

Attachment A

RESIDENTIAL SURVEY

Thank you for taking our survey! The City of Cupertino is conducting research on garbage services and possible rate increases. Your input will help with the City's decision on a new agreement for these services.

Your individual responses are entirely anonymous and confidential and will be used for research purposes only. Your data will not be sold or provided to anyone. You will not be approached for any other reason - we are only interested in your opinions.

Survey Instructions:

Once you have answered all the questions on a page, click the "Next" button to continue. If you have any technical difficulties with the survey, please email: environmental@cupertino.org

- i. Do you live in the City of Cupertino?
 - a. Yes
 - b. No
 - c. Don't know

HOUSING TYPE AND QUALITY OF LIFE

1. Generally speaking, are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the overall quality of life in Cupertino?
 - a) Very satisfied
 - b) Somewhat satisfied
 - c) Somewhat dissatisfied
 - d) Very dissatisfied
 - e) Not sure

2. Please indicate what type of housing in which you currently reside.
 - a. Single family home
 - b. Apartment
 - c. Condominium or Townhome
 - d. Duplex, Triplex, or Fourplex
 - e. Loft
 - f. Other
 - g. Not sure

VALUE AND USE OF SERVICES

3. The City of Cupertino currently contracts with Recology to provide garbage and recycling services within the City of Cupertino. Thinking about the garbage and recycling services provided by Recology specifically at your residence in Cupertino, are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with each of the following?
 - A. Quality of collection services (being on-time and leaving no mess)
 - B. Quality of customer service when contacting Recology

4. Next is a list of services provided by Recology in addition to the collection of solid waste. Please rate how valuable you feel these services are
 - a. Very valuable, somewhat valuable, somewhat unvaluable, not valuable
 - A. Environmental Days (4x/year document shredding and extra material drop-off events)
 - B. On-call and bulky item pick-up services (2/year per household included in rates)
 - C. Curbside collection of used motor oil and used cooking oil
 - D. Curbside collection of household batteries and compact fluorescent bulbs
 - E. Compost free to residents at the compost site
 - F. Free small containers for collecting food scraps in the kitchen
 - G. Curbside collection of Christmas trees
 - H. Annual Coats for Kids collection

5. Next are two extra services that are not currently provided by Recology, but might be useful to residents. Please rate how valuable you feel these services are:
 - Very valuable/Somewhat Valuable/Not Valuable/Don't Know
 - A. 1 time per year washing of residential organics cart
 - B. Extra cardboard collection at residences

6. Currently the smallest garbage cart available to single-family customers is 32 gallons, which is also the most popular size. Do you think a 20-gallon size at a lower rate should be made available?
 - a. Yes
 - b. No
 - c. Don't Know

7. Residents of Cupertino can place Food scraps and food-soiled paper in their green or brown yard trimmings container to be collected for composting. Do you put food scraps and food-soiled paper in your green or brown cart or container?

- a. Yes
- b. No
- c. Not sure

8. What is the primary reason you don't put food scraps and food-soiled paper into the green or brown cart or container specifically at your residence?

- a. It's too much of an effort
- b. I do not believe in recycling or composting in general
- c. My landlord or HOA does not provide a cart or container for that
- d. It is too messy or dirty
- e. I didn't know that I could put food scraps in the cart
- f. I compost my yard trimmings/food scraps at home
- g. Other (Please specify: _____)
- h. Not sure

9. Next is a question about how materials are handled after collection in Cupertino.

Currently in Cupertino:

- Recyclable materials put in the blue cart/container are collected and sent to a processing facility for additional sorting and use.
- Compostable materials such as yard trimmings and food scraps placed in the green or brown cart/container are collected and processed into compost.
- All materials placed in the gray garbage cart/container go directly to landfill with no additional sorting. In 2018 a study in Cupertino found that almost half of residential garbage could have been separated out as organics or as recyclables (by weight).

In the future, would you be willing to pay more for garbage service so that the material you put in your gray cart could be sorted to pull out materials that were not sorted correctly and keep them from going to the landfill?

- a. Yes
- b. No
- c. Not sure

BILLING AND WILLINGNESS TO PAY

10. Recology, the City of Cupertino's garbage and recycling provider, bills property owners directly for garbage and recycling services. Do you pay Recology for your garbage and recycling services directly or are those services paid for by your landlord or someone else?
- I/We pay directly
 - My landlord or someone else pays
 - Not sure
11. The most common rate paid by residents in single-family homes in Cupertino is \$29.60 per month for a 32 gallon garbage cart and recycling services. Thinking of the amount you pay Recology each month, do you feel that this amount is very reasonable, somewhat reasonable, somewhat unreasonable, or very unreasonable?
- Very reasonable
 - Somewhat reasonable
 - Somewhat unreasonable
 - Very unreasonable
 - Not sure
12. The City of Cupertino is about to negotiate a new garbage and recycling agreement. While Cupertino residents currently pay some of the lowest rates in the region and receive a high level of service, there are several reasons why rates may increase that are beyond the City's control. These include:
- Increased labor rates for garbage and recycling company employees
 - New requirements placed on the City of Cupertino and the garbage and recycling company by the State
 - Inflation and cost of service
 - Reduced prices at which the garbage and recycling company can sell recyclables

This means that rates could go up just to maintain the current services available to Cupertino residents.

Which is more important to you: Maintain all current services at higher rates, or minimize rate increases but potentially reduce services?

- Maintain current services
- Minimize rate increases even if it means potentially reducing services
- Don't know

13. To maintain the same level of service you are currently receiving, would you be willing to pay 20% more for garbage and recycling services knowing that for the average home the potential increase would be approximately \$6 per month?
- a. Yes
 - b. No
 - c. Not sure
14. As a second alternative, to maintain the same level of service you are currently receiving, would you be willing to pay 15% more for garbage and recycling services knowing that for the average home the potential increase would be less than \$5 per month?
- a. Yes
 - b. No
 - c. Not sure
15. As another alternative, to maintain the same level of service you are currently receiving, would you be willing to pay 10% more for garbage and recycling services knowing that for the average home the potential increase would be approximately \$3 per month?
- a. Yes
 - b. No
 - c. Not sure
16. Would you be interested in having a lower basic garbage rate and have the option to pay only as you use any extra services such as on-call collections of bulky items and curbside pickup of batteries, used oil, and Christmas trees?
- a. Yes
 - b. No
 - c. Don't know
17. Currently there is a discounted garbage rate available to low-income senior residents. Would you be willing to pay up to \$1.00/month to subsidize a discounted garbage rate for all low-income residents who qualify?
- a. Yes
 - b. No
 - c. Don't know

DEMOGRAPHICS

Now, just a few background questions for comparison purposes.

A. What is your age?

- a. 18 to 24
- b. 25 to 29
- c. 30 to 34
- d. 35 to 39
- e. 40 to 44
- f. 45 to 49
- g. 50 to 54
- h. 55 to 59
- i. 60 to 64
- j. 65 to 69
- k. 70 to 74
- l. 75 and over
- m. Not sure

B. Do you own or rent your home?

- a. Own
- b. Rent
- c. Not sure

C. How long have you lived in Cupertino? [DON'T READ CHOICES]

- a. Less than 5 years
- b. 5 to 10 years
- c. 11 to 20 years
- d. More than 20 years
- e. Not sure

D. How many adults over the age of 18 currently live at your residence?

- a. One
- b. Two
- c. Three
- d. Four
- e. Five
- f. More than five
- g. Prefer not to answer

E. How many children under the age of 18 currently live at your residence?

- a. One
- b. Two
- c. Three
- d. Four
- e. Five
- f. More than five
- g. Prefer not to answer

F. What ethnic group do you consider yourself a part of or feel closest to? [PHONE: IF RESPONDENT HESITATES, READ LIST. DO NOT RANDOMIZE.]

- a. African-American or Black
- b. American Indian or Alaska Native
- c. Asian
- d. Caucasian or White
- e. Hispanic or Latino
- f. Native Hawaiian or other Pacific Islander
- g. Two or more races
- h. Some other race
- i. Not sure

G. For statistical purposes only, what was the approximate total income of your household last year?

- a. Less than \$20,000
- b. \$20,000 to less than \$40,000
- c. \$40,000 to less than \$75,000
- d. \$75,000 to less than \$100,000
- e. \$100,000 to less than \$125,000
- f. \$125,000 to less than \$150,000
- g. \$150,000 or more
- h. Not sure

H. Gender:

- a. Male
- b. Female
- c. Non-binary

Thank you very much for participating.

住宅問卷調查 - 中文版

感謝您參加此次調查！庫比蒂諾市府正在對垃圾處理服務及其費用可能調漲的問題進行研究。您的意見將有助於市府就這些服務的新措施做出決策。

您的回答是完全匿名且保密的，僅用於研究目的。我們不會將您的資料出售或提供給任何人。我們不會出於任何其他原因接近您 - 我們只對您的意見感興趣。

調查說明：

當您回答完一頁上的所有問題後，請按「下一步」按鈕繼續。如果您在填寫過程中遇到任何技術問題，請發送電子郵件至：environmental@cupertino.org

- i. 您是否住在庫比蒂諾市？
 - a. 是
 - b. 否
 - c. 不知道

住房類型及生活品質

1. 整體來說，您對庫比蒂諾市的生活品質是非常滿意、比較滿意、不太滿意還是很不滿意？

- a) 非常滿意
- b) 比較滿意
- c) 不太滿意
- d) 很不滿意
- e) 不確定

2. 請選擇您目前居住的住房類型。

- a. 獨棟住宅
- b. 公寓
- c. 共租公寓或集合住宅
- d. 雙併屋、三併屋或四併屋
- e. 複式公寓
- f. 其他
- g. 不確定

服務的價值及使用

3. 庫比蒂諾市府目前與 **Recology** 簽約，在庫比蒂諾市內提供垃圾和回收服務。回顧 **Recology** 專門為您在庫比蒂諾的住所提供的垃圾和回收服務，您對以下各項是非常滿意、比較滿意、不太滿意還是很不滿意？
- A. 垃圾收集服務的品質（準時、收拾乾淨）
 - B. 聯絡 **Recology** 時的客戶服務品質
4. 下面是除固體廢物收集外，**Recology** 提供的服務清單。請評價您認為這些服務有多大價值
- a. 很有價值，比較有價值，不太有價值，沒有價值
 - A. 環境日（每年 4 次文件粉碎及額外材料定點收集服務）
 - B. 電話預約的大件廢棄物收運服務（收費包含每戶每年 2 次）
 - C. 路邊回收廢棄機油和廢棄食用油
 - D. 路邊回收廢棄家用電池和燈泡
 - E. 堆肥場向居民免費提供堆肥
 - F. 免費提供收集廚餘垃圾的小容器
 - G. 路邊回收聖誕樹
 - H. 一年一度收集兒童外套
5. 下面是 **Recology** 目前尚未提供的兩項額外服務，但可能對居民很有幫助。請評價您認為這些服務有多大價值：
- 非常有價值/比較有價值/沒有價值/不知道
 - A. 每年清洗 1 次住宅有機物推車
 - B. 額外收集紙箱瓦楞紙板
6. 目前獨棟住宅客戶所用的垃圾推車是 32 加侖，這也是最受歡迎的尺寸。您認為是否應該以更低的費用提供 20 加侖尺寸垃圾推車？
- a. 是
 - b. 否
 - c. 不知道

7. 庫比蒂諾居民可以將廚餘垃圾和被食物弄髒的紙放在綠色或褐色的庭院剪枝容器中，收集起來用於堆肥。您是否將廚餘垃圾和被食物弄髒的紙放在綠色或褐色的推車或容器裡？

- a. 是
- b. 否
- c. 不確定

8. 您沒有將廚餘垃圾和被食物弄髒的紙放進您住宅的綠色或褐色推車或容器裡，主要原因是什麼？

- a. 那太麻煩了
- b. 我整體上並不相信回收或堆肥-----
- c. 我的房東或 HOA 沒有提供此用途的推車或容器
- d. 那太亂或太髒了
- e. 我不知道可以把廚餘垃圾放進推車 -----
- f. 我在家將庭院剪枝/廚餘垃圾堆肥
- g. 其他（請具體說明：_____）
- h. 不確定

9. 下面是一個關於庫比蒂諾市在收集後如何處理廢棄物的問題。

目前在庫比蒂諾：

- 放在藍色推車/容器中的可回收材料被收集起來送到加工廠進一步分類和使用。
- 可堆肥的材料，如放在綠色或褐色推車/容器中的庭院剪枝和廚餘垃圾被收集起來，加工成堆肥。
- 放置在灰色垃圾推車/容器中的所有材料將直接掩埋，無需另行分類。2018 年，庫比蒂諾的一項研究發現，幾乎一半的生活垃圾可以作為有機物或可回收物分離出來（按重量計算）。

未來，你是否願意為垃圾服務多付費用，這樣您放在灰色推車裡的廢棄物就可以加以分類，將沒有正確分類的物品整理出來，以免將這些材料送去掩埋？

- a. 是
- b. 否
- c. 不確定

帳單和付費意願

10. 庫比蒂諾市府的垃圾和回收供應商 **Recology** 直接向業主收取垃圾和回收服務費用。您是直接支付垃圾和回收服務費用，還是由您的房東或其他人支付這些費用？

- a. 我/我們直接付費
- b. 我的房東或其他人付費
- c. 不確定

11. 在庫比蒂諾，獨棟住宅居民所支付的最常見費率為 32 加侖垃圾推車和回收服務每月 29.60 美元。請回想您每月向 **Recology** 支付的金額，您覺得這個金額是非常合理，比較合理，不太合理，還是很不合理？

- a. 非常合理
- b. 比較合理
- c. 不太合理
- d. 很不合理
- e. 不確定

12. 庫比蒂諾市府即將洽談一項新的垃圾與回收協定。雖然庫比蒂諾居民目前支付的費用在本地區屬最低之列，並且享受到了高水準的服務，但因若干原因可能會漲價，非本市所能控制。其中包括：

- 垃圾和回收公司員工的勞動費率提高
- 州府對庫比蒂諾市府以及垃圾和回收公司施加了新規定
- 通貨膨脹和服務成本
- 垃圾和回收公司出售可回收物的價格下降

這意味著，為了維持庫比蒂諾居民目前獲得的服務，費用可能會上漲。

以下哪項對您而言更重要：提高費用維持所有當前服務，或盡可能少漲價，但可能要減少服務？

- a. 維持當前服務
- b. 盡可能少漲價，即使這意味著有可能減少服務
- c. 不知道

13. 為了維持您目前獲得的服務水準，您是否願意為垃圾和回收服務多付 20%的費用？請知悉平均每戶每月漲價可能會在 6 美元左右。

- a. 是
- b. 否
- c. 不確定

14. 第二個方案是：為了維持您目前獲得的服務水準，您是否願意為垃圾和回收服務多付 15%的費用？請知悉平均每戶每月漲價可能會在 5 美元以下。

- a. 是
- b. 否
- c. 不確定

15. 還有一個方案是：為了維持您目前獲得的服務水準，您是否願意為垃圾和回收服務多付 10%的費用？請知悉平均每戶每月漲價可能會在 3 美元左右。

- a. 是
- b. 否
- c. 不確定

16. 您是否對以下做法感興趣：降低基本垃圾費率，並且僅在您使用任何額外服務時付費，如電話預約收集大件物品和在路邊取走電池、廢油和聖誕樹？

- a. 是
- b. 否
- c. 不知道

17. 目前，低收入老年居民可以享受垃圾費率優惠。您是否願意每月最多支付 1.00 美元，為符合條件的所有低收入居民提供垃圾費率優惠補貼？

- a. 是
- b. 否
- c. 不知道

人口統計資料

以下，為了比較起見，詢問您幾個背景問題。

A. 您的年紀是？

- a. 18 到 24 歲
- b. 25 到 29 歲
- c. 30 到 34 歲
- d. 35 到 39 歲
- e. 40 到 44 歲
- f. 45 到 49 歲
- g. 50 到 54 歲
- h. 55 到 59 歲
- i. 60 到 64 歲
- j. 65 到 69 歲
- k. 70 到 74 歲
- l. 75 歲及以上
- m. 不確定

B. 您的住房是自有的還是租賃的？

- a. 自有
- b. 租賃
- c. 不確定

C. 您在庫比蒂諾生活多長時間了？[不要讀出選項]

- a. 5 年以下
- b. 5 到 10 年
- c. 11 到 20 年
- d. 20 年以上
- e. 不確定

D. 目前有多少名 18 歲以上的成年人住在您家裡？

- a. 一名
- b. 兩名
- c. 三名
- d. 四名
- e. 五名
- f. 五名以上
- g. 不想回答

E. 目前有多少名 18 歲以下的子女住在您家裡？

- a. 一名
- b. 兩名
- c. 三名
- d. 四名
- e. 五名
- f. 五名以上
- g. 不想回答

F. 您認為自己屬於哪個族群，或者覺得最接近哪個族群？【電話：如果受訪者猶豫，則讀出清單。不要隨機。】

- a. 非裔美國人或黑人
- b. 美洲印地安人或阿拉斯加原住民
- c. 亞裔
- d. 高加索人或白人
- e. 西班牙裔或拉美裔
- f. 夏威夷原住民或其他太平洋島民
- g. 兩個或以上種族
- h. 某個其他種族
- i. 不確定

G. 僅出於統計目的，您家去年的總收入大約是多少？

- a. 20,000 美元以下
- b. 20,000 美元到 40,000 美元以下
- c. 40,000 美元到 75,000 美元以下
- d. 75,000 美元到 100,000 美元以下
- e. 100,000 美元到 125,000 美元以下
- f. 125,000 美元到 150,000 美元以下
- g. 150,000 美元或以上
- h. 不確定

H. 性別：

- a. 男
- b. 女
- c. 非二元

非常感謝您的參與。