

Attachment B

Franchise Agreement Commercial and Multi-Family Property Manager 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

1. Is the business or multi-family property you own, operate, or manage located within Cupertino? This survey is only for businesses and multi-family property managers operating in Cupertino.
 - a. Yes
 - b. No
 - c. Don't know

BUSINESS TYPE

2. How many full-time personnel are currently employed by your business, counting yourself?
 - a. 1-5
 - b. 6-10
 - c. 11-15
 - d. 16-20
 - e. 21+
3. In what industry or sector does your organization primarily operate?
 - a. Retail
 - b. Restaurant
 - c. Grocery store or food market
 - d. Multi-family property (apartments)
 - e. Gas Station/Auto repair
 - f. Office
 - g. Other: please specify
4. If you are managing a multi-family property, how many units are there?

- a. 4-8
 - b. 9-20
 - c. 21-40
 - d. 41-100
 - e. 100+
5. In what type of building is your business located?
- a. Shared commercial building with multiple units (such as a shopping center)
 - b. Shared residential and commercial building (such as Main Street or City Center)
 - c. Single unit commercial building
 - d. Multi-family property with multiple trash enclosures
 - e. Multi-family property with a single trash enclosure
 - f. Other: please specify

USE OF SERVICES

6. Does your business make its own decisions about how trash, recycling, and composting are handled or are these decisions made by a property manager or owner outside of your company?
- a. We have our own garbage service account and make our own decisions
 - b. A property manager or owner makes these decisions
 - c. We share service with another business that has the garbage service account
 - d. Other: Please tell us _____
 - e. Not sure
7. How does the garbage and recycling get taken out to the trash enclosure or trash collection area?
- a. Our employees take out the garbage
 - b. There is a custodial service that takes out the trash
 - c. Both – we take materials out to the trash enclosure as needed, but a custodial service also removes trash and recyclables.
 - d. We are a multi-family property and residents take out their own garbage and recyclables
 - e. We are a multi-family property with a “concierge” trash service that collects garbage and recyclables from residents and transports it to the trash enclosure(s).
 - f. Not sure
8. If a custodial service is used, are they hired by your business or someone outside your business, such as the property manager?
- a. Hired by my business
 - b. Hired by someone outside of my business
 - c. Not sure
 - d. Not applicable- our employees or multi-family residents take out the trash
9. Businesses and multi-family residents in Cupertino are instructed to place food scraps and food-soiled paper in their green container to be collected for composting. If you do

not put food scraps and food-soiled paper in your green or brown cart or container, what is the primary reason?

- a. - It's too much of an effort
- b. - I do not believe in recycling or composting in general
- c. My property manager does not provide a cart or container for that
- d. It is too messy or dirty
- e. I'm not sure which materials are okay to put in the green bin
- f. Our multi-family property has the green containers and signage, but we can't control how the residents use them
- g. Not applicable. We put food scraps and food- soiled paper in the green cart/container
- h. Other (Please specify: _____)

VALUE OF SERVICES

10. 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 business or multi-family property 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

11. How valuable do you find the following services? Very valuable, somewhat valuable, somewhat not valuable, not valuable/don't know

- a. Assistance with getting the right size bins and service levels for your needs
- b. Assistance with understanding proper sorting of recyclables and organics and help with signs and training to meet State and local requirements
- c. Providing a bin for the indoor collection of food scraps if requested

12. If you manage a multi-family property, how valuable do you consider the following services? Very valuable, somewhat valuable, somewhat not valuable, not valuable/don't know

- a. On-call collection of extra materials – 2 times per year per unit
- b. Collection of batteries and small e-waste items such as cell phones for proper disposal
- c. Providing small containers for kitchen food scraps collection to any residents who request them
- d. Providing each unit with a "Recycling Tote Bag" for the in-home storage of recyclables
- e. Pickup of Christmas trees

13. Has your business experienced problems with illegal dumping, where someone other than your employees have put materials in your bins and containers?
- a. Yes, and we got a locked bin or enclosure to deal with it
 - b. Yes, and it's still a problem
 - c. No
 - d. Not sure

14. 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 food scraps placed in the green cart/container are collected and processed into compost.

All materials placed in the gray garbage bin go directly to landfill with no additional sorting. In 2019 a study in Cupertino found that about 70% of commercial and multi-family garbage could have been separated out as organics or as recyclables (by weight).

The majority of commercial and multi-family garbage collected in Cupertino has been found to be improperly separated with up to 70% (by weight) of the material being organics or recyclables.

State regulations require this to improve. In addition to sorting these materials at the business or multi-family, some cities have this garbage processed (sorted) which "rescues" materials that accidentally end up in the wrong bin. In the future, would you be willing to pay more for garbage service so that all materials placed in it are sorted to maximum extent possible instead of it going straight to the landfill?

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

BILLING AND WILLINGNESS TO PAY

17. Do you pay Recology for your garbage and recycling services directly or are those services paid for by your property manager or someone else?
- a. Our business pays directly
 - b. A property manager or someone else pays

- c. Not sure

18. If your business pays directly for garbage service, do you think the current garbage rates for businesses are a fair price for the services provided?

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

19. The City of Cupertino is negotiating 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 businesses.

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

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

20. To maintain the same level of service you are currently receiving and not reduce any services, would you be willing to pay 15% more for garbage and recycling services? For a 3 cubic yard bin picked up once per week, that would be an increase of about \$43 per month. For a 3 cubic yard bin picked up 5 times per week, that would be an increase of about \$216/month.

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

21. Your garbage service rates are based on the amount of garbage and organics service you subscribe to. The collection and processing of recyclable materials is included in your subscription rate and is not separated out. Would you prefer to see the rates separated out by garbage, recycling, and organics?

- a. No, I prefer one rate that includes recycling.

- b. Yes, I would prefer to see the rates separated by garbage, recycling, and organics.
- c. Not sure.

Thank you again for taking our survey. We appreciate your time and input! For questions regarding the survey, please email: environmental@cupertino.org

特許加盟協議 商用和多單元物業經理調查

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

1. 您擁有、經營或管理的企業或多單元物業是否位於庫比蒂諾？本次調查僅面向在庫比蒂諾經營的企業和多單元物業經理。
 - a. 是
 - b. 否
 - c. 不知道

企業類型

2. 算上您自己，貴企業目前雇用多少全職人員？
 - a. 1-5 名
 - b. 6-10 名
 - c. 11-15 名
 - d. 16-20 名
 - e. 21 名以上
3. 貴公司主要經營哪個行業或產業？
 - a. 零售
 - b. 餐廳
 - c. 食品雜貨店或食品市場
 - d. 多單元物業（公寓）
 - e. 加油站/汽車修理
 - f. 辦公室
 - g. 其他：請說明

4. 如果您管理的是多單元物業，請問有多少個單元？

- a. 4-8 個
- b. 9-20 個
- c. 21-40 個
- d. 41-100 個
- e. 100 個以上

5. 您的企業位於哪類大廈中？

- a. 有多個單元的共用商用大廈（如購物中心）
- b. 共用商住大廈（如主街或城市中心）
- c. 單間單元商用大廈
- d. 有多個垃圾房的多單元物業
- e. 有單一垃圾房的多單元物業
- f. 其他：請說明

服務的使用

6. 貴企業是自行決定如何清運垃圾、回收和堆肥，還是由貴公司以外的物業經理或業主決定？

- a. 我們有自己的垃圾服務帳戶，並自行決定。
- b. 物業經理或業主做出這些決定
- c. 我們與另一家有垃圾服務帳戶的企業共用服務。
- d. 其他：請說明 _____
- e. 不確定

7. 如何將垃圾和回收物倒到垃圾房或垃圾收集區？

- a. 由我們的員工倒垃圾
- b. 有倒垃圾的託管服務
- c. 兩者兼而有之 - 我們在需要時將材料倒到垃圾房，但託管服務也會清運垃圾和可回收物
- d. 我們是多單元物業，居民自己倒垃圾和可回收物。
- e. 我們是多單元物業，有「禮賓」垃圾服務，他們會從居民那裡收集垃圾和可回收物，再運到垃圾房。
- f. 不確定

8. 如果使用託管服務，他們是由您的企業還是由您企業外部的人（如物業經理）聘請的？

- a. 由我的企業聘請
- b. 由我的企業外部的人聘請
- c. 不確定

- d. 不適用 - 由我們的員工或多單元居民倒垃圾
9. 庫比蒂諾的企業和多單元居民被要求將廚餘垃圾和被食物弄髒的紙放進綠色容器，收集起來用於堆肥。如果您沒有將廚餘垃圾和被食物弄髒的紙放進綠色或棕色的推車或容器，主要原因是甚麼？
- a. - 那太麻煩了
 - b. - 我總體上不相信回收或堆肥
 - c. 我的物業經理沒有提供那種用途的推車或容器
 - d. 那太亂或太髒了
 - e. 我不知道哪些材料可以放進綠色垃圾箱裡
 - f. 我們的多單元物業有綠色容器和標誌牌，但我們無法控制居民如何使用這些容器
 - g. 不適用。我們將廚餘垃圾和被食物弄髒的紙放進綠色推車/容器。
 - h. 其他（請具體說明：_____）

服務的價值

10. 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** 專門為貴企業或庫比蒂諾的多單元物業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 **Recoology** 時的客戶服務品質
11. 您認為以下服務多有價值？非常有價值、比較有價值、不太有價值、沒有價值/不知道
- a. 根據您的需求，協助您獲得大小合適的垃圾箱和服務水準。
 - b. 協助您了解可回收物和有機物的正確分類，並幫助製作標誌和提供培訓，達到州府和地方的要求。
 - c. 如有人索要，會提供垃圾桶用於室內收集廚餘垃圾。
12. 如果您管理多單元物業，您認為以下服務有多大價值？非常有價值、比較有價值、不太有價值、沒有價值/不知道
- a. 隨叫隨到收集多餘物 - 每個單元每年 2 次
 - b. 收集電池和手機等小型電子廢物，以便妥善處置
 - c. 向索要垃圾桶的任何居民提供小型容器，用於收集廚餘垃圾
 - d. 為每個單元提供一個「回收袋」，用於家中存放可回收物。
 - e. 取走聖誕樹
13. 貴企業是否遇到過非法傾倒問題，即企業外部的人將材料丟入貴企業的垃圾箱和容器中？
- a. 是的，我們配備了一個上鎖的垃圾箱或垃圾房來解決這個問題。
 - b. 是的，這個問題仍未得到解決
 - c. 否

d. 不確定

14. 下面是一個關於庫比蒂諾在收集後如何處理材料的問題。

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，如放進綠色推車/容器的廚餘垃圾，是收集起來後處理成堆肥。

放進灰色垃圾箱的所有材料直接送去填埋場，無需另行分類。2019 年，庫比蒂諾的一項研究發現，大約 70% 的商用和多單元大廈的垃圾可以作為有機物或可回收物分離出來（按重量計算）。

在庫比蒂諾收集的大部分商用和多單元大廈的垃圾被發現分類不當，最多 70%（按重量）的材料是有機物或可回收物。

州府法規要求改善這種情況。除了對企業或多單元大廈的這些材料進行分類外，一些城市還對這些垃圾進行處理（分類），「拯救」出那些不小心丟錯垃圾箱的材料。今後，您是否願意在垃圾服務上多付一些錢，使丟進垃圾箱的所有材料都最大限度加以分類，而不是直接送去填埋？

- a. 是
- b. 否
- c. 不確定

帳單和付費意願

17. 您是直接支付垃圾和回收服務費用，還是由您的物業經理或其他人支付這些費用？

- a. 本企業直接支付
- b. 物業經理或其他人支付
- c. 不確定

18. 如果貴企業直接支付垃圾服務費，您認為目前的企業垃圾費率，相對於其提供的服務而言，定價是否公平？

- a. 是
- b. 否
- c. 不確定

19. 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率在本地區屬最低之列，並且享受到了高水準的服務，但可能漲價的原因有若干，非本市所能控

制。其中包括：

- 垃圾和回收公司員工的勞動力費率提高
- 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，為了維持庫比蒂諾企業目前獲得的服務，費率可能會上漲。

以下哪項對您而言更重要：提高費率維持所有當前服務，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

20. 為了維持目前的服務水準而不減少任何服務，您是否願意為垃圾和回收服務多付 15%的費用？這相當於，一個 3 立方碼的垃圾箱，每週取一次垃圾，每月提價約 43 美元。一個 3 立方碼的垃圾桶，每週取 5 次垃圾，每月提價約 216 美元。

- a. 是
- b. 否
- c. 不確定

21. 您的垃圾服務費率是根據您所訂購的垃圾和有機物服務的數量而定的。可回收材料的收集和處理包含在您的訂購費率中，沒有分開計算。您是否希望按垃圾、回收和有機物分開收費？

- a. 不，我希望統一收費，將回收包括在內。
- b. 是的，我希望按垃圾、回收和有機物分開收費。
- c. 不確定。

再次感謝您參加我們的調查。謝謝您抽時間分享看法！有關調查的疑問，請發電子郵件：
environmental@cupertino.org