survey Results

### Responses to Multiple Choice Questions



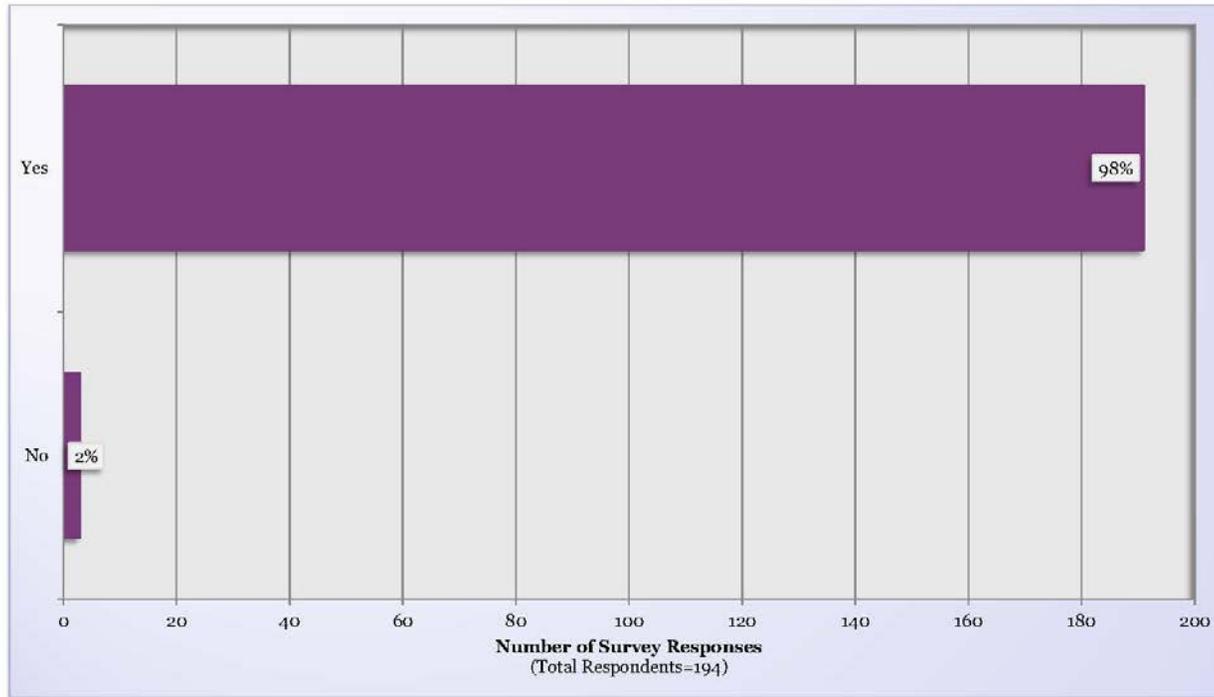
An on-line survey (Survey Monkey) tool was used to solicit, gather and analyze input from interested residents and businesses about the Bloomington Solid Waste Management Plan (*Plan*). The Resident Survey was available via hyperlinks to the Survey Monkey instruments linked from the Bloomington Plan web page from December 10, 2013 through January 10, 2014. The online survey was promoted via multiple outreach methods, including the *Plan* web page, emails, the City Briefing newsletter, and City posts in other social media (Facebook and Twitter).

A hard copy of the survey was also distributed at the first open house on December 4, 2013. The results contained in this Appendix compile the online survey responses together with the hard copy survey responses. The graphs and discussion below provide highlights of the survey results as compiled from both online and hard copy responses.

The survey had both multiple choice and open ended questions. One-hundred-ninety-four (194) respondents started the residential survey. One hundred-eighty-four (184) residents, or ninety five percent (95%) finished the residential survey; Ten (10) online respondents did not finish the online survey. The verbatim text responses to the open ended questions are found in Appendix B2 of this report.

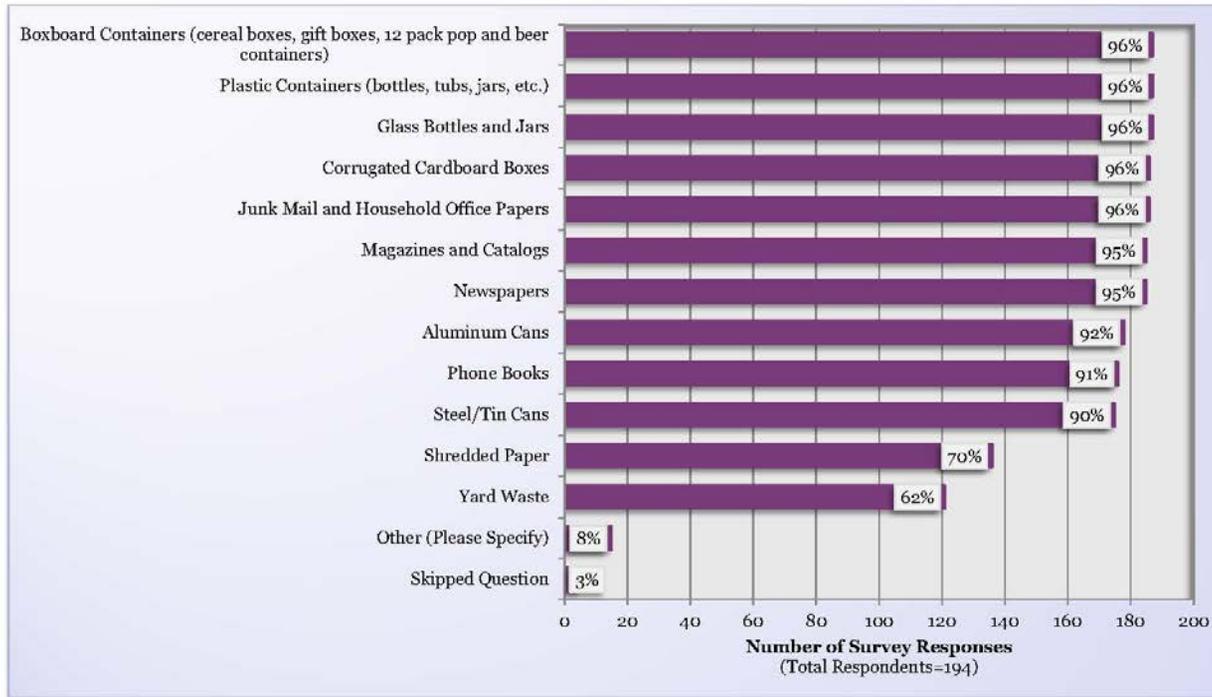


# 1. Do you recycle at home?



98% of the survey respondents stated they recycle at home indicating this is a very committed group of individuals. The Question #1 results are an indicator of the potential bias of respondents taking the survey compared to the City’s population as a whole. An excellent participation rate for large, suburban cities with mature curbside recycling collection programs is around 90%. There is always a share of the general population (at least about 5%) that does not recycle. Most of the respondents were residents having a particular interest in solid waste management and recycling in particular. These respondents either attended the first Open House on December 4 to fill out the hard copy survey form or completed the survey on-line. Both options require some special effort indicating a higher level of engagement compared to the population as a whole.

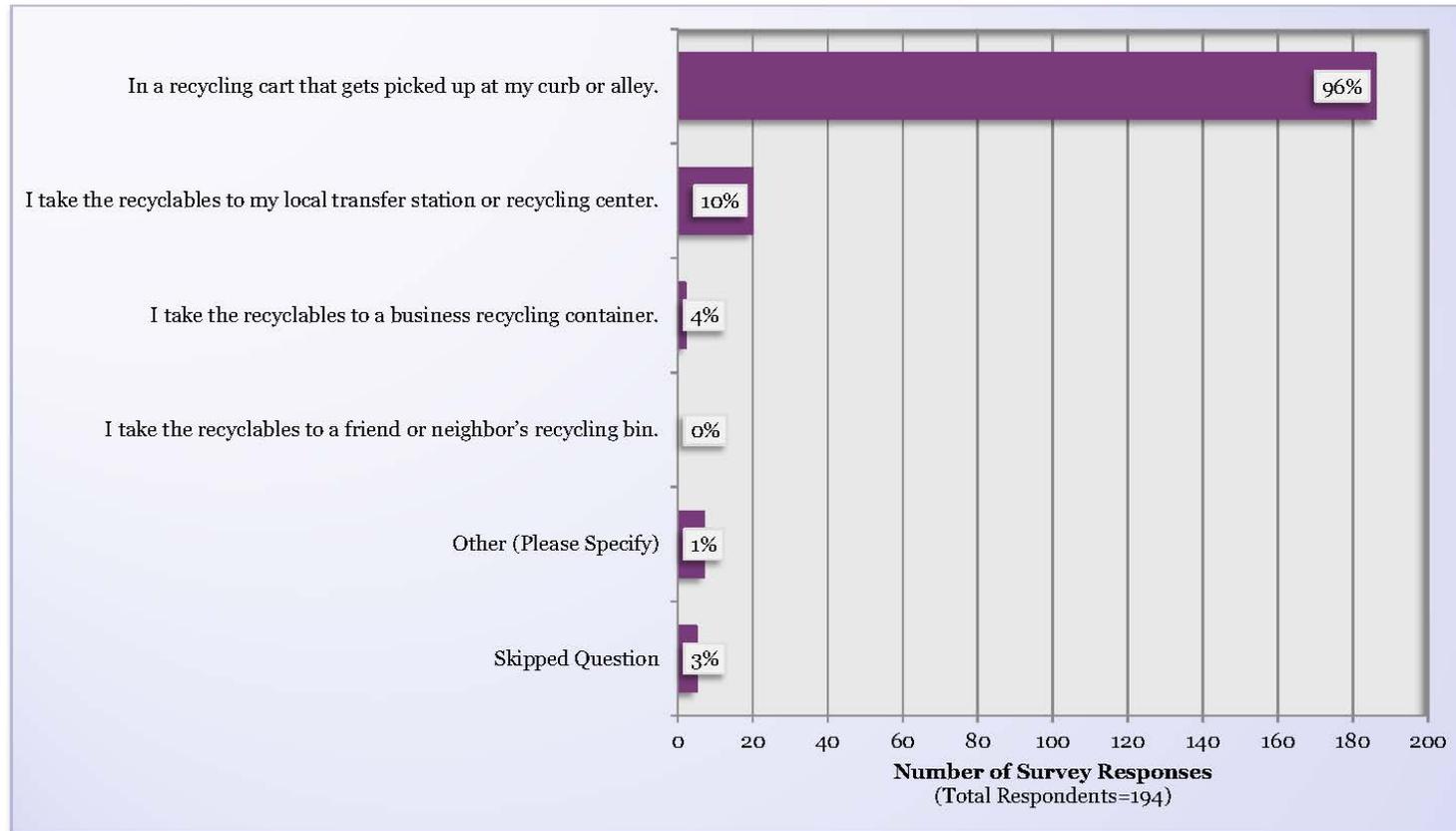
## 2. What do you recycle in your curbside recycling? (check all that apply)



Question 2 confirms that most residents that recycle know the majority of the materials that can be recycled and take advantage of recycling opportunities. Educational materials should continue to confirm the standard recyclables. It is noteworthy that many survey respondents also reported recycling plastic bags in take-back programs and that residents with service from Allied/Republic can recycle milk and juice cartons. (See Appendix B2 for the text responses to the open ended questions.)

### 3. How are your recyclables collected?

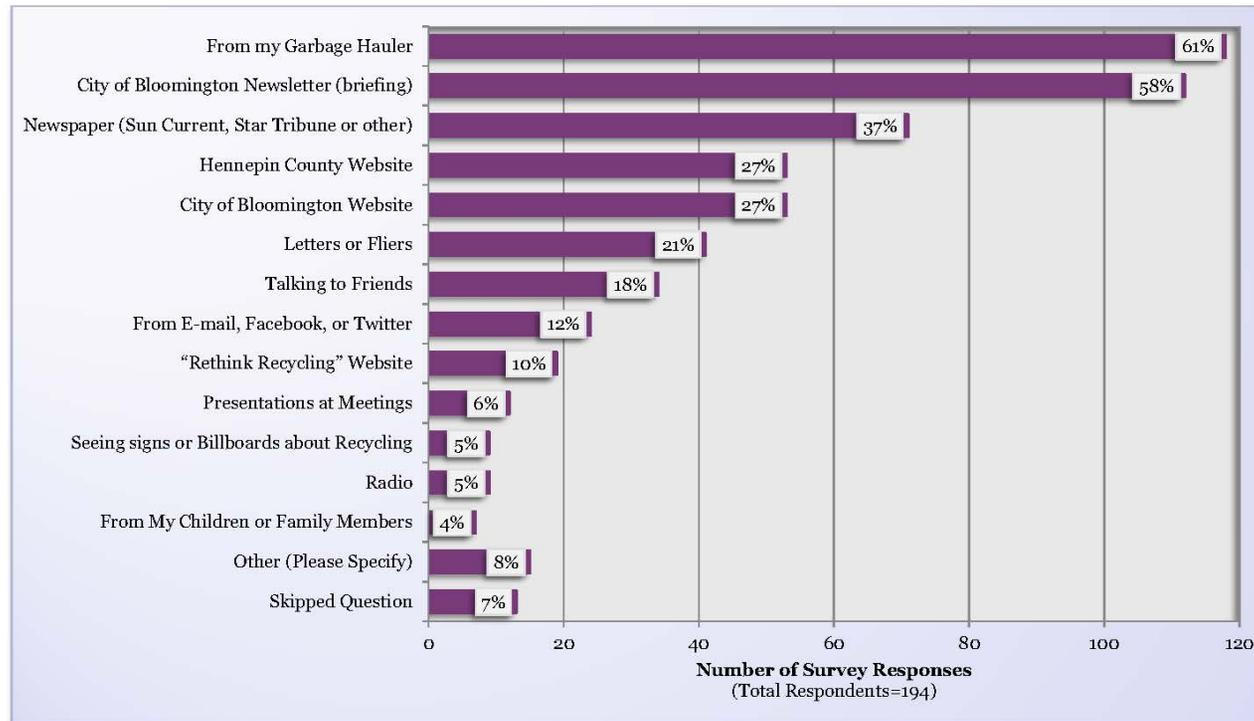
(check all that apply)



Question 3 confirms that most Bloomington residents that recycle do so using a cart for curbside recycling as provided by their hauler. A number of residents reported in the text responses (see Appendix B2) that they use the Hennepin County drop off program, take plastic bags to grocery stores, or sell scrap metal directly to dealers.

## 5. How do you get information about recycling programs?

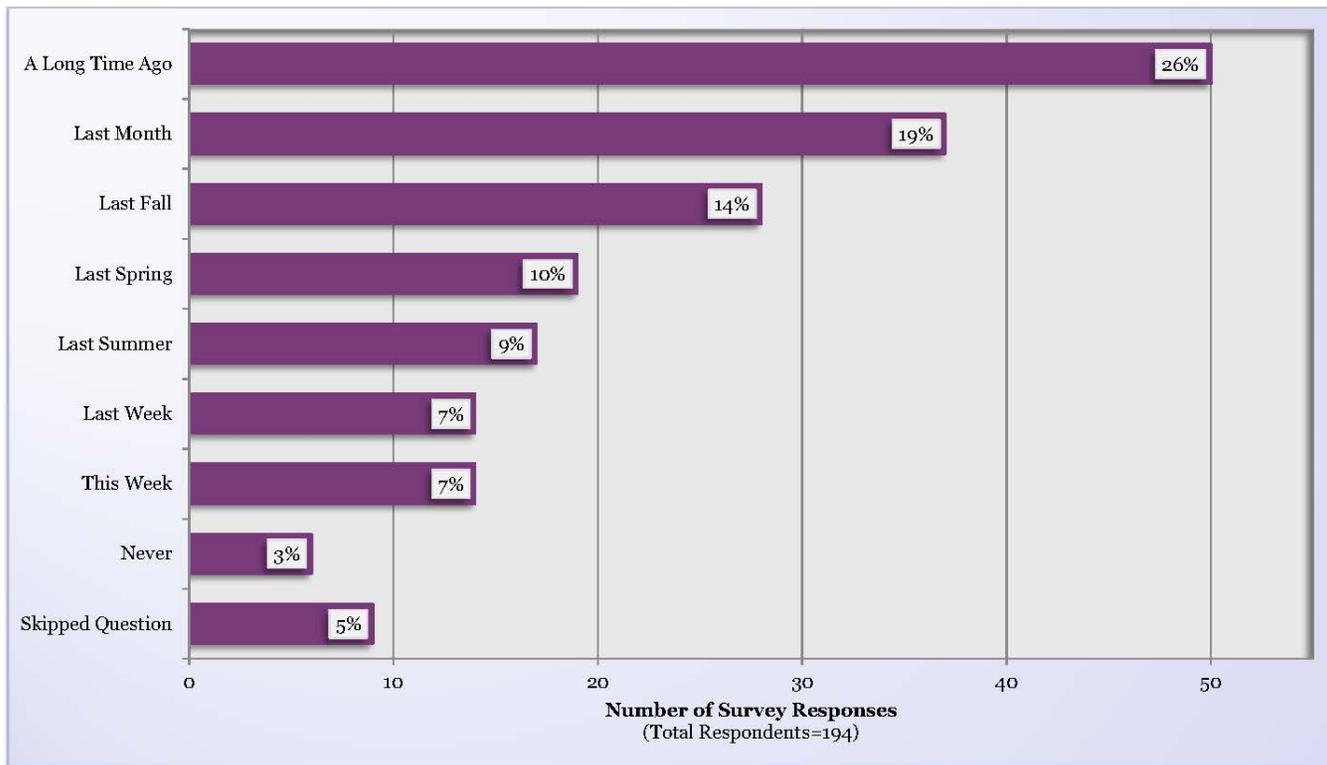
(check all that apply)



(If respondents answered “No” to Question 1, there were directed to Question 4. This was an open ended, text question only: “Is there a reason that you choose not to recycle?” Therefore, the results to Question 4 are all contained in Appendix B2.)

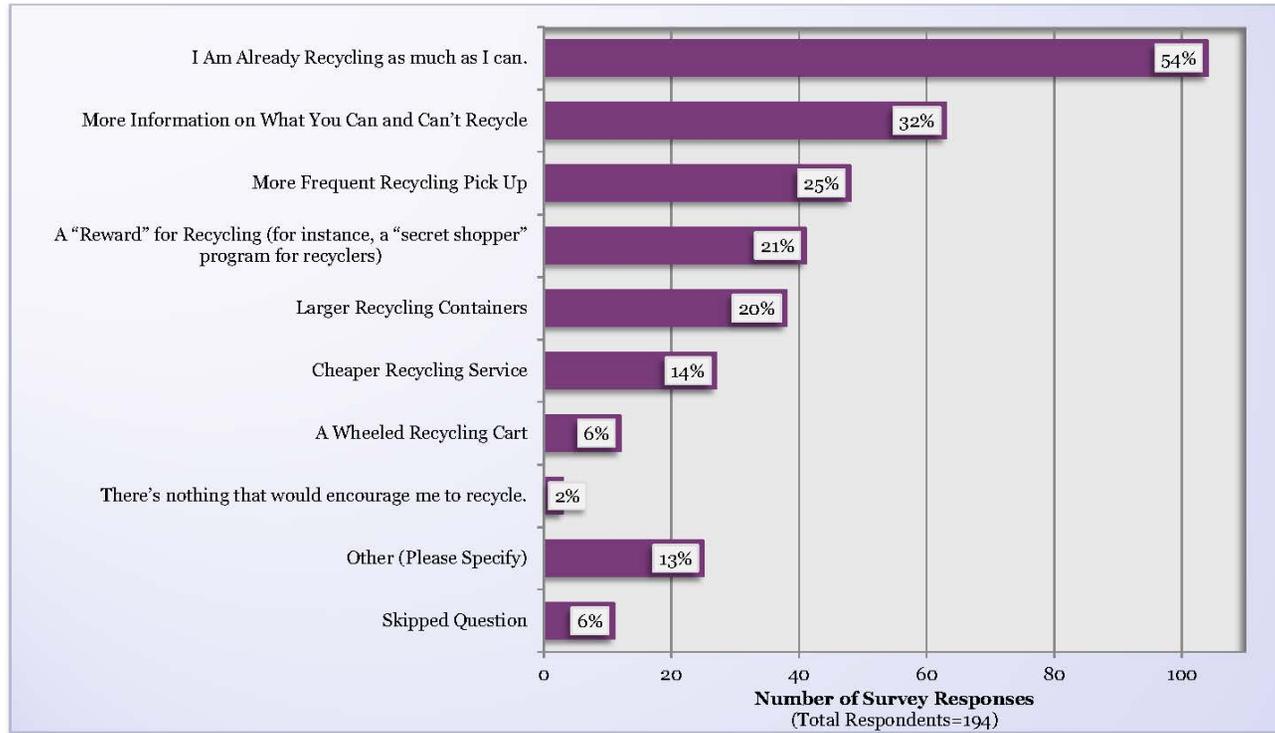
Questions 5 and 6 solicited information about where, and how often, residents receive information about recycling programs. The vast majority of residents receive information from their haulers, closely followed by information in the Bloomington *Briefing* newsletter. Other newspapers and city and county websites are secondary sources of information, with friends and social media contributing supplemental information.

## 6. When was the last time that you received information about recycling programs?



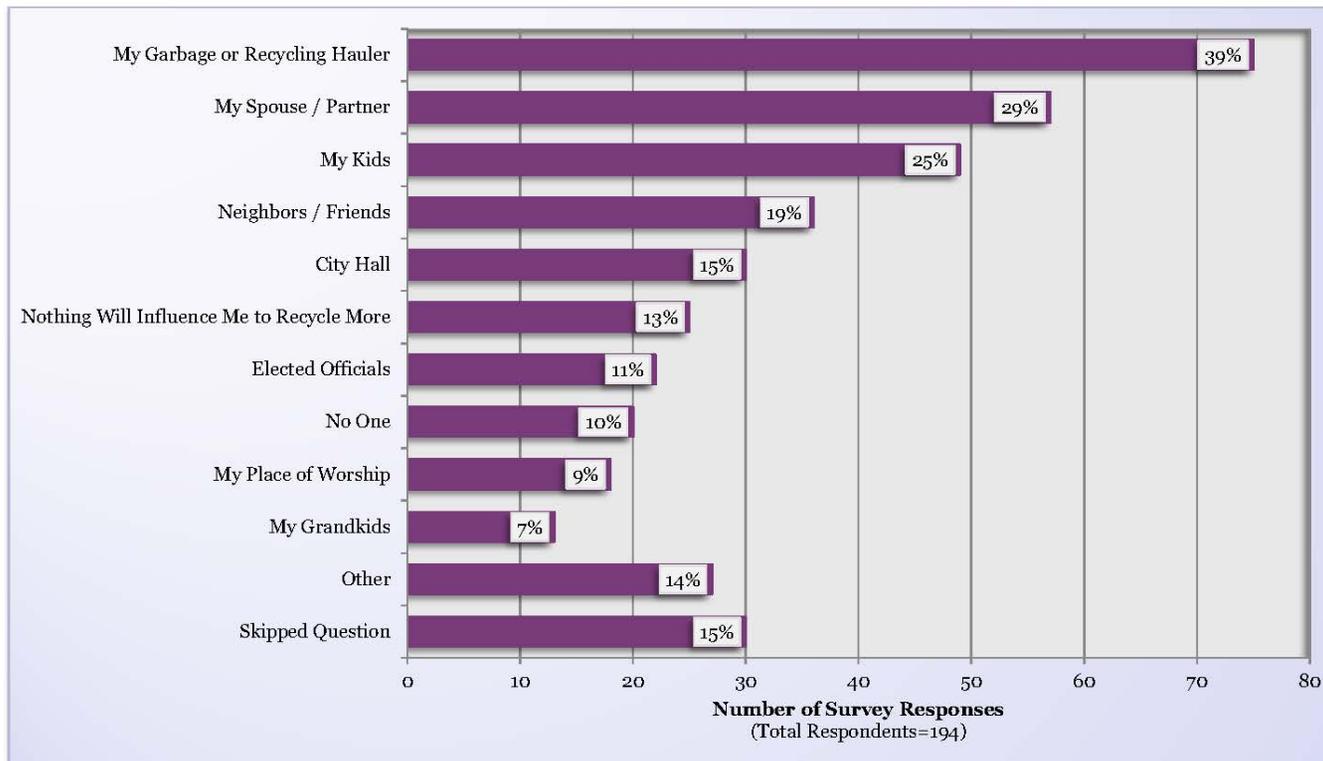
There is a perception that information may not be timely, as the most frequent response to Question 6, “When did you last receive information?” was “a long time ago,” which probably refers to the yearly hauler-provided information. The second most frequent response, last month, reflects the monthly *Briefing* schedule. Information obtained in Spring and Fall festivals are reflected both in comments to Question 5 that explained where residents obtained information, and the Spring and Fall time periods reported in Question 6. These results suggest the importance of monthly recycling reminders and encouragement in the *Briefing* newsletter and imply that more frequent recycling information by haulers would be beneficial.

## 7. What would encourage you to recycle more? (check all that apply)



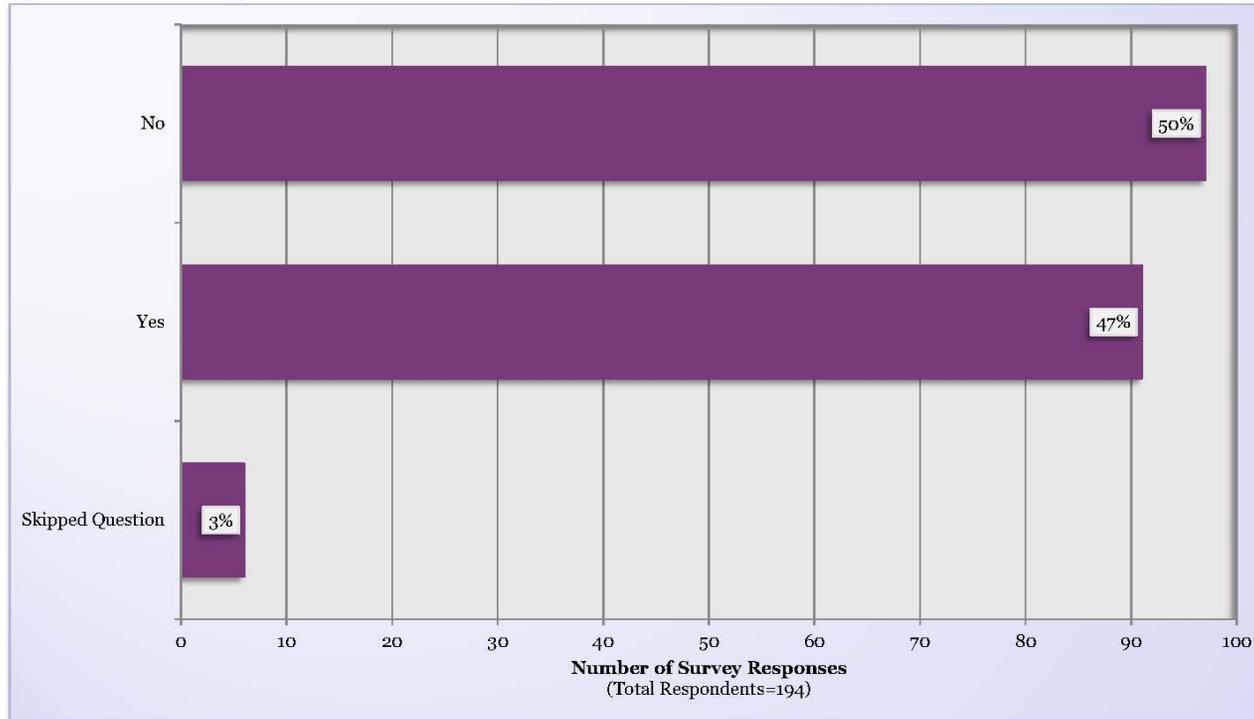
More than half of the respondents to the survey (54%) believe that they are recycling as much as they can. Remembering that the survey respondents are already reported recyclers, meeting more aggressive recycling goals will be perceived as a big challenge for these respondents. Combined with results from Question 5, the City may want to consider more frequent information about recycling and an emphasis on what is included vs. excluded. Such public education improvements may be important for meeting higher recycling goals for at least 32% of the respondents. If improved recycling systems are considered by the City, more frequent recycling pickups (to weekly recycling service), recycling reward or incentive programs and larger recycling containers could be considered as encouraging actions. There were 23 write-in responses to Question 7 (see Appendix B2 for results). The most common ideas for the encouragement of additional recycling were recycling more yard waste and food waste / organic materials, enforcement of the existing mandatory recycling ordinances, and for public bodies (schools, the City, and parks) to set a positive recycling example.

## 8. Who could influence you to recycle as much as possible? (check all that apply)



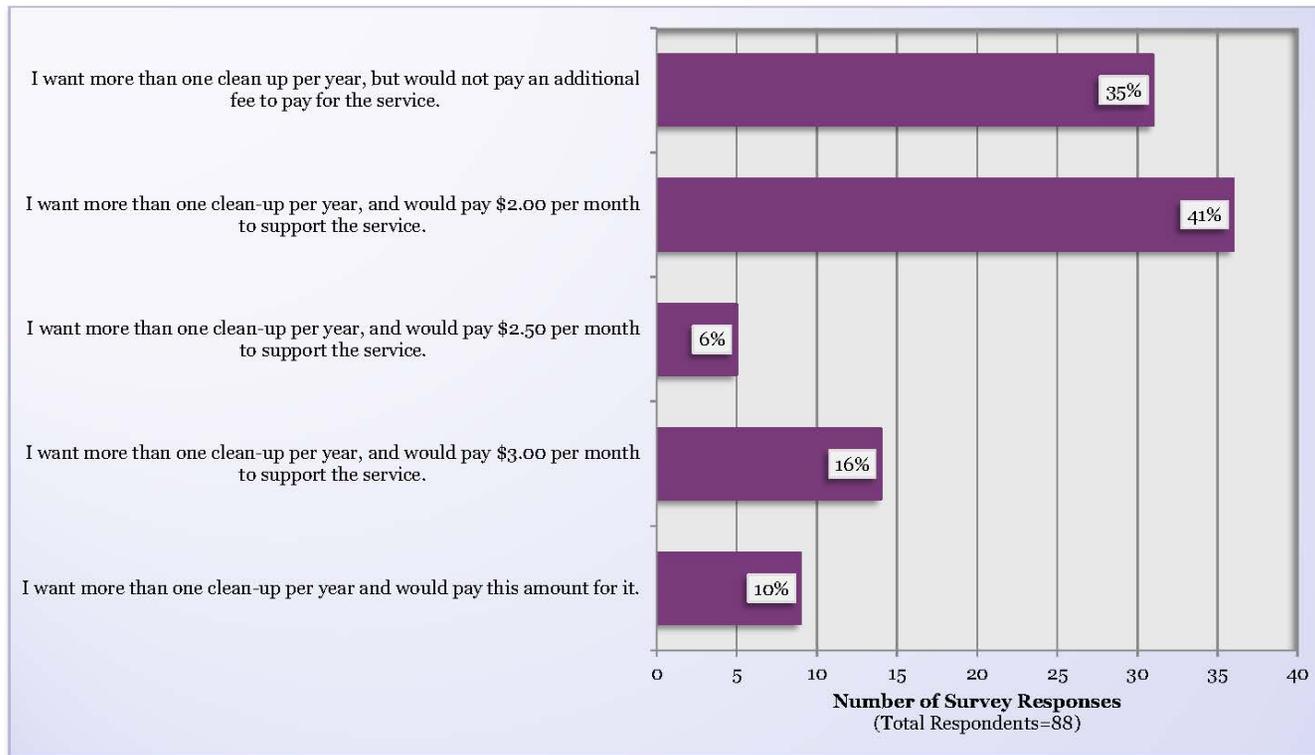
39% of the respondents to Question 8 indicated their garbage or recycling hauler could influence them to recycle as much as possible, the highest response rate. This confirms the data in Question 5 and indicates that educational materials encouraging recycling may have a significant effect if distributed by haulers. Roughly one-quarter of respondents indicated their spouse/partner (29%) or kids (25%) would influence them. Confirming previous questions, “nothing” and “no one” responses were indicative of residents that already recycle, and believe they are “recycling to the max.” Twenty six (26) write-in responses to this question were received (see Appendix B2). The majority of the writers confirmed themselves as self-starting, motivated recyclers. Although they were willing to be told of additional recyclables and would recycle more if curbside food waste / organics collection service was offered.

## 9. Would having Bloomington curbside clean-up offered more than once a year encourage you to recycle more?



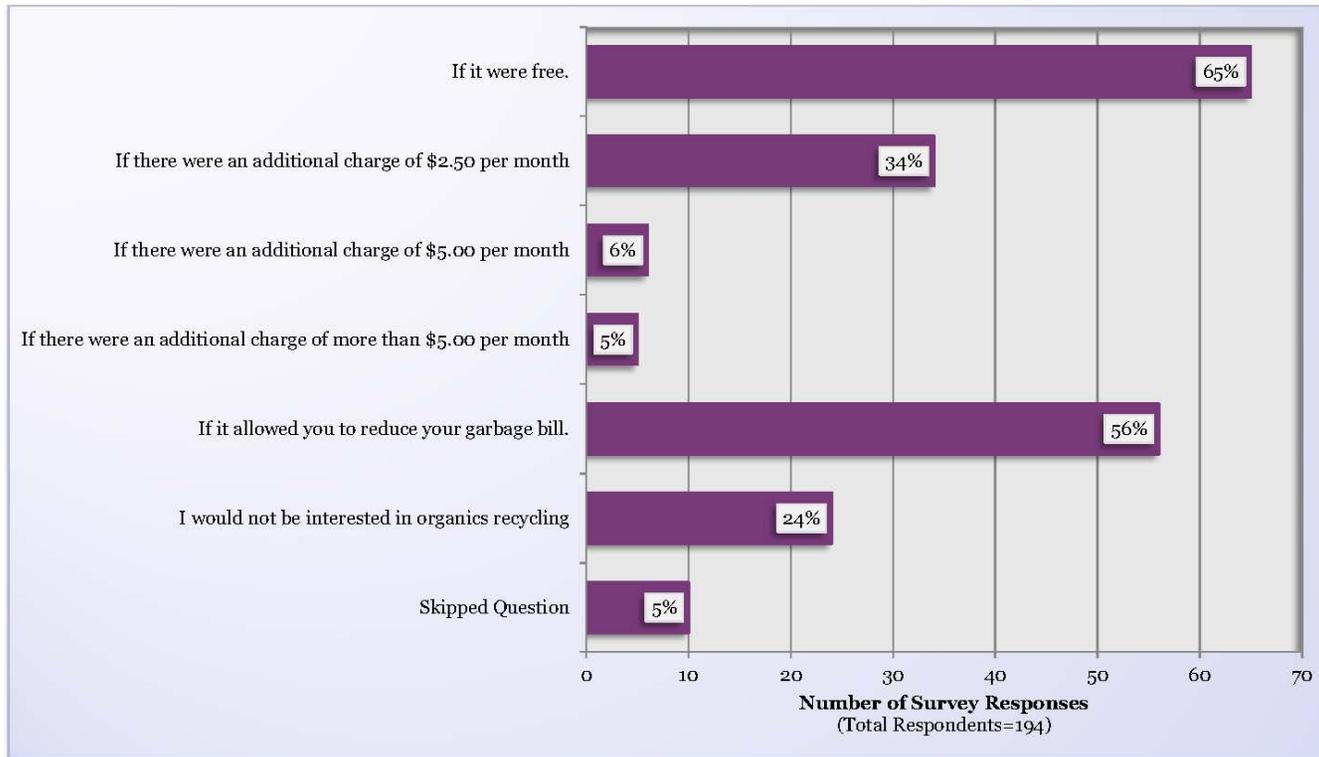
Respondents were evenly split on their responses, with half saying no, slightly less than half (47%) saying yes, and a small percentage (3%) that skipped the question.

10. To have more than one curbside clean-up each year, would you be willing to pay an additional fee on your Bloomington recycling bill?



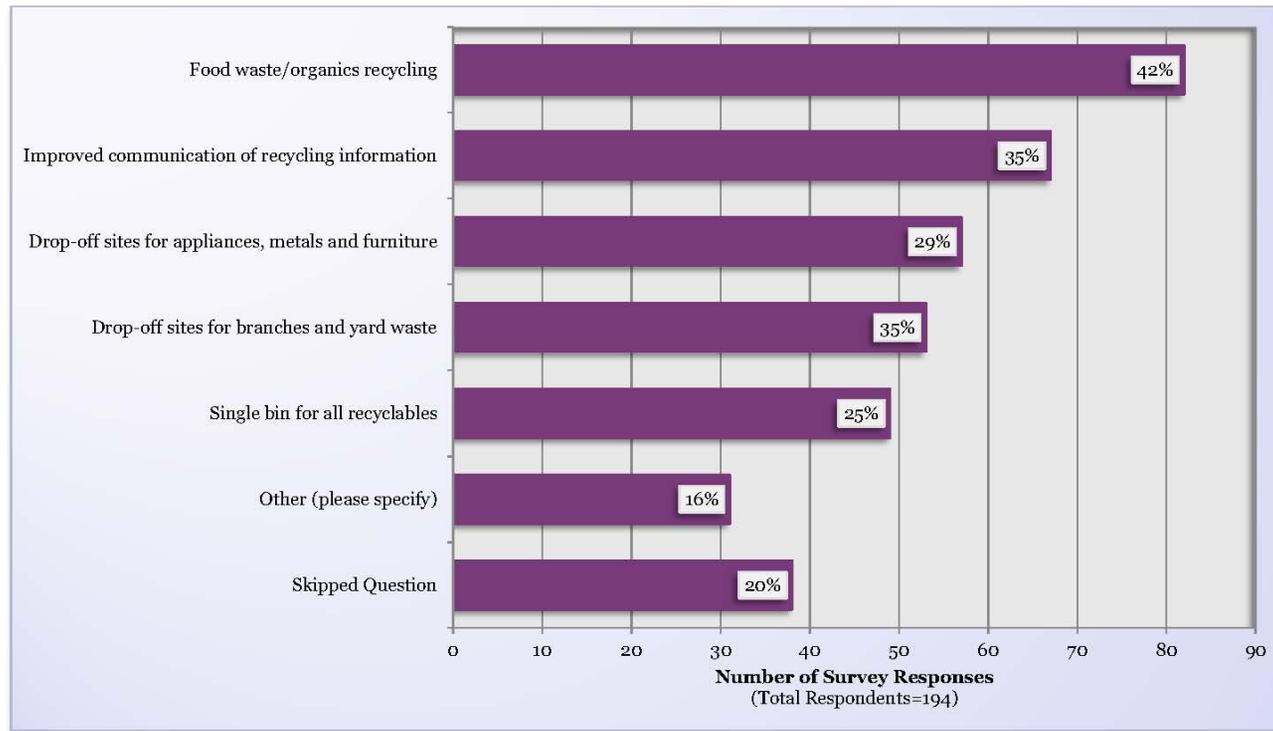
Question 10 was a companion question that tested the willingness of respondents who wanted additional cleanups to pay for the additional service. Only people that responded “yes” in Question 9 were directed to Question 10. Regrouping to this subset only, of the 88 people that wanted an additional cleanup, 36% were unwilling to pay an additional amount for the service, 35% were willing to pay \$2.00 per month, 15% were willing to pay an additional \$3.00 per month and 8% were willing to pay more than \$3.00 per month. Text responses to this question are found in Appendix B2.

11. Organics recycling is the curb or alley collection of food scraps and non-recyclable paper (pizza boxes, paper towels, etc.) for composting of the collected materials. Would you participate in organics recycling?



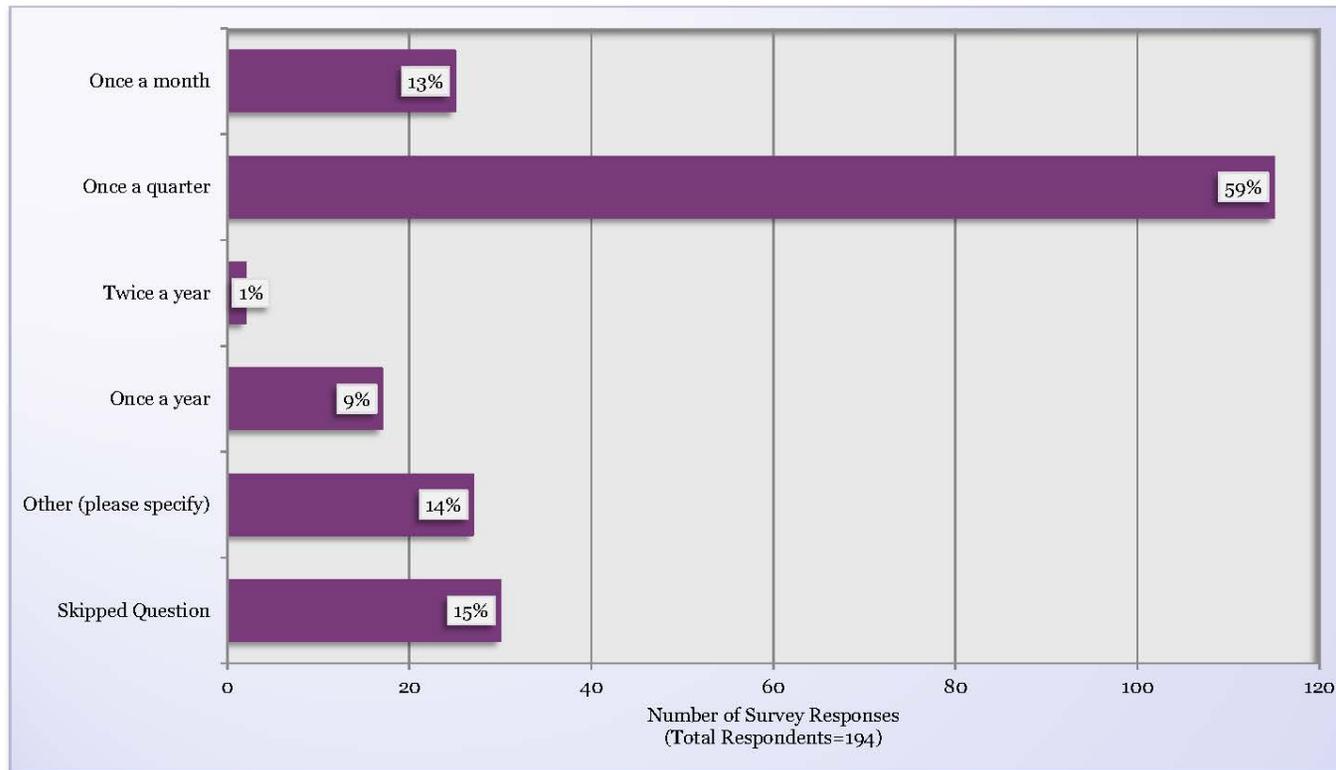
A desire for food waste / organics curbside collection was a common theme in the Open Houses and has been requested by the MRC group. Question 11 on the survey was answered by 95% of all survey takers, and of those, 65% would participate in the service if it were free, and 24% would not be interested in food waste / organics collection service. Even if food waste / organics collections were not free, 45% of the respondents would pay some amount for organics collections, and an additional 56% would pay for the service if it allowed them to reduce their trash bill.

## 12. Do you have any other ideas to improve recycling? (check all that apply, and add your own ideas)



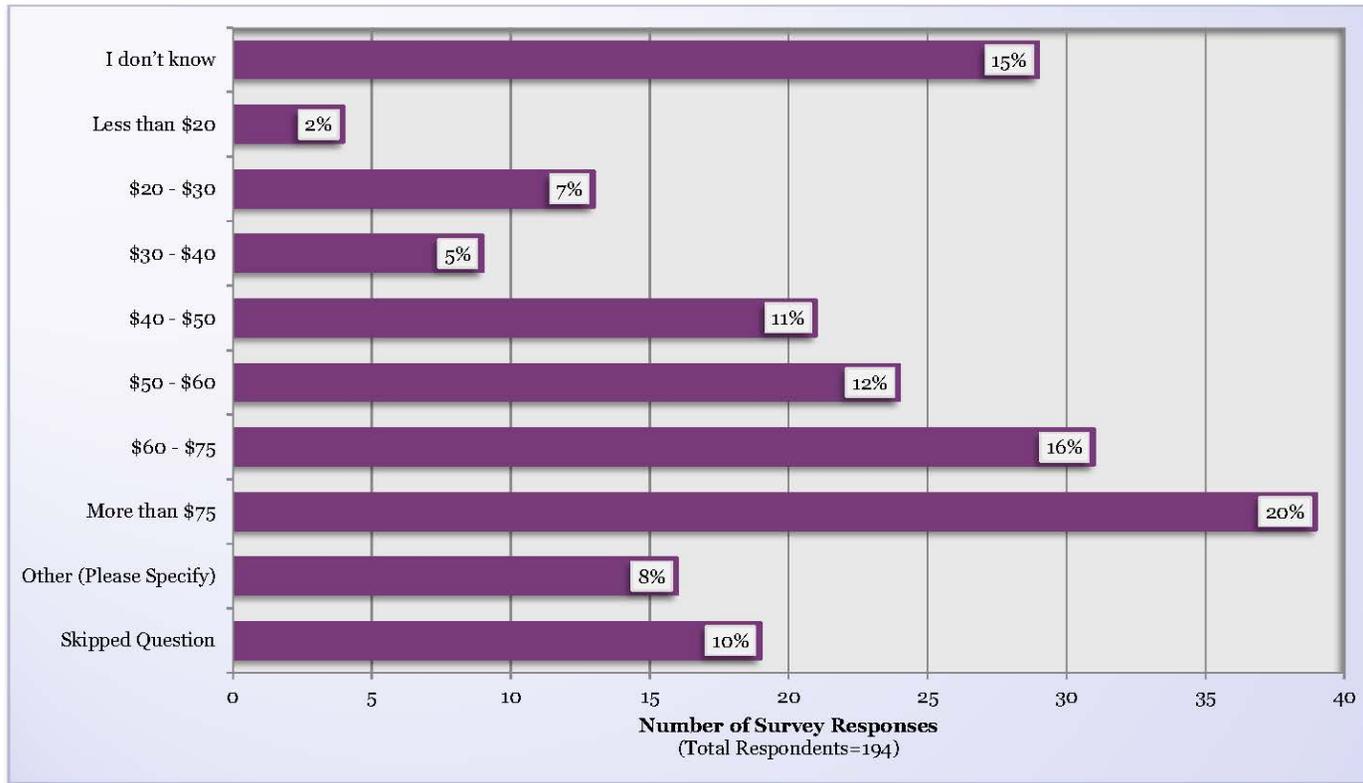
Question 12 was a combination multiple choice and write-in question that asked how residents would improve recycling. All text responses are listed in Appendix B2. 156 persons answered this question, and most had multiple suggestions to improve recycling. Adding food waste / organic collection was the most popular response (42%) followed by improved communication of recycling information (35%). There were a broad variety of write in responses, many of which referenced aspects of improved education, organized hauling of recyclables, larger recycling containers, weekly recycling service, penalties for non-recyclers, park and public space recycling, free pick-up of large items and more items that could be recycled.

### 13. How often do you pay for garbage collection?



Questions 13 and 14 reveal the wide range of payment frequencies, and amounts, that Bloomington residents pay for their trash service. More than half of the residents pay on a quarterly basis, with a small percentage paying twice a year. Residents that skipped the question or selected “other” were often residents of multi-unit buildings or home-owner-association managed complexes that do not directly pay the trash bills.

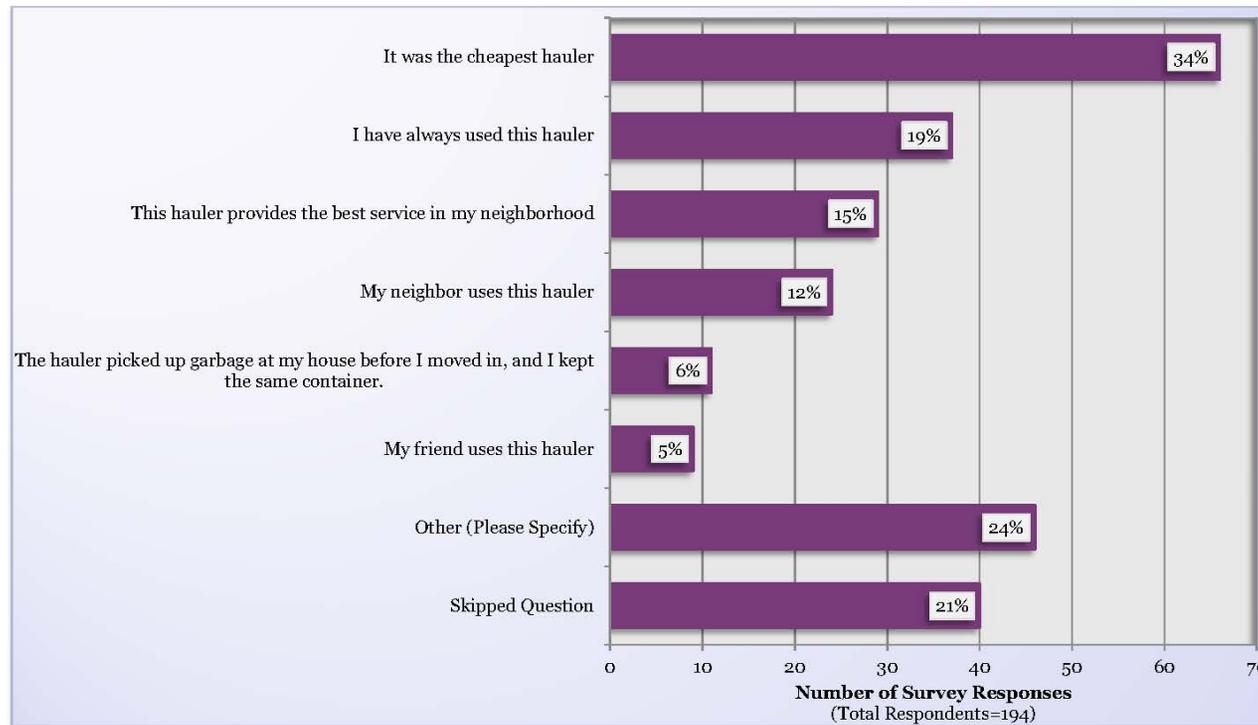
## 14. About how much do you pay on each bill?



The broad spread of prices paid by respondents in response to Question 14 reflects both multiple frequencies of bill paying and the wide range of prices charged by haulers in the community.

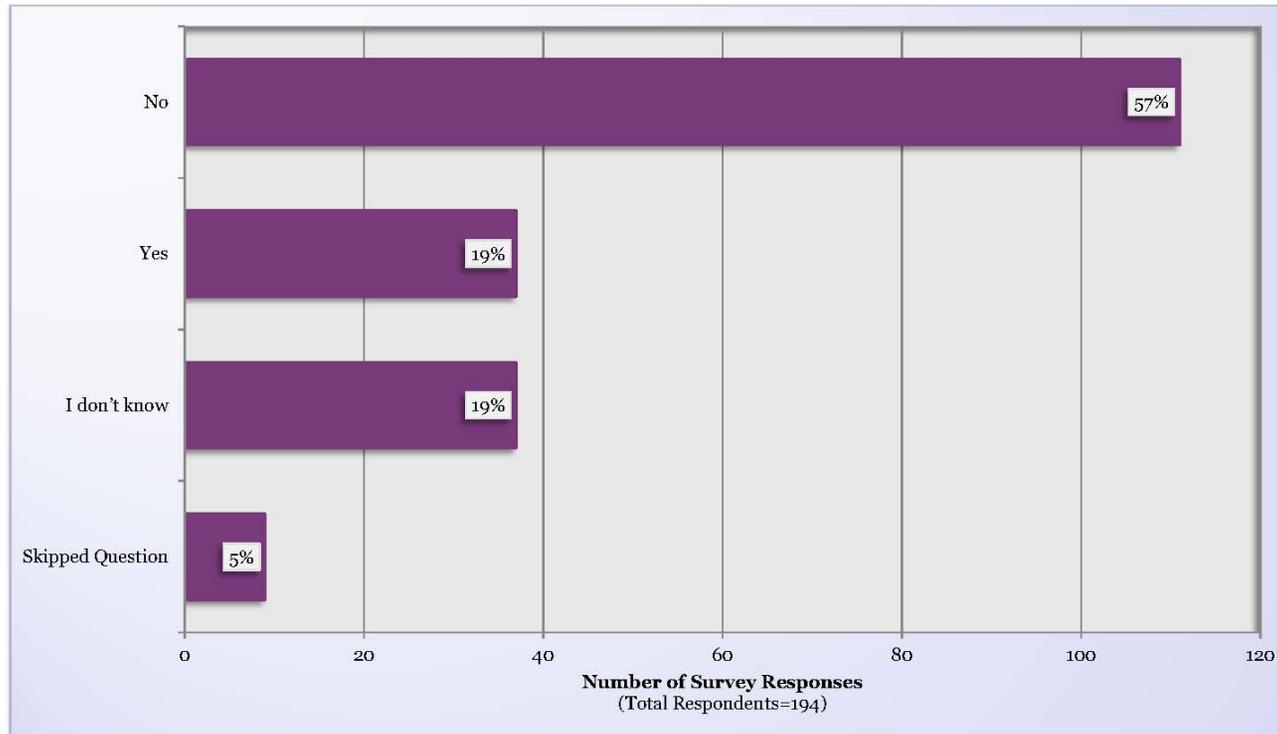
## 15. How did you choose your garbage hauler?

(Check all that apply and add your own reasons)



Question 15 received the greatest variety of responses of any survey question. 34% of people chose the cheapest hauler; the next highest response category was “other,” at 24%. “Other” reasons (see results in Appendix B2) included the choice being made by a homeowner association, provision of a second recycling container at no cost, a local voice on the phone, green initiatives by the hauler, weekly recycling service, provision of a neighborhood rate if everyone signed up, the hauler being a donor to the respondent’s alumni organization, the hauler takes the garbage to the incinerator in Minneapolis, reward points for recycling, and several other reasons. The theory that price drives hauler selection applies to only about one-third of respondents.

## 16. Do you have a contract with your hauler that requires you to keep this service?



In some instances, residents are unable to change haulers because they have an “evergreen” contract clause that locks them in for a longer time frame (e.g., three years or more). In these contracts, if a resident does not tell the hauler 60 days, 90 days or more ahead of the end of the contract, the contract is automatically renewed (or kept “evergreen”) at a price determined by the hauler. 57% of the respondents to the survey do not believe they have a contract; 24% either do not know, or skipped the question; and 19% have a contract for service.

Question 17 was a completely open-ended question that asked for any ideas that residents might have to improve garbage collection. Almost 100 people responded to this question, with the clear majority suggesting some form of organized solid waste collection. Other common responses included suggestions for food waste / organics collections, mandatory recycling, charging for trash by the pound with no charge for recycling or composting, on-demand trash collection (for small generators), provisions of more options to reuse or donate useable undated items, and requiring businesses to recycle. Only 5 persons suggested keeping the present open system of trash collection. See Appendix B2 for the full report of text responses to the surveys.

Appendix B2  
Text Responses to Open Ended Questions



## Appendix B2

### Residential Survey results

#### Raw Text Responses to Survey Questions



These are answers to questions that were given by residents in addition to the Multiple Choice Survey responses. The responses have been shown as received, except that the first word in the response has been capitalized. No categorization within each question or editing for spelling and punctuation has been done.

Question 2: What do you recycle in your curbside recycling? (check all that apply)

(6 responses)

- 
1. Do composting of organics, leaves and grass
  2. Tennis shoes, bras, underwear, toothbrushes, blue jeans, make up
  3. Hazardous waste (paint, medications, etc.)
  4. (Newspaper) type stuff – I don't get newspapers except digital, (yard waste) Landscaping company hauls it.
  5. (Phone books) stopped them! (yard waste) compost! Milk and other cartons and hazardous waste
  6. Hard plastic packaging

Question 3: How are your recyclables collected?

(3 responses)

- 
1. Have compost containers
  2. I take hazardous waste to the Bloomington drop off site.
  3. Both top – some things are p. up @ the curb – other things I store up and drop myself

Question 5: How do you get information about recycling program?

(17 responses)

1. Green Fair at work
2. From my church
3. Various websites (especially composting)
4. Green Initiatives Various Flyers
5. I have recycled for so long I don't recall what or where I have heard about it. Doesn't everyone recycle???
6. I haven't seen any information in a long time
7. TV
8. My own empirical research

9. Condo association property manager
  10. Online news/articles
  11. Condo Association/Management
  12. City FB page
  13. Through our Homeowners Association
- 
14. Hennepin Environmental Facebook & Twitter
  15. BSC GCC
  16. I always recycle and don't need any more info.
  17. Nonprofit orgs that work on recycling issues

Question 7: What would encourage you to recycle more?  
(29 responses)

1. Ability to recycle more items
2. Pick up service for organic waste
3. Expand recycling to include organics and containers
4. Everyone should be REQUIRED to recycle
5. I recycle most everything I can but info. & rewards are good incentives.
6. Ability to recycle compostables
7. I think that people who don't recycle should be penalized
8. Learning about recycling shredded paper- how to do it.
9. Is composting a good idea? If yes, information
10. Easy composting
11. Expand the list that can be recycled (organics, more forms of plastics)
12. Curbside pickup of organics
13. More things that could be recycled -- including organics
14. Broadening of recycling categories (e.g., all plastics)
15. Cheaper/easier yard waste recycling
16. I would recycle food scraps but the service is expensive
17. School District should recycle as an example, i.e. Bloomington Stadium
18. I feel like I recycle everything that I can
19. Plastic bag pickup with the other. Include egg cartons in recycling. Have more products made with recycling in mind.
20. Free yard waste pickup i already compost as much as i can
21. People who don't recycle are just under educated and or don't care!
22. If haulers accepted more recyclable categories (e.g. plastic bags)
23. Single sort so that the recyclable articles do not have to be separated.

- 
24. Organic composting (food), tubes and tires
  25. Pick up recycling once a week, pick up trash every two weeks
  26. Knowledge to those not recycling
  27. (Recycling as much as I can) As far as I know
  28. I recycle everything I can, so I don't need any more info.
  29. Allowing more materials to be recycled finding more uses of materials no recycled presently

Question 8: Who could influence you to recycle as much as possible?  
(27 responses)

1. Pick up service for organic waste
2. By allowing more to be recycled from my home
3. We already do a good job
4. I encourage family members to recycle and compost
5. EVERYONE
6. I currently recycle everything I possibly can.
7. New recycling options
8. I already do as much as I can
9. Have been recycling for my whole life
10. If composting was included
11. No one. Just more information
12. More awareness equals more recycling, duh.
13. Anyone that can tell me of items not currently known are recycleable
14. Myself
15. It is already a top priority.
16. My own conscience
17. Not necessary I already recycle everything possible and compost
18. All ready recycle to max
19. My place of worship already does influence me
20. I feel like I recycle everything that I can
21. I have always believed in recycling and recycle as much as I can.
22. We are doing as much as possible
23. I was raised by my parents to recycle and taught my kids to as well.
24. I am already an avid recycler.
25. If I didn't recycle these would be my answers. I recycle all I can
26. Homeowners Association

---

27. Knowing there was more that could be recycled

Question 9: Would having the Bloomington Citywide Curbside Cleanup Service offered more than once a year encourage you to recycle more?  
(1 response)

- 
1. Especially items not taken could be given to Bridging/ARC beforehand

Question 10: To have more than one curbside clean-up each year, would you be willing to pay an additional fee on your Bloomington recycling bill?  
(10 responses)

1. We should go to one garbage/clean-up company for the whole city
2. Only once a year - No added fees!!
3. Not sure how payment would be made. We live in townhouse assn.
4. If these guys who pick up would do a more thoughtful job, they could be making money, not charging more to do what many communities around the world already do. The scrappers figured this out long ago. Cut the bs and recognize that there is money to be made in recycling.
5. I had read on the city website this was a twice a year program but only see it in the spring when the weather is still too cold out to clean my garage and yard
6. \$10 one time fee only for those that use the service
7. \$5 per quarter
8. Up to \$5.<sup>00</sup> per month
9. I don't need more than one.
10. I am ok either way-but the one time works ok-other times of year I find other options

Question 11: Organics recycling is the curb or alley collection of food scraps and non-recyclable paper (pizza boxes, paper towels, etc.) for composting of the collected materials. Would you participate in organics recycling?  
(5 responses)

- 
1. (Note I already do composting of organics and leaves and clipping) Can you measure this or give discount on containers
  2. Or part of the add'l fee in #10
  3. If a payback of organic soil (compost) was available to those participating & if it were local
  4. If space was not an issue
  5. Any + all of the above! Please do this service.

Question 12: Do you have any other ideas to improve recycling?  
(34 responses)

1. Raise awareness about residential composting. It reduces landfill and is an excellent amendment for soil
2. Aggressive promotion of composting
3. Classes to show customers to recycle their own food wastes and compost for better dirt
4. Have to go far now to recycle yard waste. Closer would be good.
5. More precise information on what can and cannot be recycled (pictures and lists on recycling containers, more information on Bloomington and hauler's website, etc.)
6. I would love to see the composting/organics recycling. I like the information and availability for recycling our city/county provides. Keep encouraging us to do more:)
7. Recycle all plastics, including bottle caps and food containers.
8. Community education about what people can recycle, ie a station set up at city hall showing all that can be recycled. Reduce the water bottles used at the Bloomington Community Arts events, They could sell cups a water with award winning Bloomington water in them, that can be recycled after use.
9. Recycling bins in parks (esp those with pavilions)
10. Our household does a very good job of recycling taking advantage of all places to take things or just at the curb
11. Greater promotion, especially to young and through churches. Work with multiple dwelling units to provide info to residents and make recycling readily available
12. Aggressive outreach and education by the city staff through community groups, businesses, schools, and congregations. Programs targeted at multi-family dwellings
13. Weekly recycling pickup
14. Force Blmn business to recycle front end stuff when I visit their store. Caribou should be recycling customer newspapers, glass, plastic etc.
15. Increased city wide education and outreach organized by the city staff combined with a cit wide goal that would invoke a sense of civic pride and duty
16. Tax/fee for non-recycled trash (to be used to fund increased recycling options)
17. I compost leaves, fruit and veg waste, some paper and cardboard. Branches create a problem--compost slowly. Don't want to pay extra so others can be better recyclers.
18. Larger recycling bins initially provided. had to request larger size
19. Single collection service
20. Pick up recycling every week!
21. More information about composting. I do composting but know many other neighbors who do not.
22. Free pick up of large items. more info on free compost and mulch for the community
23. I am concerned about how the organics would be kept. I think it would stink in the summer and cause a pest problem!
24. Weekly pick up
25. My neighbors put their leaf bags at the street after yard pick up was over. They tried but are uninformed.

26. Require haulers to accept more categories of recyclables; offer/facilitate repair classes to reduce throwing away items that could be easily fixed; availability of 'away from home' recycling at gas stations, parks, etc. to reduce bottles/cans into the garbage; and much more.
  27. Monthly drop off site for paper to be shred
- 
28. Separate (not single sort)
  29. Feedback as to how we (our household) are doing. Like when Centerpoint tells us how we compare to neighbors
  30. Tie in with Bloomington Schools so kids parents, grandparents all get consistent positive mess
  31. Re-hire the position lost when Jean Buckley left and enforce recycling by businesses.
  32. CFL & LED bulbs and batteries without having to drive to haz waste drop off
  33. Easy collection of donated & repairable small electronics
  34. The city should incentivize recycling. Monetary/or credits/ or cheaper garbage/ or in any way possible. Ratchet down solid waste as much as possible

Question 13: How often do you pay for trash collection?  
(5 responses)

- 
1. Other: every other month – one bill is two months
  2. Every 2 months except yard waste which is once a year in March
  3. Paid by Association Management Company (condo)
  4. Drop off at sites
  5. Every two months

Question 14: About how much do you pay on each bill?  
(5 responses)

- 
1. 350-400 per year
  2. \$57.13 per qtr.
  3. I believe it is about 1/3 regular single family price
  4. None
  5. \$40-\$60 – somewhere here

Question 15: How did you choose your garbage hauler?  
(54 responses)

1. This hauler recycles everything that is currently recycled in our area - all but organics.
2. Association chooses but i like it very much. When the Association considered changing it I voted to keep it
3. Let's get one hauler for the whole city
4. Hauler hauls yard waste

5. Had green initiatives offered and lower rate but I think I would prefer having only one hauler in our neighborhood. It would be great to see this get organized. I would help:)
6. They gave us a second recycling container at no cost.
7. Homeowner's Association contract
8. Ad
9. I had used them at another location where I previously lived.
10. Our association chooses the hauler
11. Association board selects hauler. We go out for bid.
12. I have had them for over 55 years
13. I wanted to support a locally owned business
14. It is a local business
15. We keep an eye out for good pricing and methodology of the haulers practise.
16. Chosen by condo association Board of Directors. - Association has used Randy's Sanitation since built in 1991
17. They formerly were the cheapest, but noy anymore
18. They offer weekly recycling.
19. Very good salesman who came to our door
20. Who I felt was the most environmentally friendly and local.
21. Local business
22. Called, and a person answered. Located close by.
23. Our neighborhood made an agreement to all use the same hauler to reduce where and tear on the road and reduce pollution.
24. They recycle waste.
25. Was willing to give a neighborhood rate and it kept yard waste as a separate option.
26. Was more earth friendly
27. Was cheaper but now is rather expensive
28. Donor to my alum
29. Part of association
30. I always like to use local companies who support Bloomington!
31. This hauler takes all garbage to the incinerator downtown
32. He gives me 2 yard waste dumpsters - picked up weekly.
33. It is a small locally owned company
34. Hauler picks up recycling every week
35. Good service at competitive rates
36. Not sure. Homeowner's association pays for it. I am a renter.
37. I get free reward points for my recycling. I use it for free magazines and discounts and other things.

38. Homeowner's association
  39. Used hauler before tried other went back to orig. hauler as they had better service and rates.
  40. Local owner not national chain
  41. They were cheapest until competition moved in. then I had to renegotiate
  42. They are a local hauler, not a national firm
  43. The hauler offers organics collection and has trucks that run on natural gas.
  44. Homeowner Association chooses
- 
45. With full service and single source recycling.
  46. Only this trash hauler will go up driveway (alley) to pick up garbage at garage apron. Have to take recycling and yard waste down to curb(?).
  47. I always switch because I get better price. Haulers have a “disloyalty” program which shows there is a marketing cost that could be eliminated
  48. I wanted to attempt to reduce the # of trucks on our street
  49. I had Randy’s before & liked them
  50. Reasonable cost and efficient
  51. Chosen by Association thru bid process (3 year contract)
  52. Has interest in doing right thing for planet
  53. The hauler came to door & my husband chose to make the switch
  54. I try to minimize trucks so use the one most used in ,y neighborhood

Question 17: Do you have any ideas to improve garbage collection  
(105 written responses)

1. Would love to see organics recycling come to our home, my family in Madison and Oakland have been doing this for years now!
2. One hauler per neighborhood
3. **LESS PROVIDERS WOULD PROVIDE LESS TRUCKS WOULD PROVIDE CLEANER AIR AND LESS TRAFFIC ON STREETS**
4. I am currently recycling everything I can, but I envy my family and friends who have organic recycling in their areas (Orono and Mpls.). I compost what I can, but items such as food cartons can only be recycled commercially.
5. Not at this time. Will ponder on it.
6. Service is good but too many different trucks 6 to 7 trucks on garbage day
7. Would like an earlier pickup time
8. Informing home owners about the benefits of composting.
9. Organize efforts to select a single hauler by neighborhood
10. City should limit each neighborhood to one hauler. City should contract with one hauler to service each area. This would reduce noise and wear on the streets. Include the haulers fee on the city water/sewer bill.

11. Single hauler so we don't have so many garage trucks driving on our streets.
12. Reduced number of firms allowed to operate in the city to reduce truck traffic (wear/tear on streets, noise, etc.).
13. Only allow a couple of different haulers in the neighborhood, as the frequent traveling the roads by he's every heavy trucks cause road breakdown. It is ridiculous that there are probably a dozen different haulers all driving our roads, and contributing to the roads deterioration! At some point we need to look at what we all are saving with our own individualized garbage dealer, but then pay rough the nose for new roads?
14. All packing materials and packaging should be recyclable. All manufacturers should be required that their products are package and shipped in recyclable materials.
15. 1 hauler system with organics
16. Strong regulations and mandatory recycling is needed to get everyone on board. Fine people who do not do this the right way. Need education programs everywhere and in multi languages.
17. Offer organic waste/compost -Reduce truck traffic by offering an organized collection system - Encourage businesses and multi-family residential to recycle more.
18. Organized city wide so that only one hauler per neighborhood.
19. It would be nice to have one per area so many trucks don't have to drive on the street. The trucks are huge and heavy, and it seems if people could get together they could find a way to streamline the process.
20. Yes, don't let the city mess up what we have going. It all works, don't screw it up!! Keep Curbside Cleaning, at no charge, once a year, forever. It is the greatest things going!
21. Reduce the number of haulers that drive on my street.
22. Have the city contract with ONE hauler at a reduced price and get all of the current trucks off our roads. We currently have five different contractors that on recycling days make 30 trips up/back on our streets. Too much traffic bad for our roads and not safe.
23. Charge for garbage by the pound or container size and No charge for recycling.
24. Our recycling is picked up every week but the recycle bin is typically full after one week so a weekly pick-up of the recycling bin would be great.
25. I would like to see the city negotiate a contract with one garbage service. We have 36 houses on our street with a cul-de-sac on each end of the street. Currently there are 5 services picking up garbage each Friday - that means 5 huge trucks driving on our street. Every other Friday, 10 trucks enter the area. I tried to organize the neighborhood this past September and encouraged the neighbors to choose one garbage hauler. I contacted 5 garbage services asking for a group rate. Many neighbors were excited and totally on board - but a few had contracts with other haulers, some liked the personalized service that they received from their current provided and the end result was that nothing was accomplished. Maybe at some point we can narrow it down to Burt's or Republic - the two services that had the best group pricing.
26. Coordinate collection to minimize the number of haulers in the neighborhood!!!
27. Pick up recycle each week. I frequently have more to recycle than will fit in the standard recycle bin
28. Have city put out a RFP for comprehensive curbside collection and then evaluate. Objective of this would be to get one carrier for the city,benefits would be less garbage trucks and traffic on the roads.
29. Single hauler! Stop wasting energy, reduce truck traffic & road stress.

30. I would like to know how much income the garbage hauler is making from recycled aluminum and other materials, if any.
31. Fewer trucks to reduce the wear and tear on the streets and neighbor's ears
32. Organized pickup instead of individual companies to reduce traffic and exhaust. have options for smaller trash containers at lower cost for those who don't create much trash. an aggressive plan widely distributed to reduce the amount of waste going into landfills/burners.
33. I live on Penn Ave and the haulers come on one side one day and the other the next day- Too many trucks coming thru on the roads
34. Bloomington should have organized hauling so there aren't so many trucks on our roads
35. Better organize collectors to decrease number of garbage trucks on my street--less noise, wear and tear on streets and safer for children and walkers. Encourage businesses to recycle and offer recycling. Example extra bin at places like McDonalds. All city/park facilities and events should have recycling bins for public use. Need education/information so people don't misuse these bins.
36. Waste Management has done a pretty good job for our trash, recycling and yard waste.
37. Some kind of consolidation/coordination to reduce the numbers of trucks roaring through the neighborhood every week.
38. Smart bins or an on demand system. Way too many bins are being picked up with little to no contents. Massive amounts of fuel can be saved by more thoughtfully determining when to pick up.
39. 1. Move to some form of organized collection to reduce the number trucks on the roads. 2. Create a plan with aggressive targets to reduce the amount of solid waste going to landfills / burner by increasing recycling -- especially for businesses and multi-family dwellings.
40. Weekly recycling pickup - Many bins in the complex are full (overflowing) with every other week collection. If people are away on the date of recycle pickup, people trash instead of recycle and lots of loose bags/boxes are set curbside where animals and/or wind scatter it.
41. Consider having neighborhood garbage haulers so we don't have so many different vendors going thru the neighborhoods. The heavy trucks can't be good for the roads and the houses vibrate when the trucks go by
42. The City should negotiate a City-wide contract with a garbage hauler and have all residents use the same hauler. That would reduce truck traffic through our neighborhoods and reduce the damage done to the asphalt.
43. I'd go to a system like they have in Minneapolis. Moreover, I think the city should be the contractor and each resident should pay the city with the hauler(s) earning a reasonable fee with the remaining profits going to the Bloomington general fund. Our current system is inefficient and environmentally contraindicated. Finally, Bloomington should move toward a program that recycles a greater number of products, such as waxed paper containers. Bloomington should argue for legislative action to BAN non-recyclable plastic containers and other packaging materials that end up in landfills where they will likely never breakdown. We need to be proactive NOT reactive. As I stated above, garbage goes to landfills, but could be burned safely to produce energy. Such an enterprise could lead to a new source of employment in Bloomington and if we undertook this ourselves as a form of citywide economic development we could and would immeasurably benefit from said development! These are just a few thoughts I have though I think soliciting citizens participation on a citywide commission might help.
44. Make it part of our property taxes and have a single hauler for all of Bloomington. This would

be safer, better for the environment, and easier on our roads.

45. Force business to recycle. I think already pretty easy.
46. Organized collection; contract to single lowest bidder.
47. I would be in favor of the City negotiating with one hauler to provide service for the entire City.
48. One hauler per neighborhood/ fewer trucks
49. Have a citywide contract. Currently, in the summer on recycling day, there are about 5 different operators with three trucks each. So on a busy garbage day, 15 trucks go on road, each way, or about 30 passes. There has to be a better, more efficient way.
50. A single hauler per street. This would increase public safety, reduce noise and air pollution, and reduce wear and tear on the streets.
51. I hate all the trucks in the neighborhood. City should collect and make it more efficient and less costly.
52. I hate to "trash" items still usable and in good condition (e.g., walkman, stereo, furniture). More information on options would be helpful.
53. Set limit of time to put out trash & do not permit trash bins to be left in front of the house or garage. It looks trashy. see what other cities have done re: this
54. Fewer haulers in each neighborhood resulting in fewer trucks on garbage day.
55. Offer more info for apartment and condo buildings - high volume of garbage, but almost no info available except for single family homes.
56. The weekly cycle through the city is nice. It would be great to have less or more coordinated truck traffic.
57. My employer is located in Bloomington and does not recycle at all. I would like to see more recycling at businesses.
58. I would like recycling to be picked up weekly. Also we don't have yard waste and we don't want it since we have a service. Many companies want it wrapped into the package. Also we have a very cheap rate \$120 per year, which I think would increase if the city took over the garbage collection.
59. I like the idea of being able to choose own service because I believe competition keeps prices down but do not like all the trucks from all the different companies and the toll they take on our streets. Educate the public. I think/know the Bloomington pick up is used by non Bloomington residents who drop off stuff at friends/relatives houses. I like the idea of more than one pick up per year but am not excited about the cost. Perhaps expanding the Hennepin Co drop off to more items would help as would a drop off for more things.
60. Too many garbage handlers
61. Same day for all haulers
62. Revise system so only one hauler goes through a neighborhood
63. I would like to see one garbage hauler instead of numerous. On collection day there are as many as 12 trucks picking up yard waste, recycle and trash
64. I think it would be better to have fewer trucks on the road. Assigning one hauler per city section would be an improvement.
65. Organics collection would make biggest impact, weekly pickup of organics would reduce need for garbage pickup to every other week

66. I would support more frequent curbside pickup if it way county or metro wide. I don't want to pay more to pick up waste from other communities.
67. I would love to see the City go to one hauler for pick up and not have so many trucks in neighborhoods causing unsafe conditions and adding pollution
68. Limit the total number of haulers in a neighborhood
69. We live across from an elementary school...we have at least 7 different companies (3 trucks = 21trucks) roving the neighborhood during school,,we have been very lucky not to have had school child injuries..all the trucks are trying to make time on one day..with kids walking and busing to school...really doesn't make sense..very dangerous...we need on overall company to reduce the nonsense...
70. Pick up plastic bags
71. Go with organized collection of trash, recyclables, organics and yard waste
72. One hauler
73. Free enterprise and competition. I don't need the City telling me who my hauler needs to be..
74. I think we could use more information about where to pick up free compost (should you do organic recycling). That might be a draw for gardeners. Generally more info about what to do with organic waste in the summer as well as the winter. Discounted composting bins for sale.
75. Fewer haulers, trucks in neighborhood
76. No, I am satisfied
77. Smaller waste containers or twice a month pick up. I only have two or three small shopping bags of trash a week the rest is recycled. City manage trash pickup like Chaska has. This way you don't have a bunch of trash companies driving up and down the street for only one or two of its customers. That is a waste of fuel and not very environmentally friendly
78. It would be nice if everyone used the same hauler so we wouldn't have 7 trucks running down our street. That would reduce pollution as well. I would think the city would be able to negotiate significantly lower rates for us if we were to do something like this.
79. I feel like we throw too much in the bin. It's possible we put things in it that cannot be recycled.
80. Remove hauler's termination fees. Reduce number of trucks going up and down the street each garbage day.
81. Keep it the way it is. We love our hauler and they are a smaller hauler if you go out for organized collection we won't have our choice and we don't want to get stuck with a bigger hauler that does not provide as good of service as the one we have now. Totally AGAINST Organized collection
82. I think we need to reduce the number of garbage haulers in our city. In our neighborhood every week, we have 12 trucks that come through and even more during the summer months with yard waste pickup. It is really hard on our roads to have this much traffic. Also, I think we need to seriously reconsider the curb side cleanup. The people that really need to use it don't take advantage of the program. We have people coming from other communities dumping garbage in our city and then they comb through our throwaways making a huge mess. Last year, there was a fight in our neighborhood over an item.
83. Recycle picked up weekly.
84. Minneapolis hires the hauler which would eliminate multiple trucks passing by all day. Because that should streamline everything the price should remain in the 20 to 25 per mo range including recycling and yard waste. it should be less if you don't have multiple companies on the same

route but, i think people would pay the \$25 per mo. My concern however is that the city would start at that price and go up every year thereafter due to pork.

85. Consider limiting the number of haulers to two or three in any area. Ask haulers to reduce number of trips on same street
  86. Organized collection to reduce amount of trucks in neighborhoods.
  87. I believe the best solution to better recycling is more awareness and a larger base of knowledge among consumers. The more we can spread the word on how and what to recycle, and how easy it can be, the better. More information about what is done with our recycled materials may also be helpful in creating that connection for individuals and families. Understanding exactly what they can contribute to may create a stronger will to do their part in preserving resources.
  88. Keep the same system that is presently used.
  89. Single source for picking up garbage to save on street wear and fuel. Credit for energy efficient garbage trucks, possibly propane
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90. Organized city program for trash collection
  91. Recycling and yard waste are important to us. If Bloomington went to a single trash hauler, we would miss the competition but we would like the reduced truck trips (and lower monthly cost).
  92. Not have multiple trucks zooming around on trash day. Divide up city into areas for each hauler. Let city do contract to get best bids and service. Note: Don't do away with Spring Cleanup.
  93. Do NOT go to one hauler Period
  94. Reduce the number of vendors so there are fewer trucks on each street
  95. I like the idea of keeping recycling & organics as an independent unit that all gets managed as one service and trash has its own thing. I cannot stand the volume of trucks on my street. 3 separate trucks for each company BLECH. Soooo glad the city is taking the initiative to look at some new options here. We are such a big city and should certainly have something more efficient than this which would be better for environment, safety, etc.
  96. Please lessen the # of providers – at least by section. Our culd sac (10 houses) has 6 providers. Noisy, smelly, dangerous to kids, damages streets and on + on + on....
  97. Thank you for the opportunity to express my views on recycling. I hope that Bloomington can eventually have less haulers on the roads while still maintaining effective garbage, recycling and organic pickup. I also hope that each hauler will be given a section of Bloomington to service so nobody loses a job.
  98. Less truck traffic by reducing hauler choices by neighborhoods/or voting precincts/regions
  99. Fewer haulers in each neighborhood  
add organic pickup  
keep curbside pickup
  100. Discussed at session & recorded by city rep
  101. Add curbside organics collection!
  102. Recycle CFL & LED curbside  
Clean up on a quarterly basis  
Trash Zones for each hauler, All Zones picked up on same day city wide  
Yard waste as separate item as managed multi family properties have no yard waste handled by trash hauler (Land scape company removes)

Microwaves need to be addressed. About once a month someone in our association sets a microwave curbside with  
Recycle every week and trash every other week as a way to increase recycling participation

103. Single hauler

Eliminate the huge truck traffic every week  
kids are walking to school or bus when trucks come through and no sidewalk, either-1 truck is a lot safer than nine!  
much cheaper in Mpls – we want that! \$24 vs 50!  
too many trucks make more noise pollution, air pollution and potholes  
less street maintenance-these trucks are heavy-worst vehicles on our streets

104. I think the city should select one hauler to canvass an entire neighborhood/area. It is ridiculous, wasteful, & disruptive to have so many different haulers in same area. A few yrs ago I spoke with the City Mgr and we talked about trying to get a group of neighbors to have the same one but it isn't as easy as it sounds. I call it the Monster Truck Show every Monday in our cul-de-sac as 4 different haulers each bring 2-3 trucks for a total of 5 homes – Thank you

105. More education of city residents on recycling options-push us. A person dedicated to this on city stuff-a go-to person. Less cost for those who have less trash