



Rural Orange County “Talks Trash”

Talkin’ Trash Survey Results

Presentation to the Solid Waste Work Group
November 17th, 2008

Topics

- **Survey Objectives**
- **Survey Results**
 - **Who's Talkin' Trash**
 - **Convenience Center Usage**
 - **Services and Fees**
 - **Garbage Pickup Services (Curbside Garbage Collection)**
 - **Rural Curbside Recycling**
 - **Convenience Center Fees and Funding**
 - **Other Observations**
- **Conclusions and Recommendations**

Supporting Materials (Appendices)

- A. Survey Questionnaire**
- B. Survey Responses**
- C. Additional Tables**
- D. Comments Submitted by Respondents**

Survey Objectives

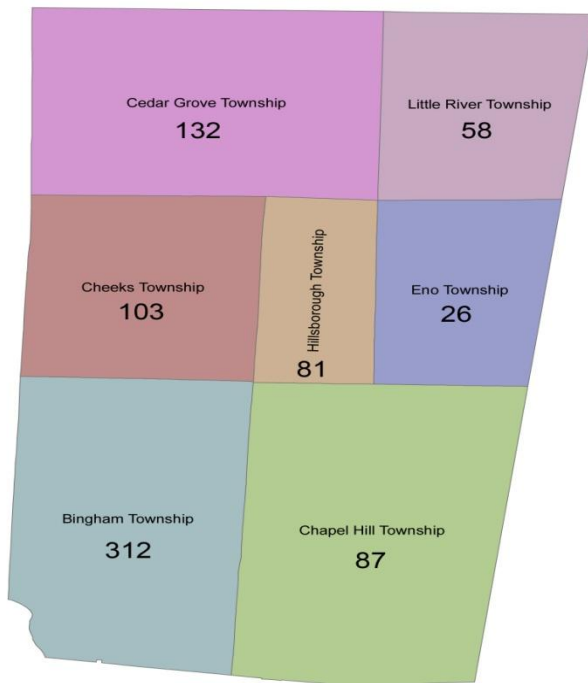
- To solicit input from rural residents about solid waste services
 - Understand preferences about garbage and recycling services
 - Learn about current usage patterns, needs and priorities
 - Determine interest in new services and fees
- To test service ideas that are being discussed by the county's solid waste work group including
 - Waste collection franchises
 - Extending curbside recycling service
 - Modernizing Convenience Centers
- To identify opportunities to improve services and/or reduce costs
 - Determine effectiveness of existing services
 - Support/enhance recycling programs
 - Clarify essential and non-essential services

Survey Results: Who's Talkin' Trash

Nearly 900 rural households* participated in OCV's Talkin' Trash survey.

Respondents by Township

*82 respondents either didn't respond or didn't know the township.



Respondent Characteristics

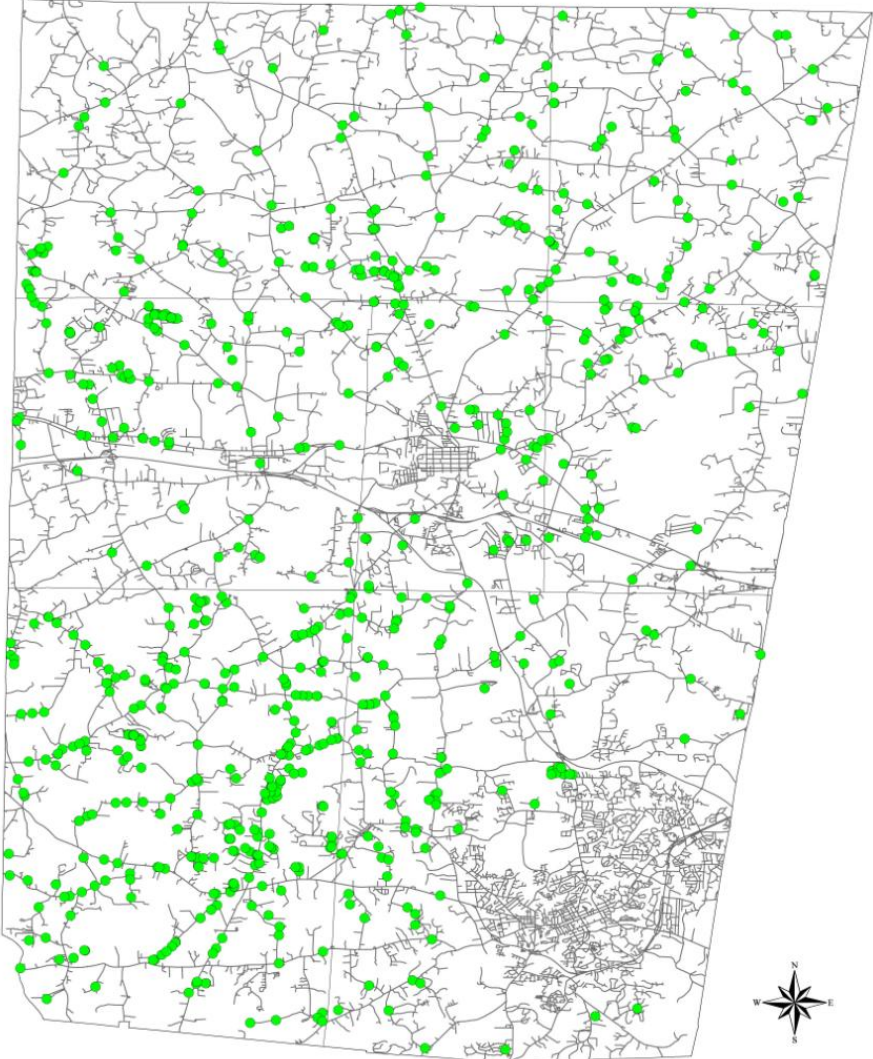
- 12.6 % use curbside garbage collection
- 86.5% have gravel/dirt driveways
- 40% have driveways longer than 250 feet
- 85% recycle regularly
- 60% compost yard waste
- 48% compost kitchen waste

***Notes:** Survey ran from October 8th to October 30th 2009; one survey per household and rural households only
Survey publicized through rural churches, fire departments, stores, the News of Orange ,and Convenience Centers
Of 918 total responses, 37 were eliminated due to no address, duplicate addresses, or in town addresses, for a total of 881 valid respondents
810 responses were provided online; 108 on paper

Survey Results: Who's Talkin' Trash

Households throughout rural Orange County responded to the survey.

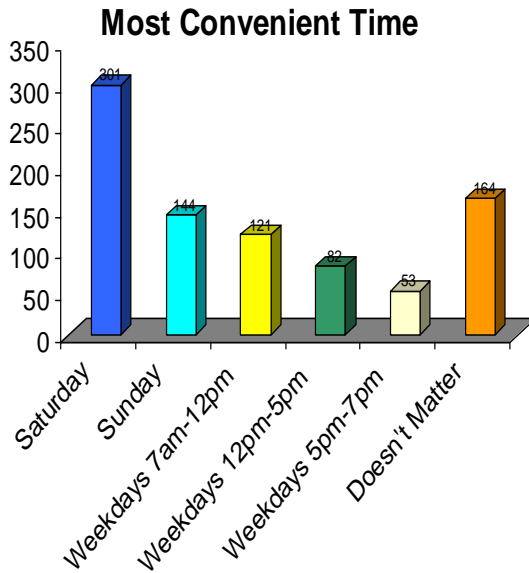
**Geographic
Distribution of
Survey Responses:**



Survey Results: Convenience Center Usage Preferences

When asked to choose one, respondents prefer to use Convenience Centers on Saturday.

35% of households prefer to use Convenience Centers on Saturday



Secondary preferences vary by location

Primary Convenience Center	Most Convenient Day	Second Most Convenient Day
Eubanks	Saturday	Weekday Mornings
Ferguson	Saturday	Any Time
High Rock	Saturday	Sunday
Walnut Grove	Saturday	Weekday Mornings
Bradshaw Quarry	Saturday	Sunday

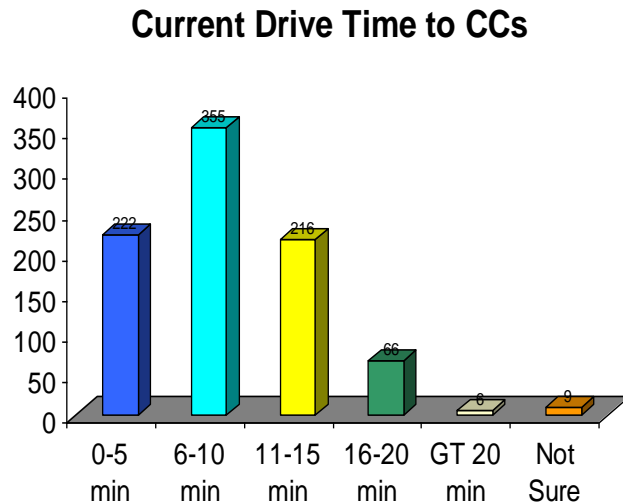
***Note:** 109 households use private garbage haulers as their primary garbage disposal method ; 89% of these households also use 1 or more Convenience Centers for additional disposal.

Survey Results: Convenience Center Usage Preferences

*Most households drive less than 15 minutes to Convenience Centers and have little interest in driving further**

66% of Convenience Center users drive 10 minutes or less; 91% drive 15 minutes or less

Users have little tolerance for increased drive times



Primary Convenience Center	Number of Respondents	Avg. Drive Time Interval	Max Additional Drive Time Interval
Eubanks	123	2.32	.61
Ferguson	100	2.22	.67
High Rock	118	1.75	.72
Walnut Grove	218	2.31	.49
Bradshaw Quarry	191	1.87	.64

***Note:** Thirty-one households asked for drive time reductions. Estimated Average Drive Time and Maximum Additional Drive Time reflect the average of responses to drive time intervals: (0-5 min) = 1, (6-10)=2, (11-15) = 3, (16-20) = 4, (> 20) = 5

Survey Results: Are Convenience Centers Safe?

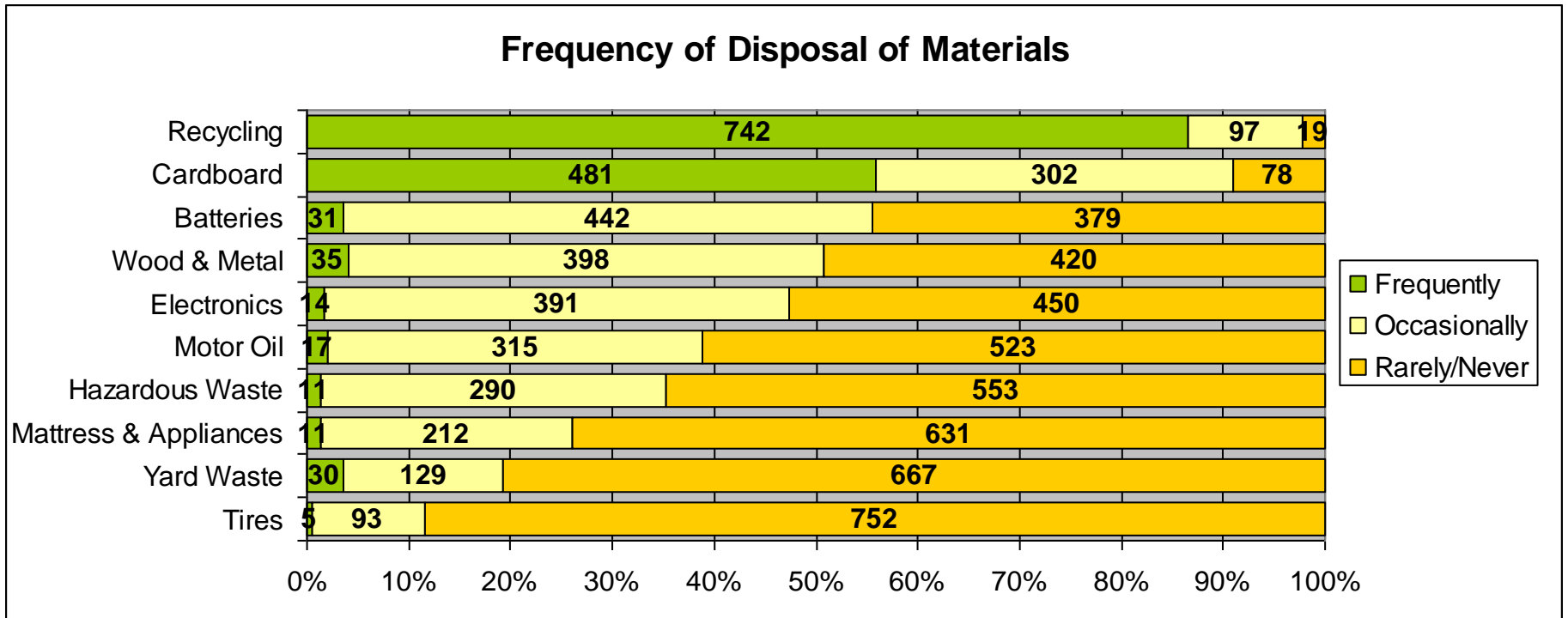
Of 881 households, 13 reported accidents or near accidents.

- ***868 households report no accidents***
- ***13 accidents reported***
 - *4 flat tires*
 - *3 minor cuts*
 - *1 speed bump complaint*
 - *2 hurt back – one from dumpster; one from exchange shed*
 - *2 minor fender benders*
 - *1 no explanation*
- ***Four comments about traffic, gravity loader and staff***

Notes: Responses were not time constrained (e.g., not limited to the last year).
All comments are included in Appendix D.

Disposal of Common Household Items

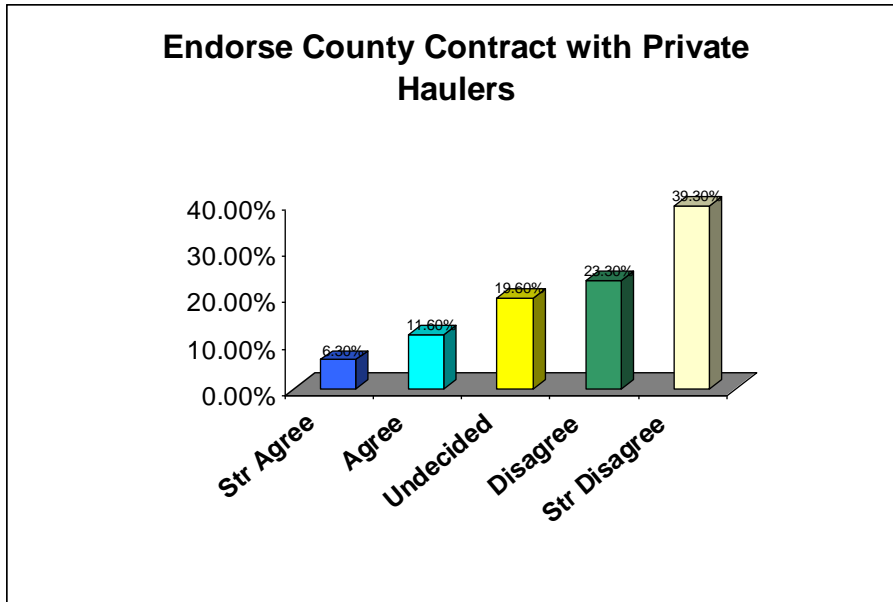
*Standard recyclables and cardboard are disposed of frequently.
Other materials are disposed of occasionally, and some very rarely.*



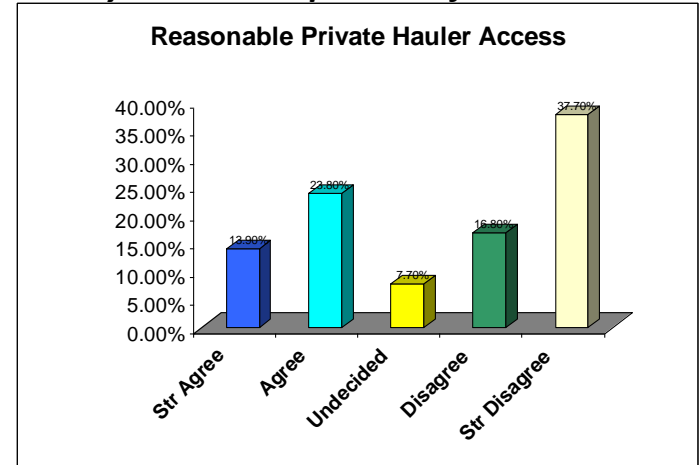
Services and Fees : Garbage Pickup Services

There is some interest in private garbage vendor services which disappears when respondents are faced with the costs.

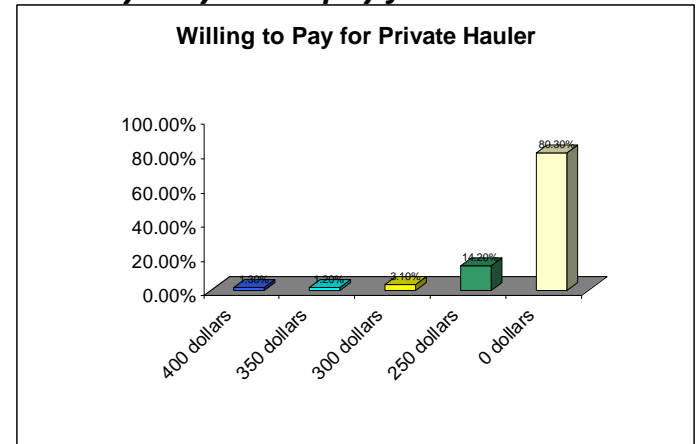
Over 60% of households oppose using private garbage haulers



55% say access is impractical for their households

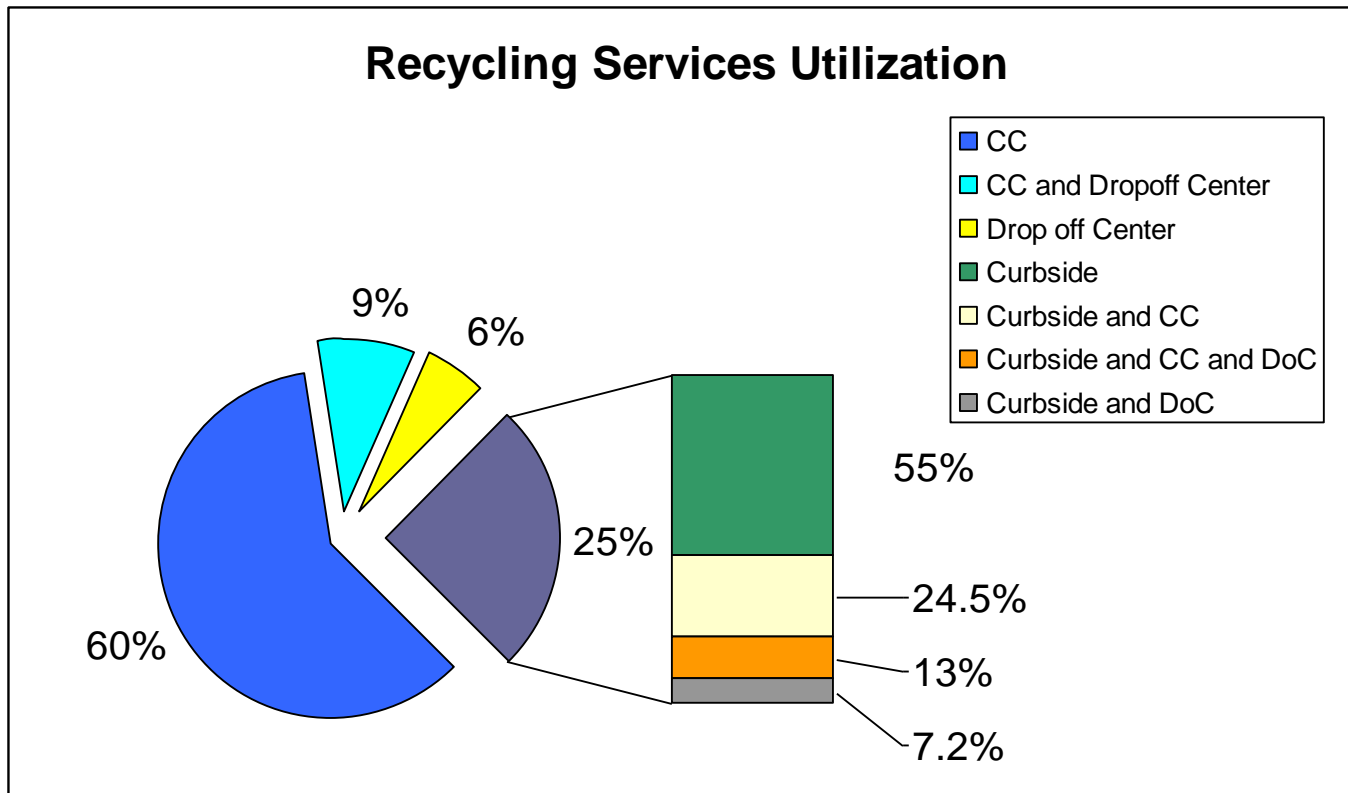


80% say they won't pay for it



Services and Fees : Curbside Recycling Services

*Overall, 73% of households use Convenience Centers for recycling;
25% of households use curbside recycling; 38% of curbside recyclers use Convenience Centers, too.*



Services and Fees : Curbside Recycling Services

*39.% of respondents (344 households) have access to curbside recycling; 59% use it.
Many eligible households opt to use Convenience Centers instead.*

County Curbside Recycling Available

Yes
39.3%

No
48.1%

Don't Know
12.7%

Household Uses Service

Yes
59.3%

No
40.7%

Why Not?

Take it to CC with Garbage:
80.0%

Too Hard to Move to Site:
9.2%

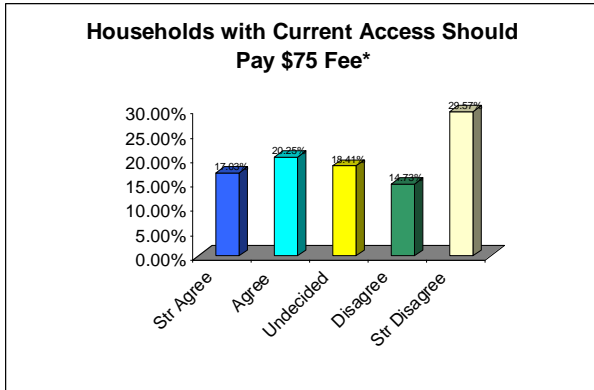
Not Frequent Enough:
5.4%

Don't Have Much Recycling:
5.4%

Services and Fees : Curbside Recycling Services

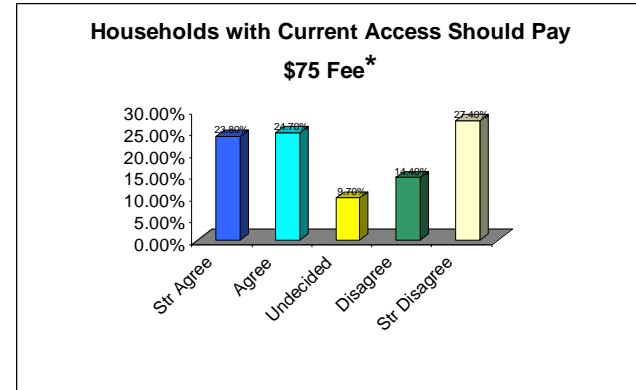
The majority of households do not support expanding curbside recycling.

Respondents are generally opposed to mandatory curbside recycling and fees



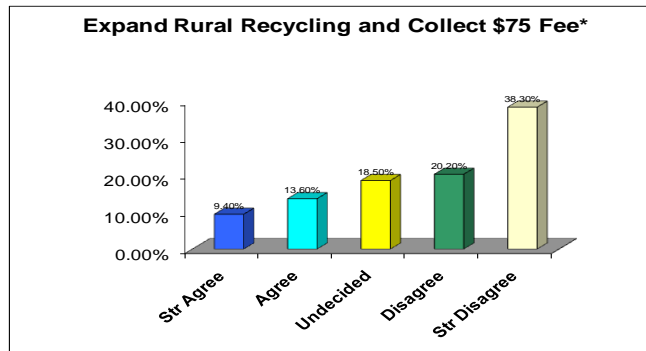
*Responses are from 869 households

Households with access to curbside recycling are divided in their support for mandatory service



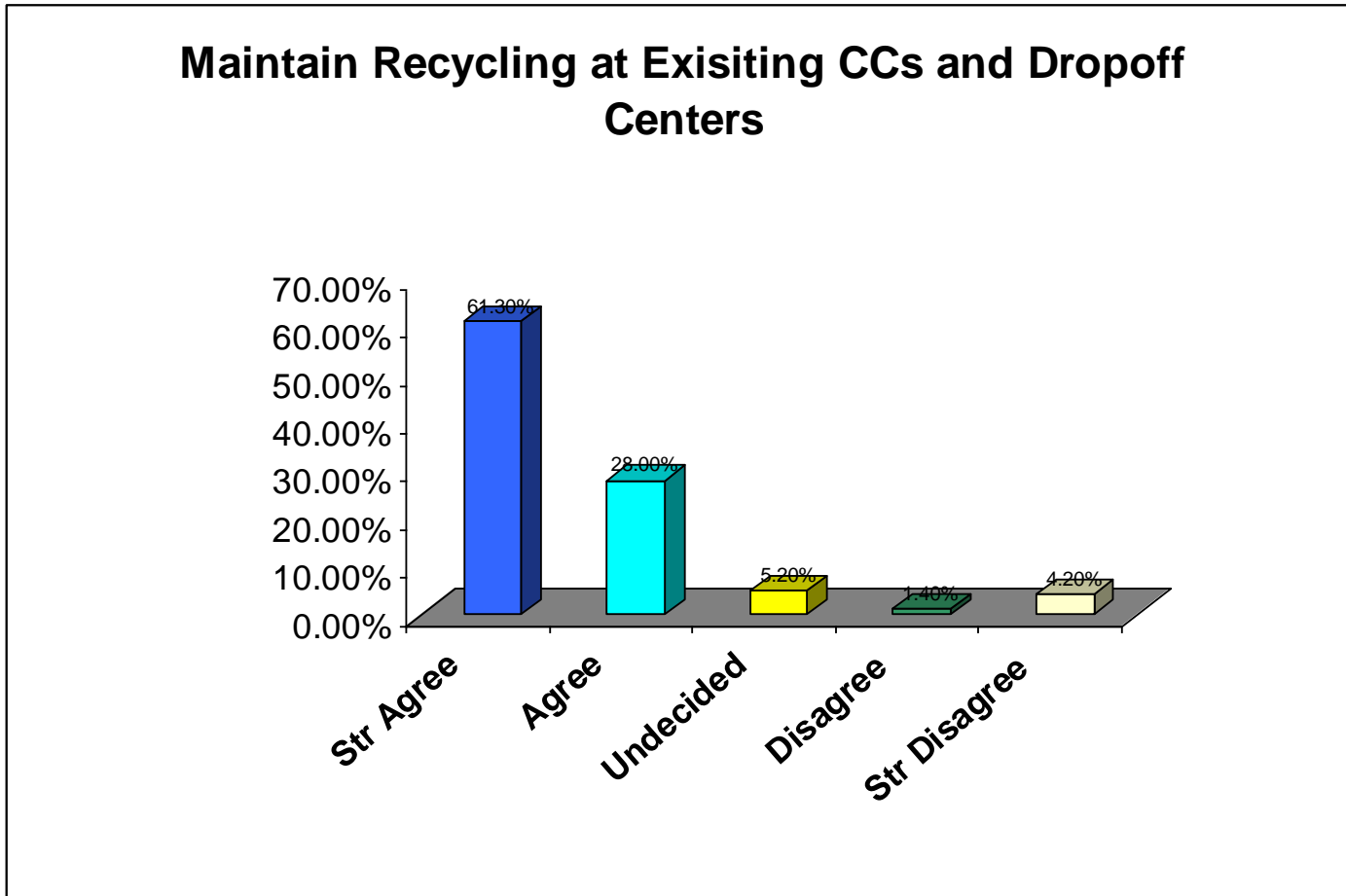
*Responses are from 344 Households with current access

Only 23 % of all households are in favor of expanding curbside recycling service



Services and Fees: Convenience Center Recycling

In contrast, there is overwhelming support for recycling at Convenience Centers and drop off sites, and the base 3R fee.



Services and Fees: Practical Conditions Predict Choices

Significant statistical relationships were found between certain property characteristics and respondent preferences (e.g., property characteristics of short paved driveways and paved state or private roads predicted the household's use of private haulers for garbage pickup).

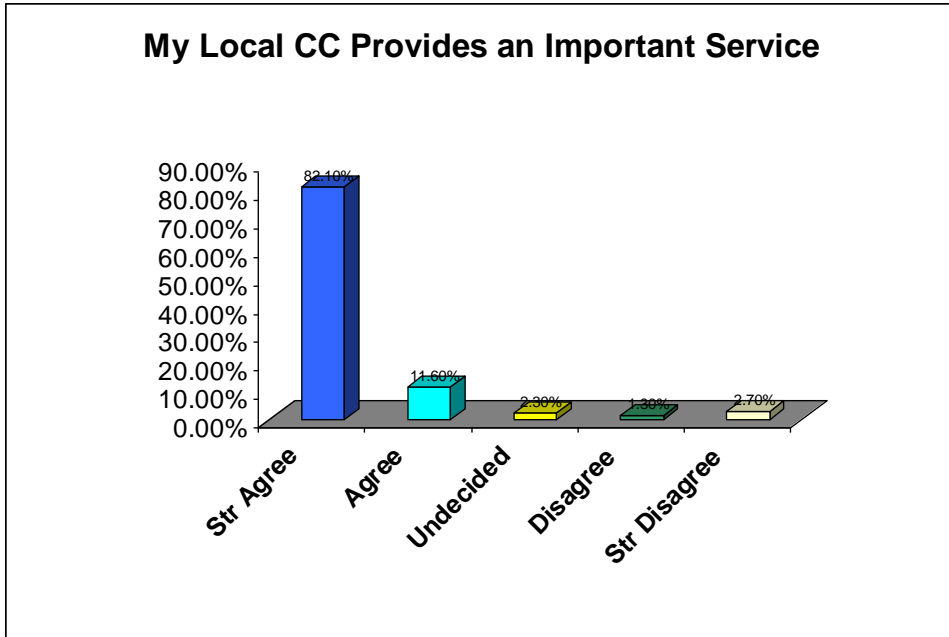
Question	Property Characteristics			
	Short Driveway (Probability Level)	Paved Road (Probability Level)	Road Type (Probability Level)	Paved Driveway (Probability Level)
Currently use private hauler (N=109)	X (0.0025)	X (0.0044)	X (0.0366)	X (<0.0001)
Currently have access to curbside recycling (N=344)		X (<0.0001)	X (0.0393)	
Currently use curbside recycling (N=204)	X (0.005)	X (0.0323)		
Endorse County contract with private haulers? (N=873)	X (<0.0001)		X (0.0315)	
Reasonable private hauler access? (N=869)	X (<0.0001)	X (<0.0001)		

Note: P < .05 indicates statistical significance.

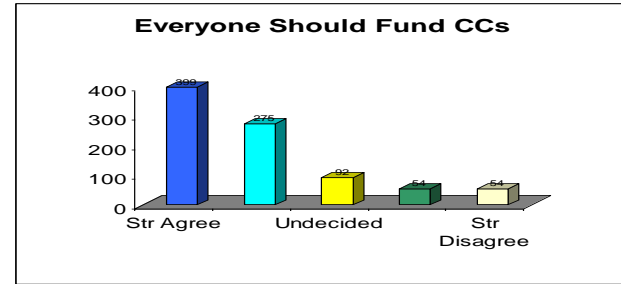
Services and Fees : Convenience Center Funding

*Households value convenience centers and believe everyone should pay for them**

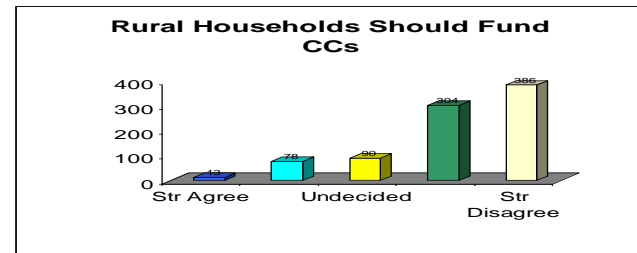
94% of households value their Convenience Centers



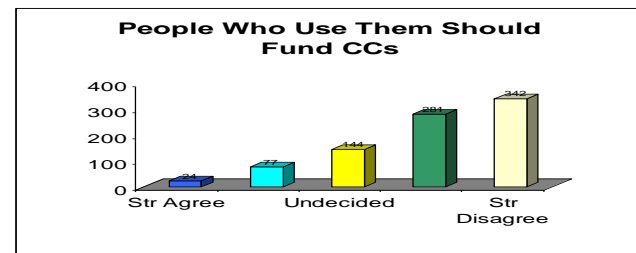
76% believe everyone should fund them*



10% believe only rural households should fund them



10% believe only users of CCs should fund them

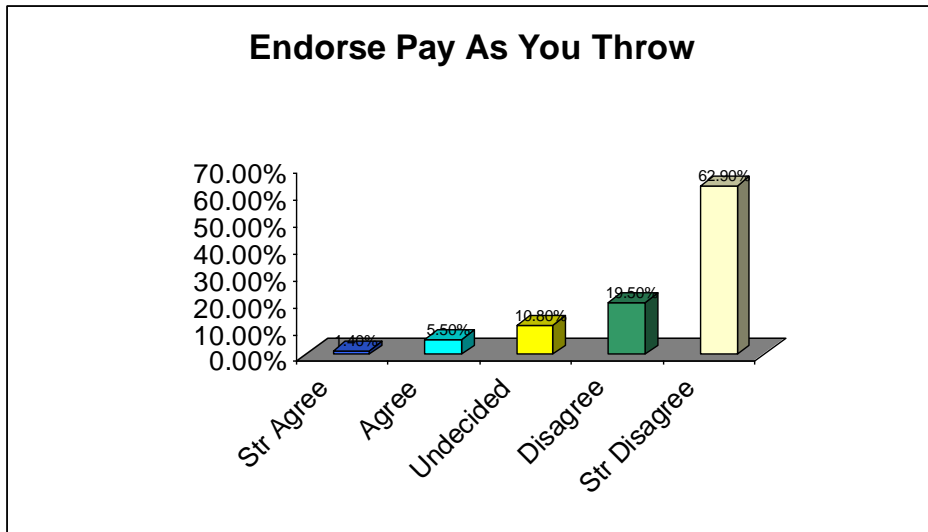


*Reminder: Only rural households participated in the survey and their views may not be representative of in-town residents.

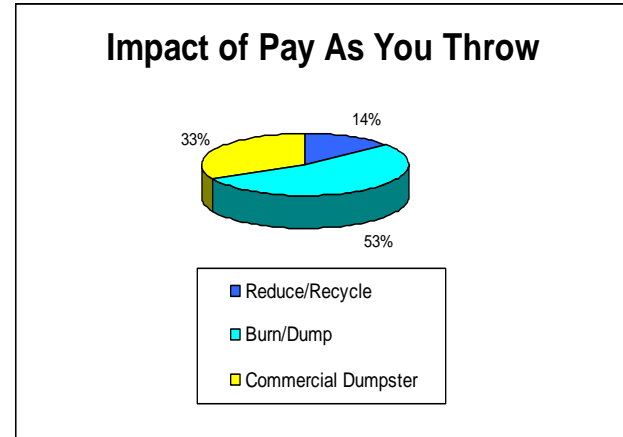
Services and Fees : Pay As You Throw Fees

Households strongly oppose Pay As You Throw fees and believe such a fee would result in increased use of commercial dumpsters and illegal dumping and burning.

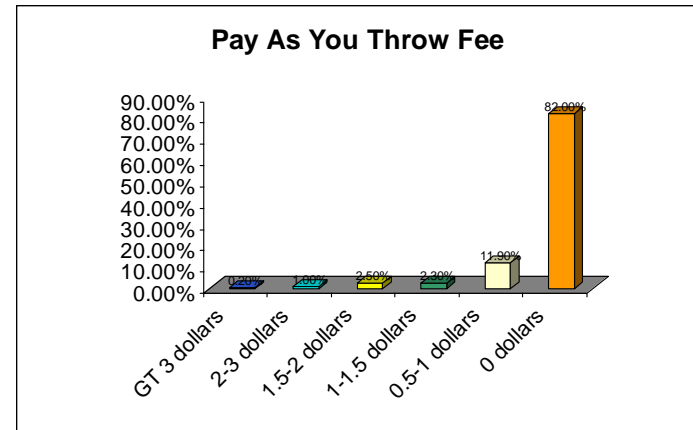
83% of households oppose a Pay As You Throw system



Only 14% believe it will improve recycling



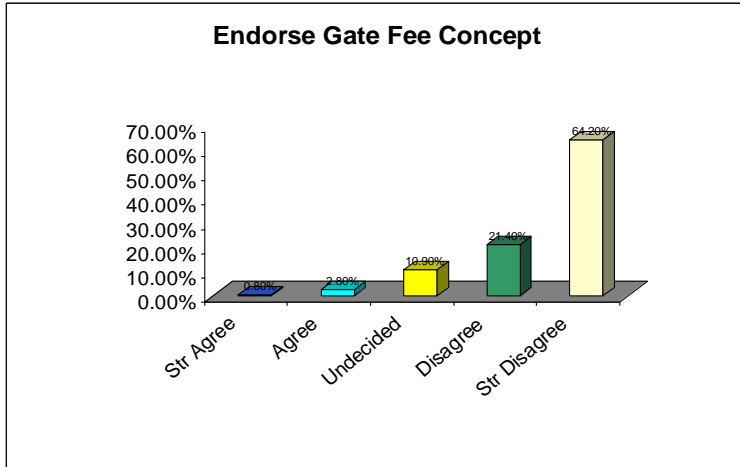
82% refuse to pay this type of fee



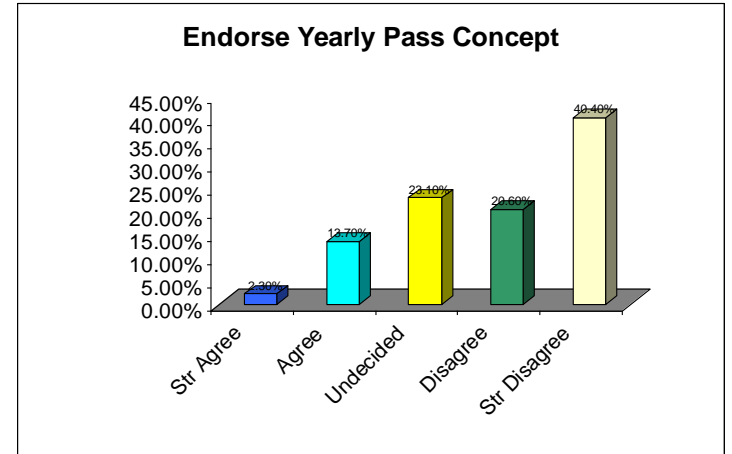
Services and Fees : Access and Gate Fees

Households oppose plans involving access and gate fees – but are somewhat more willing to consider access fees.

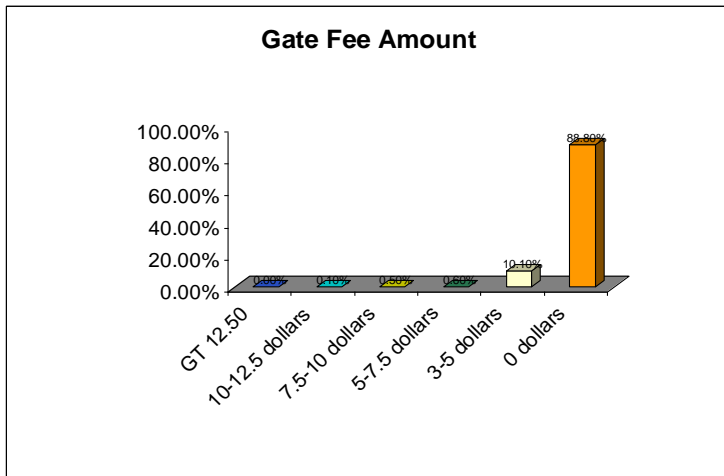
85% of households oppose a gate fee concept



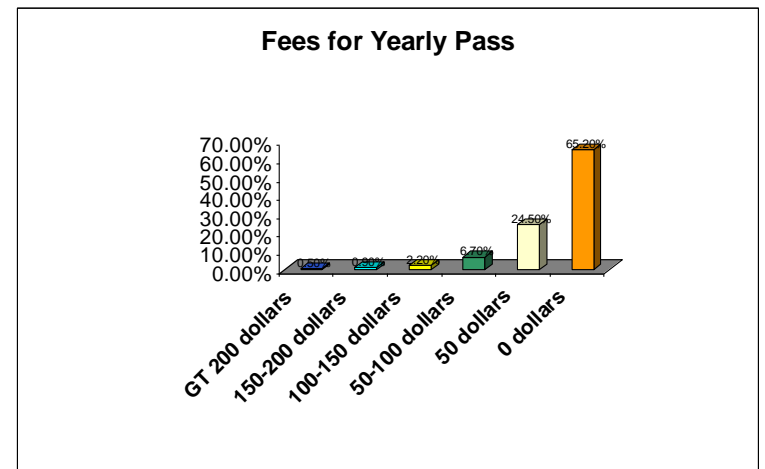
61% of households oppose yearly access fees



89% refuse any gate fee



25% would consider a yearly fee of \$50



Other Observations

Households offered consistent feedback on fees, services and alternatives.

- **Recurring themes in citizen comments:**
 - “Don’t we already pay for Convenience Centers in our taxes?”
 - “The Convenience Centers are well run and the staff is very helpful.”
 - “Must all the convenience centers need to have the same schedule and the same services?”
 - “Convenience centers are community centers when neighbors connect and catch up”

Note: Comments reflect written comments (provided in Appendix D) and discussions between citizens and Orange County Voice volunteers.

Conclusions

Survey results suggest that Convenience Centers are cost effective for rural residents and that there will be strong opposition to services that impose mandatory fees.

- **Convenience Centers are essential to the county's garbage and recycling programs**
 - Extensively used and valued by rural households
 - Support/enhance the County's recycling objectives
 - Cost effective and practical when compared to curbside pickup services
- **Curbside services for garbage and recycling work best for households with short driveways and paved roads.**
- **At this time residents strongly oppose new services and fees.**
 - Curbside services for garbage or recycling
 - Convenience Center fees – especially pay to throw or gate fees
- **If Convenience Center costs are too high, non-essential hours and/or services can be eliminated**
 - Further reduce weekday afternoon/evening hours
 - Reduce services for items that are rarely or occasionally disposed (tires, yard waste, bulky items)
 - Centralize services in one or two locations
 - Host quarterly disposal events
- **Other opportunities can improve effectiveness**
 - Educational events at Convenience Centers and other locations (e.g., composting demonstrations)
 - Add an additional entrance/exit for traffic control at Ferguson
 - Possibly add a small Convenience Center in northern Orange County