



King County

Department of
Natural Resources and Parks

Solid Waste Division

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Residential Waste Reduction and Recycling Survey 2005

Survey of King County Households
Final Report

April 2005

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Chapter 1. Overview

To explore behaviors and attitudes about household waste disposal, recycling, and waste reduction among its residents, King County commissioned a telephone study of households located in incorporated and unincorporated areas of the county, excluding the City of Seattle. The study was conducted on behalf of the King County Solid Waste Division in February 2005. The survey followed the same basic methodology as the previous King County Residential Waste Reduction and Recycling Surveys, which have been conducted since 1994. Those surveyed claimed primary or shared responsibility for handling the garbage and recyclables in their household.

A key goal of the study is to track changes over time in attitudes and behaviors. Accordingly, this study compares the 2005 findings with the results from previous study years starting with 1999. Starting in 1999, the satisfaction rating scales were changed. Therefore, 1999 serves as a baseline for the satisfaction questions.

The 2005 study focused on nine major areas of investigation, listed below, and covered in more detail in Chapter 4.

- 4.1 Curbside Garbage Service** – This section examines the use of and satisfaction with curbside garbage service.
- 4.2 Transfer Stations** – This section analyzes the use of and satisfaction with garbage and recycling at transfer stations.
- 4.3 Curbside and Multi-family Recycling Services** – This section examines participation in recycling as well as satisfaction levels of those who participate.
- 4.4 King County Services** – This section assesses the number of residents who have had contact with King County Solid Waste Division staff and their satisfaction with the customer service received.
- 4.5 Yard Maintenance and Waste Handling** – This section analyzes management of grass clippings and yard waste, compost bin use, and food waste composting.
- 4.6 Computer and Television Recycling** – This section covers methods that residents would use to dispose of unwanted computers and televisions.
- 4.7 Internet Use** – This section examines use of the King County website, particularly to obtain information about garbage and recycling.
- 4.8 Demographic Comparisons** – This section charts the key demographic differences of the 603 participants.
- 4.9 Comments from Participants** – This section summarizes comments that respondents provided at the conclusion of the survey.

To obtain information on each of these major areas, the King County Solid Waste Division staff and Cascadia Consulting Group developed a survey questionnaire, and Informa Research Services, Inc. (formerly Market Trends, Inc.) conducted a telephone survey in February 2005. The phone survey included a total of 603 interviews. Of the respondents, 457 (76%) resided in a city or town in King County and 139 (23%) lived in unincorporated King County.¹

This document presents the results of the 2005 study and is organized into four main sections. Chapter 1 provides an overview of the study, while Chapter 2 summarizes the methodology used. Chapter 3 summarizes key findings, and Chapter 4 describes the survey results in more detail. Appendices follow the main body of this report and include a verbatim report of open-ended questions, graphical summary, the detailed study methodology, and a topline report of the current study.

¹ Seven respondents did not know or refused this question.

Chapter 2. Summary of Methodology

This chapter briefly summarizes key elements of the survey methodology. Appendix C describes the methodology in more detail.

Sample Size & Survey Population

A total of 603 Computer Assisted Telephone Interviews (CATI) were completed with residents of King County, outside the City of Seattle. The survey respondents were adults 18 years of age or older. The respondents included 457 residents of a city or town in King County and 139 residents of unincorporated King County.

Survey Sampling International (SSI) provided a random-digit sample of telephone numbers. Phone numbers were drawn randomly throughout King County, proportionate to population, excluding those who reside in the City of Seattle.

Survey Design

The 2005 survey questionnaire was adapted from previous Waste Reduction and Recycling Surveys conducted by GMA Research in conjunction with the King County Solid Waste Division, and Cascadia Consulting Group. Changes from the 2003 questionnaire were made in concert with King County Solid Waste Division staff and are discussed in Appendix C.

Satisfaction scales measure residents' overall satisfaction with their garbage service, curbside recycling service, building recycling services, and level of customer service received from King County Solid Waste Division staff. The satisfaction scale used in the survey follows:

- "very satisfied" (a rating of 7);
- "satisfied" (6);
- "somewhat satisfied" (5);
- "neither satisfied nor dissatisfied" (4);
- "somewhat dissatisfied" (3);
- "dissatisfied" (2); and
- "very dissatisfied" (1).

In addition, a seven-point scale was used to determine residents' overall satisfaction with the amount of information provided by King County Solid Waste Division about materials that are recyclable in the home. It was also used to measure the amount of support given to King County's Zero Waste of Resources goal.

Fielding Dates

Informa Research Services, Inc. (formerly Market Trends, Inc.) conducted the telephone study from February 2 to February 17, 2005.

Chapter 3. Summary of Key Findings

This chapter presents a brief summary of the King County Solid Waste Division's 2005 Residential Waste Reduction and Recycling Survey.² Chapter 4 describes these findings in more detail.

Curbside Garbage Service

- In 2005, 93% of residents reported that a garbage service collects their garbage from their home or building, which is similar to 2003 (91%).
- Nearly all of those residents living in either single-family homes (or buildings with four or fewer units) (92%) or multi-family buildings (97%) used garbage service.
- A majority of residents in all geographic areas reported using garbage service: Eastside, 96%; North King County, 92%; South King County, 90%; and Rural East King County, 89%.
- Significantly more residents living in incorporated King County (95%) used garbage service than those living in unincorporated King County (85%).
- Two of the four areas studied reported higher percentages of garbage service use than in 2003 (South King County: 86% in 2003 and 90% in 2005; and Rural East King County: 85% in 2003 and 89% in 2005).
- Among those with garbage service, 84% reported they were either "very satisfied" (7) or "satisfied" (6) with their service. Across all geographic areas and dwelling types averages ranged from 5.9 to 6.4 on a seven-point scale.

Transfer Stations

- The proportion of residents self-hauling their garbage to a transfer station at least once annually has decreased slightly this year to 45% compared to 47% in 2003.
- Residents living in single-family homes (or buildings with four or fewer units) were more likely to self-haul garbage to a transfer station in the past year (1.5 times per year) than those residents of multi-family buildings (0.4 times per year).
- Residents stated that having large quantities of items for disposal was the primary reason (39%) for self-hauling garbage to a transfer station or landfill. Mentioned next was disposing items that the garbage service refused to take because they were too big (26%).
- Most residents (71%) reported that no one from their household took materials to the recycling areas at the transfer station in the past year. This figure was consistent with the 2003 study, in which 73% did not use the recycling areas at the transfer station.
- The percentage of residents in unincorporated King County who used the recycling services at the transfer station at least once in the past year increased slightly to 35% from 33% in 2003.

² References to statistical significance made in the body of the report are based on the use of *two-tailed t-tests* and a 95 percent confidence level.

Curbside and Multi-family Recycling Services

- In 2005, 87% of respondents who live in single-family homes (or buildings with four or fewer units) participate in recycling programs where recyclable materials are picked up at their residence. This is an increase from 2003 (84%).
- Those living in single-family homes (or buildings with four or fewer units) who did not participate in curbside recycling are more likely to be living in unincorporated (22%) than incorporated (10%) King County.
- On average, residents living in single-family homes (or buildings with four or fewer units) reported being “satisfied” (6.2 on a seven-point scale) with their curbside recycling services. Satisfaction levels with curbside recycling services were largely between “satisfied” (34% with a rating of 6) and “very satisfied” (52% with a rating of 7). About half the residents of both incorporated (54%) and unincorporated areas (44%) were “very satisfied” with their curbside recycling service.
- A much higher percentage of multi-family residents report having recycling services in their building in 2005 (90%) than in 2003 (76%). Among those who report receiving the service, 94% said they actually used it, which is similar to 2003 when 93% of respondents surveyed reported using this service when it was available.
- In 2005, 78% of residents reported “strong agreement” or “agreement” (a rating of six or seven on a seven-point scale) that they had received enough information to know what materials can be recycled at home.
- Unincorporated King County residents were more likely to have heard of recycling collection events (86%) than incorporated King County residents (79%).

King County Services

- More than one third (34%) of survey respondents reported having had contact with King County Solid Waste Division staff, up markedly from 2003 (28%).
- Residents from North King County (44%) were most likely to have had contact with King County staff, followed by Eastside residents (34%).
- Overall satisfaction levels with King County Solid Waste Division customer service were high. Primarily, residents reported being “very satisfied” (45% with a rating of seven on a seven-point scale) or “satisfied” (40% with a rating of six on a seven-point scale) with the service they received. Eastside residents (92% satisfied or very satisfied) reported the highest ratings for the service they received.
- Residents of incorporated King County (85%) and unincorporated King County (84%) reported similar satisfaction levels (rating of “satisfied” or “very satisfied”).

Yard Maintenance and Food Waste

- Overall, 51% of respondents living in single-family homes (or buildings with four or fewer units) subscribed to curbside yard waste collection and 49% did not.
- Curbside yard waste recycling was the disposal method used most for grass clippings (31%) and other yard waste, brush trimmings, leaves, and other yard waste, (43%), representing a decrease from 2003 (34% and 46%, respectively). Leaving clippings on the lawn, or mulching, increased slightly since 2003, from 21% to 23%.
- On the Eastside, 38% of residents reported curbside yard waste recycling as their method for handling grass clippings, while only 25% of residents of South King County reported

using this method. Rural East King County increased in the percentage who reported using this method from 21% in 2003 to 33% in 2005 and North King County decreased the most from 45% in 2003 to 32% in 2005.

- Curbside yard waste disposal for all yard waste other than grass clippings was preferred significantly more by the Eastside residents (53%) and North King County (51%) than South King County (34%), or Rural East King County (31%).
- In 2005, 27% of respondents with curbside yard waste collection believed they were permitted to include food waste in curbside yard waste collection and 38% of the 27% reported actually doing so.
- Of those who could not include food waste in the yard waste collection bin, 56% reported that they would not add food waste even if they had the option to do so.

Computer and Television Recycling

- Most respondents reported that they did not have a home computer (70%) or television (84%) they no longer used and were currently storing. Those living in single-family homes (or buildings with four or fewer units) were more likely to store non-working computers (31%) or televisions (17%) than those residents living in multi-family buildings (computers, 17%; televisions, 6%).
- The option that most respondents used for disposing of unwanted computers in 2005 was donation (20%), down from (29%) in 2003. The second most preferred option was taking the computer to a store or collection center (14%). This method was only preferred 12% of the time in 2003.
- When asked their preference of recycling options for broken computers, 43% reported that taking it to a local transfer station would be the most convenient, and 42% preferred taking it to a local computer or electronics store. Both figures are up one percent from 2003.
- Unlike computer recycling, taking an unwanted television set to a transfer station or dump was the preferred option (25%). The second most popular option was to donate the television (23%). The third choice was taking the television to an unspecified recycling center, not a store or transfer station (11%).
- When asked who should pay for the proper disposal of computers, televisions, or other potentially harmful electronic items, the consumer was cited most often (40%), followed by the manufacturer (29%) and the government (11%). In 2003, the figures were 47%, 28%, and 10%, respectively.
- Most respondents stated that they preferred to pay a recycling fee when they were ready to recycle the equipment (70%) rather than when they purchased the equipment. This response is down slightly since 2003 (77%).

Internet Use

- Up from approximately 10% in 2003, 16% have visited the King County website to obtain information about garbage service and recycling.
- When comparing the four geographic areas, significantly fewer residents of South King County (12%) reported visiting the King County website for information regarding garbage and recycling than residents of the Eastside (19%).

Additional Comments

- Nearly one-third of those surveyed (170 of 603 residents, 28%), provided additional comments. The type of comment mentioned most often (17%) was positive: encouraging King County to “keep up the good work”, thanking the County, and commending them on doing a good job. The suggestion that the County provide more and better information concerning the what, where, when, etc., of recycling was the second most common comment (8%). However, comments regarding cost and price concerns (9%) also surfaced, such as the rates being too high and the lack of free recycling services.

Chapter 4. Key Findings

The following are the key findings of the study by the nine major areas of investigation mentioned previously.

4.1 CURBSIDE GARBAGE SERVICE

Use of Household Garbage Service

Overall, in the past three years, the majority of residents have used curbside garbage services. Approximately nine in ten residents from the past three surveys had their garbage picked up at their home or building by a garbage service (2005, 93%; 2003, 91%; 2002, 89%).

As illustrated in Table 4-1, significantly more residents living within incorporated King County reported taking advantage of curbside garbage service (95%) versus unincorporated King County residents (85%).

Table 4-1. Reported Use of Household Garbage Service Use in Incorporated versus Unincorporated Areas

	2005 (n=603)	2003 (n=601)
Total Curbside Garbage Service	93%	91%
Incorporated King County	95%	93%
Unincorporated King County	85%	85%

Based on Q10: Do you have garbage picked up at your home or building by a garbage service?

As shown in Table 4-2, while curbside garbage service use on the Eastside remained constant(96%) from 2003 to 2005, both South King County (90%) and Rural East King County (89%) increased by four percentage points, and North King County (92%) fell by five percentage points. Overall, the different geographic segments appear to be stabilizing. In 2003 there was a 12% spread between the areas. In 2005 there was only a 7% range of variation between any two areas.

Table 4-2. Reported Household Garbage Service Use by Geographic Area within King County

	2005 (n=603)	2003 (n=601)
Eastside	96%	96%
North King County	92%	97%
South King County	90%	86%
Rural East King County	89%	85%

Based on Q10: Do you have garbage picked up at your home or building by a garbage service?

Also important to note is that, similar to 2003, almost all residents who used yard waste services (99%) or curbside recycling services (98%) opted for curbside garbage service.

Over 90% of residents in single-family homes (or buildings with four or fewer units) (92%) and in multi-family buildings with more than four units (97%), chose to have their garbage picked up by a garbage service.

Those residing in one location for ten years or less were significantly more likely to have used curbside garbage service (fewer than 3 years, 95%; 3-5 years, 95%; 6-10 years, 94%) than those living in a certain location for 20 years or more (86%).

Younger respondents were more likely to have used curbside garbage service. Eighteen to 24 year olds were significantly more likely to have used the service than any other age group, and 25-44 year olds were also significantly more likely to have used the service than any older group (18-24, 100%; 25-44, 97%; 45-64, 90%; 65+, 86%).

Satisfaction Level with Garbage Service

Overall satisfaction levels with curbside garbage service decreased slightly from 2003 (86%), with 84% of residents agreeing the service provided was satisfactory, with a rating of six or seven on a seven-point scale. (see Table 4-3).

Geographically, Eastside and North King County residents (57% and 54%) were significantly more likely to give a rating of very satisfied (a rating of seven on a seven-point scale) than residents of Rural East King County (35%). Residents of the Eastside also were significantly more likely to have given higher satisfaction ratings than those of South King County (42%). This was also the pattern shown for each area's average ratings (Eastside, 6.4; North King County, 6.4; South King County, 6.1; Rural East King County, 5.9). It should be noted that results are based on small sample sizes for Rural East King County (n=54) and North King County (n=61).

Residents in incorporated King County had slightly higher levels of satisfaction (85% rated six or seven on a seven-point scale) compared to unincorporated King County with a rating of six or seven (82%). Over eight in ten residents in both areas were consistently satisfied with their curbside garbage service this year as well as in 2003.

Table 4-3. Satisfaction with Curbside Garbage Service

	2005 (n=558)	2003 (n=545)
7 - Very satisfied	48%	47%
6 – Satisfied	36%	39%
5 - Somewhat satisfied	8%	7%
4 - Neither satisfied nor dissatisfied	3%	3%
3 - Somewhat dissatisfied	2%	2%
2 – Dissatisfied	1%	1%
1 - Very dissatisfied	1%	<1%

Based on Q11: How satisfied are you with your garbage service? Would you say you are... Based on a scale of 1 to 7 where 1 means "Very dissatisfied" and 7 means "Very satisfied."

With the exception of Rural East King County (74%), satisfaction levels with curbside garbage service were high among all housing types and geographic areas, with over eight in ten residents expressing satisfaction (a rating of six or seven on a seven-point scale).

Respondents holding residency in one home for 11 or more years were significantly more likely to report being very satisfied (seven on a seven-point scale) with their curbside garbage service (11-20 years, 52%; 20 or more years, 61%) than those living in one home for three to five years (39%). Those living in their homes for 20 or more years were also significantly more likely to report being very satisfied (61%) than those living in their homes for fewer than three years (45%).

Similar to 2003, higher satisfaction not only appeared with respondents who held longer residences, but also those who were 65 years of age or older. These older residents were more likely to be satisfied with their curbside garbage service (92% rated seven or six on a seven-point scale) than those respondents between 18 and 64 years of age (83%). On average, residents 65 years or older also had significantly higher average satisfaction scores than all other age groups (18-24, 5.8; 25-44, 6.2; 45-64, 6.2; 65+, 6.6).

4.2 TRANSFER STATIONS

Garbage Disposal at Transfer Stations

FREQUENCY OF VISITS TO TRANSFER STATION

Similar to 2003 and 2002, half of King County residents (54%) reported never taking their garbage to a transfer station in the past year (see Table 4-4). As in 2003, residents living in unincorporated King County continue to be more likely to have taken garbage to the transfer station within the past year (51%) than those residing in incorporated King County (43%). These figures show an increase in the gap between the two areas compared to that in 2003: 46% for unincorporated and 43% for incorporated.

Use of transfer stations in 2005 (45%) is approximately the same as 2003 (46%) and 2002 (44%). On average in the past year, and similar to past years, residents of unincorporated King County used garbage transfer stations significantly more often (1.8 times per year) than residents of incorporated King County (1.2 times per year). Single-family households (or buildings with four or fewer units) also used the transfer station for garbage disposal more often (1.5 times per year) than residents of multi-family buildings (0.4 times).

Table 4-4. Reported Frequency of Visits to a Transfer Station in the Past Year

	Total 2005	2005 Incorporated King County	2005 Unincorporated King County	Total 2003
By total	(n=603)	(n=457)	(n=139)	(n=601)
Never	54%	55%	48%	53%
Once	13%	14%	9%	14%
Twice	11%	11%	10%	12%
Three times	6%	5%	8%	6%
Four times	5%	4%	6%	3%
More than four times	11%	9%	17%	11%
Don't know/Refused	1%	2%	1%	<1%
Average	1.4	1.2	1.8	1.4

Based on Q12: How many times in the past year did you or someone from your household take your garbage to a transfer station?

Similar to 2003, about half the residents from each geographic area reported never disposing of garbage at transfer stations in the past year (Eastside at 56%, North King County at 52%, South King County at 52%, and Rural East King County at 56%).

In terms of those who did use transfer station services, South King County (46%), North King County (46%), Rural East King County, (43%), Eastside (44%) residents were all similar. Compared to 2003, slightly more South King County (48% in 2003) residents reported using a transfer station. However, the percentage of Eastside (44% in 2003) and Rural East King County (51% in 2003) residents who visited their transfer station declined since the previous year. North King County's usage rate remained constant (47% in 2003).

This past year, the majority of residents living in multi-family buildings reported never using a transfer station for garbage disposal (74%) (down from 87% in 2003). Residents of single-family homes (or buildings with four or few units), on the other hand, were significantly less likely to have never taken garbage to a transfer station in 2005 (51%). It is important to note the small sample size for multi-family buildings (n=69).

Similar to 2003, residents 65 and older were significantly more likely to have never used transfer station facilities (65%) than those between 45 and 64 years of age (49%). Similarly for the last two years, renters (72%) were significantly more likely to have never visited a transfer station for garbage disposal than homeowners (50%).

REASONS FOR DISPOSAL OF GARBAGE AT A TRANSFER STATION OR LANDFILL

The primary reason residents reported using transfer stations was to dispose of large volumes of garbage (39%) similar to the percentage in 2003 (41%). The second highest response, garbage that was not accepted by garbage services because it was too large (26%), remained constant in percent for both years (see Table 4-5). Therefore, transfer station use appears to have been substantially due to garbage limitations and not for reasons such as price or convenience. In 2003 the fourth most common reason was price (6%) similar to 2005 (5%). The fifth most common response in 2003 (5%), convenience, was also similar in 2005 (4%). The sharpest increase in any one reason for taking garbage to a transfer station was junk or remodeling debris; changing from 8% in 2003 to 12% in 2005. Yard waste increased from the sixth most common reason in 2003 (4%) to the fourth most common in 2005 (6%).

Residents of incorporated King County were significantly more likely to state large volumes of garbage as their primary reason for using garbage transfer stations (46%) than residents of unincorporated King County (20%).

Table 4-5. Primary Reason to Take Household Garbage to a Transfer Station or Landfill

	2005	2003
Top five coded responses for 2005	(n=270)	(n=280)
Large volume/quantity	39%	41%
Items garbage service will not take/too big	26%	26%
Junk/remodeling debris	12%	8%
Yard waste/debris	6%	4%
Cheaper/saves money	5%	6%
More convenient	4%	5%

Based on Q13: What is the main reason you take household garbage yourselves to a transfer station or landfill?

Recycling at Transfer Stations

As with garbage, the majority of residents (71%) in the past year chose not to haul recyclables to transfer stations, as seen in Table 4-6. This figure was consistent with the 2003 (73%) and 2002 (71%) response. Fewer than 10% of those surveyed reported recycling at the transfer station more than four times over the past year. On average in the past year, residents of unincorporated King County used recycling transfer stations significantly more often (1.4 times per year) than residents of incorporated King County (0.7 times per year).

Table 4-6. Reported Frequency of Recycling Area Use at Transfer Stations

	2005	2003
By total	(n=603)	(n=601)
Never	71%	73%
Once	8%	7%
Twice	6%	6%
Three times	2%	2%
Four times	2%	2%
More than four times	9%	9%
Don't know/Refused	1%	<1%

Based on Q15: How many times in the past year did you or someone from your household take materials to the recycling areas at the transfer station?

Similar to 2003, significantly more residents in incorporated King County (74%) than in unincorporated King County (64%) reported not visiting a transfer station for recycling in the past year. Compared to 2003, about the same percentage of residents in incorporated King County reported never using transfer stations for recycling (75% in 2003 and 74% in 2005).

In 2005 there were no significant differences between the four geographic locations with respect to respondents' having used or not used a transfer station for recycling.

Residents living in multi-family buildings were significantly more likely to avoid transfer stations for recycling (86%) than residents of single-family homes (or buildings with four or fewer units) (69%). These results are similar to the 2003 findings (multi-family buildings, 85%; single-family homes, 71%).

Significantly more renters (79%) than owners (70%) decided not to take recyclables to a transfer station.

Of the residents who did not take their recyclables to a transfer station in the past year, 74% used curbside garbage service and 74% used curbside recycling services. This is significantly higher than residents who do not have curbside garbage or recycling services and did not take recyclables to a transfer station in the past year (33% and 51%, respectively). Interestingly, over half the residents who take their garbage to a transfer station did not dispose of their recyclables at a transfer station (56%), which was also the case in 2003 with 56% of garbage transfer station users not using the transfer stations for recycling.

4.3 CURBSIDE AND MULTI-FAMILY RECYCLING SERVICES

Single-family Recycling Services

In 2005, 87% of respondents who live in single-family homes (or buildings with four or few units) subscribed to curbside recycling programs. This was an increase from 84% in 2003. Incorporated King County residents increased participation in curbside recycling services from 85% in 2003 to 90% in 2005, while unincorporated King County residents decreased from 81% in 2003 to 78% in 2005. The decision to participate in curbside recycling was made by

significantly more Eastside (93%) and North King County (96%) residents than South King County (80%) and Rural East King County (82%) residents. This difference is consistent with the 2003 data. However, all four geographic areas were more likely to participate in curbside recycling in 2005 compared to 2003 (see Table 4-7). It is important to note the small sample sizes for North King County (n=57) and Rural East King County (n=61).

Table 4-7. Geographic Comparison of Reported Participation in Curbside Recycling Service

Geographic Area	2005 (n=534)	2003 (n=526)
Eastside	93%	92%
North King County	96%	93%
South King County	80%	76%
Rural East King County	82%	77%

Based on Q.21: Do you participate in recycling service at your home?

As expected, and similar to 2003, residents were significantly more likely to participate in curbside recycling if they also participated in curbside garbage (93%) and yard waste (98%) services compared with those residents who did not participate in curbside garbage or yard waste services (19% and 78%, respectively).

Residents who did not use the transfer station for garbage and recycling services were as likely to participate in curbside recycling services (90% and 91%, respectively) as residents who do haul garbage and recycling to the transfer station. (83% and 76%, respectively).

SATISFACTION LEVEL WITH CURBSIDE RECYCLING SERVICES

Respondents living in single-family homes (or buildings with four or fewer units) and who participated in curbside recycling were asked to rate their overall satisfaction with their curbside recycling service on a scale of 1 to 7, where 1 represented “very dissatisfied” and 7 represented “very satisfied.”

As shown in Table 4-8, curbside recycling was rated as satisfactory (a rating of six or seven) by over eight in ten respondents (86%), which was identical to that of 2003 (86%) and up from 2002 (78%). Overall respondents were satisfied with curbside recycling services, with an average score of 6.2.

Table 4-8. Satisfaction with Curbside Recycling Services: 2005 and 2003

	2005 (n=463)	2003 (n=441)
7 - Very satisfied	52%	51%
6 - Satisfied	34%	35%
5 - Somewhat satisfied	7%	6%
4 - Neither satisfied nor dissatisfied	2%	3%
3 - Somewhat dissatisfied	2%	2%
2 - Dissatisfied	1%	1%
1 - Very dissatisfied	1%	1%
Don't know/Refused	1%	1%

Based on Q23: How satisfied are you with your curbside recycling service? Would you say you are... Based on a scale of 1 to 7 where 1 means "Very dissatisfied" and 7 means "Very satisfied."

Incorporated and unincorporated King County residents' satisfaction levels are approximately the same. Incorporated King County resident satisfaction levels were similar this year (87%) to 2003 (86%), while those in unincorporated King County were slightly less satisfied this year (see Table 4-9).

Table 4-9. Satisfaction with Curbside Recycling Services: Incorporated and Unincorporated King County

	Incorporated King County		Unincorporated King County	
	2005 (n=353)	2003 (n=305)	2005 (n=104)	2003 (n=136)
7 - Very satisfied	54%	52%	44%	49%
6 - Satisfied	33%	34%	38%	38%
5 - Somewhat satisfied	7%	6%	10%	7%
4 - Neither satisfied nor dissatisfied	1%	3%	3%	3%
3 - Somewhat dissatisfied	2%	2%	3%	1%
2 - Dissatisfied	1%	2%	--	--
1 - Very dissatisfied	1%	1%	1%	1%
Don't know/Refused	1%	1%	2%	--

Based on Q23: How satisfied are you with your curbside recycling service? Would you say you are... Based on a scale of 1 to 7 where 1 means "Very dissatisfied" and 7 means "Very satisfied."

Eastside residents were significantly more likely be very satisfied (61%) than South King County (45%) or Rural East King County residents (40%). In terms of general satisfaction (a rating of six or seven), Eastside residents were the most satisfied (90%) followed by those in North King County (89%), South King County (83%), and finally Rural King County (76%) (see Table 4-10).

Table 4-10. Geographic Comparison of Satisfaction with Curbside Recycling Services

	2005 (n=463)	2003 (n=441)	2002 (n=446)	2000 (n=468)
Eastside (2005, n=183)				
7 - Very satisfied	61%	51%	47%	52%
6 - Satisfied	29%	35%	39%	30%
5 - Somewhat satisfied	5%	6%	8%	9%
North King County (2005, n=55)				
7 - Very satisfied	56%	44%	33%	45%
6 - Satisfied	33%	41%	57%	42%
5 - Somewhat satisfied	4%	7%	5%	6%
South King County (2005, n=175)				
7 - Very satisfied	45%	55%	40%	49%
6 - Satisfied	38%	30%	34%	31%
5 - Somewhat satisfied	9%	7%	9%	12%
Rural East King County (2005, n=50)				
7 - Very satisfied	40%	43%	26%	28%
6 - Satisfied	36%	50%	33%	56%
5 - Somewhat satisfied	12%	4%	15%	10%

Based on Q.23: How satisfied are you with your curbside recycling service? Would you say you are... Based on a scale of 1 to 7 where 1 means "Very dissatisfied" and 7 means "Very satisfied".

A larger percentage of very satisfied ratings were given by those who were 65 years old or older (69%) compared to those aged 25-44 years (51%) and those between 45 and 64 years old (48%). Also significantly different were those living in their home for longer periods of time; over 20 years (65%), 11 to 20 years (57%), and 6 to 10 years (53%); compared to 3 to 5 years (38%).

Multi-family Recycling Services

Nine in ten (90%) of those living in buildings with more than four units are being provided with recycling service at their building, a sharp increase from 2003 (76%) and 2002 (72%). Among those who receive this service, a similar percent to 2003 (93%) used the service in 2005 (94%). As seen in Table 4-11, reported participation has decreased in North King County (89%) compared to 2003 (100%). Residents of unincorporated King County reported a significantly higher percentage of buildings offering recycling services (100%) compared with incorporated King County residents (89%). Likewise, residents of North King County reported significantly more buildings offering recycling services (100%) as compared to South King County (84%). (Please note the percentages are based on small sample size.)

Table 4-11. Geographic Comparison of Reported Participation in Multi-family Recycling Service

	2005 (n=62)	2003 (n=57)	2002 (n=73)
Eastside	95%	90%	100%
North King County *	89%	100%	100%
South King County	94%	95%	100%
Rural East King County	--	100%	100%

Based on Q.25: Do you use the recycling service at your building?

**Note: North King County, 2005, n=9, 2003=3*

Respondents living in buildings with four or more units and who participated in their building's recycling program were asked to rate their overall satisfaction with their building's recycling service on a scale of 1 to 7, where 1 represented "very dissatisfied" and 7 represented "very satisfied." These results are shown in Table 4-12. Of those individuals, over seven in ten (73%) were satisfied (a rating between six and seven) with their building's recycling service.

Table 4-12. Satisfaction Level with the Building Recycling Services

	2005 (n=58)	2003 (n=53)
7 - Very satisfied	40%	43%
6 - Satisfied	33%	34%
5 - Somewhat satisfied	14%	15%
4 - Neither satisfied nor dissatisfied	2%	2%
3 - Somewhat dissatisfied	5%	4%
2 - Dissatisfied	2%	--
1 - Very dissatisfied	3%	2%

Based on Q27: How satisfied are you with your building's recycling services?

Recycling and Disposal Knowledge

Seventy-eight percent (78%) of respondents rated either agreement or strong agreement (a rating of six or seven on a seven-point scale) with the statement “I have received enough information so that I know which materials I can recycle at home.” (see Table 4-13.)

On average, residents of single-family homes (or buildings with four or fewer units) gave significantly higher agreement ratings (6.0) than those living in multiple-family buildings (5.7). As expected, those who recycled through curbside programs (6.0) were also significantly more likely to give a higher agreement rating than those who did not use curbside recycling services (5.6).

Table 4-13. Enough Information Received About Recyclable Materials to Recycled at Home

By Dwelling Size	Single-family homes (n=532)	Multi-family buildings (n=69)
7 – Strongly agree	37%	36%
6 - Agree	42%	36%
5 - Somewhat agree	13%	12%
4 - Neither agree nor disagree	1%	1%
3 - Somewhat disagree	3%	3%
2 - Disagree	1%	7%
1 - Strongly disagree	2%	3%
Average	6.0	5.7

Based on Q30.1: To what extent do you agree with the following statement: ‘I have received enough information so that I know which materials I can recycle at home.’

As shown in Table 4-14, residents of unincorporated King County (86%) were significantly more likely to have heard of recycling events, which accept tires, appliances, furniture, wood and other items for recycling, than incorporated King County residents (79%).

Table 4-14. Heard of Recyclable Collection Events

By total	Total (n=603)	Incorporated King County (n=457)	Unincorporated King County (n=139)
Yes	81%	79%	86%
No	19%	20%	13%
Don't know/Refused	1%	1%	1%

Based on Q31.7: Have you heard of recyclable collection events, which accept tires, appliances, furniture, wood, and other items for recycling?

4.4 KING COUNTY SERVICES

Contact with King County's Solid Waste Division Staff

Thirty-four percent of respondents reported having contact with King County Solid Waste Division staff in the past year (see Table 4-15), which represents an increase from 2003 (28% of respondents). Among those residents who have had contact with King County staff, residents in unincorporated King County had significantly more contact (44%) compared with residents of incorporated King County (31%). Of the four geographic areas, North King County residents (44%) reported the most contact with the County staff. Rural East King County residents reported the least contact (30%). The reverse was true in 2003; Rural East King County reported the highest percent (35%) and North King County, the least (24%). East King County (34%) and South King County (32%) reported second and third most contact with King County staff.

Table 4-15. Have Had Contact with Staff From King County's Solid Waste Division

	Total	Incorporated King County	Unincorporated King County
By total	(n=603)	(n=457)	(n=139)
Yes	34%	31%	44%
No	64%	67%	55%
Don't know/Refused	2%	2%	1%

Based on Q32: Have you ever had contact with staff from King County's Solid Waste Division, such as on the phone, at a special event, or at a transfer station?

Those who used the transfer station for garbage (47%) and recycling (46%) as well as participate in composting (39%) were significantly more likely to have reported having contact with Solid Waste Division staff.

Homeowners were significantly more likely (38%) than renters (15%) to have contact with staff. Those making \$50,000 or more in annual household income were more likely to contact Solid Waste Division staff than those households earning less than \$30,000 annually (<\$30K, 19%; \$30K-\$50K, 30%; \$50K-\$100K, 39%; >\$100K, 37%).

Respondents aged 45-64 years were significantly more likely to have had contact with County staff (41%) than any other age group (18-24, 12%; 25-44, 28%; 65+, 25%).

Satisfaction Level with Customer Service from Solid Waste Division

All respondents who have had contact with the King County Solid Waste Division staff were asked to rate their overall satisfaction with the level of customer service received from the staff on a scale of 1 to 7, where 1 represented "very dissatisfied" and 7 represented "very satisfied."

A total of 85% of respondents reported being satisfied or very satisfied with the customer service received from the King County Solid Waste Division staff (a rating of six or seven), this increased slightly from 2003 (82%). These results are displayed in Table 4-16.

Table 4-16. Satisfaction with King County Solid Waste Division Staff

	2005 (n=204)	2003 (n=170)	2002 (n=188)
7 - Very satisfied	45%	49%	41%
6 - Satisfied	40%	33%	43%
5 - Somewhat satisfied	6%	8%	5%
4 - Neither satisfied nor dissatisfied	3%	6%	3%
3 - Somewhat dissatisfied	<1%	1%	1%
2 - Dissatisfied	3%	2%	1%
1 - Very dissatisfied	1%	1%	4%
Don't know/Refused	<1%	1%	2%

Based on Q32.2: How satisfied were you with the level of customer service you received? Would you say you were... Based on a scale of 1 to 7 where 1 means "Very dissatisfied" and 7 means "Very satisfied."

Incorporated King County respondents (85%) expressed satisfaction (a rating of six or seven) with the customer service provided approximately equal to the unincorporated King County respondents (84%). Eastside (92%) and Rural East King County (88%) areas showed more satisfied residents than North King County (82%) and the South King County (77%) areas.

Those who lived in a single-family home (or buildings with four or fewer units) were significantly more likely to give a very satisfied rating (47%) than those living in multiple-family buildings (17%).

Awareness of 'Waste-Free Holidays' Program

Overall, a total of 10% of respondents indicated they were aware of King County's 'Waste-Free Holiday' program (see Table 4-17). In 2003, the first year that this question was asked, 16% of respondents said they had heard of the program; an indication that awareness has been declining over the last two years. The only significant difference between those who had heard of the program and those who had not was whether they had used a transfer station for recycling (15%), compared those that do not use a transfer station to recycle (8%). Similar results were found in 2003, where those who used a transfer station for recycling (21%) were significantly more likely to have heard of "Waste-Free Holidays" than those who had not used a transfer station for recycling (14%).

Table 4-17. Aware of 'Waste-Free Holidays'

	2005 (n=603)	2003 (n=601)
Yes	10%	16%
No	89%	83%
Don't know/Refused	1%	2%

Based on Q72: Have you ever heard of the 'Waste-Free Holidays' program?

Support for Zero Waste Goal

Respondents were asked if to rate their support of King County's goal for its citizens and businesses of zero resource waste, meaning that nothing recyclable would be thrown in the landfill. Responses were based on a seven-point scale, where 7 represented "strongly supportive" and 1 represented "strongly unsupportive."

Overall, 50% of respondents were strongly supportive of the goal. (see Table 4-18) A majority of residents in incorporated King County (76%) and unincorporated King County (67%) were supportive or strongly supportive of the goal (a rating of six or seven). Nearly half of all residents in all geographic areas were very supportive of the zero waste goal (Eastside, 52%; North King County, 56%; South King County, 48%; Rural East King County, 49%). Similarly supportive results were reported for single-family homes (or buildings with four or fewer units) (52%) and multi-family buildings (42%).

Table 4-18. Agreement with Zero Waste of Resources Goal

	2005 (n=603)
7 – Strongly Supportive	50%
6 - Supportive	24%
5 - Somewhat Supportive	12%
4 - Neither Supportive nor Unsupportive	5%
3 - Somewhat Unsupportive	2%
2 - Unsupportive	1%
1 - Very Unsupportive	2%
Don't know/Refused	4%

Based on Q53.1: King County has established a goal for its citizens and businesses called zero waste of resources. The goal means that by year 2030, nothing recyclable would be disposed in a landfill. How supportive of this goal are you?

4.5 YARD MAINTENANCE AND FOOD WASTE

Management of Grass and Yard Waste

Respondents living in single-family homes (or buildings with four or fewer units) were asked what methods they used to dispose of grass clippings, brush trimmings, leaves and other yard waste.

A total of 51% of respondents reported subscribing to curbside yard waste collection, 49% said they did not. Residents of incorporated King County were significantly more likely to use curbside yard waste services (58%) than those of unincorporated King County (30%). Residents of the Eastside (61%) and North King County (67%) were also significantly more likely to subscribe to curbside yard waste pick-up, as compared to residents of South King County (40%) and Rural East King County (43%).

As expected, those using curbside garbage (55%) or recycling (57%) pick-up were significantly more likely to have used curbside yard waste pick up compared those who did not have curbside services (7% and 8%, respectively).

The two primary methods residents used to discard grass clippings and other yard waste this year were curbside yard waste recycling (31% and 43% respectively) and use of a compost bin or pile (34% and 46% respectively); both methods received a slight decline in percent from 2003. Leaving grass clippings on the lawn tied as the second most common method of disposing grass clippings this year (23%), slightly more than in 2003 (21%) (see Table 4-19).

Table 4-19. Methods of Disposal Used for Grass Clippings and Other Yard Waste

	Grass Clippings		Other Yard Waste	
	2005 (n=534)	2003 (n=526)	2005 (n=534)	2003 (n=526)
Curbside yard waste recycling	31%	34%	43%	46%
Compost bin or pile	23%	26%	22%	26%
Leave clippings on lawn	23%	21%	--	--
Don't have a lawn/non-grass yard waste	9%	8%	9%	6%
Landscape service	7%	7%	8%	7%
Other	6%	4%	17%	14%
Don't know/Refused	2%	1%	2%	2%

Based on Q36: What does your household most often do with grass clippings from your lawn? Q36.1: What does your household most often do with brush trimmings, leaves, and other yard waste besides grass?

Incorporated King County residents were significantly more likely to choose curbside yard waste recycling for both grass clippings (36%) and other yard waste (49%) than unincorporated King

County residents (grass clippings, 15%; other yard waste, 25%). However using compost bins or piles for both materials, was reported by significantly more unincorporated King County residents (grass clippings, 42%; other yard waste, 43%) than incorporated King County residents (grass clippings, 16%, other yard waste, 14%).

Curbside yard waste recycling was the method preferred for disposal of grass clippings by significantly more Eastside residents (38%) than South King County residents (25%). Fewer residents in North King County used this method for grass clippings in 2005 (32%) than in 2003 (45%), while more Rural East King County chose this method for grass clippings in 2005 (33%) than in 2003 (21%)

Curbside yard waste disposal for other yard wastes debris (not grass clippings) was selected by significantly more Eastside (53%) and North King County (51%) residents than South King County (35%) and Rural East King County (31%) residents.

Compared to 2003, compost bin or pile usage for grass clippings by incorporated King County residents decreased nine percentage points to 16% in 2005; a similar decrease was seen for using this method for other yard waste (2005, 14%; 2003, 21%). For unincorporated residents there was a dramatic increase in using a compost bin or pile for grass clippings from 29% in 2003 to 42% in 2005, as well as a less dramatic increase in using this method for other yard waste (2005: 43%, 2003: 37%).

The method of using a compost bin or pile for discarding grass clippings was similarly reported by residents in the four geographic areas (ranging from 18% to 28%), however it was mentioned for disposal of other yard waste by significantly more residents in Rural East King County (34%) than either those in South King County (20%) or in the Eastside (19%).

Curbside yard waste was significantly more likely to be used for grass clippings by homeowners (33%) than renters (16%). Similarly, for non-grass clippings, curbside yard waste was significantly more likely to be employed by homeowners (45%) than renters (27%).

Composting Yard and Food Waste at Home

Respondents living in single-family homes (or buildings with four or few units) who did not mention using a compost bin or pile for grass clippings or yard waste were asked whether they compost their yard and food waste at home, and if they would be willing to separate their food waste from other garbage for composting. Both composting of yard waste (16%) and composting of food waste (17%) decreased since 2003 (both 20%). (see Table 4-20)

Table 4-20. Composting Yard/Food Waste (“Yes” responses)

	2005	2003	2002
Compost yard waste at home (2005, n=370; 2003, n=334; 2002, n=293)	16%	20%	36%
Compost food waste at home (2005, n= 603; 2003, n=601; 2002, n=608)	17%	20%	19%

Based on Q36.2: Do you compost your yard waste at home? Q36.3: Do you compost food waste, such as vegetable scraps, at home?

No group was significantly more likely to compost yard waste than any other in 2005. However, there were five different groups that were significantly more likely to compost food waste: unincorporated King County (24%) versus incorporated King County (15%); single-family homes (or buildings with four or few units) (18%) versus multi-family buildings (7%); those that did not use curbside services (garbage, 51%; recycling, 30%; yard waste, 25%) versus those that did (garbage, 14%; recycling, 15%; yard waste, 10%); those that did recycle at transfer stations (27%) versus those that did not (13%); and those that earn \$30,000 to \$50,000 annually (27%) versus those with household incomes of \$50,000 to \$100,000 (16%) and those that earn above \$100,000 (14%) annually.

Twenty-seven percent (27%) of all respondents with curbside yard waste collection said that they are permitted to put food waste in their yard waste collection bins and 54% said they are not. Those living in incorporated King County (30%) compared to unincorporated King County (15%) and those living in the Eastside (53%) compared to all other areas (North King County, 5%; South King County, 7%; Rural East King County, 12%), were significantly more likely to believe they have the option to include food waste in their yard waste collection bins.

Of the 27% of respondents that said they were permitted to put food waste in their yard waste collection bin, 38% reported typically doing so and 62% reported that they did not.

Of those who did not put food waste in their yard waste collection bins, the main reason given was the smell (24%), followed by a preference for other methods, and the difficulty/inconvenience involved (both 16%). (See Appendix D for more details)

Thirty-seven percent (37%) of respondents who reported not having the option to put food waste in their yard waste collection bins 37% said they would if they could and 56% said they would not.

4.6 COMPUTER AND TELEVISION RECYCLING

Over two-thirds of residents reported not having a home computer (70%) or television (84%) that was being currently unused and stored. The remaining residents who did store at least one of those items (computers, 29%; televisions, 15%) were more likely to be living in single-family homes (or buildings with four or fewer units) (computers, 31%; televisions, 17%) than in multi-family buildings (computers, 17%; televisions, 6%).

The primary choices for disposing of an old computer was donation in both 2005 (20%) and 2003 (29%). However, while the primary choice in 2003 for disposing of an unwanted television was donation (28%), in 2005 the primary method became disposing of it at a dump or transfer station (25%). (see Table 4-21)

Both this year and in 2003 many of the respondents did not know what to do with their unwanted computer(s) (2005, 21%; 2003, 23%) or television(s) (2005, 15%; 2003, 15%).

Table 4-21. Reported Methods of Disposal Used for Unwanted Televisions and Computers

	Computer		Television	
	2005 (n=603)	2003 (n=601)	2005 (n=603)	2003 (n=601)
By total				
Donate it	20%	29%	23%	28%
Take it to the dump	9%	8%	25%	25%
Give it to friends/family	11%	14%	10%	10%
Take it to a store/collection center	14%	12%	11%	6%
Research how to recycle it	11%	5%	9%	3%
Throw it away	6%	4%	7%	9%
Recycle it/take to event	2%	3%	11%	3%
Sell it	4%	6%	3%	6%
Other	2%	6%	11%	3%
Don't have one, never will	1%	--	--	--
Don't know/Refused	21%	23%	15%	15%

Based on Q43: If you needed to get rid of an unwanted computer, what would you do with it? Q46: If you planned to get rid of an unwanted TV, what would you do with it?

Overall, for broken items the preferred methods for computer recycling was split between transporting computers to the transfer station (43%) or a local computer/electronics store (42%); a very small segment of residents chose other methods (send back to manufacturer, 2%; Throw it away, 1%; Donate, 1%; etc.). (see Table 4-22)

When asked if residents assume a fee was to be charged to the consumer for proper recycling or disposal of televisions and computers, an overwhelming number of residents preferred to pay the fee when the equipment was recycled (70%) rather than when it was purchased (22%). However, this gap is smaller than it was in 2003 (77% and 19%, respectively). Residents of North King County (30%) were significantly more likely to prefer paying at the time of purchase than those of South King County (18%).

Table 4-22. Preference among Recycling Methods for Broken Computers

	2005 (n=603)	2003 (n=601)
Take to local transfer station	43%	42%
Take to local computer/electronics store	42%	41%
Send back to the manufacturer	2%	3%
Throw it away in garbage can/dumpster	1%	1%
Donate it	1%	2%
Leave it on the curb/curbside/side of street for pick-up	1%	--
Take it to a community recycling event/collection event	1%	1%
Have someone pick it up from me	1%	2%
Other	1%	1%
Fix broken part/give it to friend/relative who rebuilds computers	<1%	1%
Don't know/refused	7%	7%

Based on Q.43.5: Assume that your computer is broken and can't be fixed, but that recycling services are available, which would be the most convenient way for you to recycle your computer?

As illustrated in Table 4-23, each year slightly fewer than half of all respondents thought the consumer should pay the fee needed to ensure products are safely recycled or disposed. Those living in unincorporated King County were significantly more likely to prefer that the consumer pay (48%) than those in incorporated King County (37%).

The next most common responses were manufacturer (29%) and the government (11%). Residents of North King County (2%) were significantly less likely to want the government to pay the fee than those of any other area (Eastside, 14%; South King County, 10%; Rural East King County, 16%).

Table 4-23. Parties Responsible for Ensuring through Payment that TVs, Computers and Electronics are Safely Recycled or Disposed

	2005	2003	2002
By total	(n=603)	(n=601)	(n=608)
Consumer	40%	47%	48%
Manufacturer	29%	28%	18%
Government	11%	10%	15%
Retail store	3%	2%	4%
Other	9%	5%	4%
Don't know/Refused	8%	8%	12%

Based on Q47: TVs, computers, and some electronics have parts that can harm the environment if they are improperly disposed. Who do you think should pay for making sure these products are safely recycled or disposed?

Those 25 years old or older were significantly more likely (25-44, 39%; 45-64, 43%, 65+, 39%) than those 18 to 24 years old (6%) to say the consumer should pay the fee to ensure safe recycling or disposal. Homeowners (43%) were also significantly more likely to have said the consumer should pay the fee compared to renters (27%).

Participants earning more than \$100,000 annually were significantly more likely to have said the consumer should pay the fee (48%) than those with annual incomes less than \$30,000 (31%).

4.7 INTERNET USE

In 2003, 10% of residents stated they had visited the King County website to obtain information about garbage service and recycling, this figure increased to 16% in 2005. (see Table 4-24).

Table 4-24. Visited King County Website to Obtain Garbage or Recycling Information

By total	2005	2003
Obtained information about garbage service and/or recycling from website (2005, n=603; 2003, n=193)	16%	10%*

*Based on Q49.5: Have you visited King County's Website to obtain information about garbage service and recycling?
Note: the 2003 data was recalculated to match the 2005 participant filters.

Participants using transfer stations for either garbage or recycling were significantly more likely to have visited the website for this purpose (both 22%) than those who did not participate in hauling garbage (12%) or recycling (14%).

Residents in East King County (19%) and Rural King County (21%) reported using the King County website to obtain garbage and recycling information more often than North King County (20%) and South King County (12%).

Males (20%) were significantly more likely to have visited the King County website to obtain information about garbage service and recycling than females (13%). Those respondents between 25 and 64 years were significantly more likely to have visited the King County website (25-44 and 45-64 both 18%) than those 18 to 24 years old (6%) and those 65 years or older (7%). Homeowners were significantly more likely to visit the website for this purpose (19%) than renters (8%).

4.8 DEMOGRAPHIC COMPARISONS

All demographic information listed below is based on information provided by 603 respondents during the 2005 study.

Gender

Female	52%
Male	48%

Age

18 to 24 years old	3%
25 to 44 years old	35%
45 to 64 years old	44%
65 years old or older	11%
Average 47.8 years old	
Refused	6%

Residence Type

Single-household dwelling	82%
Building with 2 to 4 units	6%
Building with more than 4 units	11%

Own or Rent Residence

Own	81%
Rent	18%

Area of Residence

South King County	43%
Eastside	36%
North King County	11%
Rural East King County	10%

Length of Residency at Current Home

Fewer than 3 years	25%
3 to 5 years	21%
6 to 10 years	18%
11 to 20 years	20%
More than 20 years	17%

Average 10.6 years

Annual Household Income

Less than \$30,000	12%
\$30,000 to \$50,000	15%
\$50,000 to \$100,000	34%
\$100,000 or more	21%
Don't know/Refused	17%

Average \$78,800

Children in Household Ages 10 and Under

None	73%
One	12%
Two	9%
Three or more	3%
Refused	2%

Children in Household Ages 11 to 18

None	72%
One	15%
Two	8%
Three or more	3%
Refused	2%

Ethnic Group	
White/Caucasian	79%
Hispanic/Latino	2%
Black/African-American	2%
Native American/American Indian	1%
Chinese-American	1%
Japanese-American	<1%
Other Asian/Pacific Islander	4%
Other mixed racial heritage	2%
Don't know/Refused	8%

Based on Q1: What is your age? Q2: Gender (recorded by observation). Q5: In what city or town do you reside? Q7: Do you own or rent your residence? Q8: Is your home a ...? Q9.1: How many children live in your household between age 10 and under? or from age 11 and 18? Q102: How many years have you lived at your present residence? Q105: Which of the following best describes your combined annual household income? Q106: What ethnic group best describes your background?

4.9 COMMENTS FROM PARTICIPANTS

Overall, only 170 of 603 residents made final comments (see Table 4-25). Residents mainly thanked the staff members and encouraged them to keep up the good work (22%). Residents also wanted more or better information to be provided about recycling programs (13%) and voiced cost and price concerns, such as rates being too high and that recycling should be offered for free (9%).

Table 4-25 Final Comments from Participants

(n=603; Top five coded responses, Multiple mentions allowed)

	Percent of Total Sample	Percent of Those Offering Comments
	(n=603)	(n=170)
Keep up the good work/thanks for doing a good job	6%	22%
Provide more/better information about recycling	4%	13%
Cost/price concerns	2%	9%
Encourage people to recycle/recycling is important/Is the right thing to do	2%	6%
Other comments	21%	74%
No other comments	72%	--

Based on Q107: Do you have any final comments you would like to pass along to the King County Solid Waste Division?

APPENDIX A. VERBATIM REPORT

Q53 What do you think King County government should do to encourage waste reduction and recycling?

- WHAT THEY ARE DOING IS FINE. THEY ARE MAKING LAWS AND FINES IF YOU DON'T. ALSO, GO AROUND TO PEOPLE WITH 20-25 BROKEN CARS IN THEIR YARD OR STREET AND MAKE THEM CLEAN UP THE PLACE AND DISPOSE OF THEM.
- OFFER PEOPLE THE CONTAINERS AT A DISCOUNT. ADVERTISE MORE. TALK ABOUT RECYCLING MORE THROUGH PUBLIC SERVICE ANNOUNCEMENTS. HAVE MORE RECYCLING EVENTS WHERE A LOCAL COMMUNITY WILL HAVE A DAY WHERE THEY WILL ACCEPT DIFFERENT THINGS THAT CANNOT GO INTO RECYCLING. THINGS LIKE TIRES, PAINT, ETC.
- TO MAKE IT MANDATORY AND IT SHOULD BE IF IT IS NOT. BETTER ADVERTISING TO CONVINCING THAT IT IS A GOOD IDEA.
- GIVE THE PUBLIC INFORMATION AND EDUCATION BY ADVERTISING ON BUSES, IN BUSES AND ON BILLBOARDS. HAVE BILLBOARD COMPANIES GET A TAX WRITE-OFF TO DONATE TO RECYCLING PROGRAMS. THEY COULD MAKE IT EASIER TO USE THE TRANSFER STATION. HAVE SOMEONE THERE ON DUTY AT CERTAIN HOURS OF THE DAY, WHICH IS MORE EFFICIENT THAN CALLING TO MAKE AN APPOINTMENT.
- WELL, MY RECYCLING PICK-UP COULD BE FREE. ALSO, BIGGER CONTAINERS.
- SENDING MATERIAL IN THE MAIL IS MORE BENEFICIAL THAN ANNOUNCEMENTS ON TV, AS YOU HAVE IT RIGHT THERE, DON'T HAVE TO HAVE A PENCIL HANDY TO RECORD THE INFORMATION. IT COULD BE ANY INFORMATION ABOUT RECYCLING, WHAT YOU SHOULD BE DOING, WHAT'S ACCEPTABLE, HOW IT SHOULD BE HANDLED.
- THE ONLY THING I CAN THINK OF IS THE COMBINED WASTE DEAL. ALLOW ALL RECYCLING TO BE DONE IN ONE CONTAINER VERSUS HAVING TO SEPARATE THE PAPER FROM THE PLASTIC AND FROM THE GLASS.
- FLIERS, GO PLACES LIKE FAIRS, ADVERTISE, I GUESS.
- THEY COULD HAVE SPECIAL RECYCLING EVENTS WHERE YOU GET MORE INFORMATION AND HAVE CURBSIDE PICK-UP FOUR TIMES A YEAR. THEY COULD SEND INFORMATION IN THE MAIL ABOUT HOW SIMPLE IT IS TO DO RECYCLING. WHEN THE GARBAGE COLLECTORS ASK YOU, BY PHONE, IF YOU WANT RECYCLING SERVICE, THEY SHOULD PROMOTE IT, SHOWING THAT THERE IS NO CHARGE.
- WE WOULD DO BETTER AT RECYCLING IF THE PICK-UP WAS EVERY WEEK INSTEAD OF EVERY TWO WEEKS. THE BIGGEST HASSLE WITH RECYCLING IS THE AMOUNT OF SPACE IT TAKES IN THE HOUSE.
- PUT OUT PAMPHLETS TELLING RESIDENTS WHAT TO DO WITH IT. EDUCATE THE POPULATION.
- INCLUDE IT IN WITH GARBAGE SERVICE. PUT BOTH GARBAGE AND RECYCLING IN AT THE SAME TIME FOR REMOVAL AND HAVE IT ALL COST THE SAME. AS IT IS NOW, I HAVE TO PAY FOR BOTH SERVICES.

- I GUESS THEY SHOULD ADVERTISE THEIR RECYCLING LOCATION. TV WOULD BE BEST.
- BE MORE SPECIFIC ON WHAT WE CAN RECYCLE. I'M NOT SURE WHAT PLASTIC I CAN RECYCLE AND IF WE CAN RECYCLE MILK CARTONS.
- I THINK THEY SHOULDN'T MAKE CUSTOMERS PAY A FEE FOR RECYCLING.
- EDUCATE PEOPLE AND LET THEM KNOW IT'S AVAILABLE.
- FIRST, STOP JUNK MAILERS. THE BIGGEST WASTE IS JUNK MAIL FROM STORES AND PLACES AND SUCH. IF THEY SEND IT OUT, THEY SHOULD HAVE A FEE CHARGED TO THEM BECAUSE THAT'S PROBABLY 25% OF THE LANDFILLS' WASTE.
- PUT OUT MORE RECYCLING BINS.
- ADVERTISE MORE.
- GIVE A DISCOUNT ON THE GARBAGE/RECYCLING COLLECTION BILL.
- THEY SHOULD TAKE EVERYTHING THAT IS RECYCLABLE. MY SERVICE DOESN'T TAKE PLASTIC TAKE OUT TRAYS, ALUMINUM FOIL, OTHER PLASTICS OR STYROFOAM AND THEY SHOULD. THEY SHOULD ALSO DO SOME SORT OF CREATIVE ADVERTISEMENTS THAT ENCOURAGE PEOPLE TO PARTICIPATE IN RECYCLING. THE ADS COULD BE ON TV, RADIO, NEWSPAPER, AND IN THE MAIL WITH THE GARBAGE BILL. THEY SHOULD PENALIZE PEOPLE WHO DON'T PARTICIPATE, BUT I DON'T KNOW HOW THEY SHOULD DO THAT.
- EDUCATION.
- TO MAKE IT EXPENSIVE FOR LARGER CAN SERVICE, SO THAT IT WOULD COST LESS FOR A LITTLE CAN. PEOPLE WOULD HAVE TO LEARN TO RECYCLE. ENCOURAGE CONSERVATION IN EVERYTHING.
- THEY SHOULD SEND CLEARER INFORMATION THAT TELLS WHICH ITEMS CAN BE RECYCLED.
- OFFER MORE PUBLICATIONS AND MORE BROADCASTS ON TV AND RADIO ABOUT RECYCLING.
- ENCOURAGE MORE RECYCLING. SEATTLE IS MAKING RECYCLING MANDATORY. I THINK IT NEEDS TO BE ENCOURAGED OUTSIDE OF SEATTLE.
- I REALLY DON'T LIKE TO RECYCLE, BUT I THINK THAT THEY SHOULD OFFER IT BECAUSE IT'S HARMFUL TO THE ENVIRONMENT.
- OFFER A PAY-BY-THE-POUND OPTION. OFFER MORE INFORMATION ON CURBSIDE RECYCLING. HAVE BIGGER FINES FOR ILLEGAL DUMPING. OFFER FOOD RECYCLING. HAVE MORE LOCAL TRANSFER STATIONS AND MORE COLLECTION VEHICLES.
- THE MORE PEOPLE CAN RECYCLE, THE BETTER IT IS FOR EVERYONE. IF RECYCLING WAS NOT SO EXPENSIVE, THAT WOULD BE GOOD.
- TO LOWER THE RATES AND NOT CHARGE TO RECYCLE EVEN AT THE DUMP. THE TAXES SHOULD HELP WITH THE COST. MAKE IT EASIER TO RECYCLE TELEVISIONS AND COMPUTERS BY PICKING THEM UP AND NOT CHARGING.

- INFORMATION AND ALTERNATIVES SHOULD BE MADE AVAILABLE.
- SEND SOMETHING IN THE MAIL LIKE A LEAFLET, PAMPHLET-TYPE THING THAT HAS INFORMATION ABOUT PLACES WHERE YOU CAN RECYCLE APPLIANCES AND ODD THINGS THAT THE GARBAGE MAN DOESN'T TAKE. HAVE DAYS AVAILABLE WHERE YOU CAN DROP STUFF OFF.
- CHARGE PEOPLE A FEE FOR NOT RECYCLING.
- MAKE IT EASIER AND WITHOUT RESTRAINTS. IF IT IS PLASTIC, I SHOULD BE ABLE TO RECYCLE IT.
- SEND OUT AS MUCH INFORMATION AS POSSIBLE, WHETHER IT BE ON THE INTERNET OR AS ENCLOSURES WITH THE GARBAGE BILL. INCLUDE INFORMATION REGARDING RECYCLING IN THE LOCAL NEWSPAPER.
- CUT DOWN WITH INTER-OFFICE PAPERWORK ON GOVERNMENT AND COUNTY LEVELS.
- I GUESS PART OF IT IS HAVING IT HANDY FOR PEOPLE. FOR INSTANCE, IF I HAD TO DRIVE TO ANOTHER ZIP CODE IN ORDER TO TAKE MY RECYCLING TO A TRANSFER STATION, THEN THAT WOULD BE INCONVENIENT. BUT IF I HAD A TRANSFER STATION IN MY TOWN FOR RECYCLING, THEN I WOULD BE MORE ENCOURAGED TO RECYCLE. MAYBE OFFER AN INCENTIVE LIKE A REBATE. FOR EXAMPLE, IF YOU TAKE YOUR COMPUTER IN TO BE RECYCLED, THEY CAN GIVE A REBATE OF FIVE DOLLARS FOR NOT DUMPING IT.
- PERIODICALLY PUBLISH A LIST OF WHERE TO TAKE ALL OF THE DIFFERENT RECYCLABLE ITEMS. IT'S EASY TO KEEP TRACK OF PLASTIC, PAPER, ETC., BUT IT IS HARDER TO KEEP TRACK OF OTHER THINGS THAT CAN BE RECYCLED. MAYBE ONCE OR TWICE A YEAR A BIG CAMPAIGN TO GET PEOPLE TO GET RID OF THE THINGS THEY HAVE BEEN STORING.
- I THINK THAT I SHOULD RECEIVE A CREDIT; IF I RECYCLE, I SHOULD GET A REWARD. IF YOU GIVE A KID A REWARD, THEN THAT WILL ENCOURAGE THE KID TO DO BETTER. THERE SHOULD BE A REWARD OR INCENTIVE PROGRAM, PERHAPS A TAX CREDIT FOR PEOPLE WHO RECYCLE. IT TAKES EFFORT TO RECYCLE BY KEEPING THE CANS CLEAN AND WASHING BOTTLES OUT, ETC.
- AT APARTMENT BUILDINGS LIKE HERE, THEY DON'T HAVE THE MEANS TO DO SO. THERE ISN'T A RECYCLING DUMPSTER HERE ANYMORE.
- REDUCING WASTE SHOULD START WITH THE MANUFACTURER IN THEIR PACKAGING. THEY NEED TO EDUCATE THEM TO REDUCE PACKAGING.
- CONTINUE TO SEND OUT INFORMATION.
- QUIT MAKING ME HAVE TO SORT EVERYTHING FOR RECYCLING. LET ME PUT FOOD WASTE IN THE YARD WASTE.
- THE SOLID WASTE DIVISION SHOULD MAKE IT EASIER AND LESS PROBLEMATIC FOR CONSUMERS. THERE SHOULD ALSO BE MORE ADVERTISING ON HOW TO RECYCLE AND ALSO THE RECYCLING PROCESS SHOULD BE LESS COSTLY.
- PROVIDE FREE RECEPTACLES AND SERVICE TO PICK IT UP.
- KEEP SENDING OUT FLYERS. LET THEM KNOW IT'S AVAILABLE.

- EDUCATE THE CONSUMER OF THE AVAILABILITY OF OPTIONS TO REDUCE WASTE. TO QUIT GIVING MONEY TO OTHER SOCIAL PROGRAMS.
- GET MORE INFORMATION TO THE PUBLIC.
- MORE ADVERTISEMENTS AND FLYERS. TELL WHY IT BENEFITS YOU AND THE COUNTY.
- THERE SHOULD BE MORE INFORMATION ABOUT THE WASTE AND RECYCLING PROGRAMS AVAILABLE.
- GET RID OF RON SIMS. THEY SHOULD FIRE RON SIMS AND ACTING GOVERNOR GREGOIRE.
- MAKE IT MORE CONVENIENT. IN MY AREA THERE ARE ONLY TWO RECYCLING EVENTS AND ONLY ONE WHERE THEY ACCEPT PAINT AND THE EVENTS SHOULD BE MORE OFTEN.
- EDUCATE PEOPLE.
- MAILERS AND COMMUNICATION ON THEIR WEBSITE. STATISTICS, FACTS, AND DATA ABOUT WHAT HAPPENS IF YOU DO DISPOSE OF THINGS IN A RESPONSIBLE MANNER.
- PROVIDE MORE INFORMATION ON WHAT TO DO WITH ITEMS THAT ARE DIFFICULT TO KNOW WHAT TO DO WITH, LIKE COMPUTERS, TV, BATTERIES AND PAINT.
- IT SHOULD BE MANDATORY.
- LOWER PROPERTY TAXES.
- SEND MORE INFORMATION. TELL ME EXACTLY WHAT TO DO AND I'LL DO IT.
- THEY COULD CONTAIN THE GARBAGE THEY ARE HAULING TO THE DUMP BETWEEN MAPLE VALLEY AND RENTON. IF THEY ARE HAULING GARBAGE TO THE DUMP AND IT'S FALLING OFF THE TRUCK ONTO THE HIGHWAY, THAT ISN'T GOOD.
- I WOULD ASSUME GIVE THEM CERTAIN INSTRUCTIONS ON WHAT TO DO AND NOT DO; IF NOT, GIVE THEM A PENALTY.
- MAKE IT EASIER AND MORE CONVENIENT. SUPPLYING THE RIGHT BINS THAT ARE MARKED CLEARLY. MAKE IT SIMPLE, EASY INSTRUCTIONS. HAVING MORE AREAS FOR RECYCLABLES.
- I THINK THE INFORMATION ABOUT WHAT YOU SHOULD BE RECYCLING SHOULD BE MORE CLEAR AND THEY SHOULD SEND IT IN A FORM LIKE ONE YOU CAN PUT ON THE FRIDGE. MAYBE IF THEY HAD MORE PUBLICITY ABOUT THE THINGS YOU CAN RECYCLE, THAT WOULD BE A BENEFIT TOO.
- BY NOT ALLOWING PEOPLE TO THROW AWAY RECYCLABLES IN THE TRASH AND GIVE THEM A FINE IF THEY DO.
- IT WOULD BE GOOD TO KNOW WHAT TO RECYCLE. BE MORE CONSUMER-FRIENDLY AND RAISE EDUCATION.
- THE KING COUNTY SOLID WASTE DIVISION SHOULD MAKE RECYCLING MANDATORY.
- PROVIDE ADDITIONAL BINS FOR SPECIFIED ITEMS.

- THEY NEED TO ENCOURAGE IT, NOT FORCE IT. WE SHOULD DO IT BECAUSE WE KNOW IT'S RIGHT.
- PROMOTE THEIR PROGRAMS AND HAVE MORE COLLECTION POINTS, MORE PLACES TO DROP STUFF OFF, LIKE FOR TVS, COMPUTERS, PAINT AND BATTERIES.
- SOMEHOW ENCOURAGE PEOPLE TO DO IT. RAISE RATES OR GIVE A BONUS FOR RECYCLING AT THE CURB.
- GIVE A PRICE BREAK, MONEY TALKS. MAKE IT MORE CONVENIENT. IF PEOPLE HAVE TO DRIVE TO A DUMP, THEY'LL JUST THROW IT AWAY.
- GET MORE INFORMATION OUT. IT HAS TO BE CONVENIENT AND EASY TO RECYCLE.
- GIVE A REBATE TO PEOPLE FOR RECYCLING WHEN THEY SELL RECYCLABLE GOODS. GIVE A PORTION OF THE PROFITS BACK TO THE CONSUMER.
- THE KING COUNTY GOVERNMENT SHOULD MAKE PEOPLE RECYCLE MORE. MAKE A DEPOSIT ON THE GLASS AND PLASTIC BOTTLES, MEANING YOU GET PAID TO TURN THOSE THINGS IN.
- A LOT OF IT SHOULD BE MANDATORY INSTEAD OF VOLUNTARY.
- EDUCATION AND MAKE IT EASY.
- MAKE THE WASTE PROCESSING CENTER MORE AVAILABLE; THERE AREN'T THAT MANY.
- I HEARD THAT THEY WERE GOING TO FINE PEOPLE IF THEY HAD RECYCLABLES IN THEIR GARBAGE. I THINK THAT IS A GOOD IDEA.
- ADVERTISEMENTS THROUGH SENDING PAPERS TO PEOPLE'S APARTMENTS. THEY SHOULD SEND FLYERS TO APARTMENTS.
- MAKE IT MORE AVAILABLE AND AFFORDABLE.
- TAX THE PEOPLE WHO DON'T RECYCLE.
- PUBLIC RELATIONS INFORMATION AVAILABLE THROUGH THE MAIL OR THROUGH ADVERTISEMENTS ON THE TELEVISION WOULD WORK BEST.
- INCREASE PUBLIC AWARENESS IN ANY WAY YOU CAN THINK OF.
- MORE ADVERTISING ABOUT IT TO ENCOURAGE MORE PEOPLE TO RECYCLE.
- THE KING COUNTY GOVERNMENT SHOULD OFFER SPECIAL DAYS TO RECYCLE WITH LOWER PRICES FOR THOSE WHO WANT TO RECYCLE, BUT CAN'T AFFORD IT.
- I THINK THAT THEY SHOULD MAKE RECYCLING PLACES EVERYWHERE. IF THEY WANT THINGS TO BE RECYCLABLE, MAKE SURE IT'S AVAILABLE, SO WE WOULDN'T HAVE TO GO AND SEARCH FOR IT. PEOPLE ARE LIKELY TO DO STUFF IF THEY DON'T HAVE TO GO OUT.
- THEY ARE ALREADY PROVIDING SEPARATE BINS FOR PICK-UP. THERE SHOULD BE MORE NEWSLETTERS ON WHAT CAN AND CANNOT BE RECYCLED.
- I DON'T KNOW WHAT ELSE THEY CAN DO IN ADDITION TO WHAT THEY ARE ALREADY DOING WITHOUT MORE COST. THEY SHOULD DO THE MOST THEY CAN DO WITH THE

- LEAST AMOUNT OF COST. THEY COULD POST WHAT IS RECYCLABLE AND WHAT IS NOT. CONTINUE TO HAVE SOMEONE POLICE THE RECYCLING BINS AND GARBAGE BINS, SO THAT PROPER MATERIALS GET PUT IN THE PROPER PLACE.
- JUST ADVERTISE MORE, TEACH IT IN SCHOOLS.
- I THINK THEY SHOULD ACCEPT ALL RECYCLABLES AND BE ABLE TO PUT IT IN ONE CONTAINER. THAT IS IT. IT IS A DETERRENT TO RECYCLE BY SEPARATING OUT PAPER FROM GLASS. THEY WOULD RATHER JUST THROW IT IN THE TRASH THAN FIGURE OUT WHAT GOES WHERE.
- MAKE IT EASIER TO KNOW HOW TO DO IT. WHAT CAN GO IN IT AND WHAT THINGS YOU CAN RECYCLE. SOMETIMES IT SEEMS EASIER TO JUST PUT IT IN THE GARBAGE.
- OFFER MORE DISCOUNTS FOR RECYCLING. REDUCE THE MONTHLY RATES FOR RECYCLING. I THINK IF THEY OFFERED MORE OF A DISCOUNT, MORE PEOPLE WOULD BE ENCOURAGED TO RECYCLE.
- MAKE IT MANDATORY.
- I APPROVE OF THEIR PRESENT COURSE OF ACTION.
- GET A SYSTEM THAT PEOPLE CAN USE CONVENIENTLY. REDUCING FEES FOR RECYCLING ENCOURAGES PEOPLE. HAVING CONTAINERS AROUND MAKES IT EASY.
- OFFER A MONETARY REPAYMENT SYSTEM.
- I THINK THEY NEED TO CHARGE PEOPLE WHEN THEY THROW AWAY RECYCLABLE ITEMS.
- I'D LIKE TO SEE MORE INFORMATION ABOUT HOW MUCH IT'S BENEFITING THE ENVIRONMENT, IF ANY. IF IT'S MAKING A DIFFERENCE OR NOT, I'D LIKE TO KNOW.
- I GUESS ADVERTISE AND CONTINUE TO IMPROVE THEIR WEBSITE. TELL CONSUMERS HOW TO GET RID OF USED TURKEY FRYING OIL BECAUSE THAT IS NOT ON THEIR WEBSITE. TACOMA ACCEPTS IT IF YOU ARE A TACOMA RESIDENT.
- GIVE EVERYONE NEW COMBINED BINS TO MAKE IT EASIER TO DO. PUT OUT MORE PUBLIC INFORMATION ABOUT RECYCLING, BUT DON'T MAKE IT MANDATORY.
- A LITTLE MORE ADVERTISING TO GET THE WORD OUT.
- PEOPLE DUMP THINGS IN THE DUMPSTER THAT DO NOT BELONG IN THE GARBAGE. MAYBE IF THEY DID MORE PATROLLING AROUND THE BUILDING TO MAKE SURE THAT THAT DOES NOT HAPPEN.
- THEY GIVE DISCOUNTS FOR YARD WASTE. THEY SHOULD MAKE IT LESS COSTLY TO RECYCLE. IT WOULD MAKE PEOPLE RECYCLE. FOR EXAMPLE, I THINK I GET A CREDIT FOR YARD WASTE. THAT IS HOW WE CAN ENCOURAGE RECYCLING.
- WELL, I DON'T KNOW UNLESS THEY REQUEST IT. THEY ALREADY HAVE IT SET, SO THAT'S THE WAY THE GARBAGE GOES. I GUESS THEY COULD PUT FINES IN IT IF WE DIDN'T DO IT THE WAY THEY SAID.
- MAYBE CHARGE LESS FOR CURBSIDE RECYCLING PICK-UP. REDUCE THE FEES. THEY COULD GIVE MORE INCENTIVES TO PEOPLE WHO REDUCE TRASH VOLUME.

- IT SHOULD BE PICKED UP ON TIME.
- THEY SHOULD UPGRADE THEIR SERVICES.
- MORE MARKETING; I DIDN'T KNOW THEY HAD A WEBSITE. I'M HAPPY TO RECYCLE IF I KNOW WHERE TO TAKE THINGS. WE'VE USED THE HAZARDOUS EVENTS FOR PAINT AND WHATEVER ELSE AND WE'RE HAPPY THAT YOU HAVE THOSE.
- PUBLIC RELATIONS CAMPAIGN. ANNOUNCEMENTS IN NEWSPAPERS.
- PROVIDE MORE ADVERTISEMENTS AND MORE LITERATURE ABOUT IT.
- MORE INFORMATION TO THE PUBLIC. MORE STUFF IN THE MAIL.
- I DON'T THINK THE GOVERNMENT CAN DO MUCH, BUT CHARGE FEES FOR VIOLATORS.
- IF THEY PRODUCED A PAMPHLET OF INFORMATION AND MAILED IT TO PEOPLE LETTING THEM KNOW WHAT IS RECYCLABLE AND WHAT IS NOT AND WHAT TO DO WITH WHAT IS NOT RECYCLABLE. I GUESS THEY COULD CHARGE PEOPLE TO GET RID OF THINGS THAT ARE NOT RECYCLABLE. CHARGE PEOPLE IF THEY ARE NOT RECYCLING.
- ADVERTISE. BY CALLING PEOPLE AND IN THE NEWSPAPER.
- MAKE THEIR SURVEYS SHORTER.
- MAYBE ADVERTISE ON TV.
- SEND MAILING INFORMATION TO MAKE SURE PEOPLE KNOW WHAT THEY CAN AND CANNOT RECYCLE.
- ADVERTISE MORE. TAKE MORE STUFF AND GIVE OUT BIGGER BINS.
- IT SHOULD BE, I HATE TO SAY, A LAW, BUT I THINK IT SHOULD BE REQUIRED. I FEEL IT'S VERY IMPORTANT AND SHOULD BE A STRONG REQUIREMENT. THERE SHOULD BE FEES IF YOU DON'T. I THINK IT SHOULD BE REQUIRED FOR BUSINESSES, ALL RESTAURANTS AND COMMERCIAL BUSINESSES.
- THEY SHOULD ADVERTISE MORE, EITHER BY SENDING OUT FLYERS OR ON THE TV. GET PLENTY OF INFORMATION OUT TO THE CONSUMERS.
- MASS MAILING WITH INFORMATION ABOUT RECYCLING. IT'S THE BEST WAY TO REACH ME.
- I THINK THEY SHOULD BRING BACK OUTHOUSES BECAUSE OUR SEWERS ARE GETTING CLOGGED.
- ADVERTISE AND SEND OUT LITERATURE, IT WILL EDUCATE THEM.
- MORE SURVEYS.
- I WOULD PAY A FEE IF IT WAS CONVENIENT FOR ME.
- RAISE AWARENESS.
- THEY SHOULD HAVE SOME RECYCLING PLACES SET UP WITHIN CERTAIN AREAS. I'M SAYING THAT THERE SHOULD BE A PLACE AVAILABLE WHERE CONSUMERS CAN TAKE

COMPUTERS, TVS, PLASTICS, CARDBOARD AND HAVE OPTIONS FOR THOSE WHO CHOOSE NOT TO USE CURBSIDE RECYCLING. KEEP A CURRENT UPDATE OF INFORMATION. SOMETIMES THEY ARE CHANGING VARIOUS PLASTICS AND THEY CHANGE THE RULES ABOUT WHAT CAN BE RECYCLED AND WHAT CANNOT BE RECYCLED. THEY SHOULD KEEP US INFORMED ABOUT THE LATEST RULES AND REGULATIONS REGARDING RECYCLING AND DIFFERENT MATERIALS THAT CAN OR CANNOT BE RECYCLED.

- GO TO HIGH SCHOOLS AND DO PRESENTATIONS. PUT INFORMATION ON THE SIDES OF THE DUMPSTERS.
- I SUPPOSE JUST INFORMATION. THE CITY OF SEATTLE REQUIRES IT.
- KEEP RON SIMMS, HE'S A GOOD GUY.
- GET RID OF RON SIMS.
- IT WOULD HELP IF THEY MADE RECYCLING LESS EXPENSIVE. I THINK MOST PEOPLE DON'T DO IT BECAUSE IT COSTS MORE THAN JUST GARBAGE SERVICE.
- HAVE AN ELECTRONICS RECYCLING PLACE MORE READILY AVAILABLE.
- THEY SHOULD PUT A FLYER IN THE MAIL OR SOMETHING THAT YOU CAN KEEP IN AN ACCESSIBLE PLACE LIKE A REFRIGERATOR MAGNET OR SOME KIND OF ADHESIVE STICKY.
- COLLECTION EVENTS.
- GO TALK TO MANUFACTURERS AND RETAIL STORES AND FIND WAYS TO REDUCE PACKAGE SIZING AND PACKAGE WASTE LIKE THOSE HUGE BOXES FILLED WITH STYROFOAM POPCORN.
- BETTER EDUCATE THE PUBLIC. I'M SURE THAT A CERTAIN AMOUNT OF WHAT WE THROW AWAY IS QUESTIONABLE ABOUT RECYCLABILITY. IF WE WERE ALL BETTER EDUCATED, WE'D DO A BETTER JOB AT SORTING OUT RECYCLABLES.
- STUDY CREATIVE NEW WAYS TO GET RID OF WASTE, REDUCE PACKAGING ON MATERIALS; LESS IN, LESS OUT.
- SEND MORE INFORMATION IN THE MAIL OR MORE INSTRUCTIONS.
- ADVERTISING, DIRECT MAILINGS, INTERNET, ETC. USING MASS MEDIA TO BROADCAST THEIR MESSAGE. I THINK IT'S IMPORTANT TO EDUCATE THE PEOPLE AND WORTH TAX DOLLARS TO DO THAT.
- HOLD MORE OF THE EVENTS WHERE YOU CAN TAKE HARD TO GET RID OF STUFF LIKE FURNITURE, COMPUTERS AND TVS. YOU KNOW YOU WON'T BE HANGING ON TO YOUR STUFF FOREVER. ENCOURAGE RETAILERS TO BE THE RECYCLING CENTERS FOR THE CONSUMER.
- THE KING COUNTY SOLID WASTE DIVISION SHOULD MAKE RECYCLING AND WASTE REDUCTION MANDATORY. THEY SHOULD ALSO FOLLOW WHAT SEATTLE DOES AND MAKE IT MANDATORY FOR THE BUSINESSES TO RECYCLE THEIR PAPER PRODUCTS AS WELL AS OTHER THINGS.
- THE CITY OF SEATTLE MAKES IT MANDATORY TO RECYCLE. IT SHOULD BE STATEWIDE. THERE IS NO REASON NOT TO RECYCLE.

- MAKE MANUFACTURERS PAY FOR GARBAGE BECAUSE THEY ARE THE ONES THAT GENERATE A THROW AWAY SOCIETY.
- DON'T CHARGE FOR IT. GET MORE INFORMATION OUT. I'M AWARE OF IT, BUT MORE EDUCATIONAL EFFORTS WOULD BE HELPFUL.
- EDUCATE THE PUBLIC.
- I BELIEVE THEY SHOULD BE HAVING DIFFERENT PEOPLE WHO SHOULD BE SETTING UP TO RECYCLE FOR MONEY. IT SHOULD BE INDEPENDENT BY PRIVATE ENTERPRISE. THEN THE CITY WOULDN'T BE RESPONSIBLE FOR THE COSTS.
- THEY DO A GOOD JOB WITH PAMPHLETS. IF THEY WOULD PICK THE RECYCLING UP MORE OFTEN, THE BINS WOULDN'T BE OVERFLOWING.
- MORE EVENTS FOR LARGE ITEM RECYCLING AND OFFER MORE EDUCATION AT THE EVENTS. THERE IS A PROGRAM THAT OFFERS MULCHING MOWERS AT A REDUCED PRICE, IF THEY OFFERED ALL OF IT, THE MOWER, THE EDUCATION, AND THE LARGE ITEM RECYCLING AT THE SAME TIME, THAT WOULD BE BETTER.
- BETTER INFORMATION, GETTING WORD OUT AND MAKING MORE BINS AVAILABLE FOR HOME PICK-UP. JUST MAKE IT EASIER TO PUT OUT RECYCLABLES AT CURBSIDE. CONTAINERS SHOULD BE PICKED UP WEEKLY.
- MAKE IT MORE AFFORDABLE.
- AT ONE TIME, THEY USED TO HAVE SPECIFIC TIMES FOR LARGE ITEM PICK-UP. THAT'S WHY I THINK A LOT OF STUFF IS BEING DUMPED BECAUSE THAT'S NOT AVAILABLE ANY MORE.
- THEY SHOULD GIVE MORE INCENTIVES FOR RECYCLING AND ALSO MAKE IT EASIER TO RECYCLE.
- PUT OUT THE MESSAGE ABOUT WHAT CAN BE RECYCLED.
- I THINK THEY SHOULD GIVE INCENTIVES FOR RECYCLING, LIKE REDUCING THE GARBAGE BILL.
- I THINK THEY NEED TO MAKE IT EASIER, SOME PLACES HAVE RECYCLING WHERE YOU DUMP EVERYTHING IN ONE BIN.
- EDUCATION.
- GET RID OF RON SIMS. ENCOURAGE IT MORE, BE EFFICIENT, THEY WASTE A LOT OF MONEY.
- GIVE OUT MORE INFORMATION.
- MAKE IT SO THAT IT IS FREE. IT IS NOT FREE FOR HOME SERVICE. THEY BILL FOR THE SERVICE. I LOSE THE MONEY THAT CAN BE MADE. IT COSTS ME MORE TO RECYCLE AT THE CURBSIDE.
- IF YOU THROW RECYCLABLES IN THE GARBAGE, YOU SHOULD BE FINED.

- LET US KNOW ABOUT THESE THINGS AND WHEN THEY'RE AVAILABLE. EVERY SO OFTEN, SEND AROUND A FLYER TO USE AS A REFERENCE.
- CONSUMER EDUCATION. SEND OUT INFORMATION REGARDING RECYCLING AND REDUCING THE WASTE.
- EDUCATE BY LETTING THE CONSUMER KNOW HOW TO RECYCLE.
- MAKE PEOPLE MORE AWARE OF THE HARMFUL EFFECTS OF DISPOSING THINGS IMPROPERLY.
- INCREASE THE PRICE GIVEN TO HOUSEHOLDS FOR THEIR RECYCLED GOODS.
- IF THEY EDUCATE PEOPLE, THEY WOULD WILLINGLY DO IT.
- SUPPLY MORE LITERATURE. I AM ALWAYS UNSURE ON WHAT CAN BE RECYCLED AND WHAT CAN'T.
- MAKE IT EASIER TO GET RID OF CURBSIDE GARBAGE. WHEN I WAS IN VIRGINIA, THEY PICKED EVERYTHING UP CURBSIDE. HERE THEY'RE SO PICKY.
- I GUESS JUST HAVE MORE OF THESE COLLECTION EVENTS.
- THEY SHOULD GIVE US MORE INFORMATION, MORE PLACES TO GET RID OF STUFF. IF PEOPLE WERE BETTER INFORMED, THEY WOULD BE BETTER AT RECYCLING.
- MORE EDUCATION.
- THEY COULD HAVE INFORMATION SENT OUT MORE OFTEN TO KEEP PEOPLE INFORMED WHERE THEY CAN DUMP, LIKE ADDRESSES AND PHONE NUMBERS. IT COSTS MONEY TO DO IT. PEOPLE ARE NOT GOING TO PAY TO DROP OFF STUFF. I THINK THEY ARE NOT GOING TO DRIVE TO TAKE CARE OF GARBAGE. KEEP PRICES DOWN. IT GETS PRETTY COSTLY TO RECYCLE AND DUMP.
- THEY COULD ADVERTISE ABOUT IT, PERHAPS IN MAILERS.
- WORK WITH HIGH VOLUME BUSINESSES TO LIMIT THEIR PRODUCTION OF WASTES.
- THEY SHOULD MAKE COLLECTION AS EASY AS POSSIBLE.
- I THINK THEY'RE DOING FINE. THEY NEED TO EXPAND IT FOR TVS AND COMPUTERS.
- MAKE IT MORE READILY AVAILABLE IN AREAS.
- EXTEND CURBSIDE RECYCLING IN MORE COUNTIES AND CITIES.
- PUT A SURCHARGE ON THE TRASH PICK-UP IF THEY DON'T RECYCLE.
- I THINK IT IS TOO EXPENSIVE TO HAVE THEM PICK UP YARD WASTE, WHILE IT IS FREE FOR RECYCLING. IT SHOULD BE FREE FOR YARD WASTE AS WELL.
- I LIKE RECYCLING A LOT. WE HAVE A TREK, WHICH IS RECYCLED WOOD, THAT HAS A LIFETIME WARRANTY. I LIKE IT WHEN THEY FIND WAYS TO RECYCLE AND REUSE PRODUCTS INSTEAD OF STICKING THEM IN THE GROUND. ALSO, A LOT OF THINGS ARE FIXABLE, BUT IT COSTS A LOT OF MONEY TO FIX THEM. IT WOULD BE NICE IF THEY WOULD HAVE PEOPLE TO FIX THE ITEMS. INSTEAD, PEOPLE END UP JUST BUYING A

- NEW ITEM. THEY SHOULD FIX THEM AND THEN GIVE ITEMS LIKE REFRIGERATORS TO NEEDY FAMILIES.
- DO NOT CHARGE FOR IT. NOBODY WANTS TO PAY TO THROW STUFF AWAY AND DO WHATEVER CAN BE DONE TO MAKE IT EASIER.
 - THEY COULD TAKE IT FOR FREE. ANYTHING THAT CAN BE RECYCLED, HAUL IT FOR FREE.
 - MAKE SURE EVERYBODY KNOWS ABOUT IT. PUBLICITY AND LOW FEES.
 - THEY ARE DOING WELL COMPARED TO PLACES IN THE MIDWEST, BUT THEY SHOULD MAKE IT LESS TIME CONSUMING AND EASIER. I HAVE MIXED FEELINGS AS TO HOW THEY CAN MAKE IT EASIER, BUT I THINK THEY SHOULD HAVE A FINE FOR IMPROPER RECYCLING OR DISPOSAL. THERE SHOULD ALSO BE LESS PACKING IN THE BOXES AND THINGS THAT ARE PACKAGED THESE DAYS. IN ALL REALITY YOU ARE PAYING FOR THE PACKAGING AND NOT THE ACTUAL PRODUCT, SO I THINK THERE SHOULD BE A FINE OR SOME RESTRICTION ON THAT AS WELL. ACTUALLY, THERE SHOULD BE LESS CONSUMPTION.
 - TO MAKE GARBAGE COLLECTION MORE EXPENSIVE AND REDUCE THE COST OF RECYCLING. MAKE PEOPLE PAY EXTRA FOR MORE GARBAGE. ALSO, MORE EDUCATIONAL CAMPAIGNS.
 - THEY COULD HAVE SOME LOW OR NO COST DAYS DURING THE YEAR, SO PEOPLE WOULD NOT DUMP IT IN THE ROAD, IN THRIFT SHOP DUMPSTERS OR OTHER PLACES THEY SHOULDN'T.
 - MAKE IT MORE EXPENSIVE TO NOT DO IT THAN TO DO IT. MAKE IT CHEAPER TO RECYCLE THAN TO NOT RECYCLE.
 - IMPOSE HEAVY, HEAVY FINES.
 - MAKE IT AS EASY AS POSSIBLE, SMALL FEE IF IT MAKES RECYCLING EASIER.
 - THEY COULD COME UP WITH A GOOD ADVERTISING CAMPAIGN. HAVE THE EXECUTIVES GO TO A COMPANY THAT ADVERTISES AND COME UP WITH A SLOGAN THAT WILL CATCH PEOPLE'S EARS AND EYES. MAKE THE SLOGAN BRUTALLY TRUTHFUL ABOUT WHAT ELECTRONIC PARTS DO TO THE ENVIRONMENT.
 - OFFER DISCOUNTS ON GARBAGE SERVICE AND HAVE FLEXIBLE PICK-UP OPTIONS.
 - JUST KEEP IT SIMPLE. EVERYTHING IS GOING INTO THE SAME BIN AT THE RECYCLING CENTER. MAKE PEOPLE AWARE, SOMEHOW, OF WHAT THEY CAN RECYCLE. I DON'T KNOW HOW.
 - THEY ARE NOT DOING A BAD JOB. RECYCLING IS CHEAPER IN THE END FOR THE CONSUMER. THERE SHOULD BE A DEPOSIT FEE FOR THE CANS AND BOTTLES TURNED IN AS IN PLACES SUCH AS OREGON AND IDAHO.
 - MORE AREAS AROUND FOR WASTE YOU CAN'T GET RID OF AND HAVE MORE LITERATURE OUT.
 - NOT CHARGE FOR IT.
 - I DON'T THINK THEY SHOULD CHARGE A FEE TO HAVE RECYCLABLES PICKED UP, ESPECIALLY SINCE SOMEONE ELSE IS GETTING PAID FOR THE RECYCLABLES.

- TO MAKE IT MANDATORY. PROMOTE IN MAINSTREAM MEDIA, SUCH AS TELEVISION, RADIO AND HAVE MORE ADVERTISEMENTS. HAVE AN INCENTIVE PROGRAM.
- I DON'T KNOW IF IT IS A KING COUNTY PROBLEM. THEY COULD GIVE ME MORE INFORMATION ON WHERE TO RECYCLE THINGS LIKE PAINT, COMPUTERS AND TVS.
- THE PROBLEM IS WITH THE MANUFACTURER, WITH PRODUCTS AND HOW THEY ARE PACKAGED. THEY PROVIDE A LOT OF OPPORTUNITY FOR PEOPLE TO CREATE WASTE.
- GO INTO SCHOOLS AND TEACH KIDS ABOUT RECYCLING. IT'S WORKING SO FAR, KIDS MOTIVATE THEIR PARENTS.
- PUT OUT MORE INFORMATION ON WHERE TO PUT STUFF FOR RECYCLING.
- MAKE PEOPLE MORE AWARE OF HOW IT IS RECYCLED ONCE IT LEAVES THE CURB AND WHAT HAPPENS IF WE DON'T RECYCLE.
- THEY SHOULD DO MORE ADVERTISING. ALSO, THERE SHOULD BE MORE THINGS THAT TELL YOU HOW TO IMPROVE YOUR RECYCLING HABITS.
- MORE EDUCATION.
- MAKE IT AS EASY AND PAIN FREE AS POSSIBLE WITH SINGLE RECEPTACLE RECYCLING.
- THERE ARE A LOT OF ORDINANCES THAT ARE NOT BEING ENFORCED. THE PEOPLE THAT ARE IN CHARGE OF ENFORCING DON'T DO A GOOD JOB.
- MAKE IT KNOWN HOW MUCH IT IS AVAILABLE AND ADVERTISE.
- GIVE MORE INFORMATION ON LEAFLETS. I WOULD LIKE MORE INFORMATION ON WHAT WE CAN DO TO DISPOSE OF ITEMS.
- DON'T CHARGE TO RECYCLE AND HAVE MORE ADVERTISING IN THE MEDIA.
- MORE INFORMATION ON WHERE AND HOW TO RECYCLE. MAKE EVERYTHING CONVENIENT AND PEOPLE WILL DO IT.
- GET RID OF THE CURRENT KING COUNTY GOVERNMENT AND START OVER.
- PROBABLY MORE ADVERTISING.
- I THINK IT'S REALLY HELPFUL TO HAVE CLEAR GUIDELINES IN A PAMPHLET OR A POSTER YOU CAN PUT ON THE WALL. THE POSTER IS WHAT WE GOT.
- WELL, I'M NOT SURE, I DON'T KNOW. I'M NOT REAL UP ON IT. APARTMENTS AND BUSINESS BUILDINGS SHOULD BE ABLE TO RECYCLE.
- INCLUDE INFORMATION WITH THE BILL AS A REMINDER.
- PROVIDE TAGS THAT ARE MARKED FOR RECYCLE AND MAYBE A TOLL FREE NUMBER.
- TO SPREAD INFORMATION AND TO EDUCATE THE CONSUMER. TO MAKE IT MORE CONVENIENT, SO THAT YOU COULD USE CURBSIDE COLLECTION. FOR RECYCLE CENTERS TO REMAIN OPEN.

- MAKE IT EASIER.
- THEY SHOULD OFFER CURBSIDE RECYCLING PICK-UP WITHOUT HAVING TO SUBSCRIBE WITH A CERTAIN COMPANY FOR TRASH PICK-UP. MAYBE HAVE MORE PLACES THAN THE TRANSFER STATION TO DROP OFF RECYCLABLES.
- MORE INFORMATION TO THE PUBLIC TO MAKE THEM AWARE OF HOW GOOD RECYCLING IS AND HOW STUPID IT IS NOT TO.
- THEY NEED TO ENCOURAGE MANUFACTURERS OR STORES TO HAVE MORE RECYCLABLE CONTAINERS, SUCH AS FOOD CONTAINERS, ITEM CONTAINERS, BOXES AND PACKAGES. THEY CAN ALSO CUT TAXES. THEY HAVE DONE WELL WITH GARBAGE AND RECYCLING. AT LEAST AUBURN HAS DONE WELL. AUBURN DOES RECYCLE A LOT OF THINGS.
- EDUCATE PEOPLE BETTER ON WHAT CAN AND CANNOT BE RECYCLED.
- IT SHOULD BE UP TO THE GOVERNMENT TO SOLVE. THERE IS TOO MUCH JUNK GOING INTO THE GARBAGE THAT SHOULD BE RECYCLED. SOMEONE NEEDS TO WORK ON THE PROBLEM.
- BY MAKING RECYCLING CHEAPER THAN GARBAGE, WHICH IT'S NOT CURRENTLY.
- MORE ADVERTISEMENTS, MORE GETTING THE WORD OUT.
- THEY COULD HAVE MORE RECYCLING EVENTS FOR HAZARDOUS ITEMS LIKE PAINTS, COMPUTERS AND TIRES. SOME PEOPLE DON'T KNOW WHAT TO DO WITH THEM OR DON'T WANT TO PAY.
- GIVE MORE INFORMATION WITH ADVERTISING TO REMIND PEOPLE TO DO IT AND THINK ABOUT IT. WE RECYCLE AND WOULD LIKE IT TO BE PICKED UP ONE TIME EACH WEEK.
- TELL RON SIMMS TO ACCEPT THE CAO. NO TAXES AND NO INCREASES FOR THE CONSUMER.
- EDUCATE THE PUBLIC BETTER.
- THEY HAVE COLLECTION EVENTS ON SATURDAY, BUT I WORK ON SATURDAY. IF THEY EXTEND THE HOURS OR HAVE THEM DURING THE WEEK, I WOULD GO MORE OFTEN.
- DON'T FORCE PEOPLE. THEY DON'T LIKE TO BE FORCED. IT'S TOO MUCH CONTROL FOR THE GOVERNMENT.
- IT SHOCKS ME THAT ALL PEOPLE DO NOT RECYCLE. THEY SHOULD CHARGE MORE FOR GARBAGE SERVICE AND LESS FOR RECYCLING.
- I HAVE NO CLUE. PROBABLY A LOT MORE ADVERTISING ABOUT IT AND TALKING ABOUT IT. THERE HAS NOT BEEN ENOUGH INFORMATION GIVEN TO THE PUBLIC OR AT LEAST I HAVE NOT RECEIVED IT. THEY ARE TRYING TO REDUCE GARBAGE AND WASTE THAT COULD BE RECYCLED AND PREVENT GARBAGE DUMPS FROM BEING OVERFILLED WITH THINGS THAT CAN BE REUSED.
- IN EASTERN WASHINGTON THEY DON'T RECYCLE. EVERYONE NEEDS TO BE MADE AWARE. PEOPLE CAN'T KEEP DYING AND NOT THINK ABOUT FUTURE GENERATIONS AND HOW THEY ARE BEING AFFECTED. I DON'T KNOW WHAT THEY SHOULD DO. MAYBE THEY SHOULD ADVERTISE DURING THE NEWS. EVERYONE WATCHES TV. I WATCH THE NEWS

- AFTER WORK MYSELF. THEY COULD ALSO ADVERTISE ON 710 KIRO. BUT, THIS PROBLEM IS NOT JUST IN KING COUNTY, IT IS ACROSS THE NATION.
- I THINK THEY SHOULD OFFER THE CURBSIDE RECYCLING FOR COMPUTERS, TVS AND CELL PHONES.
 - KEEP PROVIDING INFORMATION, GIVE FINANCIAL BENEFIT TO THOSE WHO RECYCLE.
 - THEY SHOULD CONTINUE TO KEEP PEOPLE INFORMED. MAKE IT AS EASY AS POSSIBLE. WE'VE GOT THE BLUE RECYCLING TOTES, COMBINING EVERYTHING, SO IT'S EASIER THAN THE OLD TRAYS WITH SEPARATED GLASS, PAPERS, ETC. THEY COULD LET EVERYONE KNOW HOW TO RECYCLE. SEND A NEWSLETTER, ADS, OR SOME KIND OF PUBLICATION.
 - ADVERTISE IN THE MEDIA.
 - TO TEACH TO RECYCLE PROPERLY BY NOTIFYING HOW TO SEPARATE ITEMS.
 - INFORMATION PAMPHLETS.
 - THEY NEED TO TEACH CHILDREN HOW TO RECYCLE. I'M SICK OF BEING THE RECYCLING POLICE IN MY HOUSEHOLD. I POST MATERIAL ABOUT RECYCLING IN THE LAUNDRY ROOM AND THE KIDS DON'T READ IT. I THEN END UP ROOTING THROUGH THE GARBAGE. THEY SHOULD PUT A VIDEO GAME ON THEIR WEBSITE. I DON'T KNOW HOW THEY SHOULD EDUCATE THE KIDS ABOUT RECYCLING. THEY OUGHT TO SEND SPECIAL SPEAKERS TO THE SCHOOLS. GARBAGE-OLGY IS A KEY ISSUE AND THEY NEED TO TEACH IT AT THE SCHOOLS. THEY NEED TO WORK IT INTO THE CURRICULUM. IT SHOULD NOT BE A SEPARATE CLASS, BUT IT SHOULD BE WORKED AROUND THE OTHER CLASSES. THEY SHOULD MAKE IT INFORMATIVE AND NOT ABOUT THE RULES AND REGULATIONS.
 - OFFER MORE RECYCLING CONTAINERS.
 - TO MAKE THE PRICE LOWER.
 - MAKE IT MORE AVAILABLE, GIVE MORE INFORMATION AND DON'T CHARGE TO RECYCLE.
 - THEY SHOULD KEEP DOING WHAT THEY ARE DOING NOW WHICH IS PUBLICIZING ABOUT RECYCLING. THEY SHOULD HAVE MORE EVENTS WHERE PEOPLE CAN TAKE THEIR RECYCLABLES SUCH AS REFRIGERATORS AND TVS. THE GOVERNMENT COLLECTS THESE ITEMS AT THESE EVENTS AND I'M ASSUMING THEY RECYCLE THEM, BUT THEY ONLY TAKE PLACE ONCE A YEAR. I WOULD LIKE TO SEE THEM TAKE PLACE AT LEAST THREE TIMES A YEAR, SO THAT PEOPLE AREN'T TEMPTED TO DUMP THEIR RECYCLABLES. I WOULD LIKE THEM TO KEEP DOING THE ADVERTISING TO REMIND PEOPLE WHAT IS AND IS NOT RECYCLABLE. OFTEN, PEOPLE LOSE THOSE FLYERS AND IT IS DIFFICULT TO REACH SOMEONE AT THE KING COUNTY SOLID WASTE DIVISION TO ASK.
 - I THINK THEY SHOULD OUTLAW PLASTIC BOTTLES. EVERYTHING SHOULD COME IN ALUMINUM CANS THAT CAN BE RECYCLED. THEY SHOULD START CHARGING RECYCLING FEES FOR COMPUTERS AND TVS AT THE TIME OF PURCHASE.
 - PEOPLE SHOULD BE CHARGED FOR HOW MUCH GARBAGE THEY HAVE AND SHOULD BE FINED FOR REFUSING TO RECYCLE. RECYCLING SHOULD BE FREE AND GARBAGE COLLECTION FEES SHOULD BE PROPORTIONAL TO THE AMOUNT OF GARBAGE. I WOULD LIKE TO SEE MORE PLASTIC RECYCLING, SUCH AS PLASTIC BAGS AND SOFTER PLASTIC CONTAINERS.

- I WOULD LIKE TO RECYCLE APPLIANCES AT THE LANDFILL.
- ENCOURAGE MORE RECYCLING OF THINGS, SUCH AS COMPOST, AND RECYCLE WHEN YOU CAN. MAKE IT MORE AVAILABLE IN PUBLIC PLACES.
- PLACE MORE RECYCLING BINS IN PARKS FOR BOTTLES AND CANS; AT APARTMENTS MAKE IT MANDATORY THAT THEY PROVIDE RECYCLING SERVICES.
- THEY SHOULD MAKE THE RECYCLABLE SYSTEM AVAILABLE TO EVERYONE AND IN THE DIFFERENT CITIES IN KING COUNTY. THEY SHOULD JUST PUT ALL OF THE RECYCLABLES IN THE SAME BIN AND NOT HAVE TO SEPARATE THEM.
- ALL PACKAGES HAVE GREEN POINTS, SO THE MANUFACTURER SHOULD LET EVERYONE KNOW THAT EVERYTHING CAN BE RECYCLED.
- I'M NOT HAPPY WITH THE FRANCHISE AGREEMENT WITH WASTE MANAGEMENT. THEY SHOULD WORK WITH WASTE MANAGEMENT TO GET THEM TO DO WHAT THEY NEED TO DO.
- IF IT WERE A FREE SERVICE, I THINK PEOPLE WOULD BE WILLING TO PITCH IN.
- LITERATURE--EITHER SPAM, THROUGH SNAIL-MAIL, OR THROUGH COMMERCIALS.
- EVERYTHING THEY CAN. INFORMATION AND EDUCATION ABOUT RECYCLING IS THE PRIMARY THING. SECOND, THEY SHOULD MAKE RECYCLING AND WASTE REDUCTION EASY. FOR EXAMPLE, PUBLIC TRANSPORTATION IS EASY TO TALK ABOUT, BUT IF IT ISN'T EASY TO TAKE A BUS, PEOPLE AREN'T GOING TO DO IT. THIRD, THEY SHOULD ENCOURAGE ECONOMIC ACTIVITY AROUND RECYCLING. THERE NEEDS TO BE A MARKET FOR RECYCLING, AND RECYCLING GOODS IN A HEALTHY WAY; THEY SHOULD MAKE IT SO PEOPLE CAN GET JOBS IN THE RECYCLING BUSINESS. THEY NEED TO EMPLOY PEOPLE WHILE THEY PROVIDE THE SERVICE.
- THEY COULD SEPARATE OUT THE COMPOSTABLES.
- SPREAD INFORMATION IN A WRITTEN MANNER OR BUY SOME TV AIRTIME.
- IT WOULD BE NICE IF THERE COULD BE A RECYCLING BIN WHERE THERE IS A GARBAGE CAN IN THE COMMUNITY. THEY SHOULD PICK UP MORE FREQUENTLY OR HAVE BIGGER RECYCLING CONTAINERS, SO THAT PEOPLE WHO WANT TO RECYCLE WON'T TOSS IT INTO THE GARBAGE BECAUSE THEY ARE FULL.
- EDUCATE AND CHARGE. MAKE PEOPLE AWARE OF THE ADVANTAGES AND THE NEED TO RECYCLE AND HOW TO DO IT. I KNOW THAT VERY FEW PEOPLE ARE AWARE OF THE HAZARDOUS WASTE RECYCLING SITES. THE CITY OF SEATTLE HAS STARTED TO CITE PEOPLE AND CHARGE PEOPLE FOR PUTTING RECYCLABLE ITEMS IN THE GARBAGE. MAKE IT EASIER FOR PEOPLE TO RECYCLE. I HAVE A TRANSFER STATION CLOSE BY, BUT I DON'T THINK THERE ARE OTHER PLACES IN THE COUNTY. IT WOULD BE A LONG DRIVE TO THE TRANSFER STATIONS AND PEOPLE ARE LAZY AND WON'T DO IT.
- JUST MAKE IT CONVENIENT FOR PEOPLE TO RECYCLE; THE CURBSIDE IS GOOD, I THINK THERE SHOULD BE SOME WAY TO PUT TV SETS ON THE CURB BECAUSE NOT EVERYONE HAS THE TRANSPORTATION TO HAUL THEM AWAY.
- THEY SHOULD ENCOURAGE PRIVATE RECYCLING. PEOPLE WHO RECYCLE FOR A LIVING. THEY SHOULD GIVE AN INCENTIVE TO PEOPLE IF THEY START THAT KIND OF A BUSINESS, PERHAPS A TAX INCENTIVE OR A TAX BREAK TO GET PEOPLE STARTED IN

- THE BUSINESS. PEOPLE COULD TAKE THEIR RECYCLABLES TO THOSE BUSINESSES INSTEAD OF HAVING TO PAY A FEE TO RECYCLE.
- TO BAN PLASTICS IN KING COUNTY. I WOULD NOT MIND A BOTTLE BILL LIKE IN OREGON WHERE YOU PAY A DEPOSIT ON BOTTLES AND PLASTICS. THEN PEOPLE WOULD BE MORE INCLINED TO RETURN THEM. THEY SOMETIMES SUBSIDIZE COMPOST BINS. I LIKE THAT PROGRAM.
 - THEY COULD DO ADVERTISING. PROBABLY TV. JUST TELL OF THE IMPORTANCE OF RECYCLING, AND GIVE A LIST OF ITEMS THAT CAN BE RECYCLED THAT PEOPLE MAY NOT BE AWARE OF.
 - KEEP INFORMING THE PEOPLE OF WHAT TO DO AND HOW TO DO IT.
 - MAKE IT MORE USER-FRIENDLY. RIGHT NOW, IT IS NOT. YOU NEED TO HAUL DIFFERENT THINGS TO DIFFERENT PLACES. IT IS A HAUL.
 - MORE INFORMATION ON WHERE I CAN TAKE OTHER RECYCLABLE MATERIALS.
 - IT IS GETTING MORE AND MORE EXPENSIVE TO RECYCLE AND PAY FOR THE OTHER SERVICES. IT IS KIND OF A CATCH 22 SITUATION. IN THE LONG RUN IT WOULD BE LESS EXPENSIVE TO JUST KEEP THE THINGS IN YOUR GARBAGE AND TAKE THEM TO A TRANSFER STATION YOURSELF.
 - SEND OUT MORE INFORMATION TO THE GENERAL PUBLIC BECAUSE MOST PEOPLE DON'T KNOW WHAT'S HAZARDOUS TO THE ENVIRONMENT.
 - I DON'T KNOW. THEY ALREADY SEND OUT STUFF ALL THE TIME TO LET YOU KNOW WHERE YOU CAN TAKE YOUR COMPUTER, TV AND OTHER APPLIANCES TO RECYCLE THEM.
 - PROVIDE MORE PLACES TO TAKE SUCH ITEMS. AS AN EXAMPLE, I TRIED TO TAKE THE HOT WATER HEATER TO THE ALGONA STATION AND THEY WOULDN'T TAKE IT.
 - THEY SHOULD HAVE ONE CONTAINER SERVICE FOR RECYCLING. A SMALLER GARBAGE CAN SHOULD BE AVAILABLE FOR A LOWER PRICE. WE SHOULD PAY BY VOLUME. PEOPLE WILL CHANGE THEIR BEHAVIOR WITH A FINANCIAL INCENTIVE.
 - I DON'T KNOW. MAYBE GIVE OUT MORE INFORMATION, JUST MORE INFORMATION ON WHERE TO RECYCLE AND PROVIDE MORE LOCATIONS.
 - WORK WITH MANUFACTURERS TO REDUCE THE AMOUNT OF PACKAGING. EDUCATE THE PUBLIC BETTER THROUGH MAILINGS AND ADVERTISEMENTS.
 - I THINK THEY DO A GOOD JOB. MORE FLYERS AND MORE INFORMATION IN THE MAIL. NOTICES OR STATEMENTS WITH BILLS.
 - THERE SHOULD BE EDUCATION OF FAMILIES AND HOUSEHOLDS. THEY SHOULD CALL FOR A MEETING, OR DISTRIBUTE MAILINGS TO EACH HOUSEHOLD.
 - WELL, THEY COULD OPEN A NEW PLACE IN AUBURN THAT WILL ACCEPT RECYCLABLE BOTTLES. ALSO, THEY SHOULD LET ME BE ABLE TO RECYCLE AT MY MOBILE HOME PARK.

- I THINK THE GARBAGE SERVICE SHOULD BE FREE. BY BEING FREE, IT WOULD ENCOURAGE PEOPLE NOT TO DUMP GARBAGE AND WASTE ON THE SIDE OF THE ROAD OR AT GRAVEL PITS.
- PROBABLY JUST EDUCATE PEOPLE MORE. I WOULD SAY AT TRADE SHOWS AND COMMUNITY EVENTS, HAVE FLYERS AND MAKE THEMSELVES MORE VISIBLE. WE GET TOO MUCH JUNK MAIL THAT PEOPLE DON'T LOOK AT, SO PERSONAL CONTACT IS BETTER.
- MAYBE PUT A BIG ADVERTISEMENT IN THE PAPER WITH SOME BASICS ON RECYCLING.
- EDUCATE US MORE. SIMPLE LITTLE PAMPHLETS AT THE DOOR THAT SAY IF IT'S A COMPUTER, DO THIS, IF IT'S A TV, DO THIS. A LOT OF TIMES WE DON'T KNOW WHAT TO DO WITH CERTAIN THINGS, SUCH AS DOG POOP. BETTER EDUCATION AT OUR FINGERTIPS THAT ITEMIZES WHAT CAN BE RECYCLED. WE NEED SOMETHING THAT IS GOING TO GET YOUR ATTENTION THAT SAYS THIS IS IMPORTANT AND READ THIS.
- THEY NEED TO EDUCATE PEOPLE ON THEIR OWN PERSONAL RESPONSIBILITY. EVERYBODY IS RESPONSIBLE TO BE AS ENVIRONMENTALLY FRIENDLY AS POSSIBLE. FOR EXAMPLE, A PERSON SHOULDN'T DUMP PAINT OR MOTOR OIL IN A HOLE BEHIND THEIR HOUSE. REGARDING HOW KING COUNTY SHOULD GO ABOUT EDUCATING PEOPLE, THAT'S A TOUGH ONE. THEY SHOULD USE FLYERS AND MAKE RECYCLING CONSUMER FRIENDLY, THAT IS, MAKE IT AS EASY AS POSSIBLE TO DO. THE LESS CONVENIENT IT IS TO RECYCLE, THE LESS LIKELY PEOPLE WILL BE TO DO IT.
- THEY COULD MAKE CURBSIDE AVAILABLE EVERYWHERE.
- THEY SHOULD MAKE COMPLIANCE MANDATORY. THEY SHOULD HAVE GARBAGE POLICE LIKE IN SEATTLE.
- THEY COULD MAKE IT VERY EASY. MAKE SURE EVERYBODY KNOWS ABOUT IT AND NOT CHARGE FOR IT OR MINIMIZE THE CHARGE.
- PROVIDE FEWER FEES AND CHARGES. I'M SURE PEOPLE WOULD BE MORE ENCOURAGED.
- MAKE IT MORE ECONOMICALLY APPEALING TO THE TAXPAYERS WITH A TAX BREAK FOR RECYCLING. THEY SHOULD BE MORE SPECIFIC ON WHAT EXACTLY CAN BE RECYCLED AND HOW EXACTLY TO RECYCLE TO MAKE IT EASIER THROUGH THE EDUCATION SYSTEMS AND COMMUNITY ANNOUNCEMENTS. I DON'T THINK IT SHOULD BE A SURVEY THROUGH THE MAIL, BECAUSE MOST PEOPLE THROW THOSE AWAY. I'M ALMOST WHOLE HEARTEDLY AGAINST RECYCLING BECAUSE IT IS A PAIN IN THE BUTT. THEY DON'T TELL YOU HOW TO RECYCLE, YOU HAVE TO SEPARATE CERTAIN THINGS AND IT IS NOT EASY.
- MAKE PEOPLE AWARE OF WHAT IS RECYCLABLE AND WHAT OPTIONS THEY HAVE FOR RECYCLING.
- MONEY-BACK INCENTIVES.
- ADVERTISE ANYWAY IT TAKES. TV, BUSES OR WHATEVER IT TAKES.
- BY RECEIVING SOME SORT OF DUE, LIKE GIVING ME A REBATE.
- TO MAKE MORE RECYCLE DATES CLOSER TO MY HOME OR HAVE A TRUCK TO COME PICK UP ITEMS THAT CAN'T FIT IN BIN SUCH AS TVS.

- THEY COULD RAISE THE PRICE AT TRANSFER STATIONS.
- QUIT OVER-TAXING. THEY NEED TO LEAVE IT UP TO PRIVATE BUSINESSES.
- THEY SHOULD USE ADVERTISING. THEY SHOULD LET US KNOW THAT RECYCLING IS OCCURRING MORE. THE ADVERTISEMENTS SHOULD BE DISTRIBUTED THROUGH THE MAIL. EACH MAILBOX SHOULD RECEIVE THE AD, AND THEY SHOULD HIGHLIGHT THE INFORMATION MORE. THEY SHOULD INCLUDE THE LOCATION WHERE YOU CAN GO TO RECYCLE AND A PHONE NUMBER YOU CAN CALL TO GET INFORMATION ON WHERE TO GO TO RECYCLE.
- GIVE MORE OR LARGER BINS OR PICK UP MORE TIMES PER WEEK. ALSO, A COUPLE OF TIMES PER YEAR, THEY COULD COME TO YOUR HOUSE AND PICK UP COMPUTERS AND STUFF LIKE THAT.
- LET PEOPLE KNOW MORE ABOUT WHERE THEY ARE GOING TO BE, SO THEY KNOW. THEY COULD SEND OUT A BOOKLET TO ALL THE HOUSES.
- PROBABLY OFFER INCENTIVES LIKE CASH. EDUCATE CONSUMERS ABOUT WHAT TO RECYCLE AND OFFER PICK-UP SERVICES SUCH AS ONE DAY A YEAR THEY WILL PICK UP YOUR TELEVISION OR PC.
- ATTEMPT TO EDUCATE THE PUBLIC IN GENERAL.
- THEY SHOULD MAKE IT EASIER. WHEN RECYCLING COMPUTERS, CARS, AND REFRIGERATORS, THEY SHOULD MAKE IT CENTRALIZED AND LESS EXPENSIVE TO GET RID OF THOSE ITEMS. TO MAKE IT CENTRALIZED, THEY SHOULD HAVE TRANSFER STATIONS AND THE COLLECTIONS THEY HOLD AT HIGH SCHOOLS DURING THE SUMMER.
- I ONLY HAVE A RECYCLING SERVICE AT MY HOUSE AND IT ONLY COMES ONCE EVERY OTHER WEEK, SO BECAUSE MY BIN GETS FULL FAST, I END UP THROWING THINGS AWAY THAT CAN BE RECYCLED. THIS IS WHY I THINK THEY SHOULD HAVE RECYCLING PICK-UP EVERY WEEK.
- THEY SHOULD ENFORCE ANY LAWS THE COUNTY PASSES. MAKE A LAW THAT YOU HAVE TO RECYCLE OR YOU PAY A FINE.
- NOTIFICATIONS THAT COME IN THE MAIL.
- PERHAPS LET PEOPLE KNOW WHERE AND HOW THEY CAN TAKE CARE OF PLASTICS.
- I THINK THAT THEIR FLYERS/MAILERS WORK GOOD.
- IMPOSE A FINE IF PEOPLE DON'T DO IT. OFFER REWARDS IF THEY GO ABOVE AND BEYOND.
- EDUCATE PEOPLE ON RECYCLING FIRST, AND THEN TELL THEM WHAT THEY CAN DO.
- MAYBE MORE COMMERCIALS OR BILLBOARD SIGNS TO GET PEOPLE'S ATTENTION ABOUT RECYCLING.
- I THINK THEY SHOULD LOWER PRICES, DON'T CHARGE FOR SERVICES WHEN YOU DON'T USE THEM. CHARGE BASED ON SERVICE AND USE.
- YOU KNOW THEY SHOULD BE OUT THERE MORE, MORE COLLECTION POINTS.

- INCREASE RECYCLING ADVERTISING. PEOPLE DON'T KNOW THAT THEY CAN RECYCLE AS MUCH AS THEY CAN. FOR EXAMPLE, EITHER DIFFERENT TYPES OF PLASTIC OR COMPOSTABLE ITEMS.
- HAVE MORE OF THE BIG BINS AVAILABLE AT GROCERY STORES AND LOTS. IF IT IS MORE ACCESSIBLE AND IF IT IS EASY, THEY'LL USE IT. IF IT IS NOT, THEY ARE NOT GOING TO.
- THEY SHOULD ACCEPT MORE ITEMS. BY THIS I MEAN THAT THEY SHOULD ACCEPT ALL THE PLASTICS AND GLASSES, NOT JUST THE NUMBERED ONES. ALSO, IT WOULD BE NICE TO BE ABLE TO PUT ALL OF THE RECYCLABLES IN ONE BIN WITHOUT HAVING TO SEPARATE THEM.
- I'VE RUN INTO A PROBLEM WITH MISSED PICK-UPS FOR RECYCLING AND THERE'S NOT AS MANY RECYCLING DROP OFF CENTERS AS THERE USED TO BE.
- I THINK THEY SHOULD LOWER THE GARBAGE RATE. PEOPLE WHO CAN'T AFFORD THE RATES DUMP STUFF WHEREVER THEY CAN.
- THEY COULD TRY TO MAKE IT MORE CONVENIENT FOR PEOPLE TO TAKE STUFF TO BE RECYCLED. POSSIBLY MORE LOCATIONS OR DROP BOXES OR BIG DUMPSTERS.
- MAKE IT AS EASY AS POSSIBLE FOR PEOPLE TO RECYCLE. CURBSIDE PICK-UP IS WONDERFUL.
- MAYBE GO TO THE MANUFACTURERS AND TELL THEM TO CUT DOWN ON PACKAGING AND ALL THAT WASTE.
- THEY COULD CHARGE A FINE IF YOU DON'T RECYCLE.
- I THINK THEY SHOULD FIRE RON SIMMS, HE'S THE EXECUTIVE AND HE IS THE REASON WHY IT IS SO EXPENSIVE TO RECYCLE.
- I SUPPOSE IF THEY SPREAD THE WORD MORE ABOUT RECYCLING, THERE WOULD BE MORE PEOPLE RECYCLING. IF THEY USED THE MEDIA SUCH AS TV, NEWSPAPERS, RADIO, FLYERS, ETC., PEOPLE WOULD RECYCLE.
- GIVE MORE OPTIONS. COMBINE ALL RECYCLING INTO ONE CONTAINER.
- IT WOULD BE GOOD IF WE COULD GET RID OF TVS AND REFRIGERATORS IN A MORE CONVENIENT WAY. IT WOULD BE NICE TO CALL SOMEONE AND SAY I HAVE THIS REFRIGERATOR, CAN YOU COME AND PICK IT UP? ALSO, THERE SHOULD BE MORE PLASTICS RECYCLED. WHERE WE GO, THEY ONLY TAKE NOTHING HIGHER THAN #2 PLASTICS. I WOULD LIKE TO SEE ALL PLASTICS RECYCLED. WE HAVE NO CHOICE, BUT TO PUT PLASTICS #3 AND HIGHER IN THE GARBAGE.
- SIMPLICITY IS IMPORTANT. ONE CAN SERVICE WOULD BE GREAT. IF I HAVE TO SORT, THEN IT SHOULD BE LESS EXPENSIVE THAN IF THEY SORT. AROUND THE HOLIDAYS, THEY COULD OFFER AN EXTRA PICK-UP. I WOULD LIKE TO KNOW HOW WE COMPARE TO OTHER AREAS AND PERHAPS SOME TYPE OF COMPETITION BETWEEN AREAS.
- EDUCATE PEOPLE. TELL THEM TO RECYCLE AND THROW AWAY AS LITTLE GARBAGE AS POSSIBLE.
- THEY COULD DO ANY TYPE OF MARKETING NECESSARY. TELEPHONE, FLYERS, MAIL, OR HAVE A VAN COME THROUGH PERIODICALLY. THERE ARE A LOT OF THINGS I WOULD LIKE TO RECYCLE, BUT I DON'T KNOW WHERE TO GO.

- THEY SHOULD ADVERTISE MORE IN ANY WAY THEY CAN—TV, RADIO, ANY WAY THEY CAN.
- CHARGE A FEE TO THOSE WHO DON'T.
- CONSOLIDATE RECYCLABLES IN ONE BIN INSTEAD OF SEPARATE BINS.
- CREATE MORE CONSUMER AWARENESS WITH COMMERCIALS.
- EDUCATE THE PUBLIC. PROBABLY THROUGH ADVERTISEMENTS, MAILINGS, ETC.
- MORE PICK-UPS. MORE DROP OFFS CLOSER TO HOME AND MORE EXPANDED TIMES, SO I DON'T HAVE TO TAKE UP MY WEEKEND TO GET RID OF STUFF.
- SOMEONE SHOULD BE AT THE LANDFILL AND BE WATCHING WHAT PEOPLE ARE THROWING AWAY. ALSO HAVE A PLACE WHEN PEOPLE TAKE THE STUFF IN THERE THAT DOESN'T NEED TO BE THROWN IN THERE.
- PERIODICALLY DO A PAMPHLET TO REMIND US WHAT IS RECYCLABLE. I WISH THERE WAS MORE PLASTIC THAT WAS RECYCLABLE. ALSO HAVE ADS IN THE PAPER.
- THEY SHOULD BETTER EDUCATE PEOPLE ABOUT RECYCLING AND GIVE THEM A DISCOUNT FOR DOING SO.
- OFFER A FINANCIAL INCENTIVE, SO PEOPLE WILL RECYCLE MORE, SUCH AS A DISCOUNT OFF THE GARBAGE BILL.
- KING COUNTY SHOULD INFORM PEOPLE HOW TO DISPOSE.
- I KNOW WE CAN RECYCLE SOME THINGS, BUT NOT EVERYTHING, SO I THINK WE SHOULD BE ABLE TO RECYCLE EVERYTHING. ALSO THERE SHOULD BE DIFFERENT TYPES OF RECYCLING STATIONS THAT ARE ABLE TO HANDLE ALL THINGS RECYCLABLE.
- MORE THINGS SHOULD BE RECYCLABLE, SUCH AS GROCERY STORE PLASTIC BAGS, VARIOUS OTHER PLASTICS, SUCH AS NUMBER SIXES AND NUMBER ELEVENS. MANUFACTURERS SHOULD BE ENCOURAGED TO REDUCE THEIR PACKAGING.
- THERE SHOULD BE MORE EDUCATION ON RECYCLING AND WE NEED TO MAKE IT SEEM MORE ECONOMICALLY DESIRABLE TO RECYCLE.
- ADVERTISE ON TELEVISION.
- ADVERTISE MORE.
- LET US GET PAID FOR RECYCLING.
- PROBABLY THE BEST THING IS TO MAKE THE COST OF RECYCLING LOWER AND FUND THAT BY MAKING THE COST OF NOT RECYCLING HIGHER.
- MORE ADVERTISEMENT AND EDUCATION IN SCHOOLS, COMMUNITY CENTERS AND MAYBE ADVERTISEMENTS ON TELEVISION OR RADIO.
- OFFER SOME SORT OF INCENTIVE FOR PEOPLE WHO RECYCLE ON A REGULAR BASIS.

- ADVERTISE THE BENEFITS AND THE NEGATIVES OF NOT RECYCLING MORE SO PEOPLE UNDERSTAND.
- THEY SHOULD ENCOURAGE PEOPLE TO RECYCLE BECAUSE IT IS THE RIGHT THING TO DO. ONE WAY TO DO THIS IS TO GIVE A CREDIT TO PEOPLE WHO DO RECYCLE. THE CREDIT COULD BE TO REDUCE THEIR GARBAGE BILL. THAT WOULD DEFINITELY ENCOURAGE PEOPLE TO RECYCLE.
- THERE SHOULD BE MORE PUBLIC AWARENESS. BY THIS I MEAN THERE SHOULD BE MORE NEWSLETTERS, PUBLICATIONS, COMMERCIALS, BILLBOARDS AND THINGS OF THAT NATURE.
- THEY COULD MAKE EDUCATION AVAILABLE ON THEIR WEBSITE ABOUT WHERE YOU CAN RECYCLE CERTAIN MATERIALS, THOSE THAT ARE DIFFICULT TO RECYCLE.
- I DON'T HAVE A SMART IDEA FOR THAT. I GUESS CHARGE PEOPLE FOR HAVING MORE THAN THEIR ALLOWABLE GARBAGE OUT THERE AND REDUCE THE SIZE OF GARBAGE BINS. IF THERE IS ANY WAY TO CHARGE MANUFACTURERS WHO HAVE EXCESSIVE PACKAGING, THAT WOULD HELP.
- CUT THE POPULATION. DON'T ALLOW SO MUCH GROWTH. APARTMENT BUILDINGS, DEVELOPMENTS, LIMIT THE HOUSING AVAILABLE. DON'T ALLOW AS MANY PEOPLE TO MOVE INTO ONE AREA. DISCOURAGE PEOPLE FROM HAVING TEN KIDS.
- THEY SHOULD PROVIDE PEOPLE WITH COMPOST BINS, RECYCLING BINS AND WORM BINS. THEY SHOULD PROVIDE US WITH RECYCLING EVENTS LIKE THE CITY OF SEATAC DOES.
- JUST CONTINUE TO EDUCATE THROUGH COMMERCIALS, RADIO SPOTS, AND NEWSPAPER ADVERTISEMENTS. IF THEY HAD REFUNDABLE BOTTLES, MORE PEOPLE WOULD BE RELUCTANT TO LITTER.
- I GUESS JUST GIVE ME A LITTLE MORE INFORMATION ABOUT WHAT TO DO AND HOW TO DO IT.
- I THINK THEY DO QUITE A BIT AND THEY REALLY DON'T NEED TO DO MORE, BUT WHEN THEY HAVE THE SPECIAL EVENTS, MAKE SURE THAT THEY GET PUBLICIZED MORE THROUGH THE MEDIA. MAKE SURE IT IS WELL KNOWN WHERE PEOPLE CAN TAKE STUFF CONVENIENTLY.
- TELL STORES TO STOP GIVING OUT ALL THE PLASTIC BAGS. THE ONLY WAY TO CONVINCE THEM IS TO CHARGE PEOPLE. I HAVE NOT THOUGHT ABOUT HOW THEY WOULD DETERMINE HOW.
- POSSIBLY OFFER MORE HAZARDOUS WASTE DISPOSAL EVENTS THAT LET PEOPLE KNOW ABOUT WHAT THEY CAN DO TO PREVENT THE HAZARDOUS MATERIALS FROM BEING DISPOSED OF IMPROPERLY.
- PROBABLY A DISCOUNT FOR SOMEONE WHO RECYCLES YARD WASTE, RECYCLABLE MATERIALS AND GARBAGE. AT LEAST A 10 PERCENT DISCOUNT ON MY GARBAGE AND RECYCLING BILL. THAT WOULD ENCOURAGE PEOPLE TO RECYCLE.
- THEY NEED TO ADVERTISE USING FLYERS. THEY ARE THE LEAST EXPENSIVE ROUTE TO ADVERTISE. PEOPLE NEED TO KNOW WHAT'S AVAILABLE. MAYBE THAT STARTS WHERE YOU BUY IT. IF YOU BUY A NEW ONE, THE SELLER SHOULD GIVE YOU INFORMATION

- ABOUT WHAT TO DO WITH THE OLD ONE. THIS SHOULD HAPPEN AT THE POINT OF PURCHASE.
- I WOULD RECYCLE MORE STUFF IF MORE PLASTICS WERE ACCEPTED BECAUSE ALMOST ALL PLASTICS ARE RECYCLABLE, BUT THEY WILL ONLY TAKE CERTAIN ONES AND THAT'S NOT VERY MANY. INCREASING THE AMOUNT OF PLASTICS THAT CAN BE RECYCLED WOULD MAKE ME RECYCLE MORE.
 - THERE SHOULD BE MASS MARKETING TELLING THE PUBLIC WHAT NEEDS TO HAPPEN AND HOW TO GO ABOUT DOING SO. EVERYONE NEEDS TO RECYCLE, SO THERE NEED TO BE MORE ADS.
 - EDUCATE THE PUBLIC MORE ON THEIR OPTIONS.
 - THERE SHOULD BE EDUCATIONAL PROGRAMS. THERE SHOULD ALSO BE PAMPHLETS AND PUBLICATIONS THAT THE AVERAGE JOE CAN PICK UP AT A LOCAL SUPERMARKET WITH INFORMATION ON WHAT WAYS TO RECYCLE.
 - I LIVE IN AUBURN AND I HAVE A TON OF RECYCLING IN THE BACK OF MY TRUCK AND THERE IS NO CLEAR WAY TO KNOW WHERE YOU CAN RECYCLE BECAUSE THE BINS ARE BEING CLOSED; NOW YOU CAN'T TELL WHERE TO GO.
 - THERE SHOULD BE MORE INFORMATION FOR THE PUBLIC. ALSO THE RECYCLING TRUCKS SHOULD BE WILLING TO DRIVE UP LONG PRIVATE DRIVEWAYS, SO IT WILL BE EASIER FOR PEOPLE.
 - I THINK THEY SHOULD IMMEDIATELY DE-FUND ANY KING COUNTY RECYCLING PROGRAMS. LET PRIVATE INDUSTRY HANDLE IT BECAUSE I'VE SEEN DIRECT EVIDENCE OF CORRUPTION AND I HAVE NO FAITH IN COUNTY GOVERNMENT.
 - MORE INFORMATION ABOUT RECYCLING.
 - EVERYTHING SHOULD BE CHEAPER.
 - PROMOTE IT. ADVERTISING HAS TO BE SLANTED TOWARD FACTUAL INFORMATION ABOUT WHAT THE CONSEQUENCES ARE FOR THE ENVIRONMENT IF NO ONE RECYCLES AND THE ADVANTAGES TO RECYCLING. POSSIBLY INCENTIVES FOR RECYCLING OR PUNITIVE ACTION FOR THOSE WHO ARE WASTEFUL. INCENTIVES COULD BE A BREAK ON THE TRASH BILL IF YOU REGULARLY RECYCLE. PAYING PEOPLE A DIVIDEND OR STIPEND BASED ON HOW MANY POUNDS PEOPLE RECYCLE PER YEAR.
 - I THINK WE ARE PRETTY WELL COVERED, EXCEPT FOR THE COMPUTERS. SOMETHING NEEDS TO BE DONE ABOUT THE COMPUTERS.
 - MORE ADVERTISING AT RECYCLING CENTERS. IT WILL MAKE PEOPLE MORE AWARE OF THEM INSTEAD OF THINKING THERE'S ONLY CURBSIDE PICK-UP.
 - MORE RECYCLING PLACES.
 - COST INCENTIVES. IF YOU ARE PARTICIPATING IN CURBSIDE RECYCLING, THEN THEY SHOULD GIVE YOU A DISCOUNT ON YOUR GARBAGE BILL. JUST MORE INFORMATION IF PEOPLE DON'T ALREADY REALIZE THE IMPACT ON THE ENVIRONMENT.
 - THEY SHOULD DISPLAY THE STATISTICS OF THE LANDFILLS AND THE SHIPPING COST OF THE GARBAGE THAT HAS TO BE SHIPPED EAST OF THE MOUNTAINS. ALSO THEY SHOULD

- PROVIDE MORE WAYS TO RECYCLE THAT ARE EASIER FOR PEOPLE AND THEY CAN GIVE MORE INFORMATION THROUGH ROAD SHOWS THAT TELL THE PUBLIC HOW TO RECYCLE.
- TO PROVIDE MORE ACCESS TO RECYCLING SERVICES AND PROMOTE THE SERVICES AVAILABLE, SUCH AS SOLID WASTE PICK-UP DATES.
 - ADVERTISEMENTS ON TV, RADIO.
 - MAKE IT A SOCIALIST PART OF THE COMMUNITY, SHOULD BE FREE LIKE MEDICAL CARE IN CANADA. EVERY TAX PAYER SHOULD PAY EQUALLY, SOCIAL WELFARE-STYLE. IF IT WERE FREE, GARBAGE WOULD BE DISPOSED AND IT WOULDN'T PILE UP.
 - MAKE IT EASY. HAVE THE INFORMATION AVAILABLE AND PROVIDE INFORMATION ON PLACES YOU CAN TAKE THE STUFF. I THINK THEY SHOULD HAVE A PLACE WHERE YOU CAN TAKE YOUR COMPUTERS AND TVS AND THEY WOULD HANDLE IT ACCORDINGLY.
 - SOME AREAS DON'T HAVE RECYCLING. I BELIEVE IT SHOULD BE AVAILABLE EVERYWHERE.
 - THERE SHOULD BE MORE EDUCATIONAL SEMINARS AND FINES FOR THOSE WHO DON'T RECYCLE AT ALL.
 - MAKE THE PROCESS MORE SIMPLISTIC. AT THIS POINT WE HAVE A LAWN BASKET, RECYCLING BIN AND GARBAGE BIN AND I HAVE ANOTHER BIN THAT I DON'T KNOW WHAT IT'S FOR. THERE IS NO SIMPLE WAY TO GET RID OF GARBAGE. THERE IS NO WAY TO TRANSFER IT FROM INSIDE THE HOME TO OUTSIDE THE HOME. WHEN I AM CLEANING THE HOUSE, IT WOULD BE GOOD IF THERE WAS A WAY I COULD HAVE A RECYCLE AREA IN THE HOME. PUT THE INFORMATION ON THE INTERNET HOW TO RECYCLE. MOST PEOPLE DON'T DO IT BECAUSE THEY DON'T WANT TO GO THROUGH ALL THE TROUBLE OF SEPARATING THE PRODUCTS.
 - THEY NEED TO HAVE MORE TRANSFER STATIONS OFFERING THE RECYCLING TRANSPORTS MORE OFTEN. I HAVE PAINT THAT I NEED TO DISPOSE OF AND WHERE I LIVE THEY ONLY HAVE THE RECYCLING TRANSPORTS SET UP ABOUT ONCE A YEAR.
 - EASIER ACCESS TO DISPOSAL SITES BECAUSE I DON'T KNOW WHERE THEY ARE. THE MOBILE ONE IS GOOD BECAUSE IT COMES TO ME. MORE PUBLIC KNOWLEDGE OF WHERE DISPOSAL SITES ARE AND WHEN THE MOBILE ONE IS AVAILABLE FOR PICK-UP.
 - I THINK THEY SHOULD MAKE IT MANDATORY LIKE IN SEATTLE AND FINE PEOPLE WHO DON'T RECYCLE.
 - NO MIXING RECYCLABLES.
 - I THINK THEY SHOULD SEND EACH CONSUMER A COLORFUL BROCHURE OF WHAT TO RECYCLE. MAKE THE PROCESS EASIER AND PUT IT IN ONE BIG BIN AND HAVE SOMEONE ELSE SORT IT. PEOPLE MESS UP ON THE SORTING A LOT.
 - THEY SHOULD SET UP SEVERAL LOCATIONS AND LET PEOPLE KNOW WHEN AND WHERE TO RECYCLE.
 - PAY A DEPOSIT AND GET IT BACK WHEN YOU RETURN IT FOR RECYCLE.
 - EDUCATE PEOPLE. USING THE LITERATURE IS HELPFUL.
 - HAND OUT TICKETS FOR NOT RECYCLING.

- MAYBE SOME PRINT ADVERTISING, TV ADVERTISING OR MAIL NOTIFICATIONS SPECIFICALLY ABOUT RECYCLING.
- JUST MAKE IT AS EASY AS POSSIBLE. THE MORE TRANSFER STATIONS ARE AVAILABLE, THE BETTER.
- SEND FLYERS IN THE MAIL TO GIVE STATISTICS TO COMPARE RECYCLING VS. NOT RECYCLING.
- GET IN A DIALOG WITH MANUFACTURERS ABOUT CREATING EQUIPMENT WITH MORE RECYCLABLE PARTS.
- THEY SHOULD REQUIRE MANUFACTURERS TO USE MORE RECYCLABLE MATERIALS IN PACKAGING.
- AT MY APARTMENT WE DO NOT HAVE RECYCLING. IF THEY CONTACTED APARTMENT BUILDINGS, THAT MIGHT HELP. I AM NOT SURE IF APARTMENTS WOULD BE RECEPTIVE.
- MORE RECYCLING EVENTS.
- STAY OUT OF IT.
- MAYBE A VOUCHER FOR USING THE RECYCLING CENTER OR MAYBE A DISCOUNT, BECAUSE NOWADAYS PEOPLE WANT SOMETHING FOR SOMETHING. THEY DUMP THEIR GARBAGE IN UNPOPULAR AREAS AND IF YOU GIVE THEM A REASON TO USE THE RECYCLING CENTER, THEY WILL. GIVE A REWARD FOR THE NEXT TIME THEY USE IT.
- OFFER IT AT NO CHARGE.
- MAKE IT CHEAPER; MAKE IT MORE WIDE-SPREAD AND MORE AVAILABLE.
- DO EXACTLY WHAT YOU'RE DOING AND HAVE CAMPAIGNS FOR IT. IT'S JUST A MATTER OF TIME BEFORE IT'S REQUIRED, SO YOU MIGHT AS WELL DO IT NOW. GET RID OF CHRISTINE GREGOIRE. AS LONG AS SHE IS IN OFFICE, SHE GIVES IN TO BIG MONEY AND SHE IS IN THE POCKETS OF PLENTY OF THOSE TOBACCO LAWYERS. SHE WILL DO WHAT SHE CAN TO PLEASE EVERYBODY AND PEOPLE ARE GETTING TIRED OF BEING TOLD WHAT TO DO AND PEOPLE WILL NOT DO IT OUT OF SPITE UNLESS IT BECOMES MANDATORY. EVERYONE MUST PAY FOR RECYCLING SERVICES WHETHER THEY USE THEM OR NOT.
- I DON'T REALLY KNOW HOW THEY WOULD DO IT. I THINK IT IS MORE OF A MANUFACTURERS' ISSUE. WHAT I MEAN IS THAT WE BUY PRODUCTS THAT ARE MANUFACTURED A CERTAIN WAY. I GUESS IF THERE WAS A CERTAIN WAY TO RECYCLE THOSE THINGS, THAT ARE NOT RECYCLABLE. THERE SHOULD BE A PLACE TO TAKE SPECIALTY ITEMS LIKE STYROFOAM AND GLASS.
- EDUCATE CITIZENS BY ADVERTISING MORE.

Q107 Do you have any final comments you would like to pass along to the King County Solid Waste Division?

- MAKE THE TRANSFER STATION HOURS CONVENIENT AND GET RID OF THE APPOINTMENT SYSTEM. RECYCLING SHOULD BE MADE MORE CONVENIENT FOR PEOPLE. I THINK A PUBLIC EDUCATION PROGRAM WOULD BE MONEY WELL SPENT.
- THE INFORMATION THEY SEND YOU ABOUT WHAT CAN AND CANNOT BE RECYCLED, AND HOW TO SORT—SOME OF IT IS UNCLEAR. I'M NOT SURE WHAT TO DO WITH PLASTIC FOOD CONTAINERS THAT HAVE NUMBERS ON THE BOTTOM.
- THE 100% RECYCLING GOAL IS SOMEWHAT LUDICROUS. ANYONE WHO EXPECTS THAT DOESN'T HAVE SMALL CHILDREN.
- PROVIDE MORE TOXIC OR HAZARDOUS WEEKEND SITES.
- MAKE IT A LOT EASIER AND CONVENIENT FOR PEOPLE TO RECYCLE BY ALLOWING US TO PUT OUR GARBAGE OUT WITH THE RECYCLING AND HAVE IT REMOVED BY THE SAME COMPANY FOR THE SAME COST.
- I DON'T THINK THEY MAKE PEOPLE CLEAN UP LIKE THEY SHOULD BECAUSE PEOPLE DO NOT CLEAN UP WHAT CAN BE RECYCLED. FOR CANS, YOU TAKE THE PAPER OFF AND CLEAN UP THE INSIDE. GLASS JARS SHOULD BE WASHED. NEWSPAPER YOU DON'T MIX COLORED WITH THE REGULAR PAPER, THEY SHOULD BE SEPARATED.
- PROVIDE MORE INFORMATION ON TV IN DIFFERENT LANGUAGES.
- FIND A WAY TO REDUCE THE COSTS OF GARBAGE DISPOSAL. IT'S TOO HIGH.
- I THINK THEY ARE DOING A GOOD JOB.
- RECYCLING CAN BE IRRITATING. THE RECYCLING AND GARBAGE CANS NEED TO BE ABLE TO BE NEXT TO EACH OTHER. THEY DO NOT PUT IT BACK WHERE IT WAS AND LIDS ARE NOT PUT BACK ON. THE 32 GALLON CAN PRICE WAS RAISED, SO I HAVE A SMALLER 25 GALLON CAN. THEY SHOULD SUPPLY THE CANS. IT WOULD BE EASIER FOR THEM TO DUMP IT WITH ONE CAN. I DO NOT LIKE BEING CHARGED FOR AN EXTRA BAG ON THE CAN. TO TAKE ELECTRONICS WITHOUT A PROBLEM OR PAY US, BUT NOT CHARGE US TO DISPOSE. IT MAKES IT EASIER TO RECYCLE THEM THAT WAY.
- MAKE IT EASIER. RECYCLING AND YARD WASTE COLLECTION IS EVERY OTHER WEEK, SO THINGS SOMETIMES END UP IN THE REGULAR GARBAGE BECAUSE THERE'S NOT ENOUGH ROOM. FOR MEDICAL REASONS, I CAN'T DRIVE TO TAKE MATERIALS MYSELF, SO INCORPORATING SERVICES FOR PEOPLE WITH DISABILITIES AND LIMITATIONS WOULD BE IDEAL.
- I RECYCLE EVERYTHING. I'M FOR ZERO GARBAGE. ANYTHING TO PROMOTE THAT GOAL, I SUPPORT.
- JUST KEEP CONSUMERS INFORMED OF ALL THE LATEST INFORMATION REGARDING RECYCLING.
- STOP WASTING OUR MONEY. THE CITY OF KIRKLAND CHANGED TO A DIFFERENT RECYCLING SERVICE THAT LEFT ONLY ONE GALLON BUCKET FOR A SIX UNIT BUILDING, FOR FOOD WASTE. NO ONE USED THEM AND THE BUCKETS THAT WERE MADE AVAILABLE GOT KICKED AROUND AND NOW ARE PROBABLY LOST. I WOULD LIKE KING

COUNTY SOLID WASTE DIVISION TO STOP PROVIDING RECYCLING CONTAINERS TO THE PUBLIC IF NO ONE WILL USE THEM PROPERLY.

- FAST FOOD PLACES AND COSTCO IN PARTICULAR, HAVE TOO MUCH PACKAGING. PERHAPS KING COUNTY GOVERNMENT SHOULD CONVINCe MANUFACTURERS THAT THEY DON'T NEED SO MUCH PACKAGING. ALSO THERE IS TOO MUCH JUNK MAIL, CATALOGS, NEWSPAPER INSERTS, ETC. IT ALL CONTRIBUTES TO WASTE AND MAYBE IT SHOULD BE MORE EXPENSIVE FOR COMPANIES TO SEND JUNK MAILINGS AND OTHER TYPES OF SOLICITATIONS OR MAYBE AN INCENTIVE CAN BE OFFERED TO BUSINESSES WHO DO NOT USE JUNK MAIL OR OTHER TYPES OF PAPER SOLICITATIONS.
- I THINK IT IS GREAT THAT KING COUNTY SOLID WASTE DIVISION IS LOOKING AT THAT KIND OF GOAL FOR THE ZERO WASTE OF RESOURCES PLAN.
- I WOULD LIKE ONE-CAN SERVICE. THE ONLY THING THAT WE SEPARATE IS GLASS, BUT I WOULD LIKE TO HAVE JUST ONE CAN. MY NEIGHBORS MIGHT HAVE THAT AND I WOULD LIKE TO KNOW IF IT IS AVAILABLE.
- THE SOLID WASTE DIVISION SHOULD MAKE IT MORE SIMPLE AND EASY FOR RESIDENTS TO RECYCLE. MAKE IT LESS COSTLY FOR DUMPING TRASH AND PUT RECYCLING IN DIFFERENT THINGS, LIKE PUTTING ADVERTISEMENTS ON TV FOR MORE PEOPLE TO KNOW.
- DON'T CALL SO LATE OR ON THE WEEKENDS.
- I APPRECIATE ALL THAT THEY DO. IT'S A HARD JOB AND THEY DO IT WELL. THEY SHOULD BE PROUD BECAUSE IT IS A SERVICE THAT WE CAN'T DO WITHOUT.
- OPEN THE TRANSFER STATIONS ALL WEEK LONG.
- THEY DO A GOOD JOB. PEOPLE RESPOND TO THEM VERY WELL.
- KEEP AT IT.
- WE LOVE TO RECYCLE. THE EASIER YOU MAKE IT, THE EASIER IT IS TO COMPLY. THE MORE BINS YOU ALLOW, THE MORE STUFF I'M ALLOWED TO RECYCLE. I DON'T KNOW IF I CAN RECYCLE PIZZA BOXES.
- IF THEY'RE GOING TO DO SOMETHING, DO IT SO THAT IT'S CONVENIENT FOR PEOPLE TO PARTICIPATE ON THE WEEKENDS.
- LOWER MY BILL. PEOPLE PAY SO MUCH FOR GARBAGE THAT THEY FEEL THAT THEY SHOULD NOT HAVE TO RECYCLE.
- IF PEOPLE ARE ENCOURAGED TO RECYCLE MORE, THEY SHOULD REDUCE FEES FOR THE STUFF THAT GOES TO LANDFILLS.
- DON'T YOU DARE TRY TO MAKE RECYCLING MANDATORY OR I WILL BE WITH THE REVOLUTION. IF IT BECOMES MANDATORY, I WILL STOP.
- KEEP UP THE GOOD WORK.
- THE KING COUNTY GOVERNMENT SHOULD USE ITS HEAD AND COME UP WITH BETTER IDEAS TO GET PEOPLE TO RECYCLE.
- I'M WONDERING HOW TO SUPPORT REDUCTION OF WASTE IN CONSUMER GOODS.

- I LIKE MORE RECYCLING OF THINGS LIKE LIDS AND SHOPPING BAGS.
- I THINK THEY ARE DOING A GOOD JOB.
- JUST TO MAKE SURE THAT THE RECYCLING DISPOSAL SITUATION IS EVERYWHERE EVEN IN APARTMENT HOUSES. IT'S IN SOME PLACES LIKE SEATTLE, BUT NOT IN FEDERAL WAY. THINGS LIKE DISPOSAL CANS FOR BOTTLES OR GLASS.
- I WOULD LIKE TO BE ABLE TO RECYCLE METALS IN THE SAME BINS AS THE OTHER THINGS I CAN RECYCLE.
- I THANK THEM FOR WHAT THEY ARE DOING AND THEY NEED TO IMPRESS UPON THE MINDS OF PEOPLE THE IMPORTANCE OF THE CLEANLINESS OF THE AIR THEY BREATHE AND THE EARTH THEY WALK ON. WE DON'T WANT TO BE WALKING AROUND IN A MESS AND GETTING SICK BECAUSE OF POLLUTION.
- I THINK IT IS GREAT THAT YOU ARE CALLING FOR OPINIONS AND INPUT. KEEP WORKING FOR THE GOAL OF KEEPING ALL RECYCLABLES OUT OF LANDFILLS. I THINK THERE SHOULD BE RECYCLE OPTIONS FOR SMALL ITEMS LIKE BATTERIES, DIAPERS, DOG POOP AND CELL PHONES THAT ARE NOT ALLOWED IN LANDFILLS. THOSE AREAS ARE NOT BEING ADDRESSED BY ANY RECYCLING PROGRAMS.
- KEEP UP THE GOOD WORK.
- I SUPPORT RECYCLING AND I HAVE BEEN DOING IT FOR 60 YEARS.
- JUST ENCOURAGE THEM TO KEEP DOING IT. IT'S DIFFICULT FOR SOME PEOPLE TO GET AROUND. IN BOTHELL THE LINES ARE SO LONG, IT'S HARD FOR PEOPLE TO GET TO IT. MAKE IT CONVENIENT FOR THE CONSUMER.
- I'D LIKE TO BE ABLE TO RECYCLE PLASTIC GROCERY BAGS. IN SEATTLE WE COULD, BUT IN REDMOND IT IS NOT ALLOWED.
- THEY HAVE A SERIOUS PROBLEM UNTIL THEY MAKE IT EASY FOR PEOPLE TO RECYCLE USED TURKEY FRYING OIL.
- FROM WHAT I'VE SEEN, THEY ARE DOING AN OUTSTANDING JOB WITH WHAT RESOURCES AND EMPLOYEES THEY HAVE.
- KEEP UP THE GOOD WORK.
- WHEN WILL THEY PICK UP IN OUR AREA?
- COULD THEY FIND WHAT TO DO WITH DOG AND CAT MANURE INSTEAD OF ME BAGGING IT UP AND THROWING IT AWAY?
- GET MORE INFORMATION OUT AND PICK UP MORE OFTEN BECAUSE HERE IT IS EVERY OTHER WEEK.
- JUST TO FIND WAYS TO ENCOURAGE AND INFORM PEOPLE ABOUT RECYCLING BECAUSE I THINK IT'S A VERY SERIOUS PROBLEM.
- I THINK YOU SHOULD BURN THE GARBAGE AND CAPTURE THE ENERGY FROM THE BURNING OF THE GARBAGE.

- KEEP UP THE GOOD WORK.
- QUICKLY REESTABLISH THE PLACES WHERE WE CAN RECYCLE OUR PLASTICS, CARDBOARD, PAPER, AND GLASS. WE HAD THIS SERVICE A COUPLE OF YEARS AGO AND IT HAS BEEN REMOVED AND NOW AS A RESULT, NO ONE IS RECYCLING. THE SITUATION REGARDING RECYCLING HAS GONE BACKWARDS NOT FORWARD AND WE ARE BACK TO WHERE WE STARTED.
- I THINK IT'S A CRITICAL THING. I'M CONCERNED ABOUT OUR ENVIRONMENT AND WOULD BE WILLING TO PAY TAXES TO KEEP IT GOING.
- WE LOVE RECYCLING. I HOPE YOU CAN FIND WAYS TO RECYCLE MORE STUFF LIKE POPCORN PACKAGING AND BULK.
- ORGANIZE SERVICE FOR PICK-UP FOR BIG HOUSEHOLD ITEMS. ONCE EVERY SIX MONTHS OR ONCE A YEAR.
- KING COUNTY SOLID WASTE DIVISION SHOULD TALK TO KIRKLAND UTILITIES REGARDING WASTE AND WASTE REMOVAL.
- IF THEY COULD CLARIFY ON PLASTIC RECYCLING. THEY CHANGED FROM SEPARATE BINS. WHEN THEY DID, THEY INCLUDED MORE ITEMS. WHAT IS CONFUSING IS THAT FOOD PRODUCTS ARE MARKED THE SAME AS THE DAIRY PRODUCTS. THEY SHOULD CLARIFY MORE BY THE NUMBER ON THE ITEM, INSTEAD OF THE TYPE OF CONTAINER.
- THEY SHOULD HAVE SEPARATE CONTAINERS FOR YARD WASTE.
- I THINK THEY HAVE DONE A PRETTY GOOD JOB SO FAR. EVERYONE GENERATES PRODUCTS THAT ARE NOT DESIGNED TO BE BIODEGRADABLE AND THAT INCLUDES BIG TICKET ITEMS LIKE CARS. THE EUROPEAN UNION IS STARTING TO ADDRESS THIS PROBLEM AND WE NEED TO FOLLOW SUIT.
- KEEP UP THE GOOD WORK.
- I BELIEVE THERE SHOULD BE FREE ENTERPRISE FOR RECYCLING. THE GARBAGE RATES ARE TOO HIGH. IF THEY LOWERED THEM, THERE WOULDN'T BE WASTE DUMPED ON THE SIDE OF STREETS.
- RECYCLE EVERYTHING.
- THANKS A LOT. KEEP IT UP. ALSO, IF YOU COULD RECYCLE MORE PLASTICS, WE WOULD RECYCLE MORE PLASTICS.
- I AM A VERY HAPPY CUSTOMER. WE ALWAYS SEPARATE FLAMMABLES AS IN GASOLINE AND OIL AND OTHER TOXIC WASTE. UNUSED CHEMICALS FOR WASTE. IT'S ALWAYS GOOD THAT KING COUNTY SENDS OUT A UNIT THAT ACCEPTS TOXIC WASTE.
- COME EVERY WEEK INSTEAD OF EVERY OTHER WEEK. THE MORE PEOPLE RECYCLE, THE MORE THERE IS TO RECYCLE AND HAVING IT PILE UP IS SAD. IT SHOULD BE PUT OUT WHEN YOU PUT OUT YOUR TRASH.
- NO, ONLY THAT I DON'T LIKE TO DO SURVEYS. THEY'RE ALWAYS TOUGH.
- I WOULD LIKE TO SEE RECYCLING IN THE UNINCORPORATED AREAS OF KING COUNTY. WE WOULD USE IT AND RECYCLE A WHOLE LOT MORE.

- IF YOU MADE RECYCLING FREE, I WOULD BE HAPPY TO DO SO. I ALREADY SEPARATE AND TAKE IT TO THE TRANSFER STATION.
- MORE INFORMATION ON HOW TO GET RID OF CERTAIN THINGS.
- RECYCLING SHOULD BE A CHOICE, NOT A REQUIREMENT.
- I NEED A PLASTIC BAG THAT WILL DECOMPOSE IN A LANDFILL.
- I THINK THEY DO A GOOD JOB, BUT THINGS COULD BE EASIER. THEY COULD PICK UP EVERYTHING AT THE CURBSIDE.
- THEY ARE DOING AN EXCELLENT JOB. I WOULD LIKE TO SEE EVERYONE COOPERATE A LITTLE MORE. SOME PEOPLE DON'T RECYCLE ANYTHING.
- ONLY THAT THEY NEED TO KEEP FEES LOW AT TRANSFER STATIONS TO ENCOURAGE DELIVERY. FEES HAVE GONE UP A LOT. IF YOU BRING IT TO A TRANSFER STATION YOURSELF, IT SHOULD BE CHEAPER.
- THE BINS ARE NOT LARGE ENOUGH TO HOLD WHAT YOU WERE RECYCLING AT YOUR WORKPLACE.
- I THINK THEY SHOULD CONTINUE HAVING THE SPECIAL EVENTS DAYS FOR TAKING TOXIC PRODUCTS LIKE UNUSED PAINT. THEY ALLOW YOU TO DISPOSE OF ITEMS THAT CAN'T BE TAKEN TO THE TRANSFER STATION.
- I THINK THAT THEY ARE DOING A VERY GOOD JOB.
- THE KING COUNTY SOLID WASTE DIVISION SHOULD REMEMBER THAT AS THE POPULATION AGES, THEY NEED TO MAKE THINGS MORE ELDERLY FRIENDLY BECAUSE LIFE IS HARD ENOUGH ON THEM WITHOUT THEM HAVING TO WORRY ABOUT PROPER RECYCLING HABITS.
- THANK YOU FOR DOING SURVEYS. WE WOULD LIKE TO SEE BIGGER BINS FOR PLASTIC, GLASS, AND METAL. THE BINS ARE TOO SMALL WHICH FREQUENTLY RESULTS IN LONG TERM STORAGE AT THE RESIDENCE. I END UP TAKING IT TO THE DUMP.
- THEY SHOULDN'T CHARGE TO PICK UP YARD WASTE SINCE THEY COMPOST IT THEMSELVES AND RESELL IT.
- I WOULD LIKE TO SEE MORE LOCATIONS POSTED ABOUT WHERE YOU COULD TAKE NEWSPAPERS AND OTHER RECYCLABLES AND ABOUT THEIR HOURS OF AVAILABILITY.
- THEY SEEM TO BE GOING IN THE RIGHT DIRECTION. KEEP UP THE GOOD WORK.
- I THINK THEY ARE DOING A GOOD JOB AND I'M SUPPORTIVE OF THE SURVEY. I AM GLAD THEY ARE DOING A SURVEY.
- THERE SHOULD BE A RECYCLING SERVICE FOR HOUSEHOLD CHEMICALS SUCH AS THE PAINTS AND CLEANERS THAT PEOPLE DON'T NEED ANYMORE, BUT DON'T WANT TO THROW AWAY.
- I THINK A SERIOUS REVIEW OF COMMISSIONING OF PEOPLE WHO HAVE SOME CLOUT, SOMETHING NEEDS TO BE DONE. THE PROBLEM THAT I'VE EXPERIENCED HAS NOTHING TO DO WITH THE RABANCO PEOPLE. I FEEL THEY NEED TO GO AFTER THE PEOPLE WHO ARE LITTERING BECAUSE WE HAVE A SERIOUS PROBLEM HERE. THERE IS AN

ORDINANCE ABOUT ILLEGAL DUMPING AND ONCE I WAS HARASSED BY A MAN ILLEGALLY DUMPING AFTER I APPROACHED HIM ABOUT THE PROBLEM. I CALLED THE POLICE AND THEY DIDN'T DO ANYTHING. IT'S NOT THE GARBAGE MEN, IT IS OTHER PEOPLE LITTERING.

-- THEY'RE DOING A FANTASTIC JOB.

-- I THINK IT'S GOOD THEY'RE REQUIRING PEOPLE TO RECYCLE. IT'S PROGRESSIVE; I'M GLAD TO SEE IT.

-- THEY'RE DOING A FINE JOB WITH THE NEW RECYCLING THINGS; THEY ARE CATCHING UP WITH EVERYONE ELSE.

-- IF YOU'RE GOING TO START CHARGING PEOPLE FOR THROWING AWAY THINGS THAT COULD BE RECYCLED, MAKE SURE YOU EDUCATE FIRST.

-- ENCOURAGE APARTMENT BUILDINGS TO HAVE RECYCLING.

-- DO NOT INCREASE THE MONTHLY CHARGE FOR WASTE PICK-UP.

-- I AM USUALLY PRETTY SATISFIED. I WOULD LIKE TO SEE MORE RECYCLING EVENTS, MORE OFTEN. THEY DON'T SEEM TO GET OUT TO MY AREA MUCH. I WOULD SUGGEST THAT THERE BE A PLACE YOU CAN SIGN UP ON THE WEB FOR EMAIL NOTIFICATION FOR RECYCLING EVENTS.

-- IT'S A WONDERFUL THING. EVERYONE NEEDS TO BE AWARE OF IT BUT NOT BE FORCED TO DO IT. OTHERWISE, PEOPLE WILL BECOME BELLIGERENT.

-- I DO NOT KNOW WHAT TO DO WITH PAINT CANS AND THINNER.

-- WE NEED TO INFORM THE PUBLIC MORE AND MORE INFORMATION NEEDS TO BE GIVEN OUT ABOUT RECYCLING.

-- THEY'RE DOING FINE AND I AM VERY HAPPY WITH THEM.

-- THEY NEED TO ALLOW MORE THAN TWO BINS FOR YARD WASTE RECYCLE.

-- I WOULD LIKE TO BE ABLE TO DISPOSE OF PAINTS AT THE TRANSFER STATION MORE READILY. FREQUENTLY, THEY ARE CLOSED OR NO ONE IS THERE TO ACCEPT THE PAINTS. THAT PART OF THE TRANSFER STATION SHOULD BE MANNED MORE DILIGENTLY.

-- THERE SHOULD BE MORE SPECIAL EVENT PLACES WHERE YOU CAN TAKE RECYCLING THAT CAN'T GO IN THE GARBAGE.

-- MAYBE THEY COULD HAVE POSTINGS ON THE INTERNET OR IN THE NEWSPAPER ABOUT WHICH WEEKS THEY PICK UP YARD WASTE AND WHICH WEEKS THEY PICK UP RECYCLING. I AM ALWAYS CONFUSED ABOUT THAT.

-- I AM DELIGHTED TO SEE THAT SEATTLE IS TRYING TO KEEP UP WITH KIRKLAND. THEY SHOULD PATTERN ALL SERVICES AFTER IT.

-- I LIKE THE IDEA OF RECYCLING AND HOPE ALL OTHERS WILL BE CONSCIOUS OF DOING SO, BEING MORE AWARE.

-- THEY WON'T GIVE US A CALENDAR FOR PICK-UP DATES. YOU CALL, AND THEY SAY GO TO THE WEBSITE, AND THE WEBSITE SAYS GO CALL FOR A CALENDAR.

- IF THEY WOULD PROVIDE GOOD COMMUNICATION ON HOW TO PROPERLY DISPOSE OF ELECTRONIC EQUIPMENT.
- SPREAD THE WORD ABOUT HOW TO RECYCLE ELECTRONICS.
- THEY SHOULD LET EVERYONE KNOW THROUGH MAILINGS AND THE NEWSPAPER HOW TO RECYCLE.
- KEEP ON DOING WHAT YOU'RE DOING. I AGREE WITH IT 100 PERCENT. ALSO THE HAZARDOUS WASTE SITE IN NORTH SEATTLE ON NORTH 125TH, JUST EAST OF AURORA, HAS EXCELLENT EMPLOYEES AND IT SHOULD BE BETTER PUBLICIZED BECAUSE THEY ARE ACCEPTING THINGS THAT MOST PEOPLE ARE THROWING IN THE GARBAGE, LIKE FLORESCENT LIGHT BULBS, BATTERIES, ETC.
- THEY CAN REDUCE THE LIGHTING AT OUR TRANSFER STATION. THAT MAY BE TRUE AT ALL STATIONS. THEY SHOULD INVESTIGATE LIGHT POLLUTION. THERE IS AN ORGANIZATION THAT PROMOTES REDUCING EXCESSIVE OUTSIDE LIGHT. YOU KNOW HOW AT NIGHT CITIES YOU SEE IT FROM FAR AWAY. IT BOUNCES OFF THE SKY AND OTHER OBJECTS.
- MAKE IT MORE USER-FRIENDLY. IT IS NOT USER-FRIENDLY. I DON'T MIND PAYING FOR IT. IT JUST ISN'T USER-FRIENDLY TO HAVE TO HAUL AN APPLIANCE SOMEWHERE. HALF THE TIME YOU DON'T KNOW WHERE TO TAKE IT.
- THANKS FOR PICKING UP THE GARBAGE.
- PROVIDE MORE ACCESSIBILITY TO OUTLETS FOR THE DISPOSAL OF HAZARDOUS MATERIALS, BE IT COMPUTERS OR OTHER MATERIAL.
- THEY NEED TO ENCOURAGE MORE HOUSEHOLDS TO RECYCLE AND ASSIST HOUSEHOLDS TO RECYCLE THINGS NEARBY, NOT FAR AWAY. EVERY CITY SHOULD HAVE A STATION OR FACILITY FOR RECYCLING. OTHERWISE, THEY DISCOURAGE PEOPLE FROM GOING THERE TO RECYCLE. IT SHOULD BE WITHIN FIVE MILES OF THE HOUSE. THE STATIONS NEED TO BE MORE ACCESSIBLE.
- I WOULD LIKE THERE TO BE A PLACE THAT I CAN RECYCLE AT MY MOBILE HOME PARK. SEEING AS THE PARK IS OWNED BY KING COUNTY, THEY SHOULD PUT BINS UP FOR PEOPLE TO RECYCLE IN. ALSO, THERE USED TO BE A PLACE IN AUBURN THAT WAS FOR RECYCLING AND NOW IT'S CLOSED. IT SHOULD BE REOPENED.
- KEEP UP THE GOOD WORK.
- BE A LITTLE NEATER, DON'T SPILL WASTE ON THE GROUND DURING PICK-UP.
- KEEP UP THE GOOD WORK.
- THE WEBSITE IS NOT VERY USEFUL. I TRIED TO CALL JUST AFTER THE NEW YEAR AND THE MAILBOX WAS FULL I HAD TO WAIT A FEW WEEKS TO GET THROUGH AND ADJUST MY SERVICE.
- DO A BETTER JOB AT HOW THEY APPROACH EVERYTHING. ELECTIONS AND TAXES EVERYONE SEEMS TO KNOW BECAUSE THEY ADVERTISE, BUT THEY DON'T FOR THIS KIND OF STUFF, THEY COULD EVEN USE MAILERS.

- DON'T BE SO STRICT ON WHETHER THE LIDS ON CANS ARE SHUT OR OPEN, THINGS WILL GET STOLEN ANYWAY, IT'S NOT A BIG DEAL.
- I HAVE A GREEN CONTAINER IN MY HOME THAT YOU PUT IN THE YARD WASTE BIN. I DO NOT HAVE ANYTHING BUT A SMALL BAG TO PUT IN MY CONTAINER, SO I ONLY DO IT RARELY. I WOULD LIKE TO BE ALLOWED TO PUT IT IN MY METAL CONTAINER. THE TABLE SCRAPS SHOULD BE PUT IN SOME SMALLER CONTAINER.
- SEND THOSE GARBAGE MEN TO THE GYM SO THEY CAN PICK UP MY GARBAGE. THERE'S A 50-POUND LIMIT ON MY CAN AND THEY WON'T PICK IT UP IF THEY THINK IT IS MORE THAN THAT. I DON'T KNOW IF THEY HAVE A SCALE ON THEIR TRUCK, BUT IT HAS HAPPENED MORE THAN ONCE.
- I THINK THE COSTS FOR RECYCLE AND WASTE ARE TOO HIGH AND THEY FORCE PEOPLE TO DO IT ANYWAY. THEY ARE ALREADY OVERCHARGING AND REGULATING. THE VALUABLE COMPONENTS ARE NOT BEING RECYCLED AT MOST HOMES. I THINK THAT KING COUNTY SHOULD UNDERSTAND THAT THE RATE STRUCTURE SHOULD BE DIFFERENT FOR RURAL AREAS THAN CITIES.
- I'D LIKE TO BE ABLE TO USE MORE THAN A 32 GALLON CONTAINER. WE NEED A LARGER BIN THAN THAT. WE USE A PRIVATE SERVICE, SO IT MAY NOT APPLY TO KING COUNTY.
- TIME FOR RECYCLING GRASS AND YARD WASTE SHOULD BE LONGER. THEY SHOULD NOT STOP IT FOR 3 MONTHS, WHEN THEY THINK THERE'S NO MORE YARD WASTE.
- I WOULD SAY THAT THEY ARE DOING A PRETTY GOOD JOB OF IT, BUT THAT THEY CAN ALWAYS DO BETTER.
- EVERY TIME RATES GO UP WE GET GARBAGE DUMPED IN OUR AREA. WE ARE ON A SECLUDED STREET AND PEOPLE DUMP TRASH ON THE SIDE OF THE ROAD. ALSO ENCOURAGE THE APARTMENT DWELLERS AROUND HERE TO RECYCLE MORE.
- THEY SHOULD CHANGE THE WAY THEY GO ABOUT COLLECTING THE GARBAGE AND GET OUT OF THE GRIP OF THE GARBAGE MAFIA, KNOWN AS THE WASTE MANAGEMENT COMPANY. THEY SHOULD ALSO DO WHAT TACOMA DID AND MAKE GARBAGE PICK-UP A UTILITY.
- DO MORE ADVERTISING WITH THE PUBLIC ABOUT RECYCLING; EDUCATE THEM ON WHY YOU NEED TO DO IT.
- BE EASIER TO WORK WITH, AND ALSO THE EMPLOYEES SHOULD TREAT PEOPLE LIKE THEY ARE CUSTOMERS.
- I THINK THEY'RE DOING A GREAT JOB.
- IT SHOULD BE A REQUIREMENT TO RECYCLE, NOT AN OPTION.
- I NEED BIGGER RECYCLING BINS.
- THIS SOLID WASTE DIVISION IS TOO EXPENSIVE.
- I HAVE THREE BINS AND I WOULD LIKE TO HAVE ONE BIN. THE MAN PUTS IT ALL IN THE SAME TRUCK.
- BEEF UP THE MARKETING. AS I SAID BEFORE, IT WASTES TAXPAYER'S MONEY, IF NOBODY TALKS ABOUT IT.

- WOULD IT BE POSSIBLE FOR WHOEVER IS CONDUCTING THIS SURVEY TO CALL AT AN EARLIER TIME?
- I DON'T FIND THE RECYCLING SERVICE TO BE VERY CONVENIENT FOR ME. THEY NEED MORE PICK-UPS AND MORE DROP OFFS CLOSER TO HOME. ALSO, BE OPEN LONGER HOURS.
- MY ONLY DESIRE IS TO BE ABLE TO RECYCLE MORE PRODUCTS THAN WE ALREADY CAN, SUCH AS OTHER FORMS OF PLASTIC. I HATE THROWING THAT IN THE GARBAGE.
- WE AS HUMANS SHOULD RECYCLE EVERYTHING.
- I APPRECIATE THE EFFORTS MADE TO INCREASE RECYCLING. I HOPE THAT IT CONTINUES.
- THANK YOU!
- KEEP UP THE GOOD WORK.
- KEEP UP THE GOOD WORK.
- SHORTEN UP THIS SURVEY A LITTLE BIT AND TRY NOT TO CALL SO LATE SO PEOPLE WON'T LOSE PATIENCE.
- I AM NOT SURE WHICH PLASTICS ARE RECYCLABLE AND WHICH ONES ARE NOT. YOGURT CUPS AND CONTAINERS LIKE THAT, THEY HAVE A LABEL AND I AM NOT SURE IF THEY ARE RECYCLABLE. TELL STORES TO STOP GIVING OUT ALL THE PLASTIC BAGS.
- THE WASTE-FREE HOLIDAYS PROGRAM IS A GOOD PROGRAM AND THEY SHOULD KEEP THAT UP. IT SHOULD BE EXPANDED, THEY SHOULD TRY TO EXPAND IT AND GET MORE BUSINESSES INVOLVED TO REACH OUT TO THE CORPORATE FRANCHISES.
- THEY ARE DOING A GOOD JOB, BUT I WOULD LIKE TO SEE MORE PEOPLE RECYCLING.
- WELL, I THINK IF THEY WANT PEOPLE TO RECYCLE, THEY SHOULD MAKE IT PERFECTLY CLEAR WHERE YOU CAN RECYCLE BECAUSE NOT EVERYONE HAS CURBSIDE RECYCLING. FOR EXAMPLE, PEOPLE WHO LIVE IN MOBILE HOMES DON'T HAVE IT.
- THEY ARE TOO MONEY HUNGRY. THEY CHARGE TOO MUCH. FOR EXAMPLE, I HAULED ROTTEN FOOD IN THE TRUCK BED TO THE LANDFILL AND IT COST ME OVER \$40. THEY CHARGE TOO MUCH.
- IT IS VERY DIFFICULT TO GET A HOLD OF SOMEONE WHEN YOU NEED THEM.
- I THINK EVERYTHING IS GOING WELL, BUT I THINK SOMETHING SHOULD BE DONE ABOUT THE COMPUTERS.
- OVERALL, PRETTY GOOD JOB.
- KEEP UP THE GOOD WORK!
- A COMMUNIST GARBAGE DISPOSAL SYSTEM WOULD BE TOP NOTCH. AS I SAID BEFORE, IF IT WERE FREE, GARBAGE WOULD BE DISPOSED OF PROPERLY AND WOULDN'T PILE UP.

- I AM IMPRESSED WITH THE KING COUNTY SOLID WASTE DIVISION. I HAVE A FEW CONCERNS, BUT NONE THAT ARE TOO BIG. THERE SHOULD BE MORE RECYCLING THOUGH.
- KEEP UP THE GOOD JOB.
- I THINK THERE ARE A NUMBER OF CHEMICALS WE USE AND IF WE KNEW HOW TO DISPOSE OF THEM, WE COULD HELP THE ENVIRONMENT BY PARTICIPATING IN DISPOSING OF THEM PROPERLY.
- YOU NEED TO GIVE PEOPLE MORE INFORMATION ON RECYCLING. I HAD TO GET INFORMATION FROM PEOPLE IN SEATTLE.
- I HOPE TO GET BETTER INFORMATION ON WHAT TO RECYCLE. I WANT TO, BUT I'M NOT SURE WHAT TO RECYCLE AND IT'S VERY FRUSTRATING. THEY HAVE CHANGED WHAT'S RECYCLABLE AND I'M CONFUSED.
- I WORRY ABOUT THE ELECTRONICS AND COMPUTERS. THE GOVERNMENT SHOULD MAKE SURE THAT SOMEONE COLLECTS THESE THINGS. A LOT OF THIS MATERIAL CONTAINS LEAD AND MERCURY INSIDE OF IT AND THAT IS VERY DANGEROUS FOR THE WHOLE ENVIRONMENT. THE GOVERNMENT AND BUSINESSES SHOULD COLLECT THESE TYPES OF THINGS.
- RIGHT NOW WHEN YOU GO TO THE TRANSFER STATION, YOU ARE CHARGED BY WEIGHT RATHER THAN VOLUME. THEY SHOULD GO BACK TO THE VOLUME SYSTEM.
- DO THEY PLAN ON EXPANDING THE LANDFILLS OR REDUCING WASTE BY NOTIFYING THE PUBLIC OF THE DIFFERENT WAYS TO RECYCLE?
- I WAS DISAPPOINTED TO FIND OUT YOU CAN'T RECYCLE NUMBER 5 AND 6 PLASTICS ANYMORE. I WAS HOLDING THEM TO RECYCLE AND FOUND OUT THAT I HAD TO PUT THEM IN THE TRASH.
- KEEP UP THE GOOD WORK.
- KEEP DOING WHAT YOU'RE DOING AND KEEP THE STREETS CLEAN.
- THANK YOU FOR THE SURVEY.
- I BELIEVE THEY ARE DOING A GREAT JOB WITH THE RECYCLING PROGRAMS AND EFFORTS.
- I PUT SOD IN OUR YARD WASTE BIN AND THEY PUT A NOTE ON THERE SAYING THEY COULDN'T ACCEPT THAT. BUT THEY COMPOST LEAVES AND GRASS AND IT TURNS BROWN, BASICALLY TO DIRT. THAT SEEMED ODD.
- I CALLED BEFORE AND THEY WERE VERY UNHELPFUL. THEY DEMANDED THAT I RECYCLE EVEN WHEN I SAID I DIDN'T WANT TO. THEY TOLD ME THAT I WOULD BE CHARGED IF I DIDN'T RECYCLE. RABANCO DRIVERS ARE RUDE, THEIR TRUCKS ARE LOUD, THEY THROW GARBAGE CANS ON THE STREET, SPEED THRU THE STREET WITH NO REGARD FOR CHILDREN AND THEY BLACK BALL YOU. I COMPLAINED AND I GOT WORSE SERVICE.
- WELL, COMPETITION MAKES THE WORLD GO AROUND AND RIGHT NOW WE HAVE NO COMPETITION IN WASTE MANAGEMENT. WE GET WHO WE GET AND WE'RE STUCK WITH THEM. RIGHT NOW WE ARE PAYING \$97 DOLLARS A THREE TIMES A YEAR AND I THINK

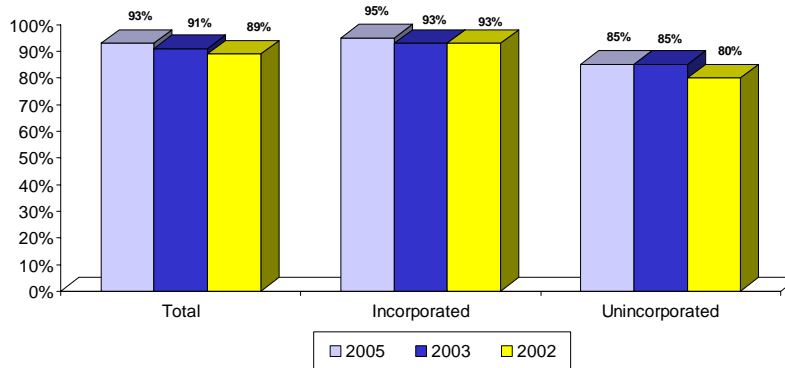
THAT IS RATHER STEEP FOR GARBAGE SERVICE. IT SHOULD BE MORE PRIVATIZED. I THINK THAT IF THEY HAD TO COMPETE FOR OUR BUSINESS THE COST WOULD GO DOWN. TAKE WASTE MANAGEMENT OUT OF THE HANDS OF THE GOVERNMENT AND INTO THE HANDS OF PRIVATE INDUSTRY.

-- I APPRECIATE THEM CREATING A SURVEY.

APPENDIX B. GRAPHICAL SUMMARY

Curbside Garbage Service

*Do you have garbage picked up at your home or building by a garbage service?
(Incorporated versus Unincorporated areas)*

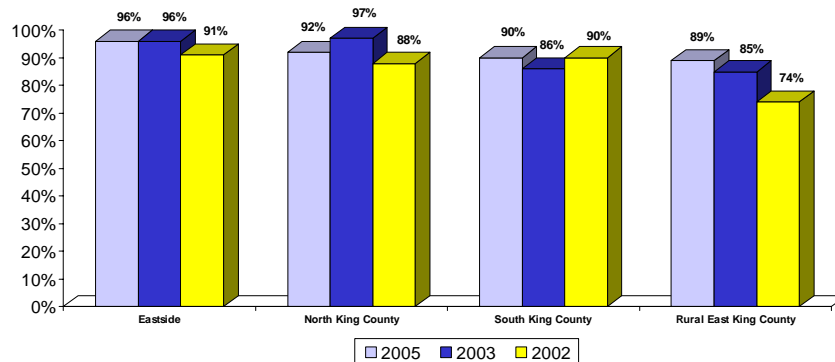


Q.10 n = 603, 457, 139 (2005)
Prepared by
Informa Research Services, Inc. (formerly Market Trends, Inc.)

Cascadia Consulting Group (7557)
Winter 2005

Curbside Garbage Service

*Do you have garbage picked up at your home or building by a garbage service?
(Geographic areas within King County)*

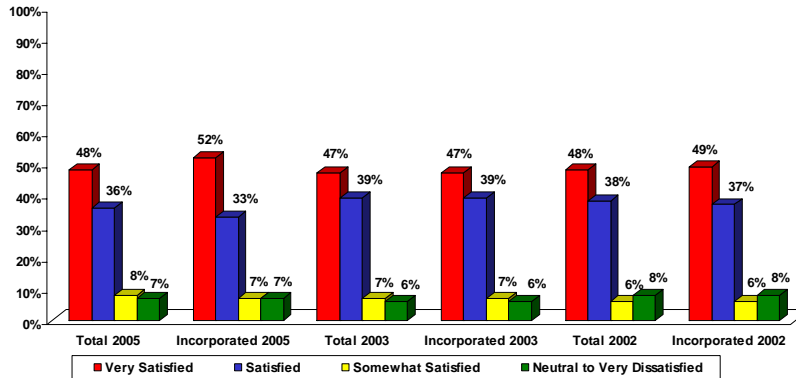


Q.10 n = 219, 66, 257, 61 (2005)
Prepared by
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Curbside Garbage Service

How satisfied are you with your garbage service?
 Would you say you are . . .
 (Incorporated areas)



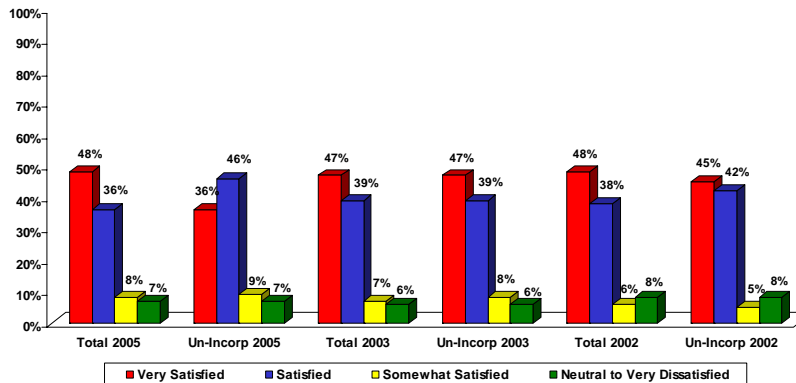
Q.11 n = 558, 434 (2005)

Prepared by
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 Winter 2005

Curbside Garbage Service

How satisfied are you with your garbage service?
 Would you say you are . . .
 (Unincorporated areas)



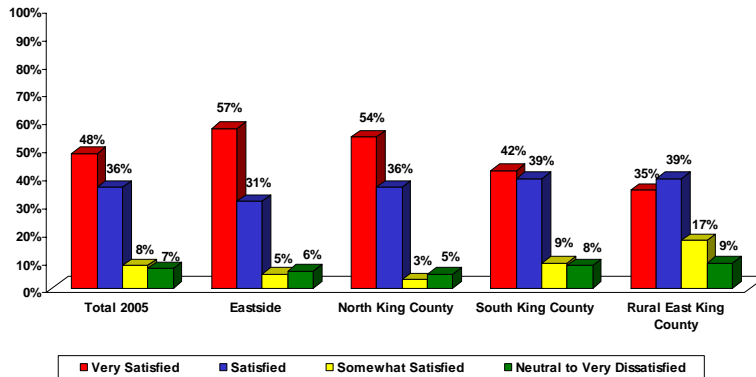
Q.11 n = 558, 118 (2005)

Prepared by
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Curbside Garbage Service

*How satisfied are you with your garbage service?
Would you say you are . . .
(Geographic areas within King County)*



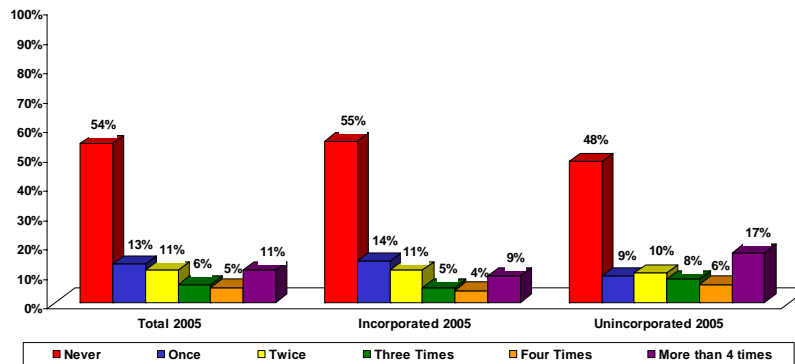
Q.11 n = 558, 211, 61, 232, 54 (2005)

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Transfer Stations

*How many times in the past year did you or someone from your household take your garbage to a transfer station?
(Incorporated versus Unincorporated areas)*



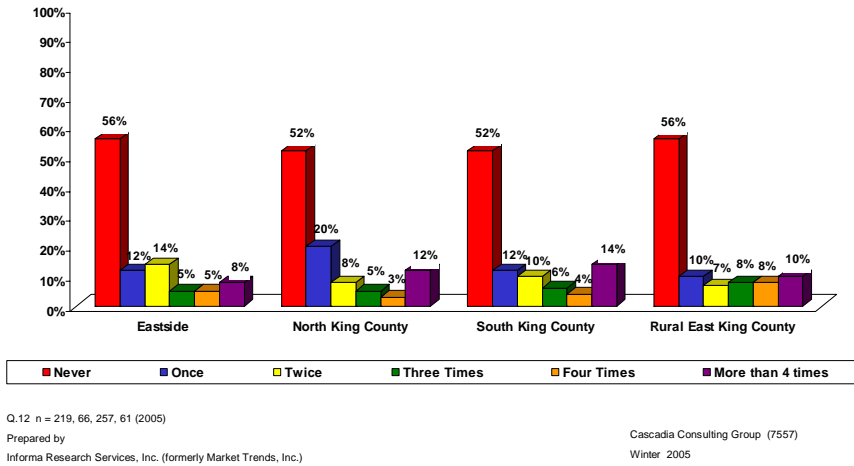
Q.12 n = 603, 457, 139 (2005)

Prepared by
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Winter 2005

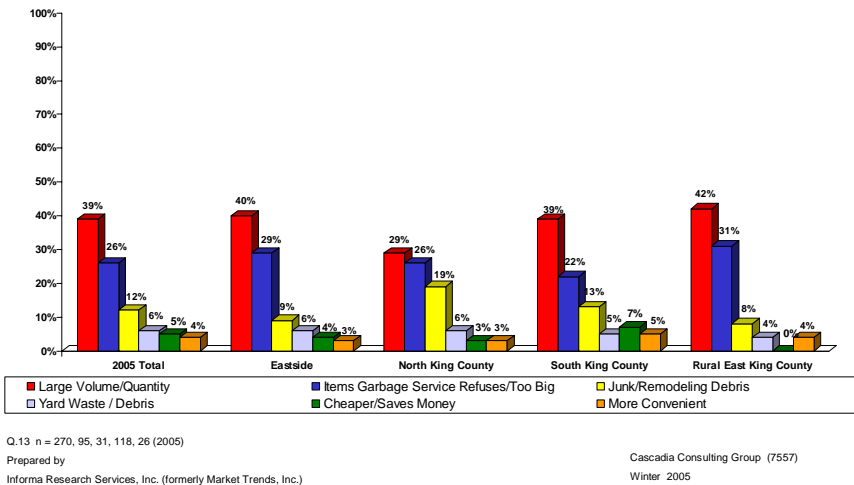
Transfer Stations

**How many times in the past year did you or someone from your household take your garbage to a transfer station?
(Geographic areas within King County)**



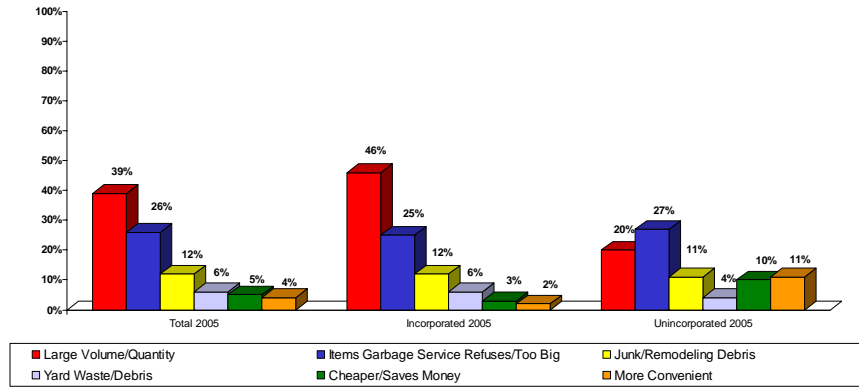
Transfer Stations

**What is the main reason you take household garbage yourselves to a transfer station or landfill?
(Geographic areas within King County)**



Transfer Stations

**What is the main reason you take household garbage yourselves to a transfer station or landfill?
(Incorporated versus Unincorporated areas)**

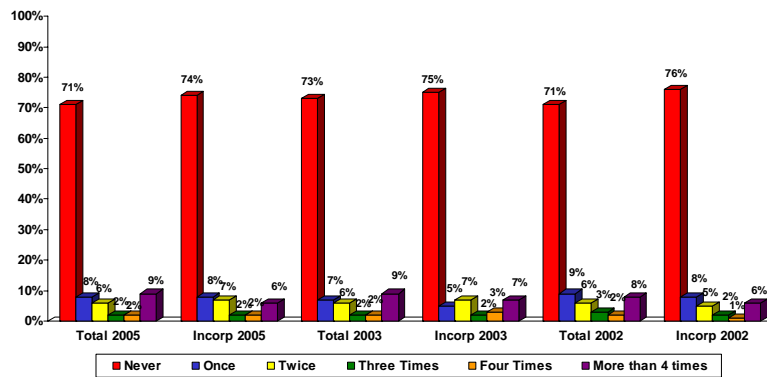


Q.13 n = 270, 197, 71 (2005)
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Transfer Stations

**How many times in the past year did you or someone from your household take materials to the recycling areas at the transfer station?
(Incorporated areas)**

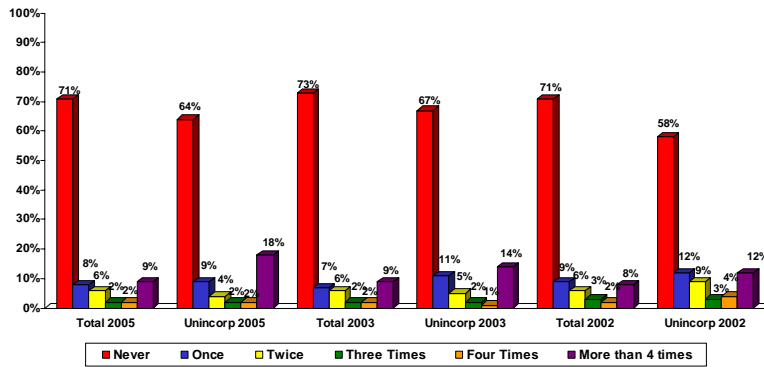


Q.15 n = 603, 457 (2005)
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Winter 2005

Transfer Stations

**How many times in the past year did you or someone from your household take materials to the recycling areas at the transfer station?
(Unincorporated areas)**



Q.15 n = 603, 139 (2005)

Prepared by

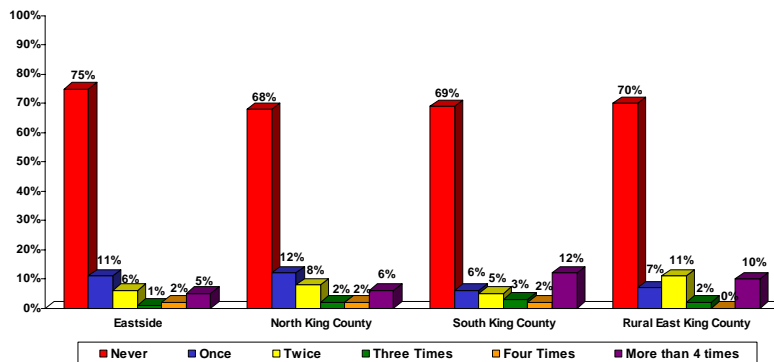
Informa Research Services, Inc. (formerly Market Trends, Inc.)

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Winter 2005

Transfer Stations

**How many times in the past year did you or someone from your household take materials to the recycling areas at the transfer station?
(Geographic areas within King County)**



Q.15 n = 219, 66, 257, 61 (2005)

Prepared by

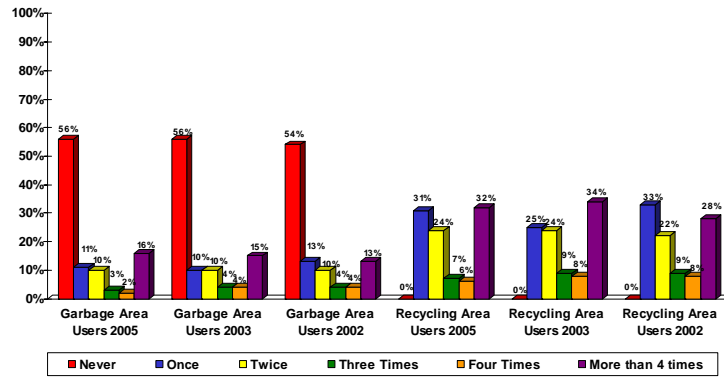
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Winter 2005

Transfer Stations

*How many times in the past year did you or someone from your household take materials to the garbage or recycling areas at the transfer station?
(User type)*



Q.15 n = 270, 165 (2005)

Prepared by

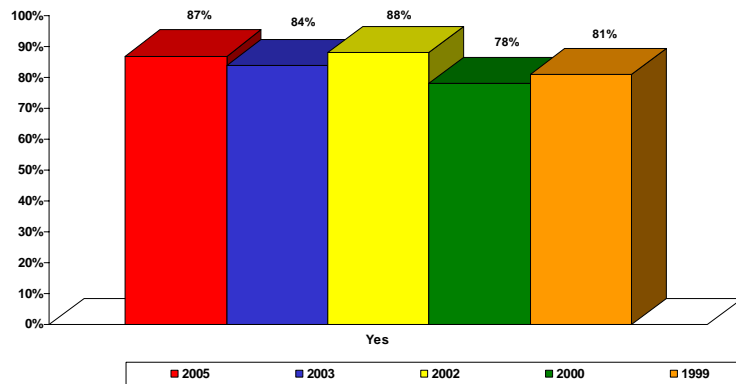
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Winter 2005

Curbside Recycling Service

Do you participate in recycling service at your home?



Q.21 n = 463 (2005)

Prepared by

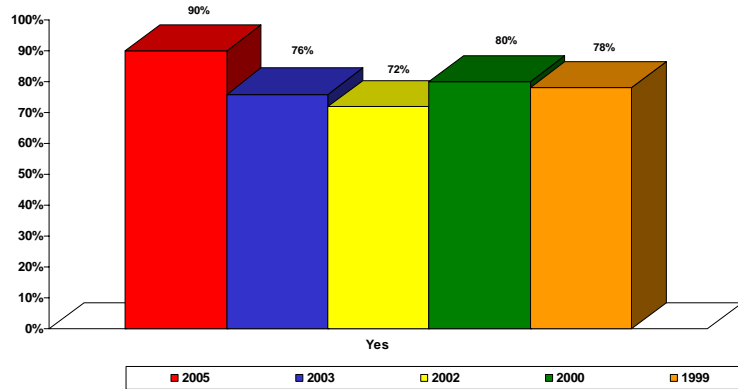
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Winter 2004

Multi-Unit Building Recycling Service

Does your building currently have recycling service available?



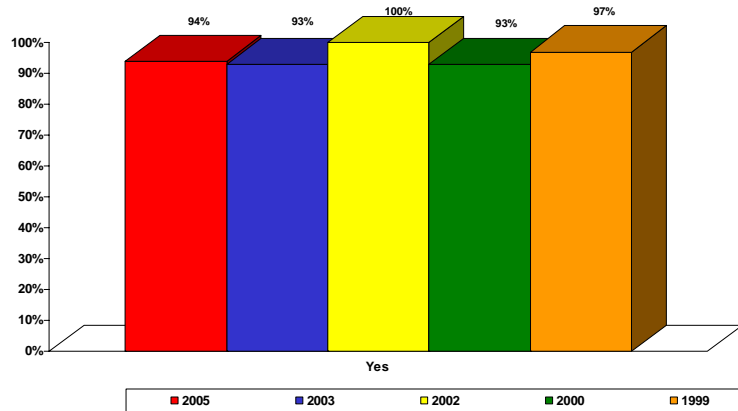
Q.24 n = 69 (2005)

Prepared by
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Winter 2004

Multi-Unit Building Recycling Service

Do you use the recycling service at your building?



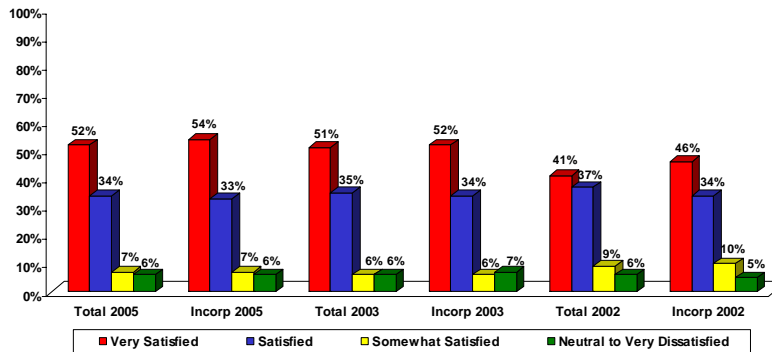
Q.25 n = 62

Prepared by
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Winter 2004

Curbside Recycling Service

How satisfied are you with your curbside recycling service?
(Incorporated areas)



Q.23 n = 463, 353 (2005)

Prepared by

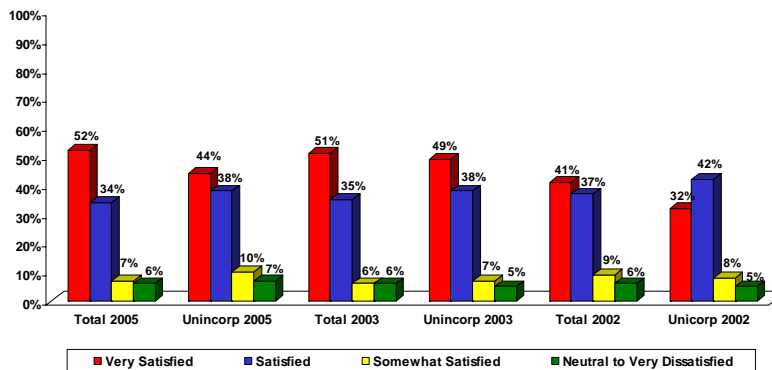
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Winter 2005

Curbside Recycling Service

How satisfied are you with your curbside recycling service?
(Unincorporated areas)



Q.23 n = 463, 104 (2005)

Prepared by

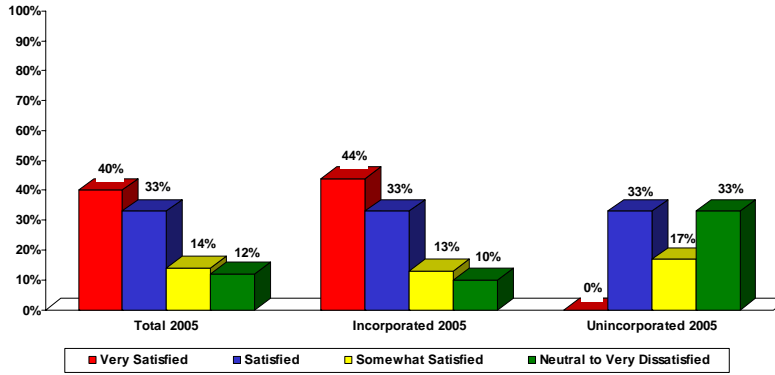
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Multi-Unit Building Recycling Services

*How satisfied are you with your building's recycling services?
(Incorporated versus Unincorporated areas)*



Q.27 n = 58, 52, 6 (2005)

Small Sample Size

Prepared by

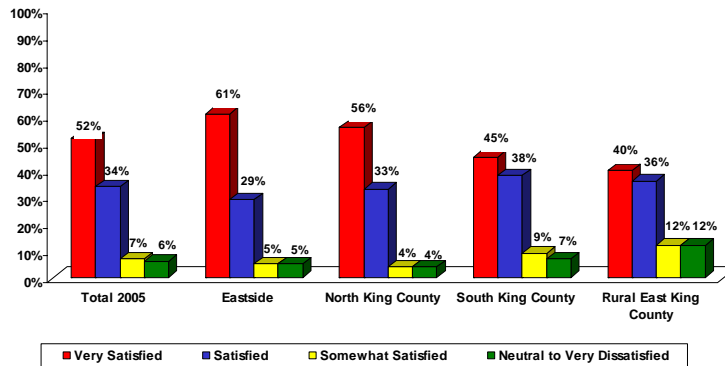
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Winter 2005

Curbside Recycling Service

*How satisfied are you with your curbside recycling service?
(Geographic areas within King County)*



Q.23 n = 183, 55, 175, 50 (2005)

Prepared by

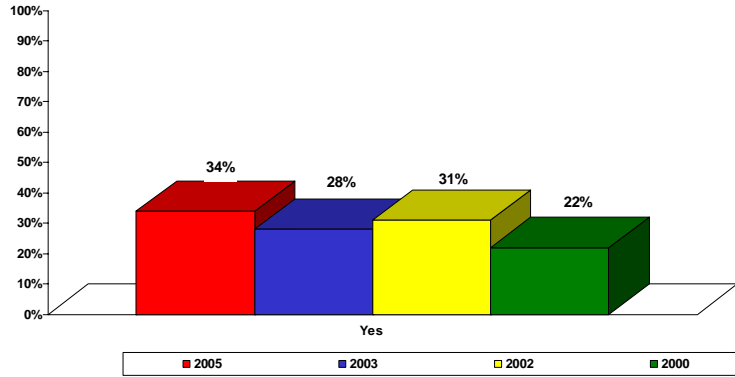
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Winter 2005

King County Services

Have you ever had contact with staff from King County's Solid Waste Division, such as on the phone, at a special event, or at a transfer station?



Q.32 Valid responses (2004) = 603

Prepared by

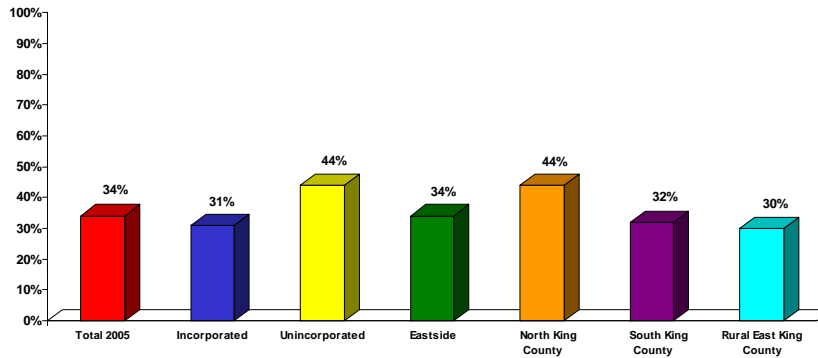
Informa Research Services (formerly Market Trends, Inc.)

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Winter 2004

King County Services

Have you ever had contact with staff from King County's Solid Waste Division, such as on the phone, at a special event, or at a transfer station? (Yes responses)



Q.32 n = 603, 457, 139, 219, 66, 257, 61 (2005)

Prepared by

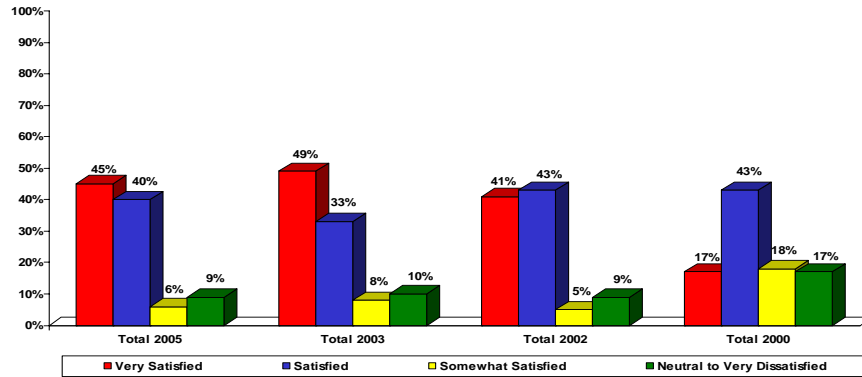
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Winter 2005

King County Services

How satisfied were you with the level of customer service you received? Would you say you were...



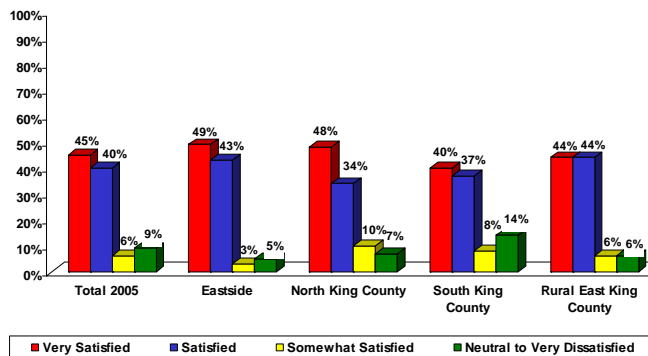
Q.32.2 n = 204 (2005)

Prepared by
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Winter 2005

King County Services

*How satisfied were you with the level of customer service you received? Would you say you were...
(Geographic areas within King County)*



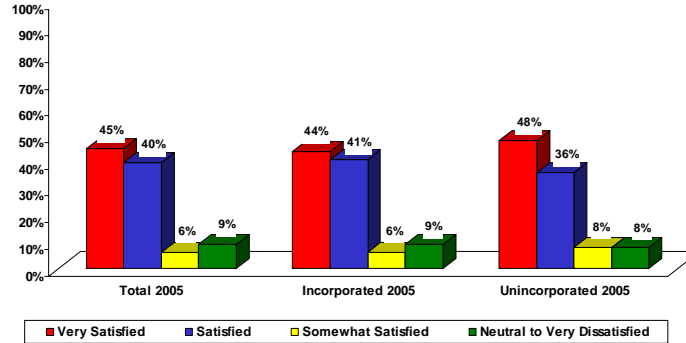
Q.32.2 n = 204, 74, 29, 83, 18 (2005)

Prepared by
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Cascadia Consulting Group (7557)
Winter 2005

King County Services

*How satisfied were you with the level of customer service you received? Would you say you were...
(Incorporated versus Unincorporated Areas)*



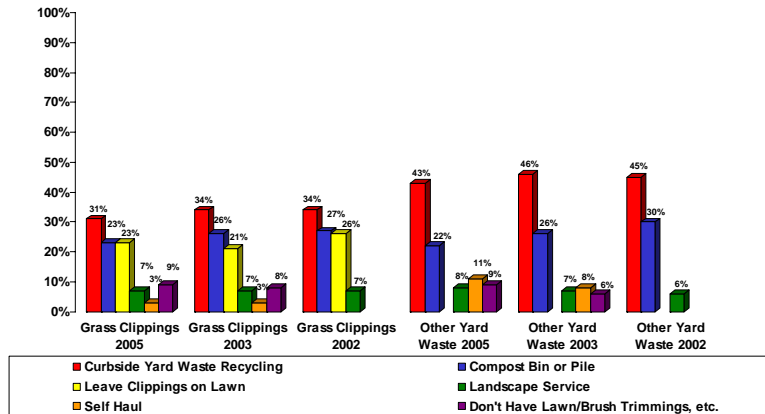
Q.32.2 n = 204, 141, 61 (2005)

Prepared by
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Winter 2005

Yard Maintenance and Waste Handling

What does your household most often do with grass clippings/brush trimmings, leaves and other yard waste besides grass?



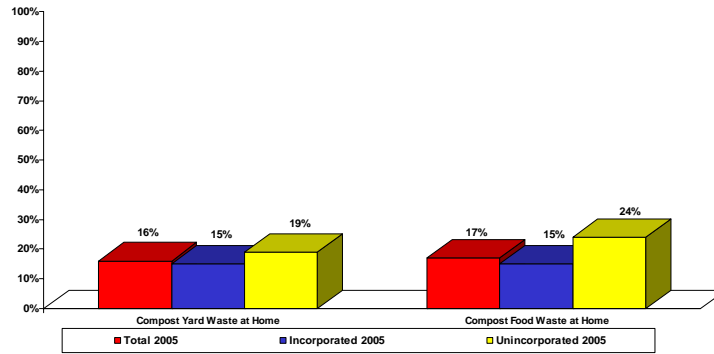
Q.36, Q.36, Q.36.1 n = 534, 534 (2005)

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Yard Maintenance and Waste Handling

*Do you compost your yard waste/
food waste (such as vegetable scraps) at home?
(Yes responses)*



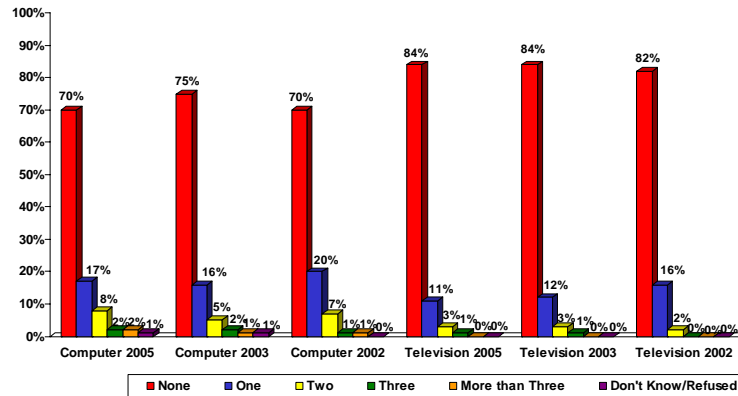
Q.36.2 n = 370, 303, 62 (2005)
Q.36.3 n = 603, 457, 139 (2005)
Prepared by

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Computer and Television Recycling

Do you have any computers or televisions at home that you no longer use and are currently storing? If so, how many?

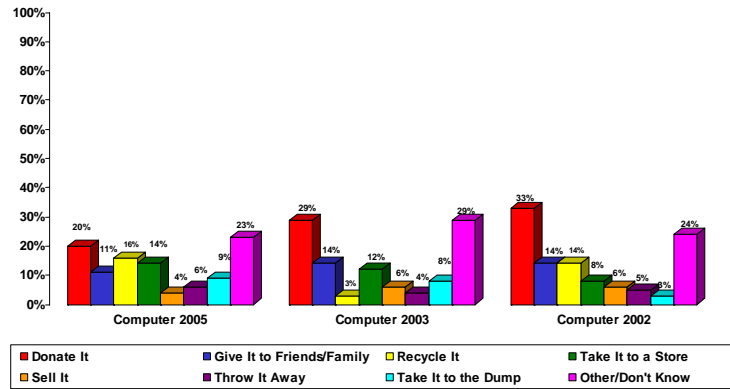


Q.42, Q.45 n = 603, 603 (2005)
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Winter 2004

Computer and Television Recycling

If you needed/planned to get rid of an unwanted computer, what would you do with it?



Q.43 n = 603 (2005)

Multiple Mentions Allowed

Prepared by

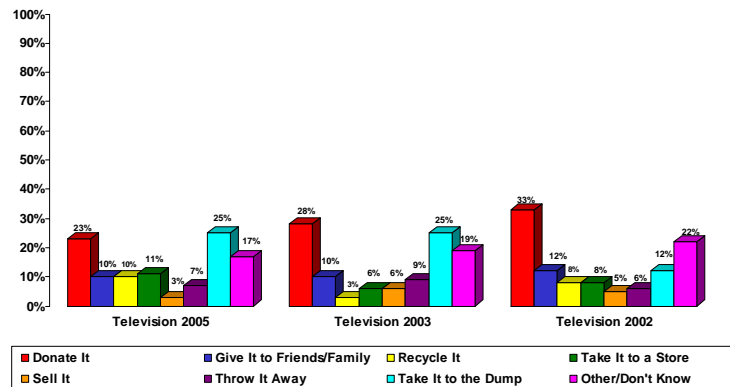
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Winter 2005

Computer and Television Recycling

If you needed/planned to get rid of an unwanted television, what would you do with it?



Q.46 n = 603 (2005)

Multiple Mentions Allowed

Prepared by

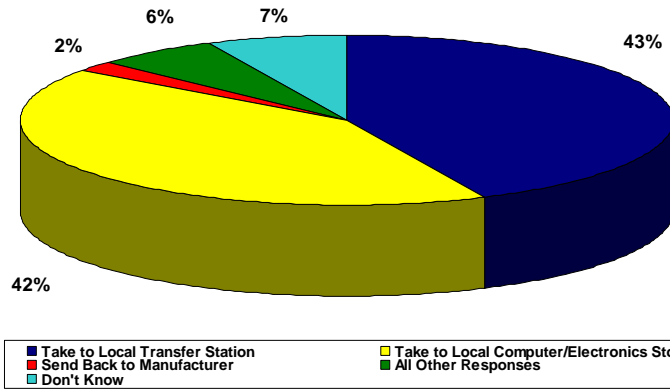
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Computer and Television Recycling

Assume that your computer is broken and can't be fixed, but that recycling services are available. Which would be the most convenient way for you to recycle your computer?



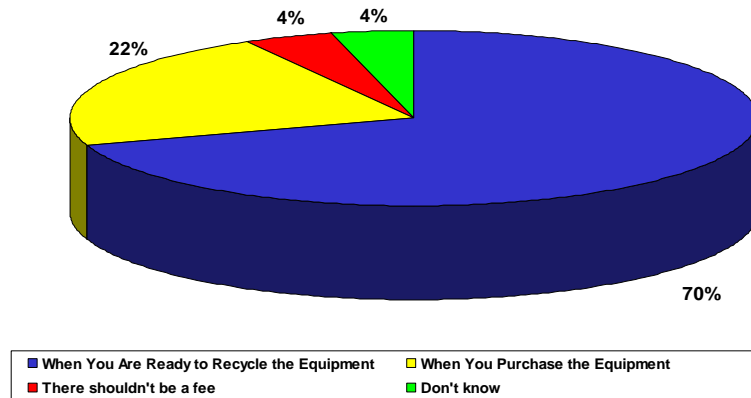
Q.43.5 n = 598 (2005)

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Computer and Television Recycling

If a small fee was charged for recycling your broken or outdated electronic equipment, would you prefer to pay the fee . . .



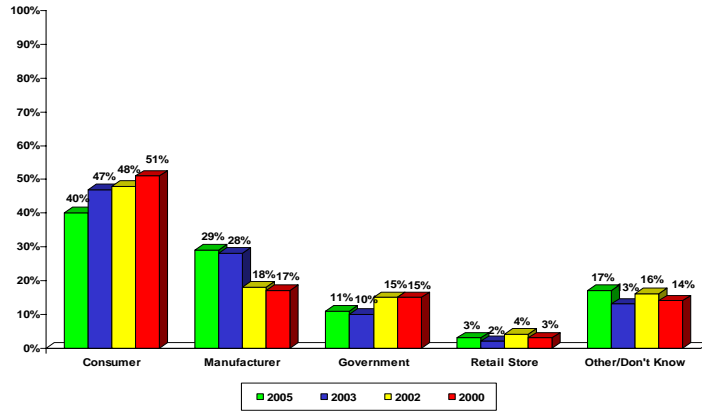
Q.47.5 n = 603 (2005)

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Computer and Television Recycling

Who do you think should pay for making sure these products are safely recycled or disposed?



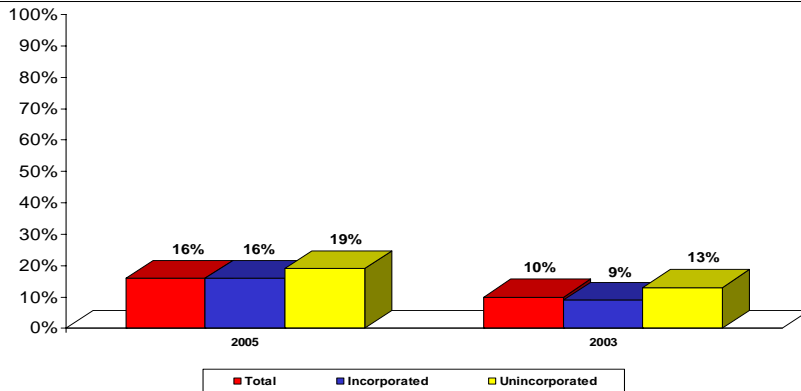
Q.47 n = 603 (2005)

Prepared by
Informa Research Services, Inc. (formerly Market Trends, Inc.)

Cascadia Consulting Group (7557)
Winter 2005

Internet Use

*Have you visited King County's Website to obtain information about garbage service and recycling?
(Yes' responses - Incorporated versus Unincorporated areas)*



Q.49.5 n = 603, 457, 139 (2005)

Q.49.5 n = 601, 432, 169 (2003)

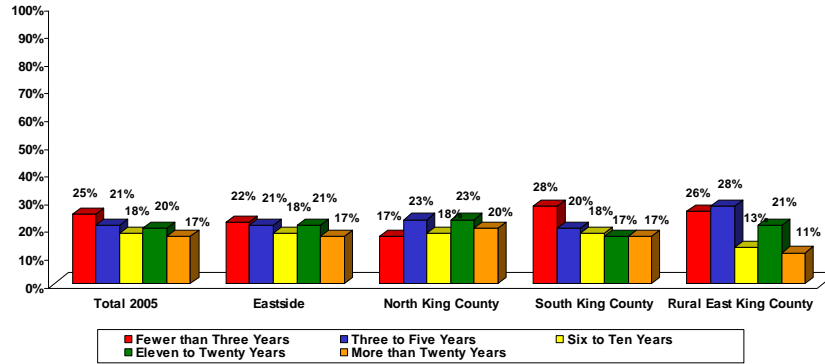
*Note: 2003 data was recalculated to match 2005 filter

Prepared by
Informa Research Services, Inc. (formerly Market Trends, Inc.)

Cascadia Consulting Group (7557)
Winter 2005

Respondent Profiles

*How many years have you lived at your present residence?
(Geographic areas within King County)*



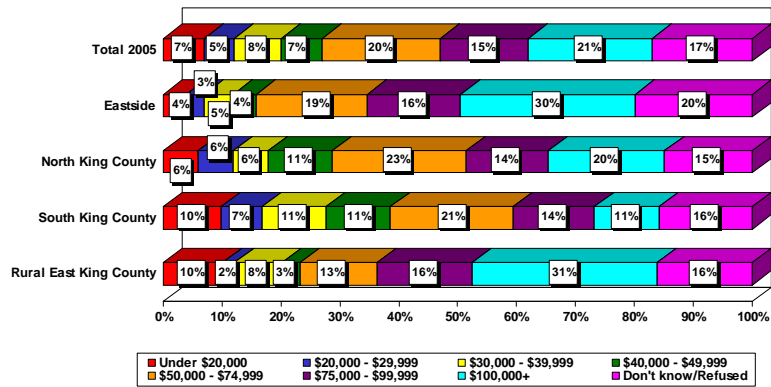
Q.102 n = 603, 219, 66, 257, 61 (2005)

Prepared by
Informa Research Services, Inc. (formerly Market Trends, Inc.)

Cascadia Consulting Group (7557)
Winter 2005

Respondent Profiles

*Which of the following best describes your
combined annual household income?
(Geographic areas within King County)*



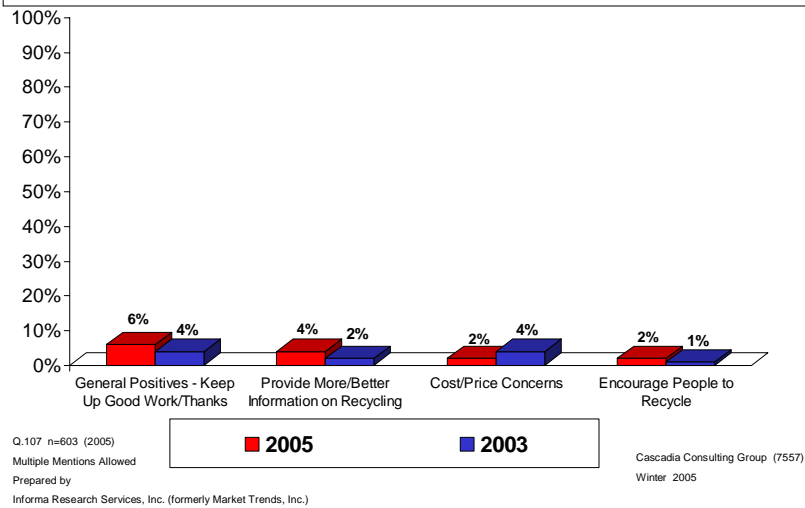
Q.105 n = 603, 219, 66, 257, 61 (2005)

Prepared by
Informa Research Services, Inc. (formerly Market Trends, Inc.)

Cascadia Consulting Group (7557)
Winter 2005

Respondent Profiles

Did you have any final comments you would like to pass along to the King County Solid Waste Division?



APPENDIX C. STUDY METHODOLOGY

The overall purpose of this research is to:

Explore behaviors and attitudes about household waste disposal, recycling and waste reduction among residents of King County for the King County Solid Waste Division.

In order to explore behaviors and attitudes about household waste disposal, recycling and waste reduction among residents of King County for the King County Solid Waste Division, Informa Research Services, Inc. of Seattle, Washington, conducted a telephone study of 603 adult residents of King County. Respondents resided in both incorporated and unincorporated areas of the county, but excluded those who live in the City of Seattle. The study was conducted from February 2 to February 17, 2005.

The 2005 study focused on nine major areas of investigation:

- 4.1 - Curbside Garbage Service** - This section examines the use of and satisfaction with curbside garbage service.
- 4.2 - Transfer Stations** - This section analyzes the usage of and satisfaction with garbage and recycling at transfer stations.
- 4.3 - Curbside and Multi-Family Recycling Services** - This section examines participation in recycling as well as satisfaction levels of those who participate.
- 4.4 - King County Services** - This section assesses the number of residents who have had contact with King County's Solid Waste Division staff and their satisfaction with the customer service received.
- 4.5 - Yard Maintenance and Waste Handling** - This section analyzes management of grass clipping and yard waste, compost bin use, and food waste composting.
- 4.6 - Computer and Television Recycling** - This section assesses methods residents would use to dispose of unwanted computers and televisions.
- 4.7 - Internet Use** - This section examines use of the King County website, particularly to obtain information about garbage and recycling.
- 4.8 - Demographic Comparisons** - This section charts the key demographic differences of the 603 participants.
- 4.9 - Comments from Participants** – This section covers final comments that were provided by survey respondents.

From February 2 to February 17, 2005, Informa Research Services, Inc. conducted a telephone study consisting of the following.

1. A total of 603 Computer Assisted Telephone Interviews (CATI) were conducted among 457 residents of a city or town in King County and 139 residents of unincorporated King County.
2. Adults 18 years of age or older who reside in unincorporated King County or in incorporated areas of King County with the exception of City of Seattle residents.
3. Survey Sampling International provided a random-digit sample of telephone numbers. Phone numbers were drawn randomly over all of King County, proportionate to population, excluding those who reside in the City of Seattle.
4. Questionnaire design is adapted from previous Waste Reduction and Recycling questionnaires by GMA Research in conjunction with staff from the King County Solid Waste Division, PRR, and Cascadia Consulting Group.
5. Definition of scales used: Satisfaction scales measure residents' overall satisfaction with their garbage service, curbside recycling service, building recycling services, and level of customer service received from King County's Solid Waste Division staff. 7=Very satisfied, 6=Satisfied, 5=Somewhat satisfied, 4=Neither satisfied nor dissatisfied, 3=Somewhat dissatisfied, 2=Dissatisfied, 1=Very dissatisfied. In addition, a seven-point scale was used to determine resident's overall agreement with information provided from King County Solid Waste Division about materials that are recyclable in the home. It was also used to measure the amount of support given to King County's Zero Waste of Resources goal.
6. A total of 2,948 contacts were made to collect 603 completed interviews among 457 residents of a city or town in King County and 139 residents of unincorporated King County. A summary of calls made and their outcome is outlined in the following table. The overall sample size of 603 yields a confidence interval of +/- 4.0 percent, which means that the results have a 95 percent chance of coming within +/- 4.0 percentage points of the results that would have been obtained if a census of all qualified individuals had been taken.

Outcome of Call	Number of calls
Interviews completed	603
Call back/Respondent not available	94
No Answer/Answering machine/Voicemail	2,478
Busy signal	149
Disconnect/Fax/Blocked number	4,324
Business number	598
Initial refusal	1,656
Communication barrier	153
Midway terminate	46
Do not qualify – Not a King County resident	138
Do not qualify – Has City of Seattle service	118
Do not qualify – Not responsible for waste disposal	74
Quota full – Age	53
Quota full – Gender	1
Quota full – Geographic area	12

7. Changes made to the 2003 questionnaire are outlined in the following table. The table is organized so changes can be tracked since the 1997 study to 2005 and is based on questions as reported in the final report documents for each study. The first column lists the question number. To the right is the question. Each of the following columns shows which questions, those marked with an “x,” were included in each year’s survey. If that question was asked in a different order or if there was a wording change, that is noted in these columns.

Figure C-1. Changes to Survey Questions: 1997 to Present

Q #	Question (verbatim)	1997	1998	1999	2000/ 2001	2002	2003	2005
S1	For this study, I need to speak to someone age 18 or older who handles garbage and recycling in your household. Would that be you?	x	x	x	x		x	x
Q1	What is your age?	Q100	Q100	Q .60	Q .6	x	x	x
Q2	Record gender (not a question)	S1	S2	Q .9	Q .9	x	x	x
Q3	Does your household pay its garbage bill to the City of Seattle?	Q1	Q1	Q1	Q1	x	x	x
Q4	Do you live in a city or town, or an unincorporated area of King County?	Q2	Q2	Q2	Q2	x	x	x
Q5	In what city or town do you reside? (SPECIFY)	Q3	Q3	Q3	Q3	x	x	x
Q6	Just to verify, what is the ZIP code where you live?	Q5	Q5	Q5	Q5	x	x	x
Q7	Do you own or rent your residence?	x	x	x	x	x	x	x
Q8	Is your home a... (READ LIST)	x	x		x		x	x(
Q9	Including yourself, how many adults age 18 or older live in your household?			x		x		
Q10	Do you have garbage picked up at your home or building by a garbage service?	x	x	x	x	x	x	x
Q11	How satisfied are you with your garbage service? Would you say you are... (READ LIST)	x	x	x	x	x	x	x
Q12	How many times in the past year did you or someone from your household take your garbage to a transfer station?	x	x	x	x	x	x	x
Q13	What is the main reason you take garbage yourselves to a transfer station or landfill?	x	x	x	x		x	x
Q14	Have you ever contacted your garbage collection company to see if they would pick up those items instead of hauling them to a transfer station or landfill yourself?	x						
Q15	How satisfied are you with the garbage service at the transfer station? Would you say you are...	x	x	x	x	x		
Q15.5	How many times in the past year did you use the recycling service at the transfer station?		x	x	x	x	Q15	Q15
Q.15.7	Which materials did you take to the transfer station for recycling?					x		
Q16	How satisfied are you with the recycling service at the transfer station? Would you say you are... (READ LIST)	x	x	x	x			
Q17	What improvements would you like to see to the recycling services offered by your transfer station?	x	x	x	x			
Q17a	What hours of operation would you like to see available at your transfer station?		x	x	Q17.5			
Q17b	If the recycling services at your transfer station were expanded to accept a wider variety of items and types of materials, how willing would you be to pay \$5 per visit, in addition to the current transfer station fee, to use the recycling services?		x					

Figure C-1. Changes to Survey Questions: 1997 to Present (cont.)

Q #	Question (verbatim)	1997	1998	1999	2000/ 2001	2002	2003	2005
Q18	About how often does someone from your household take garbage, recyclables or both to the transfer station or landfill? Would you say... (READ LIST)	x	x	x	x			
Q19	When someone from your household goes to a transfer station for disposal, typically, what kind of materials do they take?	x	x	x	x			
Q20	How willing would you be to pay an additional \$2 per month for garbage collection service if the fee included a once a year pick up of bulky items?	x						
Q20	How often would someone from your household use a container at the transfer stations to collect household items for reuse?			x				
Q21	Do you participate in recycling service at your home?	x	x	x	x	x	x	x
Q22	Why do you choose not to participate?	x	x	x	x	x	x	
Q23	How satisfied are you with your curbside recycling service? (READ LIST)	x	Q23a	x	x	x	x	x
Q23b	What improvements, if any, would you make to the services provided by your curbside recycling service?		x	Q23.9				
Q23.2	Over time, have you seen your household recycle less?			x				
Q23.4	Why is that?			x				
Q24	Does your building currently have recycling services available?	x	x	x	x	X (services)	x	X (recycling)
Q25	Do you use the recycling service available at your building?	x	x	x	x	x	x	x
Q26	Why do you choose not to recycle using the services provided by your building?	x	x	x	x	x	x	
Q27	How satisfied are you with your building's recycling services? (READ LIST)	x	x	x	x	X (recycling)	x	X (recycling)
Q28	What improvements, if any, would you make to the recycling services offered at your building?		x	x	x			
Q28	Why do you recycle?	Q34	Q34	Q34	Q34	x		x
Q29.1	What plastic items can be recycled in your curbside recycling program?				x			
Q29.4	What paper items can be recycled in your curbside recycling program?				x			
Q30	From what you understand, which of the following items can be recycled in your curbside recycling program? (READ LIST)	x	x	x	x	x	x	
Q30.1	To what extent do you agree with the following statement: "I have received enough information so that I know which materials I can recycle at home." (READ LIST)							x
Q30.5	From what you understand, can the following items be properly disposed of by flushing them down the toilet? (READ LIST)					x		
Q30.9	When you think of government entities that are working to improve the environment in the local area, which agencies or organizations come to mind?				x			

Figure C-1. Changes to Survey Questions: 1997 to Present (cont.)

Q #	Question (verbatim)	1997	1998	1999	2000/ 2001	2002	2003	2005
Q31	Now I'm going to read some statements about preparing items for recycling. After I read each one, please tell me to the best of your knowledge if the statement is true or false. (READ LIST)	x	x	x				
Q31	For each of the following activities, please tell me yes or no whether you think King County provides that service... (READ LIST)				x	Q31.1		
Q31.2	Do you think recycling service, garbage disposal, sewage treatment, storm water management and the like help to protect our environment?					x		
Q31.3	How satisfied are you with King County's work in providing environmental service, including recycling, garbage disposal, sewage treatment, and storm water management?					x		
Q31.6	Have you heard of the Wastemobile?				Q31.69	x		
Q31.6	Have you heard of the computer recovery program?				x			
Q31.63	Have you heard of the Grasscycling events?				x			
Q31.66	Would you be interested in having other products -- such as compost, organic fertilizer, native plants, and compost bins -- offered at these events?				x			
Q31.7	Have you heard of King County's Special Recycling events, which accept tires, appliances, furniture, wood, and other items for recycling? (Recyclable Collection Events)				Q31.72	x		x(...heard of Recyclable...)
Q31.8	Have you taken part in Special Recycling Events in the past 12 months?				x			
Q31.85	Why have you not taken part in a special recycling event in the past 12 months?				x			
Q31.9	Where would you rather take your hazardous household products for disposal: a mobile facility that travels to your area for a few days of the year, or to a transfer station with regularly scheduled hours each week?				x	x		
Q32	Have you ever had contact with staff from King County's Solid Waste Division, such as on the phone, at a special event, or at a transfer station?				Q23.5	x	x	x
Q32.1	How often does your household engage in the following activities? (READ LIST)	Q32	Q32	Q32	x			
Q32.2	How satisfied were you with the level of customer service you received? Would you say you were... (READ LIST)				Q23.6	x	x	x
Q32.3	Do you subscribe to curbside collection service for your yard waste?							x
Q32.4	Does your yard waste collection service include the option to put food waste in the bin?							x
Q32.5	Do you typically include food waste with your yard waste collection?							x
Q32.6	Why don't you include food waste with your yard wastes?							x
Q32.7	If you had the option to do so, would you include food waste in your yard waste collection bin?							x

Figure C-1. Changes to Survey Questions: 1997 to Present (cont.)

Q #	Question (verbatim)	1997	1998	1999	2000/ 2001	2002	2003	2005
Q33	What have you done, if anything, to reduce the amount of junk mail you receive?	x	x	x				
Q33	Does your home have its own yard?					x		
Q34	Does your yard include a grass lawn?					x		
Q34.1	Has someone in your household or a landscaper that you've hired ever applied compost to the surface of your lawn to improve the soil?					x		
Q34.2	How often?					x		
Q35	Is your household signed up for yard waste pick up at your residence?	x	x	x				
Q35	Does your home have a vegetable or flower garden or other planting beds?					x		
Q35.1	Has someone in your household or landscaper that you've hired ever mixed compost into your garden beds to improve the soil?					x		
Q35.2	How often?					x		
Q36	What else does your household do with its yard waste?	x	Q36a	x	x			
Q36	What does your household do most often with grass clippings from your lawn? (READ LIST)					x	x	x
Q36.1	How often do you use curbside yard waste pickup service?				x		x	
Q36.1	What does your household do most often with brush trimmings, leaves, and other yard waste besides grass? (READ LIST)							x
Q36.15	How often do you mulch?				x			
Q36.20	How often do you compost?				x			
Q36.25	How often do you use a mulching mower?				x			
Q36.3	Do you compost food waste, such as vegetable scraps, at home?					x	x	x
Q36.30	How often do you use a lawn service/have others haul it away?				x			
Q36.35	How often do you dump on your own property?				x			
Q36.40	How often do you haul to a transfer station be recycled?				x			
Q36.45	How often to you haul to a transfer station to be thrown away?				x			
Q36.5	Why does your household choose not to compost its yard waste at home?					x		
Q36.5	Do you compost any of your yard waste at home?		Q36b	x		Q36.2	Q36.2	Q36.2 (...your)
Q36.50	How often do you burn it?				x			
Q36.55	How often do you dispose with regular garbage?				x			
Q36.60	How often do you recycle?				x			
Q36.8	How much would you be willing to pay each month to recycle your food waste?				x			

Figure C-1. Changes to Survey Questions: 1997 to Present (cont.)

Q #	Question (verbatim)	1997	1998	1999	2000/ 2001	2002	2003	2005
Q37	Approximately what percentage of your grass clippings are left on your lawn?				x			
Q37	Approximately what percentage of your yard waste do you compost?	x	x	x				
Q37	Do you compost at home using a compost bin?		Q38a	Q38	Q38	x		
Q37.4	How long have you had your current compost bin?					x		
Q37.6	About how often do you use your compost bin to handle your yard waste?					x		
Q38	Have you ever purchased a compost bin from a government agency (city, county, etc.)?	x	Q38b	Q38.2	Q38.2	Q37.2		
Q39	Why doesn't your household compost any of its yard waste?	x	x	x	x			
Q40	Would you be willing to separate you food waste from your other garbage for curbside collection?				Q36.7	x (...at no additional cost?)	x	
Q40a	How likely would you be to compost your yard waste if the local government provided a compost bin and instructions for \$10?	Q40	x					
Q40b	How likely would you be to buy a compost bin, to either supplement or replace what you use now, if the local government provided a compost bin for just \$10?		x					
Q40c	Do you own farm animals, such as horses, cows, sheep, or goats?		x					
Q40d	What do you currently do with your animal manure?		x					
Q40e	Are you aware that in 1999 the King County Livestock Management Ordinance will require you to manage that manure?		x					
Q40f	Given that you will be required to manage the manure, how likely would you be to sign up for service similar to garbage collection where you would pay to have the manure hauled away?		x					
Q40g	Will you be composting manure on-site?		x					
Q41	What other programs, besides your regular curbside recycling service, have you heard of that help you recycle or reduce waste?		x	x				
Q41	Do you have a computer at home?					x		
Q42	(FOR EACH MENTIONED IN Q41...) Please describe...		x	42.2-42.7				
Q42	Do you have any computers that you no longer use and are currently storing?			Q66	Q65	x	x	x
Q42	Have you heard of "Waste Free Holidays"?	Q51	x	Q43			Q72	Q72
Q43	Have you heard of "Greenworks"?	Q52	x					
Q43	If you needed to get rid of an unwanted computer, what would you do with it?					x	x	x
Q43.1	How would you recycle an unwanted computer?							x

Figure C-1. Changes to Survey Questions: 1997 to Present (cont.)

Q #	Question (verbatim)	1997	1998	1999	2000/ 2001	2002	2003	2005
Q43.5	Assume that your computer is broken and can't be fixed, but that recycling services are available. Which would be the most convenient way for you to recycle your computer? (READ LIST)						x	x
Q43.6	Have you ever heard of King County special recycling events?	Q53		x				
Q.44	How many television sets do you have at home?				Q65.1	x		
Q.44a	Have you ever heard of the Wastemobile?		x	Q43.4				
Q.44b	Have you ever heard of the Materials Exchange at the Wastemobile?		x					
Q.44c	Have you ever heard of King County special recycling events?		x	Q43.6				
Q45	Which of the following programs have you participated in? (READ LIST)		x	Q45.1				
Q45	Do you have any TVs at home that you no longer use and are currently storing? If so, how many?					x	x	x
Q45.1	Which of the following programs have you ever used or participated in? (READ LIST)			x				
Q45.15	Have you taken part in special recycling events in the past 12 months? Special recycling events			x				
Q45.16	Why have you not taken part in special recycling events in the past 12 months?			x				
Q45.2	Have you participated in Waste Free Fridays			x				
Q45.25	Have you taken part in Waste Free Fridays in the past 12 months?			x				
Q45.26	Why have you not taken part in Waste Free Fridays in the past 12 months?			x				
Q45.4	Have you used or taken part in the Wastemobile?			x				
Q45.45	Have you taken part in the Wastemobile in the past 12 months?			x				
Q45.46	How often do you use the Wastemobile?			x				
Q45.47	Why have you not used the Wastemobile in the past 12 months?			x				
Q.45a	(FOR EACH "NO" RESPONSE IN Q45, ASK:) Why not?		x	Q46.1- 46.4				
Q.46	How did you hear about...		x	47.1- 47.4				
Q46	If you planned to get rid of an unwanted TV , what would you do with it?					x	x	x
Q46.1	How would you recycle an unwanted TV?							x
Q47	TVs, computers, and some electronics have parts that can harm the environment if they are improperly disposed. Who do you think should pay for making sure these products are safely recycled or disposed? (READ LIST)			Q68	Q66	x	x	x(TVs, ...)
Q47.5	If a small fee was charged for recycling your broken or outdated electronic equipment, would you prefer to pay the fee when you purchase the equipment or when you are ready to recycle the equipment? (READ LIST)						x	x

Figure C-1. Changes to Survey Questions: 1997 to Present (cont.)

Q #	Question (verbatim)	1997	1998	1999	2000/ 2001	2002	2003	2005
Q48	Are you connected to the Internet at home, work or school?			x	x	x		
Q48.1	How often do you use the Internet?			x				
Q48.2	How many hours a week do you, yourself, use the internet?				x			
Q48.5	Do other members of your family use the Internet?			x	x			
Q48.6	How often do they use the Internet?			x	x (About how many hours a week...)			
Q48.6	Are other members of your household connected to the Internet at home, work or school?				x	x		
Q49	Would you like to receive information about waste reduction, recycling, and other conservation related topics through the Internet?			x				
Q49	Have you ever visited the King County website?			Q49.5	x	x	x	
Q49.5	Would you visit King County's website to obtain information about garbage service and recycling?					x	x (Have you...)	x (Have you...)
Q50	How do you get new information about waste reduction, recycling, and other conservation related topics?			x				
Q50	What type of garbage service and recycling information would interest you in visiting King County's website?				x			
Q51	Would you be interested in signing up to receive periodic e-mails from King County regarding conservation-related issues?				x			
Q51.5	How would you like to sign up to receive these messages?				x			
Q52	How satisfied are you with the quality of information you receive about waste management, waste reduction and recycling?				x	x		
Q53	What do you think King County government should do to encourage waste reduction and recycling?				x	x		x
Q53.1	King County has established a goal for its citizens and businesses called Zero Waste of Resources. The goal means that by year 2030, nothing recyclable would be disposed in a landfill. How supportive of this goal are you?							x
Q54	Would you say the amount of information on recycling and waste reduction you receive now is...(quantity?)		x	x				
Q54	What other community programs or events that promote waste reduction can you think of?	x	Q41					
Q55	Which of these programs have you participated in? (READ LIST)	x						

Figure C-1. Changes to Survey Questions: 1997 to Present (cont.)

Q #	Question (verbatim)	1997	1998	1999	2000/ 2001	2002	2003	2005
Q56	Why have you never brought recyclables to the King County sponsored collection events?	x						
Q56	How do you get new information about waste reduction, recycling, and other conservation related topics?		x	Q50				
Q57	Do you or your spouse/partner change your own motor oil at home or have it changed by a gas station, quick-lube place, or auto parts store?	x						
Q58	How have you, or do you plan, to dispose of the used motor oil?	x						
Q59	In the past year, did you or anyone in your household buy any paint, stains, or paint remover?	x						
Q60	What type of paint, stains, or paint remover did you buy?	x						
Q61	How did you, or do you plan to dispose of any leftover paint, stain, or paint remover?	x						
Q62	Would you say the amount of information on recycling and waste reduction you receive now is... (READ LIST)	x	Q54					
Q63	What recycling topics, if any, would you like to learn more about?	x	Q55 (...environmental topics...)	Q55 (...environmental topics...)				
Q64	What ways would you prefer to get new information about waste reduction and recycling on topics ranging from collection events to education materials?	x						
Q65	How important do you believe it is for King County governments to play an active role, allocating time and resources, to encourage recycling efforts throughout the County?	x	x	x				
Q66	Who do you believe should own and bear the cost of operating local recycling and composting facilities?	x						
Q67	Please tell me how strongly you agree with the following statement: "All citizens and businesses should bear the cost of recycling efforts in our area whether they recycle or not."	x						
Q67	How much would you be willing to pay to recycle your computers that you no longer use and are currently storing?			x				
Q69	Please tell me if you think litter and illegal garbage dumping is a problem in your community.			x	x	x (only illegal dumping)		
Q70	Please tell me if you would prefer local governments to use resources to clean up litter and illegal dumpsites or to provide preventative educational programs.			x				
Q70	Do you know who to call to report illegal dumping?				x			
Q.71	Who would you call?				x			

Figure C-1. Changes to Survey Questions: 1997 to Present (cont.)

Q #	Question (verbatim)	1997	1998	1999	2000/ 2001	2002	2003	2005
Q73	Q73 Currently, a combination of local government and private garbage companies handle the disposal of your garbage. In the future, would you prefer.. that the disposal of your garbage be handled by...						X	
Q100	What is your age?	x	x					
Q102	How many years have you lived at your present residence?	x	x	x	x	x	x	x
Q103	Including yourself, how many adults 18 years of age or older live in your household?	x	x	x	x			
Q104	How many children under the age of 18 live in your household? (number age 10 and under, number age 11-18)	x	x	x	x	Q9.1	Q9.1	Q9.1(...number...)
Q105	Which of the following best describes your combined annual household income? (READ LIST)		x	x	x	x	x	x
Q106	What ethnic group best describes your background?	Q105	x	x	x	x	x	x
Q.107	Do you have any final comments you would like to pass along to the King County Solid Waste Division?			x	x	x	x	x
Q.109	And finally, just to verify, did I reach you by dialing...?			x	x	x	x	x

Added Questions – 2005

- * Q30.1 To what extent do you agree with the following statement: “I have received enough information so that I know which materials I can recycle at home.”
- * Q32.3 Do you subscribe to curbside collection service for your yard waste?
- * Q32.4 Does your yard waste collection service include the option to put food waste in the bin?
- * Q32.5 Do you typically include food waste with your yard waste collection?
- * Q32.6 Why don't you include food waste with your yard wastes?
- * Q32.7 If you had the option to do so, would you include food waste in your yard waste collection bin?
- * Q43.1 How would you recycle an unwanted computer?
- * Q46.1 How would you recycle an unwanted TV?
- * Q53.1 King County has established a goal for its citizens and businesses called Zero Waste of Resources. The goal means that by year 2030, nothing recyclable would be disposed in a landfill. How supportive of this goal are you?

Deleted Questions – 2005

- * Q22. Why do you choose not to participate in recycling service at your home?
- * Q26. Why do you choose not to recycle using the service provided at your building?
- * Q30. Can the following items be recycled in the recycling program provided at your residence?
- * Q40. Would you be willing to separate your food waste from your other garbage, if it could be collected for recycling at no additional cost?
- * Q49. Have you ever visited the King County website? (The address is www.metrokc.gov.)
- * Q73 Currently, a combination of local government and private garbage companies handle the disposal of your garbage. In the future, would you prefer that the disposal of your garbage be handled by...

Reworded Questions – 2005

- * Q8. Is your home a... 1- Single household dwelling. Changed to Q8. Is your home a... 1- Single family dwelling.
- * Q9.1 How many children live in your household? # age 10 and under __ , # from age 11 and 18 __. Changed to Q9.1 How many children live in your household? Number age 10 and under __. Number from age 11 to 18 __.
- * Q31.7 Have you heard of King County's Recyclable Collection Events, which accept tires, appliances, furniture, wood, and other items for recycling? Changed to Q31.7 Have you heard of Recyclable Collection Events, which accept tires, appliances, furniture, wood, and other items for recycling?
- * Q47 Who should pay for making sure these products (TVs, computers, and some electronics) are safely recycled or disposed? Changed to TVs, computers, and some electronics have parts that can harm the environment if they are improperly disposed. Who do you think should pay for making sure these products are safely recycled or disposed?

Logic Changes – 2005

- * Q53. Changed to a verbatim response question.

APPENDIX D. TOPLINE REPORT

Hello. My name is ____ from Informa Research Services. We are conducting a survey for King County and would like to include your household's opinions. For this study, I need to speak to someone age 18 or older who handles garbage and recycling in your household. Would that be you?

- 1- Yes (**CONTINUE**)
- 2- No (**ASK: "Is that person available?"**) (**IF NOT, SET A TIME TO CALL BACK:**)
- 3- Refused (**THANK AND TERMINATE**)

Q1 What is your age?

_____ **ENTER EXACT NUMBER**

RESPONSES GROUPED ACCORDING TO THE FOLLOWING RANGES:

Under 25	3%
25 to 34	12%
35 to 44	23%
45 to 54	31%
55 to 64	13%
65 and over	11%
(DON'T READ) Refused	6%

Q2 Gender (Recorded by Observation)

Male.....	48%
Female	52%

Q3 Does your household pay its garbage bill to the City of Seattle?

Yes	0%
No.....	93%
Do not pay my garbage bill (apartment, condo, etc.).....	7%
(DON'T READ) Don't know/refused.....	0%

Q4 Do you live in a city or town, or an unincorporated area of King County?

Live in a city or town.....	76%
Live in an unincorporated area of King County.....	23%
(DON'T READ) Don't know/refused.....	1%

Q5 (IF CITY OR TOWN IN Q4) In what city or town do you reside? **(SPECIFY)**

(IF "SEATTLE," THANK AND TERMINATE)

Q6 Just to verify, what is the ZIP code where you live?

98- _____

Q7 Do you own or rent your residence?

Own81%
Rent..... 18%
Other 1%
(DON'T READ) Don't know/Refused 1%

Q8 Is your home a...

Single family dwelling, a82%
Building with 2, 3, or 4 units, or a6%
Building with more than 4 units 11%
(DON'T READ) Don't know/refused0%

Q9.1 How many children live in your household?

Number age 10 and under _____ **ENTER EXACT NUMBER**

Number from age 11 to 18 _____ **ENTER EXACT NUMBER**

RESPONSES GROUPED ACCORDING TO THE FOLLOWING RANGES:

	<u>10 & under</u>	<u>11 to 18</u>
None	73%	72%
One	12%	15%
Two	9%	8%
Three or more	3%	3%
(DON'T READ) Don't know/refused	2%	2%

Now I would like to ask you some questions about what your household does with its garbage.
Q10 Do you have garbage picked up at your home or building by a garbage service?

Yes93%
No 7%
(DON'T READ) Don't know/refused..... 1%

Q11 How satisfied are you with your garbage service? Would you say you are...

Very satisfied.....	48%
Satisfied.....	36%
Somewhat satisfied.....	8%
Neither satisfied nor dissatisfied.....	3%
Somewhat dissatisfied.....	2%
Dissatisfied.....	1%
Very dissatisfied.....	1%
(DON'T READ) Don't know/refused.....	1%

Q12 How many times in the past year did you or someone from your household take your garbage to a transfer station?

Never.....	54%
Once.....	13%
Twice.....	11%
3 times.....	6%
4 times.....	5%
More than 4 times.....	11%
(DON'T READ) Don't know/refused.....	1%

Q13 What is the main reason you take household garbage yourselves to a transfer station or landfill?

Large volume/quantity.....	39%
Items garbage service will not take/too big.....	26%
Cheaper/saves money.....	5%
Yard waste/debris.....	6%
Junk/remodeling debris.....	12%
More convenient.....	4%
No garbage service in area.....	3%
Not enough garbage for regular pickup.....	1%
Dispose of hazardous waste.....	1%
Other Reasons.....	3%
Garbage wasn't picked up like usual/holiday/bad weather caused garbage day to be skipped.....	1%
(DON'T READ) Don't know/refused.....	0%

Q15 How many times in the past year did you or someone from your household take materials to the recycling areas at the transfer station?

Never.....	71%
Once.....	8%
Twice.....	6%
3 times.....	2%
4 times.....	2%
More than 4 times.....	9%
(DON'T READ) Don't know/refused.....	1%

Q21 Do you participate in recycling service at your home?

Yes 87%
No 13%
(DON'T READ) Don't know/refused..... 0%

Q23 How satisfied are you with your curbside recycling service?

Very satisfied..... 52%
Satisfied..... 34%
Somewhat satisfied 7%
Neither satisfied nor dissatisfied 2%
Somewhat dissatisfied 2%
Dissatisfied 1%
Very dissatisfied 1%
(DON'T READ) Don't know/refused..... 1%

Q24 Does your building currently have recycling service available?

Yes 90%
No 7%
(DON'T READ) Don't know/refused..... 3%

Q25 Do you use the recycling service at your building?

Yes 94%
No 6%
(DON'T READ) Don't know/refused..... 0%

Q27 How satisfied are you with your building's recycling services?

Very satisfied..... 40%
Satisfied..... 33%
Somewhat satisfied 14%
Neither satisfied nor dissatisfied 2%
Somewhat dissatisfied 5%
Dissatisfied 2%
Very dissatisfied 3%
(DON'T READ) Don't know/refused..... 2%

Q28 Why do you recycle?

Good for the environment/conserves resources.....	58%
Economical/saves money	9%
Convenience/easy to do	5%
Civic responsibility/for future generation/kids	8%
Cut waste at landfills	11%
Re-use/reduce garbage/waste.....	22%
Habit/always do it.....	5%
The kids remind me/learn it at school	1%
Creates jobs/helps economy.....	1%
Required.....	9%
Get charged whether we use or not.....	1%
Other Reasons	3%
None/nothing.....	0%
(DON'T READ) Don't know/refused.....	1%

Q30.1 To what extent do you agree with the following statement: "I have received enough information so that I know which materials I can recycle at home."

Strongly agree.....	37%
Agree.....	41%
Somewhat agree	13%
Neither agree nor disagree	1%
Somewhat disagree	3%
Disagree	1%
Strongly disagree	2%
(DON'T READ) Don't know/refused.....	1%

Q31.7 Have you heard of Recyclable Collection Events, which accept tires, appliances, furniture, wood, and other items for recycling?

Yes	81%
No.....	19%
(DON'T READ) Don't Know/Refused.....	1%

Q32 Have you ever had contact with staff from King County's Solid Waste Division, such as on the phone, at a special event, or at a transfer station?

Yes	34%
No.....	64%
(DON'T READ) Don't know/refused.....	2%

Q32.2 How satisfied were you with the level of customer service you received? Would you say you were....

Very satisfied.....	45%
Satisfied.....	40%
Somewhat satisfied.....	6%
Neither satisfied nor dissatisfied.....	3%
Somewhat dissatisfied.....	0%
Dissatisfied.....	3%
Very dissatisfied.....	1%
(DON'T READ) Don't know/refused.....	0%

Q32.3 Do you subscribe to curbside collection service for your yard waste?

Yes.....	51%
No.....	49%
(DON'T READ) Don't know/refused.....	0%

Q32.4 Does your yard waste collection service include the option to put food waste in the bin?

Yes.....	27%
No.....	54%
(DON'T READ) Don't know/refused.....	19%

Q32.5 Do you typically include food waste with your yard waste collection?

Yes.....	38%
No.....	62%
(DON'T READ) Don't know/refused.....	0%

Q32.6 Why don't you include food waste with your yard wastes?

Smell/begins to smell bad/stink.....	24%
Mold/becomes moldy.....	4%
Prefer disposing of food waste using other methods (regular garbage/garbage disposal).....	16%
Storage issue/do not have room for the container/no place to store food waste in kitchen/home.....	11%
Afraid it would attract unwanted animals/insects (rats/bugs).....	9%
Already use of food waste for other purposes (compost it/use as fertilizer).....	9%
Do not have bin/bucket to store food waste/never received container to store in.....	4%
Feel yard waste and food waste should be separate/do not think it is a good idea to mix yard and food waste.....	4%
Do not have much food waste/not enough food waste to justify combining with yard waste.....	7%
It is too messy - general.....	7%
Not a habit of mine/haven't gotten into it.....	4%
It's a hassle/inconvenient/too difficult/too much work (not everybody in household does it/have to walk outside/have to separate waste).....	16%
Consider it to be dirty/not clean.....	4%
Other.....	9%
Don't know/refused.....	7%

Q32.7 If you had the option to do so, would you include food waste in your yard waste collection bin?

Yes 36%
No 56%
(DON'T READ) Don't know/refused..... 8%

Q36 What does your household most often do with grass clippings from your lawn?

Leave clippings on lawn (same as mulching mower) 23%
Curbside yard-waste recycling..... 31%
Compost bin or pile 23%
Self haul for recycling..... 2%
Self haul for disposal..... 2%
Landscape service (same as lawn service)..... 7%
Don't have lawn..... 9%
Other 1%
Dump elsewhere (on property, empty lot, ravine, etc.) 1%
(DON'T READ) Don't know/refused..... 2%

Q36.1 What does your household most often do with brush trimmings, leaves, and other yard waste besides grass?

Curbside yard-waste recycling..... 43%
Compost bin or pile 22%
Landscape service (same as lawn service)..... 8%
Self haul for recycling..... 4%
Self haul for disposal..... 7%
Don't have brush trimmings, leaves, or other non-grass yard waste..... 9%
Burn them..... 2%
Other 2%
Dump elsewhere (on property, empty lot, ravine, etc.) 1%
Grind/chip them..... 1%
(DON'T READ) Don't know/refused..... 2%

Q36.2 Do you compost your yard waste at home?

Yes 16%
No 83%
(DON'T READ) Don't know/refused..... 2%

Q36.3 Do you compost food waste, such as vegetable scraps, at home?

Yes 17%
No 83%
(DON'T READ) Don't know/refused..... 0%

Q42 Do you have any computers at home that you no longer use and are currently storing? If so, how many?

No/None	70%
One.....	17%
Two.....	8%
Three.....	2%
More than three.....	2%
(DON'T READ) Don't know/refused.....	1%

Q43 If you needed to get rid of an unwanted computer, what would you do with it?

Throw it away in the garbage.....	6%
Take it to the dump/transfer station	9%
Take it to a store or collection center.....	14%
Sell it.....	4%
Donate it.....	20%
Give it away to friends or family	11%
Take it to a hazardous waste site	1%
Recycle it (SPECIFY HOW ON NEXT SCREEN).....	14%
Don't have one, never will	1%
Recycle it - general/pay someone to recycle it	1%
Other	2%
Take it to a recycling event/collection event (they have in community).....	1%
Research (how to recycle it/where to take it) – call "___"/check website/yellow pages/ask "___"	11%
(DON'T READ) Don't know/refused.....	21%

Q43.1 How would you recycle an unwanted computer?

Don't know.....	5%
Other	7%
Donate it.....	4%
Take to PC recycling center/store.....	27%
Take it to a recycling center (nonspecific)	17%
Look in the yellow pages.....	0%
Call hazardous waste people.....	0%
Call King County	0%
Find a place that would take it (research how/where to recycle it).....	13%
Hazardous waste disposal (transfer station that accepts items)	2%
Take it to a recycling event	18%
Set it out curbside/curbside recycling	7%
Have (pay) somebody pick it up/have it removed from my home.....	6%

Q43.5 Assume that your computer is broken and can't be fixed, but that recycling services are available. Which would be the most convenient way for you to recycle your computer?

Take to local computer/electronics store	42%
Take to local transfer station	43%
Send back to the manufacturer	2%
Donate it	1%
Throw it away in garbage can/dumpster	1%
Other	1%
Fix broken part/give it to friend/relative who rebuilds computers.....	0%
To have someone pick it up from me	1%
Take to recycling center/recycling/collection event	1%
Leave it on the curb/curbside/side of street for pick-up	1%
(DON'T READ) Don't know/refused.....	7%

Q45 Do you have any TVs at home that you no longer use and are currently storing? If so, how many?

No/None	84%
One.....	11%
Two.....	3%
Three.....	1%
More than three.....	0%
(DON'T READ) Don't know/refused.....	0%

Q46 If you planned to get rid of an unwanted TV, what would you do with it?

Throw it away in the garbage.....	7%
Take it to the dump/transfer station	25%
Take it to a store or collection center	11%
Sell it.....	3%
Donate it.....	23%
Give it away to friends or family	10%
Recycle it (SPECIFY HOW ON NEXT SCREEN).....	9%
Other	2%
Recycle it - general/pay recycling service.....	1%
Take it to a recycling event/collection event (they have in community	1%
Research (how to recycle it/where to take it) - call "___"/	
check website/yellow pages/ask "___"	9%
(DON'T READ) Don't know/refused.....	15%

Q46a How would you recycle an unwanted TV?

Throw out components	0%
Reuse parts.....	0%
Same place as computer	6%
Take it to a recycling center (nonspecific)	11%
Take to hazardous waste program at schools.....	2%
Look in the yellow pages.....	0%
Call hazardous waste people.....	0%
Call King County	2%
Find a place that would take it/research it (how/where to recycle).....	8%
Hazardous Waste Disposal.....	6%
Local store that recycles them	13%
Transfer station	9%
Take it to a recycling event	19%
Leave it on the curb/curbside for pick-up/recycling	9%
Use a recycling service	4%
Have (pay) somebody to pick it up/have it removed.....	4%
Other	8%
Don't know.....	6%

Q47 TVs, computers, and some electronics have parts that can harm the environment if they are improperly disposed. Who do you think should pay for making sure these products are safely recycled or disposed?

Consumer.....	40%
Government	11%
Manufacturer	29%
Retail store	3%
Any combination of two or more of listed choices.....	7%
Other	2%
(DON'T READ) Don't know/refused.....	8%

Q47.5 If a small fee was charged for recycling your broken or outdated electronic equipment, would you prefer to pay the fee...

When you purchase the equipment	22%
When you are ready to recycle the equipment	70%
(DON'T READ) There should not be a fee	4%
(DON'T READ) Don't know/refused.....	4%

Q49.5 Have you visited King County's website to obtain information about garbage service and recycling?

Yes	16%
No.....	83%
(DON'T READ) Don't know/refused.....	0%

Q53 What do you think King County government should do to encourage waste reduction and recycling?

Provide educational materials to the public (such as ads on TV or radio, printed material sent in the mail, or information available on the internet)	32%
Collect more recyclable materials at the curbside	1%
Provide more/better collection sites (events)	7%
Develop partnerships with the private sector	1%
Offer incentive for recycling (lower cost/free/offer rebate/credit/tax break)	13%
Monetary penalization for not recycling/throwing away recyclables (fined/charged more)	4%
Make recycling mandatory/required	2%
Turn to manufacturers/make manufacturers more responsible (less packaging waste/more reusable products)	3%
Have only one bin for recyclables (not have to sort)	3%
Ways to recycle/dispose (either pick up or drop off) of large/special items (refrigerator/computer/TV)	2%
Improve pick-up/have more frequent/flexible pick-up schedules	1%
Make it easier/more convenient - general	3%
Accept more items/allow more products/materials to be recyclable (all plastics/styrofoam)	2%
Suggestions to improve/complaints about containers/bins (larger/smaller/provide more)	1%
Increase availability of recycling/make available in my area/apartment complexes should have recycling available	2%
Better enforcement of waste reduction and recycling law/ordinances (patrol landfills for improper dumping/police dumpsters)	1%
Other relating to government elect	1%
Other	5%
Nothing/none/any positive comments	12%
(DON'T READ) Don't know/refused	21%

53.1 King County has established a goal for its citizens and businesses called Zero Waste of Resources. The goal means that by year 2030, nothing recyclable would be disposed in a landfill. How supportive of this goal are you?

Strongly supportive	50%
Supportive	24%
Somewhat supportive	12%
Neither supportive nor unsupportive	5%
Somewhat unsupportive	2%
Unsupportive	1%
Strongly unsupportive	2%
(DON'T READ) Don't know/Refused	4%

Q72 Have you ever heard of the "Waste-Free Holidays" program?

Yes	10%
No	89%
(DON'T READ) Don't know/refused	1%

Q102 How many years have you lived at your present residence?

_____ Enter exact number

RESPONSES GROUPED ACCORDING TO THE FOLLOWING RANGES:

Fewer than 3 years	25%
3 to 5 years	21%
6 to 10 years	18%
11 to 20 years	20%
More than 20 years	17%
(DON'T READ) Don't know/refused.....	0%

Q105 Which of the following best describes your combined annual household income?

Under \$20,000	7%
\$20,000 - \$29,999	5%
\$30,000 - \$39,999	8%
\$40,000 - \$49,999	7%
\$50,000 - \$74,999	20%
\$75,000 - \$99,999	15%
\$100,000 or more	21%
(DON'T READ) Don't know/refused.....	17%

Q106 What ethnic group best describes your background?

White/Caucasian	79%
Hispanic/Latino.....	2%
Black/African-American.....	2%
Native American/American Indian.....	1%
Chinese-American.....	1%
Japanese-American	0%
Other Asian/Pacific Islander.....	4%
Other mixed racial heritage	2%
(DON'T READ) Don't know/refused.....	8%

Q107 Do you have any final comments you would like to pass along to the King County Solid Waste Division?

(RECORD VERBATIM RESPONSE)

General positives - keep up the good work/thanks/doing a great job.....	22%
Positives to employees - friendly/helpful/good attitude.....	1%
Other specific positives	7%
Cost/price concerns - rates too high (for collection/at transfer station)/want free recycling	9%
Trash can too small - wish would take larger than 32 gallon (or no extra cost for putting out extra trash)	2%
Take more recyclable items - general.....	2%
Take more plastics for recycling (type 5 & 6/plastic bags/styrofoam)	4%
Batteries - options available for recycling/disposal of/if could recycle at transfer station.....	1%
Electronics - options available for recycling/disposal of/if could recycle at transfer station	2%
Hazardous/special waste - more collections sites/curbside pick up/sites set up more often	4%
Be open longer hours (not just 9-5/open on weekends).....	2%
More convenient/closer (transfer/recycling) sites/reopen transfer stations you closed.....	3%
Improved/easier for businesses to recycle/we can't recycle at our office.....	1%
Ways to make it easier to recycle (not having to separate things/not having to open and flatten tin cans).....	4%
Provide more/better/more frequent information (advertisements) about recycling (on what, when, where, etc.)	13%
Provide information on how to dispose of/recycle special items (like batteries, electronics, etc.)	3%
Comments not related to recycling/waste management.....	2%
More recycling at apartments/require all apartment complexes to recycle	2%
Difficulty in reaching someone when you phone the company.....	1%
Encourage people to recycle/recycling is important to do/is the right thing to do.....	6%
Other transfer station comments (e.g., more accurate scales.....)	2%
Truck comments/concerns (travel too fast/pick up too early in the morning)	1%
Suggestions to improve/complaints about recycling containers (design/size of)	1%
Other specific items - being able to recycle/have curbside pick up for (clothes, food waste, etc.)	3%
Other relating to pick up service (e.g., service from garbage men/service after holidays).....	2%
Pick up/empty more often (containers full when I try to recycle)/need pick service in all areas.....	4%
Other specific recycling comments/concerns	4%
Other	5%
Recycling should be a choice, don't make it mandatory/100% goal is somewhat ludicrous.....	3%
We like to recycle/I recycle everything.....	2%
Work with businesses to reduce waste (e.g., less packaging, less junk mail, etc)	3%
Other regards to information/how received (via website/calendar of pick up dates).....	2%
Other regarding yard waste recycling/yard waste pick up	2%

Q109 And finally, just to verify, did I reach you by dialing...?

Thank you very much for your time and assistance.