

## SCS ENGINEERS

May 22, 2017  
File No. 27216225.00

City of Omaha  
Public Works Department  
Mr. Robert G. Stubbe, P.E.  
Public Works Director  
1819 Farnam Street  
Omaha, NE 68183

Subject: Solid Waste Collections  
Post Pilot Public Opinion Survey Results  
City of Omaha, Nebraska

Mr. Stubbe:

SCS Engineers (SCS) appreciates the opportunity to provide this summary of results obtained from the post pilot public opinion survey conducted in the Spring of 2017. The scope of work and obtained results, summarized herein, were authorized February 3, 2017 as Amendment No. 3 to Council Resolution No. 799, which was approved June 7, 2016.

### SCOPE OF SERVICES

SCS, along with our subcontractor (Wiese Research Associates (WRA)), developed a comprehensive public opinion survey for purposes of gauging the attitudes and opinions of residents who participated in the City's garbage and recycling cart pilot program. Survey questions were developed and refined through City comment and beta testing, and the final questions were "scripted" for use in the telephone survey effort. A copy of the final script is included as **Attachment A**.

Participants for the survey were randomly selected using both household landlines and cellular lines and an effort was made to achieve a sample which was proportionately representative of households on a geographic basis by zip code within the pilot program area. A total of 203 residents (of the roughly 2,500 households participating in the test) were interviewed by telephone following several months of service using the pilot collection protocols. The final obtained sample closely mirrored the actual household census for the test area with respondent gender evenly divided – 49% male and 51% female. All respondents were screened to verify that they were involved in and familiar with the pilot test. In the end, the research findings reflect, to a large degree, a representative view of the "voice of the customer", residents who have experienced the pilot collection systems for several months and who have firsthand experience with the carted collection system.

WRA was provided with sample from several sources. For all households in the area for which the City had telephone numbers provided, that list was made available. In addition, WRA acquired an address-based tele-match sample (landlines only) and finally residents were able to "opt-in" to the sample through various informational material provided and on the test website. In total, 1,045



households comprised the sample possible for telephone contact in this follow-up survey. Telephone surveys commenced March 25, 2017 and were completed by trained and experienced WRA interviewers from their central interviewing facilities. All surveys were completed by April 5, 2017 prior to the end of the pilot study and collection of the garbage and recycling carts by Waste Management.

## SURVEY RESULTS

Data collection during the telephone surveys was performed with appropriate industry quality control (i.e. supervisor in progress monitoring, digital recordings) and tabulated data is included herewith as **Attachment B**. Given the likely skew of available telephone numbers toward landlines (vs. cell), and given the inherent difficulty in reaching younger residents vs. their older counterparts, it is not surprising that the obtained total sample was skewed older than census information would indicate, even while holding geographic representation accurately in the sample. Therefore, WRA applied statistical weighting to adjust the final sample total results to more appropriately reflect representative age distributions. Net of the above discussion, the total results obtained is considered representative of the entire pilot study area household base.

The following comments and observations provide an overview of the survey results and are intended to provide the reader with potential inferences that seemed to surface from a researcher's perspective. It is important to note that nothing here is meant to be construed as a final conclusion or recommendation and there are always more factors to consider than just the findings from a single research study when decision-making is taking place.

### Comments and Observations

Overall satisfaction with the new system was quite positive. One-half of the respondents indicated "total" satisfaction and another roughly one-third indicated being "mostly" satisfied. Conversely, only 6% stated they were "not at all" satisfied and another 9% "only partly" satisfied.

If there was a final "bottom line vote" question in the survey, it would be:

**Based on your experience with the pilot program, would you strongly favor the City moving to the new collection system, moderately favor, be neutral, moderately oppose or strongly oppose moving to the new system compared to the former system?**

With seven out of ten (70%) replying "strongly favor" and another 12% "moderately favoring," it is clear that an overwhelming majority of those experiencing the new system prefer it to the current system.

These positive reactions are reinforced by the fact that over three-fourths of all respondents rated the new service as either **much better (56%)** or **somewhat better (21%)** for their household than the current system. Only about one in every eight participants felt the test program was **somewhat (8%)** or **a lot (5%)** worse.

In ratings of satisfaction with various components of the program, there was generally satisfaction present. However, especially for a few components, **only partial or no satisfaction** was voiced often enough to raise at least some concerns. Those aspects that probably deserve most attention are

**placement of both yard waste and trash in the same container, capacity being either less or more than needed, and issues about storing the two large containers.**

As far as the size of the 96-gallon containers, only very few found them to be difficult to wheel around. However, as one might expect, no one size “fits all” when it comes to required volume. Some found the single trash and single recyclable containers to be insufficient for their needs while others found them to be more capacity than required. This is probably best reflected in the findings that while seven out of ten would prefer the 96-gallon container for trash to a smaller 65-gallon option, about one in four would prefer the smaller size. For recyclables, the preferences were 63% larger vs. 32% smaller. These results suggest that consideration be given to optional sizes if that can be accommodated effectively given sizeable groups preferring (and apparently needing) each size.

Specific to recycling, three-fourths of respondents preferred the 96-gallon cart collected every other week as opposed to the current 18-gallon bins collected weekly. Further, nearly 60% of respondents indicated that they recycled more than they did under the City’s existing system resulting in more diversion of these materials away from the landfill and reduced tipping fees paid by the City for disposal.

One of the real values inherent in the findings is the verbatim comments obtained to open ended questions. When only partial satisfaction (or less) existed for any component rated, follow up questioning probed for the particulars and the reasons “why.” A comprehensive list of the verbatim responses is included in **Attachment C**.

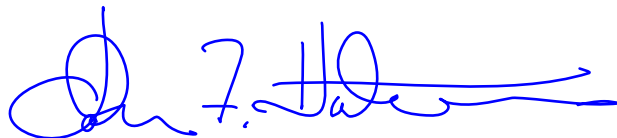
**CONCLUSION**

SCS appreciates the opportunity to provide this summary letter report of the post pilot public opinion survey. As noted previously, the summary provided above of potential “inferences” is not meant to be construed as final conclusions or recommendations as there are always more factors to consider than the findings from a single research study when decision-making is taking place. Rather, the highlights are provided to assist the City (and others) with future decision making with regard to the current public attitudes on City provided waste collection services under the pilot program.

Sincerely,



Michael J. Miller, CHMM  
Vice President  
**SCS ENGINEERS**



John F. Hartwell, Ph.D., P.E.  
Senior Consultant  
**SCS ENGINEERS**

MJM/JFH

Attachments: Telephone Survey Script  
Respondent Results  
Verbatim Responses

**Attachment A**  
**Telephone Survey Script**

**INTRODUCTION:**

Hello, this is \_\_\_\_ with WRA Research, an independent research firm in Nebraska. We are conducting a follow-up study on behalf of the City of Omaha among those who have been participating in the garbage and recycling cart pilot program. Your opinions are important and will help the City decide how to handle collection services in the future as modernization alternatives are considered.

This call might be recorded for quality control purposes only.

**(IF NECESSARY SAY:)** The survey will take about 7 or 8 minutes depending on your answers.

**(INSERT STANDARD DISPOSITION CODES HERE)  
XX (NOT AN OMAHA RESIDENT/DO NOT RECEIVE GARBAGE  
COLLECTION FROM CITY OF OMAHA)**

**[NOTE: ITEMS IN BOLD PARENTHESIS ARE NOT READ TO  
RESPONDENT, ONLY MARKED IF VOLUNTEERED BY THE  
RESPONDENT]**

SQ1A. First to verify, has your household participated in the solid waste modernization pilot program involving the use of the 96-gallon wheeled carts?

**(OPEN-ENDED)**

- 1 Yes
- 2 No **(THANK & TERMINATE)**
- 3 **(DON'T KNOW) (THANK & TERMINATE)**

SQ1B. And are you involved in or familiar with your household's garbage and recycling collection or would someone else in your household be more familiar?

**(OPEN-ENDED)**

- 1 Yes, respondent familiar
- 2 No, someone else familiar **(ASK TO SPEAK WITH THEM AND SET  
CALLBACK IF NOT AVAILABLE)**
- 3 **(DON'T KNOW) (THANK & TERMINATE)**

SQ1C. To make sure we have a representative sample, what is your zip code?

**(READ IF NEEDED TO CLARIFY)**

- 1 68022
- 2 68102
- 3 68104
- 4 68105
- 5 68106
- 6 68107
- 7 68108
- 8 68110
- 9 68111
- 10 68112
- 11 68114
- 12 68116
- 13 68117
- 14 68118
- 15 68122
- 16 68124
- 17 68127
- 18 68130
- 19 68131
- 20 68132
- 21 68134
- 22 68135
- 23 68137
- 24 68144
- 25 68147
- 26 68152
- 27 68154
- 28 68157
- 29 68164
- 30 Other **(THANK & TERMINATE)**
- 31 **(REFUSED) (THANK & TERMINATE)**

SQ1D. In which of the following categories does your age fall?  
**(READ RESPONSES)**

- 1 18-24
- 2 25-34
- 3 35-44
- 4 45-54
- 5 55-64
- 6 65-74
- 7 75 or older
- 8 **(REFUSED)**

SQ1E. Gender **(RECORD ONLY – DO NOT ASK)**  
**(OPEN-ENDED)**

- 1 Male
- 2 Female

1. After having participated in this pilot program, overall how satisfied are you with the new cart system and how it worked for you?  
**(READ RESPONSES)**

- 1 Totally satisfied
- 2 Mostly satisfied
- 3 Only partly satisfied
- 4 Not at all satisfied
- 5 **(NOT SURE/CAN'T SAY)**
- 6 **(REFUSED)**

1A. **[ASK Q1A IF 3 OR 4 REPLY IN Q1]**

In what way specifically were you less than satisfied with the new cart system?

**(OPEN ENDED AND PROBE FOR SPECIFICS)**

How else?

**(OPEN ENDED AND PROBE FOR SPECIFICS)**

2. Compared to the system the City has been using, would you say this new cart system – for you and your household – is:  
**(READ RESPONSES)**

- 1 Much better
- 2 Somewhat better
- 3 About the same – no difference
- 4 Somewhat worse
- 5 Or, A lot worse than the former system
- 6 **(NOT SURE/CAN'T SAY)**
- 7 **(REFUSED)**

2A. **[ASK Q2A IF 4 OR 5 REPLY IN Q2]**

In what way specifically do you feel the new cart system is worse?

**(OPEN ENDED AND PROBE FOR SPECIFICS)**

How else?

**(OPEN ENDED AND PROBE FOR SPECIFICS)**

3. For each of the following aspects of the new carted collection system, please tell me if you are **TOTALLY SATISFIED, MOSTLY SATISFIED, ONLY PARTLY SATISFIED, or NOT AT ALL SATISFIED.**  
**(ROTATE A-G) (REPEAT SCALE AS NEEDED)**

- A The ease of wheeling the carts around and out to the curb.
- B The size of the container for garbage being sufficient for your weekly needs
- C The size of the container for recyclables for your needs every two weeks
- D Putting both trash and yard waste in the same 96-gallon container
- E Your ability to conveniently store the two 96-gallon containers
- F Having enough information to know what waste is to be put in which container
- G The ability of the containers with lids to eliminate or minimize debris in your yard or street

- 1 Totally satisfied
- 2 Mostly satisfied
- 3 Only partly satisfied
- 4 Not at all satisfied
- 5 **(NOT SURE/CAN'T SAY)**
- 6 **(REFUSED)**

**4 A-G. [FOR EACH ASPECT RATED 3 OR 4 IN Q3, ASK]**

In what way specifically were you less than satisfied with  
(INSERT A-G AS APPLICABLE)?

**(OPEN ENDED AND PROBE FOR SPECIFICS)**

**4H. [ASK Q4H ONLY IF Q3B = 3 OR 4 REPLY]**

Did you request an additional container during the pilot program?

**(OPEN-ENDED)**

1 Yes **(ASK Q 4I)**

2 No **(SKIP TO Q 4J)**

4I Was it sufficient?

1 Yes **(SKIP TO Q5)**

2 No **(SKIP TO Q5)**

4J Would providing you one additional 96-gallon container be sufficient to meet your weekly needs?

**(OPEN-ENDED)**

1 Yes

2 No

3 **(NOT SURE)**

5. Between the 96-gallon recyclable wheeled cart collected every TWO WEEKS and the previously used 18-gallon green bin collected WEEKLY, which would be your preference?

**(OPEN ENDED)**

1 96 gallon wheeled cart every 2 weeks

2 18 gallon green bin(s) weekly

3 Neither preferred – no difference

4 **(CAN'T SAY / DON'T KNOW)**

5 **(REFUSED)**

6. While you have been using the 96-gallon wheeled cart for recyclables, would you say you have actually placed out A LOT MORE RECYCLABLES FOR COLLECTION THAN YOU DID BEFORE, SOMEWHAT MORE, ABOUT THE SAME AMOUNT, SOMEWHAT LESS, or A LOT LESS than when using the 18-gallon tubs?

**(REPEAT RESPONSES AS NEEDED)**

1 A lot more recyclables than before

2 Somewhat more

3 About the same amount

4 Somewhat less

5 Or, a lot less recyclables than before

6 **(CAN'T SAY/DON'T KNOW)**

7 **(REFUSED)**

7. Based on your experience with the pilot program, what would you say are the best things about the new system – what you most liked about it?

**(OPEN ENDED AND PROBE FOR SPECIFICS)** What else?

8. And turning that around, what didn't you like about the new cart system – what would you like to see changed or improved?

**(OPEN ENDED AND PROBE FOR SPECIFICS)**

What else?

**(OPEN ENDED AND PROBE FOR SPECIFICS)**

8A. For your household's needs, which would be your preference for TRASH AND YARD WASTE collected each week?

**(READ RESPONSES)**

1 The 96 gallon cart used in the pilot program, or

2 A wheeled cart about 2/3 the size – 65 gallons

3 **(CAN'T SAY / DON'T KNOW)**

8B. For your household's needs, which would be your preference for RECYCLABLES collected every two weeks?

**(READ RESPONSES)**

1 The 96 gallon cart used in the pilot program, or

2 A wheeled cart about 2/3 the size – 65 gallons

3 **(CAN'T SAY / DON'T KNOW)**

9. Based on your experience with the pilot program, would you STRONGLY FAVOR THE CITY MOVING TO THE NEW COLLECTION SYSTEM, MODERATELY FAVOR, BE NEUTRAL, MODERATELY OPPOSE, or STRONGLY OPPOSE MOVING TO THE NEW SYSTEM compared to the former system?

**(REPEAT RESPONSES AS NEEDED)**

- 1 Strongly favor moving to the new system
- 2 Moderately favor
- 3 Neutral – no difference
- 4 Moderately oppose
- 5 Or, strongly oppose moving to the new system
- 6 **(CAN'T SAY/DON'T KNOW)**
- 7 **(REFUSED)**

Now a few final questions for classification purposes only.

10. How long have you lived at your current address?

**(READ RESPONSES)**

- 1 Less than one year
- 2 One to three years
- 3 Four to five years
- 4 Six to 10 years
- 5 10 to 20 years
- 6 More than 20 years
- 7 **(REFUSED)**

11. Have you ever lived in another city where garbage collection services were different than they are in Omaha?

**(OPEN-ENDED)**

- 1 Yes
- 2 No
- 3 **(DON'T KNOW)**

12. Would your total household income, before taxes, for all persons in your household be under or over \$50,000 for one year?

**(OPEN-ENDED)**

**(IF UNDER, ASK:)** Under or over \$25,000

**(IF OVER, ASK:)** Under or over \$75,000

**(IF STILL OVER, ASK:)** Under or over \$100,000

- 1 Under \$25,000
- 2 \$25,000 to \$49,999
- 3 \$50,000 to \$74,999
- 4 \$75,000 to \$100,000
- 5 Over \$100,000
- 6 **(REFUSED)**

That concludes the interview. I just need to verify that I reached you at **(INSERT PHONE NUMBER)**

**(IF NOT CORRECT, RECORD NUMBER:)**

In case my supervisor wants to verify I completed this survey, can I please have your first name?

**(RECORD NAME)**

Thanks so much for your time and opinions – have a great evening/day



**Attachment B**  
**Respondent Results**

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

SQLA. First to verify, has your household participated in the solid waste modernization pilot program involving the use of the 96-gallon wheeled carts? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Yes	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

SQLB. And are you involved in or familiar with your household's garbage and recycling collection or would someone else in your household be more familiar? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Yes, respondent familiar	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No, someone else familiar	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

SQ1C. To make sure we have a representative sample, what is your zip code? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
68022	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68102	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68104	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68105	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68106	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68107	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68108	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68110	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68111	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68112	2 1%	-	2 2%	-	-	2 2%	-	2 3%	-	-	-	-	-	-	-	-	-	-	-	-	2 32%
68114	32 16%	7 15%	12 17%	6 14%	7 15%	21 21%	11 11%	6 9%	9 21%	10 23%	7 13%	-	2 8%	3 6%	25 29%	32 100%	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
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SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

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68116	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68117	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68118	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68122	26 13%	7 15%	12 17% E	5 12%	2 5%	11 10%	16 15%	11 18% k	8 20% k	4 10%	3 5%	2 7%	1 4%	11 23% LM	12 14%	-	26 100%	-	-	-	-
68124	1 1%	-	1 2%	-	-	1 1%	-	-	-	1 2%	-	-	-	-	1 1%	-	-	-	-	-	1 21%
68127	27 13%	3 8%	8 11%	10 24% bc	6 13%	10 10%	18 17%	7 11%	1 3%	9 21% I	9 16% i	2 8%	3 16%	7 14%	11 13%	-	-	27 100%	-	-	-
68130	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68131	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68132	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68134	65 32%	24 54% Cde	17 24%	10 25%	13 28%	34 34%	31 29%	24 37% j	11 27%	9 19%	21 39% J	17 59% no	9 43% o	17 35%	17 20%	-	-	-	65 100%	-	-
68135	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
68137	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68144	50 24%	3 8%	18 25% b	10 24% b	19 39% BcD	22 22%	27 26%	13 20%	11 27%	11 25%	15 28%	8 26%	6 29%	11 22%	17 20%	-	-	-	-	50 100%	-
68147	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68152	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68154	3 1%	-	2 2%	1 2%	-	1 1%	2 2%	2 3%	1 2%	-	-	-	-	-	3 3%	-	-	-	-	-	3 47%
68157	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68164	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

SQ1D. In which of the following categories does your age fall? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
18-24	3 2%	3 8%	-	-	-	3 3%	-	3 5%	-	-	-	-	-	-	-	-	-	-	3 5%	-	-
25-34	41 20%	41 92%	-	-	-	27 27% G	14 13%	31 48% IK	7 17% K	-	3 6%	3 12%	3 17%	14 29% L	20 24% L	7 21% T	7 26% T	3 12%	20 32% RT	3 7%	-
35-44	36 17%	-	36 50%	-	-	17 17%	19 18%	15 24% j	17 42% J	3 8%	-	3 12%	3 17%	9 18%	19 22%	7 21%	10 39% RST	3 12%	5 8%	7 14%	3 64% rSt
45-54	36 18%	-	36 50%	-	-	19 19%	18 17%	6 9%	8 19%	15 35% HK	8 14%	2 8%	3 16%	7 14%	23 27% L	6 17%	2 8%	4 16%	12 19%	11 22%	1 21%
55-64	41 20%	-	-	41 100%	-	14 14%	26 25%	5 8%	6 14%	13 29% H	17 31% H	7 25%	4 20%	7 15%	16 19%	6 18%	5 18%	10 35%	10 16%	10 19%	1 15%
65-74	28 14%	-	-	-	28 59%	10 10%	18 17%	2 3%	3 7%	8 18% h	15 27% HI	7 22%	4 17%	8 16%	6 7%	5 16%	2 6%	5 18%	6 9%	11 22%	-
75 or older	20 10%	-	-	-	20 41%	10 10%	10 9%	2 3%	-	5 11%	12 22% H	6 22% O	3 14%	4 9%	2 2%	2 7%	1 3%	1 5%	8 12%	8 16%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

SQL1E. Gender (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Male	100	31	36	14	20	100	-	35	19	21	25	10	10	20	49	21	11	10	34	22	4
	49%	69%	50%	35%	42%	100%		55%	48%	47%	45%	33%	50%	43%	57%	65%	40%	36%	52%	45%	68%
		DE													I	R					
Female	104	14	36	26	28	-	104	29	21	24	30	20	10	27	37	11	16	18	31	27	2
	51%	31%	50%	65%	58%	100%	45%	52%	53%	55%	67%	50%	57%	43%	35%	60%	64%	48%	55%	32%	
				B	B							O						P			

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)



SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q1. After having participated in this pilot program, overall how satisfied are you with the new cart system and how well it worked for you? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Totally satisfied	101 50%	14 31%	41 57%	23 57%	24 50%	41 41%	60 58%	26 41%	19 47%	26 58%	29 53%	15 51%	12 57%	22 46%	41 48%	13 40%	9 35%	17 61%	39 60%	20 41%	4 68%
			b	b			F												t		
Mostly satisfied	72 35%	24 54%	23 32%	9 22%	17 35%	44 43%	29 28%	27 43%	16 39%	12 28%	17 31%	11 38%	7 33%	18 37%	32 37%	15 46%	12 45%	8 29%	16 25%	20 41%	2 32%
		D		d		g															
Only partly satisfied	19 9%	3 8%	3 5%	6 14%	6 13%	9 9%	10 9%	5 8%	2 6%	5 11%	6 11%	3 9%	2 10%	7 14%	6 7%	1 3%	1 3%	2 7%	7 11%	8 16%	-
				c																P	
Not at all satisfied	11 6%	3 8%	5 6%	2 6%	1 2%	6 6%	5 5%	5 8%	3 7%	2 4%	2 3%	1 3%	-	2 4%	8 9%	4 11%	4 16%	1 2%	3 4%	1 1%	-
																	t				
Not sure/Can't say	1 *%	-	-	1 2%	-	1 1%	-	-	-	-	1 1%	-	-	-	-	-	-	-	-	1 2%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q1A. In what way specifically were you less than satisfied with the new cart system? (Base: Those who were partly satisfied or not at all satisfied with the new cart system) (Total Mentions/3 Replies)

	AGE GROUP				GENDER	ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE							
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	30	7	8	8	7	15	15	10	5	7	8	3	2	8	13	4	5	3	10	8	-
UNWEIGHTED TOTAL	31	2	6	10	13	12	19	5	6	9	11	5	3	6	12	4	3	4	8	12	-
Too large	23 78%	7 100% C	4 50%	6 80%	6 86%	14 93%	9 64%	7 72%	5 91%	4 63%	7 90%	2 61%	2 100%	8 100%	8 61%	2 43%	5 100%	2 68%	8 84%	7 81%	-
Hard to get everything in there	11 37%	3 50%	3 36%	4 50%	1 14%	6 40%	5 34%	3 34%	3 52%	2 28%	3 41%	2 48%	-	7 82%	2 16%	2 36%	-	1 32%	6 66%	2 29%	-
Don't like recycle schedule of every two weeks	9 30%	3 50%	3 36%	2 30%	1 7%	5 30%	5 31%	6 55%	1 15%	2 29%	1 10%	-	-	-	9 64%	4 82%	3 68%	-	1 8%	1 16%	-
Carts not durable	4 14%	-	3 36%	1 10%	1 7%	-	4 28%	3 28%	1 9%	1 12%	-	1 15%	-	-	4 27%	3 57%	-	-	-	2 19%	-
Need a second one	2 7%	-	1 14%	-	1 14%	-	2 14%	1 11%	1 9%	1 8%	-	1 15%	-	-	2 12%	-	-	-	1 5%	2 19%	-
Need to allow more than 6 bags	7 23%	-	4 50%	2 30%	1 7%	4 25%	3 20%	2 17%	1 20%	2 37%	2 20%	-	-	2 23%	4 31%	3 57%	-	-	2 16%	3 33%	-
Won't take anything extra not in the container	3 11%	-	3 36%	-	1 7%	1 7%	2 15%	1 5%	2 31%	1 17%	-	-	-	2 21%	1 8%	-	-	-	3 29%	1 6%	-
Not stable	2 5%	-	-	-	2 21%	1 3%	1 7%	-	-	1 15%	1 6%	-	1 25%	-	1 4%	-	-	1 40%	-	1 6%	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
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 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q1A. In what way specifically were you less than satisfied with the new cart system? (Base: Those who were partly satisfied or not at all satisfied with the new cart system) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Trash in the streets/ will not pick up what falls out	3 11%	3 50%	-	-	-	3 23%	-	3 34%	-	-	-	-	-	-	3 25%	-	3 68%	-	-	-	-
Other	4 12%	-	1 14%	2 30%	-	1 5%	3 18%	1 11%	1 15%	1 12%	1 10%	1 24%	-	1 10%	2 14%	-	1 16%	-	1 8%	2 23%	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
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Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q2. Compared to the system the City has been using, would you say this new cart system -- for you and your household -- is... (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Much better	115 56%	20 46%	44 61%	24 59%	26 56%	52 52%	63 61%	32 51%	20 51%	28 64%	33 60%	17 57%	14 69%	25 53%	48 56%	19 59%	13 48%	18 64%	36 56%	27 54%	4 68%
Somewhat better	42 21%	10 23%	16 22%	7 18%	9 19%	21 21%	21 20%	11 18%	8 21%	10 21%	13 24%	6 20%	5 25%	6 13%	18 21%	3 10%	6 21%	3 9%	17 26%	13 25%	2 32%
About the same -- no difference	17 8%	3 8%	5 7%	2 6%	7 14%	11 11%	7 6%	7 10%	5 12%	1 1%	5 10%	5 18%	- -	6 13%	5 6%	1 4%	2 8%	5 17%	4 7%	5 10%	-
Somewhat worse	16 8%	7 15%	6 8%	2 6%	1 3%	11 10%	6 5%	9 13%	4 9%	2 5%	2 3%	- -	1 3%	8 16%	8 9%	3 9%	5 19%	2 6%	4 7%	2 5%	-
Or, A lot worse than the former system	10 5%	3 8%	2 2%	2 6%	3 5%	6 5%	5 4%	4 6%	3 7%	1 2%	2 4%	1 3%	1 2%	2 4%	5 5%	4 13%	1 3%	1 4%	3 4%	2 3%	-
Not sure/Can't say	4 2%	-	-	2 6%	2 4%	1 1%	3 3%	1 2%	-	3 6%	-	1 2%	-	1 2%	2 2%	2 5%	-	-	1 2%	1 3%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
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 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q2A. In what way specifically do you feel the new cart system is worse? (Base: Those who said the new cart system is worse compared to the current system the City is using) (Total Mentions/3 Replies)

	AGE GROUP				GENDER	ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE							
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	26	10	7	5	4	16	10	12	7	3	4	1	1	9	13	7	6	3	7	4	-
UNWEIGHTED TOTAL	21	3	5	6	7	10	11	5	6	5	5	1	2	6	8	4	3	4	4	6	-
Too large	19 71%	7 67%	5 62%	4 83%	3 86%	11 67%	8 78%	7 59%	4 64%	3 100% h	4 100% h	1 100% O	1 100% O	8 88%	7 53%	2 27%	5 86%	3 100% PT	7 100% PT	2 59%	-
Hard to get everything in there	3 13%	-	2 23%	2 33%	-	2 10%	2 17%	-	3 38%	-	1 22%	-	-	2 18%	1 6%	1 11%	3 42%	-	-	-	-
Don't like recycle schedule of every two weeks	7 28%	3 33%	4 53%	-	-	6 35%	2 17%	5 41%	1 17%	1 32%	-	-	-	1 12%	6 50%	3 40%	3 58%	-	-	1 28%	-
Carts not durable	5 19%	-	5 62% e	-	1 14%	1 7%	4 39% f	2 14%	2 26%	1 32%	1 14%	-	-	2 18%	3 22%	3 40%	2 29%	1 20%	-	-	-
Need to allow more than 6 bags	7 26%	3 33%	2 23%	2 33%	-	5 31%	2 17%	5 41%	1 12%	-	1 22%	-	-	-	6 47%	6 84%	1 14%	-	-	-	-
Won't take anything extra not in the container	2 8%	-	2 23%	-	1 14%	-	2 22%	1 4%	2 26%	-	-	-	-	2 18%	-	-	-	-	2 25%	1 13%	-
Not stable	1 2%	-	-	-	1 14%	1 3%	-	-	-	1 15%	-	-	1 42%	-	-	-	-	-	-	-	1 13%
Prefer the plastic bags	1 4%	-	-	-	1 27%	-	1 10%	-	-	1 29%	-	-	-	1 5%	1 4%	-	-	1 20%	-	1 13%	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q2A. In what way specifically do you feel the new cart system is worse? (Base: Those who said the new cart system is worse compared to the current system the City is using) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Trash in the streets/ will not pick up what falls out	5 20%	3 33%	2 23%	-	-	3 21%	2 17%	3 27%	2 26%	-	-	-	-	2 18%	3 27%	-	3 58%	-	2 25%	-	-
Other	3 12%	-	-	2 33%	2 41%	1 3%	3 26%	-	1 20%	1 29%	1 22%	1 100%	1 42%	1 5%	1 6%	-	-	-	1 12%	2 59%	-

NO

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q3A. For the following aspect of the new carted collection system, are you Totally Satisfied, Mostly Satisfied, Only Partly Satisfied, or Not At All Satisfied with THE EASE OF WHEELING THE CARTS AROUND AND OUT TO THE CURB? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE							
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5	
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4	
Totally satisfied	146 71%	34 77%	58 80%	27 67%	27 57%	68 68%	78 75%	50 78%	32 79%	30 67%	33 60%	19 66%	15 74%	35 74%	62 72%	22 69%	15 58%	23 85%	49 75%	32 64%	5 100%	
			E					k	k									qt			PQrST	
Mostly satisfied	46 22%	10 23%	12 17%	10 24%	13 28%	28 28%	18 17%	12 19%	6 14%	12 27%	15 28%	7 23%	5 23%	11 22%	18 21%	7 23%	10 37%	4 14%	14 21%	11 22%	-	
Only partly satisfied	7 4%	-	2 3%	2 4%	3 7%	4 4%	4 3%	2 3%	1 1%	2 4%	3 6%	1 2%	-	2 4%	5 5%	3 8%	-	-	1 1%	4 8%	-	
Not at all satisfied	4 2%	-	-	2 6%	2 4%	1 1%	3 3%	-	2 5%	-	2 4%	1 4%	-	-	2 2%	-	1 5%	1 2%	1 1%	2 3%	-	
Not sure/Can't say	2 1%	-	-	-	2 4%	-	2 2%	-	-	1 2%	1 2%	1 4%	1 3%	-	-	-	-	-	-	1 1%	1 2%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q3B. For the following aspect of the new carted collection system, are you Totally Satisfied, Mostly Satisfied, Only Partly Satisfied, or Not At All Satisfied with THE SIZE OF THE CONTAINER FOR GARBAGE BEING SUFFICIENT FOR YOUR WEEKLY NEEDS? (Base: Total Sample)

	AGE GROUP				GENDER	ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE							
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Totally satisfied	125 61%	27 62%	45 63%	24 59%	28 60%	56 56%	69 66%	35 54%	27 67%	27 62%	34 63%	17 59%	14 71%	30 62%	49 57%	18 56%	15 59%	15 56%	42 65%	32 65%	3 53%
Mostly satisfied	46 23%	10 23%	21 29%	6 14%	10 21%	27 27%	19 18%	19 30%	6 15%	10 23%	11 20%	8 28%	2 7%	8 16%	24 28%	10 31%	6 22%	6 23%	15 23%	8 16%	2 32%
Only partly satisfied	25 12%	7 15%	3 5%	6 16%	8 17%	16 15%	9 9%	8 13%	3 8%	7 15%	7 12%	3 11%	4 18%	7 15%	10 12%	4 11%	4 16%	6 22%	5 7%	6 12%	1 15%
Not at all satisfied	7 3%	-	3 4%	3 8%	1 1%	1 1%	6 5%	1 2%	3 7%	-	2 4%	1 3%	1 4%	2 4%	2 2%	1 3%	1 3%	-	3 4%	2 5%	-
Not sure/Can't say	2 1%	-	-	2 4%	1 1%	1 1%	1 1%	1 1%	1 2%	-	1 1%	-	-	1 3%	1 1%	-	-	-	1 1%	1 3%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)



SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q3C. For the following aspect of the new carted collection system, are you Totally Satisfied, Mostly Satisfied, Only Partly Satisfied, or Not At All Satisfied with THE SIZE OF THE CONTAINER FOR RECYCLABLES FOR YOUR NEEDS EVERY TWO WEEKS? (Base: Total Sample)

	AGE GROUP				GENDER	ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE							
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Totally satisfied	119	27	39	25	28	55	64	32	27	27	31	13	15	33	43	17	11	16	43	28	5
	58%	62%	53%	61%	60%	55%	61%	51%	66%	61%	57%	46%	74%	69%	50%	54%	42%	58%	66%	56%	85%
												1o	1o								q
Mostly satisfied	47	7	18	8	14	25	23	16	7	9	15	13	4	10	17	3	9	6	16	13	1
	23%	15%	25%	20%	30%	25%	22%	25%	18%	20%	28%	44%	17%	21%	19%	10%	36%	20%	24%	26%	15%
												mnO					p				
Only partly satisfied	23	7	11	3	2	13	10	12	3	5	3	1	4	16	7	3	5	3	7	-	
	11%	15%	16%	8%	4%	13%	10%	19%	8%	11%	6%	3%	6%	9%	19%	21%	10%	18%	4%	14%	-
			E					k							L	S		s		S	
Not at all satisfied	13	3	4	4	2	7	6	3	3	3	4	1	-	1	10	5	3	1	2	3	-
	7%	8%	5%	10%	4%	7%	6%	5%	7%	7%	7%	4%		1%	11%	15%	13%	4%	2%	5%	-
														N							
Not sure/Can't say	2	-	-	1	1	1	1	-	-	1	1	1	1	-	1	-	-	-	2	-	-
	1%			2%	2%	*%	1%			1%	2%	3%	2%		1%				3%		
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q3D. For the following aspect of the new carted collection system, are you Totally Satisfied, Mostly Satisfied, Only Partly Satisfied, or Not At All Satisfied with PUTTING BOTH TRASH AND YARD WASTE IN THE SAME 96-GALLON CONTAINER? (Base: Total Sample)

	AGE GROUP				GENDER	ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE							
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Totally satisfied	60 29%	10 23%	22 31%	13 31%	15 32%	23 23%	37 36%	15 24%	7 17%	14 32%	22 41%	10 34%	8 41%	12 26%	23 27%	7 21%	7 26%	11 40%	24 37%	10 21%	2 32%
											I										
Mostly satisfied	37 18%	3 8%	13 18%	8 20%	13 26%	22 22%	14 14%	4 7%	11 26%	9 20%	13 23%	6 19%	7 32%	6 12%	15 17%	10 31%	2 9%	4 15%	8 12%	13 26%	-
					B				h		h				s						
Only partly satisfied	30 15%	3 8%	9 12%	9 22%	9 18%	14 14%	16 15%	10 16%	6 16%	6 14%	7 13%	3 11%	2 9%	8 16%	12 13%	4 12%	-	5 17%	10 15%	9 18%	3 47%
Not at all satisfied	50 24%	17 38%	19 26%	10 24%	4 8%	30 30%	20 19%	24 38%	8 19%	10 21%	9 16%	8 26%	3 14%	15 31%	23 26%	10 30%	9 35%	6 21%	16 25%	8 16%	1 21%
		E	E	E				K													
Not sure/Can't say	28 14%	10 23%	9 12%	2 4%	8 16%	11 11%	17 16%	10 16%	9 22%	6 13%	4 7%	3 9%	1 4%	8 16%	15 17%	2 7%	8 30%	2 6%	7 11%	10 19%	-
			d		D				k					m		pr				R	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q3E. For the following aspect of the new carted collection system, are you Totally Satisfied, Mostly Satisfied, Only Partly Satisfied, or Not At All Satisfied with YOUR ABILITY TO CONVENIENTLY STORE THE TWO 96-GALLON CONTAINERS? (Base: Total Sample)

	AGE GROUP				GENDER	ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE							
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Totally satisfied	100 49%	20 46%	41 57%	17 41%	21 45%	43 43%	57 54%	36 57%	18 44%	19 42%	25 46%	17 58%	12 59%	17 36%	45 52%	11 35%	9 35%	14 51%	36 56%	25 51%	4 68%
Mostly satisfied	51 25%	10 23%	17 23%	11 27%	13 26%	25 24%	26 25%	7 11%	13 32% h	15 33% H	16 30% H	8 27%	5 25%	14 30%	17 20%	11 35%	9 34%	5 17%	12 19%	14 28%	-
Only partly satisfied	28 14%	7 15%	8 11%	6 16%	7 15%	16 16%	12 11%	11 17%	5 12%	6 14%	6 11%	2 7%	1 6%	9 19%	14 16%	6 20%	3 10%	7 24% t	8 13%	4 8%	-
Not at all satisfied	27 13%	7 15%	7 9%	6 16%	7 14%	17 17%	10 9%	10 16%	5 11%	5 10%	7 13%	2 8%	2 10%	7 14%	10 11%	3 10%	6 21%	2 8%	8 12%	6 12%	2 32%
Not sure/Can't say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q3F. For the following aspect of the new carted collection system, are you Totally Satisfied, Mostly Satisfied, Only Partly Satisfied, or Not At All Satisfied with HAVING ENOUGH INFORMATION TO KNOW WHAT WASTE IS TO BE PUT IN WHICH CONTAINER? (Base: Total Sample)

	AGE GROUP				GENDER	ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE							
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Totally satisfied	146	31	51	30	33	64	82	46	27	37	34	19	15	32	65	23	19	22	41	35	5
	71%	69%	71%	75%	70%	64%	78%	72%	67%	84%	63%	64%	72%	68%	75%	74%	74%	80%	64%	70%	100%
							f			K										PQRST	
Mostly satisfied	47	10	16	8	12	28	18	13	10	6	17	9	5	10	18	5	7	2	20	13	-
	23%	23%	22%	20%	26%	28%	18%	21%	25%	14%	32%	30%	25%	20%	21%	16%	26%	8%	30%	26%	-
										J									R	R	
Only partly satisfied	7	3	1	-	2	6	1	4	-	1	2	-	1	4	2	2	-	3	1	1	-
	3%	8%	2%		5%	6%	1%	6%		2%	3%		2%	8%	2%	5%		12%	1%	2%	
							g											ST			
Not at all satisfied	4	-	3	1	-	2	3	-	3	-	1	1	-	2	2	2	-	-	3	-	-
	2%		5%	2%		2%	2%		8%		1%	3%		4%	2%	5%			4%		
Not sure/Can't say	2	-	-	2	-	1	1	1	-	-	1	1	-	-	-	-	-	-	1	1	-
	1%			4%		1%	1%	1%			1%	3%							1%	2%	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q3G. For the following aspect of the new carted collection system, are you Totally Satisfied, Mostly Satisfied, Only Partly Satisfied, or Not At All Satisfied with THE ABILITY OF THE CONTAINERS WITH LIDS TO ELIMINATE OR MINIMIZE DEBRIS IN YOUR YARD OR STREET? (Base: Total Sample)

	AGE GROUP				GENDER	ADDRESS TENURE					HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64		65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k-	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Totally satisfied	144	27	57	28	32	70	74	45	31	29	38	21	15	27	64	27	10	17	46	39	5
	70%	62%	79%	69%	66%	69%	71%	70%	76%	65%	69%	72%	72%	57%	74%	84%	38%	64%	71%	78%	100%
			e													Q		Q	Q	pQRST	
Mostly satisfied	34	3	9	10	12	17	17	7	4	14	9	6	2	10	13	3	6	9	7	9	-
	17%	8%	12%	24%	26%	17%	16%	10%	11%	31%	17%	22%	9%	21%	15%	8%	23%	34%	11%	18%	-
			b		BC					HIK							PS				
Only partly satisfied	17	10	3	2	3	9	8	7	3	2	6	1	4	9	3	-	7	1	9	1	-
	8%	23%	4%	4%	5%	9%	8%	11%	7%	3%	11%	3%	19%	18%	4%		26%	2%	13%	2%	
											j		lo	LO			RT		RT		
Not at all satisfied	7	3	2	2	1	4	3	3	2	-	2	1	-	2	3	1	3	-	3	1	-
	4%	8%	2%	4%	1%	4%	3%	5%	5%		3%	3%		4%	4%	3%	13%		4%	1%	
																	T				
Not sure/Can't say	2	-	2	-	1	-	2	2	-	-	-	-	-	-	2	2	-	-	-	1	-
	1%		2%		1%		2%	4%							3%	5%				1%	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q4A. In what way specifically were you less than satisfied with THE EASE OF WHEELING THE CARTS AROUND AND OUT TO THE CURB? (Base: Those who were partly satisfied or not at all satisfied) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	11	-	2	4	5	5	7	2	3	2	5	2	-	2	6	3	1	1	2	5	-
UNWEIGHTED TOTAL	16	-	2	5	9	5	11	2	4	2	8	3	-	3	7	3	2	1	2	8	-
Weight/too heavy/too big	7 65%	-	1 50%	3 80%	3 59%	2 42%	5 79%	1 42%	2 69%	2 100% K	3 60%	2 100% O	-	1 59%	4 57%	1 44%	1 38%	1 100% PqT	2 100% PqT	4 67%	-
Hard to maneuver/handle	11 96%	-	2 100%	4 100%	5 90%	5 100%	6 93%	2 100%	3 100%	2 100%	5 90%	2 100%	-	1 71%	6 100%	3 100%	1 100%	1 100%	2 100%	5 91%	-
Other	1 12%	-	-	1 20%	1 10%	1 18%	1 7%	-	1 50%	-	-	1 28%	-	-	1 13%	-	1 100%	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q4B. In what way specifically were you less than satisfied with THE SIZE OF THE CONTAINER FOR GARBAGE BEING SUFFICIENT FOR YOUR WEEKLY NEEDS? (Base: Those who were partly satisfied or not at all satisfied) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	31	7	6	10	9	16	15	9	6	7	9	4	5	9	12	4	5	6	7	8	1
UNWEIGHTED TOTAL	36	2	5	12	16	16	20	5	7	11	13	6	7	8	11	6	3	5	10	11	1
Not big enough for yard waste	18 58%	7 100% CDE	3 54%	4 42%	4 48%	11 64%	8 52%	9 95%	3 47% K	3 50%	3 36%	3 67% M	1 11%	6 66% M	8 66% M	3 58%	4 84%	4 66%	2 25%	6 72% S	-
Too big	9 28%	-	3 46%	4 42%	2 23%	3 20%	6 37%	1 5%	3 53%	3 50% k	2 18%	1 33%	1 11%	3 34%	4 29%	1 26%	1 16%	1 22%	3 46%	2 28%	-
Need a second one	2 8%	-	1 18%	1 8%	1 6%	2 12%	1 3%	-	2 31%	-	1 5%	-	1 11%	-	2 16%	1 12%	-	-	-	1 13%	1 100% PT
It's more than I need	4 12%	-	-	2 25%	1 14%	2 12%	2 11%	-	-	1 12%	3 31%	-	2 44% o	1 9%	1 7%	-	1 16%	2 25%	1 18%	-	-
Won't pick up lawn bags left out	5 15%	3 50%	-	-	1 14%	4 25% g	1 3%	3 37%	-	-	1 13%	1 13%	1 16%	-	3 28%	-	3 68%	-	1 17%	-	-
Other	1 2%	-	-	-	1 8%	1 4%	-	-	-	-	1 8%	-	-	-	1 6%	1 16%	-	-	-	-	-
None	1 3%	-	-	1 8%	-	-	1 5%	-	-	-	1 9%	-	1 18%	-	-	-	-	-	1 11%	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q4C. In what way specifically were you less than satisfied with THE SIZE OF THE CONTAINER FOR RECYCLABLES FOR YOUR NEEDS EVERY TWO WEEKS? (Base: Those who were partly satisfied or not at all satisfied) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE							
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	
WEIGHTED TOTAL	37	10	15	7	4	20	16	15	6	8	7	2	1	5	26	11	6	6	4	9	-	
UNWEIGHTED TOTAL	29	3	10	9	7	13	16	6	5	9	9	3	2	4	16	8	3	6	4	8	-	
Not big enough	19 51%	7 67%	10 63%	2 22%	1 18%	13 63%	6 36%	10 67%	3 53%	3 35%	2 34%	1 38%	-	2 36%	16 63%	9 83%	3 42%	2 29%	-	5 55%	-	
Needs to be weekly collection	14 38%	7 67%	5 30%	2 33%	-	8 39%	6 36%	10 67%	-	1 14%	2 35%	1 38%	1 62%	-	12 47%	3 25%	4 71%	2 29%	2 39%	2 37%	3 37%	-
Too big	10 27%	-	3 18%	4 56%	3 82%	4 20%	6 37%	-	3 47%	4 51%	3 43%	1 24%	1 38%	3 64%	4 14%	2 17%	-	3 42%	3 61%	3 33%	-	
Need a second one	4 12%	3 33%	-	1 11%	-	4 21%	-	3 22%	-	-	1 12%	-	-	-	4 16%	1 7%	-	-	-	3 37%	-	
Need to take glass	2 5%	-	1 7%	1 11%	-	1 4%	1 7%	-	-	1 14%	1 12%	-	-	-	2 7%	1 7%	-	-	-	1 12%	-	
Hard to maneuver	1 4%	-	-	1 11%	1 13%	-	1 8%	-	1 13%	-	1 7%	-	-	-	1 3%	-	-	1 8%	-	1 9%	-	
Other	4 11%	-	2 11%	2 33%	-	1 4%	3 20%	-	2 27%	-	2 35%	1 38%	-	2 36%	2 6%	-	-	-	3 80%	1 9%	-	

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)



SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q4D. In what way specifically were you less than satisfied with PUTTING BOTH TRASH AND YARD WASTE IN THE SAME 96-GALLON CONTAINER? (Base: Those who were partly satisfied or not at all satisfied) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	79	20	28	18	13	44	36	34	14	16	16	11	5	22	34	13	9	11	26	17	4
UNWEIGHTED TOTAL	73	6	20	23	23	33	40	19	12	20	22	12	7	20	26	10	6	10	23	21	3
Not enough room to put together	64 80%	20 100%	25 88%	10 57%	8 65%	37 86%	26 74%	30 88%	11 80%	11 69%	12 75%	9 85%	3 62%	16 70%	29 85%	11 85%	8 91%	8 72%	22 83%	12 73%	3 69%
Yard waste should be composted/recycled for environment	18 22%	-	6 22%	9 48%	3 22%	9 21%	9 24%	3 10%	4 32%	5 33%	5 30%	-	1 28%	9 38%	7 21%	2 16%	1 9%	2 23%	3 11%	8 50%	1 31%
Need another container	4 6%	-	-	3 17%	1 10%	-	4 12%	-	1 6%	1 8%	2 15%	2 15%	1 17%	1 6%	-	-	-	2 14%	2 9%	1 3%	-
Prefer separate	9 11%	-	1 4%	4 22%	4 29%	3 6%	6 17%	2 5%	2 12%	2 15%	3 20%	2 19%	1 21%	2 10%	4 10%	2 17%	-	2 15%	3 12%	2 11%	-
Hard to maneuver	2 3%	-	-	2 9%	1 4%	-	2 6%	-	1 6%	-	1 8%	1 7%	-	-	1 2%	-	-	1 5%	1 3%	1 5%	-
Other	6 8%	-	5 16%	2 9%	-	3 6%	3 9%	-	2 12%	3 18%	2 10%	1 7%	-	2 8%	4 11%	-	4 46%	-	1 3%	-	1 31%

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q4E. In what way specifically were you less than satisfied with YOUR ABILITY TO CONVENIENTLY STORE THE TWO 96-GALLON CONTAINERS? (Base: Those who were partly satisfied or not at all satisfied) (Total Mentions/3 Replies)

	AGE GROUP				GENDER	ADDRESS TENURE					HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64		65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	55	14	15	13	14	33	21	21	10	11	13	4	3	16	24	10	8	9	16	10	2
UNWEIGHTED TOTAL	55	4	11	16	24	27	28	11	10	16	18	7	5	12	22	8	6	9	17	14	1
Won't fit in garage	31 56%	10 75%	5 34%	8 62%	7 54%	18 53%	13 62%	12 58%	6 60%	5 45%	8 60%	2 50%	2 63%	11 68%	12 51%	3 35%	8 100%	7 76%	8 46%	5 49%	-
Too big	19 34%	7 50%	6 42%	3 25%	2 18%	14 42%	5 21%	9 45%	3 28%	4 35%	3 20%	1 16%	-	5 33%	11 46%	7 70%	-	5 53%	3 18%	4 41%	-
Covenants state containers must be kept out of view	6 11%	-	3 19%	2 19%	1 7%	2 5%	5 21%	2 8%	1 14%	1 12%	2 14%	1 23%	1 25%	-	2 7%	-	2 26%	2 27%	-	-	2 100%
Dislike color	1 1%	-	-	1 6%	-	-	1 4%	-	-	1 7%	-	-	-	-	1 3%	1 8%	-	-	-	-	-
Eyesore to be left outside/people leave in view	10 18%	3 25%	3 23%	-	3 24%	8 24%	2 9%	5 24%	2 17%	2 21%	1 8%	1 11%	1 16%	2 14%	6 24%	-	3 43%	-	3 17%	4 36%	-
Difficult to move through snow/grass	2 4%	-	-	1 6%	2 11%	1 2%	2 8%	-	1 14%	1 5%	1 4%	1 11%	1 16%	-	1 5%	-	1 16%	-	1 6%	-	-
Difficult to find storage space	8 14%	-	4 27%	2 19%	2 11%	4 11%	4 19%	1 5%	3 32%	2 17%	2 14%	1 18%	-	3 19%	3 13%	-	1 10%	1 15%	4 25%	2 16%	-
Other	3 6%	-	1 8%	1 6%	1 9%	3 8%	1 2%	-	1 8%	1 5%	2 14%	-	-	1 4%	2 10%	-	1 10%	-	2 14%	-	-
None	1 3%	-	-	-	1 10%	1 2%	1 3%	-	-	1 6%	1 5%	1 16%	1 22%	-	-	-	-	-	1 9%	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q4F. In what way specifically were you less than satisfied with HAVING ENOUGH INFORMATION TO KNOW WHAT WASTE IS TO BE PUT IN WHICH CONTAINER? (Base: Those who were partly satisfied or not at all satisfied) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	11	3	5	1	2	8	3	4	3	1	2	1	1	6	4	3	-	3	3	1	-
UNWEIGHTED TOTAL	9	1	3	1	4	6	3	2	2	1	4	1	1	3	3	3	-	1	3	2	-
More information (unspecified)	2 20%	-	2 38%	-	1 23%	1 6%	2 53%	-	2 50%	-	1 22%	-	-	2 39%	-	-	-	-	2 57%	1 42%	-
Other	7 63%	3 100% CE	2 38%	1 100% CE	1 45%	6 79%	1 25%	3 83%	2 50%	-	2 78%	1 100% o	1 100% o	3 61%	2 49%	2 67%	-	3 100% s	1 43%	-	-
None	2 17%	-	1 24%	-	1 32%	1 14%	1 22%	1 17%	-	1 100% h	-	-	-	-	2 51%	1 33%	-	-	-	1 58%	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q4G. In what way specifically were you less than satisfied with THE ABILITY OF THE CONTAINERS WITH LIDS TO ELIMINATE OR MINIMIZE DEBRIS IN YOUR YARD OR STREET? (Base: Those who were partly satisfied or not at all satisfied) (Total Mentions/3 Replies)

	AGE GROUP				GENDER	ADDRESS TENURE					HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	24	14	5	3	3	13	11	10	5	2	7	2	4	10	7	1	10	1	11	2	-
UNWEIGHTED TOTAL	17	4	3	4	6	7	10	3	5	3	6	3	2	4	5	1	6	1	6	3	-
No latch/wind flips it open	9 35%	3 25%	2 38%	2 75%	1 33%	4 31%	4 39%	3 33%	4 67%	-	2 22%	1 72%	-	5 50%	2 24%	-	3 29%	-	5 45%	1 33%	-
Still blows over	2 7%	-	-	1 25%	1 33%	1 4%	1 12%	-	1 10%	1 33%	1 11%	1 28%	1 13%	-	1 12%	-	1 5%	-	1 7%	1 33%	-
Still debris when they dump it	8 35%	7 50%	1 24%	-	1 17%	8 59%	1 5%	3 33%	-	1 33%	5 61%	-	3 87%	-	5 76%	-	3 33%	1 100%	5 40%	-	-
Other	6 26%	3 25%	2 38%	1 25%	1 17%	1 6%	6 51%	3 33%	2 33%	1 33%	1 11%	1 28%	-	5 50%	-	1 100%	3 33%	-	2 15%	1 33%	-
None	1 2%	-	-	-	1 17%	-	1 5%	-	-	-	1 7%	-	-	-	-	-	1 5%	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q4H. Did you request an additional container during the pilot program? (Base: Those who were partly satisfied or not at all satisfied with the size of the container for garbage being sufficient for their weekly needs)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	31	7	6	10	9	16	15	9	6	7	9	4	5	9	12	4	5	6	7	8	1
UNWEIGHTED TOTAL	36	2	5	12	16	16	20	5	7	11	13	6	7	8	11	6	3	5	10	11	1
Yes	7 23%	-	3 46%	2 17%	3 31%	3 17%	4 29%	-	3 53%	1 7%	3 36%	1 21%	3 56%	2 25%	1 9%	1 23%	-	-	5 63%	2 20%	-
No	24 77%	7 100%	3 54%	8 83%	6 69%	14 83%	11 71%	9 100%	3 47%	6 93%	6 64%	3 79%	2 44%	7 75%	11 91%	3 77%	5 100%	6 100%	3 37%	7 80%	1 100%
		CE						IK		i					M		S	S		S	S

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q4I. Was it sufficient? (Base: Those who were partly satisfied or not at all satisfied with the size of the container for garbage being sufficient for their weekly needs/Requested an additional container)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	7	-	3	2	3	3	4	-	3	1	3	1	3	2	1	1	-	-	5	2	-
UNWEIGHTED TOTAL	10	-	2	2	5	5	5	-	3	2	5	1	4	2	1	2	-	-	6	2	-
Yes	3	-	2	1	1	1	3	-	2	-	2	-	2	2	-	-	-	-	3	-	-
	45%		61%	50%	26%	25%	58%		52%		45%		60%	77%					71%		
No	4	-	1	1	2	2	2	-	2	1	2	1	1	1	1	1	-	-	1	2	-
	55%		39%	50%	74%	75%	42%		48%	100%	55%	100%	40%	23%	100%	100%			29%	100%	
												Mn			Mn	S				S	

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q4J. Would providing you one additional 96-gallon container be sufficient to meet your weekly needs? (Base: Those who were partly satisfied or not at all satisfied with the size of the container for garbage being sufficient for their weekly needs/Did not request an additional container)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	24	7	3	8	6	14	11	9	3	6	6	3	2	7	11	3	5	6	3	7	1
UNWEIGHTED TOTAL	26	2	3	10	11	11	15	5	4	9	8	5	3	6	10	4	3	5	4	9	1
Yes	13 55%	7 100% DE	2 67% e	3 40%	1 16%	10 72% g	4 33%	8 86%	3 100% J	2 38%	-	1 16%	-	5 70%	8 72% L	-	4 84%	5 80%	-	4 53%	1 100% T
No	10 40%	-	1 33%	4 50%	5 75%	4 28%	6 55%	1 5%	-	3 54% h	6 100% HJ	2 58%	2 100%	2 30%	3 23%	3 100% QRT	1 16%	1 20%	1 81%	2 35%	-
Not sure	1 5%	-	-	1 10%	1 8%	-	1 12%	1 9%	-	1 8%	-	1 26%	-	-	1 5%	-	-	-	1 19%	1 12%	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q5. Between the 96-gallon recyclable wheeled cart collected every TWO WEEKS and the previously used 18-gallon green bin collected WEEKLY, which would be your preference? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE					HOUSEHOLD INCOME				ZIP CODE					
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
96-gallon wheeled cart every 2 weeks	153 75%	34 77%	55 76%	28 69%	37 77%	69 69%	84 81%	45 70%	26 65%	36 80%	46 83%	19 66%	18 87%	37 78%	66 76%	26 81%	19 73%	22 81%	46 70%	36 73%	5 85%
18-gallon green bin(s) weekly	31 15%	7 15%	10 14%	9 22%	5 11%	18 18%	13 12%	13 20%	8 20%	5 11%	6 10%	4 15%	2 10%	8 17%	14 16%	5 16%	5 19%	4 13%	8 12%	9 18%	1 15%
Neither preferred -- no difference	18 9%	3 8%	7 10%	3 8%	4 9%	11 11%	7 7%	7 10%	6 15%	3 7%	2 4%	5 17%	1 3%	2 5%	6 7%	-	1 5%	2 6%	11 17%	4 8%	-
Can't say/Don't know	2 1%	-	-	1 2%	1 3%	2 2%	-	-	-	1 2%	2 3%	1 2%	-	-	1 1%	1 2%	1 3%	-	-	1 2%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)



SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q6. While you have been using the 96-gallon wheeled cart for recyclables, would you say you have actually placed out A Lot More Recyclables For Collection Than You Did Before, Somewhat More, About The Same Amount, Somewhat Less, or A Lot Less than when using the 18-gallon tubs? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
A lot more recyclables than before	77 38%	14 31%	38 53%	14 33%	12 25%	39 39%	38 37%	22 34%	18 45%	17 38%	20 36%	12 40%	10 50%	17 35%	35 41%	17 52%	6 24%	12 43%	26 40%	12 24%	5 85%
			DE												qT						Qrst
Somewhat more	42 21%	10 23%	15 21%	8 20%	9 19%	21 21%	21 20%	11 17%	11 27%	8 18%	13 24%	7 24%	6 27%	11 24%	15 18%	4 12%	4 15%	3 11%	21 32%	11 22%	-
																			pR		
About the same amount	74 36%	17 38%	16 22%	17 41%	24 51%	34 34%	40 39%	26 41%	9 22%	18 39%	21 38%	8 29%	5 24%	17 37%	30 35%	10 30%	12 45%	13 46%	16 25%	23 47%	1 15%
				C	C															S	
Somewhat less	6 3%	3 8%	2 2%	1 2%	-	3 3%	3 2%	3 5%	2 4%	-	1 1%	1 3%	-	2 4%	3 4%	-	3 13%	-	1 1%	2 3%	-
																	s				
A lot less recyclables than before	3 2%	-	1 2%	1 2%	1 3%	2 2%	1 1%	1 1%	1 2%	2 4%	-	1 2%	-	-	2 2%	1 3%	1 3%	-	-	1 3%	-
Can't say/Don't know	2 1%	-	-	1 2%	1 3%	2 1%	1 *	1 1%	-	1 2%	1 1%	1 2%	-	1 1%	1 1%	1 3%	-	-	1 1%	1 1%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q7. Based on your experience with the pilot program, what would you say are the best things about the new system -- what you most liked about it? (Base: Total Sample) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Lids/cover on cans	73 36%	17 38%	26 36%	16 39%	14 28%	24 23%	49 47%	20 31%	15 38%	16 35%	21 38%	16 56%	11 53%	17 35%	22 25%	6 18%	6 24%	13 49%	29 45%	18 37%	-
							F					O	O					P	P		
Need for fewer cans	42 20%	10 23%	15 20%	9 22%	8 17%	23 23%	19 18%	17 27%	6 16%	8 17%	11 20%	7 24%	1 6%	8 16%	24 28%	7 21%	8 29%	3 12%	16 24%	7 14%	2 32%
												m			M						
Easy to move/wheels	82 40%	24 54%	26 36%	11 27%	22 45%	47 47%	35 34%	26 41%	13 33%	19 42%	23 43%	10 34%	11 56%	27 57%	26 31%	9 28%	12 47%	14 51%	27 41%	20 40%	1 15%
		d			D							o	LO								
Larger size	70 34%	17 38%	27 38%	11 27%	14 30%	28 28%	41 40%	23 36%	15 37%	17 38%	15 26%	7 24%	3 15%	19 39%	30 35%	8 26%	8 31%	6 24%	28 43%	16 31%	3 64%
													m	m							
Sturdier/stronger	14 7%	3 8%	8 12%	2 4%	1 2%	3 3%	12 11%	-	12 29%	2 4%	1 2%	-	2 12%	5 11%	6 7%	1 3%	4 16%	-	6 9%	4 7%	-
			E			F			JK												
Recycling every 2 weeks	12 6%	3 8%	2 3%	4 10%	3 5%	7 7%	5 5%	1 2%	4 10%	4 8%	3 6%	1 4%	1 5%	2 4%	8 9%	7 21%	1 3%	1 2%	2 3%	2 4%	-
																qRst					
Good job/services/system	7 4%	-	3 4%	1 2%	4 8%	3 3%	4 4%	1 2%	3 7%	1 1%	3 5%	4 13%	1 3%	1 2%	2 2%	1 2%	-	-	2 3%	5 9%	-
					d																
No weight problems	4 2%	-	4 5%	-	1 1%	3 3%	1 1%	2 3%	1 3%	1 2%	1 1%	-	2 8%	-	3 3%	-	-	1 2%	3 4%	1 2%	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q7. Based on your experience with the pilot program, what would you say are the best things about the new system -- what you most liked about it? (Base: Total Sample) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Looks cleaner	21 10%	3 8%	11 16%	2 4%	5 11%	12 12%	10 9%	9 13%	2 5%	6 12%	5 9%	3 9%	3 15%	4 7%	10 12%	4 11%	2 8%	3 10%	6 9%	7 15%	-
			D																		
Containers don't blow into street	19 9%	3 8%	6 8%	6 14%	4 9%	9 9%	10 10%	7 11%	2 4%	4 10%	6 11%	4 14%	5 24%	1 2%	7 8%	3 8%	3 13%	4 16%	3 5%	5 10%	-
												N	n								
Faster pick-up/timely	8 4%	-	4 5%	2 4%	2 4%	3 3%	4 4%	2 3%	-	3 6%	3 5%	2 6%	-	-	5 6%	1 3%	-	1 5%	3 4%	2 3%	1 21%
Like using the orange bags	6 3%	-	2 3%	3 8%	1 1%	1 1%	5 5%	2 3%	-	1 2%	3 6%	-	1 4%	-	4 4%	-	-	4 14%	1 1%	1 3%	-
				e														s			
Ease/convenience	21 10%	7 15%	10 14%	2 6%	2 4%	15 15%	6 6%	8 12%	2 4%	4 9%	8 15%	1 2%	5 26%	2 3%	9 10%	4 11%	2 6%	3 9%	10 15%	2 5%	2 32%
			e			G					I		LN						t		
Automated truck	7 4%	-	3 4%	3 8%	1 3%	4 4%	4 3%	-	2 5%	2 4%	3 6%	1 4%	1 4%	-	4 4%	3 8%	2 8%	-	-	3 5%	-
Efficient system	8 4%	-	4 5%	1 2%	3 6%	6 6%	1 1%	2 3%	-	4 10%	1 3%	1 5%	-	1 1%	3 3%	2 6%	-	-	1 2%	2 3%	3 53% pst
One container for yard waste & trash	9 4%	3 8%	2 3%	2 4%	2 3%	6 6%	2 2%	-	5 11%	2 4%	2 4%	1 2%	1 2%	-	8 9%	5 16%	-	2 6%	2 3%	-	-
															s						
Larger container for recyclables	25 12%	10 23%	4 5%	6 16%	4 9%	14 14%	11 10%	13 20%	1 2%	5 10%	6 12%	3 12%	3 12%	8 16%	10 11%	6 18%	2 8%	3 10%	7 10%	8 16%	-
				c				I			i										

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q7. Based on your experience with the pilot program, what would you say are the best things about the new system -- what you most liked about it? (Base: Total Sample) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE					HOUSEHOLD INCOME				ZIP CODE					
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Recycling available	8 4%	3 8%	2 2%	2 4%	1 2%	1 1%	6 6% f	5 8%	-	1 1%	1 2%	-	-	4 8%	2 2%	1 2%	1 2%	1 3%	3 5%	1 2%	2 32%
One person trucks	3 2%	-	1 2%	1 2%	1 3%	3 3%	1 *%	-	-	1 2%	2 4%	1 2%	-	1 1%	2 2%	-	-	1 2%	2 2%	-	1 21%
Fewer restrictions on items to recycle	4 2%	-	1 2%	2 4%	1 3%	1 1%	3 3%	-	-	3 6%	1 2%	-	-	2 4%	1 1%	2 6%	-	1 3%	-	1 3%	-
Sent out information	2 1%	-	1 2%	-	1 3%	1 *%	2 2%	1 2%	-	1 3%	-	1 2%	-	-	2 2%	1 2%	-	1 4%	1 1%	-	-
Safer for driver	2 1%	-	-	2 4%	-	2 2%	-	-	-	1 2%	1 1%	-	-	-	2 2%	1 3%	-	-	1 1%	-	-
Separate container for recyclables	2 1%	-	-	2 4%	-	1 1%	1 1%	-	1 2%	1 2%	-	-	-	-	2 2%	-	1 3%	-	-	-	1 15%
Other	19 9%	7 15%	5 7%	3 8%	4 9%	9 9%	10 10%	10 16%	2 5%	3 7%	4 7%	2 6%	2 10%	4 8%	12 14%	4 12%	-	3 12%	8 12%	5 9%	-
None	7 4%	-	3 4%	2 6%	2 5%	3 3%	4 4%	-	4 9%	2 4%	2 4%	1 3%	1 6%	2 4%	3 3%	1 3%	1 3%	1 4%	3 4%	2 4%	-
Don't know	1 1%	-	-	1 2%	1 1%	1 1%	1 *%	-	1 1%	-	1 1%	1 2%	-	-	1 1%	-	-	-	-	-	1 3%

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
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Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q8. What didn't you like about the new cart system -- what would you like to see changed or improved? (Base: Total Sample) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Need weekly recycling	37 18%	17 38% dE	11 16%	5 12%	4 8%	19 19%	18 17%	24 37% IJK	4 10%	4 9%	5 8%	3 9%	-	12 24%	21 24% L	9 27% L	12 45% s	4 13% RST	6 9%	6 13%	1 15%
Need to keep yard waste separate from trash	16 8%	-	6 8%	7 18% E	3 6%	5 5%	11 10%	4 6%	3 6%	2 5%	7 12%	2 6%	3 14%	5 10%	6 7%	2 5%	3 13%	3 10%	3 5%	5 10%	-
Need smaller cans/containers	35 17%	3 8%	7 9%	12 29% BC	13 26% BC	17 17%	18 17%	9 14%	5 12%	12 26%	9 17%	5 19%	2 7%	9 18%	13 15%	4 12%	2 8%	4 15%	13 20%	12 24%	-
Need extra containers for yard waste in summer/option	29 14%	10 23%	9 12%	6 14%	4 8%	17 17%	11 11%	9 14%	9 21%	6 13%	6 10%	2 6%	1 2%	6 12%	16 18% LM	7 22%	2 8%	2 8%	11 17%	7 14%	-
Need smaller recycling containers/bins	6 3%	3 8%	1 2%	1 2%	1 1%	5 5%	1 1% g	3 5%	-	1 2%	2 3%	-	-	3 7%	3 3%	1 2%	-	4 15% PS	1 2%	-	-
Need extra recycling container/bin	6 3%	-	5 7% e	1 2%	1 1%	3 3%	3 3%	2 3%	3 6%	2 4%	1 1%	-	-	1 1%	6 7%	2 5%	-	2 6%	-	1 1%	3 47% t
Need to take larger variety of recyclables	2 1%	-	-	1 2%	1 3%	1 1%	2 1%	1 1%	-	1 2%	1 1%	1 2%	1 4%	-	-	-	-	-	2 2%	1 1%	-
Want no restrictions on number of bags	22 11%	7 15%	6 8%	6 16%	4 7%	14 14%	8 8%	9 13%	5 12%	5 12%	4 7%	1 2%	3 16%	8 16%	9 11% 1	10 30% RS	-	1 2%	5 8%	7 14% r	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q8. What didn't you like about the new cart system -- what would you like to see changed or improved? (Base: Total Sample) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Need more durable containers	5 2%	-	2 3%	1 2%	2 4%	3 3%	2 2%	2 3%	-	1 3%	2 3%	-	-	1 3%	3 3%	-	-	-	3 4%	2 4%	-
Too small for trash and yard waste combined	12 6%	7 15%	1 2%	2 6%	1 3%	9 9%	3 3%	8 12%	1 1%	1 2%	3 5%	2 7%	1 4%	8 16%	1 1%	-	1 3%	3 12%	4 6%	3 6%	-
Need tighter fitting lids	3 2%	-	2 2%	2 4%	-	1 1%	3 2%	-	3 6%	-	1 1%	1 3%	-	2 4%	1 1%	-	3 10%	-	1 1%	-	-
Containers are too deep	2 1%	-	-	-	2 5%	-	2 2%	-	-	1 3%	1 2%	2 8%	-	-	-	-	-	-	1 1%	2 3%	-
Need larger recycling containers	6 3%	3 8%	1 2%	2 4%	-	5 5%	1 1%	4 7%	-	-	2 3%	1 3%	-	-	5 6%	1 3%	-	-	1 1%	5 9%	-
Need options for additional containers	4 2%	-	2 2%	1 2%	1 2%	1 1%	3 3%	2 3%	1 3%	-	1 1%	-	-	-	3 3%	-	-	-	-	1 2%	3 47%
Need more information	7 3%	3 8%	2 2%	1 2%	1 2%	3 3%	4 4%	-	6 15%	-	1 2%	-	-	-	6 7%	2 7%	-	1 3%	3 5%	1 1%	-
Unsightly	5 3%	-	2 3%	2 4%	1 3%	4 4%	2 1%	2 3%	-	2 4%	1 3%	1 4%	-	1 1%	2 2%	1 3%	-	-	1 2%	3 7%	-
Containers are difficult to move/handle	9 4%	3 8%	1 2%	1 2%	4 8%	5 5%	4 4%	-	1 3%	2 4%	6 11%	1 3%	3 17%	1 1%	3 3%	1 2%	1 5%	1 2%	5 8%	2 3%	-
Containers being left out in view	4 2%	3 8%	-	1 2%	-	3 3%	1 1%	3 5%	-	-	1 1%	1 3%	-	-	3 4%	-	3 13%	1 3%	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q8. What didn't you like about the new cart system -- what would you like to see changed or improved? (Base: Total Sample) (Total Mentions/3 Replies)

	AGE GROUP				GENDER		ADDRESS TENURE					HOUSEHOLD INCOME				ZIP CODE					
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
HOA restrictions that state containers must be out of view	2 1%	-	1 2%	1 2%	-	2 2%	-	-	1 3%	-	1 1%	-	-	-	2 2%	-	-	-	2 3%	-	-
Need better options for yard waste	3 1%	-	2 3%	-	1 1%	1 1%	2 2%	-	1 3%	1 2%	1 2%	-	1 5%	-	1 1%	-	-	1 3%	1 2%	1 2%	-
Prefer old system	1 1%	-	-	1 2%	1 1%	1 *	1 1%	-	-	1 1%	1 1%	1 3%	1 2%	-	-	-	-	-	1 1%	1 1%	-
Other	38 19%	14 31%	11 16%	5 12%	9 18%	25 25%	14 13%	15 23%	7 18%	8 18%	8 15%	6 22%	3 13%	9 20%	15 17%	5 17%	8 31%	4 14%	16 25%	4 7%	1 21%
None	43 21%	-	21 29%	9 22%	14 28%	14 14%	29 27%	9 13%	7 17%	10 22%	16 30%	9 31%	6 30%	9 19%	13 15%	2 8%	6 23%	10 37%	11 17%	11 23%	2 32%
Don't know	2 1%	-	-	2 4%	-	2 2%	-	-	-	2 4%	-	-	-	-	2 2%	2 5%	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q8A. For your household's needs, which would be your preference for TRASH AND YARD WASTE collected each week? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
The 96-gallon cart used in the pilot program, or	142 69%	31 69%	61 84%	26 65%	24 51%	71 70%	71 69%	46 73%	27 66%	32 71%	37 67%	18 63%	15 73%	32 68%	67 77%	28 88%	17 63%	19 71%	42 64%	31 63%	5 100%
			DE													ST					QRST
A wheeled cart about 2/3 the size -- 65 gallons	50 24%	10 23%	10 13%	10 25%	20 42%	26 26%	23 23%	16 25%	7 18%	12 26%	16 28%	10 35%	5 24%	11 23%	14 16%	3 10%	7 27%	7 25%	19 29%	14 28%	-
				CD								o							P	P	
Can't say/Don't know	13 6%	3 8%	2 2%	4 10%	4 8%	4 3%	9 9%	2 3%	6 16%	2 3%	2 4%	1 2%	1 3%	5 9%	6 7%	1 2%	3 10%	1 5%	4 6%	4 8%	-
									hj												

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)



SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q8B. For your household's needs, which would be your preference for RECYCLABLES collected every two weeks? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
The 96-gallon cart used in the pilot program, or	129 63%	34 77%	50 70%	23 57%	22 46%	62 61%	68 65%	46 71%	29 72%	27 60%	27 49%	16 55%	12 57%	29 61%	65 75%	28 88%	21 79%	18 66%	36 55%	25 50%	2 36%
		E	E					K	k						l	rSTu	T				
A wheeled cart about 2/3 the size -- 65 gallons	66 32%	10 23%	19 26%	14 33%	23 48%	36 36%	30 29%	16 25%	10 25%	15 33%	25 45%	12 40%	8 39%	15 31%	21 25%	4 12%	4 14%	9 34%	26 40%	21 43%	2 32%
				bCd						hi							p	Pq	PQ		
Can't say/Don't know	10 5%	-	3 4%	4 10%	3 6%	3 3%	7 7%	2 3%	1 3%	3 7%	3 6%	2 6%	1 3%	4 8%	-	-	2 7%	-	3 4%	3 7%	2 32%

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q9. Based on your experience with the pilot program, would you Strongly Favor The City Moving To The New Collection System, Moderately Favor, Be Neutral, Moderately Oppose, or Strongly Oppose Moving To The New System compared to the former system? (Base: Total Sample)

	AGE GROUP				GENDER	ADDRESS TENURE					HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64		65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Strongly favor moving to the new system	144 70%	31 69%	56 78%	27 67%	30 64%	65 64%	79 76%	43 68%	27 68%	33 75%	39 70%	21 71%	14 70%	34 72%	61 70%	22 70%	18 71%	21 79%	48 74%	30 61%	4 68%
Moderately favor	24 12%	3 8%	8 11%	4 10%	9 18%	15 15%	9 8%	5 8%	6 14%	5 12%	8 15%	4 13%	4 21%	4 7%	9 10%	2 5%	2 7%	2 7%	7 11%	10 20%	2 32%
Neutral -- no difference	12 6%	-	4 5%	4 10%	4 9%	4 4%	8 7%	3 5%	3 8%	1 3%	4 8%	3 9%	1 3%	3 7%	4 4%	-	2 6%	2 7%	2 2%	7 14%	-
Moderately oppose	12 6%	7 15%	1 2%	2 4%	2 5%	10 10%	2 2%	7 11%	1 2%	2 5%	1 3%	1 2%	1 6%	3 7%	6 7%	2 6%	3 13%	3 3%	1 6%	4 4%	2 4%
Strongly oppose moving to the new system	12 6%	3 8%	3 5%	3 8%	2 3%	5 5%	7 6%	5 8%	3 7%	1 2%	2 4%	1 3%	-	2 5%	7 8%	6 19%	1 3%	1 2%	3 5%	1 2%	-
Can't say/Don't know	1 1%	-	-	1 2%	1 1%	1 1%	-	-	-	1 3%	-	1 2%	-	1 2%	-	-	-	-	1 3%	1 1%	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
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 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q10. How long have you lived at your current address? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Less than one year	12 6%	7 15%	4 5%	1 2%	1 1%	4 4%	8 7%	12 19%	-	-	-	-	-	7 15%	5 5%	1 3%	3 11%	5 17%	4 6%	-	-
One to three years	52 25%	27 62% CDE	17 23% dE	4 10%	4 8%	31 31% g	21 20% g	52 81%	-	-	-	9 29%	3 12%	8 17%	26 30% Mn	5 16%	9 32% R	3 9%	20 30% pR	13 25% R	3 64% pR
Four to five years	15 7%	3 8%	9 12%	2 6%	-	4 4%	11 10% f	-	15 37%	-	-	2 6%	1 5%	4 8%	8 10%	3 11%	1 3%	1 3%	7 11%	3 5%	-
Six to 10 years	25 12%	3 8%	16 22% DE	3 8%	3 6%	15 15%	10 10%	-	25 63%	-	-	2 5%	2 8%	10 22% l	11 13% R	5 16% R	7 27% Rs	1 2%	4 5%	8 17% Rs	1 15%
10 to 20 years	45 22%	-	19 26%	13 31%	13 27%	21 21%	24 23%	-	-	45 100%	-	5 18%	2 12%	10 20%	23 27%	10 32%	4 16%	9 34% s	9 13%	11 22%	1 21%
More than 20 years	55 27%	3 8%	8 11%	17 41% BC	27 57% BCd	25 25%	30 29%	-	-	-	55 100%	12 42% no	13 62% NO	8 16%	12 14%	7 22%	3 10%	9 32%	21 33% q	15 31%	-
Refused	2 1%	-	-	1 2%	1 1%	1 1%	1 1%	-	-	-	-	-	-	1 1%	-	-	-	1 3%	1 1%	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
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 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q10. How long have you lived at your current address? (Base: Those responding)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	203	44	72	40	47	100	103	64	40	45	55	29	20	47	86	32	26	26	64	50	5
UNWEIGHTED TOTAL	201	13	54	50	83	88	113	37	32	56	76	36	22	44	73	31	20	30	56	60	4
Less than one year	12 6%	7 15%	4 5%	1 2%	1 1%	4 4%	8 8%	12 19%	-	-	-	-	-	7 16%	5 5%	1 3%	3 11%	5 17%	4 6%	-	-
One to three years	52 25%	27 62%	17 23%	4 10%	4 8%	31 31%	21 20%	52 81%	-	-	-	9 29%	3 12%	8 18%	26 30%	5 16%	9 32%	3 9%	20 31%	13 25%	3 64%
Four to five years	15 7%	3 8%	9 12%	2 6%	-	4 4%	11 10%	-	15 37%	-	-	2 6%	1 5%	4 8%	8 10%	3 11%	1 3%	1 3%	7 11%	3 5%	-
Six to 10 years	25 12%	3 8%	16 22%	3 8%	3 6%	15 15%	10 10%	-	25 63%	-	-	2 5%	2 8%	10 22%	11 13%	5 16%	7 27%	1 2%	4 5%	8 17%	1 15%
10 to 20 years	45 22%	-	19 26%	13 32%	13 28%	21 21%	24 23%	-	-	45 100%	-	5 18%	2 12%	10 21%	23 27%	10 32%	4 16%	9 35%	9 13%	11 22%	1 21%
More than 20 years	55 27%	3 8%	8 11%	17 42%	27 57%	25 25%	30 29%	-	-	-	55 100%	12 42%	13 62%	8 16%	12 14%	7 22%	3 10%	9 33%	21 33%	15 31%	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
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 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q11. Have you ever lived in another city where garbage collection services were different than they are in Omaha? (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Yes	90 44%	20 46%	34 47%	19 47%	17 35%	46 46%	44 42%	31 49%	24 59%	24 54%	11 21%	7 26%	5 24%	21 44%	48 56%	18 57%	17 66%	10 37%	23 36%	18 36%	4 68%
								K	K	K					LM		rST				
No	108 53%	24 54%	35 49%	20 49%	30 62%	54 53%	55 53%	33 51%	15 38%	19 43%	41 74%	20 70%	15 76%	26 54%	37 43%	14 43%	8 29%	14 51%	40 61%	32 64%	2 32%
											HIJ	O	O					Q	Q		
Don't know	6 3%	-	3 5%	2 4%	1 3%	1 1%	5 5%	-	1 3%	2 4%	3 5%	1 4%	-	1 2%	1 1%	-	1 4%	3 12%	2 3%	-	-

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
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 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q11. Have you ever lived in another city where garbage collection services were different than they are in Omaha? (Base: Those responding)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	198	44	69	39	46	99	99	64	39	43	52	28	20	47	85	32	25	24	63	50	5
UNWEIGHTED TOTAL	196	13	51	49	82	88	108	37	31	54	73	34	22	44	72	31	19	27	55	60	4
Yes	90 45%	20 46%	34 49%	19 49%	17 36%	46 46%	44 45%	31 49%	24 61%	24 56%	11 22%	7 27%	5 24%	21 45%	48 57%	18 57%	17 69%	10 42%	23 37%	18 36%	4 68%
									K	K	K				LM		ST				
No	108 55%	24 54%	35 51%	20 51%	30 64%	54 54%	55 55%	33 51%	15 39%	19 44%	41 78%	20 73%	15 76%	26 55%	37 43%	14 43%	8 31%	14 58%	40 63%	32 64%	2 32%
											HIJ	O	O						Q	Q	

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q12. Would your total household income, before taxes, for all persons in your household be...  
 (Base: Total Sample)

	AGE GROUP				GENDER		ADDRESS TENURE					HOUSEHOLD INCOME				ZIP CODE					
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	205	44	72	41	48	100	104	64	40	45	55	29	20	48	86	32	26	27	65	50	5
UNWEIGHTED TOTAL	203	13	54	51	84	89	114	37	32	56	76	36	22	45	73	31	20	31	57	60	4
Under \$25,000	3 1%	-	-	1 2%	2 4%	1 *	2 2%	2 2%	-	1 1%	1 1%	3 9%	-	-	-	-	-	-	2 3%	1 1%	-
\$25,000 to \$49,999	26 13%	3 8%	6 8%	6 16%	11 23%	9 9%	17 17%	7 11%	3 8%	5 11%	11 21%	26 91%	-	-	-	-	2 8%	2 8%	15 23%	7 14%	-
					bC																
\$50,000 to \$74,999	20 10%	3 8%	7 9%	4 10%	6 13%	10 10%	10 10%	3 4%	3 7%	2 5%	13 23%	-	20 100%	-	-	2 5%	1 3%	3 12%	9 14%	6 12%	-
											HIJ										
\$75,000 to \$100,000	48 23%	14 31%	15 21%	7 18%	12 25%	20 20%	27 26%	16 24%	14 35%	10 22%	8 14%	-	-	48 100%	-	3 9%	11 42%	7 24%	17 26%	11 22%	-
									k								P				
Over \$100,000	86 42%	20 46%	42 58%	16 39%	8 17%	49 49%	37 36%	31 49%	20 49%	23 53%	12 22%	-	-	-	86 100%	25 79%	12 46%	11 41%	17 27%	17 35%	4 68%
		E	dE	E				K	K	K					QRST					s	
Refused	21 10%	3 8%	3 4%	6 16%	9 18%	12 11%	10 9%	6 10%	1 1%	4 9%	10 18%	-	-	-	-	2 7%	1 2%	4 14%	5 8%	8 16%	2 32%
				C	C						I									q	

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
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 Lower case letters indicate significance at the 90% level.

(16191) (th)

SCS OMAHA WASTE PILOT TEST AREA FOLLOW-UP STUDY - APRIL 2017

Q12. Would your total household income, before taxes, for all persons in your household be...  
 (Base: Those responding)

	AGE GROUP				GENDER		ADDRESS TENURE				HOUSEHOLD INCOME				ZIP CODE						
	Total	<34	35-54	55-64	65+	Male	Fe- male	<3 years	4-10 years	10-20 years	Over 20 years	Less than \$50k	\$50k- \$75k	\$75k- \$100k	Over \$100k	68114	68122	68127	68134	68144	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
WEIGHTED TOTAL	183	41	69	34	39	89	94	58	40	41	45	29	20	48	86	30	26	23	60	42	4
UNWEIGHTED TOTAL	176	12	52	43	69	77	99	33	31	50	61	36	22	45	73	27	19	26	53	48	3
Under \$25,000	3 1%	-	-	1 2%	2 5%	1 1%	2 2%	2 3%	-	1 1%	1 2%	3 9%	-	-	-	-	-	-	2 3%	1 2%	-
\$25,000 to \$49,999	26 14%	3 8%	6 8%	6 19%	11 28%	9 10%	17 18%	7 12%	3 8%	5 12%	11 26%	26 91%	-	-	-	-	2 8%	2 10%	15 25%	7 17%	-
\$50,000 to \$74,999	20 11%	3 8%	7 10%	4 12%	6 16%	10 11%	10 11%	3 4%	3 7%	2 6%	13 28%	-	20 100%	-	-	2 5%	1 3%	3 14%	9 15%	6 14%	-
\$75,000 to \$100,000	48 26%	14 33%	15 22%	7 21%	12 30%	20 23%	27 29%	16 27%	14 35%	10 24%	8 17%	-	-	48 100%	-	3 9%	11 42%	7 28%	17 28%	11 26%	-
Over \$100,000	86 47%	20 50%	42 60%	16 47%	8 21%	49 55%	37 39%	31 54%	20 50%	23 57%	12 27%	-	-	-	86 100%	25 85%	12 47%	11 48%	17 29%	17 42%	4 100%
		e	E	E		g		K	k	K						QRST					QRST

Comparison Groups: BCDE/FG/HIJK/LMNO/PQRSTU  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

(16191) (th)



**Attachment C**  
**Verbatim Responses**

Q1A

## Too large

It would be impossible to have two cars in my garage. They are rather large and difficult to push out. Not real mobile. I know that I can get a smaller size.

"The containers are so large. In our neighborhood, we can't have visible containers. Our garage is not able to hold one of cans. I had to put can outside." "When we have strong wind and it is not all the way full, it will blow over. One time it filled with water and was difficult to tip over."

The garbage containers are just to big. I like the recycling and how they pick up every 2 weeks. none they containers are very large, it's bad to find a place to store them in the winter. It is hard to put large garbage that doesn't fit into the bins. couple of times we had to wait a week to put more out. occasionally we had so much yard waste last fall, we had to wait a week to put it out. We have a covenant that says the bins must be stored away out of sight from the street either behind the garage or behind the house. In the summer this is not an issue.

They're way too big and also since they are way too big when the recycling bins fell over there was twice as much stuff blowing over. They blew over and the lid didn't stay shut and there was a lot of recycling since it's every two weeks. Couldn't fit in the garage. way too big for our needs.

I can't empty my yard bag from my lawn mower cause they're too tall and I live in Keystone where there is lots of yard waste and it's too big for me to get to the curb. "I need more trash cans spring and summer, ones that I can handle. When I don't need that many I can't fill, it takes all moth to fill it. It's just me. It will stink in the summer. Too big to hide them."

"I live alone; those carts are huge and they are too big to put in my garage, if I do I don't have room for 2 cars" that's about it

First it is a big bin and it is not easy to move when the weather is bad. The bin is way too big. Yard waste was restricted to 6 bags if you are on the program and if you weren't you could put out 12 bags. I did not think that was fair. it is the same with recycling. It is too big. I feel like I recycle less because I throw it in with the waste because of the pick up every two weeks.

"The carts are too big, the size does not allow them to be put in our garage" The lids on the can tend to blow up in the wind - and collect rain and snow

the carts for recycling are too big. We cannot fill them up. the size is not big enough for yard waste. We haven't even started yard clean up, the bin is already full, and we will be using more than the 3 yard bags as well. In the fall we used more than that

they are huge and I couldn't store them in my garage. another thing is you pick up recyclables one week and another week it isn't. Hard to remember what is recycle. Another time I had to call because they didn't pick up recycling. I am not happy with the program. They don't pick anything extra unless in container. I had twigs in boxes. Another management company I had did pick it up.

The carts are too large. They are hard for me to handle. We have two cars in the garage and hard to store because of the large size of the carts. Really had to struggle to get into my car because of them being stored in there.

I didn't like the size of the tubs the new tubs are just to big.

They are too big - both storing and hauling them The collection on the recyclables only every other week

"The space for them, they're big and bulky and if they won't take other garbage if you have it set out like if you didn't have enough room in the can, they won't take it." "It misses the truck the garbage goes out all over and they don't pick it up. If it doesn't all fit, they won't take any extra bags. I have a family of 8 so I have a lot."

The receptacles are too large for my garage "I have to leave them outside; because they are so large I can't leave them in front, I have to leave them on the side. Collect trash in small bin in my garage then I have to dump it in the big one"

They are too large; people have no room for garage and they sit in front of 300-400 thousand dollar houses. Too big for me to use; I have to load and haul Top of truck is open and stuff just flies all over the cart system is so large you can't fit it into your garage. I have 2 cars in the garage and i can't fit my cars and the bins in the garage at all. I have to wheel them into my side yard to store them. when the trucks come an pick up the bins and set them back down they are gouging the burm between the sidewalk and the curb.

The big carts do not fit in our garage so they have to be on the side of our house. Our house is on a slope so it is a safety hazard. We have to collect inside our garage and before pick up day, we have to bring the carts up and transfer everything. In addition, the carts are very heavy. The size is overbearing because we can't keep it in our garage. With the weather being bad several months of the year, it is really a safety hazard for us.

## **Hard to get everything in there**

We don't need that big of a recyclable; the old one was totally fine The large one for trash, you have to mix trash with yard waster. 70 bags of clean-up for leaves, they limited it to 6 bags. They said keep our old trash cans, no room in the garage.

"the limit of the carts themselves. The rules say 1/2 dozen lawn bags. I need to have that lawn bag restriction increased. We had to get another cart, so now we have 3 carts. So now I have to store 3 of them. If it is an intense time of year, I can have a maximum of 40." "a few weeks out of the year this is a problem. The bins are enormous. somewhere between 96 gallon and the smaller one, would be right for our needs."

I have to get everything in there. If I have extra stuff then I have to wait until the next week. After cleaning house, I have more stuff than that would hold. I am 62, sometimes I have to use a sledgehammer to break things down and get in there .

I am very disappointed in the leaf collection for the fall. The neighborhood I live in, there is very many and huge trees. I have a lot of leafs in the fall, better than twenty paper bags that we put out at the curb. They only take six at the time. I have actually voiced my concern with the city as well in the fall about the yard waste pick up. I don't put a lot of garbage out, I usually only put one bag in the container. I am also dissatisfied with the containers are extremely large. We are in the pilot program and the people leave them out in the front drive because I am sure they have nowhere else to put it. It makes our neighborhood look cluttered and less appealing.

"It seems like on the days we are able to recycle, the cart isn't always big enough. We could have got another cart during holidays when we had more trash. Also having yard waste and garbage. We do a lot around the yard and in the house and it doesn't seem like enough space to even be able to throw out six bags out for yard waste." "Everyone is doing yard work and it is a pain to have that stuff sit around. To go back to recycling that stuff and having omagrow, it cost more to do that than the city is budgeted. Why not do it because we have the yard waste and people are willing to do it. The containers are huge, they don't fit in the garage with cars. We had a decent winter so I didn't have to kill myself too much to get them to the curb. For older people, it is sometimes a hassle to drag that out to the curb."

## **Don't like recycle schedule of every two weeks**

"It seems like I'm unable to leave much trash out; every other week recycling, it would be nice to have weekly recycling; unable to store carts in garage" "Through automatic collection, I've noticed a lot of trash in the streets. When they dump the trash; a good amount comes out. My neighbors have the same problem"

I don't like the recycling option every 2 weeks and the recycle bin gets to full then it gets too heavy. The durability of the trash bin. I had a wheel fall off and we had to make 4 phone calls to get them out to fix it.

Carts not durable

The second week, the can cracked and we called the 800 number to get a new one. They never sent a new one. When they set it down it cracked. One can is not enough for the garbage and yard waste.

Need a second one

I am dissatisfied with the yard waste pick up. I either have to get another bin or buy the regular yard waste bags. I don't think we should have to pay for a 2nd bin to use either. occasionally the wheels have fallen off the 96 gallon bins.

### **Need to allow more than 6 bags**

"Yard waste pick up, limited to bags-if higher or no limit I have no problem; leaves coming down. Entire driveway with 40 bags, our entire neighborhood has the same issue - and recycling every 2 weeks; although it looks like you have a bigger container, it's easy to go over that and no other options, before we had the green bins or cardboard boxes under the green big flat, now you have to store for another 2 weeks" "Carts complimentary but garbage men aren't good with them - they have broken the cart, lack of carefulness"

It appears the new cart system doesn't allow more than six yard bags out. I had a clean up last year and can usually put twelve or fifteen bags and they would take them all. This time they only took five or six at a time. It took three weeks to get rid of my leaves last year. Something like a door that is longer, they wouldn't take it. They just left it there. In the past, they would take that kind of stuff.

I do not like how they are doing the yard waste at all. 6 bags in most areas especially in the fall is not enough. I think it should be recycled anyways. I am the only the person in my household, so I don't need a 96 gallon bin for trash and the bins are hard to store in my garage because they are so big.

Q2A

## **Too large**

The size of the container. We used to be able to pick the size of the container or use the bags.

the same thing I just said- hard to store bins and large items are hard to deal with

With the largeness of them, they're unwieldy. They're just such a large scale. No, just too big for two people.

When we take out our trash, we have to take the vehicles out of the garage and that is inconvenient. The carts are really large. If there is a lot of trash, we have to keep it for the next week. I noticed a few of our neighbors were having problems with the carts breaking. Because when they dump them, they drop them and the wheels fall off. Ours didn't, but I just thought that's terrible because they are expensive.

Too big. They're too big for everything. "I wish they'd come and get them, I can't get my yard waste in them unless I stand on bricks and I don't use the recycle so it's just a big one."

I live alone; those carts are huge and they are too big to put in my garage, if I do I don't have room for 2 cars" that's about it

"They are such a size that we are not supposed to put them in the street, they will not stay stable in the yard so we end up blocking our driveway looking at the city as a whole, he doesn't know how the automated truck system will work in areas where there is more parking on the street - downtown; he used to live on 72nd, the trucks will have a harder time maneuvering" We're supposed to put yard waste and garbage in same can-4 bags for yard waste. that is not sufficient

I had more control over my trash before. I put out a small bin every week. For the recycling I cannot fill up a 96 gallon bin in a month or 6 weeks. So I am storing it, in the bin in the garage until I fill it up, I'm not dragging it out for a couple of things. In the summer, it will probably smell. with the trash, it was easier to set out in the plastic bags. And the yard waste does not work at all in my estimation.

they are too big. for a person my age, 69, the carts are huge and don't store well inside. they need to pick up any trash as long as they are in trash bag or boxes. other company I had did that. I didn't have Omaha till I moved. I know there was complaint in the world Harold when they first started. smaller and pick up at the same time. recycle and regular pick up the same time. hard to remember for people. need to pick up anything left out in bags or boxes.

It seems like I'm unable to leave much trash out; every other week recycling, it would be nice to have weekly recycling; unable to store carts in garage" "Through automatic collection, I've noticed a lot of trash in the streets. When they dump the trash; a good amount comes out. My neighbors have the same problem"

The size - I can't store them in my garage; I don't like the every other week pick up on the recyclables "My can broke; we called, I ended up fixing the can myself - they said 5-7 days"

The size of the containers, the fact we can't keep in our garage and is a safety concern. My husband had to mount a light on the side of the house so he can see and doesn't fall. The first week we had the carts, the whole axle broke on one. He had to drag it with no wheels but they did fix it. They are not the easiest things to maneuver. If you are twenty or thirty years old that would be okay but in our age bracket, they are very cumbersome.

"My challenge with it was the size, no where to put them, they're too bulky." That's it.

## **Hard to get everything in there**

We don't need that big of a recyclable; the old one was totally fine The large one for trash, you have to mix trash with yard waster. 70 bags of clean-up for leaves, they limited it to 6 bags. They said keep our old trash cans, no room in the garage

you get 1 96 gallon cart for your trash and a 96 gallon cart for recyclables and with us cleaning out our garden that 96 gallon cart is not working out. when I use the brown lawn bags I am able to use as many as I want but with the 96 gallon cart they just come and empty the cart and don't take the brown bags.

## **Don't like recycle schedule of every two weeks**

I feel like having the big container for recycling that is collected every other week. Not that it gets full, it is just picked up only every other week. It doesn't need to be every week for recycling but the container sits around for two weeks before getting dumped.

### **Need to allow more than 6 bags**

Yard waste pick up and recycling stated previously that's it...see 1a  
Limitations on how much yard waste you can throw out.

### **Won't take anything extra not in the container**

"Just again, not picking up excess trash, the size of the containers are too big and bulky. They won't pick up what falls out." Not had those problems of not enough room or picking up trash that falls out.

### **Other**

They used to show up first thing in the morning and now they come get them really late in the day. I like to get it all taken care before evening. The bins are just big.

I thought of one other thing that concerns me, I know people throw live puppies and kitties; they don't take them to the humane society. Checking the garbage before it goes in nothing else

Q4A

### **Weight/too heavy/too big**

"I'm still young - that carts pretty big, if it gets full I won't be able to handle it"

"Too big, too heavy, too much hassle."

I could not load them in my yard, they were too heavy to get to the curb

Mainly the height of the cart and not easy to tip back and if they fell over, hard to pick back up.

my elderly neighbors are struggling with their bins. It's too big for a lot of them, I've had to help them get them to the curb.

The size, they are just cumbersome. Even with the wheels, they don't move that easily. If I lived here alone, I don't know if I could maneuver them.

There too big and in bad weather they are tough to move.

they are cumbersome. they are big and bulky to move around.

They are way too big. Hard to move around.

Weight when full.

### **Hard to maneuver/handle**

As long as you're on a hard surface it's okay but if you get in to the grass they don't roll very well.

I don't know how you can change that. I'm elderly and they are hard to move. I could do with smaller carts

I keep them in my garage against the wall; I have to struggle with getting them pointed the right way before I wheel them; you have to be back behind the handle to get them to move

the way i have to be able to turn the carts but the carts have a solid axle so they don't turn independently so the problem is if you have to turn the cart the wheels either get ruined or break.

They are hard to push.

### **Other**

We live in a housing association and they have a rule that there is no trash cans to be visible and we don't have room in the garage so we have to drag them threw the yard an they are awkwardly heavy. Having issues with finding proper storage for the containers.

Q4B

## **Not big enough for yard waste**

We have a large lot so when I come for leaves we don't have enough room. only take 6 extra bags on top of  
You don't have enough room for yard waste

Yard waste, we would need additional ones during the summer time.

We have a large yard and when we have to put the yard waste in the container, I requested an extra bin. I have  
When you have to put the yard waste in there, there isn't room. If it's just garbage, there's not enough room.  
It's a little bit under.

With the lawn waste going in there, there is not enough room.

"Not large enough - kind of hard to cram the last couple of bags in, in the past we could leave 1 or 2 bags out"  
the capacity of the yard waste tubs are not large enough for our needs.

In regards to the yard waste, the bin is not big enough for yard waste to be in with the trash. I have a lot of yard  
When it comes time for yard waste. 96 gallons will not be near enough room. It is not unusual for me in the fall  
The yard waste takes up a lot of space. That is only a couple of times of year we have a lot of yard waste we have  
It's not just for garbage, it's for both. You can't get all the sticks out of yard and garbage in one container.

With the yard waste I need more space. I need an additional container.

I have enough room for garbage, but not enough room for yard waste. I don't want to bag stuff

When you have lawn bags - the lawn bags only a couple fit; if we left lawn bags out they don't get picked up

"So far I have managed, but I have a lot of trees in my yard; if I get big limbs down it'll never make it; I don't try  
You have to do the yard waste too. Not enough room. If we didn't care and the yard was bad or we let it pile up.

## **Too big**

Way too big for just two people.

too big for me. I'm 5'4 140 lbs. and I can't just wheel it around.

It is too big and too much.

"That has to do with the containers being too large - there is enough room, but the container is too big"

too big for my weekly needs.

Too big. Anything under 96 gallons. 50 maybe. i had a 33 i used for the other ones before I moved there.

It is too large for two people.

It's too big

We have a trash can holder built on to the house and these cans won't fit in it.

if it's just for a family of 2 there is too much capacity however it's doesn't have enough room for household

"They're just bulky and there's just the two of us, we don't need it that big."

## **Need a second one**

You would like a second one.

## **It's more than I need**

WE just don't have enough garbage to put in such a big container.



It's much more than I need

i put the trash out about every other week or every 3 weeks depending upon how fast we fill it.

### **Won't pick up lawn bags left out**

Not satisfied they don't take enough and they have to paper sacks

### **Other**

I would recommend put the recyclables out each week. I put a lot of stuff in there. I have as much recyclables as

### **Nothing**

it was sufficient for the weekly

Q4C

### **Not big enough**

Sometimes it was not bigger. If it was full, we would just wait for it to be dumped and fill it back up when it got  
"Not enough space, space not adequate for 2 week pick up"

We filled our container after one week and we are having to cram stuff into it.

I have talked to others about this. If it would be every other week I need to stick what we have. But every 2  
It is just not big enough.

It is not big enough. Every time we have extra stuff that doesn't fit in. I would like more or larger containers or  
The recycling was only every other week. We collected way too much. We recycle a lot so it wasn't quite big  
the bin is not big enough we didn't recycle before but now that we have the bins we recycle everything.  
it's not enough space for 2 weeks.

I had to smash it down to get it all to fit

At Christmas there was not enough room. I have to dig and repack it to make room because it is not the week it

### **Needs to be weekly collection**

It's not the size of the container it would be better to have it picked up more often.

I would like a weekly pick-up. I could recycle more that way. Right now I am recycling the same amount.

At least a weekly pick up would be nice; going 2 full weeks stretches it bit

### **Too big**

Way too big

Too big and only picked up every two weeks so a lot of accumulation if it falls over and blows out everywhere.

Too large for us. I don't need one that large. Everybody seems to leave these bins outside.(my neighbors)

It is too big and too hard to manipulate.

Same situation - plenty of room but the container is too big

too big for my use in 2 weeks

It is much larger than what I need. I just don't generate that much recyclables. I am a single person household.

It is too large for two people, same answer as before.

"It's also too big, and it should be picked up weekly"

"Same thing, big and bulky and it won't fit anywhere out of sight and our old cans fit in the thing that was built to

Too large; two-week pick up is fine

It was the inconvenience of it. We don't have that many recyclable to have such a large container unless we are

"Also, big bulky container, don't need it that big."

### **Need to take glass**

I like glass to be included.

### **Other**

I don't recycle.

Q4D

## **Not enough room to put together**

We have a very mature neighborhood so there's a lot of leaves and limbs. I've had plenty of weeks with 6 bags plus the 2 containers and that was with asking for another container.

Not a lot of space, not enough space and going to the landfill.

All our trash doesn't always fit we have a large family so trying to put trash and yard waste together in the same container was an issue.

Not enough room for both items

It would not be big enough. I would need 2 if not more. I did request another one for trash and received it

the weeks when i can't get all the yard waste in one bin i would need 2 bins.

Just our trash fills it mostly the way full. After mowing the yard, I have 4 - 5 bags of grass clippings, so the bin is not large enough to handle that. If I was not allowed to have the bags, there is no way we could get our clippings out of here.

It's not big enough for the yard waste; I have more yard waste than space

having to put yard waste in the trash container, is just not enough. Especially during Spring, summer and fall, with branch clippings and grass etc. We are almost full with trash each week without putting in the yard waste.

That is the only thing I don't like about it.

Not enough room to fit the yard waste in there. Before, it was branches and bundles up to five feet and they weren't taking them.

It is not sufficient during the summer time having the one container.

It is more than you can only put six bags of yard waste out, there is not enough room, especially in our neighborhood which they should recognize by our zip code.

It is not realistic in a neighborhood with trees leaves and only allowing 6 bag not fully realistic

That was the one time we needed the bigger can, when we had yard waste and trash. They said we could use the paper bags but those get wet and aren't as good as a can.

The yard waste in the fall when it started was way too much for the 96-gallon. We just had way too many leaves.

There needs to be more room for yard waste.

Just quantity

It is just that the yard waste takes up so much space so I don't have enough bins to put the yard waste in. With the sacks, you can put as many as you want out and with the bins I am limited to how much it could hold. I would like to have the ability to have more bins.

The yard waste, two bags of leaves fills up the whole thing. One of those eliminates the other so there should be a separate container for yard waste and trash. The yard waste should be composted. We believe people should be penalized if they don't recycle.

not enough space for yard waste

It all doesn't quite fit in the same bin.

It is a problem with the yard waste. It is just part of the year with leaf collection. No way you can collect all of your leaves and put them in there with your trash and I did get two containers for that reason. I don't have a problem with mixing them. Just a problem with being able to dispose it all. That one container won't work for anyone with yard waste I don't think.

There is not enough room and the smell is worse. Most of my household trash is already in bags. You throw wet weeds or grass in there, makes the container smell pretty bad and attracts more flies that way.

I could put yard waste but not enough room. insufficient for me. my son had to take it and dump elsewhere because not enough room.

How often do you have 1 bag of yard waste. Not ever. They only pick up more bags at 8 bags per time. Not enough room.

Just not enough room for both; because of dimensions for trash and yard waste

There's just not enough for both in the same container.

i don't have a problem with mixing them its not being able to have enough room in the fall/spring to fit everything in there together.

I did not have room for my trash after putting yard waste in the bin. Currently, I am Holding back some yard waste until the next collection time.

last year I had 33 bags of yard waste. Bushes that I cut down also need to go into the container. Not sure how this is going to work this fall, spring and summer. Probably won't be enough room. It's probably a money thing, but I would like another container for the trash and yard waste.

not enough room to hold both. when having a good size yard, that is not enough room , even with the added 6 bag limit. I think yard waste needs to be recycled.

most of the time i have extra cans to put my yard waste in and it use to be 2 or 3 cans and I'm pretty sure with putting my yard waste and trash in the same container there wont be enough room especially in the fall or when I'm trimming the bushes.

We have a lot of trees. Not enough to put 5 to 7 bags out.

We produce yard waste; it's not going to fit. I don't want another one either

Not enough room

"Because there isn't enough room for all of the trash, the size is too small."

it's also not enough space especially when it's the middle of summer. It's enough room for trash but not for both.

there's certainly not enough capacity for my household.

Not enough space to do that.

It is impossible to do. We are cleaning the yard up and can't fit both the trash and yard waste in the bin.

There's not enough room

"Not enough room, we live in area that has all kinds of trees; we had 14 bags that one time"

The yard waste takes up too much room. We can only 4 to 6 bags out. I had 20 bags at one point. Spring and fall seem to be months that it seems to be worse. And prefer yard waste to be recycled like a composte.

Not enough room in the can especially during the Fall.

not enough room

"Yard waste in the summer time will make the can overflowing. We have a big yard, there will not be enough room. To have a third can, we would not room to store it."

I would have to say the size of the container is not big enough for both the trash and yard waste. I also wish they would compost the yard waste.

I don't like that. It is not enough room for both.

## **Yard waste should be composted/recycled for environment**

We personally like the yard waste being separate, we are big into omagrow program and supporting them. It is organic and it is a big loss to see it go. So I don't like the fact it is going away. I like to see what came out of the ground to go back into the ground.

Yard waste should be recycled like it used to be. It doesn't need to be put in the land fill.

What would be the purpose of recycling, if they were both in the same one

I'd like to see the grass recycled. come spring time there probably wont be enough room for the trash and the yard waste in the container.

I would like to see more of the recycling of the yard waste.

I like the old system where the yard waste was taken by OMAGROW. I don't like the fact that the yard waste goes to the landfill.

I'm a gardener i believe everything we have should be composted.

I don't think yard waste needs to go into landfill. It should be up to each individual person to decide that. Some people over use and some not at all. The weight being hauled all over the city on trucks is not necessary.

yard waste is really suppose to go somewhere else and trash is trash. Sometimes we have a lot of yard waste so we called and got a 2nd container. If yard waste has one container then the bag limit should not be minimized to 6 bags because there is a getting use to period and Omaha has special considerations like lots of leaves in the fall walnuts and the older neighborhoods need more bags. So no bag limit.

I would prefer them to recycle the yard waste.

It is my concern that the city is not composting.

Just that landfills don't need the yard waste.

"I prefer that yard waste be recycled, that limbs and things could be ground up into compost."

## **Prefer separate**

I would like to be able to separate them. They decay separately. To help the environment, prefer them to be separate.

I prefer to put it in separate containers. It's just makes it simpler. It's being recycled. I don't have the confidence that it's actually being recycled.

I don't like the yard waste mixed in with the garbage

I just like the idea of being separated. For the people that do their own yard feel like it may not be big enough to handle 7 or 8 bags of leaves.

Just that I believe that they should be separated. for The sake our ecology and our planet.

I just don't like the way it goes into the container. You have the grass clippings and waste together, I just don't like that.

"I don't care for that - I'm satisfied with what you're doing so far We have mostly limbs, used to tying them up and laying them on the side instead of trying to get them in the container. I could never get them in the container. Too many leave in spring and fall, everything won't fit in the container"

I wish we didn't have to put yard waste in with charge; I wish we could keep them separately

"Considering we did it over the winter, we didn't have yard waste so I'd be against that. I'm used to doing yard waste separate"

## **Hard to maneuver**

I can't lift my yard waste from my mower up into it.

It is hard to move container around the yard. I think they should be separate. Waste and yard waste should be entities and they do effect the climate.

It makes what is already a heavy container and cumbersome, that much more heavy. It can get pretty heavy with yard waste in it, we haven't got to that season yet. I think that would be even more difficult to move them.

Q4E

## Won't fit in garage

It won't fit in our garage. We have a standard two car garage now they have to sit outside.

Not enough room in our garage for the large containers.

We have no room in our garage for them and the home owner association doesn't like them to be placed on the side of the house or have them showing.

The bins being too big for the garage when we park our 2 cars inside.

I got no room in the garage for it

Won't fit in our garage.

not having the amount of room in the garage. Our neighborhood Assoc requires us to store them inside.

The size of modern garages are so tight that it's hard to get them out. We can get them out, but when both vehicles are both in there it's hard to get out.

"too big to put in my garage which was built in the 60's. Also my neighbors can't put them in either. I have made room because my kids are gone. But I see those yellow lids all over the place because people are not storing them out of site, no room."

They are too big - I can't put them in the garage

They are big and take up a lot of room in the garage.

They are too big to fit in our garage so we have to leave them outside. They are well covered so that isn't so bad.

they are big and bulky and take up a lot of room in the garage. I am not putting them outside.

They won't fit in my garage so I have to keep them outside. I don't have a driveway that has a place to put them.

They are sort of in the road of the vehicles.

they don't fit in my garage. too big and don't look nice outside. one is green with yellow top is for recyclables and black for regular.

"2 car garage it's a tight fit; if any extra stuff in the garage; everyone leaves them out, because they don't fit in their garages"

there too big to be able to put in my garage so i have to go threw my yard to put them behind my garage and drag them to the curb or to put them away.

it is really hard to fit the bins into my new garage. our neighborhood covenants, say we cannot store them outside to be seen. It is difficult to haul our garbage from the back yard all the way to the curb. the covenants say we can store them in the backyard, but we have a walkout back there and it is just not convenient. there is a steep climb to push them all the way up and then to the curb.

my old cans i could fit in the garage and with the new tubs i have to leave them outside and I'd like to be able to put them in my garage but they are too large.

We had to make a lot re-arrangements in the garage for that. we don't store them outside. It is probably in our covenants for the bins not to be seen outside. It is Not appealing for the street. we have a nice neighborhood, and I hate to see garbage bins all over , i don't like to see that

there so large and that green color really sticks out in the past we have stored them in the garage but with them being so large we are having to store them behind the house and i wish they were a different color so they didn't stick out so much in my backyard.

They won't fit in our garage. We have to leave one of our cars out to do that.

Did not fit in my garage.

"Just the size of them - in a garage they are too big 2 car garage, to sit on the side when you pull in. They have to be put in the backyard on the patio"

"I would say I am partly satisfied but only having two containers. You can't put them in the garage. They are too big to fit and if winter would have been bad, would have been a pain to drag them through the snow. If we did have them sitting by the end of the driveway it just wouldn't look right. Might as well have a couch out there."

## **Too big**

The size is too big. To have 2 containers is very difficult and we have to store them in our garage.

They are gigantic.

They are large and take up a lot of space in the garage

They just are really large

The containers are really big and my garage is already really full.

They are just big. It takes up a lot of my garage.

They're bulky and they take up a lot of room in the garage.

They are the size of a Volkswagen they take up A LOT OF space.

They take up a lot of room. I've got a 3rd car garage that I have to dedicate one corner of for the 2 bins.

They take up footprint wise more space than the previous garbage cans that we used personally.

They are very big, and I have to park differently in my garage to make room for them.

They are too big

The size of the containers, the bulkiness. They are too hard to fit in your garage so they are all stored outside.

People have them out front in the neighborhood visible from the street and doesn't look very appealing for the neighborhood.

I think they are larger than what our household needs

They're pretty big; I've gotten used to it. They fit in my garage okay; I would recycle one smaller

## **Covenants state containers must be kept out of view**

Unless you have a cement slab and a censor you can't store them on the side of the house and we only have a 2 stall garage so we don't have a place to conveniently store them. If I was a single older woman alone there is no way I'd be able to drag them across the grass.

"My neighborhood has covenants; can't put them outside, don't have a good place to put them. My garage isn't big enough"

Our rules say that other than collection days; you can't leave them out in view

## **Eyesore to be left outside/people leave in view**

They wind up being outside; they are not attractive containers - they don't enhance the visual appeal of the house. They are just ugly

Wife not going to go outside to the area where we have to keep trash can; I keep the receptacle half the size in the garage

## **Difficult to find storage space**

That's where they're so huge and bulky there's not a good place to put them and then out in the open they're kind of an eye sore.

Too big to store

Not able to store in the place that was built for the cans cause they're too big.

Too large to store, I had to hide them in my yard; too big for my garage

with them being so big I have to store them in my side yard and when it starts getting hot out it's going to start smelling and I'd like to be able to put them in my garage but they are too large.

I just don't really have any place to put them. They have to sit out in the open, they are more visible.

They're too big to store.

## **Other**

I did not use those containers.

**Nothing**

None

"I have a lovely place, my house comes out a bit from the garage, and they fit in there beautifully"



Q4F

### **More information (unspecified)**

"I had no information, so not satisfied."

a little fuzzy. I think there was something published or literature, like no Styrofoam. I'm not clear on what goes where, I need more information

### **Other**

"We had plenty, they dumped this on us, but if you weren't at the meeting you would be screwed."

I maybe just didn't get a pamphlet or I lost the pamphlet. The recycling needs to be in half and the other one needs to be for yard waste and trash.

More specific information. Elaborate on instructions on lids. More specific on yes and no's.

they gave us orange bags and I was not sure what they were for

I have no idea where to get information from, no website or anything. They should put the website on the garbage containers

### **Nothing**

i am satisfied.

I'm okay with it

Q4G

## **No latch/wind flips it open**

When the wind blows the lid flops up and last week we had a wind storm and it knocked all the garbage containers over we had garbage all over our neighborhood.

the lids would blow open when it was windy and trash would still blow down the street. But not as bad as it used to with the old system.

The theory was good but lids stay on but don't stay shut so if there are two weeks of recyclables, there's a lot of debris to blow around.

We still had debris in our street and yard that I had to pick up because the lids would flip open. They didn't seal well.

The lids fly up and then they get rained in.

The lids blow up while they are waiting to be picked up; and the trash blows out

in a strong wind the tops can flip open and expose the contents to blow out the container and with strong enough winds it can blow the whole container open. the lack of a latch on the lid there's no way to secure it.

## **Still blows over**

"There is no perfect system, but even these containers tend to blow over. They are not a total solution. This is a better solution for recyclables"

## **Still debris when they dump it**

"We still had debris. When they dumped it, stuff still got out."

The lids are nice and heavy; prevents it from blowing open. When the collection occurs loose garbage

"the debris has increased in my neighborhood. when the truck would get the trash, it would blow out of the back of the truck."

I don't know if it's just during pick up maybe stuff flies out when they're dropping. I've noticed stuff in my yard.

## **Other**

If rain on pick-up days; the debris and recyclables get left behind; blow in the street

I like the fact the lids stay on; but again there is not enough room to put the yard waste

Still having same amount of debris. It is not making better.

"The lids don't shut if you have a lot of trash, the bags fall out. We had a bag that didn't fit and the neighbor called the City because it fell out and they didn't like that."

## **Nothing**

I was very satisfied.

Q7

## **Lids/cover on cans**

with the recycling bin being able to just throw everything in the container and having the lid on and not having to worry about our waste blowing in the neighbors yard. the additional items that can be recycled. we were given orange bags and a list of additional items that we are able to recycle.

Well the lids are always on. You don't have to chase after the lid or the cart because they are heavy.

The trash doesn't get all over. People put the trash out the night before and with the lids we aren't having issues with animals getting into the garbage cans.

the trash does not fly over the streets. they do a pretty good job, no complaints

The only thing I like about it, is the lid on the trash can That's it

The lids being attached. The bigger sizes of the containers.

the big card, with lid over it, so debris is not flying out over the neighborhood I never recycled before and now I am all the time.

that you don't have trash collectors throwing trash cans all over. The truck sets it right back down that's enough

perhaps the lidded container and not having to worry about animals getting into the garbage when I put it out night before. The protection the bin gives.

it contains the trash better. It doesn't fly around the neighborhood.

I like the garbage cans are easier to take out with the lids attached to them.

I like the fact that the recyclables are lidded and people are not going through my recyclables like they used to. I used to put my recyclables at the curb such as newspapers and other things and people would go through my things, and sometimes take things.

I like the fact that the recycling is contained. we use the green bin from inside the house to dump into the new bin. I like that the carts are bigger and heavier. animals cannot get into the new trash bins like they did before.

I like the fact that the new bins, eliminates trash and recyclables blowing around the neighborhood from the wind. I like the tops on the recyclables. I used to have to weigh down the small bins with something. It is easier to get the bins to the street. They are easier to wheel around as opposed to lifting them before.

I like that the bins have a lid on them and we can wheel them out to the curb. all is contained in the bin, and after a strong wind, they don't blow over. nothing blows around and gets in the street. everything is more secured.

i like that it's contained in one bin with the lids on them to keep the animals out of the trash. It's easier to have one big can than have numerous little bins.

I like that I can recycle everything because I can close the lid.

I Like recycle covers and eliminates waste going around the neighborhood and the containers blowing away. They are timely picking them up.

I don't have trash blowing all around the yard. It is not handled by people and it is done by machine. It seems very efficient- they are here and gone before you know it. It seems less expensive way to handle garbage.

Containers are enclosed. They close so things don't blow all over the neighborhood. It did save room putting everything together.

"I guess it's not all over the yard, keeps it more contained." Can't think of anything

## **Need for fewer cans**

You don't have to drag individual cans out and they aren't blowing around the neighborhood. It is nice to take 2 containers to the street.

We have fewer trash cans with the new one. Less to take out. Heavy lids and don't blow around and don't get lost. I bought other trash lids with other cans. Previous ones could only buy a few. A few lids broke or trash guys were hard on them and break off. Better than previous. That is about it. Not much more. Easier to wheel out and fewer trash cans to take out. trash doesn't blow around and don't look for lids.

Usually only having to take one trip to the curb instead of having a bunch of trips to get our stuff out to the curb. I like the orange bags for recycling it's actually increased our recycling habits. Having fewer trucks coming in and out of the neighborhood having this program has actually cut the garbage trucks in half which we love. I hope we keep the program I will be sad if we lose it I do not want to go back to the old way.

the ease of not having to have 5 garbage cans out each week. Also Not having to weigh my garbage weight anymore. Used to be around 40lbs or less, and then they would not take it. With the old system the more garbage cans, the more to get turned over and spreading garbage all over the place. This is way neater. I like the fact that everything is in 1 container, it's a lot easier and cleaner, and people do not just put garbage bags out on the street anymore. That doesn't look clean.

The convenience of the system (being able to throw everything in one container and wheeling it out as opposed to having multiple garbage cans)and it eliminates a lot of recyclables from blowing all over the neighborhood. Nothing really. I really like the system.

The convenience of having one trash can and it is not blowing all over the street when there is wind. You can just wheel it out to the street and not have to lug and carry it. Before we would have three trash cans and now we only have one so the quantity that it can hold.

less number of trash cans to take out; lids heavy and attached; too heavy to fall over that's it

I think it is convenient to have 2 bins instead of so many. I like the lids and not having them flying off. They don't blow away when they are empty.

I only have to take out one container each time to the garage that's it

I don't really have comments. I like having just 2 bins because there is Less stuff to take to the curb.

having to put out 1 can instead of 2 or 3. I like the ease of moving the bins to the street instead of carrying.

"We have two container for recyclable and garbage, but make them shorter" "The locked wheels, but we didn't know which way to turn them; didn't know you had to put them on the road a certain way"

"I only have 2 carts to carry rather than a number of waste containers or recycle bins; the trash goes down every week, recycle every 2 weeks that's more convenient" "It's safer for the pick up drivers; they don't have to get out and run around the streets, fewer people having to pick up garbage-I'm assuming its less expensive"

## **Easy to move/wheels**

You can roll it out to the curb and it has a lid. It gets windy in Omaha. Very handily. They seem to be easier to maneuver than our old trash container and bucket thing.

the wheels and the lids, the whole container itself. It is a very nice look for the neighborhood. everyone has the same container. the wheels and lids are strong. It is just a stronger container and I like the color green.

Everything just looks so much better now. I did not have to pay for it. It was something the city provided.

The wheeled carts, the lids. You don't have to worry about flying off and ending up in the neighbors yard. I think the ease of it. Being able to wheel it out and not having to carry a trash can out there. My own opinion. Having it automated to where you don't have to have a driver get on the truck and throw the trash in there. It makes it easier for them. The only issue is if someone is parked on either side of the driveway, they have to get out and maneuver the can to where they can reach it with their gripper.

the fact that it is very easy to wheel the carts down the driveway. I like the size of the containers and the wheels.

The ease of use of the wheel container. I could wheel it out to the front. I have no preference other than that.

The ease of getting the trash out. We didn't have wheels before. I like that they are closed and before they were all open so debris is everywhere. It holds in everything better with the wind.

The convenience of the cart, easy to push. I like the lids I did not have the stuff flying around the streets. The garbage people were efficient when they come. I like the fact that they came to garage door for the elderly and I did not have to push it to the street.

So much easier to get the curb for old people. I like the lids from blowing before they come pick it up. I like the convenient for the recycling to be stored for the two week period- I can get more out there and do a little at a time.

since we had the room for the 96 gallon tubs it's easier to take out with the wheels and fit more in the containers instead of having to take more bins out. taking the recycling out every 2 weeks with the bins being bigger it's more convenient for us.

Once I got them out of the garage, they are very easy to wheel around. I didn't have to worry about carrying the cans. I liked, we had to rearrange things in our garage, so we made a more convenient place for recyclables to store. I like that they don't develop holes in the bottom of the can. Regular ones get dropped and get holes.

It's nice to wheel them around. I like the containers because they can be wheeled around. It's a little confusing about the recyclables.

it's easier to wheel the carts. It's a lot less messier with the tubs having lids especially with the recycling.

it's easier to use. I don't like the bins because you have to pick it up and carry; i like them. easier with yard waste also i like that you sent something out about what to put and not put for recycling. i keep on refrigerator in case i forget - i like the bags for recycling

It's easier to handle the new carts.

It is way more convenient and easier to wheel carts around. The size of the containers and wheeling them out one at a time and not so many of them.

It eliminates lifting. Its big enough to handle 2 weeks recycling. these new ones have wheels and the old ones had to be carried to the curb.

I think the ease of putting them out for pick up with the wheels. I think it is easier overall for me to handle. Just having the wheeled carts instead of carrying my garbage out.

I liked the carts because they're wheeled. I very much like the covered tarp for recyclables.

I like the wheels on the cart it makes them easier to move. I like that everything is picked up all at once instead of separately.

I like the wheel idea it makes it easier for me to roll it out then carry it out. The trucks are quieter when they pick up the garbage.

I like the easier to roll around and not blow around in the wind. Very easy to open and fill and use.

I like the convenience of rolling garbage cans. I like the containers controlling the odors.

I just really like the mobility and the attached lids. It's big but you just have to brainstorm for a place to put it. "I think the drivers really like it, it dumps it for them and the maintenance people and you don't have to chase your lid down."

I can wheel it out. I still use Abe's. I am continuing to use it until I see city. Yard waste and recycling only with the city. I like the recycling and the fact that they are doing it and the big container to put the recycling into it.

Easy to use. Being able to wheel out to the curb. The recycle container is bigger so I can recycle more things. It takes 6 weeks for us to fill. It is efficient system. I think they should not go back after testing the system out.

easier to drag 1 96 gal container than 4 or 5 33 gallon ones. sometimes more. I've had 12 or 13 33 gallon ones before. it works, it's ok. the separation issue with recycling, I did not like the way it was rolled out. The meet and greet was poorly arranged and administered. no questions and answered. I did not like how it was done. they just spoke to us

Ease of use. They have wheels and they are compact. Everything can go in it. Easier to use than trying to look for your lids all over the neighborhood. Convenience, that they are easy to wheel and can go back in the garage. You don't have to carry them out.

"We like the ease of taking the bins to the curb. We are elderly and we have a 2 stall garage. It is convenient to roll them down. Also we like the size of them. There is room enough for 2 peoples trash and even and waiting 2 weeks, for pick-up. we forgot once and waited 2 weeks and it was still just fine." "I like the lids, so we don't have the trash blowing all over. It used to do that, but not anymore. We like everything about the new system."

"The wheels on the cart, when you can wheel them out the handle and the lids stay on-the ease of getting them to the curb" "If the city of Omaha decides to go, we would make a place for them - we didn't because it would be changing the landscaping."

"The wheels are great. It goes out easy and the weight of the can. We fill it up to a 100 pounds," Way more convenient. It is raining or snowing I don't have to take can out each week. I could skip a week. I like that.

"The wheels and the ease of getting it to the street and the size of the container, getting more into them."

"The carts having wheels, easier to move." "The fact that they have lids, so they're covered. the bin you'd have to put things in a sack so they didn't blow out."

"It is easier to get the trash out to the curb with the wheels. With truck doing the lifting- it lifts and it sets the can down upright and therefore they're are not cans blowing around the yard. I liked the fact that the garbage people went around and picked the trash up when the program started, in the first two weeks."

"I liked the wheeled cart, makes it easy" "Attached lids, don't blow off"

"I liked the ease of taking them to the curb, especially compared to the green bins that are harder to get to the curb. Just wheel them out" We lived somewhere that they had a senior system where they recycled every week. But it was a smaller container.

"I like the wheels, and just having two carts at a time." Liked having the recycling every two weeks and the carts on wheels

## **Larger size**

You can put a lot more garbage in it instead of putting bags out there and multiple bins. I like the recyclables. You don't have to put it out every week. We recycle more this way. Once the green bin was full we didn't recycle much after that. I like the system. It benefits the drivers because they aren't out in the elements and working outside as much, since the bins are bigger.

You can pretty much get away with throwing away just about anything in the bins and wheeling it out instead of carrying bags.

We liked the big trash cans, much sturdier than what we had before. Nice wheels to take curbs. Kids enjoy watching trash truck coming.

We like the bigger container, it holds way more recyclables. It's nice to have only 2 containers instead of 4, like before. I like that the recycling goes out every 2 weeks.

they are big containers; easy to handle; not as much trash flying around that's it

The volume of the cans being able to fit more in. I like the fact that they lift the containers and tip them in the back of the garbage truck. It's a lot cleaner and neater in the neighborhood with having the 2 containers out than a bunch of bags and multiple trash cans.

The trash can size Easier to move

The size of the trash that's it

The size of the containers and the lids that are attached to them. I don't have to take them out as frequently. It eliminates guys running around on the back of a truck. I hate people for to lose their job but that has to be a tough and dangerous job.

The size of the containers and the lids help keep the trash contained so there not flying everywhere. the containers don't usually fall over and roll all over the streets like the old containers use to.

the size of the containers and that they have lids so i don't have trash all over my yard. it serves our needs i love the system. I haven't had to replace a trash can since we've had this system and normally we have to replace our trash cans 1 to 2 times a year.

The size of the carts. The ease of getting 1 or even 2 tubs to the curb instead of 6-8.

The size of the cans allows more space and ten times more recyclables. The nice to have lids attached so the garbage is not blowing around. Overall I am very pleased with it.

The size of the can. The ability to have less cans with more volume. That is the best thing.

The larger container. I only have to use one. They have wheels on them. I don't have to drag them and they have solid lids that keep the debris from flying.

the larger bin, can hold a lot garbage and it is easy to wheel to the curb

the ease, it's easier to put trash in large bin, rather than keep walking down the drive to put a little bit in all the time, and no worries about animals getting in my trash. When they are full, they don't blow over as easy.

The ease of the whole system- having a large enough container for trash and recyclables, being able to roll it to curb rather than carrying it, and not having animals dig in it. It just makes sense. And it's good cleanup because you don't have to worry about the wind.

The convenience of the larger bins.

The big containers. It is one can for each recyclables and one can for trash for yard and waste. I like the lids so I don't have to worry about everything blowing around and being messy.

the big carts that I can wheel that's it

the best thing is the size of the receptacles. We only have 2 to deal with. The old system, I would have 4 or 5 cans to roll to the street. I watch the garbage truck come through the neighborhood sometimes, and I am impressed by the automation of it. The cans are picked up and sat right back down in place. In the old system, we would have 4 or 5 cans all over the driveway.

That the containers hold a lot more garbage than before. There's not a weight limit.

Size of the containers (it holds more) and the ease of getting it out to the curb.

Just the convenience of it being larger and I can put more in trash in it. We never fill it. How easy is to take it out and bringing back in with the wheels.

I think that the containers are convenient. The large ones are convenient. Just having a place to store them is the issue. They roll out easily.

I think going to a bin rather than a smaller container was fine. The wheeled bin rather than the bucket is better. It is convenient having the wheeled bin. It is just working well for me.

I liked the most was the 96 container holds a lot more than a 40 gallon barrel so we can get it out there. I'm handicapped and all I have to do is get it outside and they come and get it. I understand when we have yard waste that we can set that next to it and they'll take it in addition.

I liked the big containers because you don't have so many containers. Nothing. When I park it on the parkway, it tears up the grass when they lift up and set it back.

I liked that the containers both where larger, had lids on them an had wheels. nothing

I like the size of the trash container because I can get a lot in there. I also like that they are taking more recyclables with the orange bags.

I like the size of the containers. Even though they are bigger they free up space in my garage having less containers and trips to curb.

I like the size of the containers- big enough and I like the 96 gallon size. There is no delay in pick up and they pick up at the same time. It seems to be quicker and on time. Not sure if it is easier for garbage company, but it seems to be. I am just super satisfied with the program. I think it cuts down on trash around the neighborhood because of the lids on them. I like the red and green coded calendar that they give to us and I use it.

I like the size containers and the fact that they close. Keep animals out of the garbage with the fact that the lids close. Keeps animals from coming back. I think handier and efficient for garbage men and cleaner for the community. The cans are not blowing down the street. Do not change them. I love them.

I like the side of the containers. I like the fact that we are recycling more. We used to throw away a lot more. I like the lids because there is not trash floating around everywhere.

I like the carts for sure, the size and ease of moving it to the end of the driveway. They don't blow around during the wind. Having those for all the neighbors made it look better. I like the bigger recyclable cart, especially with the tin cans. I just throw those out each night without worrying about filling it up.

I like the big covered carts. They are big and I can put everything in them and don't have to worry about dragging separate trash cans to the curb. I like the recyclable covered cans a lot more than the little ones. That was a big plus. The little ones would have stuff blow all over the place.

I like the big carts that way i don't have to haul out a couple of cans of garbage and just have one.

I like the big carts and that they are wheeled. I love that we can recycle so much more, I have so much less trash.

I will tell you that if Omaha doesn't go to it I will pay to have it. No, it's just incredible convenient.

I like the 96 gallon cans. It is definitely more convenient to use the 1 to 2 cans and I don't have to walk to the curb so many times. I like recycling. I never did this before.

I just think it is more convenient. It is easy, the bins are big enough so I can put enough in it and the carts are easy to move. That is about it.

I do like the size; but I can't use it in my garage because of the size The ease of handling because of the handles and wheels

I do like the larger sized bins with the lids.

Having the bigger one for the regular garbage I liked that better. Didn't have to buy it so if they destroy it they have to replace it. "They are less likely to fall over or go out into the street on windy days, especially the green bins."

container size; convenience; ease;



because it's holds more. I only have to lug 1 cart down to the street instead of the two green tubs. the cans are put back to where I left them and not in the middle of my driveway. because of the lids, there is a lot less debris flying around

"The size of the container-it's big and the fact it's got wheels he has 4 kids and goes through a lot of trash so he likes that instead of having to put 6 trash bins out, he can use just the one-regarding aspects he likes most about the new system"

"the fact of the size of bins, they held more. Now I have only 1 bin for my trash and 2 bins for recycling. I like the fact we can have more than 1 bin. I am putting more recycling in the orange bags. I really like that, we are a family of 5. We only have 1 bag of trash a week. We also compost which aids in our trash reduction. Overall we are producing less trash because we are recycling more and we compost." "I just really love this program. the fact that there is less trash in the street, during the collection process. the carts are sturdy and don't fall over. I am not chasing my trash down the street when I get home."

"I liked the ease of it all, being able to get all the trash in there and get it out to the road and getting the recyclables out every two week. I really like them." We're both older and they're easy to get in and out.

"I guess the size of the container is a good and a bad. The size is good to fit more stuff in it and if you have more containers, it doesn't look appealing. I am glad the recycling is bigger container because we fill it. If it is every other week, by the end of the second week we are still cramming stuff in there with back up recyclables. We try to have all of the boxes flattened and milk jugs." The people that come and get it seem nice. Nobody has been throwing the green bins like they used to do.

### **Sturdier/stronger**

The cans are sturdy, look better, cleaner and seem to get back to the correct places in the street. We have another house in Fremont and were hoping we would get them in Omaha. None

The bins are sturdy. For us, they are easy to get up to the street. I like the fact you only put recycling out once every two weeks. I think the recycling bins prevent debris from flying all over. Some neighbors put stuff out and it is all over the place with the wind. In some respects, it seems easier than hauling out a bunch of cans. One large one sure beats two small ones. They are easy to get to the streets, the old cans were getting kind of junky. These were well built containers. I have to go uphill to get it to the street so there was no problems wheeling them along, full or empty.

### **Recycling every 2 weeks**

I liked the idea the recyclables are picked up every other week. and the size of the can is a real plus. I like the wheeled card it makes it easier. The old system did not have the wheels I like everything about it.

I like the recycling being picked up every 2 weeks in a covered container, because they don't blow into street. Also, the wheeled bins are easier to get to the street, rather than carrying them. there is less debris around the neighborhood after trash day, because of the covered containers. Also I don't like to see the garbage men lifting heavy trash bins, this way the trucks are doing most of the lifting and I like that.

I like the fact that every 2 weeks the recycling is picked up. I also like that everything is in 1 container for yard waste and trash. it is easy putting the bins out and bringing them back in. I like that there is no mess to clean up afterwards and no debris lying around. The bins are on wheels, so there is no real heavy lifting. Because they are lidded we don't worry about anything or anyone getting in the trash. I like that.

### **Good job/services/system**

the cart size to be the same, but both pickups to be weekly no, I think generally it is a good system. It works and they get rid of the garbage and recyclables.

i really have no feelings towards it other than it seems to work well.

I put it out and it gets picked up and that is good enough for me. There is not garbage on the street. I like the good service and no complaints.

I just think it's fine.

I do like the system, I like the size of containers to put a lot in them but also I don't like the size because of their storage. My dislikes are more than my likes I guess.

Happy with it. The ease of taking them out to the curb.

## **No weight problems**

The weight restriction isn't an issue any longer. much cleaner and tidier looking. The cans are well constructed and the lids stay on so that helps a lot keeping the waste together.

## **Looks cleaner**

When it is sitting in front of my house waiting for garbage to be picked up, the larger can looks a lot better. The people that drive the trucks are very efficient and I followed the plan that was given to me and everything has ran smoothly. The hardest part was reading the instructions and following them and after doing this, it was easy.

Uniformity on the curbs of all the neighbors that's it

so much cleaner everywhere. no more trash blowing around. with the green tubs, stuff would blow everywhere. also, people have other crappy garbage cans they use, and it just looks bad, The next street over has the new system and just esthetically even the whole neighborhood just looks cleaner overall.

I think it makes the neighborhood look better. More uniform and they don't blow around like the other ones.

I think it keeps the neighborhood more clean. If I had to throw a grill out, I had to dismantle it and the bigger container can handle bigger chunks of debris. It cuts down on a windy day, empty trash containers all over the neighborhood.

I think it is less mess. Nice to not have so many containers.

I think it is cleaner than old bags, less likely of animals getting into trash and less garbage blowing around.

"I would say it was clean, handled everything we needed to discard, uniform in the neighborhood." Things not blowing around.

## **Faster pick-up/timely**

we know what time to put them out. They are heavier so trash doesn't blow around. Also my husband likes to roll them out as opposed to carry out the green bins, which took a couple of trips. pretty much it

they are prompt, on time or earlier sometimes picking up. Fact don't have stuff blowing all over the place.

the speed that they get the garbage picked up it seems it is faster this way.

I like that they come quick early in the morning and they leave everything nice and neat.

## **Like using the orange bags**

That you can use the orange bags The lids so no litter in the neighborhood on windy days; how it looks on trash days

Surprisingly enough, we thought it was overkill, the orange bags for the recycling. Those helped cut down so much of what used to be trash. Apparently we use a lot of other plastic because that went in the orange bags.

Also, we were never behind on the pick ups, it was always very timely.

"I liked the recyclable orange bags. I liked the ability to be able to recycle more than I did before. They sent out a post card and then dropped off the bags. You could put things in there that you didn't before, grocery bags, cereal liners and styraform." "No, that's it"

## **Ease/convenience**

Very simple to take and put trash and recyclables into and taking it out to curb. I like the wheels and it is not heavy.

The ease of use and how the neighborhood looks after wards because it keeps the cans from going all over the place.

The convenience of it. My trash cans aren't everywhere. One easy container. Also the storage of the container-only once can to store then multiple cans. All trash I'm one container then multiple trash cans.

That it's very convenient, more efficient Can fit everything in that we need

It's just easier; I have fewer cans at the curb The wheels

It just seems more convenient with the size of the containers. I like the bigger containers especially for the weekly garbage our other cans didn't sometimes fit everything in them.

It is convenient and neat. It holds a lot. I like everything about. The fact you can wheel them out there and not have to carry them is nice. I am just glad they are considering doing this because it is certainly a step up.

it has made trash and recycling in our home so easy to do. we use to have to put 2-3 cans out every week and with having the 96 gallons we don't have to do that anymore. and i don't have to worry about how heavy it is or if it's too heavy for somebody else.

I like the ease of everything. I was hesitant at first, but ending up liking the new system very much. I like not having to put out so many cans, the new system makes the whole thing cleaner. The neighborhood just looks cleaner, not so many bins and trash bags out. I do like putting yard and trash together, and I can get another bin if i need to. I like The recyclable bin, it is making me recycle more.

Ease of use. The fact that they are very sturdy and garbage doesn't get all over the neighborhood and raccoons don't get into the canisters. The size and being able to roll it out to the edge of the curb is easy. I just felt that it made the street a lot more uniform. Allowed everybody along the street to do the same thing. I live in a nice neighborhood but it just made the street look a lot neater on trash day.

Ease of use. Storage capacity for the trash with not including yard waste. The wheels are really nice and the lids are nice to keep stuff out of getting into them. All of the neighbors have the same trash cans so that is nice. The wheels and lid are easy to use. I know a lot of places who pay for their own trash so that is nice to be included with the city for that aspect.

"The ease of convenience. Taking the bins to and from the street, because the bins are somewhat heavy and having the wheels on them. I do like the lids on rainy days. the trash doesn't get soaked down with water. I do like the wheels. I think these wheeled bins, will allow them to last a lot longer as opposed to the old bins without wheels." "I like the color coded lids, so I can distinguish between the normal trash and the recycling."

## **Automated truck**

The way the trucks pick the containers up and dump them directly into the back of the truck. With the green tubs used before a lot of the recyclables flew out and sometimes the garbage men wouldn't pick them up. The fact that you can fit more recyclables into the containers.

The fact that the trucks can pick the containers up. I think that is wonderful.

## **Efficient system**

To be convenient and efficiently. No ability to limit ability to recycle some recyclable items like glass. Size of the container and pick up schedule. They are large and collect more things. The bi-weekly schedule for recyclables

I like the fact that the efficiency- one person per vehicle. Not using a driver plus somebody else.

Convenience - I have 3 of the 18 gallon recyclable bins It looked very efficient and less prone to spilling garbage everywhere

## **One container for yard waste & trash**

We could combine the garbage and yard waste.

It is all in one container and doesn't fly all over the streets. The open containers from before are too small and not covered so stuff blows out. They are covered and there is more space to recycle.

I like the convenience of everything fitting into one trash can versus three or four. I can't think of anything else. I like the lids. They are pretty sturdy lids.

i like being able to combine the yard waste and the garbage. i like the fact that the people collecting don't have to handle the actual garbage and a machine does it.

"I like the yard waste and trash together, it makes things a little simpler" The recyclable one could be a little smaller. I find it easier to put things into

## **Larger container for recyclables**

the recycling is a bigger bin, and I'm able to fit it all in. With the wheels on the bins, it is easy to take them out to the curb. the lids are mostly positive, they are harder to blow open and the bins are easy to move around than normal trash cans because of the wheels.

The bigger recyclables can. Just more room. I don't care how my trash is collected, I just want to get it out. I was stuck with yard waste bags through the end of December because I could only put out six bags at a time so that was pretty gross having those in my backyard.

The ability to transfer recyclables from the 18 gallon tub to the 96 gallon several times during the week. The ability to increase the recyclables we recycle because of having the big bin available. Moving the recyclables from the small bin to the big one enables us to move stuff from the small bin to the large bin several times a week. That allows us to recycle more and keep the garage looking more presentable.

Recyclables: the huge bin because everything fit and I never had to worry about squeezing everything in.

It made it convenient. The bigger cart for recycling has made out garage cleaner and easier to put the recycling out. I also like the fact that the neighborhood looks nicer on collection day or leading up to collection day, not having random bags out.

I like the recycling being in 1 big bin. we fill that more than we fill the trash. the carts are sturdy, they usually don't tip over in the wind. except when they are dumping them when it's exceptionally windy. Then stuff blows all around regardless. there are fewer trash cans blowing around the neighborhood now.

I like the relying bin. It's big and I can keep stuffing things in, its right by my back door. It's not like taking a bucket out and having things blow all over the neighborhood like I used to do.

I like the larger recyclable bin, I can put large pieces of cardboard in there and they don't have to go to another recycling center. they are Great for spring cleaning. the fact of the wheels on the tubs, they are easy to get to the curb, and I don't have to carry it down anymore.

I like the large recycle. It is nice to have two containers then before with the more containers. I like the ease of wheeling them to street. There isn't anything about it we don't like.

"The recyclable container - if I kept the green bin out overnight and it rained, it collected water & stuff tend to blow out the green bins" It has held all that I need for the two weeks; I like the fact they are accepting things like cereal bags and wrappers - orange bags. There is stuff I never recycled before that I am now

"I would say the recycle size, doesn't blow away, has a lid more room." "For the community, trash cans are costly so it helps the citizens in the community. As far as cost efficiency for the community and maybe for the city."

## **Recycling available**

i try to recycle as much as i can anyways

I like the recycle program and i like the garbage i just don't like that we put the yard waste in with the garbage. I like the size of the containers and the ease to get the containers to the curb.

## **One person trucks**

I like the fact that trash can be picked up by one guy. He is quick and it is cost effective to this. I like containers neat looking. Lids can be lost. Too heavy for animals to knock over. Clean looking.

"seeing the city advance to a situation like this - one guy on the truck, more modern system" They have lids

## **Fewer restrictions on items to recycle**

including more things in the recyclables wheeled containers

## **Separate container for recyclables**

Having separate bins for recyclable, ease of getting it to the curb and the size of the cans.

## **Other**

we don't have to bag up our garbage we can just put it right in the can as to before we had to bag up our garbage in clear bags and we could only use a tiny garbage can. and everything didn't fit in the can before so we had to find a place in our garage to store the garbage bags until the next pick up since you could only put one can and 3 clear bags out. being able to roll out the garbage and having the lids on the containers.

People calling and asking me what I think about it Recycling bin bigger - the other ones would get full fast

i think it is nice the city does it. i know we are paying for it but nice city takes over. usually picked up in the morning which i like so time to put trash cans next to house. i like the lid. they are attached lids on the trash cans.

I like the fact that we are helping someone by putting something in orange bags and they can burn it and then they can use it for something that is good. I like the fact that small garbage containers are not in the street.

I like the best part is that don't miss my house. I used to have to call the mayor's office on the old system. I like the whole system. I liked the pamphlet and followed the instructions and it made it easy. I helped my neighbors with knowing what to do because I had the pamphlet.

"Its great economics for the city. In the long run to have 1 company picking up the trash. There is also less liability with the men on the trucks. Just having everything done by 1 person. too bad there is no way to go down one side of the road, but the parking in Omaha doesn't allow that. Customers who live in a circle can all just set there trash in the middle and it would save time for them just to pick it up that way." It is easy to store the bins and wheel out. This new system is the way to go. Tree limbs going into the trash are going to bother some people. But this can be turned into methane gas.

## **Nothing**

Nothing!

not much n/a

None I do not like the new system.

It's different but i can't say I like any one feature better My preference would be to revert back to what we had

I don't like anything about it nothing

I don't have anything.

I can't think of one thing I like

i can't say there is anything i like about it made things more difficult for me.

I am not sure. It is just more work for the consumer. I am sure it is easier for the company picking it up but it definitely is more work for the consumer.

## **Don't know**

not sure

I don't know.

Q8

## **Need weekly recycling**

Recycling came more often. We get weeks confused even with emails. We fill up our recycling container a week before pick up.

the only thing is having recycling every week and not every 2 weeks.

Recycling picked every week that's all

id like to have the recyclables be able to be picked up every week.

Recyclables taken every week would be an improvement. Separate bin or an easier way to get yard waste out.

I like to see recycling every week.

I want recycling every week and not every 2 weeks.

For me because I recycle so much. I would like to see recycling picked up weekly because my bins are overflowing when it is time to be picked up. Perhaps, maybe look into a more of a quality bin. One of my wheels was already knocked off and they had to come and fix that. When they put them down, they come down pretty hard.

i guess the bi weekly id prefer weekly with the recyclables picked up. the size of the containers are just to big.

Recycling every week.

just the recycling is every 2 weeks and id like it to be every other week.

Recyclables coming weekly like the garbage and extra cans for garbage and recyclables.

Having recycling be picked up weekly so we aren't backed up and we are trying to recycle. Not having yard waste and garbage in the same bin. It takes up too much room and not enough room to do all of the yard waste in the garbage.

## **Need to keep yard waste separate from trash**

I didn't like the yard waste in with the garbage. It is not room to do yard waste and trash. If you collect grass not enough trash space.

I wish they would do yard waste separately. If we have a lot of yard waste and it won't all fit in the 96 gallon bin with our trash. We can generate yard waste coming into the summertime, I wish there were more options for the yard waste.

I like everything about it. Just a separate container for trash and another one for yard waste. I am filling the tub each week.

I would like to see the yard waste separated.

be able to separate the trash and the yard waste.

I don't like the yard waste in with the trash, 6 yard bags at a time, is not enough. It needs to be separated out-trash in one bin and yard waste in another. I don't need a 96 gallon bin for trash, I don't fill it up.

I wouldn't mind if we separated yard from regular trash. That adds another cart for some people.

I just don't like the grass clippings and the waste together. I just don't like that.

"Putting the garbage in with yard waste - I particularly have to get out there and with the winds, I break up small limbs and pieces; some of them are too big to break down" "that's about the only thing; they tend to close them for me, some sit with the limbs open, they don't get out of the truck, the lids flip open - they are hard to dump"

The yard waste- not going in with the trash and the amount of room in an. Would like recyclables getting picked up more frequently.

## **Need smaller cans/containers**

A lot of houses around here are single car garages, so there isn't a lot of room for storage. A lot of us around here have to put them outside. Maybe if they were a touch smaller, but not as small as the other.

Nothing that's improvable on the City's end. I have to figure out a way to store them. "If they were smaller, not enough for yard waste. Outside they're ugly and they're too big, I don't want them in my garage."

Smaller size of cart. More mobile of a cart.

I don't like that there are large containers that I have to find space for in my garage, and we have a big garage.

The size of the shape. I like to see smaller and narrower.

nothing Size of the cart is not easy to store. They are unsightly next to our house. The 33 gallon.

I would like to see a little bit smaller container for the trash. The yard waste I do not like putting yard waste in with my trash.

the fact that they are so bulky and we didn't have any warning that this program was even going to be offered. we got the info on the program the same day that they told us that we where going to be apart of the program. If you don't have a concrete slab or side walk it's very hard to get the containers to the curb. Having a hard time storing the cans because of the size.

the containers taking up less space in my garage.

Nothing really, 2 large containers are a bit much - recyclables could be cut down a bit nothing else

Its hard to be able to change the size of the bins so that they are easier to store. The inability to put more trash into the bins and have to wait a week to put more out. this happened to us occasionally during the pilot period. Not accepting more than 6 yard waste bags each week. During the fall when raking leaves. I can have up to 20 and 30 yard waste bags over a few weeks in the fall.

I would the containers should be smaller. They are terribly large. They have to sit around outside. Lots of people can't fit them inside of their garage. They are rather unsightly.

They are bulky- the recyclable container. They could be a little smaller. Hard to reach into.

None Smaller cans for older people. Feel like they can't pop them out like we can.

Smaller or the option to get smaller bins. The yard waste is a conundrum. It would be nice to use the cans we already have and not use bags but I can understand why that doesn't work. When we first saw it we thought it was silly....who knew? That's it. for our purposes the overly sized cans.

For some, it's a challenge to store the thing from what I've seen at other houses. Haven't ran into problems.

The container are too large - both recyclable and trash; don't have that kind of garage space The limit on 6 bags

"for my situation, they are so much more than I need and I can't put them in the garage so they're sitting out" that's about it

I would like smaller bins that we could use. To make them easier to move and separate yard and trash waste. And no restrictions on yard bags.

too big containers, and not enough space for yard waste. I think there should be a separate pick-up for yard waste. I observed a garbage pick-up once during this pilot, and the man picked up the yard waste bags and put them into the 96 gallon bin and had the truck then pick-up that same bin and emptied then put back into place. This was so stupid and redundant. What was the point of that?

smaller and more options to filling those. you can put twigs and this and that. i would like to see bags put aside if you have one more in a week. Smaller than 96 gallons.

I think that all people should be able to have a smaller container option. The large containers are too bulky for the garage of most people.

I would like to see smaller recyclable bins and a separate container for yard waste.



add more space to my garage? So I can store the bins

in our neighborhood we have covenants, that do not allow having bins outside. Initially it was a challenge to store them. I had to re-arrange things in my garage so they could fit. Because of the how windy it has been, if the lid had better latch as to hold them shut, so the wind can't flip them open.

Basically the size of the footprint in the garage due to the home owners association the containers have to be placed in the backyard or garage.

the carts are a little large for our garage. Not sure how to change the size, we had to move things around so they would fit

I would like to see the size changed. they are too large. sometimes we put them out every 2 weeks rather than every week. because we are not filling them up in 1 week. this is with both the recyclables and the trash.

i would like to see the weekly garbage container smaller. I would like for residents that are moving to be able to call for a special pick up even if we have to pay a fee to have them come remove moving boxes. recyclable cardboard boxes. I would like to remove that all people are hating the bag limit because some of the neighborhoods I seen might not have been involved in the study. I would like to see no bag limit for the yard waste. No extra bag limit so we can keep our yards clean especially in the older neighborhoods. only certain times of the year like fall an spring are heavier times when we do our yard clean up. I think people are hating the bag limit.

Maybe the size of the recyclables for us and having every other week, trying to remember that week.

for elderly people they need smaller containers - they are trying to save cost. Something needs to give. They can't give everyone the 2 96 gallon container and expect home owners to find somewhere to put them Just too big

They need to be smaller and I need to have more, but I still would have no room - I can't stack them

It was the size of these, to me to have a smaller vessel and have it picked up every week would be a good option.

Just like your trash is picked up weekly, it would be nice to have a container picked up weekly instead of weekly so we wouldn't have to struggle in the winter with the bulky containers. The lay of the land here is dangerous to maneuver that heavy container down a slope incline and my husband did fall. Luckily he didn't break anything but did fall because the cart got away from him. It is a safety concern for us.

Smaller bins especially on recycler and waste. We don't need that big for household. Some people do not have room to put them in garage.

I don't think they can change it, but redo my garage to make it fit. The size of the container, it just doesn't fit where we keep our trash containers

"You already know they - they are too big, too tall to put my garbage in right"

Too big for my needs and trying to get things in there. I could go a month but it's just too big. "No, that was it. I wish they could also take shredded paper in recycling."

Too big and bulky for the size of the carts. Sometimes it was hard to remember if it was recycle week or trash week.

Decrease the size for older people or those with minimal waste as an option.

### **Need extra containers for yard waste in summer/option**

having 2 containers for yard waste and trash.

My only issue was getting the 2nd tub for yard waste but once I had that it was perfect.

I would like to see them go to the new system. I just love it. maybe with the trash, and the grass, and when leaves are bad, we may need larger bins, older neighborhoods especially.

an additional 96 gallon tub for yard waste, if requested. Just have an option to procure another one. With all the yard waste coming up, 1 may not be sufficient enough. that's it.

Change something with the fall yard waste. There is such a huge quantity and I don't know what I'll do with it. 96 gallons isn't going to fit it all.

More room for yard waste

The only thing that dissatisfies me is the way the lawn clippings are handled. One cart isn't big enough for three or four bags. Typically in the fall, I will have an upwards of fifteen to twenty bags for a two or three week period.

Make enough bins available. I would be okay with an extra charge to have more bins. I have a small house on a cul-de-sac and have a lot of leaves in the backyard. More bins available would be perfect. It is the same truck who picks it up but separate yard waste and separate trash trucks would be better but that is okay. Back when they used to have omagrow, they would turn the yard waste into fertilizer. I feel bad if all the yard waste is filling up a landfill.

As long as they give me 2 garbage containers to be able to put garbage in one an yard waste in the other that would be fine.

give me an option to get a 2nd bin free to use for yard and trash. the quality of the bins are questionable. If we set down the bin, sometimes the wheels pop off. We just put them back on. Even my neighbors have had this issue.

it started in the fall during leaf time. Our home has lots of leaves, so fitting all of it into 1 can was a problem. Also the volume of yard waste goes up drastically in the fall and spring , so there is a problem where to put everything. Not a whole lot. 1 week we did not have the tubs out early enough. I wish we could have better reminders on the times of collections. We had to wait another week because we messed up on the time.

The collection of leaves during the fall is an issue. For us, they picked up 6 bags in addition to the cart. This hasn't happened to me, but I've seen where wheels have fallen off of carts. I think they were replaced promptly, but I think that is something that is a weak point of it.

I just need more space and should have got another one for extra yard waste. I only need it in the spring and in the fall when cleaning up my garden.

I definitely think they need to make a change in the fall time or all of the time. There is spring clean up with refuse bags and leaves in the fall. I don't know what to do with all of my leaves. I can't only put six out every week. I have twenty bags in one time I go out and do my leaves.

It is not big enough for yard waste and garbage. I like to see something permanent. So I can get rid of Abe's or not.

I'm going to need more capacity for spring and fall for the yard work when the yards get going. I don't know if there will be enough room. "I noticed my neighbor has more than the 2 cans, I didn't get information on getting another can and I'm concerned about the yard waste and having enough capacity to do that."

More capacity for yard waste Picking up recycling weekly

the trash and the yard waste may not work in the summer. I'm not sure if the paper bags will be accepted after the pilot is over. I have more than what will fit in the cart. I usually have 5 or 6 bags.

another bin for yard waste that's it

No dislikes. But I am concerned about yard waste this summer. Having enough room for it within the trash carts. We have not experienced this yet. If we need another (4th) bin I do have room to store it.

### **Need smaller recycling containers/bins**

for us what would work is keeping the same size trash bins because of yard waste. recycling bins could be the same height I've seen some that are smaller in diameter and i feel that size would still be accommodating for our recycling bins.

maybe a smaller recyclable barrel but being picked up every week.

Recyclable one could be a little smaller Within the first week they broke the wheels on the cart; but they replaced it fairly soon

### **Need extra recycling container/bin**

nothing i just wish we had another recycle bin.

I would like to unlimited yard waste bags. The ability to have another can.

every 2 weeks recycling the bin size is not large enough for every 2 weeks.

I like to be able to request an added a cart for a period of time. Just for the recycling. I have a large yard, and in certain times I need more carts, rather than going to bags, it would be nice. 2 green tubs are just not enough. If we could just request another cart dropped off to us when we needed it. that's it

### **Need to take larger variety of recyclables**

I am sad that it's going to end. It was only a six month trial. Not happy with the fact that I have to go back to the old system. I wish they would pick up glass and furniture. In other cities the day before garbage day, people could go yard shopping and pick up furniture(once a month). This is what furniture people want to get rid of or whatever. What is leftover then gets picked up by the trash collection the next day.

You don't take glass. Most cities take glass. if they took glass I would be completely happy

### **Want no restrictions on number of bags**

increase in yard waste- as far as the brown bags recycling being every other week

The ability. Yard waste is biggest issue. Limits amount they could pick up. Only takes 6 extra bags. We have as much as 67 bags, not 6.

I like to see them go back to the old system or let us put out unlimited number of trash bags

I think the only complaint I have is going back to the yard waste situation. I don't think I would need another can but I think you should be able to put out more yard waste bags. I think the limit is six right now. If they cut it down right at the season and ended in December, when we only put six bags out we had to hide the leaves behind the fence and eventually we got caught up but it took a while. We have someone to store the cans so that isn't an issue for us.

Unlimited yard waste bags. Collect the recyclables weekly.

absolutely have to allow for more yard waste bags

when having a lot of yard waste, I used to be able to take out a certain number of sacks (4), so now, 1 garbage container and waste also , may not be large enough certain times a year, such as fall.

in the fall especially i think there is a 6 bag limit on yard waste and we have a lot more then 6 bags that we use when it comes to yard waste.

allowing additional yard waste at peak system - fall leaved may be a challenge to get all in 6 bags nothing else

The only complaint I have is in the fall and spring when we have a lot of yard waste, they limited us to 6 bags of leaves, and we have a lot of trees. Some weeks we would have as many as 12 or 14 bags. That's like twice a year that we have that problems.

I'd like to see more yard waste pick up.

The limit on the yard waste bags. We had to have them sit around our yard because of the limit on the 4 bags, no limit would be better.

Just some way yard waste can be bagged more and keep the yard waste out of garbage. "Worried about the heat of summer, tops will keep smell out, Had no odor so far."

### **Need more durable containers**

First or second week the machine crushed my can and has a hole in it.

Nothing "nothing, but the cap on my trash can is cracked already - I did call but they didn't come out to pick it up as they said they would"

"I have had issues with the wheels falling off. I'm retired, so how is someone going to change the wheel and axle to fix them? this will be an issue for some people who work. As in my neighborhood, the bins cannot be seen sitting out. they have to be stored in my garage.(or backyard) How will someone get into the garages to fix wheels? In the pilot program, we started out with used bins. Maybe with new ones we won't have that much of a problem."

### **Too small for trash and yard waste combined**

More room for garbage and yard waste. Too much room for recyclables. When I cleaned my yard I had 9 bags and they only took 6. It rained the next day, so then I had to rebag those other bags.

the garbage area of yard waste. i don't think i would have enough room for the garbage and the yard waste in the same tub.

I am unsure of the yard waste collection. I don't think there is enough room in the one bin to carry both trash and yard waste. I would like that program to continue.

### **Need tighter fitting lids**

Make the lids tighter so they snap on and snap off so that we have less debris. I don't know for sure that the debris is from the lid or if it's from when they are dumping them.

### **Containers are too deep**

"Possibly a little more wide and not as deep. If you drop something down it is hard to get out. For recyclable tub, it is hard to stack in the tub to get more in. For example the 12 pack pops."

The size of the cart. If something falls into cart, you can't grab it without a reacher. They are too tall.

### **Need larger recycling containers**

Larger container for recycling or more often recycling being picked up.

Either bigger recycling bins or more frequent pick up for recycling. I don't know how to get around the storage. The yard waste and the garbage shouldn't be mixed together. Takes up too much space, yard waste bag or two takes up the whole garbage bin and there is no room for garbage.

"I would question the size of the recyclables, could be a 65 gallon." With 3 people in the house we would fill two bins a week previously and not even close with the 96.

"I think if you want more people to recycle, make the recycle bin bigger and the garbage smaller. If you recyclables in the garbage in Seattle you get fined and maybe we should do that." "I'd like to see changed the trucks go once a week and if you have garbage that day, they should go the same day in the same area, not every day of the week."

### **Need options for additional containers**

We didn't like that you just get one so we requested a second one which is helpful so we are now happy with it.

### **Need more information**

Only problem is what should go into recyclable containers. I am pretty happy camper about program

"During this winter, we did not put out yard waste. I would like to see more information on yard waste and how it would work."

communicating information, accessing FAQ'S nothing

### **Unsightly**

I didn't like the fact that we got a real scuffed and beat up 96 gallon bin. I trust that we will get a more presentable bin after the pilot is done.

I would like pink ones that look like pigs or white ones that look like cows

I guess if we could change the color i could get use to it being so big and having to store it behind my house. Regarding yard waste if we could increase the number of brown paper bags we get or seasonally get another or even 2 extra tubs for the yard waste.

## **Containers are difficult to move/handle**

Be nicer to have lighter weight. I am not sure that would be possible.

none Just the weight if full is very heavy.

the carts even though they are wheeled they are not easy to use because when they are full and you have turn them it's very difficult to do. since the wind can blow the top open i wish there was some way i could secure the top so the contains don't fly out. if you use the carts to capacity they are so heavy since i have to drag them across my yard they are compacting my yard and if there was snow it would be difficult to pull and get to the curb side. they do a good job getting the waste picked up but when they are putting the bins back down they are gauging my yard.

When we had to move them to the backyard-getting over steps

the bins are sometimes heavy for elderly people. It can be hard to move them especially if it is full. It is also hard to tilt back on the wheels so they can move them. Add some more handles to the bins. Add some on the sides.

This didn't happened but I was concerned that if we had had a snow I am concerned that I could have gotten them to the curb unless there had been shoveling. Like to see it expanded. I think that's the way other cities are headed and we should educate people so they know what to do.

## **Containers being left out in view**

"Everything I mentioned before - messier in the neighborhood, leaving bins out of garage" Every 2 weeks for recycling doesn't work that well

at first I did not like to store the big things, but since then, I have found a place. I don't like the fact that my neighbors haven't found places to store theirs. I drive around my neighborhood and they just leave the bins sitting around in view. I really wanted to have the yard waste and trash separated. I make my own compost out back. So I am doing my part with that.

## **Need better options for yard waste**

the yard waste can be an issue but it's not that big of a deal.

Better provisions for yard waste. The recyclables is fine, I only put the cart out about every third pick up. It is so big. I prefer it to the little bins.

Prefer old system

I don't like anything about them and I don't like the fact that this was just shoved down my throat.

I like to go back to the previous system I think that covers it

## **Other**

I don't think you can change it but on a windy day it topples over. I don't think there is a way to change that. I can't think of anything.

The trucks have to go up and down the street twice to collect, one on each side. If we all put our stuff on one side of the street might be helpful. We might be able to alternate which side of the street it is on. That would have to safe the drivers half of their day to go down one side instead of both sides of the street.

Yard waste is loose on curbs doesn't get picked up or a loose box doesn't get picked up either. Recycling weekly pick up would be a benefit as well.

The inability to bundle branches. Having to break the branches down and put into bags or the bins. I prefer to bundle sticks. Also I question the durability with the bins, for example our neighbors wheels broke off their container. Also a concern is the storage space is limited for that size of container. I wish we could recycle yard waste.

go over onto the lawn, when you mow you have to move them around a bit that's the only inconvenience

People not overfilling them and putting them out too early. They don't put the lid down and stuff goes everywhere.

Some of the problems with the collection of odd shape items that don't fit. I know my neighbor, is an older lady. She had difficulty moving the large containers to the end of the driveway. We talked to her and she was hoping she had a smaller version of the containers. She doesn't have near as much trash to fill them and they are difficult for her to move to the end of the driveway.

I don't think I should be responsible for being charged a bin that I didn't destroy when a big mechanical arm is the one picking it up. They mentioned charging for the container if it was damaged.

I like the orange bags furnished so I can put my stuff in them.

Just making people responsible for on their own yard waste. Be educated. Build a compost. We should not pay for other people and their waste.

"I guess it is a challenge which week the recyclables are coming. Some people had it out every week, might be confusing. Something to help with that?" It would be nice to put our house number on it so you know who is who.

The response time for getting us a new can, we didn't get that. And we need more room for trash and waste.

I feel like the whole lift arm for the garbage makes it so the workers don't pick up any garbage that falls out so it goes all over.

"I would like to see them come to the door and get the cart, if you are handicapped."

The one time I tried to use the recycling bin for yard waste and they didn't like that. I didn't really see the difference, just a different color of lid. In the neighborhoods with the big yards, getting two trash cans for the yard waste.

nothing we don't like about it. It's simpler. we put out recycling at a certain time, we like that, it's all contained and a good lid is on them, things are not flying all around.

## **Nothing**

Nothing I don't like. It is 100% better than last system.

None

nothing I like all aspects.

nothing

nothing

nothing really we would like to keep it going.

nothing I would change no complaints, they do a amazing job

nothing we are very happy with the program.

None

There was nothing that I didn't like.

nothing, I cant think of anything to improve on

I liked it all Don't need anything changed

Nothing

Nothing. It's all good. Nothing.

None

I didn't really dislike anything.

None

nothing

nothing

nothing

nothing

Nothing

nothing

nothing

Nothing.

nothing no complaints i think this is a good system they are using.

None

"Nothing, it's perfect."

I can't think of anything. I will hate it when we have to go back to the 18 gallon bins.

Nothing. I'm satisfied

Nothing really.

I don't think so. I am thoroughly happy with it.

none

None

Nothing

really nothing, I have no complaints.

Nothing

I don't think I have any advice on anything new. I am okay right now with how it is all set up.

None

i can't really say there's anything in the beginning it was hard to navigate but once i figured out how to tilt and move the can it was easy for me. nothing i want to keep it.

i don't have a problem with it at all.

I can't think of anything.

can't think of anything

nothing

we are very satisfied. I cant' think of anything

Nothing

nothing

I don't have any issues. When they first came out they forgot one of mine and I called and they came out and got it right away.

Nothing.

## **Don't know**

I'm not sure that there is anything specific that I would want to change n/a

I don't know.