



Constant Contact Survey Results

Survey Name: Talkin Trash Survey 20091007 Live

Response Status: Partial & Completed

Filter: None

Nov 10, 2009 3:10:57 PM








TextBlock:

Orange County is considering new ways to handle household garbage and recycling for rural residents. The county is evaluating many changes, ranging from improving convenience centers to extending curbside pickup services to every household. The county is also looking at possible new fees for services. To make decisions that fit rural needs, the county needs your input. Orange County Voice is sponsoring this survey to give rural residents an opportunity to voice their preferences for garbage and recycling services, and what they are willing to pay for these services. By participating in the survey you have an important opportunity to influence the county's future plans for garbage and recycling. Survey results will be provided to the public and to the County Commissioners in November. Instructions This survey should be completed by rural residents who live outside the town limits and do not receive garbage pick-up from the towns of Hillsborough, Mebane, Chapel Hill or Carrboro. > Please respond if you are a resident of rural Orange County > Please submit only one survey per household > Please submit responses by -- Deadline extended to 10/30!! There are 39 quick and easy questions in the survey, and it shouldn't take long to do. There's an important reason for asking each one. Here are the meanings of some terms used in the survey: "Trash" is anything that you discard, including household garbage and recyclables. "Household garbage" is your everyday kitchen waste and rubbish "Recycling" refers to cans, hard plastic, glass, newspaper, magazines, etc. Other recyclable items will be separately identified. A "convenience center" is a county operated garbage & recycling site. Currently there are five sites: Eubanks, Ferguson, Bradshaw Quarry, High Rock and Walnut Grove.







TextBlock:

How You Handle Trash Today Let's start by getting information on how you currently handle your household garbage.

Today, how do you primarily handle your household garbage? (choose one)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|---|------|-----------------------|----------------|
| I pay for a private hauler to pick up my garbage |  | | 109 | 12.3 % |
| I use the Eubanks Road Convenience Center |  | | 123 | 13.9 % |
| I use the Ferguson Road Convenience Center |  | | 100 | 11.3 % |
| I use the High Rock Road Convenience Center |  | | 118 | 13.3 % |
| I use the Walnut Grove Church Road Convenience Center |  | | 218 | 24.7 % |
| I use the Bradshaw Quarry Convenience Center |  | | 191 | 21.6 % |
| Other |  | | 19 | 2.1 % |
| No Response(s) | | | 3 | <1 % |
| Totals | | | 881 | 100% |

Other than your primary way of disposing of your household garbage, do you also, at times, use other resources? (Please check all that apply)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|---|------|-----------------------|----------------|
| At times, I use the Eubanks Road Convenience Center |  | | 226 | 25.6 % |
| At times, I use the Ferguson Road Convenience Center |  | | 50 | 5.6 % |
| At times, I use the High Rock Road Convenience Center |  | | 39 | 4.4 % |
| At times, I use the Walnut Grove Church Road Convenience Center |  | | 80 | 9.0 % |
| At times, I use the Bradshaw Quarry Convenience Center |  | | 93 | 10.5 % |
| Other |  | | 144 | 16.3 % |
| Totals | | | 881 | 100% |

If you use a Convenience Center, what day or time is most convenient for you to go? (Choose one)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---------------------------------|----|------|-----------------------|----------------|
| Saturdays | | | 301 | 34.1 % |
| Sundays | | | 144 | 16.3 % |
| Weekday mornings (7am - noon) | | | 121 | 13.7 % |
| Weekday afternoons (noon - 5pm) | | | 82 | 9.3 % |
| Weekday evenings (5pm - 7pm) | | | 53 | 6.0 % |
| Doesn't matter to me. | | | 164 | 18.6 % |
| No Response(s) | | | 16 | 1.8 % |
| Totals | | | 881 | 100% |

How long does it take you to drive - one way - to your local convenience center?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------------|----|------|-----------------------|----------------|
| 0 - 5 minutes | | | 222 | 25.1 % |
| 6 - 10 minutes | | | 355 | 40.2 % |
| 11 - 15 minutes | | | 216 | 24.5 % |
| 16 - 20 minutes | | | 66 | 7.4 % |
| More than 20 minutes | | | 6 | <1 % |
| I'm not sure | | | 7 | <1 % |
| No Response(s) | | | 9 | 1.0 % |
| Totals | | | 881 | 100% |




What is the maximum amount of time you are willing to spend driving - one way - to a convenience center? (check one)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------------|----|------|-----------------------|----------------|
| 0 - 5 minutes | | | 56 | 6.3 % |
| 6 - 10 minutes | | | 294 | 33.3 % |
| 11 - 15 minutes | | | 345 | 39.1 % |
| 16 - 20 minutes | | | 140 | 15.8 % |
| More than 20 minutes | | | 19 | 2.1 % |
| I don't care | | | 20 | 2.2 % |
| No Response(s) | | | 7 | <1 % |
| Totals | | | 881 | 100% |





Have you ever had an accident or injury at a convenience center?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|--|------|-----------------------|----------------|
| No |  | | 859 | 97.5 % |
| Yes - please include a comment or explanation below |  | | 14 | 1.5 % |
| No Response(s) |  | | 8 | <1 % |
| Totals | | | 881 | 100% |

Do you compost? (check all that apply)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|---|------|-----------------------|----------------|
| Yes, I compost kitchen waste |  | | 439 | 49.8 % |
| Yes, I compost yard waste (grass clippings, leaves, weeds, etc.) |  | | 505 | 57.3 % |
| No |  | | 294 | 33.3 % |
| Totals | | | 881 | 100% |





Do you separate your household garbage from recycling items like glass, plastic, cans, paper & magazines?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------------------|--|------|-----------------------|----------------|
| No, I don't separate it |  | | 31 | 3.5 % |
| Sometimes I separate it. |  | | 104 | 11.8 % |
| Yes, I always separate it. |  | | 742 | 84.2 % |
| No Response(s) |  | | 4 | <1 % |
| Totals | | | 881 | 100% |




TextBlock:

Now let's move on to recycling. "Household recycling" refers to items like glass, plastic, cans, paper & magazines, etc. Other recyclables will be discussed in question #10 .




Today, how do you handle your household recycling? (Check all that apply)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|---|------|-----------------------|----------------|
| I use the bi-weekly curbside recycling service provided by the county. |  | | 208 | 23.6 % |
| I take my recycling to a staffed Convenience Center. |  | | 655 | 74.3 % |
| I take my recycling to a unstaffed Recycling Drop Off Center. |  | | 168 | 19.0 % |
| I usually don't recycle. |  | | 44 | 4.9 % |
| Totals | | | 881 | 100% |

Do households in your area have access to the county's bi-weekly recycling pickup service?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|---|------|-----------------------|----------------|
| Yes |  | | 346 | 39.2 % |
| No. Please skip to Question #13. |  | | 419 | 47.5 % |
| I don't know. Please skip to Question #13. |  | | 111 | 12.5 % |
| No Response(s) | | | 5 | <1 % |
| Totals | | | 881 | 100% |

Do you use the county's bi-weekly recycling pickup service?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-----------------------------------|---|------|-----------------------|----------------|
| Yes. Please skip to Question #13. |  | | 205 | 23.2 % |
| No. Please answer Question #12. |  | | 211 | 23.9 % |
| No Response(s) |  | | 465 | 52.7 % |
| Totals | | | 881 | 100% |

If "No", why don't you use the recycling pickup service? (Check all that apply)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|----|------|-----------------------|----------------|
| It's too hard to move my recycling to the pickup site. | | | 43 | 4.8 % |
| Curbside pickup is not frequent enough for my household. | | | 16 | 1.8 % |
| I don't have much recycling. | | | 16 | 1.8 % |
| I take my household garbage & recycling to a convenience center at the same time. | | | 147 | 16.6 % |
| Other | | | 47 | 5.3 % |
| Totals | | | 881 | 100% |

Here's a list of common items that households dispose of. Please indicate how often you dispose of each of the following materials:

1 = Rarely/Never, 2 = Occasionally - less than once a month, 3 = Frequently - every week or so.

| Answer | 1 | 2 | 3 | Number of Response(s) | Rating Score* |
|---|---|---|---|-----------------------|---------------|
| Household Recycling (glass, plastic, cans, paper, magazines, etc.) | | | | 858 | 2.8 |
| Corrugated Cardboard | | | | 861 | 2.5 |
| Yard Waste | | | | 826 | 1.2 |
| Electronics | | | | 855 | 1.5 |
| Batteries | | | | 852 | 1.6 |
| Motor Oil | | | | 855 | 1.4 |
| Hazardous Waste (pesticides, paint, paint thinners, other) | | | | 854 | 1.4 |
| Tires | | | | 850 | 1.1 |
| Scrap Wood & Metal | | | | 853 | 1.5 |
| Mattresses, Large Appliances, Large Furniture, or other large items | | | | 854 | 1.3 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

TextBlock:

Future Possibilities for Services and Fees

Of course, all services provided by the county have to be paid for by taxes or fees of some sort. New ideas are being considered about how to deal with rising costs, shrinking funds, and the need to balance the county budget. On the other hand, residents have their own tight budgets at this time.

TextBlock:

The following section asks about household garbage services. We want to learn what services rural residents want and/or need over the next 3 - 4 years. The items listed below outline some actions the County could consider in the future. Please tell us what you think, taking into account the usefulness of the ideas and the associated likely cost.

The county should contract with private garbage haulers to make household garbage pickup services available in my area.


1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| |  | | | | | 873 | 2.2 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.





Considering my home's location, and my road and driveway conditions, it is reasonable to have a private hauler pick-up household garbage at the end of my driveway.

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| |  | | | | | 869 | 2.6 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

If private garbage haulers were to pick up household garbage each week at the end of your driveway, what is the maximum amount per year that you would be willing to pay?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|---|------|-----------------------|----------------|
| \$250 per year |  | | 123 | 13.9 % |
| \$300 per year |  | | 27 | 3.0 % |
| \$350 per year |  | | 10 | 1.1 % |
| \$400 per year |  | | 11 | 1.2 % |
| I don't want to pay for household garbage pickup. |  | | 697 | 79.1 % |
| No Response(s) |  | | 13 | 1.4 % |
| Totals | | | 881 | 100% |

My local Convenience Center provides an important service to my household.

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| | | | | | | 876 | 4.7 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Convenience Centers are used by all residents of Orange County. Every household -- both in town and in the rural areas -- should fund them.

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| | | | | | | 874 | 4.0 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Convenience Centers are primarily used by rural households so only rural households should fund them.

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| | | | | | | 871 | 1.9 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Convenience Centers should be funded only by the households that actually use the centers.

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| | | | | | | 868 | 2.0 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.






The County should implement a Pay As You Throw fee for household garbage, where residents pay a fee for each bag they toss at Convenience Centers. The fee would be based on bag size.

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree








| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| | | | | | | 863 | 1.6 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

How do you believe Pay As You Throw fees would impact rural residents? (Check all that apply)

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|--|------|-----------------------|----------------|
| Residents would reduce their garbage and recycle more. |  | | 211 | 23.9 % |
| Residents would increase trash burning and/or illegal dumping. |  | | 776 | 88.0 % |
| Residents would take their trash to work and toss in a commercial dumpster. |  | | 478 | 54.2 % |
| The fee would not impact how residents handle their garbage. |  | | 30 | 3.4 % |
| Other |  | | 94 | 10.6 % |
| Totals | | | 881 | 100% |

What is the maximum price per bag you would be willing to pay for a standard black garbage bag in a Pay As You Throw system?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|---|------|-----------------------|----------------|
| \$0.50 - \$1.00/bag |  | | 104 | 11.8 % |
| \$1.01 - \$1.50/bag |  | | 20 | 2.2 % |
| \$1.51 - \$2.00/bag |  | | 22 | 2.4 % |
| \$2.01 - \$3.00/bag |  | | 9 | 1.0 % |
| More than \$3.00/bag |  | | 2 | <1 % |
| I don't support a Pay As You Throw option |  | | 715 | 81.1 % |
| No Response(s) |  | | 9 | 1.0 % |
| Totals | | | 881 | 100% |

The County should require residents to purchase a Yearly Pass to access Convenience Centers.

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|--|---|---|---|---|-----------------------|---------------|
| |  | | | | | 871 | 2.2 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

What is the maximum you would be willing to pay for a Yearly Pass to use the Convenience Centers?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--------------------------------------|----|------|-----------------------|----------------|
| \$50/year | | | 211 | 23.9 % |
| \$51 - \$100/year | | | 58 | 6.5 % |
| \$101 - \$150/year | | | 19 | 2.1 % |
| \$151 - \$200/year | | | 8 | <1 % |
| more than \$200/year | | | 4 | <1 % |
| I don't support a Yearly Pass system | | | 563 | 63.9 % |
| No Response(s) | | | 18 | 2.0 % |
| Totals | | | 881 | 100% |

The County should implement a Gate Fee System, where residents would pay a fee each time they enter a Convenience Center.

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| | | | | | | 873 | 1.5 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

What is the maximum you would be willing to pay for a Gate Fee System to use the Convenience Centers?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-----------------------------------|----|------|-----------------------|----------------|
| \$3.00 - \$5.00 per visit | | | 89 | 10.1 % |
| \$5.01 - \$7.50 per visit | | | 5 | <1 % |
| \$7.51 - \$10.00 per visit | | | 4 | <1 % |
| \$10.01 - \$12.50 per visit | | | 1 | <1 % |
| More than \$12.50 per visit | | | 0 | 0.0 % |
| I don't support a Gate Fee System | | | 766 | 86.9 % |
| Totals | | | 881 | 100% |

TextBlock:

Almost done.....The following section pertains to household recycling services. Once again, tell us what you think, taking into account the usefulness of the ideas and the associated likely costs. Today residents pay a 3R Fee to the County. This is a yearly fee paid with your property tax bill to help support the County's recycling program. 3R = Reduce, Reuse, Recycle. The current 3R Fee paid by every household is \$37/year. Households that have recycling pickup available to them pay an additional \$38 yearly 3R Fee.

The County should continue to maintain recycling services at existing Convenience Centers and unstaffed recycling drop off centers. (Supported the by basic \$37/year 3R Fee.)

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| | | | | | | 873 | 4.4 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

All rural residents who live on routes where the county provides bi-weekly recycling pickup should be required to pay the additional \$38 3R Fee (totaling \$75 in annual 3R Fees) whether or not they use the service. (This is the current county policy)

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| | | | | | | 869 | 2.8 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

The County should expand bi-weekly recycling pick-up to all rural areas and collect the additional \$38 3R Fee (totaling \$75 in annual 3R Fees) from every household. Consider access to your location and the condition of your road and driveway in evaluating this statement.

1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

| | 1 | 2 | 3 | 4 | 5 | Number of Response(s) | Rating Score* |
|--|---|---|---|---|---|-----------------------|---------------|
| | | | | | | 865 | 2.4 |

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.









TextBlock:

Respondent Profile We need a little more information to help us analyze responses. The information in this last section describes the variety of households that make up our rural communities. All results reported from the survey will reflect broad group answers. No individual responses will be disclosed at any time.

* We need to have your address. This information is required so that we can confirm that you live in rural Orange County and that we have only one survey per household. Addresses will never be reported and will be kept strictly confidential.

| Answers | Number of Response(s) |
|-------------|-----------------------|
| Address 1 | 881 |
| City | 881 |
| Postal Code | 881 |

Please check the township that you live in (click here to view a township map):

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------------------------|---|------|-----------------------|----------------|
| Chapel Hill - southeastern area |  | | 87 | 9.8 % |
| Little River - northeastern area |  | | 58 | 6.5 % |
| Cedar Grove - northwestern area |  | | 132 | 14.9 % |
| Eno - central eastern area |  | | 26 | 2.9 % |
| Cheeks - central western area |  | | 103 | 11.6 % |
| Hillsborough - central area |  | | 81 | 9.1 % |
| Bingham - southwestern area |  | | 312 | 35.4 % |
| Don't know |  | | 74 | 8.3 % |
| No Response(s) | | | 8 | <1 % |
| Totals | | | 881 | 100% |

What is the size of the property you live on?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-------------------|----|------|-----------------------|----------------|
| Less than 2 acres | | | 257 | 29.1 % |
| 2 - 5 acres | | | 234 | 26.5 % |
| More than 5 acres | | | 379 | 43.0 % |
| No Response(s) | | | 11 | 1.2 % |
| Totals | | | 881 | 100% |

What is the approximate length of your driveway?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--------------------|----|------|-----------------------|----------------|
| Zero to 100 feet | | | 215 | 24.4 % |
| 100 to 250 feet | | | 309 | 35.0 % |
| More than 250 feet | | | 350 | 39.7 % |
| No Response(s) | | | 7 | <1 % |
| Totals | | | 881 | 100% |

What is your driveway surface?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Paved | | | 119 | 13.5 % |
| Gravel | | | 719 | 81.6 % |
| Dirt | | | 40 | 4.5 % |
| No Response(s) | | | 3 | <1 % |
| Totals | | | 881 | 100% |

Please indicate the type of road that your driveway connects to.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Private Road | | | 330 | 37.4 % |
| County Road | | | 260 | 29.5 % |
| State Road | | | 286 | 32.4 % |
| No Response(s) | | | 5 | <1 % |
| Totals | | | 881 | 100% |

And what is your road surface?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---------------|----|------|-----------------------|----------------|
| Paved | | | 621 | 70.4 % |
| Gravel | | | 241 | 27.3 % |
| Dirt | | | 16 | 1.8 % |
| Totals | | | 881 | 100% |

Do you own or rent the home you live in?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Own | | | 838 | 95.1 % |
| Rent | | | 38 | 4.3 % |
| No Response(s) | | | 5 | <1 % |
| Totals | | | 881 | 100% |

What is your age?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------------|----|------|-----------------------|----------------|
| 18 - 30 years old | | | 20 | 2.2 % |
| 31 - 45 years old | | | 199 | 22.5 % |
| 46 - 60 years old | | | 418 | 47.4 % |
| 61 - 75 years old | | | 196 | 22.2 % |
| 76 or more years old | | | 44 | 4.9 % |
| No Response(s) | | | 4 | <1 % |
| Totals | | | 881 | 100% |

TextBlock:

THANK YOU! for sharing your information and opinions. We appreciate your time and effort in completing this survey. Check the Orange County Voice website or the News of Orange for survey updates. If you have any questions or comments about this survey or how the county handles trash, please email us at: TrashSurvey@OrangeCountyVoice.org Thanks Again!