

Town of Stratham
Curbside Collection Advisory Committee
Survey Results & Summary
June 2020



In April and May of 2020, the Curbside Collection Advisory Committee surveyed the community about preferences for the future of Stratham's municipal solid waste and recycling program. The results of the 19 question survey are appended to this coversheet. Below is summary of the key findings yielded by the survey. Over six-hundred survey responses were received via the online survey tool and paper submittals. This summary is organized by information the survey was trying to assess.

Community Attitudes Toward the 2019 Proposed Automation Program

Of those taking the survey, 78% indicated they were familiar with the automation program propose at the 2019 program

There was no clear consensus about support for the proposed program, 43% indicated they supported it; 31% indicated they did not and 25% indicated they were not sure.

Of those who did not support the program, the top three reasons they gave were 1) the proposed container size (96 gallon) was too big and not maneuverable. 2) they did not believe the cost savings warrant the switchover; and 3) their household does not generate enough waste to fill the container size.

Of those who did support the program, the top two reasons they did so were 1) the cost savings would 2) the program would make the community better stewards of the environment.

When each responded was asked if they had concern about the container size and 54% indicated they did not.

When each respondents was asked if they had a choice between the bigger size container (96 gallon) and a 64 gallon container, the majority would choose the 64 gallon size 56% to 44%.

When asked if residents should be given an option to switch between container sizes, residents were split between yes and no with approximately 20% indicating no preference.

There was more clear support for residents (83% in favor) being offered an additional container at the residents costs.

The survey revealed wide support for adding a weekday opening of the Transfer Station year round.

Attitude and Commitment to Recycling

The survey revealed a strong commitment to a recycling program, even with the relative cost of recycling per ton over greater use of the landfill. 26% indicated they would not be willing to pay more of a cost premium for recycling. Where 73% indicated they would be willing to pay more, with 37% of those saying whatever it costs, the Town should continue to offer curbside recycling.

70% said that knowing the cost differential would not stop the household from wanting to recycle.

75% said that knowing the cost differential does cause them to want to have the town discontinue sponsoring a recycling program.

When asked to pick one aspect of the Towns' current curbside trash and recycling program, which they most value, 46% said picking up of trash and recycling every week; 52% said convenience of bringing trash to the curb.

When asked if residents would be willing to forgo curbside collection and participate in recycling at the transfer station only, residents overwhelmingly indicated (approximately 75%) they would not be willing to or only as a last resort.

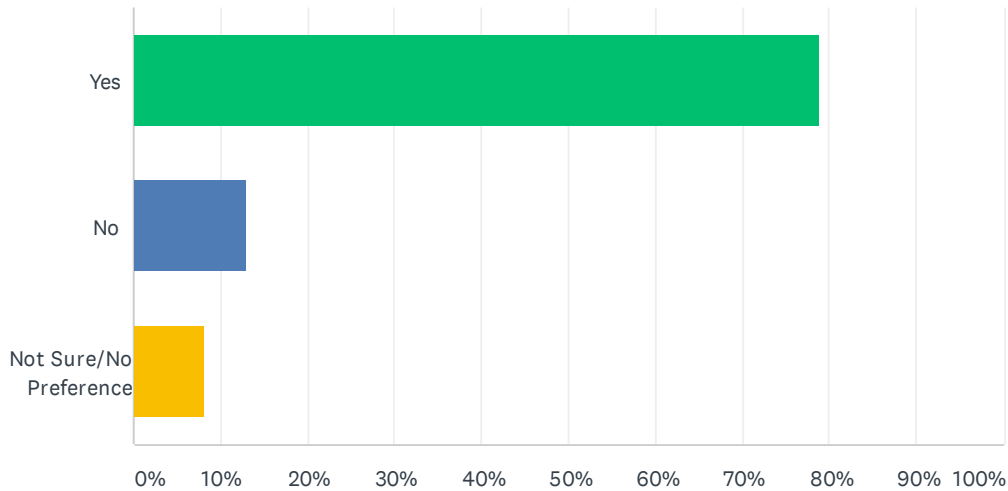
When asked if residents would be willing to bring sorted recyclable commodities to transfer station 44% said yes; nearly 40% said know, and 16% indicated not sure/no preference.

When asked what waste reduction strategy residents would be most willing to pursue on their own to help divert tonnage from the landfill 32% indicated composting; 30% said none; 21.65 said use a centralized facility to sort recycling; and 17.5% said reduce the amount of material they bring into the home.

The survey provides some brief background information on the "Pay As You Throw" system of municipal solid waste management and inquired of interest in Stratham. 61% indicated they would not be supportive and 39% indicated they would be.

Q1 Are you familiar with the Town's initiative to change the means of waste collection and the anticipated cost benefit proposed at the 2019 Town Meeting?

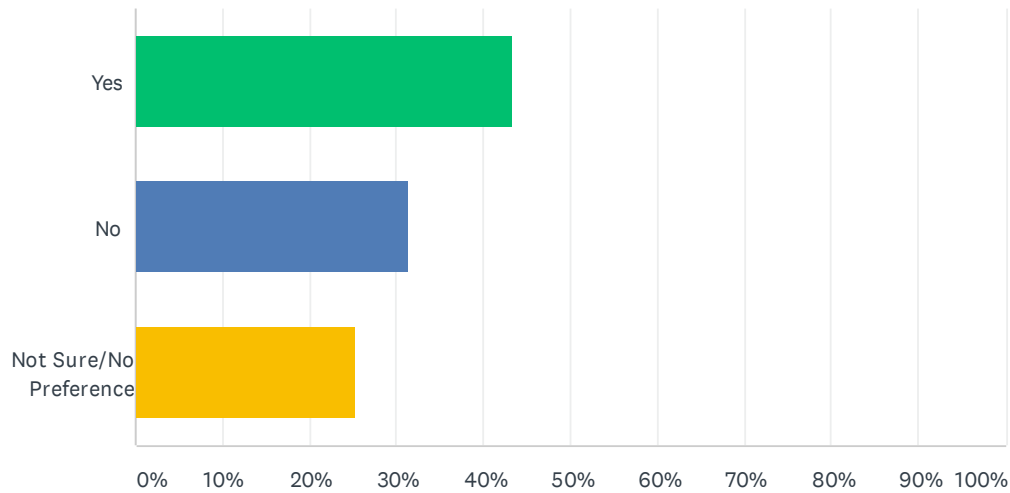
Answered: 618 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	78.80%	487
No	12.94%	80
Not Sure/No Preference	8.25%	51
TOTAL		618

Q2 Based on what you know of the 2019 proposed automation program, are you in support of the proposed curbside automation?

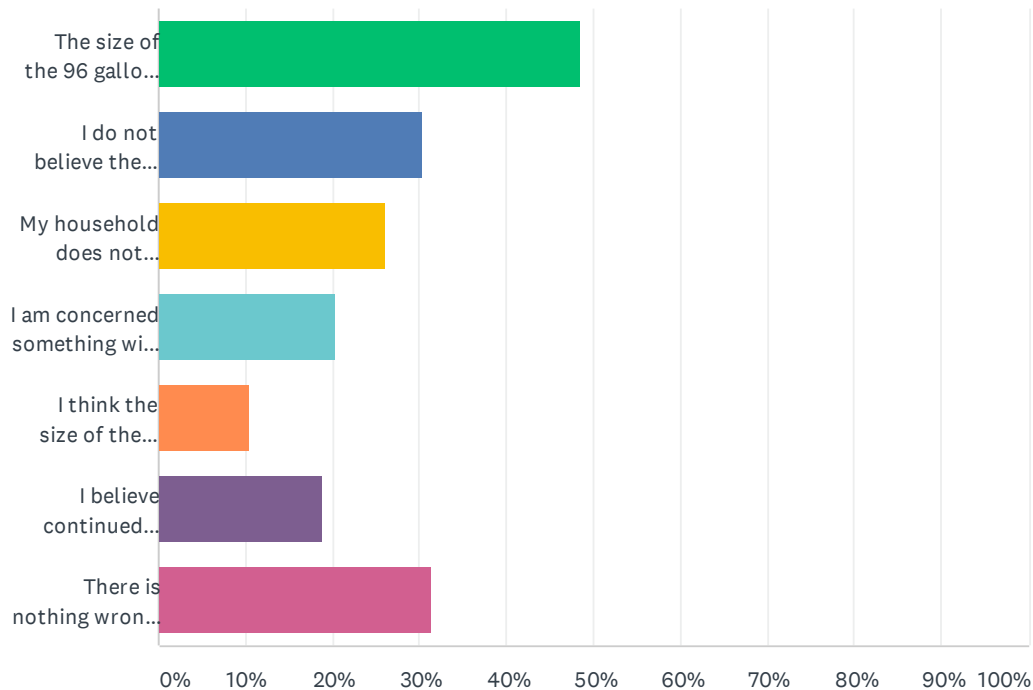
Answered: 616 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	43.34%	267
No	31.33%	193
Not Sure/No Preference	25.32%	156
TOTAL		616

Q3 If you said NO, what are the top two reasons you do not support the switch over? If you said YES, skip to next question.

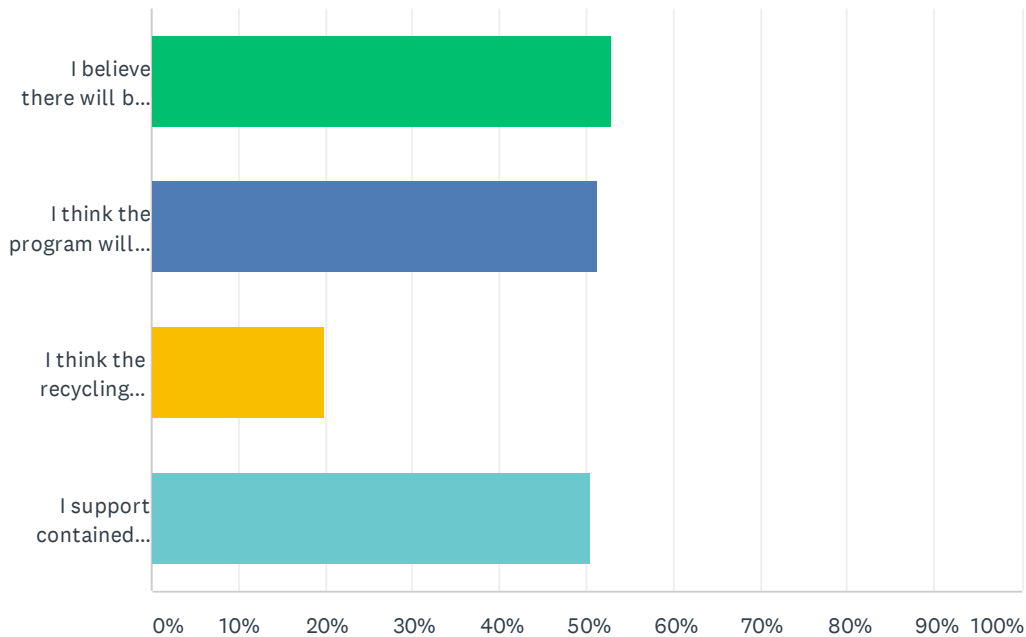
Answered: 287 Skipped: 333



ANSWER CHOICES	RESPONSES	
The size of the 96 gallon containers are too big and I won't be able to move them or can't fit them in my space available.	48.43%	139
I do not believe the projected cost savings are material to warrant the effort to switch over.	30.31%	87
My household does not generate enough waste to fill the large containers.	26.13%	75
I am concerned something will change that will make the acquisition of the containers a negative investment.	20.21%	58
I think the size of the containers send the wrong message by encouraging more waste.	10.45%	30
I believe continued Zero-Sort recycling will never lend to a reduction in waste.	18.82%	54
There is nothing wrong with the current system, even if the costs rise.	31.36%	90
Total Respondents: 287		

Q4 If you said YES, what are the top two reasons you support the program?

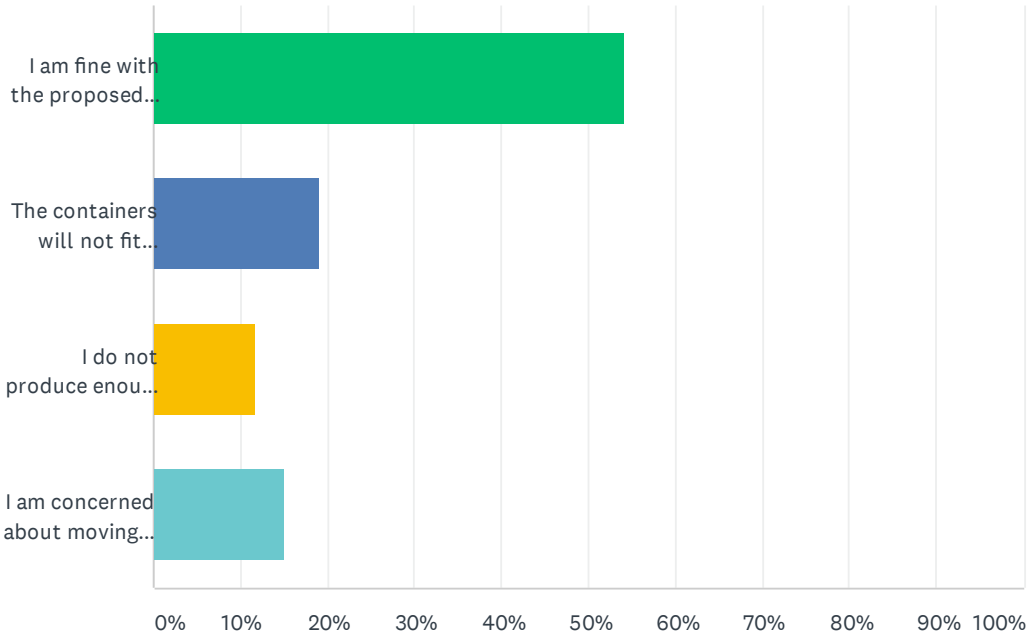
Answered: 316 Skipped: 304



ANSWER CHOICES	RESPONSES	
I believe there will be cost savings to the Town over time through reduction in labor costs.	52.85%	167
I think the program will make us better stewards of the environment by reducing litter blowing around our community through everyone having heavy-duty, lidded containers.	51.27%	162
I think the recycling markets will expand as technologies and innovation increase efficiencies.	19.94%	63
I support contained recycling by the Town through whatever path is chosen.	50.32%	159
Total Respondents: 316		

Q5 Residents have expressed concern about the size of the proposed containers that would be delivered as part of the automation program.
How do you feel about the proposed 96 gallon container size?

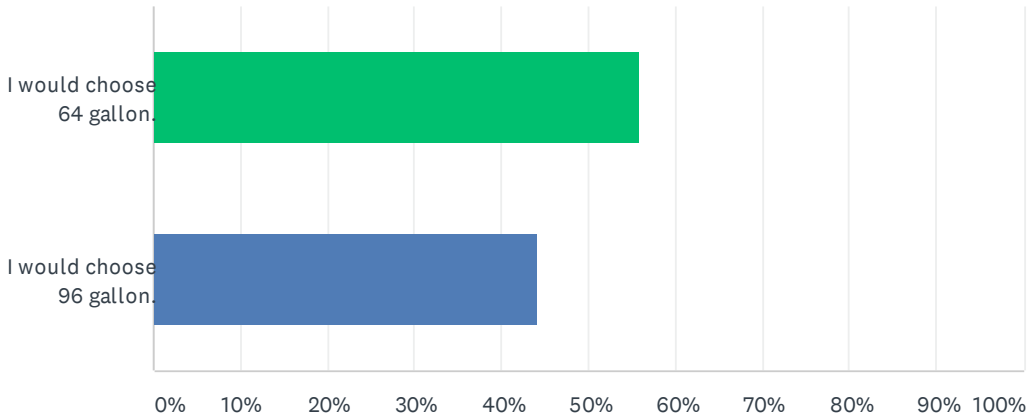
Answered: 578 Skipped: 42



ANSWER CHOICES	RESPONSES	
I am fine with the proposed size, I understand all of my trash (collected weekly) and all of my recycling (collected every other week) need to be inside the appropriate container.	54.15%	313
The containers will not fit in my storage location.	19.03%	110
I do not produce enough trash or recycling.	11.76%	68
I am concerned about moving containers to the curb due to size and weight.	15.05%	87
TOTAL		578

Q6 Based on the feedback the Town has received, the Town is now considering offering 64 gallon and 96 gallon containers for Trash. For reference a typical trash barrels volume is 50 gallons. Which size container would you choose?

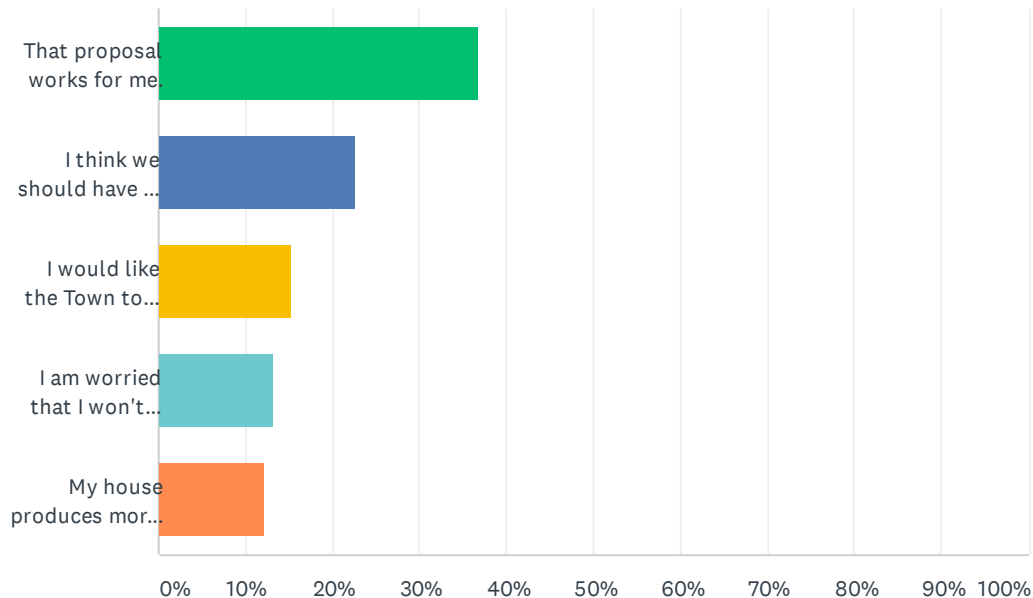
Answered: 589 Skipped: 31



ANSWER CHOICES		RESPONSES	
I would choose 64 gallon.		55.86%	329
I would choose 96 gallon.		44.14%	260
TOTAL			589

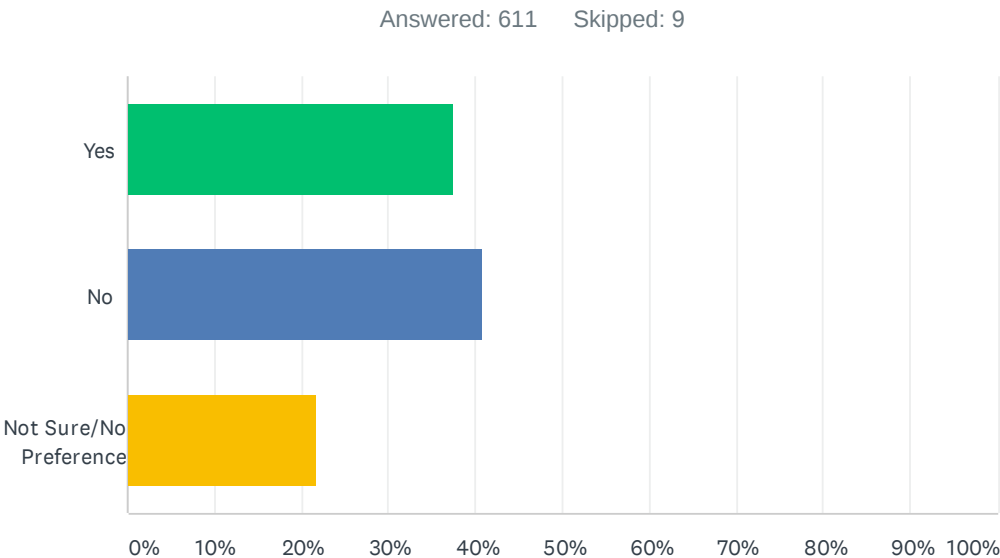
Q7 In the proposed automation program, recycling would be offered every other week at the 96 gallon container size, which includes all recyclables including cardboard. How do you feel about that? Select all that apply for you.

Answered: 602 Skipped: 18



ANSWER CHOICES	RESPONSES	
That proposal works for me.	36.88%	222
I think we should have a choice of container size, same as trash.	22.59%	136
I would like the Town to look into weekly recycling pick up even if it costs more to the Town.	15.28%	92
I am worried that I won't be able to maneuver or store the 96 gallon container size.	13.12%	79
My house produces more recycling every other week than will fit into a 96 gallon container.	12.13%	73
TOTAL		602

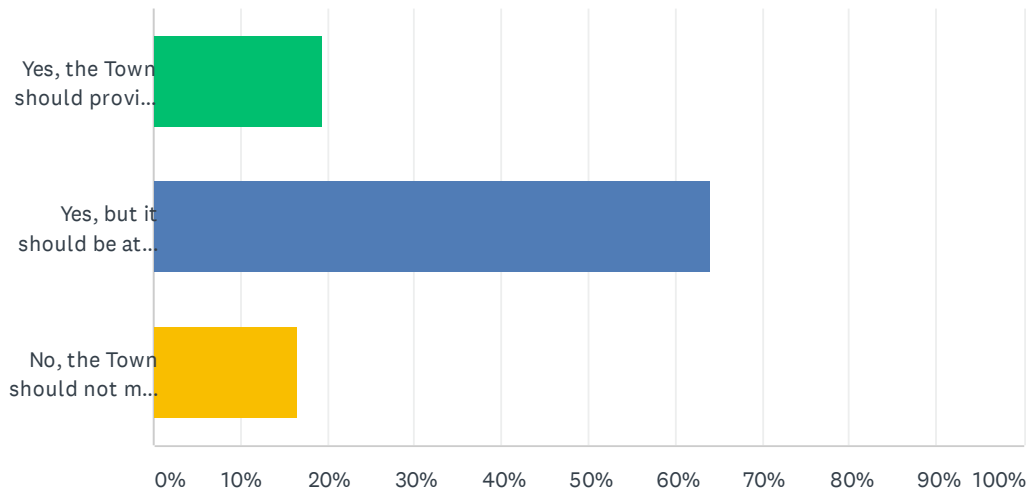
Q8 Based on the feedback the Town has received, the Town is considering purchasing containers to have on hand in order to perform switch outs for residents who wish to go to another size after receiving the containers. This would be an additional investment above the initial \$345,000. It would cost each household approximately an additional \$3.19 in taxes (one-time) to offer the sizing switch out option for the whole town. Do you think this is a good idea?



ANSWER CHOICES		RESPONSES	
Yes		37.48%	229
No		40.75%	249
Not Sure/No Preference		21.77%	133
TOTAL			611

Q9 Do you think the town should offer residents who want them an additional container for trash or recycling if they determine they need one?

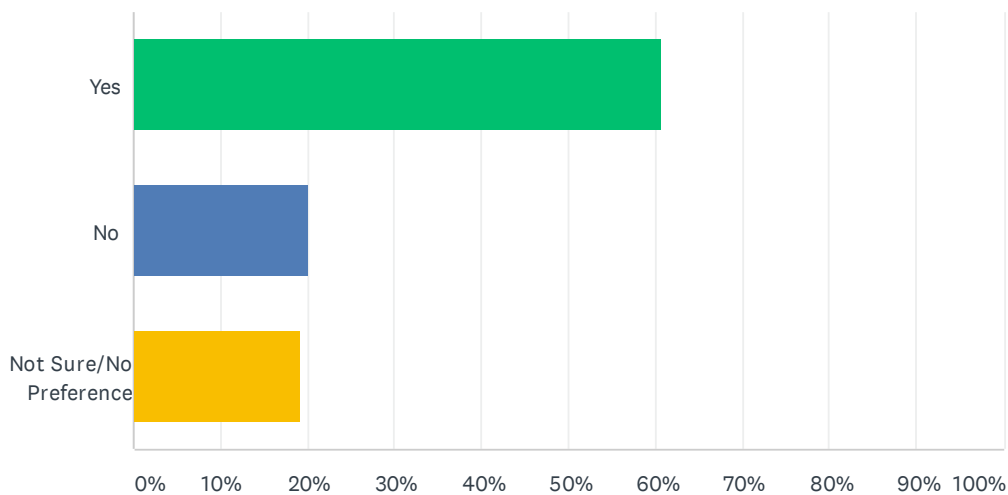
Answered: 608 Skipped: 12



ANSWER CHOICES		RESPONSES	
Yes, the Town should provide this service to residents who need it.		19.41%	118
Yes, but it should be at a cost to the individual resident.		63.98%	389
No, the Town should not make it easy for residents to dispose of more trash, they can use the transfer station option and expanded hours.		16.61%	101
TOTAL			608

Q10 Currently the Town's Transfer Station is open 9 a.m. to 4 p.m. on Saturdays only, every Saturday (April – November) and the first and third Saturday of each month (November – March). The Automation proposal includes additional hours of operation at the Town's Transfer Station opening Thursdays 2 p.m. to 7 p.m. during the summer and on Saturdays 9:00 am to 4:00 pm year round. Would that be useful to you and your family in the event you had a heavier trash week or planned to be away on the weekend and wanted to bring additional trash or recycling to the Transfer Station?

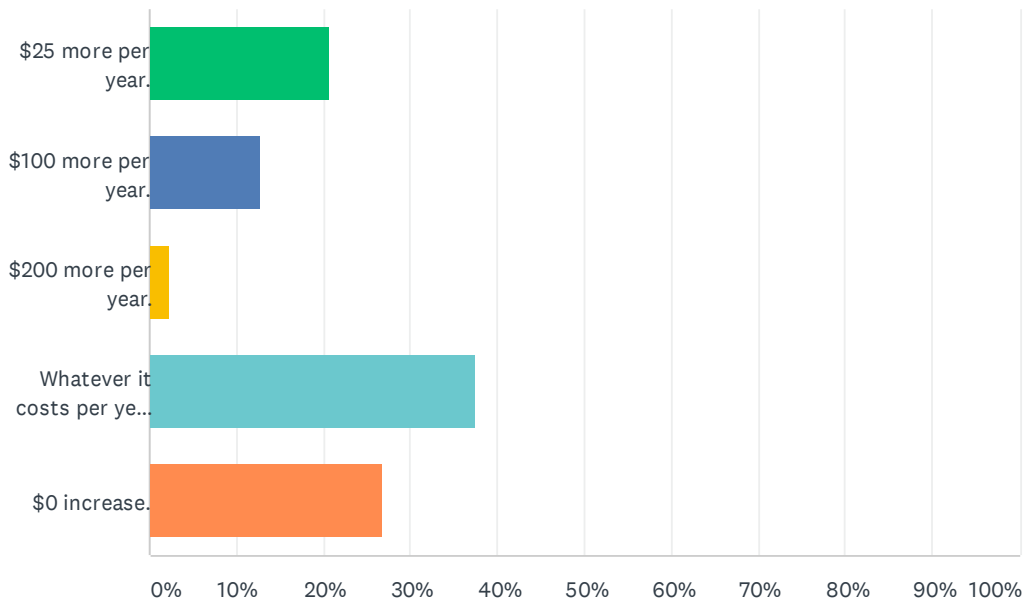
Answered: 612 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	60.62%	371
No	20.10%	123
Not Sure/No Preference	19.28%	118
TOTAL		612

Q11 Currently (and for several years), the Town and other communities have paid more per ton to recycle than the price per ton to dispose of trash refuse. The Town currently pays \$67 per ton to dispose of trash refuse and \$106 per ton for recycling (35% more than trash disposal costs). The Town expends approximately \$675,000 per year on trash collection, disposal and recycling costs. This equates to \$0.44 on the tax rate or \$184.68 on a home valued at \$424,000. If the costs to recycle increased over time, how much more are you personally willing to pay?

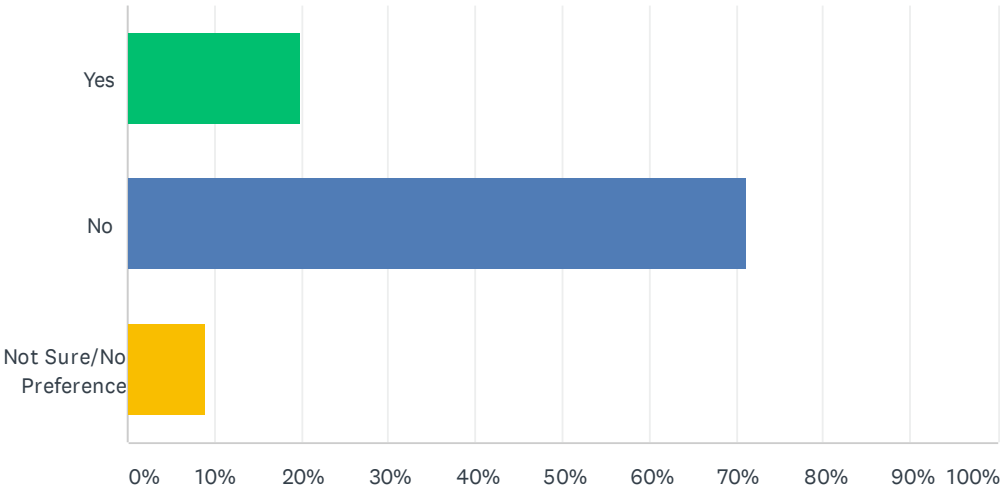
Answered: 596 Skipped: 24



ANSWER CHOICES	RESPONSES	
\$25 more per year.	20.81%	124
\$100 more per year.	12.75%	76
\$200 more per year.	2.35%	14
Whatever it costs per year, the Town should continue to offer a curbside recycling program.	37.42%	223
\$0 increase.	26.68%	159
TOTAL		596

Q12 Does knowing this cost relation cause you to want to stop recycling as a household?

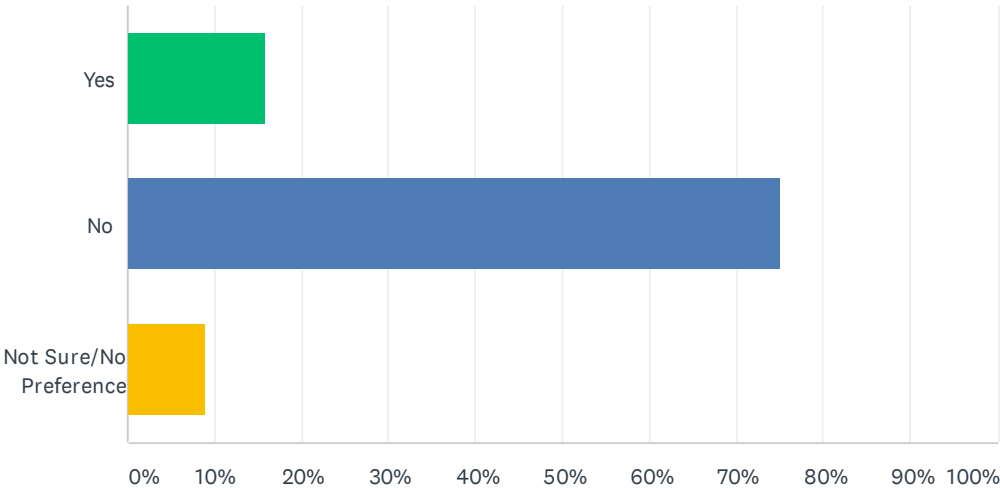
Answered: 600 Skipped: 20



ANSWER CHOICES		RESPONSES	
Yes		19.83%	119
No		71.17%	427
Not Sure/No Preference		9.00%	54
TOTAL			600

Q13 Does knowing this cost relationship cause you to want to the Town to discontinue sponsoring a recycling program.

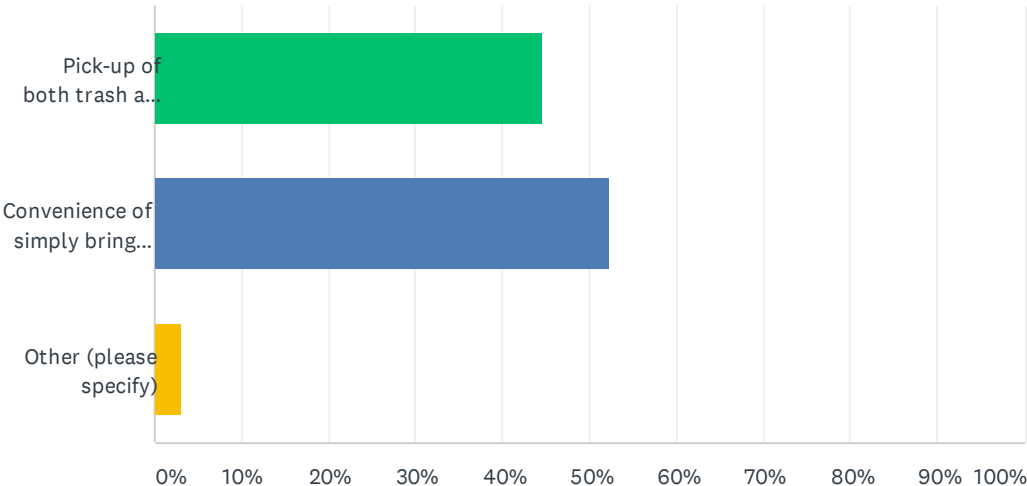
Answered: 601 Skipped: 19



ANSWER CHOICES		RESPONSES	
Yes		15.97%	96
No		75.04%	451
Not Sure/No Preference		8.99%	54
TOTAL			601

Q14 What aspect of the Town’s current curbside trash and recycling program do you value the most?

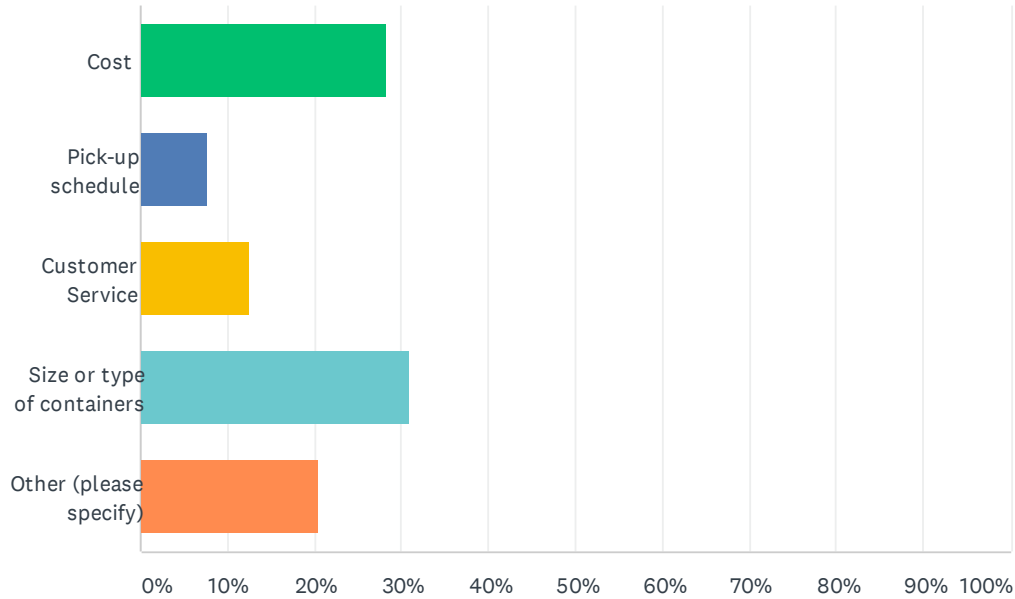
Answered: 599 Skipped: 21



ANSWER CHOICES		RESPONSES	
Pick-up of both trash and recycling every week.		44.57%	267
Convenience of simply bringing trash to curb.		52.25%	313
Other (please specify)		3.17%	19
TOTAL			599

Q15 What aspect of the Towns current curbside trash and recycling program do you least value?

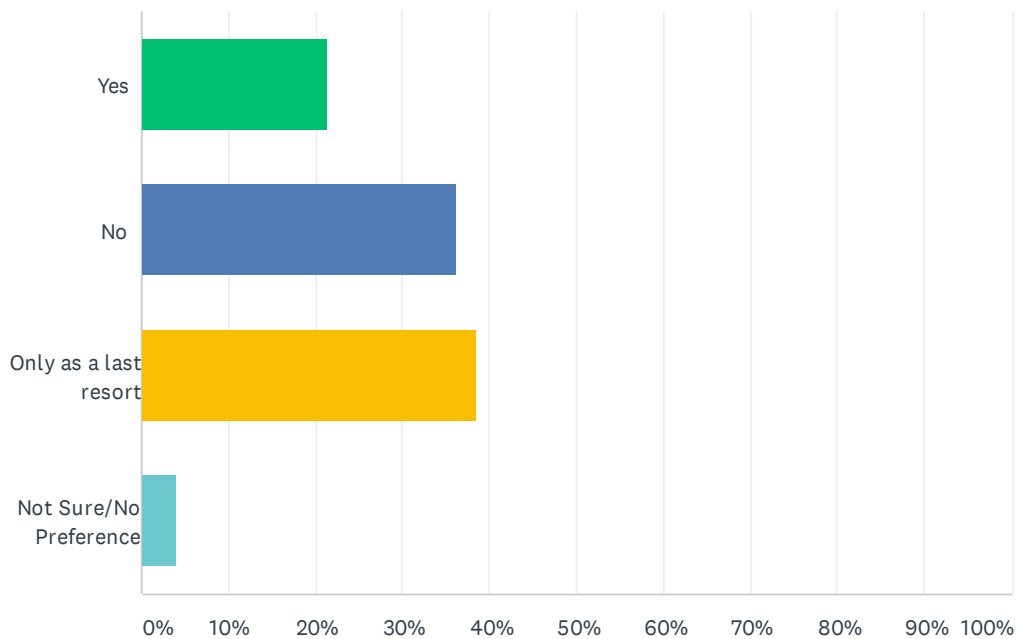
Answered: 550 Skipped: 70



ANSWER CHOICES	RESPONSES	
Cost	28.18%	155
Pick-up schedule	7.82%	43
Customer Service	12.55%	69
Size or type of containers	30.91%	170
Other (please specify)	20.55%	113
TOTAL		550

Q16 If the Town were to explore a different model for recycling, would you be supportive of a sorted recycling program at the Transfer station only and be willing to no longer subscribe to curbside recyclable collection?
Note: some modifications to the current transfer station layout would be required.

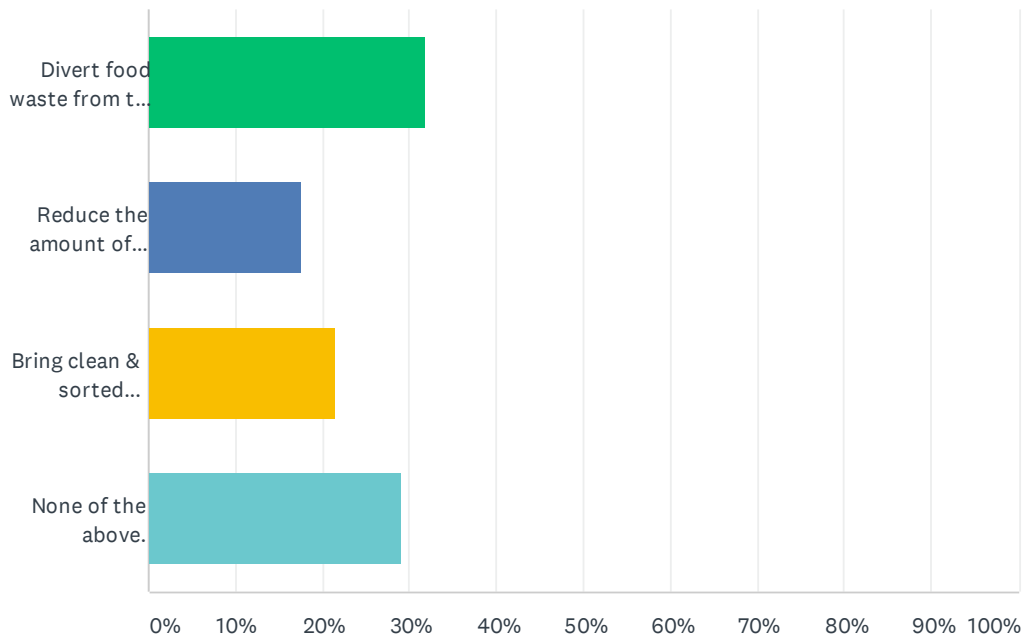
Answered: 600 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	21.33%	128
No	36.17%	217
Only as a last resort	38.50%	231
Not Sure/No Preference	4.00%	24
TOTAL		600

Q17 Since the Town pays per ton to dispose of the waste collected, every piece of trash and recycling that is diverted from the waste stream saves the Town money. Of the following waste reductions strategies, which of these are you most likely to effectively implement over the course of a year?

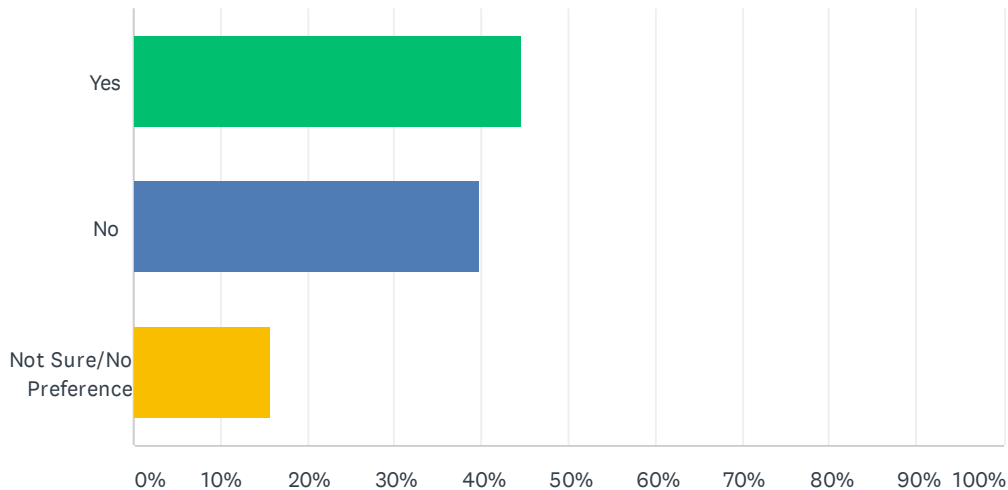
Answered: 582 Skipped: 38



ANSWER CHOICES	RESPONSES	
Divert food waste from the stream by composting food wastes.	31.79%	185
Reduce the amount of material I bring in to my home that needs to be disposed of.	17.53%	102
Bring clean & sorted recycling to a centralized collection facility in town to avoid contamination and reduce disposal costs.	21.65%	126
None of the above.	29.04%	169
TOTAL		582

Q18 Specific commodities of glass, aluminum cans & tin cans can be sorted out from commingled recyclables. Value from these commodities can be recouped and the tonnage can be reduced at the curb reflecting a savings for Stratham. Would you commit to bringing these sorted commodities to the Towns Transfer Station instead of placing them curbside?

Answered: 585 Skipped: 35

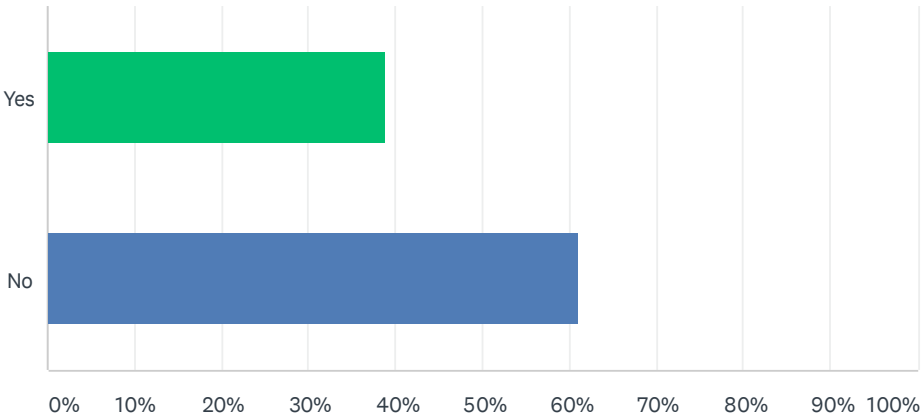


ANSWER CHOICES	RESPONSES	
Yes	44.62%	261
No	39.66%	232
Not Sure/No Preference	15.73%	92
TOTAL		585

Q19 “Pay As You Throw” (PAYT) is a form of solid waste management.

This practice has been successful for 34 NH Municipalities. Success comes in the form of reduced waste generation and the revenue produced from bag sales subsidizes the rising costs of collection and disposal equaling less tax burden. How does it WORK....?-Town trash bags are purchased at local vendors....likely the same location that you are currently purchasing generic trash bags.- Disposal costs are funded through bag sales.- Landfill tonnages are reduced.-Recycling increases.- No specialized equipment or receptacles are necessary to achieve.If Automation was not pursued would you support the adoption of a PAYT program here in Stratham?

Answered: 583 Skipped: 37



ANSWER CHOICES	RESPONSES	
Yes	38.94%	227
No	61.06%	356
TOTAL		583