



CITY OF KIRKLAND

Public Works Department

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MEMORANDUM

To: Kurt Triplett, City Manager

From: John MacGillivray, Solid Waste Programs Supervisor
John Burkhalter, Development & Environmental Engineering Manager
Julie Underwood, Interim Director of Public Works

Date: November 23, 2020

Subject: SOLID WASTE CONTRACT PROCUREMENT UPDATE

RECOMMENDATION:

That City Council receive a briefing on the status of the procurement of a new Comprehensive Garbage, Recyclables, and Compostables Collection Contract.

BACKGROUND

The City of Kirkland contracts with Waste Management (WMI) for the collection of residential and commercial solid waste and has done so continuously for over three decades. The current contract was directly negotiated with WMI at City Council's direction in 2010-2011 and went into effect one month after the Juanita, Finn Hill, Kingsgate (JFK) annexation in July 2011. Both of the City's two-year extensions have been used and the contract will expire on June 30, 2022.

Kirkland underwent a competitive request-for-proposals (RFP) process to procure a new solid waste contract in 2016/2017. The City received three proposals (WMI, Recology, and Republic Services) but City Council opted to extend the current contract with WMI in lieu of awarding a new contract. This decision was taken to avoid a wholesale rate increase of 6% up to 17% depending upon the rate proposal offered by the proposers. Alternatively, there was no rate increase with a contract extension.

Solid Waste Contract Procurement Regulations in Washington State

Cities are granted a broad degree of latitude in determining how to contract for solid waste collections services, whereas in other public contract procurement processes, cities must follow specific guidelines to ensure competition.

Public works contracting is governed by [RCW 35.23.352](#) by reference in [RCW 35A.40.200](#) and [RCW 35A.40.210](#). In 1994, RCW 35.23.352 was amended and a former requirement that bids be sought when acquiring solid waste services was eliminated. Since the collection of solid waste is a service and bids are not strictly required for services, cities may use other means to select and contract with a solid waste service provider such as requests for qualifications, requests for bids or proposals, direct negotiations, renegotiations, or contract extensions. However, these procedures merely set out

alternative approaches for the selection of a solid waste service provider for cities and there is no requirement that a city use those procedures. No matter the method chosen, the typical length of a municipal solid waste contract is seven to ten years with one or two extension options either at the sole discretion of the city or by mutual agreement between the city and the contractor. In Kirkland's current contract, both two-year extensions were exercised at the sole discretion of the City. If the current agreement were to be extended for a period of time beyond the June 30, 2022 expiration date, both WMI and the City would have to mutually negotiate and agree to any contract extension.

City of Kirkland Solid Waste Contract Procurement Regulations

Kirkland Municipal Code (KMC) 16.12.010 requires a competitive process to procure solid waste collection services with the caveat that City Council may, at its discretion, direct staff to instead negotiate a new solid waste collection contract with the incumbent service provider or any other prospective service provider for that matter.

KMC 16.12.010: "No later than one hundred fifty days prior to the expiration of any existing contract for garbage collection, the city shall commence preparation of specifications, and thereafter advertise and call for bids and from bids received award the contract for the collection and disposal of all solid waste within the city; provided, however, that the city council, by resolution, may authorize the city manager or the director of the department of public works as his delegate to negotiate for the award of a new contract for garbage collection or the extension of any existing garbage collection contract."

However, research conducted by staff during the 2016/2017 procurement process indicated that competitive procurement processes are more like to result in lower rates and a better suite of services relative to negotiated contracts.

Solid Waste Contract Procurement Methods

The three most common procurement methods are discussed in greater detail below. Kirkland opted to undergo a competitive RFP procurement process in 2016/2017 prior to extending with Waste Management.

1. Direct Renegotiation

Renegotiating solid waste collection contracts can be difficult, as haulers typically will not open their books or disclose operating margins. Instead, rate negotiations are based on comparisons with other city rates, which are based on different service packages, different mixes of commercial and residential customers, and that may or may not have been competitively procured. Cities may have difficulty determining whether they have negotiated a good deal that reflects market rates. Additionally, services and contract terms must be mutually acceptable and sometimes the hauler may refuse to meet city objectives for service levels or enforcement. Only a few cities in the region, Kirkland (due to the Juanita, Finn Hill, and Kingsgate annexation), Redmond, and Kent have renegotiated their solid waste collection contracts in recent years.

2. Request for Bids (RFB)

Assuming the successful bidder is both responsive (follows the rules of the process) and responsible (able to provide the service), contracts based on the RFB model are awarded based solely on price. A city issues a bid which includes a base contract and bidders provide a price for each element to include both collection and disposal. The RFB may also include bid alternatives for city consideration. While this process is prevalent in public works contracting, the RFB process is somewhat rare in solid waste contract procurements since it lacks the inclusion of qualitative elements valued by the city, residents, and businesses. The City of Sammamish is the only city in King County in recent years to complete an RFB process that resulted in a contract award, although the RFB process was common in early 2000's procurements.

3. Request for Proposals (RFP)

The RFP process is more flexible than the RFB and allows proposers to be evaluated on the design of their service model and to distinguish themselves qualitatively from their competitors. RFP processes for solid waste services can take up to two years to complete. Processes typically include a preliminary industry review of bid documents; a two to three-month advertisement period; a proposal evaluation process; a provisional award pending a successful contract finalization phase with the provisionally selected contractor; and a final contract award by City Council. Nine months to one year is usually reserved at the end of the process to allow the successful proponent time to order and take delivery of new collection vehicles and formulate and implement a transition plan.

Proposals are not only evaluated on price but are also appraised on qualitative elements such as a proponent's quality of customer service, billing accuracy, sustainability plan, community participation and involvement, contract implementation and compliance, operations and system design, interviews with the city, and reference checks. Typically, ratings are weighted 60%-80% on price and 40%-20% on qualitative factors, depending upon a city's preference. In most RFPs, the split between price and qualitative is either 70/30 or 60/40. RFP processes provide cities with the highest level of flexibility to award a contract based not only on price but also on the overall quality of service. In some cases, the proposer with the lowest price does not win the contract because the price and added service value of a competitor is ranked higher. The RFP process has been the predominant solid waste contract procurement method in our region. The cities of Kirkland (2017), Renton (2017), Mercer Island (2018) and Federal Way (2019) have completed RFP processes in recent years and the City of Auburn's RFP process was recently completed in October.

Alternative Service Provision Methods

In addition to the three most common methods a city may choose to procure and provide solid waste collection services, there are two less-common service provision methods discussed below.

Washington Utilities and Trade Commission (WUTC) Service

A city may choose to forego contracting directly with a service provider for solid waste collection services and, instead, may subscribe to the collection services provided under the WUTC system. In Washington State, incorporated and unincorporated service territories are divided up among contractors who hold "G" certificates. These certificates entitle the certificate holder to absolute

exclusivity in serving a given territory. WUTC-provided service occurs most often in unincorporated, rural areas throughout the State but one city in King County, the City of Woodinville, has chosen to provide collection services through the WUTC in lieu of a contract.

If a city decided to revert to WUTC-governed service, the city would provide advance notice to the WUTC at which time the holder of the "G" certificate for that city's territory would be notified and would be required to provide service upon the expiration or termination of the city's contract. In Kirkland, WMI holds the "G" certificate for the annexation area but it's unclear which company, if any, holds the certificate for pre-annexation Kirkland. In the event no company holds a certificate for a given territory, the WUTC would undertake a process to award said certificate which could take several months.

The services and rates in a territory are set by the WUTC and can be modified over time upon the request of the certificate holder and the approval of the WUTC. In the areas where the WUTC governs service, the rates are generally more expensive, and the service quality is not as high relative to standard municipal solid waste contracts. This option would be beneficial to smaller cities with limited administrative budgets and staff available to manage a solid waste contract.

City Provided Service

Some cities in the area, such as the cities of Enumclaw and Olympia, choose to provide solid waste collection services with city staff and resources in lieu of contracting. If a city opts to provide service in this manner, significant initial capital investments ranging in the tens of millions of dollars would be required. Major capital investments would include property acquisition, building an operations center with administration and driver accommodation facilities, dispatch capabilities with space for container storage, vehicle maintenance garages, and fueling capabilities and the purchase of solid waste collection and support vehicles. Ongoing expenses would include the hiring of administrative and driver staff along with other major expenses such as vehicle maintenance, fuel costs, and maintaining a container inventory. While there would be a significant initial capital investment, city provided service offers a city more control over such things as collection operations, the subcontracting of services to third parties, marketing and sales of recyclable commodities, and labor costs. Further, city provided service eliminates the contractor's profit margin embedded in the rates charged to the city. If a city was interested in transition to city-provided service, the first step would be to undergo a feasibility study to identify needs, challenges, and projected costs.

THE SOLID WASTE RFP PROCUREMENT PROCESS

Unless directed differently by the Council, pursuant to KMC, staff is undergoing a competitive RFP process to procure a new solid waste collection contract. Kirkland staff are responsible for document preparation and the evaluation of proposals with a small consultant budget set aside for technical advice and the evaluation of rate proposals. Staff intends to largely replicate the 2017 procurement process given the positive feedback received from proposers at that time. The elements and values fundamental to the past and current process include:

- Ensuring inclusion, fairness, transparency and process integrity
- Achieving value and competitive rates for residents and businesses
- Ensuring compliance with Kirkland's established purchasing policies and procedures
- Supporting policies and goals in the adopted Comprehensive Solid Waste Management Plan
- Observing established City Council goals and adopted plans

As shown below in *Table 1*, there are numerous steps in the process which are discussed sequentially below, where applicable. Future timeframes are estimates and may be subject to change.

Table 1: Solid Waste Contract Procurement Timeline		
Status	Task	Timeframe
Complete	Community Survey	June 2020
Complete	Hauler Interviews	Sept 2020
Complete	Rate and Service Comparisons	Sept 2020
Complete	Draft Contract and RFP Documents	Sept/Oct 2020
Ongoing	Legal Review	Nov/Dec 2020
Complete	Updates to City Manager and City Council	Nov/Dec 2020
Pending	Industry Review Period	Jan/Feb 2021
Pending	Release of RFP	Mar 1, 2020
Pending	Proposer Questions Due	Mar 22, 2020
Pending	Proposals Due	May 3, 2021
Pending	Proposals Evaluation, Interviews, Selection	May/June 2021
Pending	Provisional Contract Award Recommendation to City Council	June 2021
Pending	Contract Finalization/Final Award	July/Aug 2021
Pending	Contract Transition and Implementation Planning	Oct 2021 – June 2022
Pending	Start of Contract	July 1, 2022

Community Survey

In June 2020, Solid Waste staff conducted a non-scientific, self-selecting online survey to poll residents about their overall satisfaction with the City’s solid waste and recycling services; desires for additional services; general recycling knowledge; and communications preferences. A total of 464 responses were received with 85% fully completing the survey. The first 100 respondents received a \$5 gift card from a local business. The complete results of the survey can be reviewed in *Attachment 1*. Of the respondents, 84% reside in single family homes and 16% live in apartments or condos. 52% of the respondents reside in northern Kirkland, 37% in central Kirkland, and only 11% in southern Kirkland. The parts of the survey pertinent to the solid waste contract procurement are discussed below.

Customer Satisfaction: 88% of respondents are Very Satisfied/Satisfied with their garbage, recycling, and composting collection services. 77% of respondents are Very Satisfied/Satisfied with Waste Management’s customer service.

Bulky Waste Pricing Preference: Respondents were asked to indicate a preference for a cost range for the curbside collection of bulky items like appliances and furniture. 45% of respondents preferred a price point to be \$25 per item or less. 33% believe the price point should fall between \$26 and \$35 per item.

Curbside Services: Respondents were asked to choose the items they would like to have collected at the curb. Styrofoam received the highest percentage at 62% with household batteries (52%) and electronics (46%) coming in second and third. Please note that staff is not seriously considering adding curbside collection of Styrofoam in a future contract because such collection would likely result in significant litter management issues and the City already has a more

affordable and efficient method of collecting foam through StyroFest events. Interestingly, when asked to indicate the items customers save for drop-off, 80% said they save batteries, 67% save Styrofoam, and 62% save electronics.

Collection Frequency: Respondents were asked to indicate a preference for every-other-week (EOW) collection of residential garbage, recycling, and yard waste. A majority of respondents were opposed to EOW garbage service (66%) with 52% opposed to EOW recycling and 46% to EOW yard waste service.

Recycling Contamination Enforcement: Kirkland has a robust contamination enforcement program in which carts containing unacceptable materials are tagged by drivers at the point of collection. In lieu of fines, the approach has been to refuse service to customers with chronic contamination issues. About 47% of respondents indicated they support stricter contamination enforcement with 22% supporting stricter enforcement only if it does not involve fines.

Separate Glass Recycling: Some cities are moving to a collection system in which glass containers are collected in small bins separated from other recyclables. 61% of respondents indicated a willingness to recycle their glass containers separately. 31% said they were willing to do so only if it did not cost more.

Service Provider Interviews

Before drafting the RFP and base contract documents, staff held confidential individual meetings with current and prospective service providers. A staff group met with Kirkland's current contractor, WMI, as well representatives from Recology, Republic Services, and Cedar Grove. Service providers were given the opportunity to ask questions about the looming procurement process, educate staff about the provisions and services their respective companies prefer in municipal solid waste contracts, and provide feedback on how they believe RFP processes could be improved.

Rate and Service Comparisons

An important step in any solid waste procurement process is conducting a comparison of rates and services in other municipalities so the competitiveness of any rates proposals received can be determined. It is exceptionally challenging to make a true "apples for apples" comparison between city contracts as there are a multitude of factors that contribute to an individual city's solid waste rates. Differences in curbside services, service frequencies, mandatory versus subscription-based services, tax rates, proximity to a transfer facility, and age of the contract are just a few of these differences.

The City contracted with Sound Resource Management to conduct a rate and services comparison. The cities used as comparatives include the cities of Auburn, Bellevue, Federal Way, Issaquah, Mercer Island, Redmond, Renton, Sammamish, and Seattle. As shown in *Table 2*, when all residential cart sizes and services in the nine cities are adjusted upwards or downwards to approximate the services offered in Kirkland, the weighted average residential rates in Kirkland rank fourth highest at \$37.64/month behind the cities of Seattle, Sammamish, and Mercer Island. The suburban average is \$32.17.

Table 2: Residential Average Rates

Rank	City	Avg Cost/mo	Hauler	Contract Start
1	Seattle	\$59.87	WMI/Recology	2019
2	Sammamish	\$45.30	Republic	2017
3	Mercer Island	\$38.99	Recology	2019
4	Kirkland	\$37.64	WMI	2011
5	Federal Way	\$36.83	WMI	2020
	Suburban Average	\$32.17		
6	Auburn	\$28.04	WMI	2011
7	Renton	\$27.70	Republic	2017
8	Bellevue	\$27.00	Republic	2014
9	Redmond	\$25.92	WMI	2016
10	Issaquah	\$23.13	Recology	2012

Full details of the service and rates comparisons for all sectors are included in *Attachment 2*.

The City of Auburn 2020 Contract Procurement

The City of Auburn awarded a competitively bid contract to WMI in late October. The wholesale rates increased by an average of 48% for residential customers. The City of Auburn has apparently chosen to not pass on the rate increase in its retail rates to its customers until a future date, presumably through the use of cash reserves to offset the increase. As such, Auburn’s new contract is not included as a comparative in the rates and services comparison because we do not know at this time how the wholesale rates will translate into retail rates. The rate increase was due, in part, to significant program changes and improvements coupled with service providers apparently attempting to meet corporately mandated profit margins and compensating for lower than projected profits from the sale of recyclable commodities over the course of the last few years as a consequence of the China Sword restrictions.. It is important to note that when Auburn’s current contract’s residential rates and services are compared and equalized to Kirkland’s rate and services, the average Auburn’s rates are about \$9.60 less per month. This indicates that Auburn’s rates were artificially low given the age of it contract.

Draft Solid Waste Contract Services and Provisions

The draft solid waste contract was prepared primarily by Solid Waste staff working in conjunction with any interested City divisions such as Utility Billing and Parks and with limited contract consultant support. Sound Resource Management has been hired to complete work on the aforementioned rates and services comparisons, evaluate and present options on the various financial components such as options for the annual CPI escalator and recycling market adjustment mechanism, and to evaluate and translate wholesale rate proposals received into retail rates.

The services and provisions in the draft solid waste contract fall into four categories. First are the services and provisions that have been retained in whole or in part from Kirkland’s current contract. The second category refers to the services and provisions that have been added or significantly changed from the current contract. The third category lists the services and provisions that have been deleted. The final category lists the contract alternatives in the RFP for which the City may seek

pricing. All services and provisions are subject to change pending legal review and finalization of the draft contract and RFP documents.

Retained Services and Provisions

- Weekly residential garbage, recycling, and yard waste collection
- No cost carry-out service for disabled customers
- Costs of recycling and composting embedded in garbage rate
- Cart colors (green=garbage, blue=recycling, gray=yard waste)
- New fleet of CNG collection vehicles at the start of the contract
- City billing
- Local customer service office and staff
- Customer service call answering standards (Average Speed of Answer <30 seconds, Average Hold Time two minutes or less)
- Monthly reports (service, tonnage, processing, and customer service data)
- Unlimited multifamily recycling service
- Annual residential and commercial recycling guides
- No cost service to City facilities and downtown "Big Bellies"
- Free in-home food scrap buckets, upon request
- Commercial and multifamily organics service
- Curbside electronics collection
- Drop off locations for trash and recycling if service is postponed due to inclement weather for two or more consecutive weeks
- Annual Christmas tree collection in first two weeks of January

New Services and Provisions

- 8.5-year term to align contract cycle with City's biennial budget and rates adoption process
- Two, 2-year extensions, one extension at City's sole discretion, the second by mutual agreement
- More affordable bulky waste collection services (\$30-\$40 per item)
- Bulky waste collection service for multifamily and commercial customers
- Discouragement of labor disruptions (Missed service credit to customers plus and escalated performance fee structure specific to work stoppages to avoid potentially expensive misunderstandings and misinterpretations of missed pick up performance fees as they would apply to a work stoppage)
- Unlimited commercial recycling service
- Additional 96 gallons of free yard waste service after City-declared storm events
- No cost service for City or City-sponsored events (up to six per year)
- Contemplation of future extended producer responsibility programs
- Contamination Reduction Plan
- Education and outreach, technical, and material assistance to Multifamily and Commercial customers (i.e., site waste audits, signage, presentations)
- Specific performance expectations for spill response and abatement
- Considerations of increases in compost processing costs due to change in law or regulation
- Requirement for translated educational and outreach materials in multiple languages
- Educational cart tagging
- One special Contractor-organized recycling event each year
- Small residential composting mini-can for customers without yards (i.e. townhomes)

Deleted Services and Provisions

- As a cost saving measure, embedded curbside services with duplicative product stewardship (EPR) programs or established drop-off location networks (batteries, CFL bulbs, textiles, motor oil, cooking oil, etc.) were deleted or not added
- Alignment of accepted recyclables list with the Comprehensive Solid Waste Management Plan and King County Recycling Task Force recommendations (no plastic bags, aluminum foil, shredded paper, and plastic clamshell containers)
- No gate or container unlocking fees

RFP Alternatives

The City will be seeking pricing on the following contract alternatives in the RFP. All, some or none of the alternatives may be included in the final awarded contract, at the City's sole discretion.

1. **Recycling Market Adjustment:** Under this provision, the City would be credited or debited for the value of recyclables after the costs of collection, processing, and marketing are accounted for by the contractor.
2. **Longer Contract Term:** 10.5 years versus 8.5 years.
3. **Alternative Collection Vehicles:** Proposers may offer fleet alternatives such as phasing in the deployment of new collection vehicles to reduce costs or the trial of electric collection vehicles in lieu of CNG trucks.
4. **Bulky Waste Collection:** Each single family household would be allowed to dispose of one bulky waste item per year at the curb at no additional cost.
5. **Every-other-Week Garbage Collection:** In the event the City opted to transition to every-other-week garbage collection at some point over the term of the contract, the residential customer's monthly bill would be reduced by this amount.
6. **Unlimited November Yard Waste Extras:** At no additional cost, residents could place out an unlimited number of units of extra yard waste throughout the month of November.
7. **Billing Agent:** The contractor would serve in the role of billing agent. Customers would now receive their bills from the contractor. The City would retain the ability to set retail rates. The contractor would remit to the City each month the difference between the retail rates charged to and collected from the customer and the wholesale rates paid to the contractor by the City.
8. **Alternative Collection Component Escalator:** Proposers may submit an alternative fee escalation index for consideration by the City in lieu of the standard CPI-W index.

Industry Review Phase

The industry review phase gives prospective proposers the opportunity to review the draft base contract and RFP documents before the documents are finalized and officially released. During the review process, proposers may offer feedback on specific provisions of the contract and pose clarifying questions. Staff may opt to make changes to the draft contract or RFP based upon feedback received. Responses to comments and questions are consolidated into a responsiveness summary which is included as an attachment to the final RFP. After the official release of the RFP, proposers are given a second opportunity to ask another round of questions.

Proposals and Rates Evaluation Process

Once proposals are received, they are first reviewed to ensure completeness and responsiveness by Purchasing. A five-to-seven-person Proposal Evaluation Team (PET) will review the proposals and make qualitative ratings using a standardized scoresheet based upon several categories including customer service, contract implementation and compliance, system design and operations, recycling, and innovation. Other items contributing to the overall qualitative score will be interviews, facility tours, and reference checks. Members of the PET are asked to sign a statement expressing no conflict of interest, strict adherence to City of Kirkland ethical purchasing guidelines, and a commitment to objectivity and fairness when reviewing proposals. For Kirkland, the PET members may include the Public Works Director, Solid Waste Division staff, representatives from Utility Billing and Purchasing, and an at-large stakeholder with expertise in solid waste. In 2017, the at-large stakeholder was a manager from the King County Solid Waste Division. For this RFP, the qualitative elements account for 30% of the points available with the pricing proposal accounting for 70% of the points. This split recognizes the importance of cost while also acknowledging that the quality of the service is also important to Kirkland's residents and businesses.

During this time, staff will evaluate the wholesale rate proposals received and translate them into retail rates with the assistance of the City's solid waste rates consultant, Sound Resource Management, to determine the actual rate impact on the customer. The new wholesale contract rates will go into effect on July 1, 2022. However, Kirkland will have already set its retail rates for the 2021/2022 biennium, expiring on December 31, 2022. As such, a determination will have to be made as to how to best implement the presumed wholesale rate increase. One strategy is to absorb the wholesale rate increase with accrued cash reserves. A second option is to adopt an interim set of retail rates in effect between July 1, 2022 and December 31, 2022 that passes through the wholesale rate increase to the customer. A final option would be to negotiate with the contractor to determine if the contractor would be willing to provide service under the wholesale rates currently in place through the end of 2021.

Contract Award Process

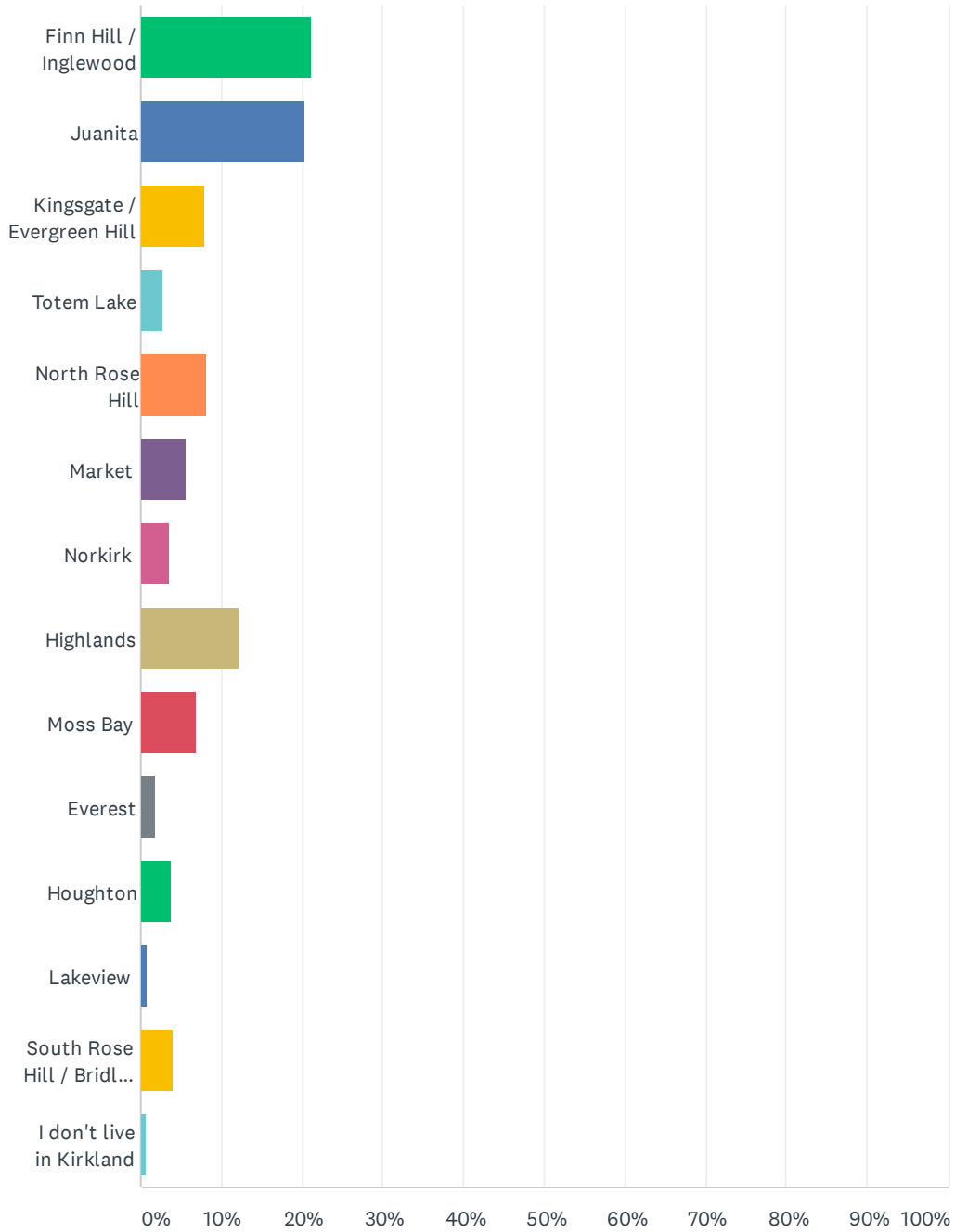
Once the proposal evaluation process is completed, the PET will make a recommendation to City Council to provisionally award the contract to one of the proposers pending the successful completion of the contract finalization phase by a specific deadline. Once the contract is provisionally awarded, staff will begin the contract finalization phase in which any outstanding details will be resolved between the two parties. If an agreement cannot be reached between the City and the preferred provisional proposer, staff will proceed with contract finalization with the next highest ranked proposer. Once the contract is finalized, staff will return to City Council to seek official award of the contract and authorization for the City Manager to sign and execute the contract.

Contract Transition and Implementation Process

The goal with most competitive solid waste procurement processes is to leave a nine-to-twelve-month gap between contract award and the start of service. This is done primary to allow the contractor time to order and take delivery of new collection vehicles but is also done to allow time to complete tasks such as developing education and outreach materials, exchanging customer information, planning collection routes, ordering inventories of carts and detachable containers, and relabeling carts. The proposer to whom the contract is awarded will be responsible for developing and submitting a contract transitions and implementation plan to the City within a couple of months of the official contract award.

Q1 What neighborhood do you live in? (show map)

Answered: 467 Skipped: 0

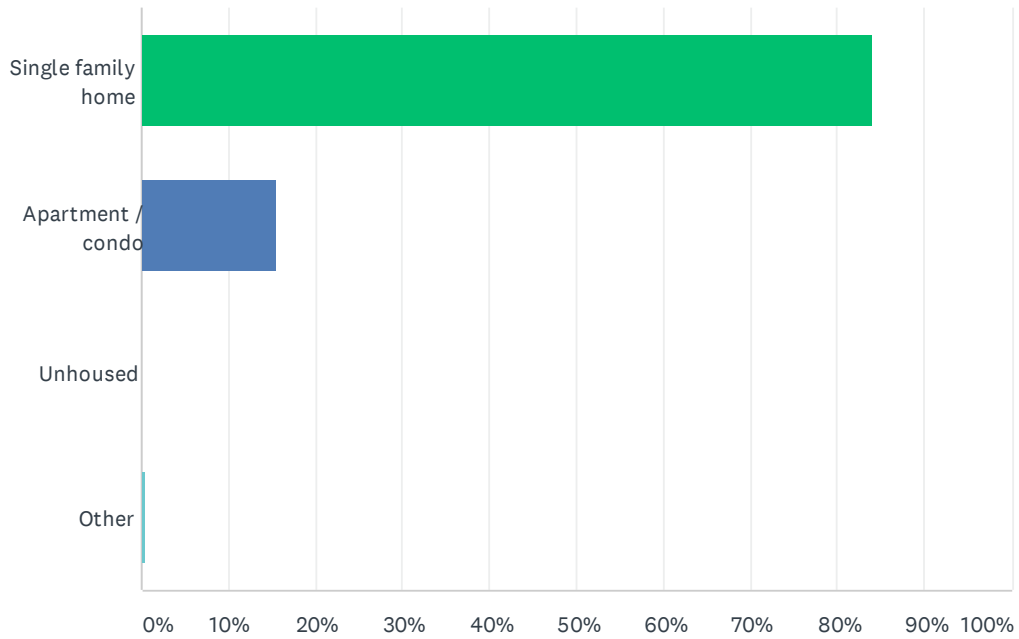


Kirkland Recycling Services Resident Survey

ANSWER CHOICES	RESPONSES	
Finn Hill / Inglewood	21.20%	99
Juanita	20.34%	95
Kingsgate / Evergreen Hill	7.92%	37
Totem Lake	2.78%	13
North Rose Hill	8.14%	38
Market	5.57%	26
Norkirk	3.64%	17
Highlands	12.21%	57
Moss Bay	6.85%	32
Everest	1.93%	9
Houghton	3.85%	18
Lakeview	0.86%	4
South Rose Hill / Bridle Trails	4.07%	19
I don't live in Kirkland	0.64%	3
TOTAL		467

Q2 What kind of housing do you live in?

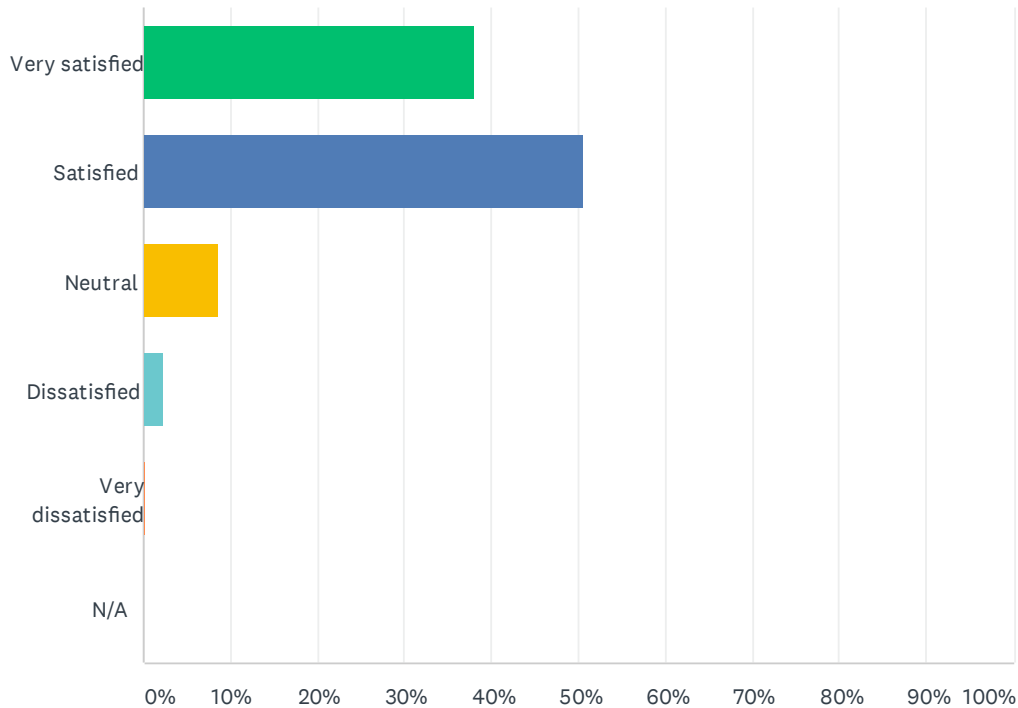
Answered: 467 Skipped: 0



ANSWER CHOICES	RESPONSES	
Single family home	84.15%	393
Apartment / condo	15.42%	72
Unhoused	0.00%	0
Other	0.43%	2
TOTAL		467

Q3 In general, how satisfied are you with your curbside / complex garbage, recycling, and food+yard waste collection service provided by Waste Management?

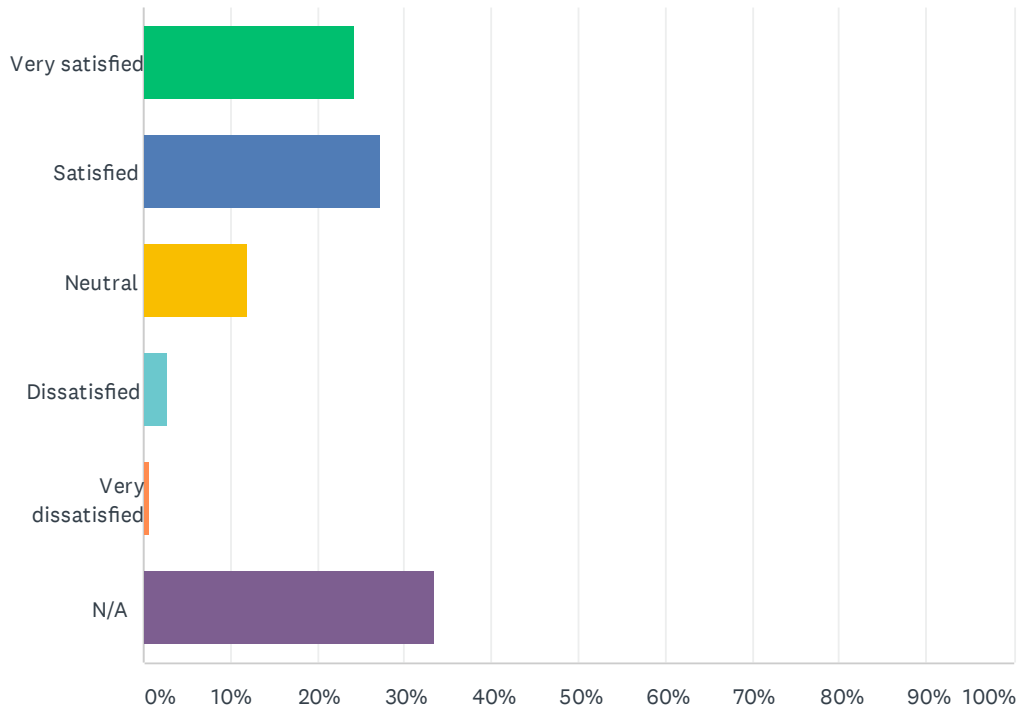
Answered: 381 Skipped: 86



ANSWER CHOICES	RESPONSES	
Very satisfied	38.06%	145
Satisfied	50.66%	193
Neutral	8.66%	33
Dissatisfied	2.36%	9
Very dissatisfied	0.26%	1
N/A	0.00%	0
TOTAL		381

Q4 In general, if you have contacted Waste Management customer service in the past, how satisfied are you with Waste Management's customer service?

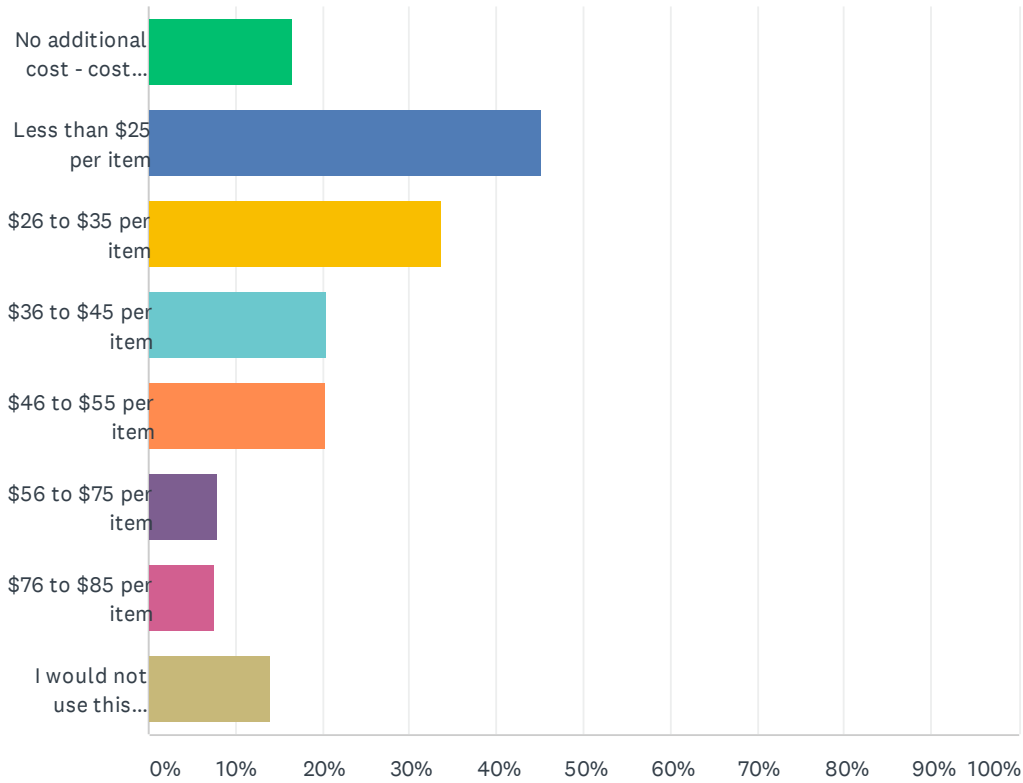
Answered: 379 Skipped: 88



ANSWER CHOICES	RESPONSES
Very satisfied	24.27% 92
Satisfied	27.18% 103
Neutral	11.87% 45
Dissatisfied	2.64% 10
Very dissatisfied	0.53% 2
N/A	33.51% 127
TOTAL	379

Q5 Kirkland offers fee-based curbside collection service for bulky items like appliances, furniture, and mattresses. The cost currently ranges from \$76 to \$85 per item. At which price ranges would you use this service? Check ALL that apply.

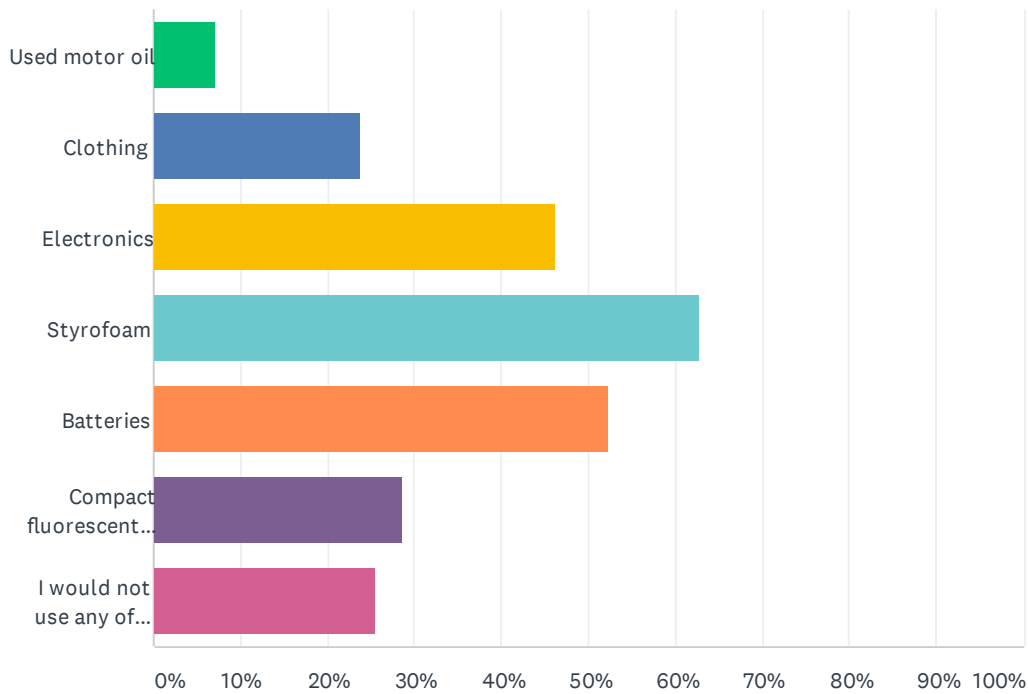
Answered: 380 Skipped: 87



ANSWER CHOICES	RESPONSES	
No additional cost - cost included (embedded) in my regular garbage rate	16.58%	63
Less than \$25 per item	45.26%	172
\$26 to \$35 per item	33.68%	128
\$36 to \$45 per item	20.53%	78
\$46 to \$55 per item	20.26%	77
\$56 to \$75 per item	7.89%	30
\$76 to \$85 per item	7.63%	29
I would not use this service	13.95%	53
Total Respondents: 380		

Q6 Kirkland is considering adding or removing some no-cost curbside collection services in future contracts. Knowing that providing additional or retaining current free curbside services may result in an increase in your garbage rates, which of these curbside services would you be likely to use in the future? Please check ALL that apply.

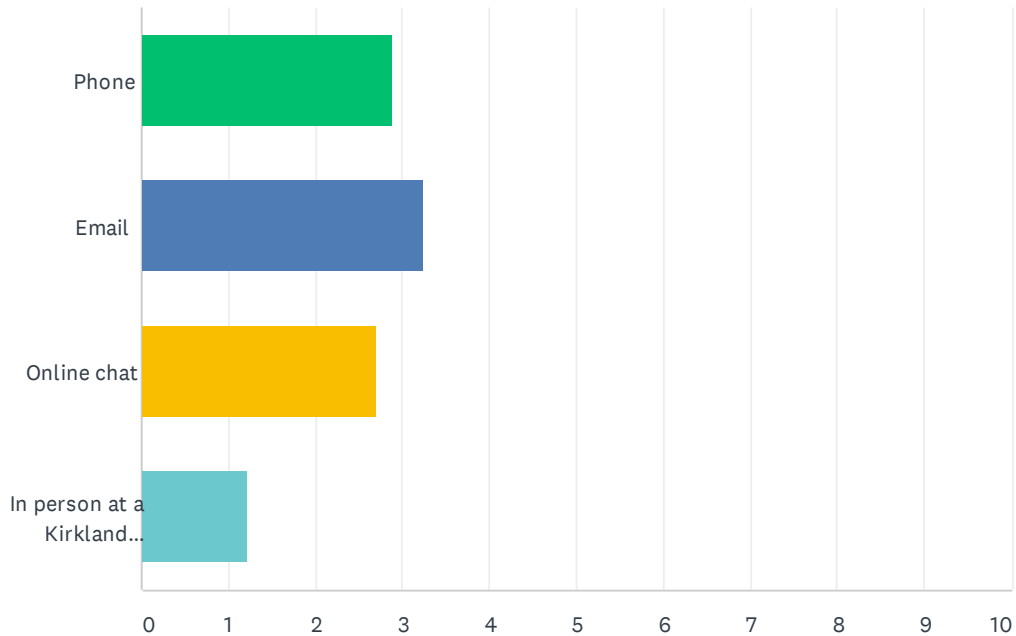
Answered: 379 Skipped: 88



ANSWER CHOICES	RESPONSES
Used motor oil	7.12% 27
Clothing	23.75% 90
Electronics	46.17% 175
Styrofoam	62.80% 238
Batteries	52.24% 198
Compact fluorescent bulbs and tubes	28.76% 109
I would not use any of these services	25.59% 97
Total Respondents: 379	

Q7 How would you prefer to access customer service for your curbside waste collection service? (For example, changing your cart size or reporting a missed pickup.) Please rank these options:

Answered: 369 Skipped: 98

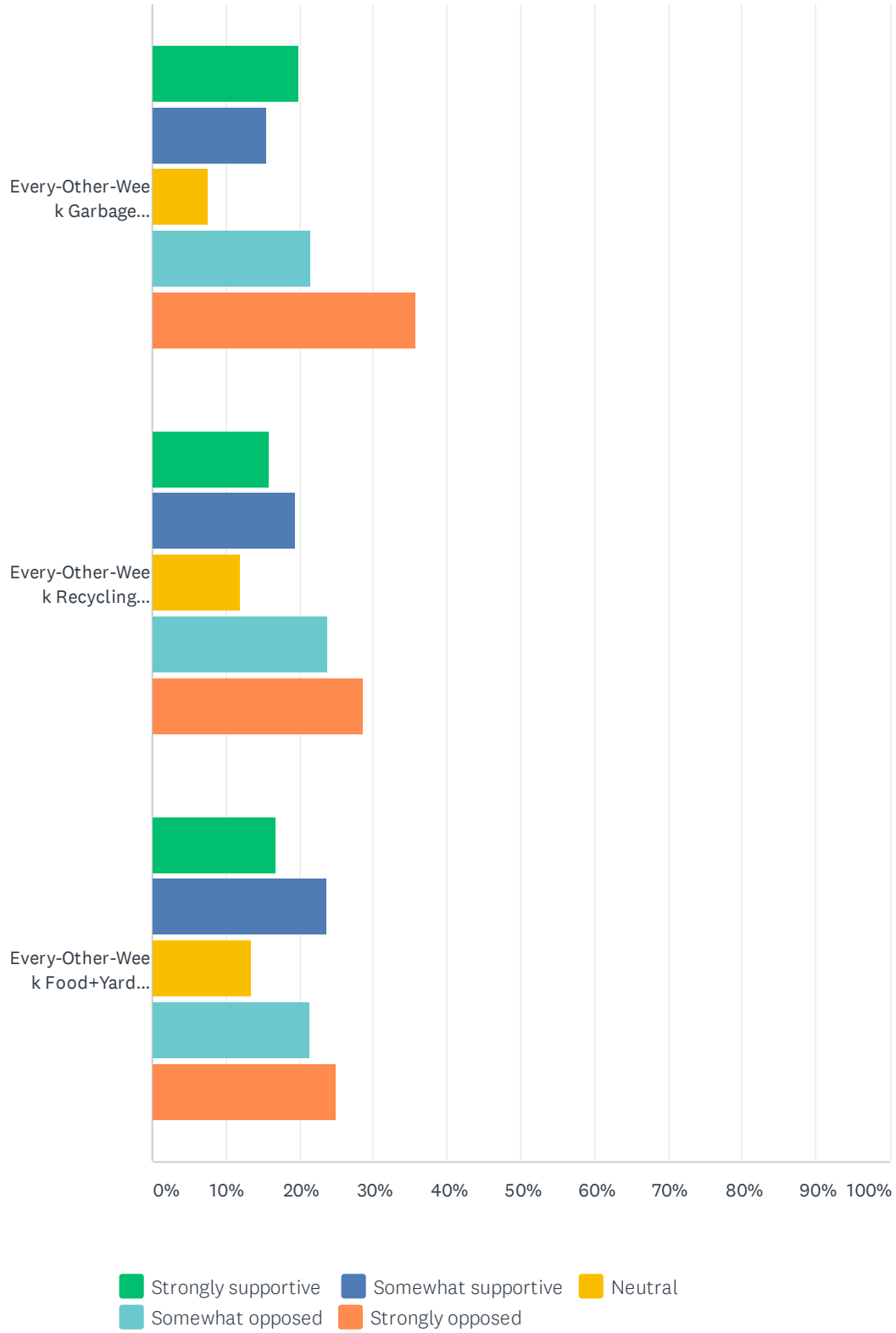


	1	2	3	4	TOTAL	SCORE
Phone	30.47% 110	29.09% 105	38.50% 139	1.94% 7	361	2.88
Email	47.12% 172	32.60% 119	17.81% 65	2.47% 9	365	3.24
Online chat	21.17% 76	35.93% 129	34.82% 125	8.08% 29	359	2.70
In person at a Kirkland location	2.87% 10	2.01% 7	8.33% 29	86.78% 302	348	1.21

Q8 Some cities have decided to reduce the environmental impacts of curbside garbage and recycling collection by reducing collection service to every-other-week instead of weekly. With trucks on the road less often, emissions and wear and tear on vehicles and roadways would be reduced. Knowing that every-other-week service would reduce environmental impacts but would not be significantly cheaper, how supportive would you be of switching to every-other-week collection?

Answered: 377 Skipped: 90

Kirkland Recycling Services Resident Survey

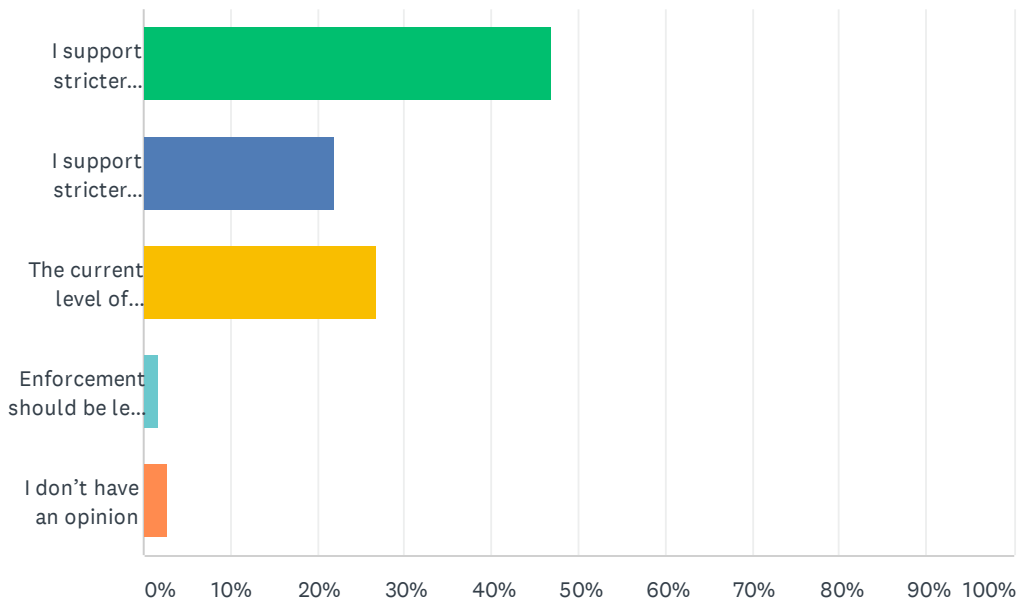


Kirkland Recycling Services Resident Survey

	STRONGLY SUPPORTIVE	SOMEWHAT SUPPORTIVE	NEUTRAL	SOMEWHAT OPPOSED	STRONGLY OPPOSED	TOTAL
Every-Other-Week Garbage Collection	19.89% 75	15.38% 58	7.43% 28	21.49% 81	35.81% 135	377
Every-Other-Week Recycling Collection	15.96% 60	19.41% 73	11.97% 45	23.94% 90	28.72% 108	376
Every-Other-Week Food+Yard Waste Collection	16.76% 63	23.67% 89	13.30% 50	21.28% 80	25.00% 94	376

Q9 One of recycling's biggest challenges is contamination - items that aren't accepted in the blue cart. Contaminants like plastic bags and styrofoam must be removed and disposed as garbage, which is labor-intensive and not 100% effective. Currently, residents who put an incorrect item in their recycling cart get an informational tag, then a phone call after three repeat violations. Would you support stricter enforcement of recycling rules?

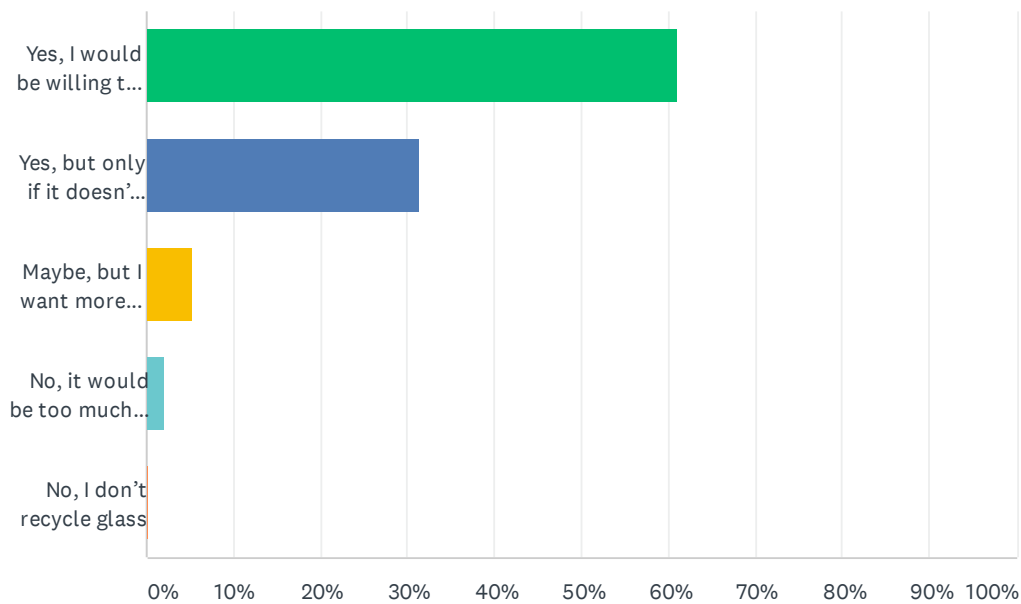
Answered: 377 Skipped: 90



ANSWER CHOICES	RESPONSES	
I support stricter enforcement	46.95%	177
I support stricter enforcement as long as it doesn't involve fines	22.02%	83
The current level of enforcement sounds about right	26.79%	101
Enforcement should be less strict than it is now	1.59%	6
I don't have an opinion	2.65%	10
TOTAL		377

Q10 Glass is difficult to manage in recycling due to breakage. When it breaks, glass shards get mixed in with paper, which makes that paper more expensive to recycle and lowers the quality of what can be made with it. If you were provided with a separate bin for recycled glass at your home, would you use it?

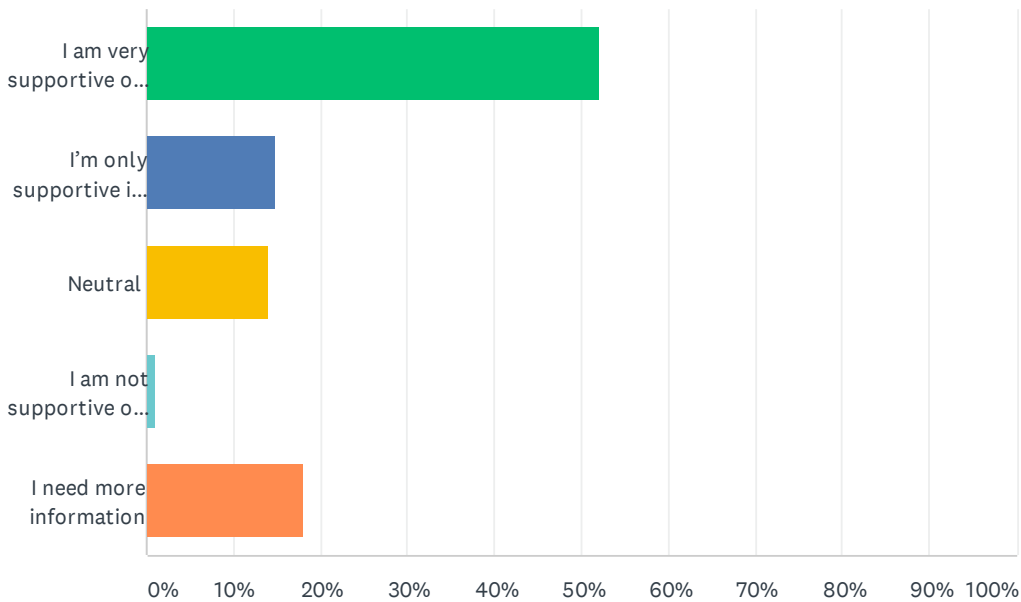
Answered: 377 Skipped: 90



ANSWER CHOICES	RESPONSES	
Yes, I would be willing to recycle glass separately	61.01%	230
Yes, but only if it doesn't cost me more	31.30%	118
Maybe, but I want more information	5.31%	20
No, it would be too much work to recycle glass separately	2.12%	8
No, I don't recycle glass	0.27%	1
TOTAL		377

Q11 Extended producer responsibility (EPR) is a concept where manufacturers of certain products are required to pay for the end-of-life processing and recycling of the products. Examples of EPR programs already implemented in Washington State include E-Cycle Washington for electronics and Light Recycle for mercury-containing bulbs and tubes. In the future, EPR may be introduced in regular curbside recycling where the manufacturers of paper and plastic packaging will be required to provide recycling collection service to residents. What is your level of support for EPR for curbside recycling:

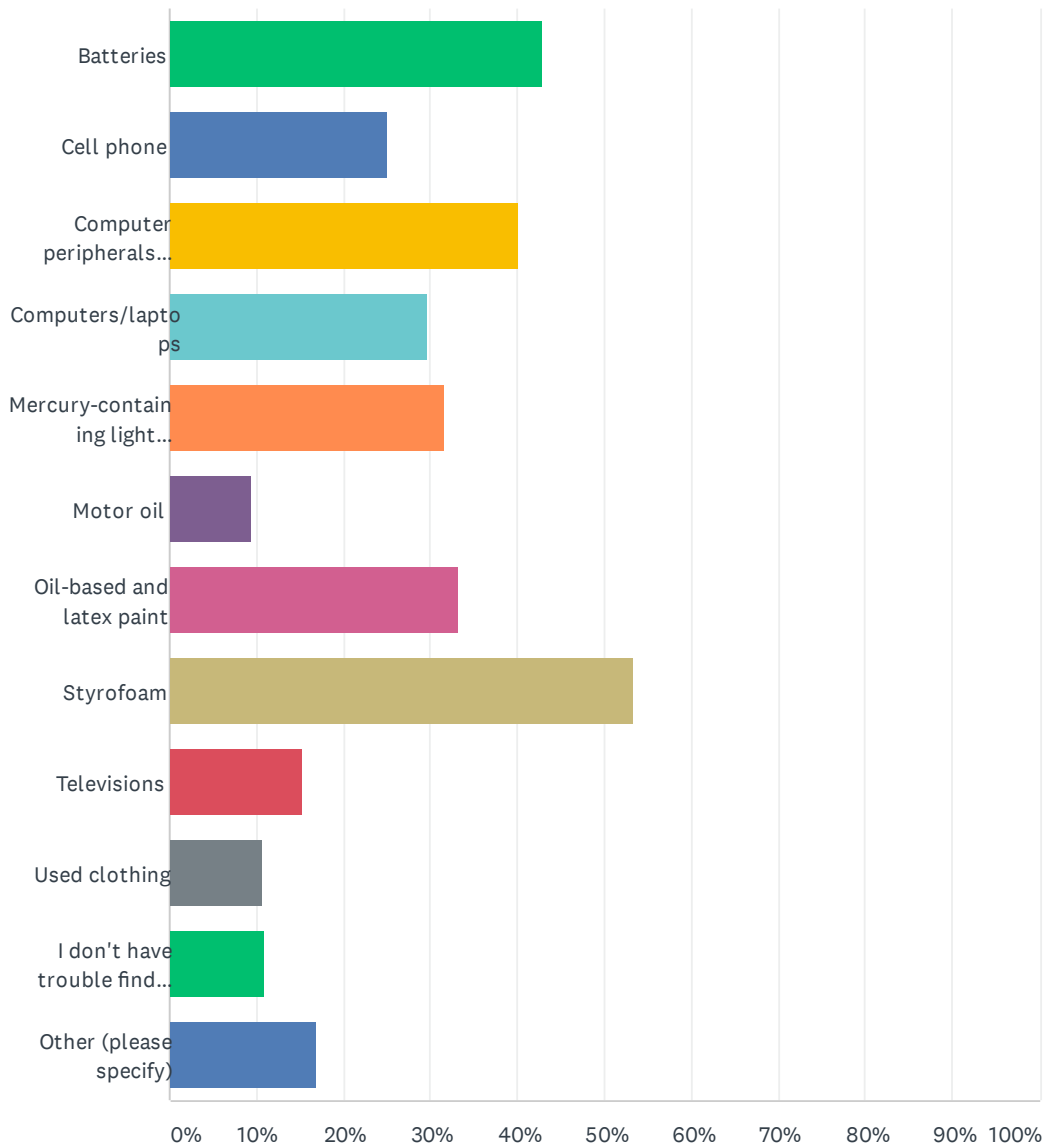
Answered: 377 Skipped: 90



ANSWER CHOICES	RESPONSES	
I am very supportive of this concept	51.99%	196
I'm only supportive if it results in a lower garbage bill	14.85%	56
Neutral	14.06%	53
I am not supportive of EPR for curbside recycling	1.06%	4
I need more information	18.04%	68
TOTAL		377

Q12 What items do you have trouble finding recycling or disposal options for? (check all that apply)

Answered: 423 Skipped: 44



Kirkland Recycling Services Resident Survey

ANSWER CHOICES	RESPONSES	
Batteries	42.79%	181
Cell phone	25.06%	106
Computer peripherals (mouse, keyboard, etc.)	40.19%	170
Computers/laptops	29.79%	126
Mercury-containing light bulbs/tubes (e.g. CFLs)	31.68%	134
Motor oil	9.46%	40
Oil-based and latex paint	33.33%	141
Styrofoam	53.43%	226
Televisions	15.37%	65
Used clothing	10.64%	45
I don't have trouble finding recycling or disposal options for anything I need to dispose of	10.87%	46
Other (please specify)	17.02%	72
Total Respondents: 423		

Kirkland Recycling Services Resident Survey

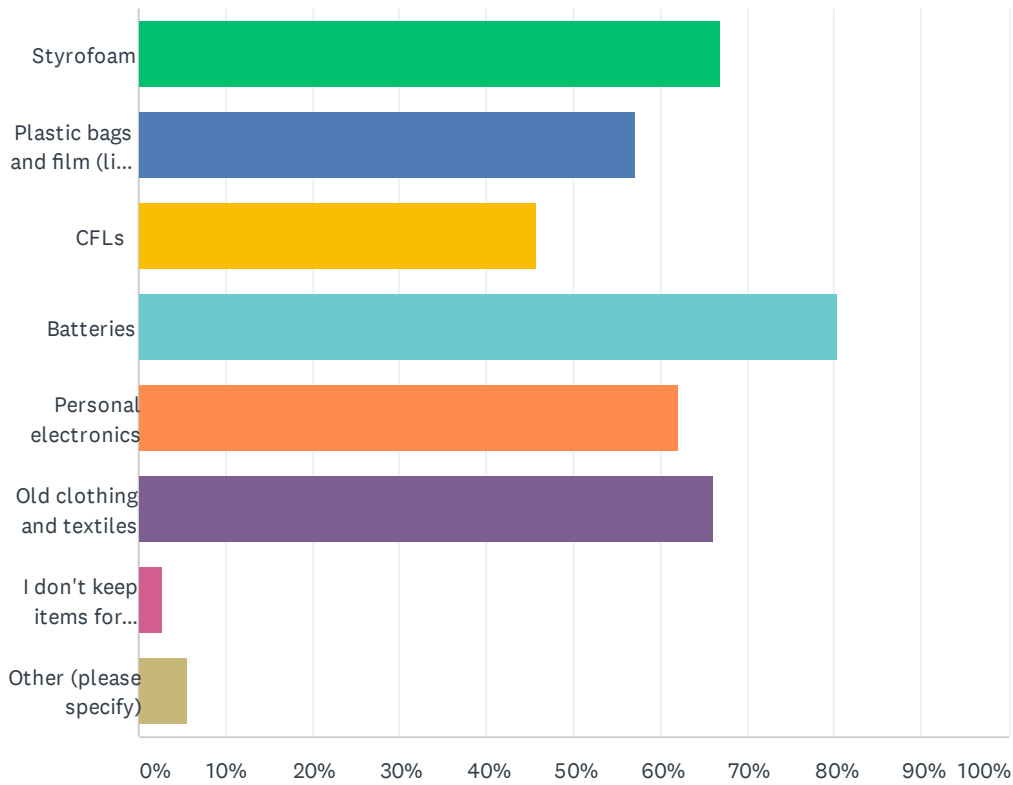
#	OTHER (PLEASE SPECIFY)	DATE
1	Some plastics, like #5, etc.	6/21/2020 10:40 AM
2	Plastic film and bags	6/21/2020 9:11 AM
3	Concrete blocks	6/21/2020 8:39 AM
4	propane tanks	6/21/2020 7:34 AM
5	scrap metal	6/20/2020 9:34 AM
6	plastics (bags etc)	6/20/2020 12:26 AM
7	Bulk Shredding	6/18/2020 10:54 PM
8	Plastic bags (packaging for food)	6/18/2020 9:56 PM
9	Through recycling events we have been able to recycle most these things.	6/18/2020 9:47 PM
10	Yard waste, furniture, mattress	6/18/2020 9:19 PM
11	furniture and mattresses	6/18/2020 8:56 PM
12	Plastic bags	6/18/2020 8:48 PM
13	Compost	6/18/2020 8:30 PM
14	Plastic bags	6/18/2020 8:21 PM
15	Camping propane canisters	6/18/2020 5:18 PM
16	Old shoes, dead holiday lights	6/18/2020 4:29 PM
17	Plastic bags	6/18/2020 4:05 PM
18	Scrap metal, medications	6/16/2020 2:24 PM
19	Clam shells plastic containers commonly used for berries	6/16/2020 8:12 AM
20	Plastic! Would love more ways to recycle plastic, like the plastic film recycling at Styrofest (which I hope restarts soon!). Would like additional plastic recycling options.	6/11/2020 3:44 PM
21	cooking oil	6/11/2020 3:24 PM
22	Plastic shipping/bubble wrap	6/11/2020 1:47 PM
23	Too small to recycle items. Too small caps, straws, utensils, etc. Also typically considered non-recyclable items such as chip bags, makeup containers, toothbrushes, etc. I have actually separated, collected, and paid to have these recycled through Terracycle's Zero Waste boxes. I wish this option existed locally.	6/11/2020 12:40 PM
24	furniture and mattresses	6/11/2020 12:12 PM
25	Expired medicine and supplements	6/11/2020 11:57 AM
26	metal objects, not cans.	6/11/2020 8:49 AM
27	Furniture	6/10/2020 9:33 PM
28	Plastic bags	6/10/2020 7:56 PM
29	Shredding	6/10/2020 6:07 PM
30	Plastic food containers that are not on the currently highly restrictive city brochure.	6/10/2020 6:07 PM
31	Electronics of all types	6/10/2020 4:36 PM
32	Wood from furniture shipments. Recycle Days don't support.	6/10/2020 4:19 PM
33	Cooking oil	6/10/2020 4:19 PM
34	electrical wires, old electrical lamps, packaging materials, plastic bags, take out/clamshell boxes, empty/clean paint cans	6/10/2020 4:18 PM

Kirkland Recycling Services Resident Survey

35	Plastic bags and plastic packaging wrap	6/10/2020 4:15 PM
36	My answer is based on normal/pre-COVID times.	6/10/2020 4:14 PM
37	plastic bags!!!	6/10/2020 4:13 PM
38	Plastic containers that I used to be able to recycle, clam shell Packaging from bakery, Fruit and vegetable packaging...	6/10/2020 4:08 PM
39	Lawn mower or other large yard tools/machines	6/10/2020 3:56 PM
40	These can all be found, it's just a hassle to go to many events and locations to make it happen	6/10/2020 3:54 PM
41	plastic film, unmarked items that really look like plastic	6/10/2020 3:49 PM
42	Plastic bags and bubble mailers	6/9/2020 3:13 PM
43	Construction materials	6/9/2020 9:34 AM
44	Plastic food tubs - not when they aren't yogurt or margarine.	6/8/2020 5:03 PM
45	Ridwell has filled this gap nicely	6/8/2020 1:38 AM
46	Plastic bags	6/7/2020 9:51 PM
47	Wine corks, plastic containers (like deli or salad)	6/7/2020 9:13 AM
48	Other types of food container plastics (ex: clam shells or #5 plastic)	6/7/2020 3:15 AM
49	Nothing	6/6/2020 5:50 PM
50	None	6/6/2020 11:09 AM
51	Plastic bags	6/6/2020 12:23 AM
52	General electronics -other	6/5/2020 10:46 PM
53	Clamshell plastic containers	6/5/2020 9:28 PM
54	Mattresses	6/5/2020 9:07 PM
55	Car seats	6/5/2020 7:40 PM
56	Large household items	6/5/2020 7:37 PM
57	Amazon packaging & plastic bags	6/5/2020 7:33 PM
58	Chemicals like mineral spirits	6/5/2020 5:59 PM
59	Empty prescription bottles	6/5/2020 4:57 PM
60	None, there are plenty of options available to recycle or dispose	6/5/2020 4:54 PM
61	General electronics, things that plug in	6/5/2020 4:28 PM
62	Plastics	6/5/2020 3:02 PM
63	Appliances	6/5/2020 1:26 PM
64	plastic bags	6/5/2020 11:30 AM
65	Plastic bags	6/5/2020 11:21 AM
66	Single use plastic film. And I have a TON OF IT.	6/5/2020 10:53 AM
67	plastic packaging	6/5/2020 10:21 AM
68	Bubble wrap/plastic mailing packages	6/5/2020 10:18 AM
69	None	6/5/2020 10:17 AM
70	Plastic bags	6/5/2020 10:11 AM
71	Plastic film and bags	6/5/2020 10:02 AM
72	broken appliances	6/5/2020 10:01 AM

Q13 What items do you keep separate for drop-off recycling? (check all that apply)

Answered: 430 Skipped: 37



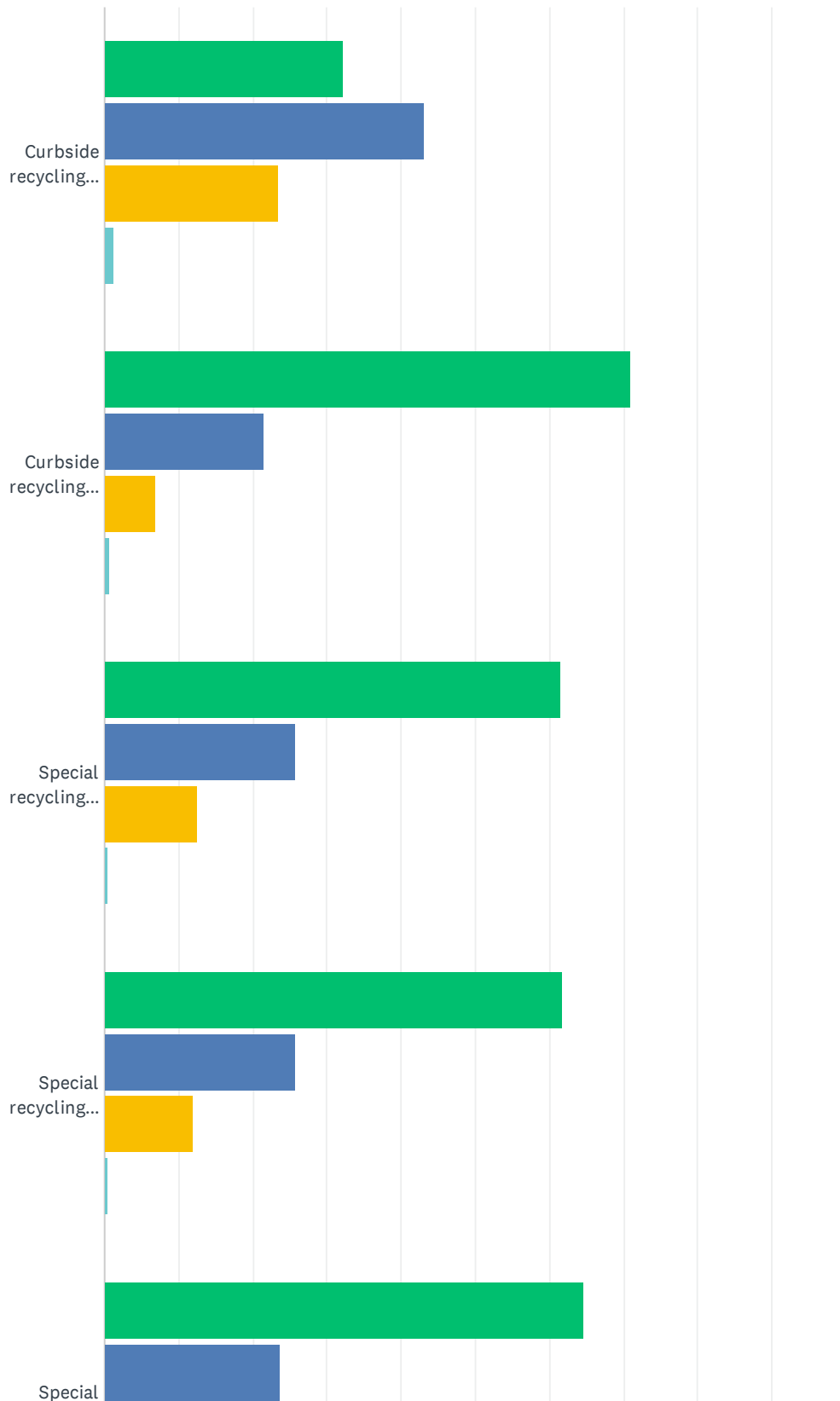
ANSWER CHOICES	RESPONSES	
Styrofoam	66.98%	288
Plastic bags and film (like packing bubbles)	57.21%	246
CFLs	45.81%	197
Batteries	80.23%	345
Personal electronics	62.09%	267
Old clothing and textiles	66.05%	284
I don't keep items for drop-off recycling	2.79%	12
Other (please specify)	5.58%	24
Total Respondents: 430		

Kirkland Recycling Services Resident Survey

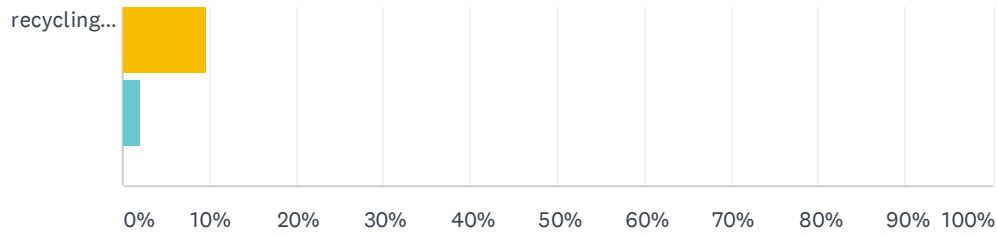
#	OTHER (PLEASE SPECIFY)	DATE
1	Cooking oil (I take it to NKCC)	6/20/2020 11:47 PM
2	plastics	6/20/2020 12:26 AM
3	corks (to Grape Choice), packing peanuts/foam wrap to UPS	6/19/2020 6:48 PM
4	Auto oil, paints, yard chemicals.	6/16/2020 10:42 AM
5	anything that CAN be dropped off we save	6/11/2020 12:12 PM
6	this question is confusing	6/10/2020 7:54 PM
7	large amounts of cardboard	6/10/2020 7:33 PM
8	Shredded paper	6/10/2020 6:16 PM
9	Corks, Shredding	6/10/2020 6:07 PM
10	Empty butane canisters, plastic bubble mailers	6/10/2020 5:30 PM
11	Large quantities of cardboard that exceed weekly bin quantity.	6/10/2020 4:42 PM
12	I also separate haz mat (chemicals/cleaners) and take to King Co waste	6/10/2020 4:13 PM
13	anything I possibly can	6/10/2020 3:49 PM
14	Cardboard	6/10/2020 3:35 PM
15	Wine corks, prescription bottles	6/8/2020 8:33 PM
16	Ridwell pickup, not drop off	6/8/2020 1:38 AM
17	Corks	6/7/2020 7:34 AM
18	Large cardboard	6/6/2020 10:56 AM
19	Computer peripherals (mouse, keyboard, etc.)	6/6/2020 9:27 AM
20	We use Ridwell	6/5/2020 11:00 PM
21	Helium tanks, small propane tanks	6/5/2020 8:06 PM
22	Oils	6/5/2020 3:46 PM
23	Metal	6/5/2020 11:21 AM
24	I don't drop them off because I'm lazy, so I currently pay an additional monthly fee to a company called Ridwell which collects all of the above.	6/5/2020 10:53 AM

Q14 Which special recycling services would you be most likely to use for items not accepted in your blue recycling cart? Please rank these options:

Answered: 438 Skipped: 29



Kirkland Recycling Services Resident Survey



■ Likely to use
 ■ Would use if no other options
 ■ Not likely to use
■ Not applicable

	LIKELY TO USE	WOULD USE IF NO OTHER OPTIONS	NOT LIKELY TO USE	NOT APPLICABLE	TOTAL
Curbside recycling services scheduled by phone with customer service	32.18% 130	43.07% 174	23.51% 95	1.24% 5	404
Curbside recycling services scheduled via email or online form	70.82% 301	21.65% 92	6.82% 29	0.71% 3	425
Special recycling drop-off events in Kirkland (e.g. StyroFest)	61.41% 261	25.65% 109	12.47% 53	0.47% 2	425
Special recycling drop-off locations available during business hours (e.g. Kirkland City Hall Recycling Center)	61.79% 262	25.71% 109	12.03% 51	0.47% 2	424
Special recycling drop-off locations available evenings and weekends (e.g. Kirkland's cooking oil recycling tank)	64.68% 271	23.63% 99	9.55% 40	2.15% 9	419

Q15 What other recycling services or events would you be interested in the City providing?

Answered: 116 Skipped: 351

Kirkland Recycling Services Resident Survey

#	RESPONSES	DATE
1	Shredding of personal papers	6/22/2020 12:00 PM
2	Textiles	6/22/2020 5:26 AM
3	Plastic containers not accepted in curbside program	6/21/2020 10:40 AM
4	Clamshells, e.g. for apples. They are huge, they are clean, but cannot be recycled under the current rules. They often make up half of our garbage. Also, it is worth thinking what you can do with soiled plastic packaging.	6/21/2020 8:08 AM
5	Plastic bags and film.	6/20/2020 11:47 PM
6	Shredding events	6/20/2020 4:06 PM
7	For those of us that do not have a car, these drop-off sites do not work for us so we need more curbside. With so many condo's and apartment complexes and more coming to our area we need something for more recycling that are not allowed in the blue bins.	6/20/2020 11:14 AM
8	collection of plastics of all kinds for recycle	6/20/2020 12:26 AM
9	I am told that we can not recycle the plastic clamshells for lettuce and mixed greens. I have a huge pile I don't know what to do with. Styrofoam is a constant issue also. Especially with more online shopping and shipping.	6/19/2020 1:17 PM
10	Household haz waste including latex paint.	6/19/2020 1:10 PM
11	A clothing event where the items would go to the local homeless population. A car seat recycle event.	6/19/2020 11:38 AM
12	Garden/landscaping materials, gardening chemical products	6/19/2020 9:00 AM
13	Styrofoam events - especially around holidays	6/18/2020 9:51 PM
14	Plastic bag recycling place	6/18/2020 9:13 PM
15	Large mattresses, appliances, printer cartridges styrofoam trays, plastics	6/18/2020 9:08 PM
16	Plastic bag and bubble wrap or Amazon type bubble envelopes.	6/18/2020 8:54 PM
17	Plastic bag recycling	6/18/2020 8:48 PM
18	Old media, like cassette tapes, DVDs, CDs, etc. I know that GreenDisk provides this kind of recycling. It would be nice to have a drop off place somewhere in Kirkland for these items.	6/18/2020 8:46 PM
19	Places to drop off compost. I hate having to put food in the garbage, but I don't have any other options living in an apartment.	6/18/2020 8:30 PM
20	Limit yard waste during winter w/ less frequent pick-ups	6/18/2020 8:21 PM
21	Plastic film is the one that piles up most at our house. Not all grocery stores have a bin.	6/18/2020 4:29 PM
22	Clear film where we don't have to cut off labels	6/15/2020 11:49 AM
23	everything we possibly can and much more education of consumers	6/14/2020 4:05 PM
24	Having drop off recycling centers that are open not just once a month events, ie: Styrofest. The city cannot expect people to hold onto a months worth of styrofoam packaging and plastic films.	6/14/2020 11:05 AM
25	KEEP YOUR RECYCLE EVENTS!	6/13/2020 5:35 PM
26	fluorescent light bulbs	6/12/2020 12:56 PM
27	Eyeglasses, christmas lights, markers, crayons, VHS tapes, inhalers, medicine, corks, running shoes, mattresses, juice pouches, candy wrappers.	6/12/2020 12:04 PM
28	The ability to recycle more if residents are willing to separate and collect items for recycling. For example, if someone cleaned and collected an entire bag of straws, she could drop it off to be recycled. It wouldn't need to be sorted and could go straight to the particular type of plastic bale for recycling. I'm very supportive of ideas that would allow more to be reused and recycled even if it requires more work from the customer or extra cost. I understand not everyone feels the	6/11/2020 12:40 PM

Kirkland Recycling Services Resident Survey

same way, but for those that are like myself, having the option to choose whether to participate if offered would be great.

29	It is fine to ask us to separate and save all of it, and bring it to recycle but it would be nice to have 1. more frequent events so your garage isn't full of saved items 2. more frequent events so you are not in line for hours 3. events or stations where you can recycle all the things so you don't have to figure out what to bring or be turned away. If you want compliance, make it easy.	6/11/2020 12:12 PM
30	Permanent drop off locations like in a near by grocery store	6/11/2020 11:57 AM
31	Shredded paper	6/11/2020 10:55 AM
32	metal recycling	6/11/2020 8:49 AM
33	Requiring apartments to better comply with separation. We see garbage in the recycling every day and recycling in the garbage too.	6/11/2020 7:22 AM
34	Tool, construction supply exchange program	6/10/2020 10:52 PM
35	aluminum can reimbursement	6/10/2020 10:44 PM
36	More recycling options at bridle trails transfer station or at another Kirkland site open daily.	6/10/2020 9:25 PM
37	resume styrofest. stay in car. masks mandatory	6/10/2020 8:54 PM
38	Continued shredded paper events.	6/10/2020 8:32 PM
39	nothing	6/10/2020 7:33 PM
40	I am currently missing the styrofest and the occasional paper shredding events	6/10/2020 7:19 PM
41	Information on recyclables. I have received conflicting information about whether you need to remove labels from cans and jars and whether to include caps to cartons or bottles.	6/10/2020 6:38 PM
42	I request clamshell and styrofoam and plastic bags be accepted in blue bins. I ask that recycling facilities find a solution and a more effective way to include and recycle those items.	6/10/2020 6:33 PM
43	It would be great if there was a location, say City Hall, where we could bring documents for shredding. I don't have much every time so I save it up for the shredding events that don't seem to come too regularly.	6/10/2020 6:16 PM
44	Electronics	6/10/2020 6:07 PM
45	Plastic food containers that are not on the currently highly restrictive city brochure.	6/10/2020 6:07 PM
46	Is there any possibility of doing something with all the dog poop in plastic bags?	6/10/2020 5:45 PM
47	old furniture, small appliances	6/10/2020 5:38 PM
48	More example pictures of what is and isn't recyclable on the Kirkland website.the annual handbook is good, but limited.	6/10/2020 5:30 PM
49	increase event frequency. With the rarity of collections, now, like for styrofoam, if we are travelling, it takes a long time before the next.	6/10/2020 5:27 PM
50	Nothing I can think of at this time	6/10/2020 5:25 PM
51	Once or twice a year free, large item and extra garbage pick up. Example: program used in San Mateo County, CA.	6/10/2020 5:02 PM
52	I know why Plastic film cannot not go to the recycling bin, but IMHO it should. It works in so many other countries.	6/10/2020 4:43 PM
53	recycling small electronics (hair dryers, toasters etc.)	6/10/2020 4:36 PM
54	Styrofoam, please!	6/10/2020 4:19 PM
55	I would like closer by cardboard recycling drop-off, larger yard waste bins	6/10/2020 4:19 PM
56	Place to take bags of shredded paper More frequent Styrofests	6/10/2020 4:17 PM
57	I'd really like to be able to recycle plastic bags and plastic film in curbside recycling. We were able to do that at a previous residence in Bellevue. It would save us tremendous hassle in	6/10/2020 4:15 PM

Kirkland Recycling Services Resident Survey

	finding places that accept bags and aren't already crammed completely full.	
58	Medical items? walkers, crutches, etc for Bridge Ministries. Also expired or unused prescriptions and pills (which I know you can drop at Evergreen Hospital)	6/10/2020 4:13 PM
59	I would like ONE place to drop off ALL recyclables that don't get picked up so I don't have to go to 5 different places and or special events to do it. STYROFEST is a great idea, but at once a month I usually have a conflict or forget.	6/10/2020 3:54 PM
60	More clear information (knowledge and the answers to "why", environmental and HEALTH impact) to homeowners and in surrounding cities/counties on what is considered garbage, recycle and compost. It blows my mind how many people still do it wrong!!	6/10/2020 3:53 PM
61	Better styrofoam recycling. I can never remember to get to Styrofest during the short duration of the event!	6/10/2020 3:50 PM
62	If there was a zero-waste challenge, even on a small scale, that led to monetary incentives, that would be interesting to me	6/10/2020 3:49 PM
63	If you'd start styrofest again we'd be delighted, it's piling up in our garage - thank you!	6/9/2020 9:42 PM
64	Construction materials like wood, drywall etc.	6/9/2020 9:34 AM
65	Definitely styrofoam. It takes up so much space that people are likely to throw it away when they have to wait a month to recycle it	6/8/2020 11:05 PM
66	We currently subscribe to Ridwell which has relationships with partners to reuse items such as condiment packets, prescription bottles.	6/8/2020 8:33 PM
67	more drop off options for shredding confidential papers	6/8/2020 6:57 PM
68	Leftover construction materials- waste wood,	6/8/2020 6:12 PM
69	FYI - we used the cooking oil recycling location fore the first time this week! We should recycle plastic bags but don't understand what bags are accepted and how clean they need to be.	6/8/2020 5:03 PM
70	I would recommend teaming with Hopelink or another non profit for a food drive at all special recycling events.	6/8/2020 6:27 AM
71	Hazardous Waste Recycling	6/7/2020 7:47 AM
72	I frequently miss events because I am not around. It would be enormously helpful to have another option that is more frequent.	6/7/2020 7:34 AM
73	Industrial Composting, able to recycle more types of plastics.	6/7/2020 3:15 AM
74	Things like old lawnmowers and other gas powered tools.	6/6/2020 11:21 PM
75	regular paper shredding	6/6/2020 3:28 PM
76	St. Louis, MO had something called something like "Big Trash Day" periodically where people could put out large items to be picked up (furniture, mostly). People did take the usable items and the rest would get hauled away. It was nice for people with large items that didn't have the means to get it to a dump. Also nice for students furnishing apartments on the cheap.	6/6/2020 12:21 PM
77	I miss Plastic bags curbside pick up.	6/6/2020 11:09 AM
78	Would love curbside pickup for styrofoam, plastic, batteries and electronics. Alternatively, a more frequent drop off site would also work.	6/6/2020 12:23 AM
79	Once a month or every other month free pick-up of recyclable items not currently accepted in blue bin.	6/6/2020 12:20 AM
80	Cosmetic plastic recycling	6/5/2020 11:22 PM
81	Paint	6/5/2020 9:14 PM
82	Furniture	6/5/2020 8:38 PM
83	Plastic Container Like for fruit and salad	6/5/2020 8:36 PM
84	Plastic bags, styrofoam, easily accessible and drop off location	6/5/2020 7:33 PM

Kirkland Recycling Services Resident Survey

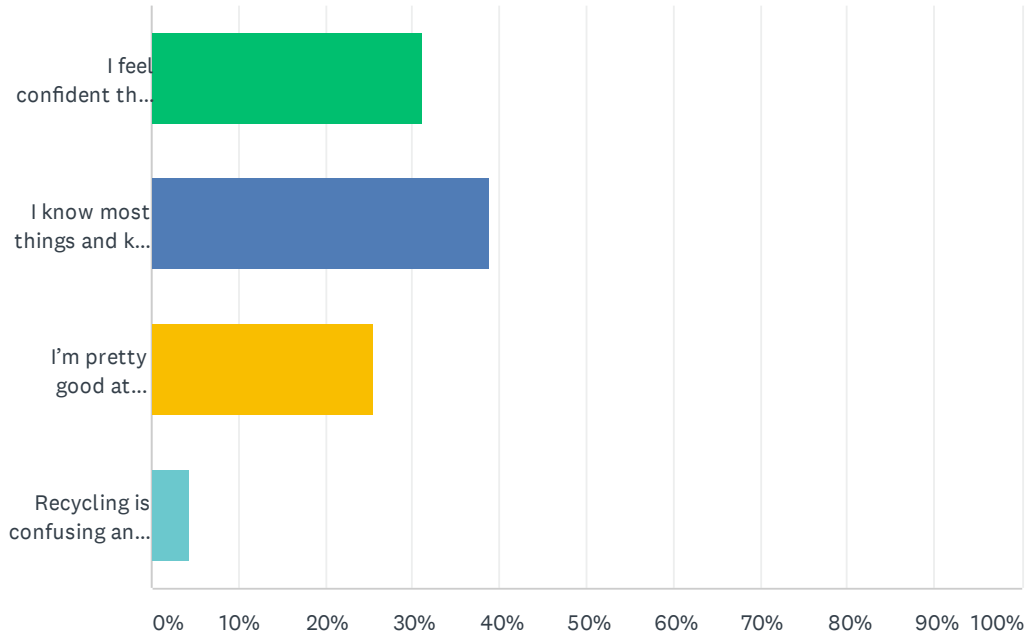
85	A place to drop off plastic tubes/bottles (like Tom's of Maine with TerraCycle). Would like guaranteed recycling drop off place for plastic bags/film/bubble wrap - I take this to QFC now but how can I be sure they aren't just trashing it?	6/5/2020 7:23 PM
86	Cannot think of any at this time	6/5/2020 6:07 PM
87	I would like the city to consider a leaf vacuuming week for city streets every fall. Hillsboro OR has done this. Residents are told to rake leaves to edge of property, then the city vacuums (with a vacuum truck) the leaves all up for each neighborhood. I would rather see this than have to clear leaves continuously from clogged drains as they slowly accumulate/move in the fall.	6/5/2020 5:57 PM
88	Coordinate with Waste Management to place large containers periodically around the city, which then would be used by neighbors and the contents taken by WM to the transfer station. Some of us don't have trucks.	6/5/2020 5:33 PM
89	I would love to be able to recycle the plastic clamshells you get a lot of produce in	6/5/2020 5:26 PM
90	More Sytrofest events. Missing them during the COVID 19 crisis	6/5/2020 4:54 PM
91	Mostly, I would like clearer, more detailed recycling instructions. My family and I sometimes end up in long discussions about whether something is the right shape or material to recycle. The changes over the years make it harder, too. We recently got a new bin but it had an old sticker in it with incorrect information.	6/5/2020 4:29 PM
92	Electronic like 1green plant events	6/5/2020 4:28 PM
93	Recycling for plastic clam shells (ie: strawberry/blueberries sold in)	6/5/2020 4:24 PM
94	Drop off locations at places we already frequent- grocery stores/ hardware stores, etc. someone to help unload so I don't have to try to wrangle my toddler while handling breakable light bulbs.	6/5/2020 3:53 PM
95	More plastic bags recycle locations	6/5/2020 3:25 PM
96	Recycling bubble wrap	6/5/2020 3:08 PM
97	I am willing to add an extra bin for styrofoam or glass with the lowest cost.	6/5/2020 2:25 PM
98	It's really hard to get rid of oil based paint and stain. It takes forever for latex to dry in the can. Please provide a better alternative.	6/5/2020 2:05 PM
99	If you switch to every other week, we will need larger containers provided.	6/5/2020 1:36 PM
100	We use Ridwell. If Kirkland has a competitive service we would consider switching	6/5/2020 1:26 PM
101	I love the battery recycling bins at the north kirkland community center. More would be good! Libraries?	6/5/2020 1:11 PM
102	scheduled bulky pick up	6/5/2020 12:12 PM
103	additional drop-off locations for plastic bags	6/5/2020 11:30 AM
104	Curbside pickup of plastic grocery bags Overall am happy with service!	6/5/2020 11:10 AM
105	NO	6/5/2020 11:01 AM
106	Events/locations that accept/process broader category of plastics — mainly plastic clamshells that produce (Salad mixes, grapes, berries) come in.	6/5/2020 10:55 AM
107	Anything that doesn't involve me leaving my house. I am lazy and have two toddlers so the effort that goes into loading them both into the car to run errands isn't worth it for me most of the time.	6/5/2020 10:53 AM
108	I'm interested in all the recycling services	6/5/2020 10:44 AM
109	Teaching residents what is acceptable to recycle & what can't be recycled with regards to plastics	6/5/2020 10:44 AM
110	SHDHHDDHHSHSH	6/5/2020 10:42 AM
111	YES	6/5/2020 10:41 AM
112	Definitely interested in plastic bag recycling, and styrofoam recycling, as well as batteries.	6/5/2020 10:31 AM

Kirkland Recycling Services Resident Survey

113	Enforce apartments to have compost facilities	6/5/2020 10:28 AM
114	Clam shell packing (like the things Costco Apples come in)	6/5/2020 10:17 AM
115	I wish the city had something like the Recology store in Bothell	6/5/2020 10:11 AM
116	Has anyone done a short video on correct ways to recycle common objects (i.e. food containers, mailing boxes, etc).	6/5/2020 10:01 AM

Q16 How well do you know what you can put in your recycle cart?

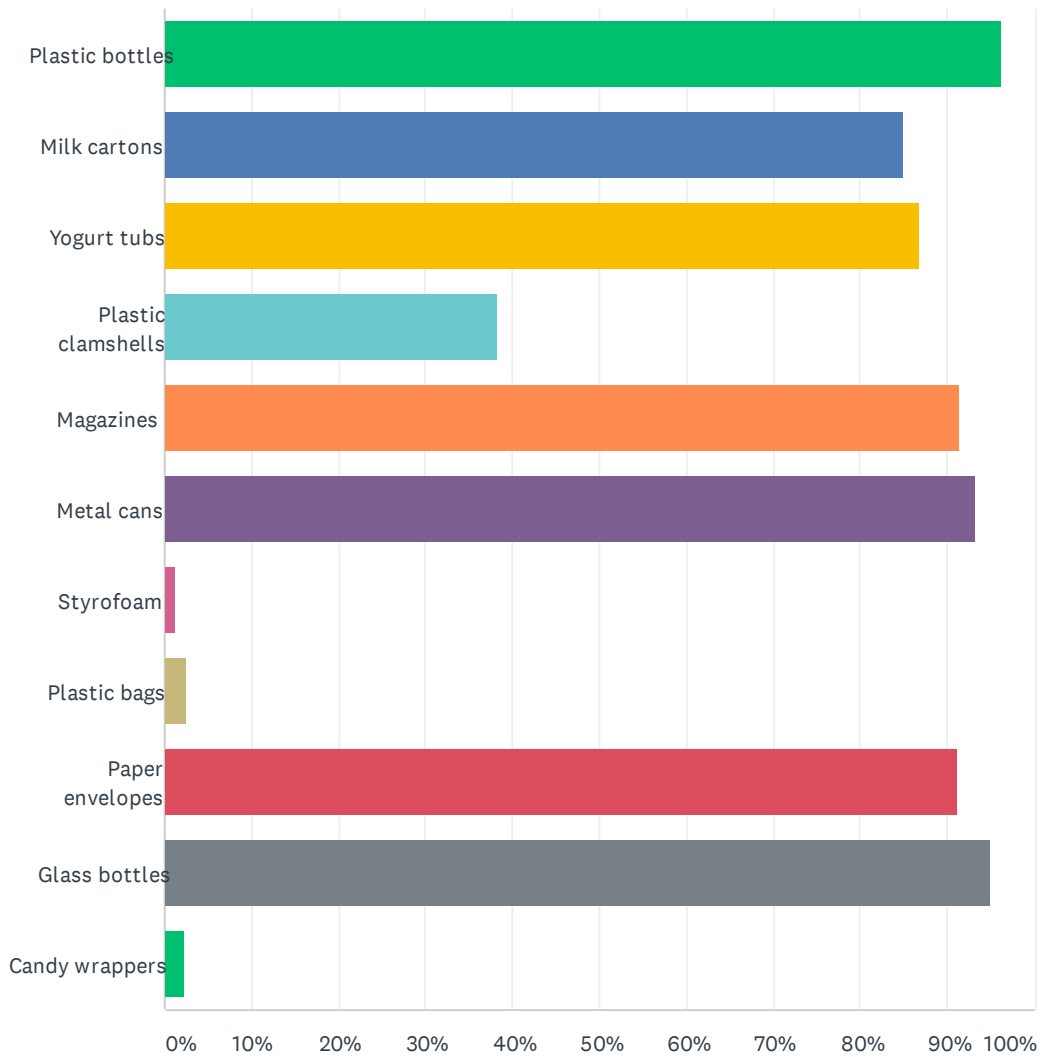
Answered: 435 Skipped: 32



ANSWER CHOICES	RESPONSES	
I feel confident that I know what to recycle	31.26%	136
I know most things and know how to find out about anything else	38.85%	169
I'm pretty good at recycling but sometimes have questions	25.52%	111
Recycling is confusing and I struggle with knowing what to put in	4.37%	19
TOTAL		435

Q17 Which items should be placed in your recycling cart or dumpster? Check all that should go in the recycle.

Answered: 432 Skipped: 35

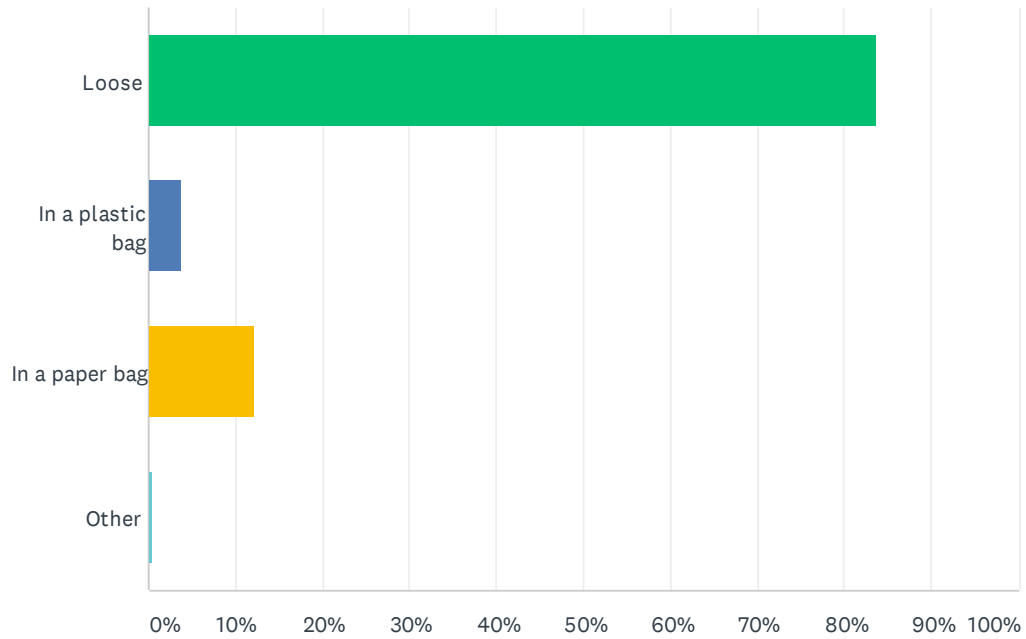


Kirkland Recycling Services Resident Survey

ANSWER CHOICES	RESPONSES	
Plastic bottles	96.30%	416
Milk cartons	84.95%	367
Yogurt tubs	86.81%	375
Plastic clamshells	38.19%	165
Magazines	91.44%	395
Metal cans	93.29%	403
Styrofoam	1.16%	5
Plastic bags	2.55%	11
Paper envelopes	91.20%	394
Glass bottles	94.91%	410
Candy wrappers	2.31%	10
Total Respondents: 432		

Q18 How do you put recycling in your blue cart or dumpster?

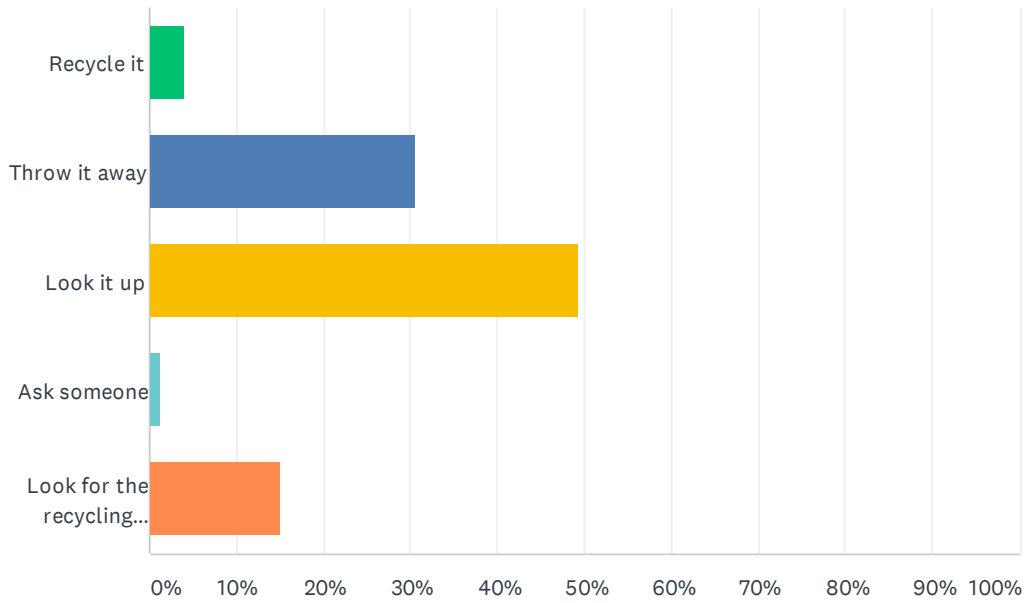
Answered: 434 Skipped: 33



ANSWER CHOICES	RESPONSES	
Loose	83.64%	363
In a plastic bag	3.69%	16
In a paper bag	12.21%	53
Other	0.46%	2
TOTAL		434

Q19 When you're not sure if something is recyclable, what do you do?

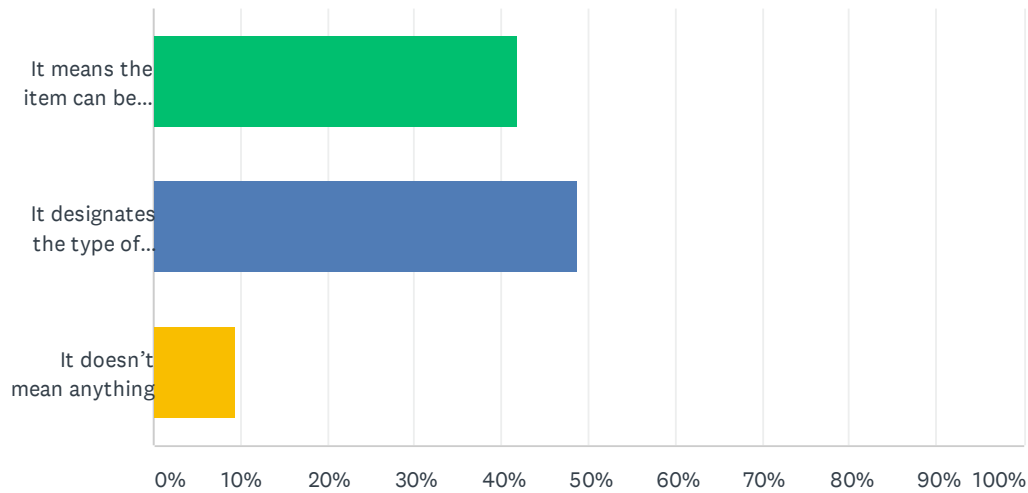
Answered: 432 Skipped: 35



ANSWER CHOICES	RESPONSES	
Recycle it	3.94%	17
Throw it away	30.56%	132
Look it up	49.31%	213
Ask someone	1.16%	5
Look for the recycling symbol	15.05%	65
TOTAL		432

Q20 What does the chasing arrows symbol (♻️) mean to you when you see it on packaging?

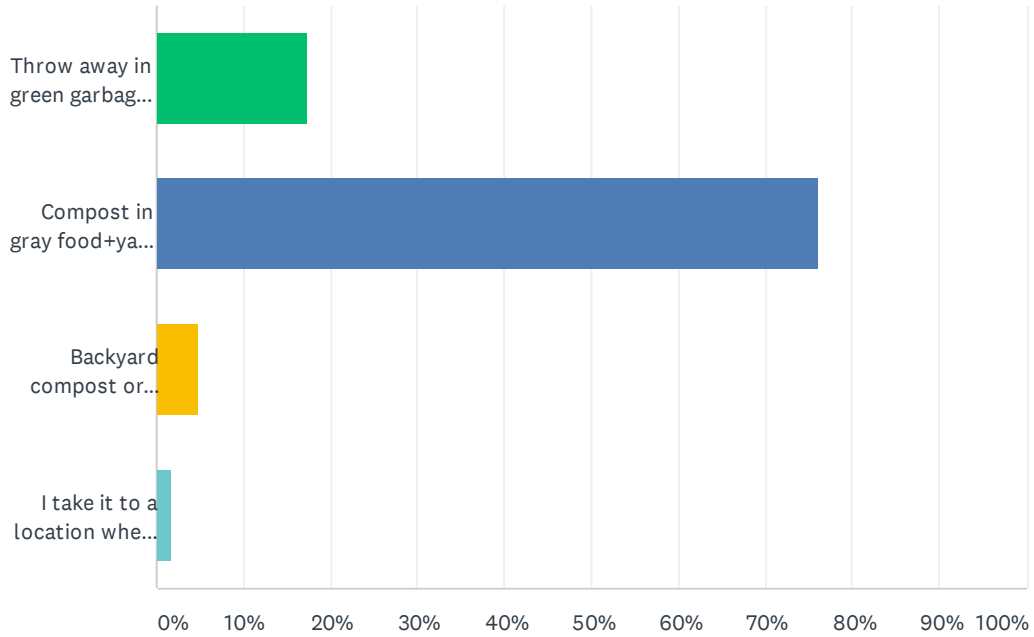
Answered: 428 Skipped: 39



ANSWER CHOICES		RESPONSES	
It means the item can be recycled		41.82%	179
It designates the type of plastic resin the item is made of		48.83%	209
It doesn't mean anything		9.35%	40
TOTAL			428

Q21 What does your household do with most or all of your food scraps?

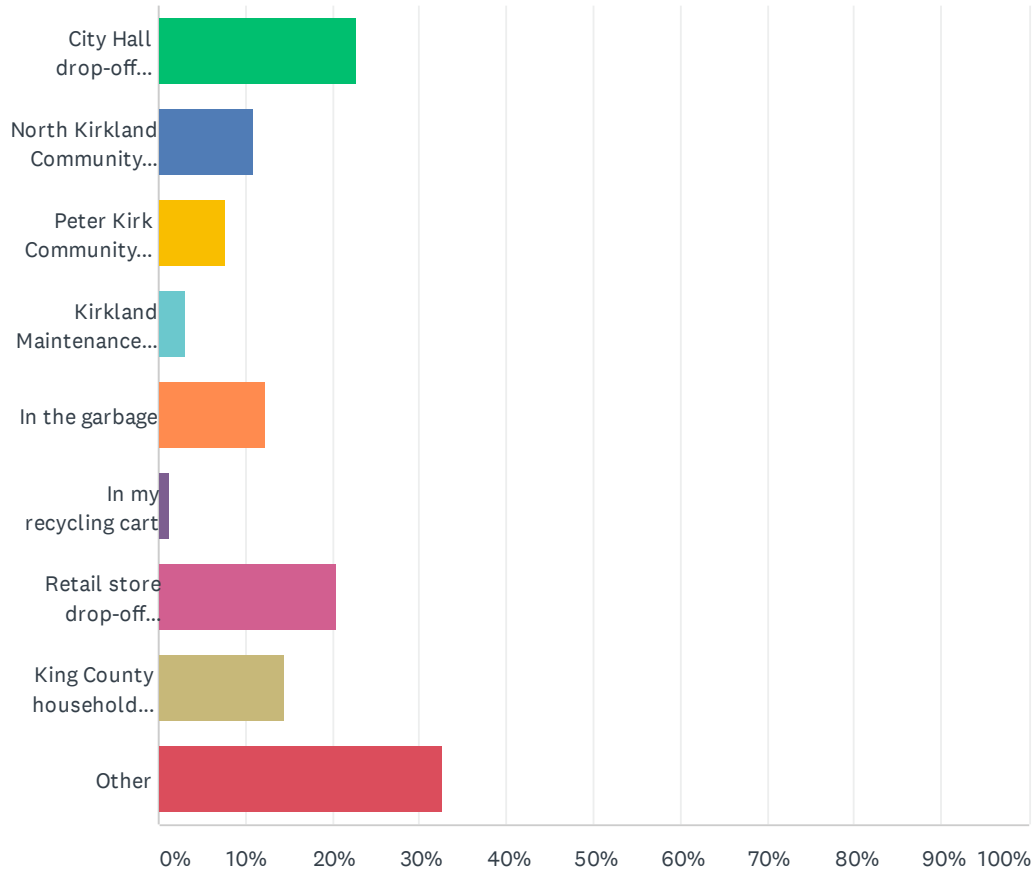
Answered: 432 Skipped: 35



ANSWER CHOICES	RESPONSES	
Throw away in green garbage can	17.36%	75
Compost in gray food+yard waste cart	76.16%	329
Backyard compost or vermicompost	4.86%	21
I take it to a location where it can be composted	1.62%	7
TOTAL		432

Q22 Where do you dispose of batteries? (check all that apply)

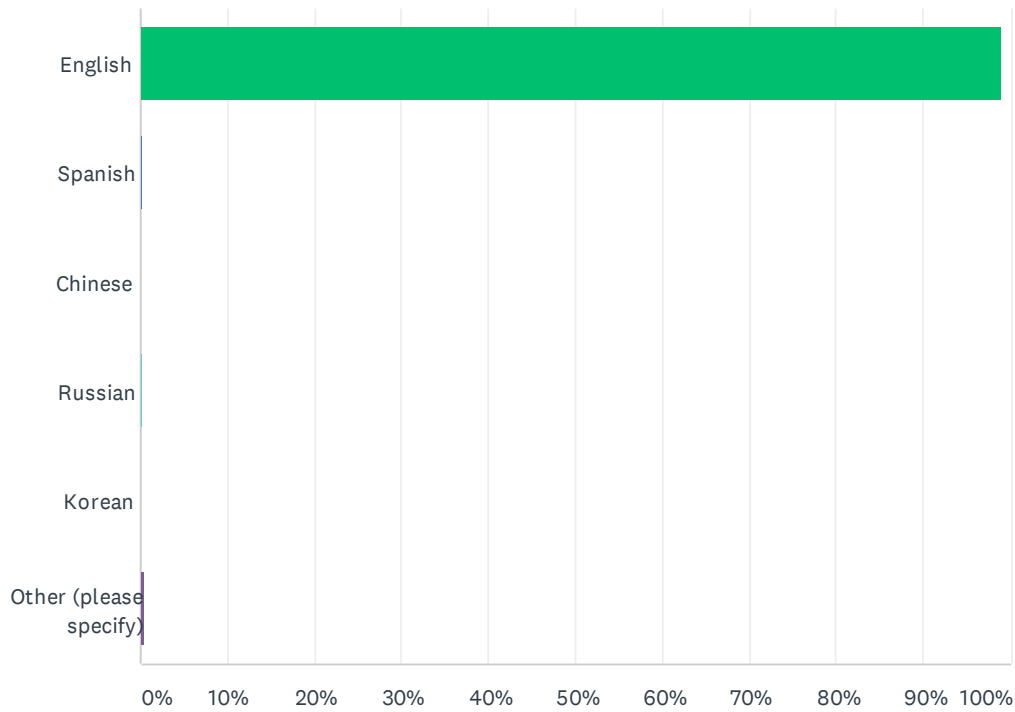
Answered: 428 Skipped: 39



ANSWER CHOICES	RESPONSES	
City Hall drop-off location	22.90%	98
North Kirkland Community Center drop-off location	10.98%	47
Peter Kirk Community Center drop-off location	7.71%	33
Kirkland Maintenance Center Drop-off location	3.04%	13
In the garbage	12.38%	53
In my recycling cart	1.17%	5
Retail store drop-off location	20.56%	88
King County household hazardous waste drop-off	14.49%	62
Other	32.71%	140
Total Respondents: 428		

Q23 In what language would you prefer to receive information about recycling events and services?

Answered: 416 Skipped: 51

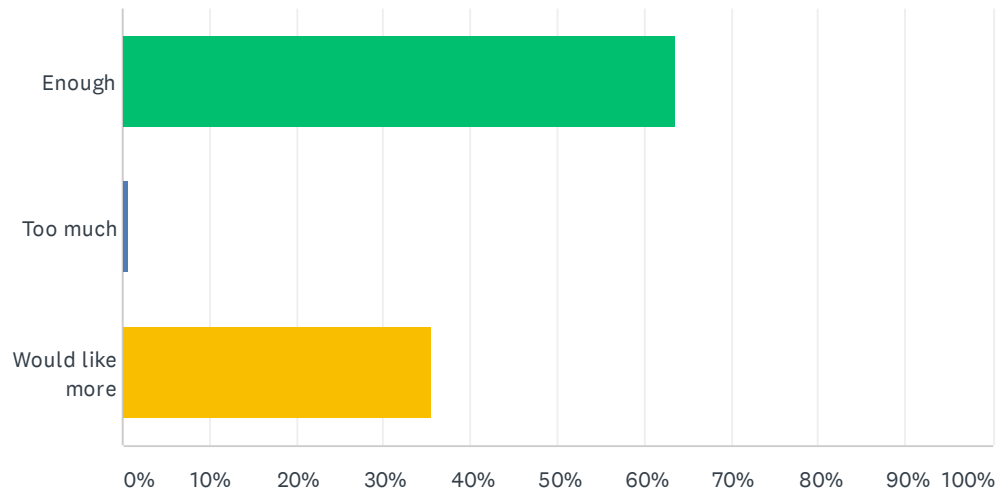


ANSWER CHOICES	RESPONSES	
English	99.04%	412
Spanish	0.24%	1
Chinese	0.00%	0
Russian	0.24%	1
Korean	0.00%	0
Other (please specify)	0.48%	2
TOTAL		416

#	OTHER (PLEASE SPECIFY)	DATE
1	All of the above	6/8/2020 6:34 AM
2	Mixed household, both English and Chinese	6/5/2020 2:30 PM

Q24 Does Kirkland provide enough information about what can be recycled?

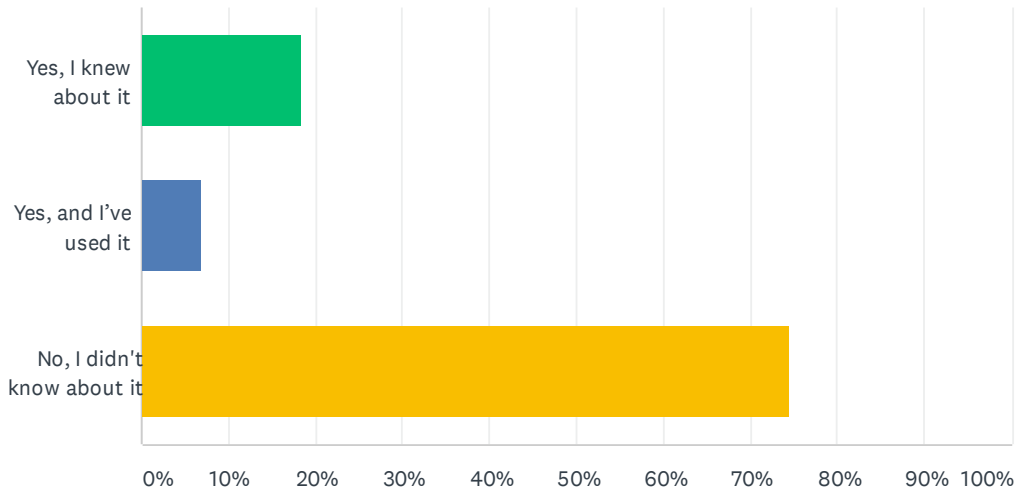
Answered: 416 Skipped: 51



ANSWER CHOICES	RESPONSES	
Enough	63.70%	265
Too much	0.72%	3
Would like more	35.58%	148
TOTAL		416

Q25 Did you know that the City has a Recycling Hotline phone number (425 587-3812) and email (recycle@kirklandwa.gov) that you can contact with recycling and disposal questions?

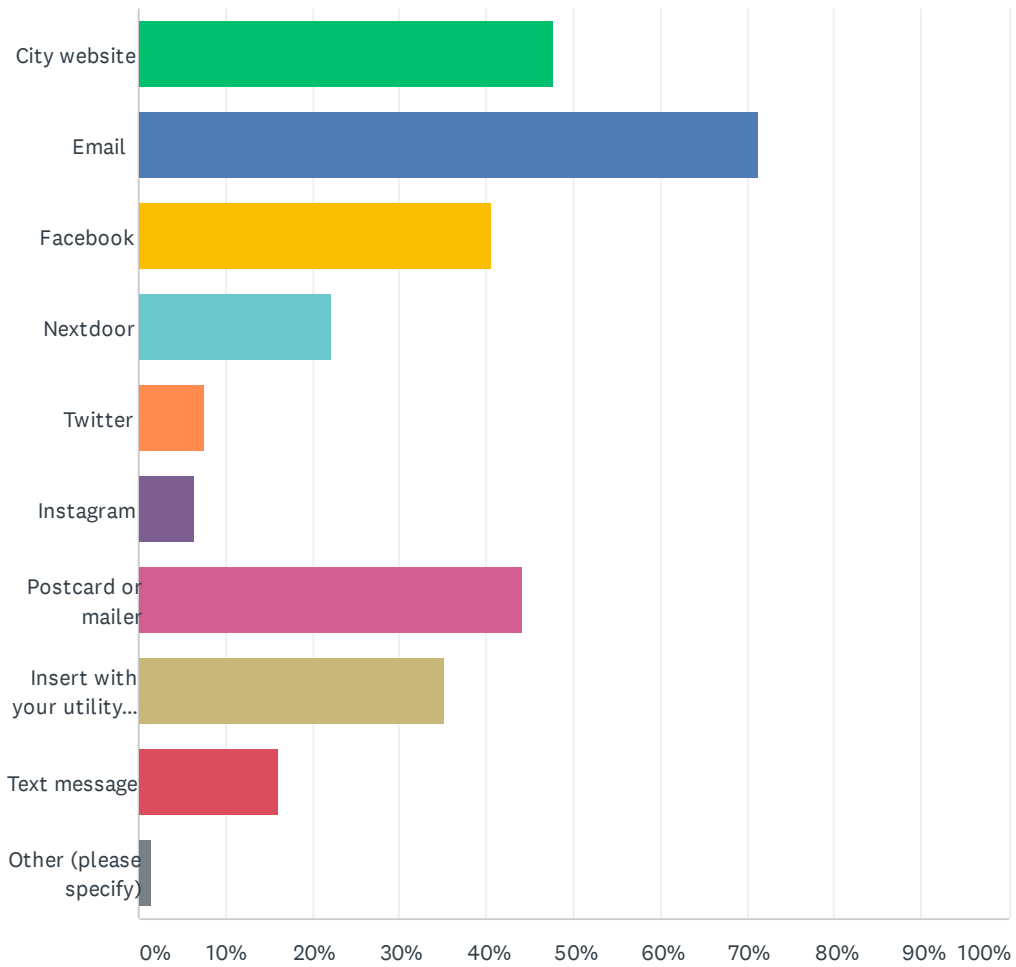
Answered: 417 Skipped: 50



ANSWER CHOICES	RESPONSES
Yes, I knew about it	18.47% 77
Yes, and I've used it	6.95% 29
No, I didn't know about it	74.58% 311
TOTAL	417

Q26 How would you like to receive information about recycling events and other recycling information? Check all that apply:

Answered: 416 Skipped: 51



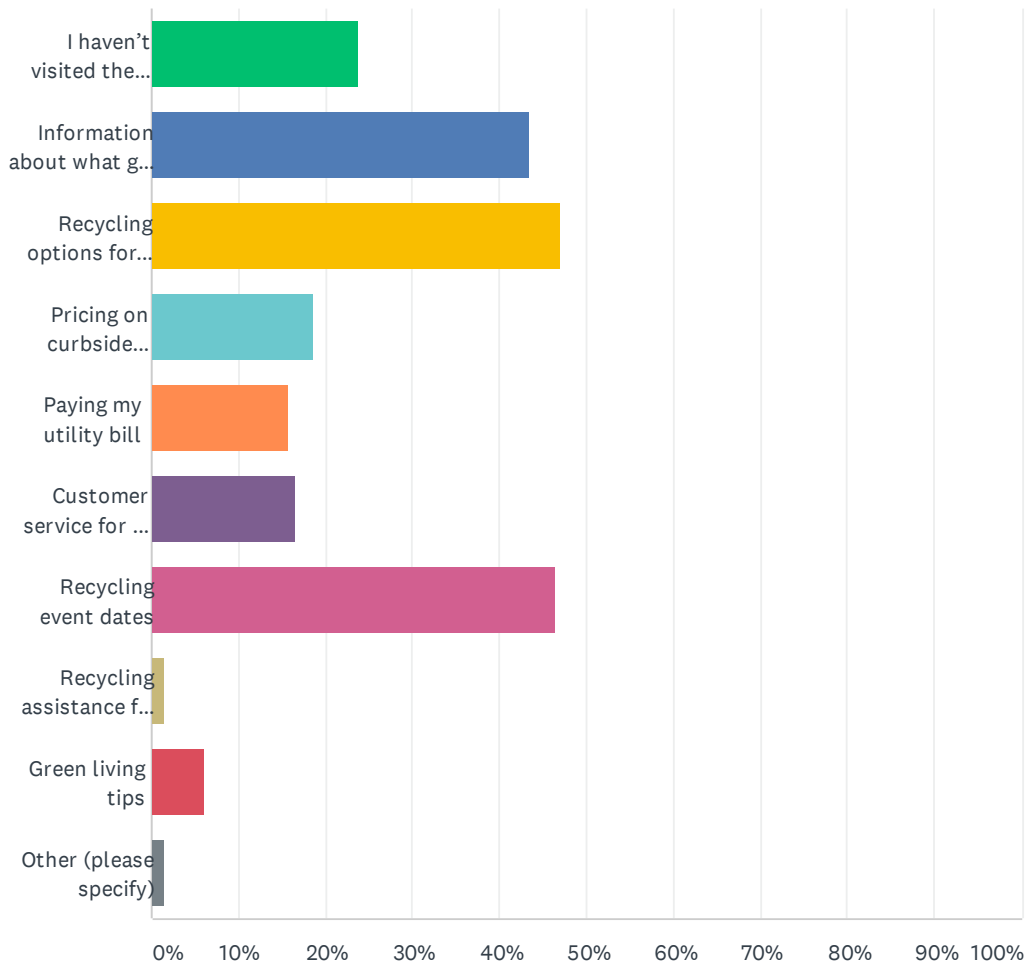
Kirkland Recycling Services Resident Survey

ANSWER CHOICES	RESPONSES	
City website	47.60%	198
Email	71.39%	297
Facebook	40.63%	169
Nextdoor	22.12%	92
Twitter	7.45%	31
Instagram	6.49%	27
Postcard or mailer	44.23%	184
Insert with your utility bill	35.10%	146
Text message	16.11%	67
Other (please specify)	1.44%	6
Total Respondents: 416		

#	OTHER (PLEASE SPECIFY)	DATE
1	Could be included in e-bill, but would not want additional emails	6/18/2020 9:51 PM
2	Newspaper , bulletin boards in public places, coffee shops supermarkets radio, TV	6/18/2020 9:23 PM
3	I don't do social media, i.e., Facebook, Twitter, Instagram.	6/11/2020 6:38 PM
4	USPS	6/10/2020 6:30 PM
5	Print on blue bin	6/5/2020 11:13 PM
6	Text reminders about events would be helpful	6/5/2020 10:22 AM

Q27 Why have you visited the City recycling webpages in the past? Check all that apply:

Answered: 414 Skipped: 53



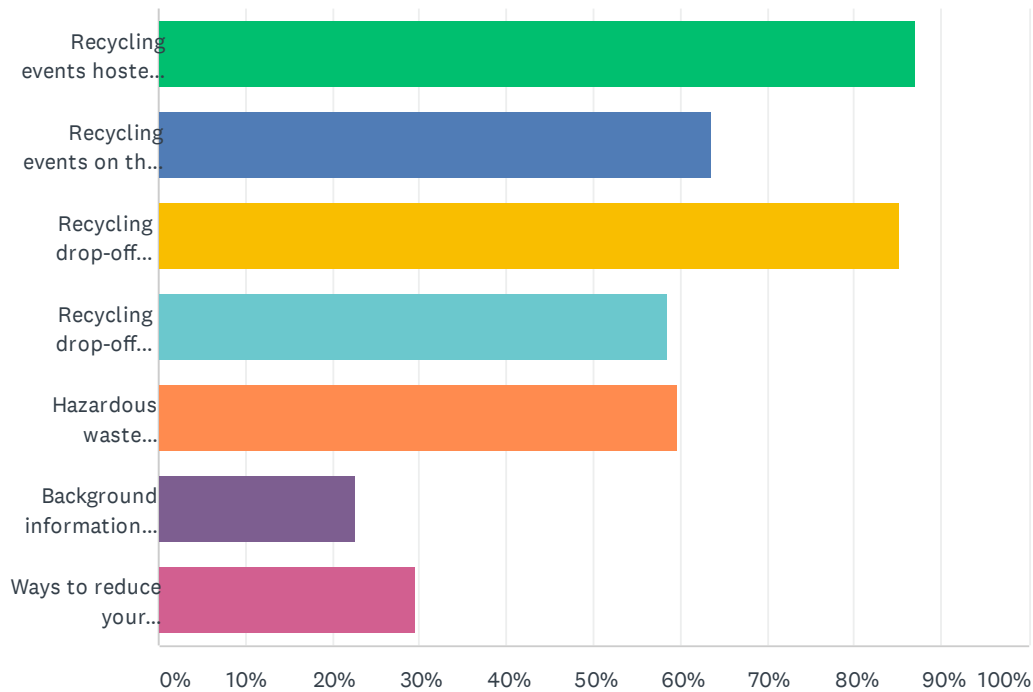
Kirkland Recycling Services Resident Survey

ANSWER CHOICES	RESPONSES	
I haven't visited the City recycling webpages	23.91%	99
Information about what goes in which cart	43.48%	180
Recycling options for items not accepted in my cart	47.10%	195
Pricing on curbside garbage services	18.60%	77
Paying my utility bill	15.70%	65
Customer service for a collection issue (e.g. broken cart)	16.43%	68
Recycling event dates	46.38%	192
Recycling assistance for a business or apartment or condo	1.45%	6
Green living tips	6.04%	25
Other (please specify)	1.45%	6
Total Respondents: 414		

#	OTHER (PLEASE SPECIFY)	DATE
1	To see if there is other options for pick-up schedule (such as bi-monthly)	6/16/2020 10:59 AM
2	report a neighbor improper actions causing trash on street	6/15/2020 10:06 AM
3	Hazardous Material disposal.	6/10/2020 6:30 PM
4	Missed service, looking up holidays for which there are no service	6/10/2020 4:30 PM
5	Trying to find which day our recycling bin is picked up. There was a pdf that was impossible to read and other than that, I never found any info on schedules.	6/8/2020 7:02 PM
6	To get phone number to request second recycling bin	6/6/2020 12:29 AM

Q28 Which information would you look for on the City’s recycling website (kirklandwa.gov/recycle)? Check all that apply:

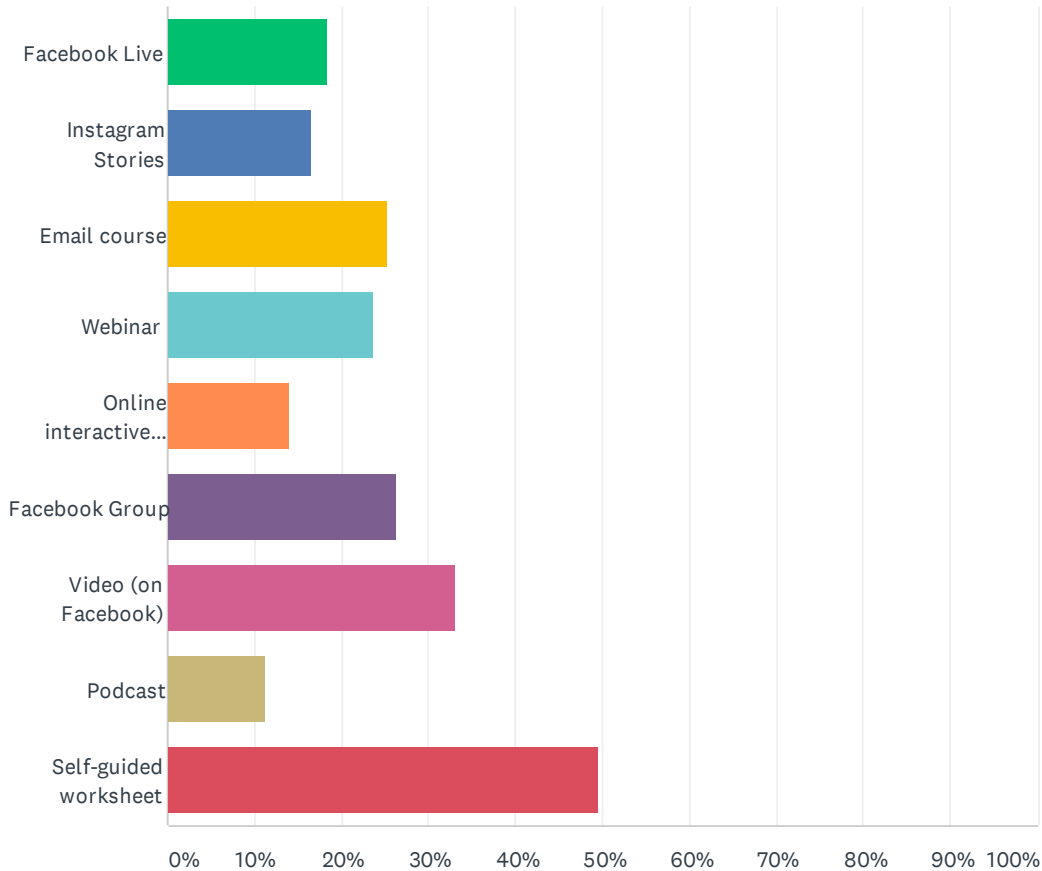
Answered: 399 Skipped: 68



ANSWER CHOICES	RESPONSES	
Recycling events hosted by the City	86.97%	347
Recycling events on the eastside hosted by other organizations (e.g. County, local businesses)	63.66%	254
Recycling drop-off options provided by the City	85.21%	340
Recycling drop-off options on the eastside provided by other organizations (e.g. state, local businesses)	58.65%	234
Hazardous waste information	59.65%	238
Background information about how the recycling system works	22.56%	90
Ways to reduce your household's waste	29.57%	118
Total Respondents: 399		

Q29 Would you be interested in learning more about recycling and waste reduction topics in any of these formats? (Sample topics include: wasting less food, safer household cleaning, zero waste, composting at home.)
Check all that apply.

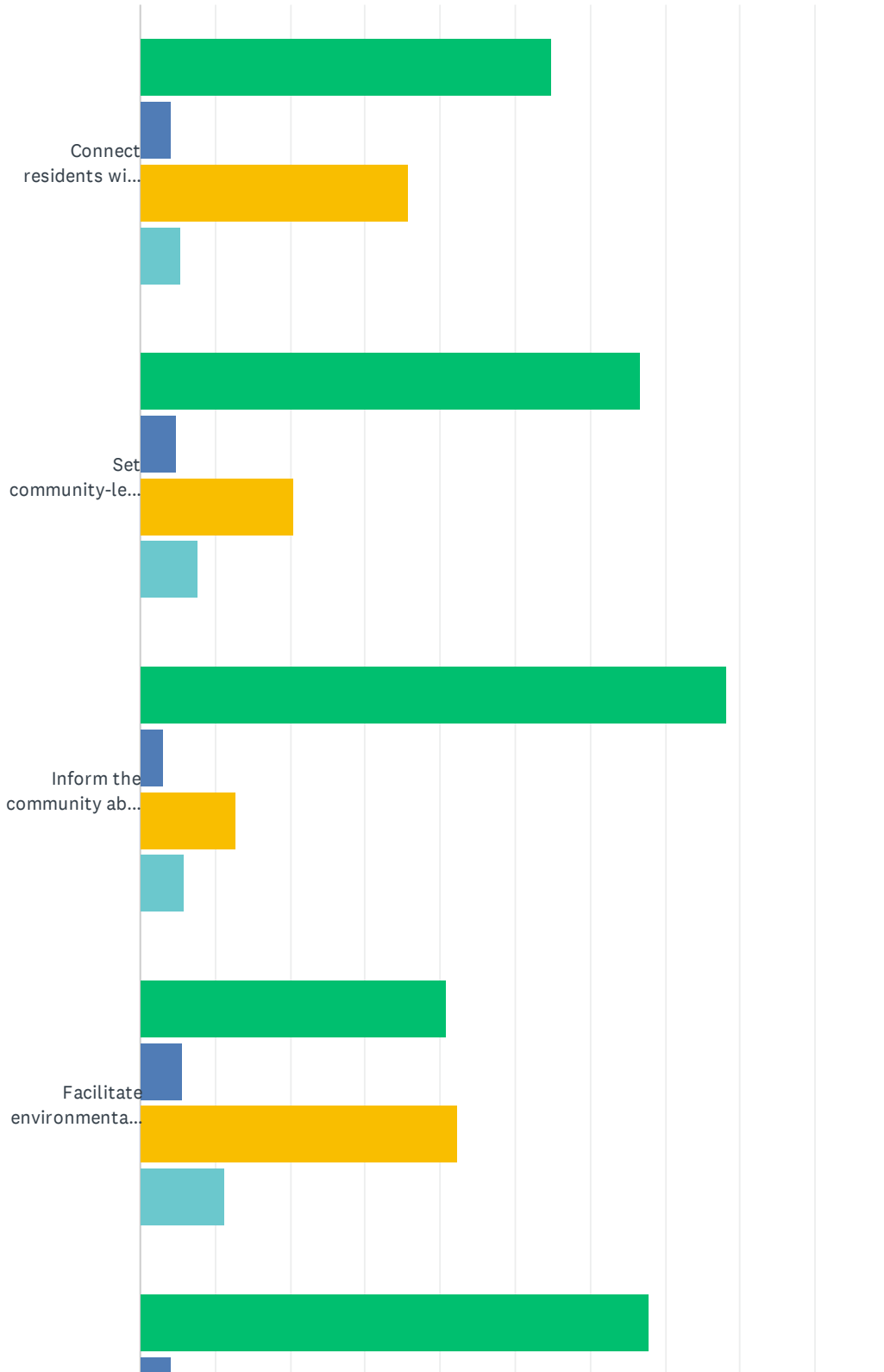
Answered: 308 Skipped: 159



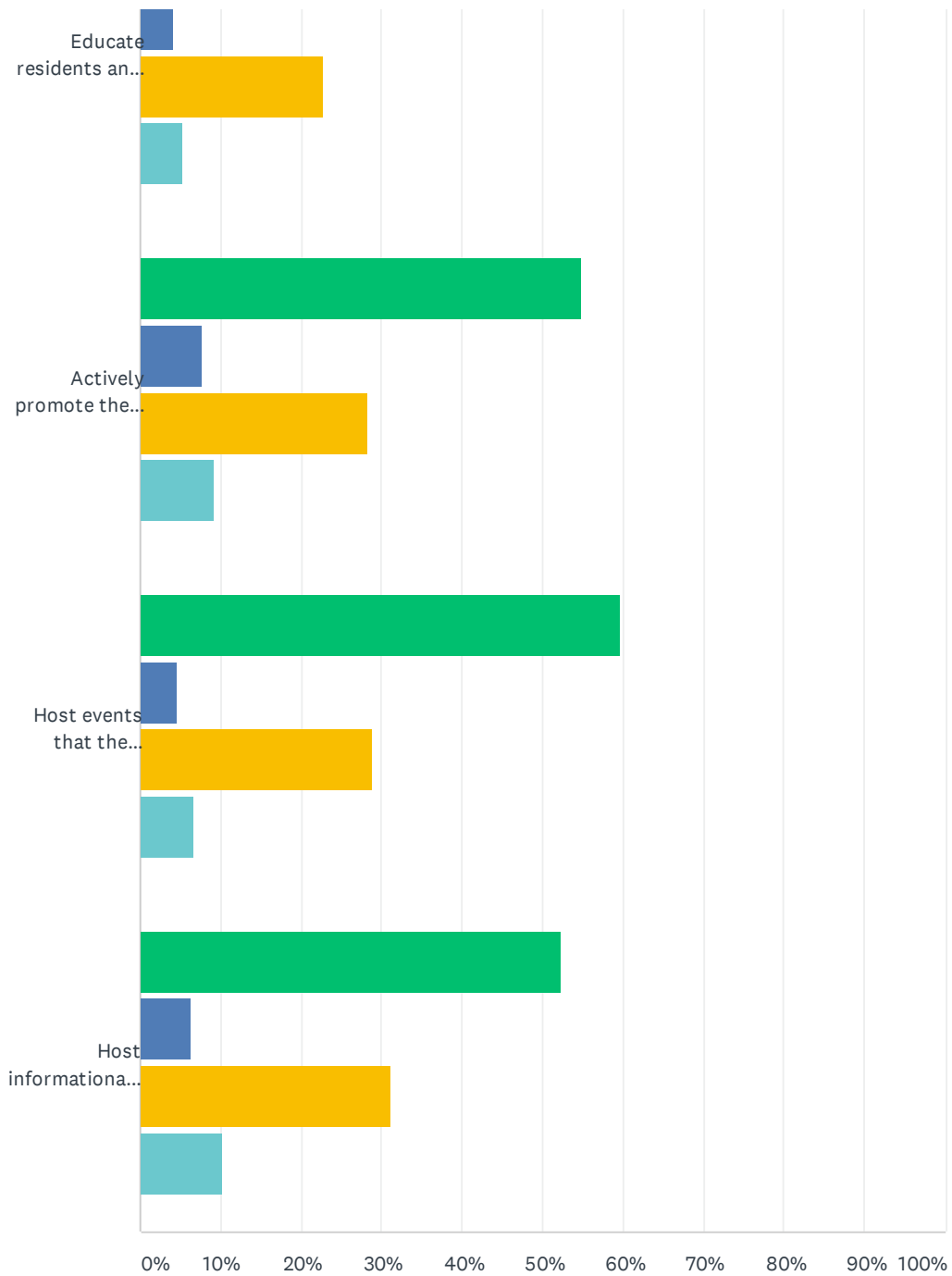
ANSWER CHOICES	RESPONSES
Facebook Live	18.51% 57
Instagram Stories	16.56% 51
Email course	25.32% 78
Webinar	23.70% 73
Online interactive workshop	13.96% 43
Facebook Group	26.30% 81
Video (on Facebook)	33.12% 102
Podcast	11.36% 35
Self-guided worksheet	49.68% 153
Total Respondents: 308	

Q30 What do you see as the City's role in providing environmental information and leadership for the community? For each of these items, please indicate whether you would like the City to serve this role.

Answered: 412 Skipped: 55



Kirkland Recycling Services Resident Survey



■ I think the City should provide this
 ■ I do not think the City should provide this
 ■ It would be nice for the City to provide but it's not a priority right now
 ■ No opinion

Kirkland Recycling Services Resident Survey

	I THINK THE CITY SHOULD PROVIDE THIS	I DO NOT THINK THE CITY SHOULD PROVIDE THIS	IT WOULD BE NICE FOR THE CITY TO PROVIDE BUT IT'S NOT A PRIORITY RIGHT NOW	NO OPINION	TOTAL
Connect residents with trustworthy environmental information provided by other organizations (e.g. Puget Sound Energy, Cascade Water Alliance)	54.85% 226	4.13% 17	35.68% 147	5.34% 22	412
Set community-level environmental goals	66.75% 273	4.89% 20	20.54% 84	7.82% 32	409
Inform the community about environmental improvements organized by the City (e.g. walking and biking infrastructure)	78.29% 321	3.17% 13	12.68% 52	5.85% 24	410
Facilitate environmental projects organized by other organizations and residents (e.g. help connect residents with similar goals or project ideas)	40.74% 165	5.68% 23	42.22% 171	11.36% 46	405
Educate residents and businesses about actions they can follow to be greener	67.81% 276	4.18% 17	22.85% 93	5.16% 21	407
Actively promote the community making greener choices (e.g. host community challenges)	54.84% 221	7.69% 31	28.29% 114	9.18% 37	403
Host events that the community can participate in (e.g. costume swap, recycling events)	59.65% 241	4.70% 19	28.96% 117	6.68% 27	404
Host informational booths about environmental issues at community events such as farmer's markets	52.26% 208	6.28% 25	31.16% 124	10.30% 41	398

Q31 Do you have any other suggestions or feedback you'd like to share about our recycling program?

Answered: 66 Skipped: 401

Kirkland Recycling Services Resident Survey

#	RESPONSES	DATE
1	I'd like more info. on composting. And how to dispose of livestock, dog waste.	6/21/2020 7:32 PM
2	I would appreciate a list of acceptable plastic that can be recycled... I don't know what all the numbers mean.	6/21/2020 5:06 PM
3	I feel pretty good about our recycling efforts, but continue to be very frustrated by the amount of plastics we can't put into our recycling bin, e.g., clamshells, meat trays, orange pill bottles, hard plastic packaging material.	6/21/2020 10:51 AM
4	I think our Recycling Program is terrific. There's definitely room for improvement in a few arenas, though. I think composting needs to be expanded to multi-family housing and that all people in our community should have to place food waste in the compost instead of in the garbage. I also think styrofoam take-out containers should be banned completely (like from restaurants), as well as single-use straws and as much single-use plastic as possible (wasn't SUP recently banned in the EU? Why can't we do it too?). Thank you for asking so many important questions!	6/20/2020 11:59 PM
5	Tell us why things are not recyclable, like aluminum foil.	6/20/2020 10:26 AM
6	I would not mind an every other week garbage pick up in the winter or cooler months because of the smell.	6/20/2020 10:01 AM
7	I like the recycling guide that comes in the mail and I refer to it if I am unsure of what to do with items. I participate in the Styrofest and hope it comes back in the same format - it is always busy! Needs more publicity though as I always see garbage bins full of styrofoam on Tuesdays (even before Covid)	6/20/2020 9:43 AM
8	During Covid stay at home time, I have not been able to drop off batteries, styrofoam or plastic bags at local sites. I am going to try out Ridwell for a year. I haven't received my bin yet.	6/20/2020 12:39 AM
9	I try to recycle correctly but things keep changing and it has gotten more confusing what to put in my blue bin.	6/19/2020 11:02 PM
10	Please provide more options for after hour drop offs during the week for things like the lettuce clamshells and styrofoam.	6/19/2020 1:23 PM
11	solicit community volunteers to help with education	6/19/2020 10:10 AM
12	I for the most part support any initiatives that make our local region greener or more economically efficient, even with some cost to me. I have a much, much lower tolerance for initiatives focused on carbon, since reducing our carbon footprint in Kirkland has negligible impact and instead gives many people a false sense of "doing their part."	6/19/2020 8:12 AM
13	Have a way for customers to upload photos of objects we're not sure of being recyclable and get a response. The pictures could be public and build a bigger set of images on what is recyclable.	6/19/2020 6:01 AM
14	Make recycling a requirement. Give more tours of garbage/recycle facilities.	6/18/2020 9:34 PM
15	Always able to provide updated information when I can locate the information in the pamphlet and phone.	6/18/2020 9:23 PM
16	I love how green we are but wish it was simpler. More pressure on suppliers vs. end users	6/18/2020 9:19 PM
17	separate glass & a winter schedule for yard waste	6/18/2020 9:03 PM
18	I really appreciate all of the city's efforts to inform the residents about cleaner living and the efforts being made by city agencies themselves as well as opportunities to recycle as much as possible.	6/18/2020 8:54 PM
19	This questionnaire is far too long so that many people may give up half way through. Question 5 is very poorly structured. Many questions could be consolidated or eliminated.	6/16/2020 12:10 PM
20	extend the amount of time between pick-ups. For example I put out the garbage every 2 -3 weeks, recycling every 3-4 weeks and the yard waste every 2 weeks in mid spring (mostly grass) and every 2 weeks in the early fall (mostly leaves). The majority of the year, the yard waste is not put out on the curb (and I also see this with several neighbors). Maybe cancel yard	6/16/2020 10:59 AM

Kirkland Recycling Services Resident Survey

waste pick-up during late fall-early spring. I'm sure this will save fuel, labor and reduce the carbon footprint.

21	Work with stores to move away from plastic clam shell containers or have a way to recycle them. It is not efficient to put them in the garbage and the City holds more weight than individual customers with stores.	6/16/2020 8:20 AM
22	Our program is outstanding compared with other cities who don't provide curbside pick up!	6/15/2020 1:14 PM
23	I would like more guidance about plastic recycling. The booklet just says "jars, jugs, tubs, and cups", but there are so many kinds of plastic these days. Can you give more positive and negative examples?	6/15/2020 1:14 PM
24	I put plastic newspaper bags, grocery plastic bags etc. in larger plastic bag and seal and put in recycling. Is this still the accepted way? Or should all plastic bags go into the garbage?	6/15/2020 9:55 AM
25	educate people to not wash their vehicles on driveways - to use lawns.	6/14/2020 4:08 PM
26	Help people to understand the importance of options such as: Don't use. Reuse. Recycle.	6/13/2020 10:12 PM
27	KEEP THE RECYCLE EVENTS!	6/13/2020 5:55 PM
28	even good intentioned people seem totally confused about what goes where, I don't what the solution, people don't want to have go through 5 minutes of reading before tossing something, put more pressure on producers to make more environmentally friendly products	6/13/2020 11:34 AM
29	Dog waste in parks and school grounds with fine enforcement. Signage in key locations. Evenings and early mornings are key (out of community drive in over for fido's free run and dump)	6/13/2020 7:15 AM
30	Promote zero-waste informational workshops and a list of restaurants that support brining your own containers.	6/12/2020 12:11 PM
31	I think it would be nice if you were more clear about what had changed each year when you send out your mailer. For example, my recollection was that there was a time when we were not supposed to recycle plastic bottles with the lids on, but at some point that has changed. It took awhile to realize this because at first glance, that part of the mailer looked like it contained the same information. This could also be implemented on the website - whenever there is an update to information, perhaps add it with the date of when the change occurred.	6/12/2020 4:02 AM
32	Get StyroFest going again. My garage is filling up with styrofoam and plastic bags because of the cover-19 cancelled events,	6/11/2020 6:38 PM
33	No, I do want to say that haven't visited the City recycling webpages, but I will now.	6/11/2020 3:55 PM
34	Thank you for having Styrofest every year. Thank you for making it a priority to educate people and the difference we can make for the environment. I think these efforts make Kirkland a clean and outstanding city to live in and shows leadership on global issues. I would be proud to participate in any new/modified parts of the recycling program to make a bigger impact. Keep it up!	6/11/2020 12:54 PM
35	Make any program, education, event, or recycling option as simple and as inexpensive (vastly preferable to be free) as possible. That should be your overarching goal in everything you do. Anything else is not being a good steward of taxpayer funds. That includes overhead items such as employee salaries and marketing.	6/11/2020 12:22 PM
36	Opportunity for extra yard debris bins at lesser/no cost.	6/11/2020 8:57 AM
37	Regular recycling education at neighborhood meetings/gatherings. Enlist trained recycling "ambassadors" to help w/ this.	6/10/2020 11:02 PM
38	Absolutely keep weekly pickup. Never go to twice monthly. Also be careful about any cost increase as money is very tight right now. Don't tax or price us out of Kirkland.	6/10/2020 9:33 PM
39	We've used Ridwell now for a few months. It's a convenient way to deal with plastic film (and batteries, lightbulbs, clothes, etc), and may be worth promoting on a city or utility webpage.	6/10/2020 8:59 PM
40	I would like to see a pivot toward more compostable options for packaging. I do not support less frequent waste services or waste services at a greater expense. I also do not support washing and drying recycling. It uses too much energy and resources. We are throwing away items that	6/10/2020 8:35 PM

Kirkland Recycling Services Resident Survey

are not clean enough to recycle and have lost confidence in the agenda behind commercial/municipal recycling programs.

41	No	6/10/2020 8:28 PM
42	I pay \$110 for a service called Ridwell. If you consider the demographic of families living in Kirkland, many are young parents with littles. Time is an issue. I work. Now with COVID, homeschooling and more... I need convenience. I don't have the time nor do I want to hoard plastic bags, styrofoam or batteries to wait a month til the next recycle event. Ridwell's mobile and contact-free mobile service (I have a box on my doorstep) is amazing. I'd love to see a partnership between cities and maybe support this local company too. They recycle a lot of things the cities will not.	6/10/2020 7:58 PM
43	Totally appreciate the waste recycle pamphlet you provide. Like the styrofest and shredding Availability to do hazardous waste if needed	6/10/2020 7:26 PM
44	Thanks for asking!	6/10/2020 6:42 PM
45	I watched PBS Frontline TV show on how recycling is being manipulated by the plastic industry so that they make more plastic. The basic problem is that items may have the ability to be recycled but the separation facilities and the after market for plastics aren't in place. Sp most plastics we recycle are tossed into landfill. I propose we tighten the recycling list to only those items that have a viable separation technology and aftermarket demand (paper, glass, metal). Unfortunately most plastics don't so let's stop misusing the term recycling.	6/10/2020 6:32 PM
46	Yes. It is much too restrictive. Residents should be able to put damn near anything with a triangle recycle symbol identifying the material (e.g. which plastic resin) in the blue recycle cart, regardless of arbitrary shape requirements, and it should be Waste Management's problem to figure out how to identify, sort it, and recycle it, not the city's, and definitely not the residents'. Put the responsibility on the contractor where it belongs. They work for us, not vice versa. Period, End Of Story.	6/10/2020 6:30 PM
47	Can't answer questions 6 and 7 because the specific costs aren't provided.	6/10/2020 6:14 PM
48	Generally, we're a very progressive city for our efforts. The decline in Acceptance of recycling by China has made things more complicated, and education needs to follow. Things have changed over the years, and it can get confusing! As an older couple, we don't have as much recycling as a family, but we live on a large lot so we have 3 large grey buckets for the branch and yard debris, which really adds up!	6/10/2020 5:34 PM
49	Nothing that I can think of.	6/10/2020 5:32 PM
50	I've had several missed compost pick ups. I would also like to see clamshells added to recycling.	6/10/2020 5:18 PM
51	Shorter survey	6/10/2020 4:55 PM
52	Please note that in some Townhome communities there may be limited storage space for any more Bins. Small 1 car garages limit space for these big gray Bins. The Springbrook Community in Juanita is an example of the HOA limitation to have Bins out of public view. And some Townhomes do not have a back or side yard space for three large rolling bins. Adding a Glass Only Bin could be a problem.	6/10/2020 4:45 PM
53	Amazingly responsive and supportive, thank you!	6/10/2020 4:25 PM
54	I would like a smaller container available for food recycling. We don't generate much yard waste, and the grey bin is large and heavy.	6/10/2020 4:23 PM
55	I'm very sad about not recycling plastic clamshells. I understand Recology can do this but Waste Management does not? Just feel bad when I throw these away. Will try to buy less (IE less Costco shopping)	6/10/2020 4:20 PM
56	Would love to be able to recycle plastic bags curbside	6/10/2020 4:18 PM
57	If we could reduce more, we would need to recycle less. I wish there were more options to purchase grocery items - produce, bakery goods, deli items- that aren't packaged in plastic. Since most stores are not locally owned, I don't know how much the city can do.	6/10/2020 4:14 PM
58	Would we get bigger carts (at the same price) for bi-weekly pickup? I really don't want bi-weekly for yard waste. In the spring/fall I already have to stage stuff in my yard because the bin fills up	6/10/2020 3:56 PM

Kirkland Recycling Services Resident Survey

so quickly! And I do a TON of on-site composting.

59	I wish the cooking oil recycling options were better. But otherwise I've been very impressed with the information provided, the services provided, and the auxiliary services that have popped up to fill gaps (like Ridwell.	6/10/2020 3:52 PM
60	It is super important and I am grateful for all that you do!	6/9/2020 9:48 PM
61	Would love to be able to recycle more. We currently pay for Ridwell. It would be nice if what they provide could be provided by Kirkland even at an extra cost	6/9/2020 7:01 PM
62	There's a lot of construction and demo in Kirkland with most waste going to landfill. More recycling should be required in all construction projects.	6/9/2020 9:39 AM
63	No	6/8/2020 7:25 PM
64	Make it easier to find recycling and compost schedules for pickup from residential and multi-family	6/8/2020 7:02 PM
65	Provide incentives and rewards for making good decisions that minimize waste.	6/8/2020 5:10 PM
66	Drop off locations need to be convenient. I won't use one in North Kirkland because I can't get there by bike.	6/8/2020 2:18 PM

Q32 Would you like to receive email updates about recycling events? If so, please provide your email address below.

Answered: 232 Skipped: 235

ANSWER CHOICES	RESPONSES	
Name	0.00%	0
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	232
Phone Number	0.00%	0

#	NAME	DATE
	There are no responses.	
#	COMPANY	DATE
	There are no responses.	
#	ADDRESS	DATE
	There are no responses.	
#	ADDRESS 2	DATE
	There are no responses.	
#	CITY/TOWN	DATE
	There are no responses.	
#	STATE/PROVINCE	DATE
	There are no responses.	
#	ZIP/POSTAL CODE	DATE
	There are no responses.	
#	COUNTRY	DATE
	There are no responses.	

Kirkland Recycling Services Resident Survey

#	EMAIL ADDRESS	DATE
1	diandjimo@gmail.com	6/22/2020 12:10 PM
2	rcraker@gmail.com	6/22/2020 5:31 AM
3	hoxier1@yahoo.com	6/21/2020 7:32 PM
4	dotluvsvdogs@yahoo.com	6/21/2020 5:07 PM
5	cass.walker19@gmail.com	6/21/2020 10:52 AM
6	cespeirs@gmail.com	6/21/2020 10:24 AM
7	ashjohns19@gmail.com	6/21/2020 9:39 AM
8	stompki1@outlook.com	6/21/2020 9:19 AM
9	cnkauffman@hotmail.com	6/21/2020 9:14 AM
10	stephlecovin@outlook.com	6/20/2020 11:59 PM
11	t.cycle@frontier.com	6/20/2020 10:56 PM
12	salzburg65@hotmail.com	6/20/2020 4:31 PM
13	jimjungcpa@yahoo.com	6/20/2020 12:00 PM
14	vanessa@strand.gs	6/20/2020 11:20 AM
15	mko82801@yahoo.com	6/20/2020 10:26 AM
16	l.low5@comcast.net	6/20/2020 9:43 AM
17	dave.griffith@nm.com	6/20/2020 8:17 AM
18	marcody5@hotmail.com	6/20/2020 7:52 AM
19	kayleebrantley1@gmail.com	6/20/2020 6:12 AM
20	reseelig@gmail.com	6/20/2020 12:39 AM
21	mydogbruce@aol.com	6/20/2020 12:35 AM
22	bfo123@comcast.net	6/19/2020 9:20 PM
23	pmastenbroek@comcast.net	6/19/2020 7:51 PM
24	csarrapede@me.com	6/19/2020 3:57 PM
25	laughingcrow53@msn.com	6/19/2020 1:38 PM
26	littlekaren2008@gmail.com	6/19/2020 1:24 PM
27	romanogeneral@gmail.com	6/19/2020 1:16 PM
28	skbrender@hotmail.com	6/19/2020 12:59 PM
29	manda2_19_83@yahoo.com	6/19/2020 11:43 AM
30	scanin@earthlink.net	6/19/2020 10:10 AM
31	tiabean60@gmail.com	6/19/2020 9:21 AM
32	peteada@hotmail.com	6/19/2020 8:31 AM
33	LOGAN.PONNOOSAMY@GMAIL.COM	6/19/2020 7:57 AM
34	marypat_meuli@hotmail.com	6/19/2020 6:01 AM
35	jenlaja1@msn.com	6/18/2020 10:59 PM
36	barbaramcconnell@hotmail.com	6/18/2020 10:59 PM
37	karan.ad@gmail.com	6/18/2020 9:23 PM

Kirkland Recycling Services Resident Survey

38	baridorward@comcast.net	6/18/2020 9:23 PM
39	kpio99@gmail.com	6/18/2020 9:19 PM
40	captainkarad@gmail.com	6/18/2020 9:05 PM
41	sethandmolly@comcast.net	6/18/2020 8:57 PM
42	grants3mama@gmail.com	6/18/2020 8:54 PM
43	dasher@uw.edu	6/18/2020 8:33 PM
44	gekretchmer@gmail.com	6/17/2020 5:34 AM
45	williampauljones@gmail.com	6/16/2020 12:11 PM
46	jefft123@hotmail.com	6/15/2020 8:25 PM
47	mekala1@yahoo.com	6/15/2020 4:08 PM
48	mharris312@gmail.com	6/15/2020 1:15 PM
49	astle98ford@gmail.com	6/15/2020 11:04 AM
50	lpathe@msn.com	6/15/2020 10:39 AM
51	michael@themcdaniels.net	6/15/2020 9:57 AM
52	henrybrown8884@gmail.com	6/15/2020 9:55 AM
53	nanbernard@comcast.net	6/14/2020 4:08 PM
54	c.overfield@outlook.com	6/14/2020 11:09 AM
55	jeannemlarge2010@hotmail.com	6/13/2020 10:13 PM
56	pv@swooby.com	6/13/2020 5:55 PM
57	dorratcague@hotmail.com	6/12/2020 2:46 PM
58	iamjillnellis@gmail.com	6/12/2020 12:11 PM
59	a.schecterson@gmail.com	6/12/2020 9:59 AM
60	glopzy@outlook.com	6/12/2020 9:42 AM
61	fallonloves@gmail.com	6/12/2020 4:02 AM
62	thomas.mcgrath@comcast.net	6/11/2020 6:38 PM
63	kelleen.storino1@gmail.com	6/11/2020 3:55 PM
64	remetiffy@comcast.net	6/11/2020 3:30 PM
65	chawes.tvl@gmail.com	6/11/2020 2:44 PM
66	kapri_star@yahoo.com	6/11/2020 12:55 PM
67	calis.jodi@gmail.com	6/11/2020 12:03 PM
68	shannon.lemoine@gmail.com	6/11/2020 10:39 AM
69	lailatsaliba@gmail.com	6/11/2020 9:17 AM
70	claireakoenig@comcast.net	6/11/2020 9:01 AM
71	kc7adk@yahoo.com	6/11/2020 8:53 AM
72	reinov@msn.com	6/11/2020 7:51 AM
73	jodie_0606@hotmail.com	6/11/2020 7:45 AM
74	jisabelle223@yahoo.com	6/10/2020 11:20 PM
75	sandeepksinghal@hotmail.com	6/10/2020 11:19 PM

Kirkland Recycling Services Resident Survey

76	vosslers66@gmail.com	6/10/2020 11:03 PM
77	cohen.silverstein@gmail.com	6/10/2020 10:09 PM
78	lambentdream@gmail.com	6/10/2020 9:39 PM
79	sandyclaws1947@comcast.net	6/10/2020 9:34 PM
80	danastasi@live.com	6/10/2020 9:12 PM
81	cox.sharonm@gmail.com	6/10/2020 8:58 PM
82	cebrug@gmail.com	6/10/2020 8:43 PM
83	lobodob@msn.com	6/10/2020 8:28 PM
84	davidjhabib@gmail.com	6/10/2020 8:03 PM
85	bstockert81@gmail.com	6/10/2020 7:58 PM
86	kiversonpt@aol.com	6/10/2020 7:27 PM
87	diboyle823@gmail.com	6/10/2020 6:42 PM
88	dw.godfrey@outlook.com	6/10/2020 6:14 PM
89	hallignt@yahoo.com	6/10/2020 5:43 PM
90	familyost@comcast.net	6/10/2020 5:35 PM
91	browng06@yahoo.com	6/10/2020 5:35 PM
92	mmb126@hotmail.com	6/10/2020 5:32 PM
93	lkwcb@comcast.net	6/10/2020 5:32 PM
94	thayer.kim@frontier.com	6/10/2020 5:13 PM
95	debbie@bensussen.net	6/10/2020 5:04 PM
96	bethdonmaclaren@comcast.net	6/10/2020 4:56 PM
97	guida.ivana@gmail.com	6/10/2020 4:52 PM
98	dvanryn@frontier.com	6/10/2020 4:47 PM
99	jstaudt@comcast.net	6/10/2020 4:46 PM
100	jill@timbakke.net	6/10/2020 4:44 PM
101	snarky16@gmail.com	6/10/2020 4:36 PM
102	cheryl@geels.org	6/10/2020 4:30 PM
103	tinaroyo@aol.com	6/10/2020 4:26 PM
104	kkavitat@gmail.com	6/10/2020 4:25 PM
105	lynetteapley@hotmail.com	6/10/2020 4:20 PM
106	jennifer@dodu.us	6/10/2020 4:18 PM
107	Jconstructionllc@comcast.net	6/10/2020 4:14 PM
108	j77dawg@hotmail.com	6/10/2020 4:01 PM
109	jwmillie@comcast.net	6/10/2020 4:01 PM
110	rbrodie@live.com	6/10/2020 3:56 PM
111	kkostal@gmail.com	6/10/2020 3:52 PM
112	carolchaines@gmail.com	6/10/2020 3:43 PM
113	guerrero1128@hotmail.com	6/10/2020 3:39 PM

Kirkland Recycling Services Resident Survey

114	basnaw@hotmail.com	6/10/2020 3:39 PM
115	steve@cullens.org	6/10/2020 3:35 PM
116	alygardner@comcast.net	6/9/2020 9:48 PM
117	holland.rich@outlook.com	6/9/2020 7:23 PM
118	mbouniol@hotmail.com	6/9/2020 9:40 AM
119	ctanushree@gm,ail.com	6/9/2020 12:07 AM
120	litiskat@hotmail.com	6/8/2020 11:09 PM
121	kellyrad@gmail.com	6/8/2020 11:07 PM
122	takoch03@gmail.com	6/8/2020 9:39 PM
123	jcondit@gmail.com	6/8/2020 7:26 PM
124	avoelz@yahoo.com	6/8/2020 7:02 PM
125	mltwords@gmail.com	6/8/2020 6:17 PM
126	4sacha@gmail.com	6/8/2020 1:43 AM
127	fischerklee@outlook.com	6/7/2020 11:10 PM
128	haldismay@yahoo.com	6/7/2020 10:45 PM
129	mackenzie.marie@gmail.com	6/7/2020 9:56 PM
130	buceri@yahoo.com	6/7/2020 7:03 PM
131	haberzetejim@msn.com	6/7/2020 12:00 PM
132	sltruman@gmail.com	6/7/2020 9:48 AM
133	selman.robbyn@gmail.com	6/7/2020 9:19 AM
134	janice_orr@yahoo.com	6/7/2020 7:53 AM
135	kathefowler@hotmail.com	6/7/2020 7:39 AM
136	floralfauna@hotmail.com	6/7/2020 12:56 AM
137	seckec1@gmail.com	6/6/2020 11:25 PM
138	k.jordan@comcast.net	6/6/2020 9:58 PM
139	ace6911@hotmail.com	6/6/2020 9:51 PM
140	tingilbery@gmail.com	6/6/2020 8:34 PM
141	bev47@gmail.com	6/6/2020 5:55 PM
142	jlalben@comcast.net	6/6/2020 5:42 PM
143	aindsay@gmail.com	6/6/2020 4:20 PM
144	robkierstein@yahoo.com	6/6/2020 3:36 PM
145	jmsalem@frontier.com	6/6/2020 12:32 PM
146	dmkgolden@gmail.com	6/6/2020 11:02 AM
147	rebeccarodgerswa@gmail.com	6/6/2020 7:02 AM
148	harodgers@hotmail.com	6/6/2020 3:28 AM
149	mr.art.brown@gmail.com	6/6/2020 1:05 AM
150	H.melody@gmail.com	6/6/2020 12:30 AM
151	terribly67@gmail.com	6/5/2020 11:44 PM

Kirkland Recycling Services Resident Survey

152	freemakd@gmail.com	6/5/2020 11:35 PM
153	makanpaws@comcast.net	6/5/2020 11:27 PM
154	preetipshenoy@gmail.com	6/5/2020 11:07 PM
155	lauracbertram@yahoo.com	6/5/2020 9:32 PM
156	stjioe@gmail.com	6/5/2020 9:18 PM
157	frozenj6146@gmail.com	6/5/2020 9:15 PM
158	brigitte@veith-team.net	6/5/2020 8:44 PM
159	Stephanie.miller66@gmail.com	6/5/2020 8:42 PM
160	wright.william@gmail.com	6/5/2020 8:38 PM
161	leahalang@gmail.com	6/5/2020 8:32 PM
162	cathi@coy.org	6/5/2020 8:11 PM
163	legs1st@gmail.com	6/5/2020 7:49 PM
164	airlynn2@gmail.com	6/5/2020 7:29 PM
165	karlar@u.washington.edu	6/5/2020 7:05 PM
166	emmclaug@gmail.com	6/5/2020 6:54 PM
167	Johnyue3@gmail.com	6/5/2020 6:29 PM
168	Nandamorse@gmail.com	6/5/2020 6:13 PM
169	cathysinbasket@hotmail.com	6/5/2020 6:04 PM
170	justinyelliott@gmail.com	6/5/2020 6:01 PM
171	magicalmomx4@hotmail.com	6/5/2020 6:00 PM
172	jeffhoerth@comcast.net	6/5/2020 5:38 PM
173	holmes.caity@gmail.com	6/5/2020 5:29 PM
174	baum.karen@gmail.com	6/5/2020 5:29 PM
175	juliehacker2003@yahoo.com	6/5/2020 5:18 PM
176	anthonyej@hotmail.com	6/5/2020 5:16 PM
177	Alisonkarpstein@Hotmail.com	6/5/2020 5:07 PM
178	Finire15@hotmail.com	6/5/2020 5:05 PM
179	sumaluco@gmail.com	6/5/2020 5:02 PM
180	oxmary@msn.com	6/5/2020 4:57 PM
181	pam.riddle@outlook.com	6/5/2020 4:53 PM
182	david.ian.white@gmail.com	6/5/2020 4:43 PM
183	christiney67@gmail.com	6/5/2020 4:38 PM
184	Megan.szuter@gmail.com	6/5/2020 4:32 PM
185	valerie.avva@gmail.com	6/5/2020 4:07 PM
186	shannonradley@msn.com	6/5/2020 4:05 PM
187	praywedding@gmail.com	6/5/2020 3:58 PM
188	mayachen1@gmail.com	6/5/2020 3:56 PM
189	scotdo@yahoo.com	6/5/2020 3:53 PM

Kirkland Recycling Services Resident Survey

190	mariana.lassalle@gmail.com	6/5/2020 3:34 PM
191	berazouskaya@yahoo.com	6/5/2020 3:33 PM
192	qhzhx@hotmail.com	6/5/2020 3:25 PM
193	jewel014@msn.com	6/5/2020 3:22 PM
194	jxxtop888dc@gmail.com	6/5/2020 3:19 PM
195	brenbenito@yahoo.com	6/5/2020 3:15 PM
196	nsmith21@msn.com	6/5/2020 3:04 PM
197	rupert.stacey@gmail.com	6/5/2020 3:00 PM
198	susanlyork@hotmail.com	6/5/2020 2:41 PM
199	kyleteteak@gmail.com	6/5/2020 2:15 PM
200	kalihopf@hotmail.com	6/5/2020 1:31 PM
201	aspr09@gmail.com	6/5/2020 12:59 PM
202	ashmeet.oberoi@gmail.com	6/5/2020 12:48 PM
203	shakeel@shakeelmohamed.com	6/5/2020 12:24 PM
204	traciflores@gmail.com	6/5/2020 12:23 PM
205	namaka01@comcast.net	6/5/2020 12:16 PM
206	sara_constans@yahoo.com	6/5/2020 12:11 PM
207	volz.katie@gmail.com	6/5/2020 11:57 AM
208	amikks4@msn.com	6/5/2020 11:51 AM
209	nick@atalla.net	6/5/2020 11:39 AM
210	misunsohn@gmail.com	6/5/2020 11:37 AM
211	erik_laursen@hotmail.com	6/5/2020 11:35 AM
212	shine6024@yahoo.com	6/5/2020 11:24 AM
213	winonahugo@gmail.com	6/5/2020 11:19 AM
214	homertdog@frontier.com	6/5/2020 11:18 AM
215	joel.may@live.com	6/5/2020 11:17 AM
216	storychick@gmail.com	6/5/2020 11:14 AM
217	kjstedman@msn.com	6/5/2020 11:14 AM
218	brandywebb@gmail.com	6/5/2020 11:02 AM
219	kimberly.sambrook@gmail.com	6/5/2020 10:56 AM
220	vhuntsberry@comcast.net	6/5/2020 10:51 AM
221	rosie_liddle@hotmail.com	6/5/2020 10:47 AM
222	kristylloyd@hotmail.com	6/5/2020 10:38 AM
223	purvaj28@gmail.com	6/5/2020 10:37 AM
224	studio64@gmail.com	6/5/2020 10:33 AM
225	bajman.lego@gmail.com	6/5/2020 10:28 AM
226	carla98027@gmail.com	6/5/2020 10:22 AM
227	oxmary@msn.com	6/5/2020 10:20 AM

Kirkland Recycling Services Resident Survey

228	magbayani@hotmail.com	6/5/2020 10:16 AM
229	ljmckay7@yahoo.com	6/5/2020 10:14 AM
230	gbush04@comcast.net	6/5/2020 10:11 AM
231	crystalthimsen@gmail.com	6/5/2020 10:10 AM
232	nancyparry@gmail.com	6/5/2020 10:05 AM
#	PHONE NUMBER	DATE
	There are no responses.	

Table 1
City of Kirkland Single-Family Residential Solid Waste Collection
2020 Monthly Garbage Fee/Bill and Weighted Average Fee/Bill Comparisons

Service Level	Kirkland Customers (June 2020)	2020 Monthly Basic Published Municipal Solid Waste Collection Fees (effective date if not 1/1/20)												
		Kirkland	Selected King County Comparison Cities										All Avg.	
			Seattle (4/1/20)	Renton	Bellevue (9/1/20)	Redmond	Federal Way (9/1/20)	Mercer Island	Issaquah	Sammamish	Auburn	Suburban Avg.		
Weekly Garbage Collection [e]														
10 Gallon Micro-Can (10/12 gallon)	357	\$8.97	\$25.00	\$11.34	\$7.87									
20 Gallon Cart (19/20 gallon)	2,640	17.92	30.60	13.59	12.41	\$15.35	\$17.69		\$7.92	\$28.14	\$6.25	\$12.30	\$14.42	
Can (32 gallon) - 1	0		39.80	24.02	39.80				16.33	34.49	12.69	16.02	17.85	
Can (32 gallon) - 2	0		79.60	32.09	32.09				32.66	47.86		24.95	28.66	
Can (32 gallon) - 3	0		119.40	37.14	37.14				48.99	61.33		37.54	48.05	
Can (32 gallon) - 4	0		159.20						65.32	74.80		49.15	66.72	
32 Gallon Cart (32/35 gallon)	12,579	27.90	39.80	23.92	17.46	20.46	32.04		16.33	34.39	16.11	22.96	25.06	
45 Gallon Cart (45/48 gallon)	0			27.26					22.98	38.22		29.49	29.49	
64 Gallon Cart (60/64 gallon)	4,847	51.00	79.55	31.89	34.08	30.39	50.41		32.68	43.49	35.60	36.93	42.26	
96 Gallon Cart (90/96 gallon)	933	76.50	119.40	36.84	52.69	45.26	63.26		49.00	51.52	49.62	49.74	58.45	
Biweekly Garbage Collection														
20 Gallon Mini Cart				\$13.49									13.49	
35 Gallon Cart				22.18									22.18	
45 Gallon Cart				27.97									27.97	
64 Gallon Cart				38.92									38.92	
96 Gallon Cart				57.45									57.45	
Monthly Can/Cart (32/35 gallon)	1,059	7.24	NA	NA	5.81	9.85	NA	6.31	27.00	NA	NA	12.24	12.24	
Recycling Only	0	NA	NA	5.40	4.85	7.93	11.00	NA	10.32	NA	NA	7.90	7.90	
Organics Only	0	NA	NA	8.18	11.82	15.00	NA	NA	NA	NA	NA	11.67	11.67	
Recycling & Organics Only	0	NA	NA	13.50	5.74	19.75	26.00	NA	NA	NA	NA	16.25	16.25	
Total Single Family Residential Customers	22,415	22,415.00	153,325	30,299	13,115	18,376	6,854	9,059	16,169	14,904	14,904	14,904	14,904	
Extra garbage (per 32 gallons)	2,239	\$6.71	\$12.35	\$8.26	\$5.17	\$16.99	\$6.20	\$4.08	\$4.93	\$4.47	\$10.83	\$7.62	\$8.14	
Wtd. Avg. Garbage Fee - Kirkland Service Levels [a]		\$33.14	\$49.34	NA	\$23.97	\$22.79	\$22.83	\$34.01	\$20.26	\$36.13	\$21.38	\$25.91	\$28.84	
- Each City's Own Service Levels [b]		\$33.14	\$38.30	\$27.70	\$24.49	\$21.44	\$23.96	\$36.44	\$18.81	\$38.23	\$20.35	\$26.43	\$27.75	
Additional Fees/Taxes:														
King County Hazardous Waste Fee		\$0.93	included	included	\$0.93	\$0.93	\$0.93	\$0.93	\$0.93	\$0.93	\$0.93	included	\$0.93	
City Taxes		\$3.58	included	included	\$1.14	\$1.34	\$4.42	\$2.62	\$1.18	\$0.00	\$0.00	included	\$0.77	
State Refuse Collection Tax		included	included	included	\$0.96	\$0.85	\$1.06	\$1.44	\$0.75	\$1.41	\$1.41	included	\$0.77	
Garbage Carts		included	included	included	included	included	included	included	included	included	included	included	included	
Recycling Collection		included	included	included	included	included	included	included	included	included	included	included	included	
Recycling Bins		included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	
Yard Debris/Organics Collection (96 cart) [f][g][h]		included	\$10.53	included	included	included	\$11.82	included	included	included	\$13.81	\$8.43	\$8.43	
Signup Rate for Subscription-Fee-Based Collection		included[d]	mandatory	included	included	included	64.3%	included	included	included	49.4%	58.9%	58.9%	
Yard Debris/Organics Cart		included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included	included	included	
Used Oil Collection		included	included	NA	NA	included	included	NA	NA	NA	NA	NA	NA	
Wtd. Avg. Monthly Bill - Kirkland Service Levels [a]		\$37.64	\$59.87	NA	\$27.00	\$25.92	\$36.83	\$38.99	\$23.13	\$45.30	\$28.04	\$32.17	\$35.64	
- Each City's Own Service Levels [b]		\$37.64	\$48.83	\$27.70	\$27.52	\$24.57	\$37.96	\$41.42	\$21.68	\$47.40	\$27.01	\$31.91	\$33.79	
Other City Rates Higher/Lower Than Kirkland Due To: [c]														
Tipping Fee Differences		\$0.00	\$0.30	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.04	
City Tax Rate Differences		\$0.00	\$2.22	NA	(\$1.62)	(\$1.17)	\$2.67	(\$1.36)	(\$1.04)	(\$4.76)	(\$0.98)	(\$0.50)	(\$0.72)	
Estimated Wtd. Avg. Cost/Hshld - Kirkland Service Levels		\$37.64	\$57.36	NA	\$28.62	\$27.09	\$34.16	\$40.35	\$24.17	\$50.05	\$29.03	\$30.88	\$37.40	
- Each City's Own Service Levels		\$37.64	\$48.12	\$26.86	\$27.49	\$24.63	\$38.04	\$41.34	\$21.74	\$47.18	\$27.05	\$30.02	\$34.43	
Memo:														
City Tax Rate		10.5%	14.2%	7.5%	4.5%	6.0%	17.8%	7.0%	6.0%	0.0%	7.0%	7.0%	7.8%	
State Refuse Tax Rate		3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	
Transfer/Disposal Site Tipping Fee (per ton)		\$140.82	\$149.00	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	
Billing Agency		city	city	hauler	hauler	hauler	hauler	hauler	hauler	hauler	hauler	city	city	
Recycling Credit (per customer)		none	none	none	none	none	\$1.00	none	none	none	none	none	none	
Credit included in rates shown in table?							yes							
Recycling Collection Frequency		weekly	biweekly	biweekly	weekly	weekly	biweekly	biweekly	weekly	weekly	weekly	biweekly	biweekly	
Organics Collection Frequency - regular		weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	
- winter		weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	
Mandatory Residential Garbage Service?		yes	yes	yes	no	no	no	no	no	no	no	yes	yes	
Contractor		WMI	WMI & Recology	Republic	Republic	WMI	WMI	Recology	Recology	Republic	WMI			

Notes: [a] Average fee/bill/cost for other cities calculated using Bellevue's customer service level counts.
 [b] Average fee/bill/cost for other cities calculated using each city's own customer service level counts.
 [c] These items need to be excluded from the cost comparison to determine differences in average cost for solid waste collection, transfer, and disposal, including billing costs, but excluding tax rate and tipping fee differences.
 [d] City-owned or city option to own at contract end.
 [e] Cart/Can capacities vary among cities, as indicated by the sizes shown in parentheses for each Bellevue cart/can size.
 [f] Seattle has mandatory charge for organics in 13, 32 and 90 gallon container sizes; rate shown is weighted average of these 3 container sizes.
 [g] Federal Way offers subscription service for organics in 32, 64 and 90 gallon container sizes; rate shown is weighted average of these 3 container sizes.
 [h] Auburn offers subscription service for organics in 32, 64 and 90 gallon container sizes; rate shown is weighted average of these 3 container sizes.

**Table 1a
City of Kirkland Single-Family Residential Solid Waste Collection
2020 Monthly 32 Gallon Garbage Cart Fee/Bill Comparisons**

Kirkland Customers	2020 Monthly Basic Published Fee for 32-Gallon Cart Collection												
	Kirkland	Selected King County Comparison Cities											
		Seattle	Renton	Bellevue	Redmond	Federal Way (9/1/20)	Mercer Island	Issaquah	Sammamish	Auburn	Suburban Avg.	All Avg.	
Weekly Garbage Collection [b] 32 Gallon Cart (32/35 gallon)	12,579	\$27.90	\$39.80 (4/1/20)	\$22.18	\$23.92	\$17.46	\$20.46	\$32.04	\$16.33	\$34.39	\$16.11	\$22.86	\$24.74
Additional Fees/Taxes:													
King County Hazardous Waste Fee		\$0.93	included	included	\$0.93	\$0.93	\$0.93	\$0.93	\$0.93	\$0.93	\$0.93	included	\$0.93
City Taxes		\$3.03	included	included	\$1.12	\$1.10	\$3.80	\$2.31	\$1.04	\$0.00	included	\$0.61	\$0.61
State Refuse Collection Tax		included	included	included	\$0.93	\$0.70	\$0.91	\$1.27	\$0.66	\$1.27	included	\$0.61	\$0.61
Garbage Carts		included	included	included	included	included	included	included	included	included	included	included	included
Recycling Collection		included	included	included	included	included	included	included	included	included	included	included	included
Recycling Bins		included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]
Yard Debris/Organics Collection (96 cart)[c]		included	\$10.53	included	included	included	\$11.82	included	included	\$13.81	\$8.43	\$8.43	\$8.43
Signup Rate for Subscription-Fee-Based Collection		included[d]	mandatory	included[d]	included	included	64.3%	included[d]	included[d]	49.4%	58.9%	58.9%	58.9%
Yard Debris/Organics Cart		included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]	included[d]
Used Oil Collection		included	included	NA	NA	included	included	NA	NA	NA	NA	NA	NA
Monthly Bill for 32 Gallon Cart		\$31.86	\$50.33	\$22.18	\$26.90	\$20.20	\$33.69	\$36.55	\$18.95	\$43.42	\$22.62	\$28.06	\$30.54
Other City Rates Higher/Lower Than Kirkland Due To: [a]													
Tipping Fee Differences		\$0.00	\$0.30	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.03
City Tax Rate Differences		\$0.00	\$1.86	NA	(\$1.61)	(\$0.91)	\$2.44	(\$1.28)	(\$0.85)	(\$4.56)	(\$0.79)	(\$1.08)	(\$0.71)
Monthly Bill at Kirkland Tax & County Tip Fee Levels		\$31.86	\$48.16	\$22.18	\$28.52	\$21.10	\$31.25	\$37.83	\$19.81	\$47.98	\$23.41	\$29.01	\$31.14
<i>Memo:</i>													
City Tax Rate		10.5%	14.2%	7.5%	4.5%	6.0%	17.8%	7.0%	6.0%	0.0%	7.0%	7.0%	7.8%
State Refuse Tax Rate		3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%	3.6%
Transfer/Disposal Site Tipping Fee (per ton)		\$149.82	\$149.00	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82	\$140.82
Billing Agency		city	city	hauler	hauler	hauler	hauler	hauler	hauler	hauler	city	city	city
Recycling Credit (per customer)		none	none	none	none	none	\$1.00	none	none	none	none	none	none
-Credit included in rates shown in table?							yes	?					
Recycling Collection Frequency		weekly	biweekly	biweekly	weekly	weekly	biweekly	biweekly	weekly	weekly	weekly	biweekly	biweekly
Organics Collection Frequency - regular		weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly
- winter		weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly	weekly
Mandatory Residential Garbage Service?		yes	yes	yes	no	no	no	no	no	no	yes	yes	yes

Notes: [a] These items need to be excluded from the cost comparison to determine differences in average cost for solid waste collection, transfer, and disposal, including billing costs, but excluding tax rate and tipping fee differences.

[b] Cart capacities vary among cities, as indicated by the sizes shown in parentheses for Bellevue 32 gallon cart.

[c] Seattle has mandatory charge for organics in 13, 32 and 90 gallon container sizes; rate shown is weighted average of these 3 container sizes.