



2019 Recycling Survey Report

August 7, 2019

604 West 6960 South
Midvale, UT 84047

p. (385) 468-6325
f. (385) 468-6330

info@wasatchfrontwaste.org
www.wasatchfrontwaste.org

Executive Summary

Wasatch Front Waste and Recycling District (WFWRD) currently provides services to 85,708 homes. WFWRD boundaries include the cities of Cottonwood Heights, Herriman, Holladay, Millcreek, Taylorsville, and portions of Murray and Sandy; the Metro Townships of Copperton, Emigration, Kearns, Magna, and White City; and the unincorporated areas of Salt Lake County.

During the month of July 2019, WFWRD conducted a Recycling Survey to obtain opinions from WFWRD customers regarding increased costs for recycling services. There were 6,035 responses received.

The 2019 results are as follows:

79.1% support continued recycling services.

95.94% Total with the information as follows:
Question and Choices:

Do you still support recycling services, or would you prefer the materials go to the landfill?

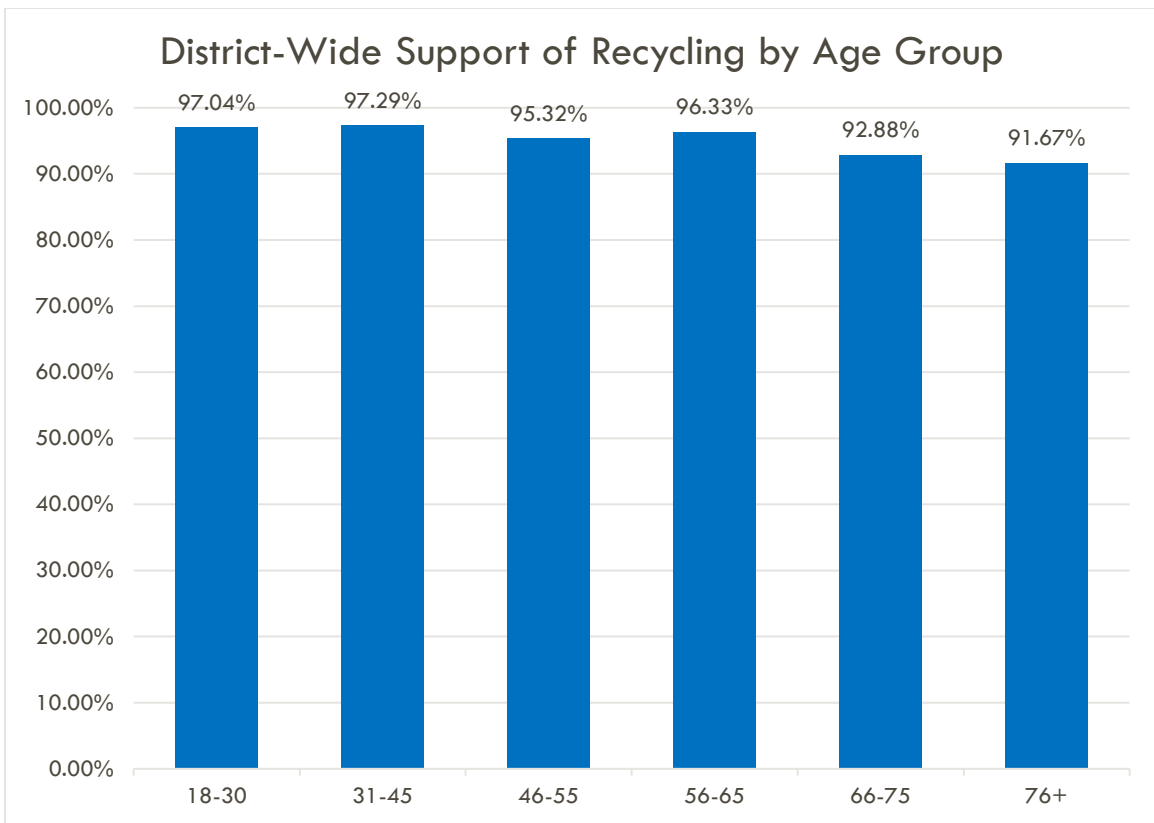
- Yes, I still support recycling services = 4,772 (79%)
- I support recycling services, but only if the fee is less than sending the materials to the landfill. = 1,018 (16.9%)
- No, I do not support recycling services, and would rather the materials be sent to the landfill. = 245 (4.0%)

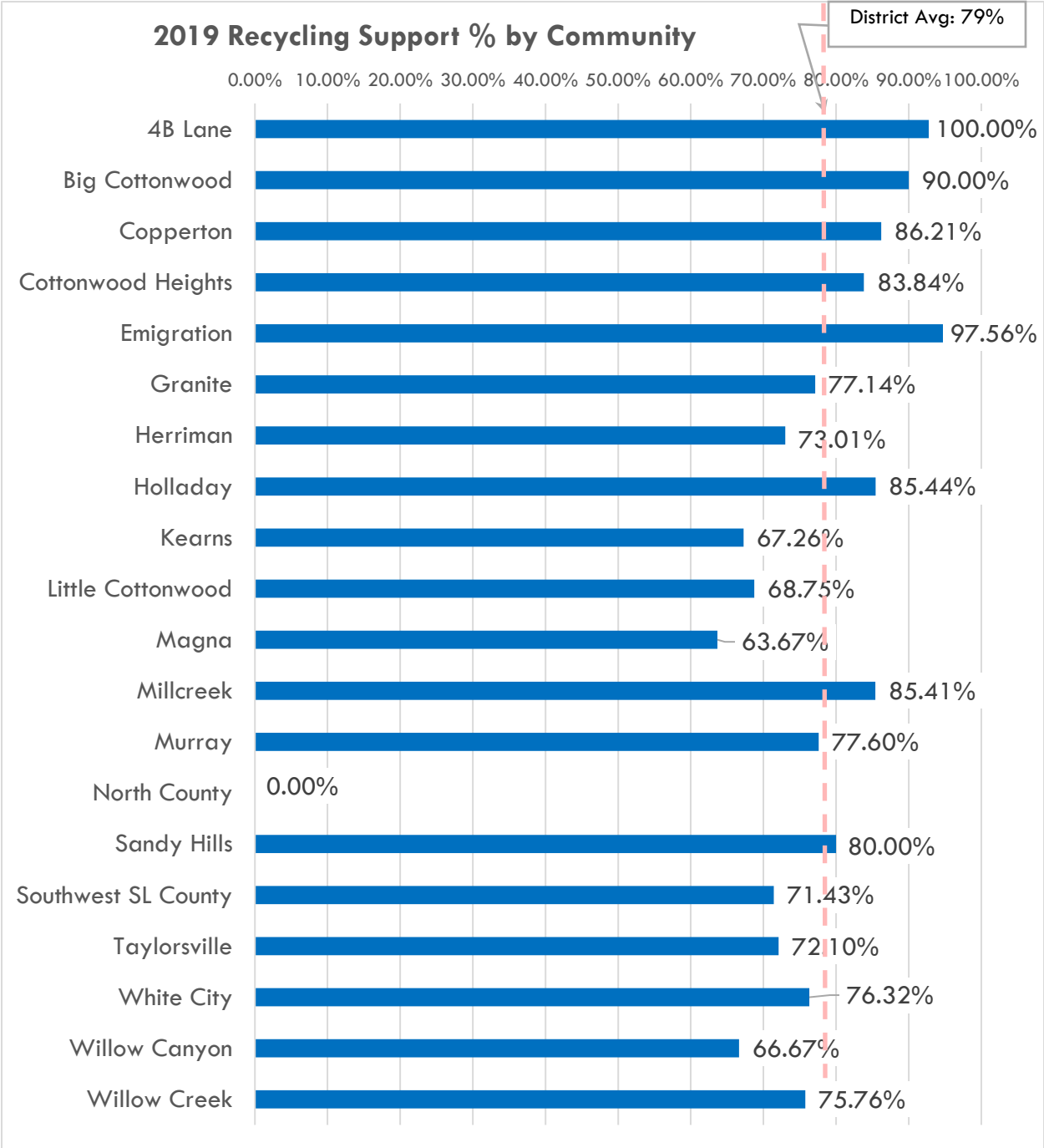
79.1% would support a fee increase up to \$1.50 per month to maintain recycling services.

Comparison with 2018:

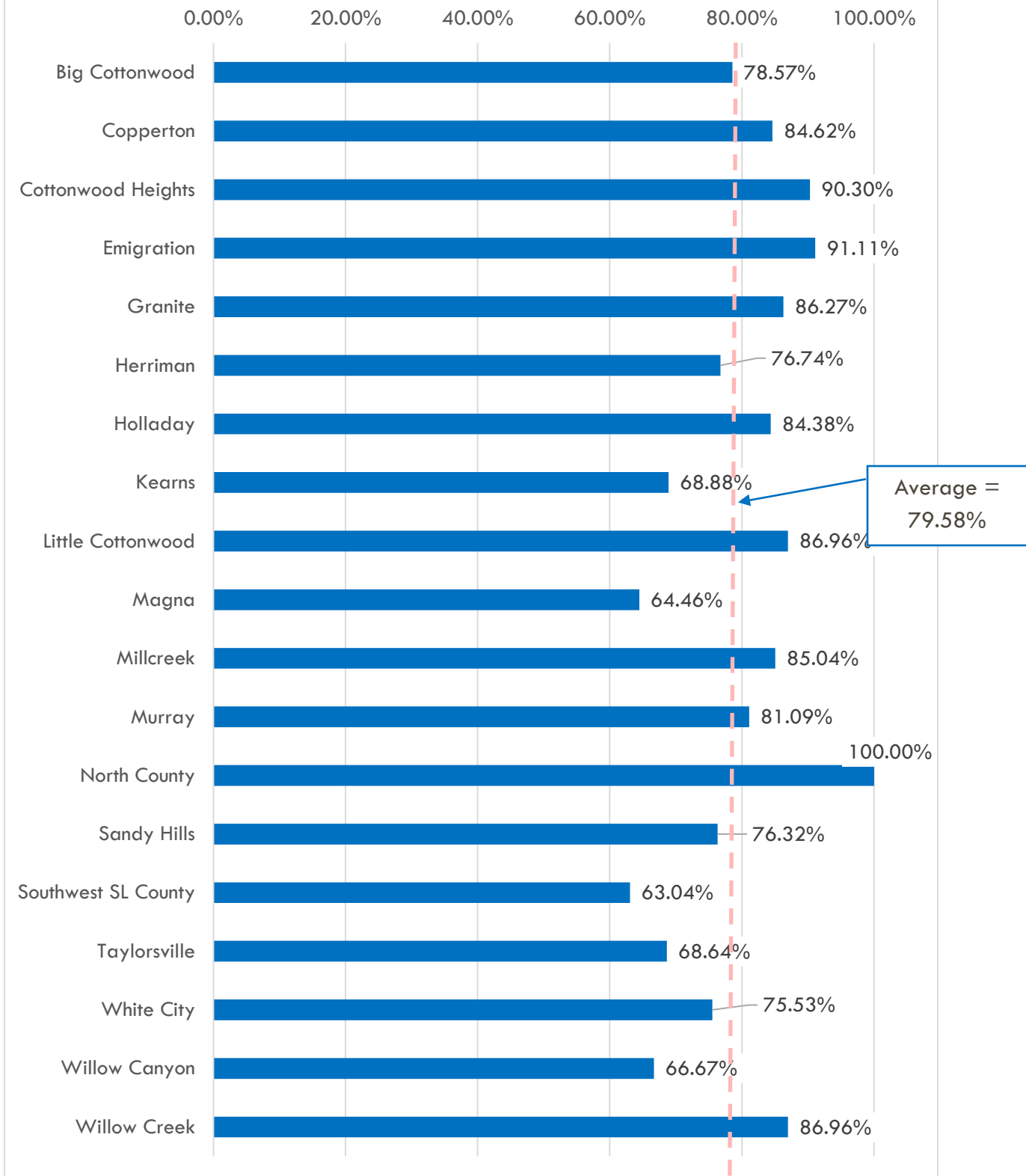
- 79.9% respondents supported continuing recycling. The answers provided were a yes, or no.
- 70.5% would support a fee increase of up to \$.75 per month to maintain recycling services.

Specific details for each question on the 2019 Survey are on the following pages. There are a few categories with the 2018 comparisons.

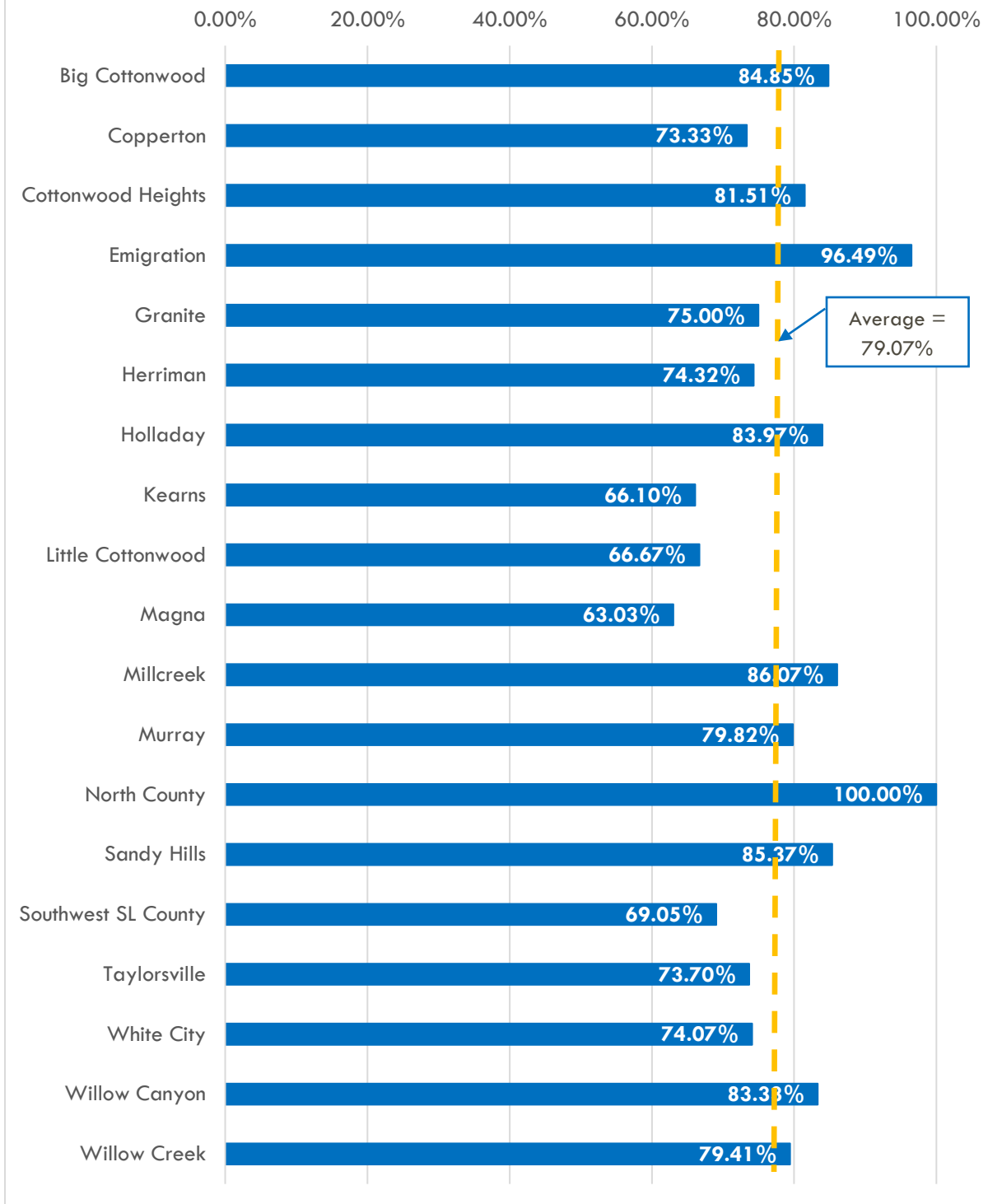


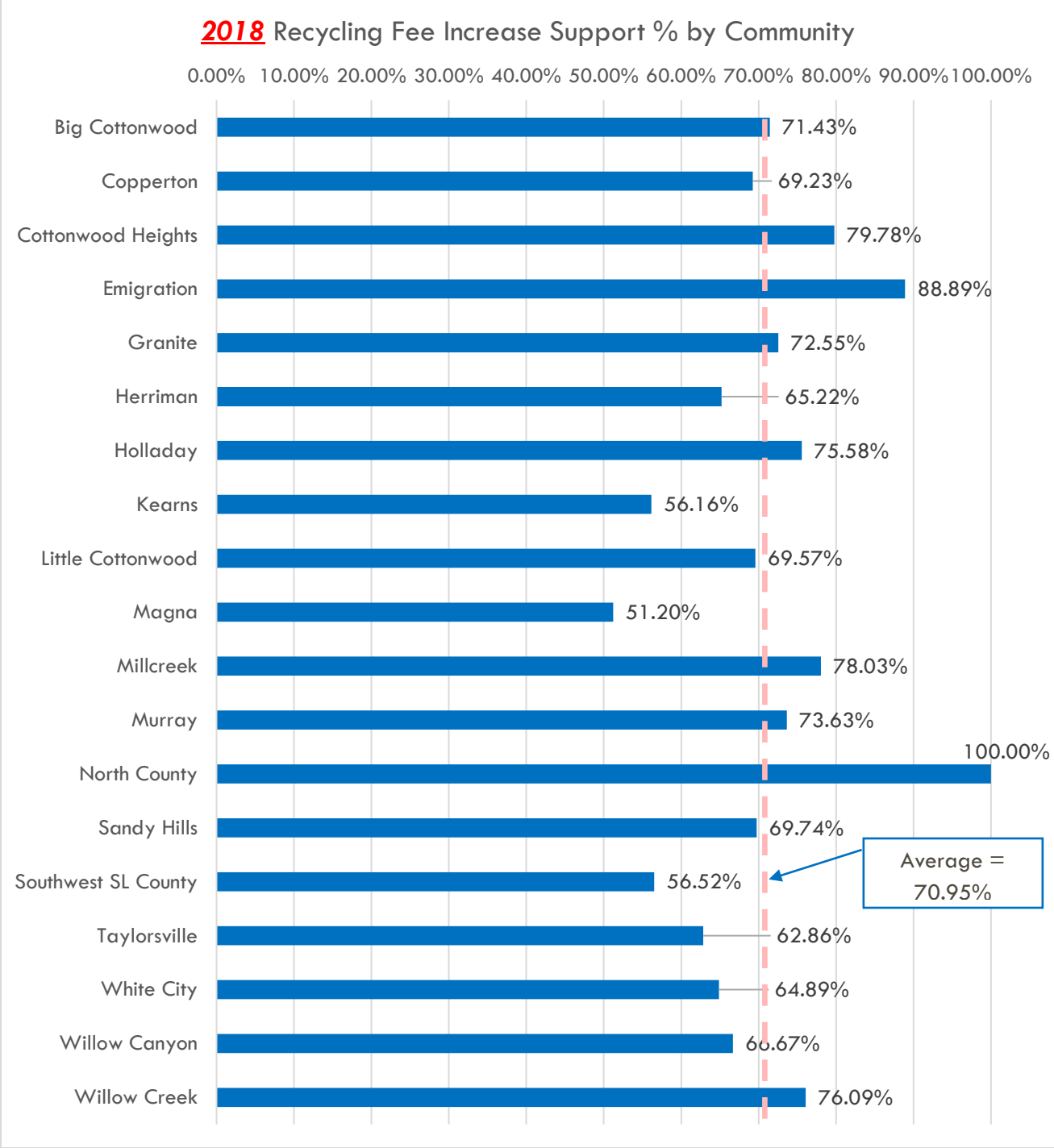


2018 Recycling Support % by Community



2019 Recycling Fee Increase Support % by Community





2,173 comments were written.

The following is a detailed report and analysis of the 2019 Recycling Survey.

Survey Administration

Hyperlinks to the online survey were provided on the District website, Facebook page and Twitter feed. Additionally, 27,642 emails were sent to customers, which included a direct hyperlink and invitation to complete the survey. Residents were asked to complete the survey by July 29, 2019. The following chart represents the number of responses from each area:

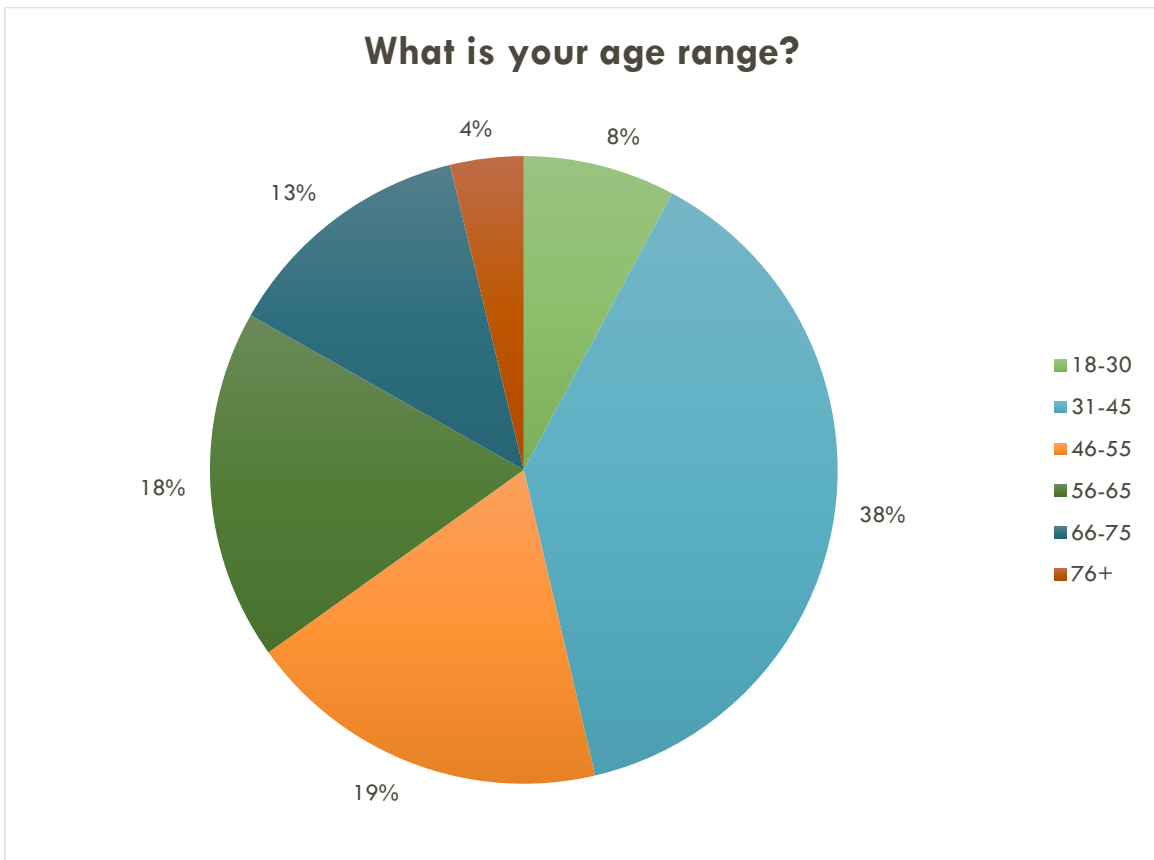
Question 1: In what area are you located?

Area	# Survey Responses	Percentage of Total Responses
4B Lane	1	0.02%
Big Cottonwood	33	0.55%
Copperton	30	0.50%
Cottonwood Heights	649	10.75%
Emigration	57	0.94%
Granite	36	0.60%
Herriman	876	14.52%
Holladay	599	9.93%
Kearns	413	6.84%
Little Cottonwood	18	0.30%
Magna	284	4.71%
Millcreek	1,831	30.34%
Murray	228	3.78%
North County	5	0.08%
Sandy Hills	82	1.36%
Southwest SL County	42	0.70%
Taylorsville	730	12.10%
White City	81	1.34%
Willow Canyon	6	0.10%
Willow Creek	34	0.56%
TOTAL:	6,035	

The number of responses include all methods of invitation. 4,377 residents completed the survey directly from the email invitation, 1,370 completed the survey through the District’s website link, and 288 completed the survey through the social media announcement notification.

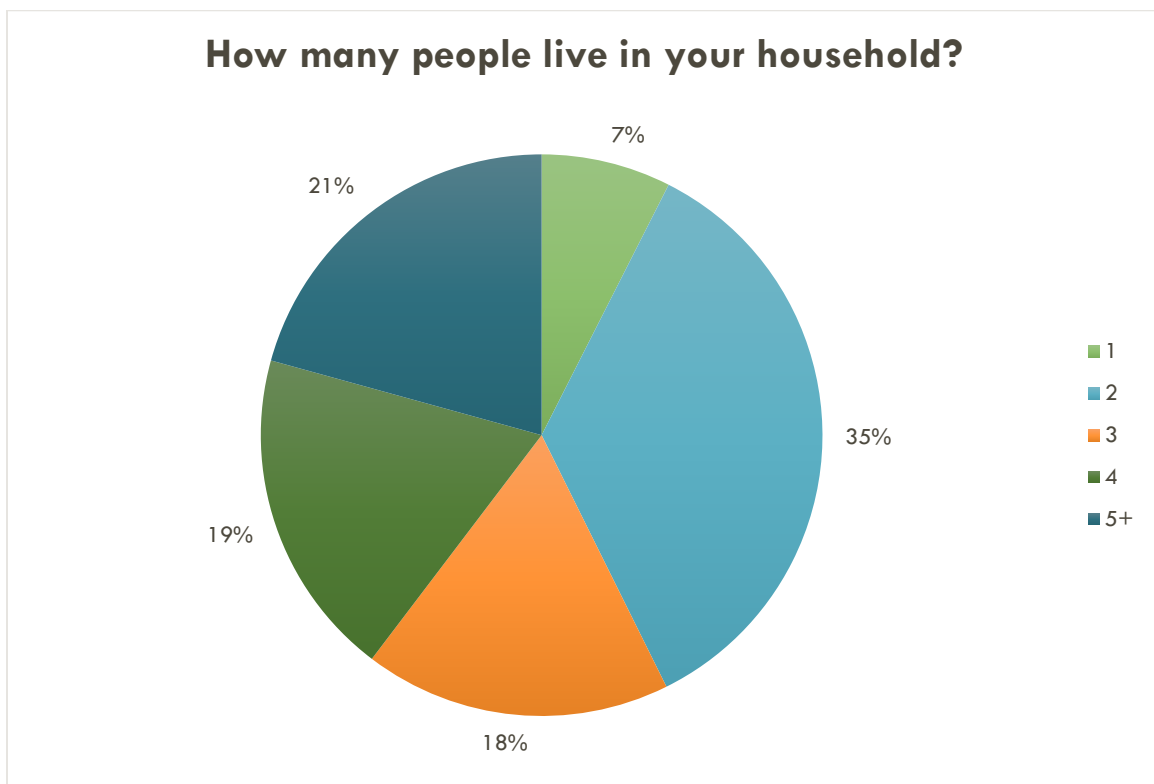
Question 2: What is your age range?

Answer Choices	Responses	
18-30	473	7.84%
31-45	2,324	38.51%
46-55	1,133	18.77%
56-65	1,091	18.08%
66-75	786	13.02%
76+	228	3.78%
Total	6,035	



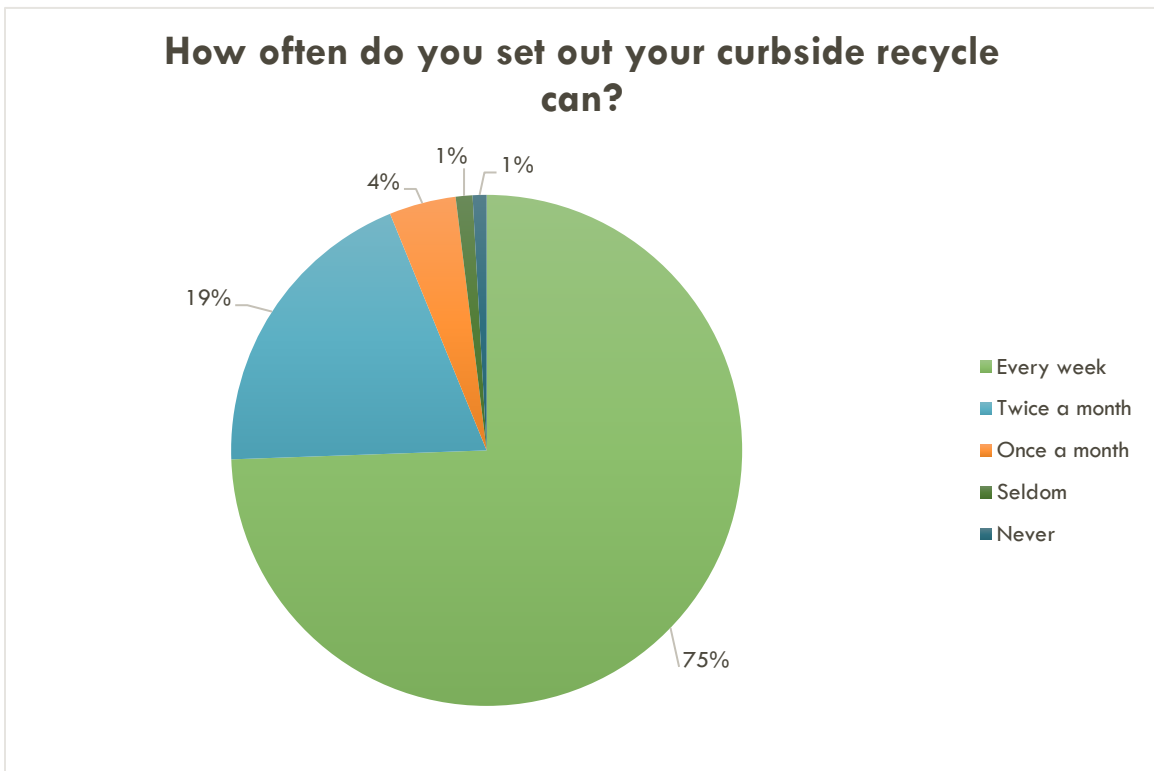
Question 3: How many people live in your household?

Answer Choices	Responses	
1	451	7.47%
2	2,124	35.19%
3	1,066	17.66%
4	1,144	18.96%
5+	1,250	20.71%
Total	6,035	



Question 4: How often do you set out your curbside recycle can?

Answer Choices	Responses	
Every Week	4,488	74.44%
Twice a month	1,169	19.39%
Once a month	255	4.23%
Seldom	64	1.06%
Never	53	0.88%
Total	6,029	

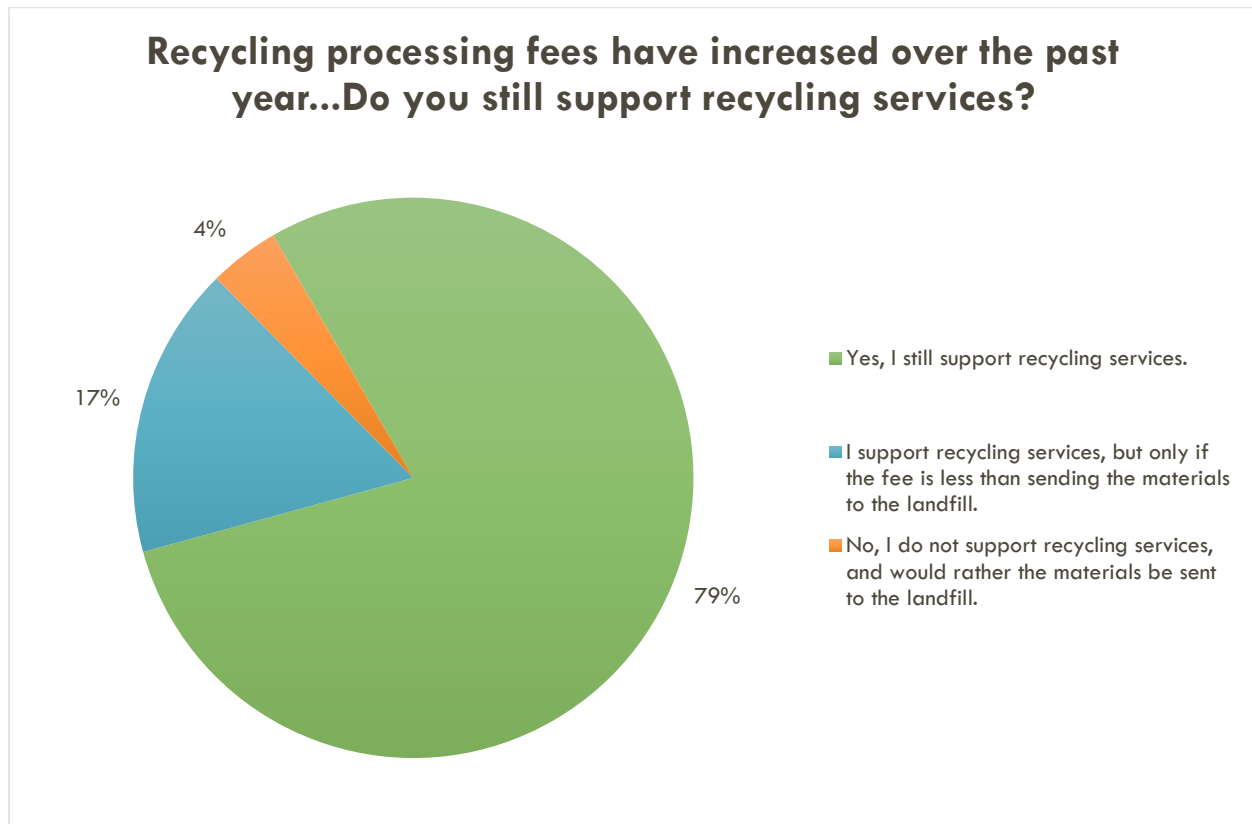


Question 5: Recycling processing fees have increased over the past year. So far in 2019, these fees have reached as high as \$68.00 per ton as compared to the current landfill fees of \$32.85 per ton.

The projected cost increase per home/per month could be up to \$1.50 to recycle or \$0.75 to dispose at the landfill. (\$.75 per month to recycle versus landfilling.)

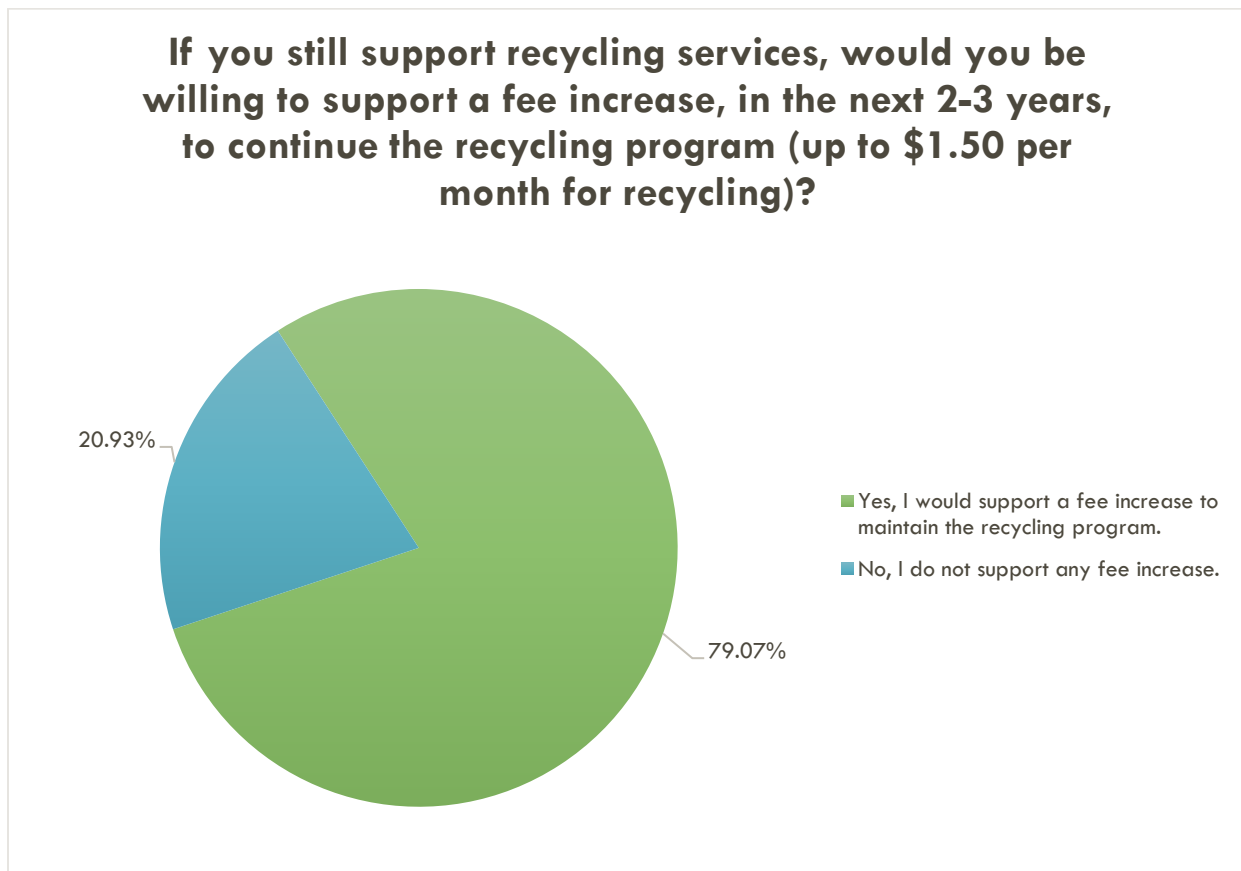
Do you still support recycling services, or would you prefer the materials go to the landfill?

Answer Choices	Responses	
Yes, I still support recycling services.	4,772	79.07%
I support recycling services, but only if the fee is less than sending the materials to the landfill.	1,018	16.87%
No, I do not support recycling services, and would rather the materials be sent to the landfill.	245	4.06%
Total	6,035	



Question 6: If you still support recycling services, would you be willing to support a fee increase, in the next 2-3 years, to continue the recycling program (up to \$1.50 per month for recycling)?

Answer Choices	Responses	
Yes, I would support a fee increase to maintain the recycling program.	4,772	79.07%
No, I do not support any fee increase.	1,263	20.93%
Total	6,035	



Question 7: We sent a recycling educational flyer, about plastic bags, in the January 2019 billing statement. Did you receive it? (This flyer is also available on our website.)

Answer Choices	Responses	
I received it, via mail or email, and I found it useful.	3,481	57.68%
I received it, via mail or email, but I did not find it useful.	307	5.09%
I did not receive the flyer with my statement.	1,002	16.60%
I receive billing notices via Xpress Bill Pay email, and do not receive a statement.	1,245	20.63%
Total	6,035	

