

Surrey Recycling Contamination Survey

Survey Results

March 5 2019

The results of this survey, conducted between January 22 2019 and February 25 2019, are not weighted to the City of Surrey's population.

The results are based on 1488 survey responses.



Background

The City of Surrey is working to reduce the amount of contamination (unacceptable items) in the curbside recycling collection program to less than 3%.

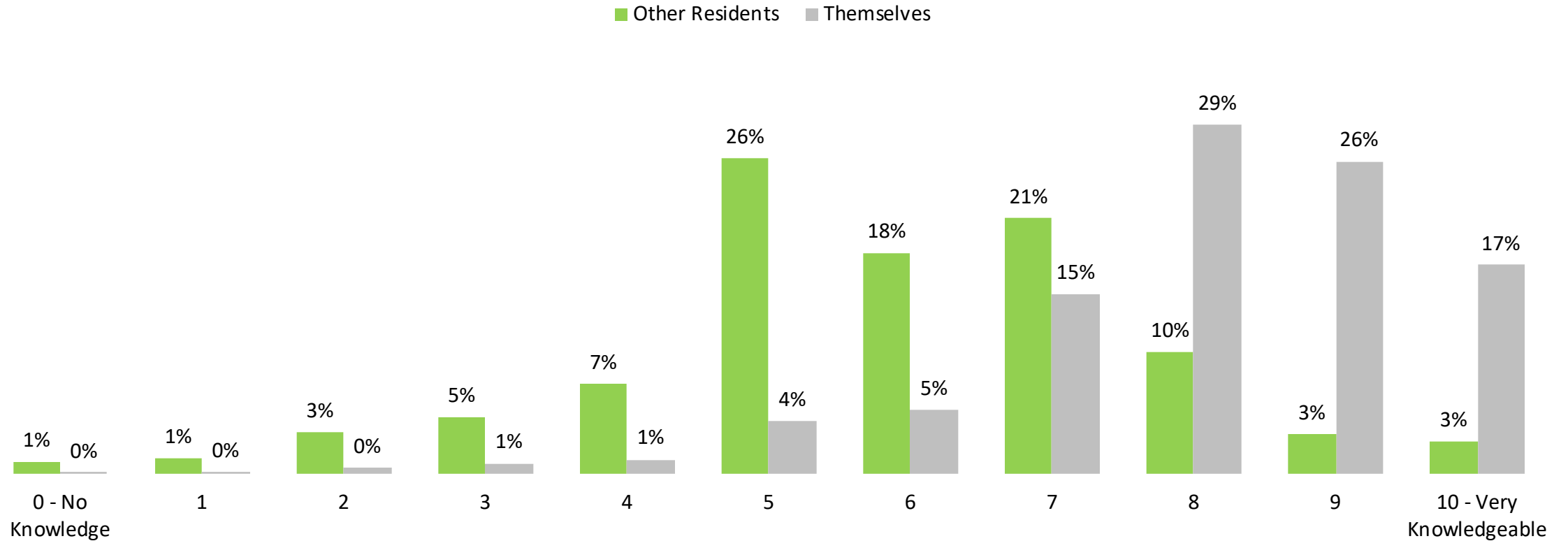
This survey was designed to better understand Surrey residents' knowledge of the City's recycling requirements, awareness and usage of recycling learning resources, usage of recycling services, perceived barriers to recycling more effectively and to identify areas where the curbside recycling program can be improved.

The results presented are based on 1488 responses from two online surveys:

CitySpeaks Panel Survey – 1182 responses from January 22 – February 11 2019

Open Community Survey – 306 responses from January 24 – February 25 2019

Rating Knowledge of what to put in Recycling

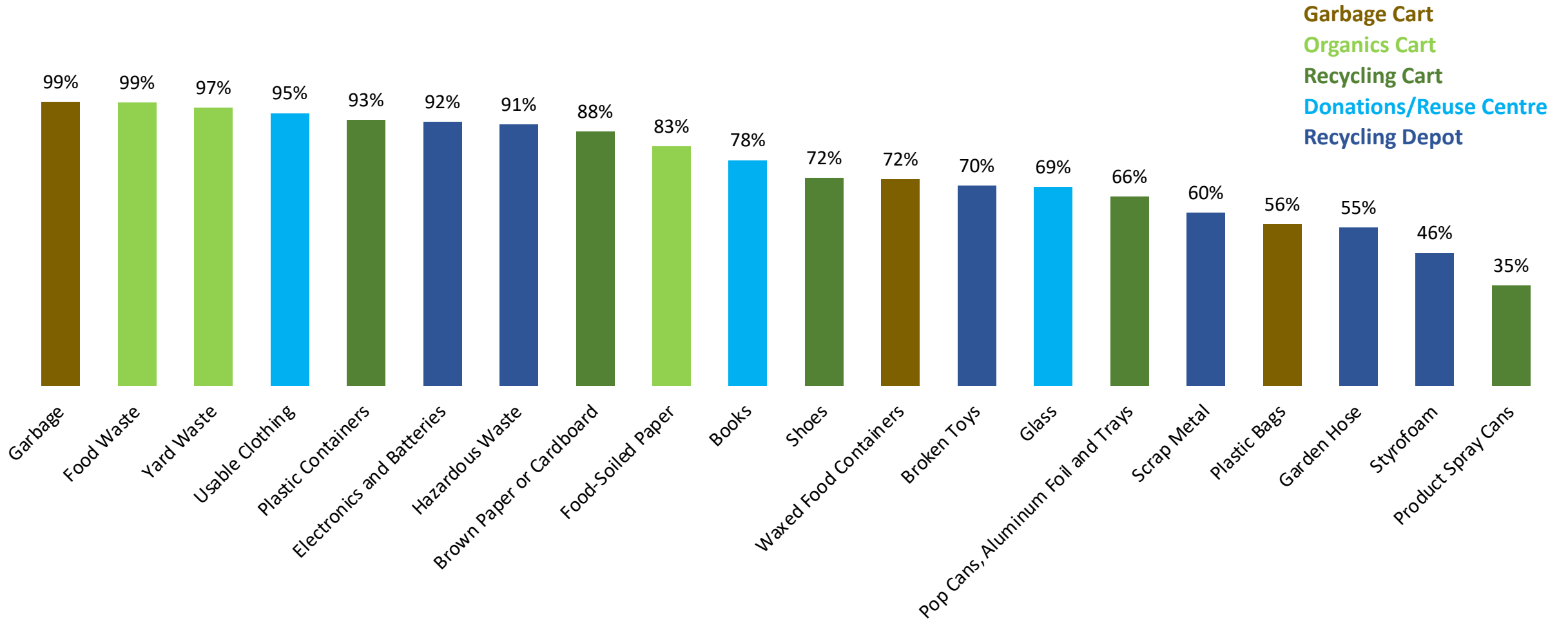


Q: On a scale of 0 to 10, where 0 is 'No Knowledge' and 10 is 'Very Knowledgeable', how would you rate Surrey residents' knowledge or confidence of what to put in recycling?

Q: On a scale of 0 to 10, where 0 is 'No Knowledge' and 10 is 'Very Knowledgeable', how would you rate your knowledge or confidence of what to put in recycling?

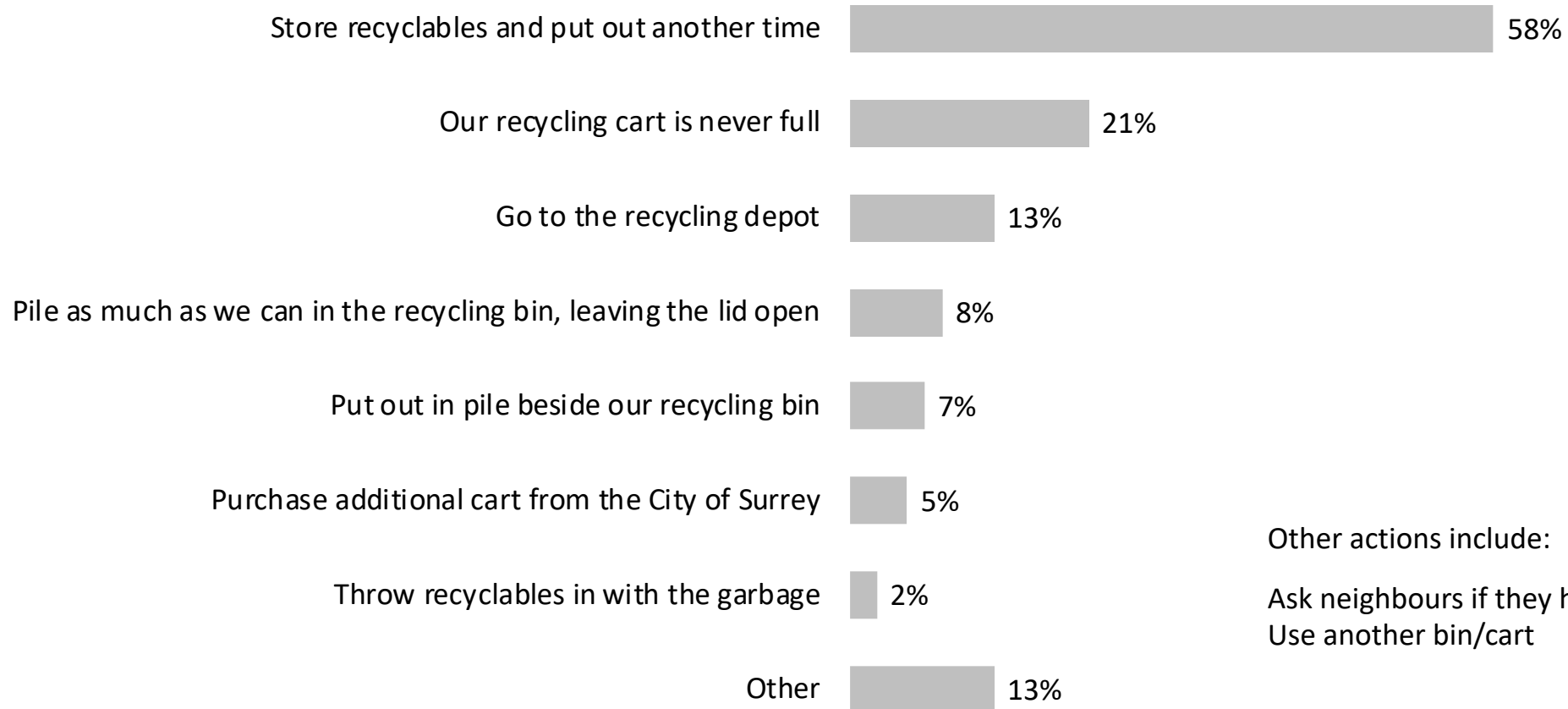
Total Participants: 1488

Correct Disposal of Items



Q: How would you dispose of the following items? Percentage who assigned each item to the correct category.
Total participants: 1395

When Household's Recycling Cart is Full.....



Other actions include:

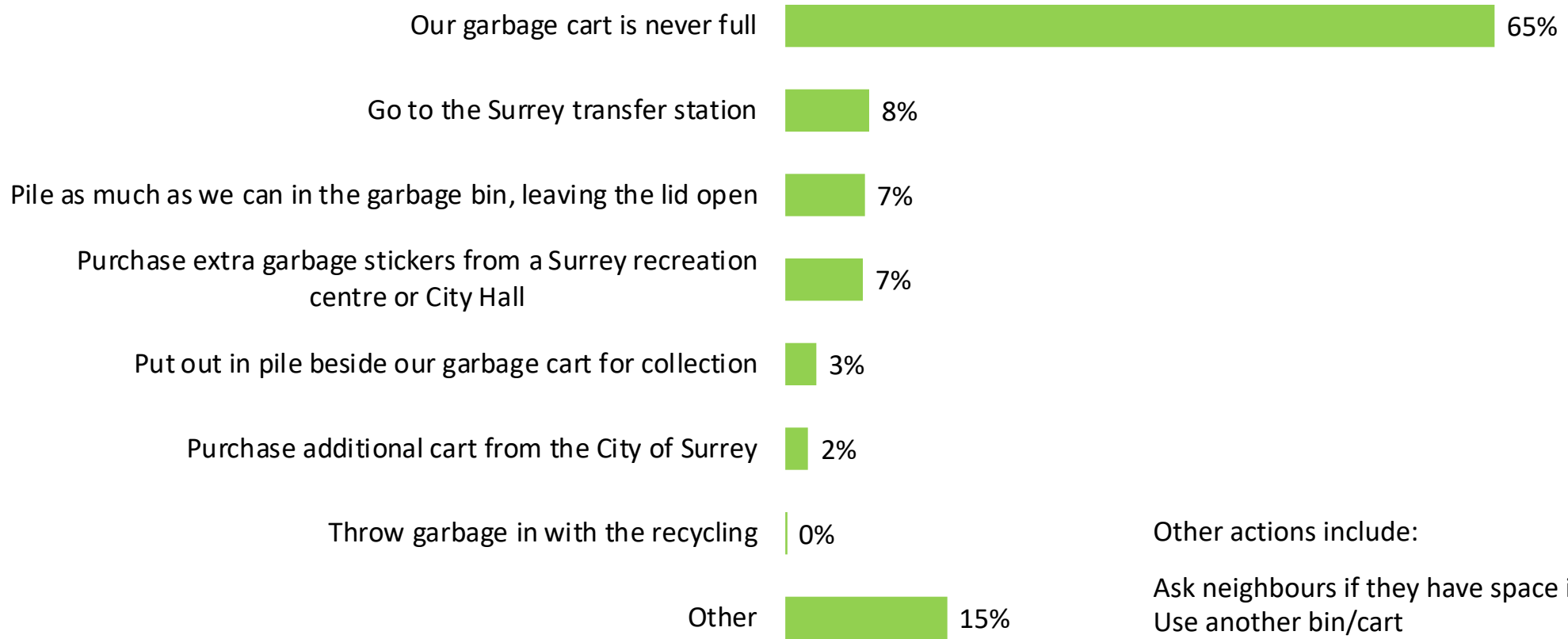
- Ask neighbours if they have space in their bin/cart
- Use another bin/cart

Q: When your household's recycling cart is full, what do you typically do? (select all that apply):

Please refer to the Verbatims file to read all the comments submitted for this question.

Total participants: 1376

When Household's Garbage Cart is Full.....



Other actions include:

- Ask neighbours if they have space in their bin/cart
- Use another bin/cart
- Keep it for next collection day

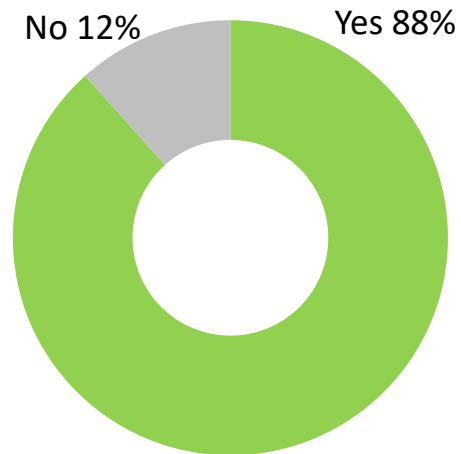
Q: When your household's garbage cart is full, what do you typically do? (select all that apply):

Please refer to the Verbatims file to read all the comments submitted for this question.

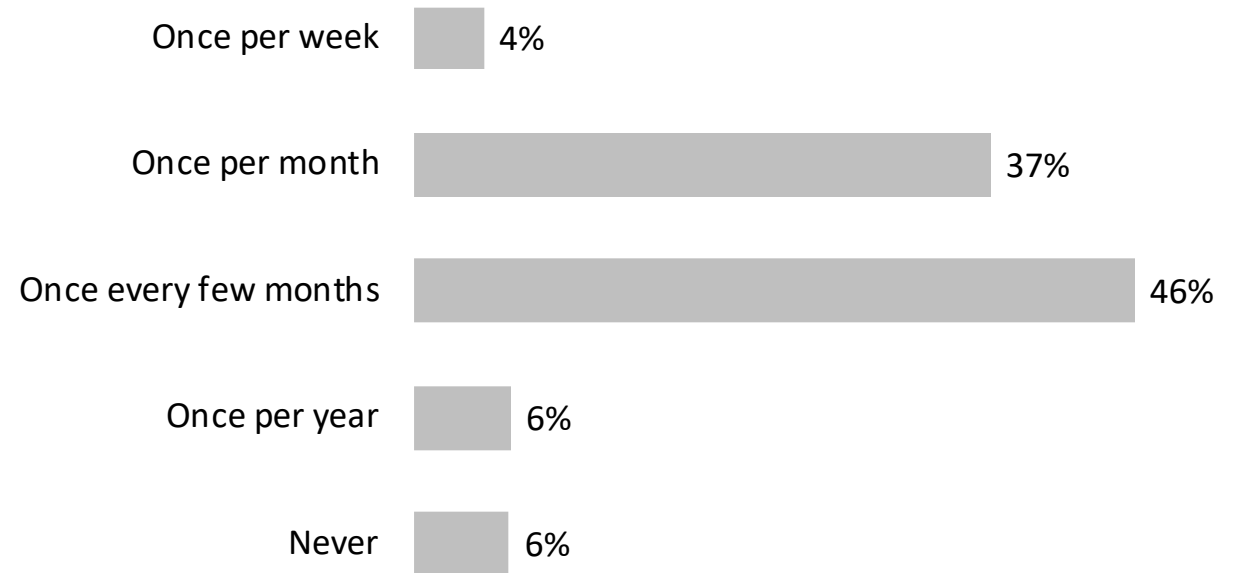
Total participants: 1376

Frequency of Going to the Recycling Depot

Incidence of having deposit bottles, Styrofoam, plastic bags, or glass jars to recycle



Frequency of Going to Recycling Depot

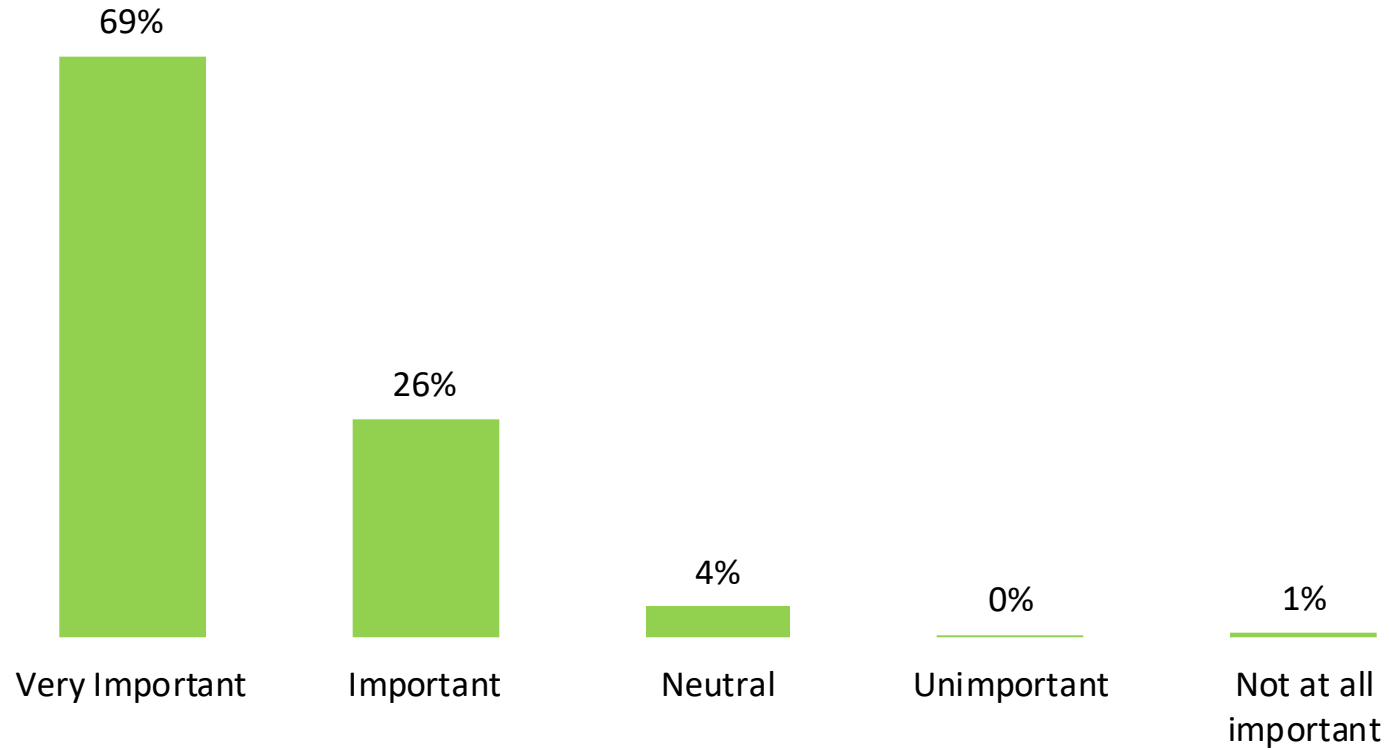


Q: Do you ever have deposit bottles, Styrofoam, plastic bags, or glass jars to recycle?

Q: How often do you go to a recycling depot to drop off those items?

Total participants: 1375/1215

Importance of Reducing Waste Sent to Landfill and Keeping Recycling Free of Garbage/Unacceptable Materials



Q: How important is it to you that Surrey strives to reduce waste sent to landfill, and that Recycling is kept free of garbage/unacceptable materials?

Total participants: 1343

Final Comments

“In my mind there is nothing more important than recycling/environment. Public education and feedback is critical. Good on you to undertake this survey and continue to enhance Surrey recycling!”

“Great topic and very relevant we definitely need to start teaching children early on about recycling in schools and at home. I think the City should add recycling and environment on to the required education core.”

“This survey helped me by increasing my knowledge about what can and cannot be recycled. Thanks!!!!”

“I learned a few things taking the survey. Thank you.”

“Many of my colleagues are unaware of what is recyclable and what isn’t. We had a discussion last week about it.”

“The easier it is for people to recycle, the more people will participate. Use as many channels as you can to get the information out.”

Q: Please record any comments regarding this survey:

Please refer to the Verbatims file to read all the comments submitted for this question.

Total participants: 163

