



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

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December 9, 2011

More information available on www.a2gov.org/recycle



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Introduction to the Residential Recycling Survey

A fall 2011 “Residential Recycling Survey” through the City of Ann Arbor was mailed to all residents in the fall 2011 issue of the Ann Arbor Waste Watcher publication. It appeared on pages 17-18. Responses could be mailed, faxed, or dropped off at City Hall until November 30th. The survey was also made available online from October 17th to November 30th. The online survey ran through SurveyMonkey and was posted on the City of Ann Arbor’s website at www.a2gov.org/recycle. The online version had an additional question about local businesses that offered Recyclebank rewards that was not included in the print version due to space. The survey was also publicized through a city press release that was picked up by local media including an article with a live link to the survey carried by www.annarbor.com on October 31st.

The city received 924 completed online responses and 88 responses through fax, mail, or drop-off for a total of 1012 completed responses.

The survey asked residents questions about the upgrade to single-stream recycling (launched in July 2010) and the city’s partnership with the Recyclebank Rewards program.. Since the switch to single-stream recycling from the previous dual-stream system, recycling tonnages are up 24% and trash tonnages are down 10%.

The city’s contact with Recyclebank began September 1, 2010. Single-family and duplex residents can earn rewards for their curbside recycling through Recyclebank by signing up for an account on www.recyclebank.com. Points are calculated as an average weight of carts along the recycling route, divided among the number of carts placed out that week.

This report includes all the questions of the “Residential Recycling Survey” as they were presented to the public and a summary of results. The survey was directed only towards residents of the City of Ann Arbor. Of the original 1083 responses, 45 were removed for being incomplete, 14 removed for responding as “do not live in Ann Arbor” to Question Four, 7 were removed for entering out of area zip codes, 5 and were removed as duplicate responses. In duplicate responses, additional write-in responses were added to the original response and included in the report. All write-in responses were categorized and included. Responses fitting multiple categorizes were split and placed in the corresponding category.



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The number of responses is well above the number necessary to be statistically significant. However, it is important to take into account that the self-identified demographics of respondents differ from the demographics of the City of Ann Arbor as a whole, as seen in Table 1 and Table 2.

Table 1: Age Demographics

Ann Arbor Demographics from the 2010 Census			Demographics from the Residential Recycling Survey		
Under 18	16,382	14.4%	Under 18	0	0.0%
18-25	36,209	31.8%	18-25	36	3.6%
26-35	18,800	16.5%	26-35	135	13.4%
36-45	11,289	9.9%	36-45	146	14.5%
46-55	11,358	10.0%	46-55	219	21.8%
56-65	10,002	8.8%	56-65	267	26.6%
over 66	9,894	8.7%	over 66	202	20.1%
Total	113934	100.0%	Total	1005	100.0%

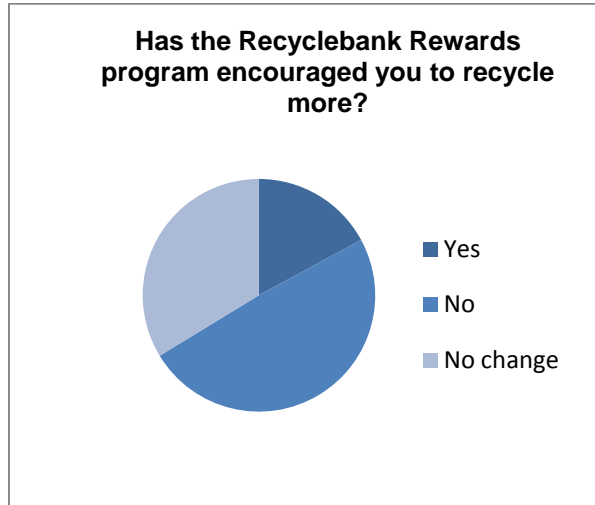
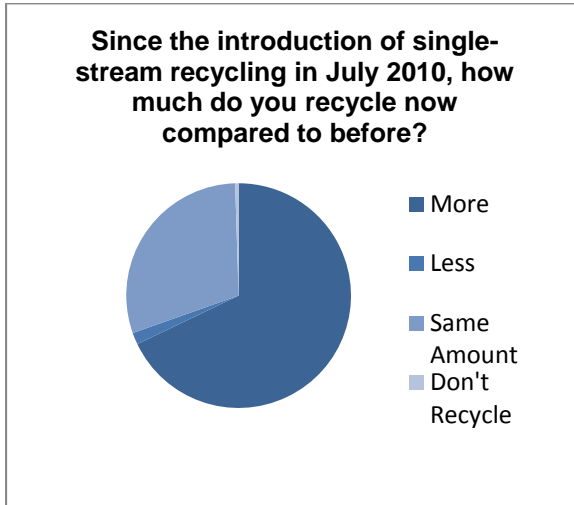
Table 2: Type of Residence

Type of Residence of all Ann Arbor Residents			Type of Residence of Survey Responders		
Single-family or two-family dwelling	48.9%	23,607	Single-family or two-family dwelling	86.8%	875
Apartment, condominium, group house, or cooperative	51.1%	24,703	Apartment, condominium, group house, or cooperative	13.2%	133

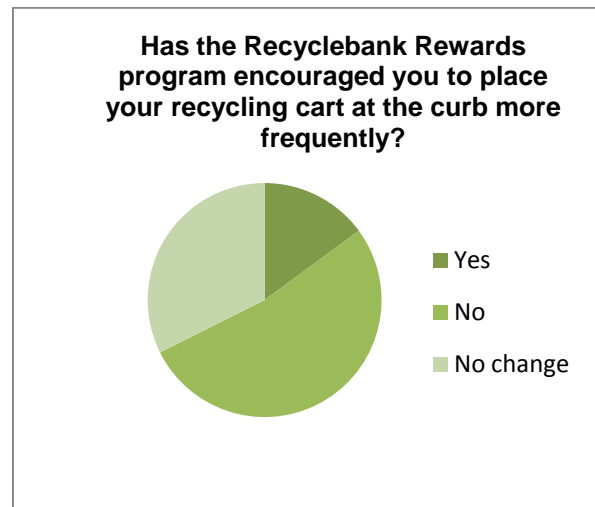
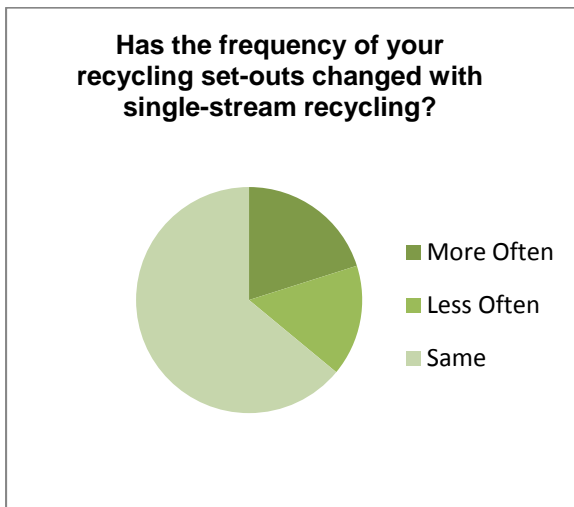


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**Influence of Single-Stream and Recyclebank
 on Recycling Behavior (Graphs)**



1



2

¹ Only single-family residents who have signed up for a Recyclebank account responded to this question.

² Only single-family residents who have signed up for a Recyclebank account responded to this question.



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Changes with Single-Stream Recycling

Since the introduction of single-stream recycling in July 2010, how much do you recycle now compared to before?

Answer Options	Response Percent	Response Count
More	67.9 %	682
Less	1.7%	17
Same Amount	29.8%	300
Don't Recycle	0.5%	5

answered question **1004**

Has the variety of materials you recycle at home changed with single-stream recycling?

Answer Options	Response Percent	Response Count
Increased	73.9%	741
Decreased	3.0%	30
Stayed the Same	23.1%	232

answered question **1003**

Has the frequency of your recycling set-outs changed with single-stream recycling?

Answer Options	Response Percent	Response Count
More Often	20.1%	202
Less Often	15.9%	159
Same	64.0%	642

answered question **1003**



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Type of Residence and Page Direction

[In Online Survey Text] Recyclebank Background - Please Read

The City of Ann Arbor joined Recyclebank effective September, 2010, to provide recycling incentive points for residents in single-and two-family dwellings. These points can be redeemed at Recyclebank.com for rewards from local and national retailers, restaurants, grocers, and more. On recycling pickup days, the total amount of recyclables on a given truck route is weighed and converted into Recyclebank Points, based on the average weight of recyclables per household. These points are deposited into individual Recyclebank.com accounts. Go to www.recyclebank.com or page 5 of the fall Waste Watchers for more information

Please choose which best describes your place of residence:

Answer Options	Response Percent	Response Count	Next Question page...
Single-family or two-family dwelling	86.8%	875page 6
Apartment, condominium, group house, or cooperative	13.2%	133page 9
Do not live in Ann Arbor ³	0.0%	0	

(Respondents were directed to different questions depending on their answer choice. "Next Question page" directs to the questions following those answer choices. Any respondents who chose "Do not live in Ann Arbor" were not included in this report.)

³ "Do not live in Ann Arbor Responses" online were directed to a page that asked them not to complete this survey. 14 responses with this answer were excluded from the survey results.



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Single-Family Residence Questions

Have you signed up for Recyclebank?

Answer Options	Response Percent	Response Count
Yes	72.1% ⁴	629
No	27.9%	243

answered question **872**

Has the Recyclebank Rewards program encouraged you to recycle more?

Answer Options	Response Percent	Response Count
Yes	17.1%	108
No	49.2%	310
No change	33.7%	212

answered question **630**

Has the Recyclebank Rewards program encouraged you to place your recycling cart at the curb more frequently?

Answer Options	Response Percent	Response Count
Yes	14.9%	94
No	52.7%	332
No change	32.4%	204

answered question **630**

Do you think that the Recyclebank Rewards program has encouraged your neighbors to recycle more?

Answer Options	Response Percent	Response Count
Yes	12.8%	81
No	30.5%	193
Unsure	56.6%	358

answered question **632**

⁴ Only 42.5% of all eligible Ann Arbor residents (single-family and duplex residence) have signed up for a Recyclebank account, versus 72.1% of respondents.



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Have you used any Recyclebank Rewards points?

Answer Options	Response Percent	Response Count
Yes	36.4%	229
No	63.6%	400

answered question **629**

If you have not redeemed any Recyclebank Rewards, why?

Answer Options	Response Percent	Response Count
I forgot that I have an account with points on it	9.3%	36
I do not see rewards that appeal to me	51.2%	198
I am not interested in the rewards	29.7%	115
I do not understand how to redeem my points	14.0%	54
I am saving my points for something special	15.8%	61
I do not have time	15.5%	60
Other (please specify) <i>responses written on pages 20-24</i>		106

answered question **184**

Please rank your opinion⁵:

Answer Options	Excellent (4)	Good (3)	Adequate (2)	Poor (1)	(N/A)	Rating Average	Response Count
Value of the Recyclebank program	94	121	126	239	46	2.12	626
Quality of the online Recyclebank experience	73	122	181	166	84	2.19	626
Experience of using Recyclebank rewards (in stores, etc.)	71	87	60	72	334	2.54	624
Effect of Recyclebank on your recycling behavior	66	79	74	204	204	2.02	626

answered question **629**

⁵ The print survey also had the option to rank Recyclebank's phone service.



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**For people who have not tried Recyclebank, what would encourage them to sign up?
(please write in)**

Answer Options	Response Count
<i>responses written on pages 25-38</i>	360

If you haven't signed up for Recyclebank, why not? Choose all answers that apply.

Answer Options	Response Percent	Response Count
I tried to sign-up, but couldn't figure out how to register.	14.6%	27
I'm not interested in the coupons available.	47.0%	87
I don't need more incentives to recycle.	77.8%	144
Other (please specify) <i>responses written on pages 39-43</i>		101

answered question **185**



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Multi-Family Residence Questions

What category best describes your residential location? (please choose one)

Answer Options	Response Percent	Response Count
A condominium or townhouse	54.8%	68
A house shared with several unrelated adults at same address	12.9%	16
Apartment building with up to 10 separate apartments	10.5%	13
Apartment building with 11 to 50 separate apartments	5.6%	7
Apartment complex with over 50 separate apartments	15.3%	19
A fraternity, sorority, or student cooperative housing	0.8%	1
Other (please specify)		9

answered question **124**

Other responses:

- Dorm (2)
- Duplex (2)
- Non-student cooperative (1)
- Office complex (1)
- Single apartment on campus (1)
- Apartment building with 6 separate apartments (1)

Have you heard about Recyclebank before this survey?

Answer Options	Response Percent	Response Count
Yes	79.5%	105
No	18.9%	25
Unsure	1.5%	2

answered question **132**

Have you signed up for a Recyclebank account?⁶

Answer Options	Response Percent	Response Count
Yes	33.1%	43
No	64.6%	84
Unsure	2.3%	3

answered question **130**

⁶ Multi-family residents may open general Recyclebank accounts but are not eligible for weekly recycling points from curbside recycling, which are available to single-family and duplex residents only at this time.



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Would you like to be able to earn Recyclebank Rewards points for your home recycling activity?

Answer Options	Response Percent	Response Count
Yes	52.7%	68
No	31.0%	40
Unsure	16.3%	21

answered question **129**

Do you think the Recyclebank Rewards program would encourage you to recycle more items?

Answer Options	Response Percent	Response Count
Yes	29.2%	38
No	59.2%	77
Unsure	11.5%	15

answered question **130**

Do you think the Recyclebank Rewards program would encourage your housemates to recycle more items?

Answer Options	Response Percent	Response Count
Yes	27.9%	36
No	44.2%	57
Unsure	27.9%	36

answered question **129**



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Additional Recyclebank Questions

Please check any of the following Ann Arbor locations that you may patronize (these locations offer Recyclebank Rewards offers):

Answer Options	Response Percent	Response Count
16 Hands	20.8%	162
Amer's Delicatessen	21.9%	170
Ann Arbor Bivouac	34.0%	264
Arbor Brewing Company	42.0%	326
Arbor Farms Market	43.0%	334
Argo Canoe Livery	18.0%	140
Banditos Mexican Restaurant	12.7%	99
Buhr Park Outdoor Ice Arena	11.1%	86
Buhr Park Pool	9.5%	74
Chicago Reds	2.6%	20
Complete Chiropractic & Bodywork Therapies	0.8%	6
Cottage Inn	48.5%	377
Downtown Home & Garden	52.9%	411
Elephant Ears	9.3%	72
Elmo's Main Street T-Shirts	4.4%	34
Falling Water Books and Collectibles	18.7%	145
Found	10.3%	80
Fran Coy's Salon & Spa	4.6%	36
Fuller Park Pool	9.4%	73
Gallup Canoe Livery	19.3%	150
Green Pawz Pet Supplies	7.5%	58
Huron Hills Golf Course	9.4%	73
Jungle Java	6.6%	51
Kilwin's Chocolates and Ice Cream Parlor	32.0%	249
Leslie Park Golf Course	10.4%	81
Mack Indoor Pool	5.4%	42
Moosejaw	14.0%	109
Olga's Kitchen	22.3%	173
Organic Bliss	3.5%	27
Palm Palace	15.1%	117
People's Food Co-op	38.7%	301
Plum Market	50.6%	393
Recycle Ann Arbor's Drop-Off Station	47.1%	366
Silvio's Organic Pizza	21.4%	166
Sottini's Sub Shop	5.8%	45
Stucchi's Ice Cream	20.3%	158



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Sweetwaters Coffee & Tea	40.0%	311
Ten Thousand Villages	27.0%	210
The Quarter Bistro & Tavern	23.0%	179
The Village Apothecary	7.2%	56
Veterans Memorial Indoor Ice Arena	5.9%	46
Veterans Memorial Pool	7.6%	59
Weber's Restaurant	24.8%	193
WeCare Organics LLC	1.3%	10
Whole Foods Market	62.5%	486
Yogurt Rush	2.3%	18
Zingerman's Deli	59.1%	459

answered question **777**

Please type in any general comments you have about Recyclebank:

Answer Options	Response Count
<i>responses written on pages 44-63</i>	423



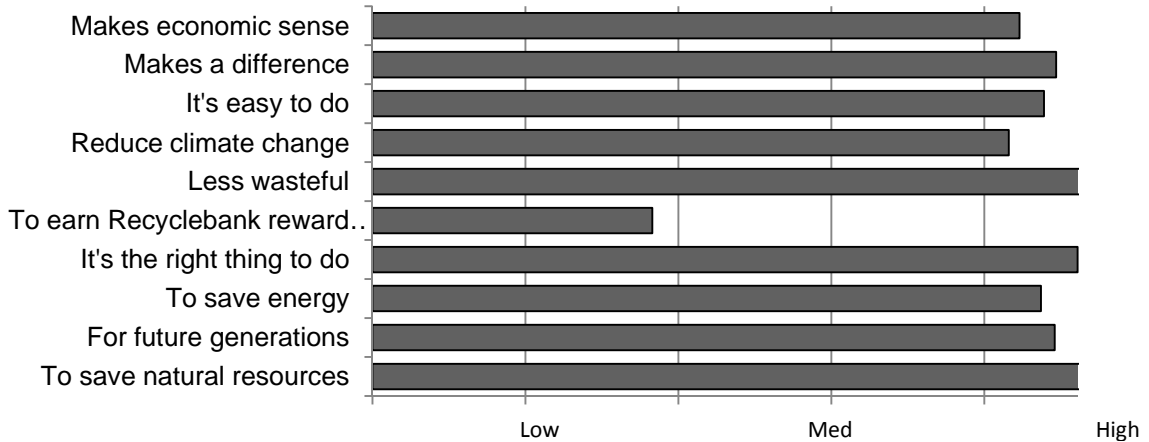
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Additional Recycling Questions

How do the following considerations influence your recycling behavior?

Answer Options	High (5)	(4)	Med (3)	(2)	Low (1)	N/A	Rating Ave.	Response Count
To save natural resources	786	94	72	9	18	4	4.66	983
For future generations	680	134	112	18	28	8	4.46	980
To save energy	643	131	133	18	39	12	4.37	976
It's the right thing to do	768	106	60	13	28	11	4.61	986
To earn Recyclebank reward points	56	55	93	69	503	180	1.83	956
Less wasteful	774	128	55	8	12	6	4.68	983
Reduce climate change	570	142	124	43	69	25	4.16	973
It's easy to do	636	168	111	33	25	9	4.39	982
Makes a difference	674	158	78	19	35	15	4.47	979
Makes economic sense	580	135	143	25	57	26	4.23	966

answered question **996**



Comments about the city's recycling program:

Answer Options	Response Count
<i>responses written on pages 64-83</i>	420



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Demographics

How long have you lived in Ann Arbor?

		Response Percent	Response Count
0-1 year		1.2%	12
1-5 years		10.0%	100
5-10 years		11.0%	110
10-20 years		17.6%	177
20+ years		60.2%	604
answered question			1,003

Your Age:

		Response Percent	Response Count
Under 18		0.0%	0
18-25		3.6%	36
26-35		13.4%	135
36-45		14.5%	146
46-55		21.8%	219
56-65		26.6%	267
over 66		20.1%	202
answered question			1,005



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Your Gender:

		Response Percent	Response Count
Male		40.8%	406
Female		59.2%	590
answered question			996

Number of people living in your household:

		Response Percent	Response Count
1		19.6%	194
2		44.1%	436
3		15.6%	154
4		15.2%	150
5		4.3%	43
6+		1.2%	12
answered question			989



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Number of people in your household under age 18:

		Response Percent	Response Count
0		72.6%	712
1		11.3%	111
2		12.2%	120
3		3.2%	31
4		0.2%	2
5+		0.5%	5
answered question			981

How many internet-access devices do you have at home in active service, not storage (computers, smart phones, etc.)?

		Response Percent	Response Count
0		3.3%	33
1		13.0%	128
2		19.4%	191
3		18.9%	186
4		14.8%	146
5+		30.6%	302
answered question			986



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Frequency you use internet-access devices at home, work, or library:

		Response Percent	Response Count
Daily		93.9%	931
Several Times/Week		2.8%	28
Sever Times/Month		0.7%	7
Seldom		0.8%	8
Never		1.7%	17
<i>answered question</i>			991

Please enter your Ann Arbor residential zip code:

City Zip Codes	Response Percent	Response Count
48103	45.1%	440
48104	28.1%	272
48105	20.0%	194
48108	6.4%	62
48109	0.1%	1

answered question **969**



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Written Responses pages 18-83

If you have not redeemed any Recyclebank Rewards, why? "Other" (106).....pg# 20-24

- Limited computer access (3), page 20
- Expired coupons (4), page 20
- Difficulty with Recyclebank service or account (36), page 20-21
- Limited interest in the program (7), page 22
- Have ordered or plan to order rewards but haven't used (4), page 22
- Personal (8), page 22
- Rewards (31), page 22-23
- Do not support city funding Recyclebank (3), page 23
- Other comments on Recyclebank (10), page 24

For people who have not tried Recyclebank, what would encourage them to sign up? write in (360).....pg# 25-38

- Wouldn't recommend (89), page 25-28
- Do not know (17), page 28-29
- Improve the rewards (45), page 29-30
- Allow users to donate their rewards (6), page 31
- Offer more rewards from local business (12), page 31
- Offer cash rewards (10), page 31-32
- Offer rewards for money off city services (11), page 32
- Promotion of specific rewards (4), page 32
- Additional promotion of Recyclebank (56), page 33-34
- Improve Recyclebank service or access (41), page 34-36
- Misc. (77), page 36-38

If you haven't signed up for Recyclebank, why not? Choose all answers that apply. "Other" (185)...pg# 39-43

- Do not support city funding Recyclebank (13), page 39
- Do not support Recyclebank (22), page 39-40
- Difficulty with Recyclebank service or account (8), page 40
- View Recyclebank as a hassle (10), page 41
- Didn't have enough information (24), page 41
- No access to a computer (3), page 42
- Not interested or forgot to (11), page 42
- Physical or age constraints (2), page 42
- Privacy Concerns (6), page 42
- Misc. (3), page 43

Please type in any general comments you have about Recyclebank: (423)...pg#44-63

- Unsupportive of Recyclebank (90), page 44-47
- Unsupportive of city-funding of Recyclebank (56), page 48-49
- Recyclebank doesn't influence recycling amounts (39), page 50-51
- Multi-family residence comments (14), page 51-52
- Supportive of Recyclebank (49), page 52-54



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Difficulty with Recyclebank service or account (34), page 54-55
Suggestions (32) page 55-56
Rewards are not valuable enough or are not appealing (37), page 57-59
Carts and Earning Points (10), page 59
Need more information or learned more from this survey (18), page 60
Program has limited appeal and/or access (9), page 61
Suggest "reducing" focused program instead (12), page 61-62
Misc. comments (16), page 62
Comments on other subjects (12), page 62-63

Comments about the city's recycling program: (421)...pg# 64-83

Complaints and/or concerns about recycling (31), page 64-66
City compost collection (3), page 66
Drop-off station (28), page 66-67
Supportive of the city recycling program (229), page 68-76
Requests to resume fall leaf street pick-up (7), page 76
Prefer aspects of dual-stream system (23), page 76-77
Additional Comments (17), page 77-78
Questions or requests for additional information (18), page 78-79
Additional comments about Recyclebank (30), page 79-81
Suggestions for recycling program (40), page 81-83



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If you have not redeemed any Recyclebank Rewards, why?

Answer Options	Response Percent	Response Count
<i>I forgot that I have an account with points on it</i>	9.3%	36
<i>I do not see rewards that appeal to me</i>	51.2%	198
<i>I am not interested in the rewards</i>	29.7%	115
<i>I do not understand how to redeem my points</i>	14.0%	54
<i>I am saving my points for something special</i>	15.8%	61
<i>I do not have time</i>	15.5%	60
Other (please specify)		106

answered question 387

Limited computer access (3)

- I'm not a computer person - I don't use a computer, **Nov 23, 2011 7:51 PM**
- I can't get on the blakety blank computer, **Nov 29, 2011 7:36 PM**
- no computer, **Nov 29, 2011 7:56 PM**

Expired coupons (4)

- I tried to redeem some points and the coupons expired too soon! It was very frustrating. so now I don't even both., **Nov 7, 2011 2:56 AM**
- expired too soon (1 mos.) --never used., **Nov 29, 2011 8:31 PM**
- I forgot to use coupon and it expired., **Nov 29, 2011 8:34 PM**
- They expire quickly., **Nov 30, 2011 1:59 PM**

Difficulty with Recyclebank service or account (36)

- It's difficult and complicated to download the coupons - this should be a much easier system. Instead it requires you to download special software to make the coupons work. A simple PDF with a barcode would be much easier for the user -- and is the way MOST companies distribute online coupons., **Oct 26, 2011 3:36 PM**
- I have used them but cannot print them on my mac computer and have to use only mailed rewards, **Oct 28, 2011 10:42 PM**
- program is complicated to use; coupons have only modest value, **Oct 29, 2011 4:33 PM**
- I tried to use points to receive passes for the drop off station last May and they never came., **Oct 31, 2011 1:14 PM**
- I have ordered rewards multiple times without receiving them, **Oct 31, 2011 9:22 PM**



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- I have tried to register 3 times and each time the agent says it went thru then I receive a flyer months later asking me to sign up YET again and won't let me log in to the website I set up saying my account does not exist, **Oct 31, 2011 10:57 PM**
- I am unable to contact anybody in RB to access my account. I find the entire program unfriendly and after more than ten different attempts to actually do anything other than register, I have given up. I no longer care to try and get anyone to help me. It's been extremely frustrating to deal with their program. My daughter lives in Ann Arbor and she loves RB though., **Oct 31, 2011 11:18 PM**
- Despite about 15 months participation, I have added 0 points. Why?, **Oct 31, 2011 11:20 PM**
- Signed up but receive no communication from them, **Oct 31, 2011 11:29 PM**
- site not easy to use, **Oct 31, 2011 11:40 PM**
- hard to use. Search in my zipcode finds nothing, **Nov 1, 2011 12:46 AM**
- despite many tries to fix it, my account is not working, **Nov 1, 2011 1:51 AM**
- I have tried to register and it keeps telling me I am ineligible, **Nov 1, 2011 3:39 AM**
- Had a lot of difficulty printing coupon. Very frustrating!, **Nov 1, 2011 3:52 AM**
- Struggle with the web stie, **Nov 1, 2011 10:54 AM**
- their website is impossible to use quickly, **Nov 1, 2011 11:47 AM**
- Tried but unsuccessful due to difficulty to do such, **Nov 1, 2011 12:21 PM**
- I never see any points in my account and I put my recycle cart out atleast everyother week., **Nov 1, 2011 12:57 PM**
- Can't access it at work. Forget to do so at home., **Nov 1, 2011 3:42 PM**
- too complicated, **Nov 1, 2011 4:13 PM**
- website never worked properly, **Nov 1, 2011 5:28 PM**
- I am unable to print them. My equipment is not compatible... not useful to me at all., **Nov 1, 2011 6:01 PM**
- I am sure I registered a long time ago but have heard and seen nothing more about my points so I am not sure how to find out about it but am very interested., **Nov 1, 2011 11:58 PM**
- it is too complicated, and when I want something, I can only get it at a store where I do not shop, **Nov 2, 2011 12:52 PM**
- the system doesn't recognize me as signed up, unless I try to sign up. Its a scam, **Nov 3, 2011 3:33 PM**
- I have tried to register a few times, and I don't think I was successful, **Nov 3, 2011 10:24 PM**
- I tried to download a coupon but it required that I add some software to my computer that I wasn't able to do., **Nov 4, 2011 6:46 PM**
- the website is a pain in the ***, **Nov 5, 2011 10:27 PM**
- email reminders would be helpful. The Recyclebank site isn't very easy to navigate., **Nov 14, 2011 2:32 PM**
- What points? I registered twice. I see no points., **Nov 17, 2011 9:48 PM**
- Can't access -- see note --- can never access it & get stuff from China about A2 business so I don't use it! Not American!, **Nov 23, 2011 8:22 PM**
- Sometimes I don't bother. I have used rewards points, but the site needs to be improved. It is slow and takes forever to order more than one reward., **Nov 23, 2011 8:54 PM**
- Recyclebank says my address is not valid, **Nov 28, 2011 2:38 PM**
- if I have any, I haven't been informed. Hard to use what you haven't got., **Nov 28, 2011 3:43 PM**
- None received since 1 year ago, despite weekly recycling. Do we have to go online to redeem our coupons? Too much fuss to be bothered., **Nov 29, 2011 8:03 PM**
- I have to call to redeem. Not given very good choices! Places not good for A2!, **Nov 29, 2011 8:53 PM**



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Limited interest (7)

- Just not that interested, **Oct 31, 2011 11:06 PM**
- Just haven't done it yet, **Oct 31, 2011 11:35 PM**
- laziness, **Nov 1, 2011 12:20 AM**
- Might follow up on program when more time., **Nov 1, 2011 4:17 PM**
- not worth the effort, **Nov 1, 2011 6:15 PM**
- Just haven't gotten around to it yet, **Nov 1, 2011 6:57 PM**
- not terribly interesting and takes time, **Nov 5, 2011 6:37 PM**

Have ordered or plan to order rewards but haven't used (4)

- I haven't researched the rewards that much and hope to use it for a gift certificate to a local restaurant., **Oct 31, 2011 9:04 PM**
- I got coupons to see how it worked (poorly), but never used them., **Nov 2, 2011 11:58 PM**
- I haven't yet had time to redeem points, but will soon., **Nov 3, 2011 7:03 PM**
- Just applied to have reward points mailed home, **Nov 28, 2011 3:30 PM**

Personal (8)

- I don,t think we should. E rewarded for doing what is good for all of us. YOU should be rewarded for the great job you are doing., **Oct 31, 2011 11:38 PM**
- I think it's a silly program; recycling is its own reward, **Nov 1, 2011 12:11 AM**
- not that important to me, **Nov 1, 2011 11:08 AM**
- No incentive needed, **Nov 1, 2011 2:15 PM**
- I've recycled for decades and will always do so--but I think this may encourage others to recycle, **Nov 28, 2011 4:07 PM**
- I recycle because of my philosophy of "waste not, want not"--also I am a depression baby!!!, **Nov 29, 2011 7:24 PM**
- recycle so I can consume more??? Seems contradictory to me., **Oct 30, 2011 9:43 PM**
- I have moved recently, **Nov 1, 2011 7:21 PM**

Rewards (31)

- I wish city service fees were covered by points such as residential parking permits., **Oct 28, 2011 12:48 PM**
- The rewards are too tiny to bother with., **Oct 28, 2011 12:53 PM**
- The rewards seem very limited and of marginal interest to me., **Oct 30, 2011 4:36 AM**
- The only one of interest is Drop Off entrance fee - but getting it is cumbersome, **Oct 31, 2011 9:29 PM**
- they should make a donation to a charity one of the options, **Oct 31, 2011 10:57 PM**
- very few things to use points for (for me), **Oct 31, 2011 11:28 PM**



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- Rewards are minor discounts for overpriced crap, **Nov 1, 2011 12:15 AM**
- The only thing I would use more points for is mulch and compost which is usually all gone when I want to get it, **Nov 1, 2011 12:25 AM**
- Waiting to be able to use the points to donate to area causes, like the Humane Society, **Nov 1, 2011 12:57 AM**
- used reward for the AA recycling center (\$3), **Nov 1, 2011 1:55 AM**
- It's not worth it for 10% off. I will redeem them then I hit a gift card level. That should only take another year or so., **Nov 1, 2011 2:38 AM**
- rewards are extremely stingy, **Nov 1, 2011 11:30 AM**
- need to upgrade the rewards, **Nov 1, 2011 2:36 PM**
- I am not interested in incentives which amount to consuming more., **Nov 2, 2011 1:32 AM**
- I feel that the rewards are very little, almost like getting a coupon out the newspaper. I was expecting more significant savings/reward system than current setup., **Nov 3, 2011 12:47 AM**
- I'd rather get a particular item than get a % off coupon., **Nov 3, 2011 11:02 AM**
- I am not interested in any award that requires spending more money to redeem the reward., **Nov 5, 2011 2:27 PM**
- only redeemed once, for free dropoff entry, **Nov 5, 2011 8:26 PM**
- The rewards seem to be minimal, so I'm saving up., **Nov 6, 2011 5:46 PM**
- The program was supposed to allow me to donate my points to schools or other entities, but there was never anything showing how to do that., **Nov 6, 2011 10:00 PM**
- I think I've used two coupons, total. Don't see that much I want, don't like to take the time to check them out, don't think the program is worthwhile, **Nov 7, 2011 1:49 AM**
- Insufficient local rewards, **Nov 7, 2011 4:10 PM**
- I had the impression when this system came into effect that one might donate recyclebank rewards to something useful, but I don't see anything about this option in your website, **Nov 7, 2011 7:08 PM**
- The rewards are of insignificant value, require high spending for a small discount., **Nov 14, 2011 12:37 PM**
- it is mostly junky advertising for local merchants, **Nov 23, 2011 9:03 PM**
- I want the rewards to go to people who would not otherwise recycle. (I would recycle with or without rewards.), **Nov 26, 2011 9:09 PM**
- Rewards are not worth enough to bother., **Nov 28, 2011 3:11 PM**
- dining & shopping--appeals to me but no time for either one, **Nov 28, 2011 6:44 PM**
- the value of rewards isn't worth the effort, **Nov 29, 2011 7:41 PM**
- too many of the rewards require me to spend money in order to redeem points, **Nov 29, 2011 7:50 PM**
- I thought it would go to Green Schools automatically, **Dec 5, 2011 2:10 PM**

Do not support city funding Recyclebank (3)

- Save money for the city., **Oct 29, 2011 5:46 PM**
- Think the program is a waste of time and \$, **Oct 31, 2011 3:18 AM**
- I think Recyclebank is a waste of taxpayers money. I do not support the contract and want to see it terminated., **Nov 1, 2011 11:36 AM**



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Other comments on Recyclebank(10)

- It feels like a marketing company spamming me and collecting email addresses to sell. There doesn't seem to be anything of value., **Nov 1, 2011 10:20 AM**
- It's a really lousy program, **Nov 1, 2011 11:24 AM**
- points are not tied to individual achievement, **Nov 1, 2011 11:37 AM**
- it's a bogus deal., **Nov 1, 2011 11:45 AM**
- I canceled my RecycleBank account., **Nov 1, 2011 12:23 PM**
- Didn't know it was an average of all households; thought it was just my container and I don't put it out very often, **Nov 1, 2011 1:42 PM**
- It's beginning to feel more like a marketing scam than anything else., **Nov 1, 2011 2:00 PM**
- I only signed up to stop the e-mail which kept asking me to sign up, now they keep send e-mail with my points, please just stop., **Nov 1, 2011 2:02 PM**
- a useless program, **Nov 1, 2011 3:33 PM**
- It is a hassle -- junk email, more or less., **Nov 2, 2011 12:00 PM**



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**For people who have not tried Recyclebank, what would encourage them to sign up?
(please write in)**

Wouldn't recommend (89)

- Recyclebank has no effect on my recycling. I recycle the same way without it., **Oct 28, 2011 10:15 PM**
- Probably not. The rewards aren't really that exciting. The larger carts & single stream recycling w/ more plastics accepted got me recycling more. The Recyclebank program isn't really necessary., **Oct 26, 2011 7:05 PM**
- Recyclebank is a stupid idea and a waste of time. Please get rid of it., **Oct 26, 2011 9:18 PM**
- No. 'Rewards' offered are too limited and too cumbersome to access. All rewards coupons should be printable online rather than some through the mail and some online. Not worth the effort., **Oct 27, 2011 2:16 PM**
- We don't need these things. The bigger cart with a wider range of recycle items is enough., **Oct 31, 2011 3:18 AM**
- No, it is a bother and there is little I would use the points for except passes for the drop off which never were mailed to me but the points were subtracted. Why can't the passes be obtained locally rather than ordering from afar?, **Oct 31, 2011 1:14 PM**
- People should not be encouraged to sign up, since Recyclebank is a valueless program., **Oct 31, 2011 8:51 PM**
- No - waste of time., **Oct 31, 2011 9:09 PM**
- NOTHING -- it's a waste of taxpayer money., **Oct 31, 2011 9:26 PM**
- NO absolutely not... It should not be complicated and require multiple attempts to sign up for the program only to find out my information was not entered correctly or something. It was a good idea but I think the city can cut the contract out and use the money on something more valuable and worth while. The whole sign up system was so annoying I gave up trying to even use RecycleBank. It has not affected my recycling what so ever -- saving the environment is intrinsically rewarding for me and I don't need coupons to influence my behavior., **Oct 31, 2011 10:57 PM**
- Probably nothing, I think it's a really dumb idea., **Oct 31, 2011 11:06 PM**
- Don't bother. We should recycle because it's easy and good for the environment. I feel like the city is trying to bribe me to do something I'd do anyway., **Oct 31, 2011 11:06 PM**
- I really don't think it is worth the trouble to sign up. My neighbor across the street who had previously never recycles anything, now recycles, since it all goes into one cart. I think single-cart recycling is much more incentive than those stupid points., **Oct 31, 2011 11:40 PM**
- They (and I) would be better served by something that was less a marketing feed trough and that offered real value. Rewards are too niche and fussy, and the whole thing feels like worthless marketing rather than real value., **Nov 1, 2011 12:15 AM**
- Why encourage people to consume more, when we are trying to cut down on waste?, **Nov 1, 2011 12:46 AM**
- Why bother?, **Nov 1, 2011 1:13 AM**
- While there are some "rewards", they provide little to no incentive for our family. It's simply becoming against our nature to look for new opportunities for consumption. Simply not having to sort our recyclables is reward enough., **Nov 1, 2011 1:16 AM**



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- If you believe in recycling you do it - if you don't I don't think a reward system will create long-term changes in behavior., **Nov 1, 2011 2:33 AM**
- I have no idea why they would., **Nov 1, 2011 2:38 AM**
- I would point out, in a diplomatic way, that they are being suckers and throwing away perfectly good money. You might also give their points to other people who *do* use Recyclebank after six months or so, or just say they expire, and the points either go to a local charity or to Recyclebank as part of Ann Arbor's payment., **Nov 1, 2011 10:15 AM**
- I would not encourage them, I would eliminate the program. The awards are trivial., **Nov 1, 2011 10:49 AM**
- nothing - it is a useless program with useless "rewards", **Nov 1, 2011 10:58 AM**
- It's not worth it -- I would not encourage anyone to sign up, **Nov 1, 2011 11:24 AM**
- I do not want to encourage anyone to use this ridiculous system. Citizens of Ann Arbor will recycle with out an incentive program. Recyclebank is a total scam. I do not see what we (the citizens) are getting for that outrageous amount of money we are giving them., **Nov 1, 2011 11:36 AM**
- I would not encourage anyone to sign up for the program., **Nov 1, 2011 12:23 PM**
- Don't bother. Just ditch the program. People are not going to put out recycleables for a thirty cents off a can of cat food coupon. It is a total waste., **Nov 1, 2011 12:26 PM**
- It's kind of pointless....., **Nov 1, 2011 12:50 PM**
- I am not interested. I am recycling as much as I can -- without incentives!!!, **Nov 1, 2011 12:54 PM**
- I don't recommend it. It took me 3 tries to get signed up and was quite frustrating, despite the fact that I am quite comfortable with computers and tech savvy., **Nov 1, 2011 2:00 PM**
- why do i want more coupons???????, **Nov 1, 2011 2:06 PM**
- I think that people would recycle without it., **Nov 1, 2011 3:42 PM**
- don't need a reward, **Nov 1, 2011 4:11 PM**
- I did sign up initially but have not used the points or checked the rewards as I am not interested (don't really know why I signed up). We recycle because it is the right thing to do & don't need any incentive., **Nov 2, 2011 2:12 AM**
- No. It is just another password / login I have to remember, and the rewards are miniscule., **Nov 2, 2011 12:00 PM**
- not really, not much benefit, **Nov 3, 2011 12:47 AM**
- a system that worked. This one doesn't for me., **Nov 3, 2011 3:33 PM**
- I am not a shopper and do not want another thing i need to go and check. I treat recycling like the garbage collection. Why should i have to be rewarded to do it. I like the fact that i can throw everything into one container., **Nov 5, 2011 12:50 PM**
- I know of no way to encourage people to sign up for a program of such poor value., **Nov 5, 2011 8:26 PM**
- I don't think they'd try it, no matter what. Some people will never try to recycle - too lazy. No carrot will make them., **Nov 5, 2011 8:52 PM**
- I don't understand a mentality that would need additional encouragement so I can't help you., **Nov 7, 2011 3:28 PM**
- No - it's a waste of time, **Nov 7, 2011 3:49 PM**
- Actual rewards, not "spend \$50, get \$5 off." But I wouldn't encourage anyone to sign up. They provide no method of closing or canceling an account, and do not respond to emails., **Nov 14, 2011 12:37 PM**
- Rewards program makes no sense. Or it offers perverse incentives. Should I buy more stuff?, **Nov 17, 2011 9:48 PM**



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- NO, **Nov 23, 2011 8:22 PM**
- Don't sign up unless you want to become more of a consumer, **Nov 23, 2011 8:26 PM**
- Beats me. Signed up, but I don't need incentives to recycle. The incentives didn't do it until I found out there were a few causes I could donate points to. Since I apparently have no points so far, that all seems moot. I think the program is worthless., **Nov 28, 2011 3:43 PM**
- No, my neighborhood recycles on a regular basis. I personally think the program is not worth the money. That said, we moved here from Oregon & have recycled since the 1970's, **Nov 29, 2011 8:03 PM**
- Don't think it's worth the time., **Nov 29, 2011 8:08 PM**
- Not necessarily., **Nov 29, 2011 8:31 PM**
- ...In addition, the "rewards" are entirely worthless. My entire accumulated rewards points since the start of the program are still not enough to redeem anything worthwhile in the least. Whoever signed the Recyclebank contract should be fired for wasting taxpayer dollars..., **Nov 1, 2011 11:30 AM**
- I suppose you could have stunningly fabulous rewards, but why not just recycle because it's the right thing to do?, **Nov 30, 2011 9:24 PM**
- DON'T NEED IT, **Nov 23, 2011 8:01 PM**
- No, I would encourage them to reduce consumption period., **Nov 21, 2011 1:50 AM**
- Nothing., **Nov 20, 2011 11:19 PM**
- Absolutely Not, it's a stupid wasteful useless gimmick that wastes my time and wastes Ann Arbor dollars., **Nov 20, 2011 8:44 PM**
- Nothing, I prefer my privacy and do not wish to have my name/info in yet another database nor do I need incentives to recycle., **Nov 18, 2011 2:44 AM**
- Nothing. See above. Encourage less use of materials by looking at the entire waste stream, not just recyclables., **Nov 17, 2011 5:54 PM**
- Nothing would encourage me to participate in effing recycle bank. If you want me to participate in the recycling program, go back to the small recycle bins. I also refuse to store your stupid effing monster recycle bins. You can take your stupid single stream, monster bin recycling program and stuff it where the sun doesn't shine., **Nov 14, 2011 2:14 PM**
- Nothing would encourage me to sign up. I believe it is an inappropriate use of taxes to support a non-government entity., **Nov 7, 2011 3:04 PM**
- No way. I recycle because I believe in it. Give that \$150K to Recycle Ann Arbor. Please cut Recycle Bank's contract!, **Nov 6, 2011 10:16 PM**
- In a place like Ann Arbor, I don't understand the need for this type of program. Save your money and use it to pick up leaves and Christmas trees., **Nov 5, 2011 9:13 PM**
- No. Don't waste your time., **Nov 5, 2011 1:01 PM**
- Nothing. This program is good for the garbage industry. It is bad for the environment, **Nov 3, 2011 9:01 PM**
- the whole idea is really stupid and i will not participate, **Nov 2, 2011 12:38 AM**
- ...Nothing. Stupid program. Stop paying for it. Use the \$100,000 for something else. Stupid program., **Nov 1, 2011 3:38 PM**
- nothing -- city should put its money into something we ALL need, like leaf collection!, **Nov 1, 2011 3:37 PM**
- I'm not going to spend my time at yet another website for (yet more) "rewards". I think recycling pickup should be a (public) city service. no games, no carrots. if recycling is worth "encouraging" (can be decided by referendum), then it should just be made compulsory.



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- curmudgeonly yours, Citizen X, **Nov 1, 2011 2:45 PM**
- nothing. I am not interested in yet another "rewards program", **Nov 1, 2011 2:22 PM**
 - Nothing. It's ecologically regressive., **Nov 1, 2011 1:49 PM**
 - Nothing. It just adds clutter and more stuff to do. I like to keep life as simple as possible., **Nov 1, 2011 1:33 PM**
 - Nothing. The reward system is completely unappealing to me. I would be more likely to sign up for a "ribbon" that says I am a power-recycler than to get a free meal at some lousy restaurant I would never go to., **Nov 1, 2011 1:17 PM**
 - Nothing. Recycling is important. I am bombarded with incentives which just add more clutter to my life. I won't join another "loyalty" program., **Nov 1, 2011 12:57 PM**
 - Nothing. Not interested in another program like this. There has to be a cost involved to someone., **Nov 1, 2011 12:51 PM**
 - too gimmicky--not interested., **Nov 1, 2011 12:40 PM**
 - NO - what a hassle, just pick the stuff up and quit wasting tax payer money., **Nov 1, 2011 12:12 PM**
 - stop with gimmicks, **Nov 1, 2011 12:03 PM**
 - It's just a matter of doing it. I don't need that incentive to recycle and would rather the money was used to pay for all of us recycling as much as possible., **Nov 1, 2011 10:50 AM**
 - Rather than do this, spend the money on bringing back leaf pickup, **Nov 1, 2011 10:38 AM**
 - Nothing at all. The "coupons" are for people who can afford to spend the \$\$ necessary to "redeem" them for eating out or shopping retail. Not for people like me., **Nov 1, 2011 10:25 AM**
 - you can't. I need a centralized recycling bin in my neighborhood that I can use when I have recycle items and am in town to dispose of them., **Nov 1, 2011 9:08 AM**
 - absolutely nothing. dump this useless and costly program, **Nov 1, 2011 2:31 AM**
 - I don't need incentives to recycle. This program is a waste of money and a bother insulting actually., **Nov 1, 2011 2:17 AM**
 - Nothing, stop the money loss, **Nov 1, 2011 12:55 AM**
 - We don't respond well to 'incentive programs'. I do like the single stream bins very much., **Nov 1, 2011 12:28 AM**
 - Nothing--it's a bad idea., **Nov 1, 2011 12:05 AM**
 - Nothing would encourage me. I find it insulting that some outsiders think A2 residents need additional incentives to recycle. The single-stream approach makes it easier. Additionally the large container are a great idea. In the past I didn't put out the recycling when the weather was bad. The covered containers keep the recyclables dry., **Oct 31, 2011 11:49 PM**
 - First, granting incentives if you have more weight in your bin does not support "Reduce, Reuse, Recycle." It encourages more waste. Second, we shouldn't need incentives to do the right thing. So, nothing would encourage me to sign up, and I think the city should do away with this program., **Oct 31, 2011 11:30 PM**
 - Cancel the recycle bank program, **Oct 31, 2011 9:17 PM**
 - Nothing - not interested., **Oct 31, 2011 9:04 PM**

Do not know (17)

- no idea, **Oct 31, 2011 10:27 PM**



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- I'm not sure why there is a disconnect, but there is...I don't participate, and I'm not sure why. And I don't really know anyone who does? I'm a steadfast recycler anyway, tho, so no worries., **Oct 31, 2011 10:39 PM**
- no idea, really. again, I think it's a silly program. recycling is the point, not getting coupons or points or even items at stores. single-stream and the collection bin are the GREAT addition to the program; that's all I need!, **Nov 1, 2011 12:11 AM**
- Not sure - it has not been a factor in our decision to recycle., **Nov 1, 2011 12:57 AM**
- I don't know. I think it's kind of dumb. We recycle because it's good for the environment, not because someone pays us to do it. Because of the way our house & garage are set up, using the large bin is a pain. I wish we could still use the smaller bins., **Nov 1, 2011 10:32 AM**
- I don't know., **Nov 1, 2011 12:46 PM**
- don't know, **Nov 1, 2011 1:33 PM**
- Unknown., **Nov 1, 2011 1:54 PM**
- Don't know - I haven't gotten around to trying it., **Nov 1, 2011 2:43 PM**
- Don't know, **Nov 7, 2011 12:41 PM**
- don't know, **Nov 28, 2011 3:49 PM**
- No idea--, **Nov 29, 2011 7:29 PM**
- I don't know., **Nov 28, 2011 3:54 PM**
- I can not think of anything that would encourage me to sign up, **Nov 6, 2011 12:40 AM**
- sorry, no idea, **Nov 4, 2011 2:45 AM**
- can't think of anything, **Nov 1, 2011 7:23 PM**
- I'm not interested in coupons, so I can't think of anything that would get me to sign up for this program., **Nov 1, 2011 3:01 PM**

Improve rewards (45)

- More rewards and more variety of rewards. Right now, it's slim pickings., **Oct 26, 2011 12:44 AM**
- Better value of coupon - w/o purchase requirement, or better value than what is typically received in the mail from business (i.e. \$2 off \$15 from Arbor Farms comes in the mail every couple weeks anyway)., **Oct 27, 2011 5:29 PM**
- Better rewards for fewer points (It took me more than a whole year to get enough points to redeem for a \$10 gift card!). , **Oct 31, 2011 8:33 PM**
- More useful rewards, rather than just things encouraging people to spend more money and consume more junk., **Oct 31, 2011 10:22 PM**
- Rewards that were actually worth a real value in money or goods...most of the rewards now are cheap coupons that are available in many advertisements., **Oct 31, 2011 11:26 PM**
- Better rewards., **Nov 1, 2011 12:04 AM**
- The ONLY reason I've signed up is for the free tickets into the dump - which I use to recycle my styrofoam, which should be a curbside pickup or at the VERY LEAST not cost me anything to do. The rest of recyclebank is rubbish., **Nov 1, 2011 1:27 AM**
- When I started with Recyclebank, there were actual rewards, now the cite is overrun with coupons that don't do much unless you spend a targeted amount of money, but it would be nice, and perhaps attract more users if there were more rewards offered rather than just coupons., **Nov 1, 2011 2:09 AM**
- No, I do not think the items to get with the points are worth the effort. Many of the coupons can be obtained thru the mail, online or clipper magazine, etc. Not useful items. Should have things like



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coupons for book stores, movies, bowling. The awards are not incentives to recycle at all., **Nov 1, 2011 2:13 AM**

- Availability of worthwhile rewards., **Nov 1, 2011 2:39 AM**
- crappy discounts on more **** you'll eventually need to throw away, **Nov 1, 2011 11:37 AM**
- There really nothing worth anything. Very weak offers. No better thangroupon and such., **Nov 1, 2011 11:44 AM**
- A real reward. Coupons are not a very good reward, in my opinion. The only worthwhile reward is the free pass to the DOS., **Nov 1, 2011 12:42 PM**
- Actual rewards..., **Nov 1, 2011 12:45 PM**
- increased value with points, **Nov 1, 2011 12:54 PM**
- I have already but continue to add more coupon options., **Nov 1, 2011 1:16 PM**
- better rewards. Coupons (e.g., 10% off) can be found online or even at the store., **Nov 1, 2011 4:07 PM**
- Better coupons. I get the same Macy's coupons in the mail that are available at RecycleBank. In the end, to me the most important thing is we are able to recycle more items. The recycle points are really meaningless to me., **Nov 1, 2011 4:20 PM**
- more/better rewards, **Nov 1, 2011 4:21 PM**
- better deal offers, **Nov 1, 2011 6:15 PM**
- The rewards, **Nov 1, 2011 6:57 PM**
- better rewards, **Nov 1, 2011 7:09 PM**
- something of value, **Nov 1, 2011 8:15 PM**
- No--rewards are of little value., **Nov 1, 2011 9:05 PM**
- Get better rewards!!!!!!!, **Nov 2, 2011 1:35 AM**
- Better rewards!, **Nov 2, 2011 2:33 AM**
- Better rewards., **Nov 2, 2011 3:03 AM**
- Better offers and discounts., **Nov 2, 2011 5:56 PM**
- more coupons just for signing up?, **Nov 3, 2011 3:00 AM**
- The incentives., **Nov 4, 2011 1:31 AM**
- Seems small reward on uninteresting things, **Nov 4, 2011 1:45 PM**
- Improve rewards, make them more general and useful for everyone to use in more places., **Nov 4, 2011 2:02 PM**
- More ways to redeem points, **Nov 5, 2011 3:37 PM**
- More free cat food. Less %-off coupons since they are the same as what is offered in the newspaper ads., **Nov 5, 2011 8:51 PM**
- Rewards that are actually worth using, that do not expire, and do not seem like pandering to businesses that are actually using the program for advertising., **Nov 5, 2011 10:27 PM**
- increase the reward incentive base, **Nov 6, 2011 2:00 PM**
- better redemption opportunities, **Nov 7, 2011 4:10 PM**
- A broader range of rewards might help., **Nov 8, 2011 7:53 PM**
- Improved rewards of higher cash value, **Nov 11, 2011 4:16 PM**
- Better rewards--places we would actually patronize., **Nov 28, 2011 6:13 PM**
- ...improved rewards., **Nov 14, 2011 12:30 AM**
- More rewards at bigger and popular stores., **Nov 28, 2011 7:12 AM**
- Useful rewards. All the rewards I've seen are minor and things I can get other places (discounts and such where I can get the same coupons online for free)., **Nov 3, 2011 8:04 PM**
- I have heard that the coupons offered are not worth it., **Nov 1, 2011 12:21 AM**
- increased rewards, reduced costs of recycling, **Oct 31, 2011 10:05 PM**



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Allow users to donate their rewards (6)

- I have tried several times to donate my recycle points to the schools, I am always turned away, **Oct 25, 2011 9:23 PM**
- Offer the option of donating to your fav charity instead of the points., **Oct 31, 2011 10:57 PM**
- Redeeming recycle bank points for donations to local nonprofits., **Nov 1, 2011 1:24 AM**
- I'd rather see the \$\$ go to a NPO like the HRWC or something. Make me feel good about recycling because I'm doing even more good, not because I want a coupon., **Nov 1, 2011 2:49 PM**
- possibility of donating recyclebank points to a worthy cause, **Nov 7, 2011 7:08 PM**
- If Recyclebank helped someone else besides myself, I would be interested. For example, if I could donate my points to a nonprofit or school then I would do it. It seems self serving as it is and I'm not interested in getting points for doing the right thing that I've always done., **Nov 11, 2011 7:26 PM**

Offer more rewards from local business (12)

-Also working to get more local businesses (restaurants in particular) to participate as right now there are not too many stores or restaurants that I frequently go to that Recyclebank has coupons for., **Nov 1, 2011 11:15 PM**
- discounts for *local* businesses, **Oct 31, 2011 9:05 PM**
- Good offers to local businesses., **Oct 31, 2011 9:48 PM**
- maybe getting more local area merchants and vendors to offer discounts would encourage more people to sign-up and use their points locally., **Nov 1, 2011 1:26 PM**
- You need to sign up more local businesses to the recycle bank program. Right now there is only one business that I am interested in shopping at that has recycle bank points., **Nov 1, 2011 2:08 PM**
- More local businesses offering rewards on Recyclebank., **Nov 1, 2011 2:52 PM**
- Coupons for local People's Food Coop and Arbor Farms. Save money., **Nov 7, 2011 3:43 PM**
- Have more places in Ann Arbor, **Nov 29, 2011 8:53 PM**
- Zingerman's discounts, **Nov 1, 2011 7:49 PM**
- If there were coupons to waive the \$3 fee to enter the drop-off station, that might make it worthwhile., **Nov 1, 2011 3:57 PM**
- no fee for drop off station, **Nov 1, 2011 1:44 AM**
- Free access to the drop-off center on Elsworth, **Oct 27, 2011 5:20 PM**

Offer cash rewards (10)

-Better yet, cash., **Oct 31, 2011 8:33 PM**
- Cash payments or cash-valued coupons for local grocery stores., **Nov 1, 2011 12:11 PM**
- Make the reward cash., **Nov 1, 2011 1:42 PM**
- actual cash back or coupons that redeem directly into cash, **Nov 5, 2011 2:57 PM**



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- I signed up w/o knowing what it was--I HATE POINTS etc--"cash" back is the only think I'd be interested in., **Nov 29, 2011 7:24 PM**
- CASH. Hard Cash., **Nov 1, 2011 6:54 PM**
- Cash? Why don't you give money back to residents instead of wasting it on the company running this program?, **Nov 1, 2011 12:35 PM**
- cash bonuses or a lottery? But it is just one more complication we don't need. Drop it and save the money., **Nov 1, 2011 11:20 AM**
- Cash rebate (but a waste of taxpayer money), **Nov 1, 2011 12:16 AM**
- A monthly check., **Nov 1, 2011 12:09 AM**

Offer rewards for money off city services (11)

- Provide a nominal decrease in garbage/refuse pickup costs in some way and communicate that benefit to people. Maybe only pickup garbage/refuse biweekly (2x per month) and pass on the savings to those who sign up for recyclebank., **Oct 28, 2011 12:53 PM**
- How about reducing a homeowner's water/sewer bill by a small amount, for recycling, instead of encouraging people to consume more in exchange for recycling. The message you are sending is backwards. I am sure the idea of increased consumption via discounts conflicts with most individuals' ideas about why they recycle in the first place (to reduce waste)., **Oct 30, 2011 9:43 PM**
- tax rebates, some incentive of real value???, **Nov 1, 2011 6:14 PM**
- A small rebate from our garbage disposal bill for those households that recycle more, rather than cents-off or dollar off coupons for grocery items., **Nov 22, 2011 2:26 PM**
- I think people recycle for the environment and not for points. But if they want points maybe apply water bill/sewage bill--I would love that!, **Nov 29, 2011 8:48 PM**
- Credit somehow--like the city does with water conservation--rain barrels, etc., **Nov 23, 2011 9:19 PM**
- I work 2 jobs seven days a week to try to keep a roof over my head, keep my daughter in college, and pay an outrageous amount in taxes for dismal city services. Make the rewards something I can actually use...put them toward my water bill, sidewalk repair, leaf pickup etc..., **Nov 3, 2011 12:57 AM**
- Discounted property tax or water bill, **Nov 1, 2011 11:43 AM**
- refund on my taxes, **Nov 1, 2011 8:34 AM**
- Water bill or Property tax credits, **Oct 31, 2011 10:34 PM**
- Tax credits, **Oct 30, 2011 7:47 PM**

Promotion of specific rewards (4)

- They should publicize the types of things you can buy with your points. I think young families would love the Macdonald's freebies., **Oct 31, 2011 10:14 PM**
- Sure, just for the free one-time entry to the MRF., **Oct 31, 2011 10:58 PM**
- They can get free magazine subscriptions with their points., **Nov 1, 2011 1:18 AM**
- everyone goes to McDonalds - most people would enjoy taking advantage of those cupons, if not any of the other benefits offered on Recyclebank, **Nov 11, 2011 5:43 AM**



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Additional promotion of Recyclebank (56)

- Perhaps a listing of the specific rewards that are available?, **Oct 24, 2011 3:39 PM**
- I think if there is any way to easily show that so many full carts of recycled material equates to some \$ amount saved somewhere local. 5 carts could be worth up to \$10, etc., **Oct 25, 2011 3:19 PM**
- it's better for the entire community., **Oct 26, 2011 4:03 PM**
- More information about RecycleBank and the perks of participating., **Oct 26, 2011 10:44 PM**
- awareness of it, and having time on their hands so they can sign up, **Oct 31, 2011 12:23 AM**
- To understand that there's a clear advantage to learning about their recycling behavior; to know what rewards are available; to know it's free to them to use., **Oct 31, 2011 9:04 PM**
- It is simple and very easy. In addition to points you learn more about what things you can recycle., **Oct 31, 2011 9:37 PM**
- It is simple and there are lots of cool local rewards to redeem points for., **Oct 31, 2011 10:08 PM**
- more publicity, **Oct 31, 2011 10:58 PM**
- An easy way to get rewards. All you do is put everything in one bin, roll it out to the curb with your trash and get points. You redeem the points on recycle banks website and enjoy the rewards you selected! Simple as pie:), **Nov 1, 2011 3:09 AM**
- If you just look at the offers on recyclebank as well as pay attention to store sales you can save a lot of money in the long run., **Nov 1, 2011 3:50 AM**
- I haven't heard from them since I signed up. No idea what my points balance is. They should send reminder emails with points balances., **Nov 1, 2011 10:17 AM**
- Understand how to redeem points., **Nov 1, 2011 10:30 AM**
- Get the word out...., **Nov 1, 2011 11:26 AM**
- Reminders on carts to sign up, **Nov 1, 2011 12:49 PM**
- specific examples of "free" rewards, **Nov 1, 2011 12:56 PM**
- communication efforts, **Nov 1, 2011 1:13 PM**
- Most don't know enough about the rewards you can get... gift cards., **Nov 1, 2011 2:32 PM**
- More advertisement. People might be doing recycle already, but just did not sign up yet., **Nov 1, 2011 6:58 PM**
- another invitation, **Nov 1, 2011 7:15 PM**
- Play up reward aspect!, **Nov 1, 2011 8:41 PM**
- More information about the program would help. I only received something about it once and I did sign up then, but maybe more promotion, along with a listing of local venues Recyclebank has coupons for... , **Nov 1, 2011 11:15 PM**
- I have friends who don't know how to sign up. There needs to be online directions that are easily accessible., **Nov 2, 2011 3:24 PM**
- Promote how easy it is., **Nov 2, 2011 7:15 PM**
- You need to reach out face to face with people as part of neighborhood meetings, social and civic club meetings, presentations to the many non-profits in the community - reaching out to all kinds of organizations -- even door to door if the right volunteer groups (e.g. scouts, etc.) could be motivated to work with the program. its more than just a mailer -- invest some time., **Nov 11, 2011 3:59 PM**
- Greater awareness/publicity of the program, **Nov 11, 2011 4:23 PM**
- I tell them about coupons for pet food...all pet owners could use some help!, **Nov 17, 2011 12:13 PM**
- Rewards & the knowledge that one is helping the environment., **Nov 23, 2011 9:00 PM**



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- maybe publicizing examples of people "earning" free items or services (withholding identifying information if the recycler desired). Possible ad locations: annarbor.com. school newspapers, volunteer organization bulletin boards and newsletters, church newsletters, **Nov 26, 2011 9:09 PM**
- advertising the rewards, **Nov 28, 2011 3:02 PM**
- Have a page in WasteWatcher explaining clearly how to register, **Nov 28, 2011 3:16 PM**
- I think the best reward is to not have to pay the entry fee at the Drop-off station., **Nov 28, 2011 3:56 PM**
- perhaps more information on perks & benefits -- I think it's great! recycle = rewards!, **Nov 28, 2011 6:05 PM**
- Clearly defined & explained rewards, **Nov 28, 2011 6:26 PM**
- Let them know it "pays" to recycle = \$ off places they frequent., **Nov 28, 2011 6:44 PM**
- Good prizes - free things. The prize choices are definitely improving, so keep it up., **Oct 28, 2011 1:58 PM**
- Probably showing that there are rewards worth redeeming. There well may be - I personally have not taken the time to explore what is offered., **Oct 31, 2011 11:55 PM**
- reminders, **Nov 27, 2011 10:29 PM**
- Didn't know it's value, or thin my small amount would be of value., **Nov 28, 2011 3:35 PM**
- Find out what to do., **Nov 23, 2011 9:24 PM**
- more PR, **Nov 23, 2011 7:53 PM**
- publicity, **Nov 7, 2011 12:24 PM**
- Specifics of what is is offered by whom, where the information goes and what it is used for, how long it is kept. in short - more specifics, **Nov 2, 2011 11:52 PM**
- Clear information on how to do it and rewards significant enough to make it worthwhile., **Nov 2, 2011 2:30 AM**
- Automate notification of available coupons?, **Nov 1, 2011 3:10 PM**
- emailing a link periodically, **Nov 1, 2011 12:19 PM**
- send me an email about the program, **Nov 1, 2011 11:54 AM**
- Send info again, please. I moved into a new house, but does recycle bank follow me? It's confusing., **Nov 1, 2011 11:38 AM**
- More information on what it offers., **Nov 1, 2011 10:41 AM**
- Info. Had no idea (and still don't) what this is...., **Nov 1, 2011 3:17 AM**
- Knowledge of how to do so. Read the paper, missed your add., **Nov 1, 2011 3:04 AM**
- Publicize it more!, **Nov 1, 2011 2:20 AM**
- Knowing it was available to me and not just my landlord., **Nov 1, 2011 2:10 AM**
- a quick link to sign up from the end of this survey :), **Nov 1, 2011 1:56 AM**
- more advertisements about the program and the benefits, **Nov 1, 2011 12:57 AM**
- Inform them that it exists and that they can earn free stuff for simply recycling!, **Nov 1, 2011 12:17 AM**

Improve Recyclebank service or access (41)

- Information..., **Nov 14, 2011 12:30 AM**
- Lots of garbage being collected, absolutely zero points being added. There's a black hole somewhere. I would not try it myself were I to have it to do again., **Oct 31, 2011 11:20 PM**
- As is clearly indicated on this survey, the points given bear no relation to the weight of your individual cart, but are rather an average of the entire truck. Therefore there is no individual



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incentive and the entire "incentive program" is revealed as a complete lie....The single-stream recycling itself works quite well, however. I just wish I could add plastic bags and lids to the stream., **Nov 1, 2011 11:30 AM**

- Change the program so it rewards individual families for recycling. Right now, I get the same points if I recycle a lot or a little, so why bother?, **Nov 23, 2011 9:03 PM**
- No. Nothing I really need there. Used to be Staples but that seems not to be there any more or not much nor does it offer discounts toward toner cartridges, which would be helpful. The website is very poor; the links do not work well (can't get to office link), "hot deals" goes to "features" instead, etc. However, if someone has the patience, I might recommend it, but I would warn them., **Oct 27, 2011 3:20 AM**
- People don't want to have to give personal info, remember yet another password, get email. That's an ongoing inconvenience, not a reward. Why can't we just enter our address and get the rewards mailed to our home?, **Oct 28, 2011 6:01 PM**
- Reminders. ALSO - make the website more user-friendly., **Oct 30, 2011 1:20 PM**
- I'm not sure. Maybe if we were sent a coupon directly without having to log in or something., **Oct 30, 2011 2:54 PM**
- it depends on having a computer as far as I can tell, and, my next door neighbor who is 85+ years old, is without a computer, so she probably can't do anything with it either. Put simply, I HATE Recyclebank., **Oct 31, 2011 11:18 PM**
- computer savy, **Nov 1, 2011 12:20 AM**
- Simplify., **Nov 1, 2011 12:49 AM**
- Terrible service! The only thing I wanted was to get a free admission pass to the MRF facility to drop off styrofoam, and I had to wait two weeks to get it mailed to me., **Nov 1, 2011 2:19 AM**
- Easier sign up... I called and they said that I am signed up, but I when I try to check it online it says that I am ineligible., **Nov 1, 2011 3:39 AM**
- Yes, so they can see how bad the interface is., **Nov 1, 2011 3:52 AM**
- Better experience with redemption process, **Nov 1, 2011 12:21 PM**
- ...ease of getting them [rewards], and personalized rewards - get the same for putting out an empty cart as a full one. It doesn't encourage recycling, it encourages cart rolling., **Nov 1, 2011 12:45 PM**
- Make the reward system more comprehensible. I cannot figure out how to get the rewards., **Nov 1, 2011 12:58 PM**
- An easier to use website and services, expanded offerings., **Nov 1, 2011 3:13 PM**
- WHY SIGNUP????? YOU ALREADY KNOW WHAT MY POINTS ARE; JUST MAIL THEM TO ME!!!!, **Nov 1, 2011 4:13 PM**
- You need to make it easier to redeem... not have us need to install software to print, etc... I have not received the coupons / deals that were supposed to be mailed, **Nov 1, 2011 6:01 PM**
- A monthly or quarterly email reminder with points listed and redemption procedures., **Nov 2, 2011 2:33 PM**
- I would like to join, I have tried, I'm not sure what the problem is. :(, **Nov 3, 2011 10:24 PM**
- I'm disappointed with RecycleBank's coupon printing, which often goes awry, then forbids me to print the coupons again. Poor customer service: phone only., **Nov 5, 2011 4:13 PM**
- ...the Website is truly awful, too., **Nov 5, 2011 10:27 PM**
- reminder for people who signed up and then never did anything with it (lost password etc.), **Nov 7, 2011 8:29 PM**
- I can't find the "catalogue" for rewards on the site. I see my points but can't get anywhere else., **Nov 23, 2011 8:37 PM**



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- Improve the website. Other than that I think you are doing everything possible. The cans are user friendly. The pick up trucks are reliable. They never miss a day., **Nov 23, 2011 8:54 PM**
- Don't know--is there some why to get rewards w/o a computer?, **Nov 29, 2011 7:56 PM**
- make regist. easier, **Nov 28, 2011 2:59 PM**
- method to register, **Nov 23, 2011 9:17 PM**
- Make it a 2 second process -- and give to schools., **Nov 23, 2011 8:06 PM**
- Automatic enrollment, **Nov 21, 2011 1:48 AM**
- Ease to do so! Maybe I just missed the boat..., **Nov 5, 2011 6:48 PM**
- Clear & easy to follow directions, **Nov 2, 2011 2:00 AM**
- some method that doesn't make me feel like I'm being watched., **Nov 1, 2011 4:06 PM**
- If you live in Ann Arbor, it should be an automatic signup. I really know so little about it., **Nov 1, 2011 12:03 PM**
- awareness and an easy method to sign up...not sure why it isn't automatic for single family residences., **Nov 1, 2011 10:31 AM**
- easy registration, clear information on benefits, coupons, and rewards. The website has too much information and is confusing., **Nov 1, 2011 7:30 AM**
- Make the sign-up easier for residents!!!!, **Nov 1, 2011 1:00 AM**
- The web page would not let me sign up. Others have had the same experience, **Nov 1, 2011 12:24 AM**
- Please change your program. The incentive should be based on the ratio of recyclables to garbage discarded. While I am interested in the coupons, I am holding back, because the policy behind the current program is not good. Hope someone in A2 can fix it!, **Oct 29, 2011 8:26 PM**

Misc. (77)

- no, **Oct 30, 2011 2:00 AM**
- OK, **Oct 31, 2011 9:29 PM**
- NO, **Oct 31, 2011 11:13 PM**
- I personally don't care about the rewards i am just glad I get to recycle so much more now. Growing up in Europe recycling is second nature so no encouragement needed, **Oct 31, 2011 11:37 PM**
- No., **Nov 1, 2011 10:20 AM**
- never, **Nov 1, 2011 11:45 AM**
- No., **Nov 1, 2011 12:13 PM**
- Yes - anything to encourage recycling., **Nov 1, 2011 2:10 PM**
- no, **Nov 1, 2011 2:14 PM**
- No reason to sign up if they don't want to., **Nov 1, 2011 2:37 PM**
- no, **Nov 1, 2011 2:54 PM**
- NO, **Nov 1, 2011 3:33 PM**
- Nothing., **Nov 1, 2011 4:19 PM**
- no, **Nov 1, 2011 4:28 PM**
- Yes, **Nov 1, 2011 5:35 PM**
- The only thing that I have redeemed my points for is entry into the drop off site at Ellsworth. Which was nice. Since the waived entry fee and the fee for recycling 2 fluorescent light tubes almost cancelled each other out. Won't be dropping those off again anytime soon., **Nov 1, 2011 9:04 PM**



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- I have to go back in and see if I signed up (which I am sure I did) and see what is going on. I haven't had any feedback or reminders so maybe it's not working for me but I am very interested in getting it active and need to find out more about it., **Nov 1, 2011 11:58 PM**
- Sure, although I'm not sure what you actually earn, **Nov 2, 2011 2:06 PM**
- Desire to add to online database about themselves, **Nov 2, 2011 11:19 PM**
- If Recyclebank were paying the city, not the other way around., **Nov 2, 2011 11:58 PM**
- Yes, I think it's a great program that encourages recycling. The benefits of the program are great for something that is so easy to do and benefits more than just me in making a cleaner, healthier environment., **Nov 3, 2011 7:03 PM**
- no, **Nov 3, 2011 11:13 PM**
- Nothing--don't think single stream is working financially or labor intensive wise., **Nov 5, 2011 3:46 PM**
- I don't need rewards to encourage me to recycle. The best incentive was the increase in the number of items that can be recycled., **Nov 6, 2011 10:00 PM**
- yes, **Nov 8, 2011 12:14 AM**
- yes by all means....., **Nov 20, 2011 8:16 PM**
- Yes, I think it's a good program., **Nov 28, 2011 5:08 PM**
- nothing, **Nov 29, 2011 9:07 PM**
- Not much. There are too many "rewards" programs already! Reducing cost may help., **Nov 29, 2011 7:59 PM**
- It depends on them and their wishes, **Nov 29, 2011 7:48 PM**
- Not interested in rewards for recycling, I just want to keep recycling as much as possible without rewards because it's a move towards a more sustainable culture, **Nov 28, 2011 8:50 PM**
- Maybe people who search for coupon savings might sign up, **Nov 28, 2011 6:19 PM**
- Nothing, **Nov 28, 2011 4:04 PM**
- Not sure, we just do it for the future. It's an internal motivator., **Nov 24, 2011 4:50 PM**
- Nothing, **Nov 23, 2011 9:11 PM**
- I don't care if other people benefit from my volume of recycling. I just will recycle everything that I think they'll take., **Nov 23, 2011 8:18 PM**
- Not much. I can't deal with another membership to keep track of., **Nov 6, 2011 9:44 PM**
- Is there real money involved here?, **Nov 6, 2011 4:05 PM**
- Easier disposal of electronics and similar items., **Nov 5, 2011 3:44 AM**
- Don't complicate life any more than it is. Single stream is not the best option., **Nov 2, 2011 11:15 PM**
- Nothing, **Nov 2, 2011 2:38 PM**
- Yes- sounds cool., **Nov 2, 2011 1:24 AM**
- Nothing, **Nov 2, 2011 1:13 AM**
- I am doing all needs 2 B done, **Nov 1, 2011 6:55 PM**
- You should not have to bribe people to recycle, **Nov 1, 2011 6:07 PM**
- NA, **Nov 1, 2011 5:18 PM**
- I'd rather have the City cancel this contract and use the savings to offer free compost and mulch to A2 residents who currently have to pay for these products, even though they're already paying for them through their tax burden. I'd also like to see batteries added back to the list of recycled materials., **Nov 1, 2011 5:14 PM**
- I recycle; I always did. Single stream does make it easier. I don't need a reward system., **Nov 1, 2011 3:14 PM**
- Nothing, **Nov 1, 2011 2:57 PM**
- Nothing, **Nov 1, 2011 1:11 PM**



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- Nothing, **Nov 1, 2011 1:10 PM**
- Naked men picking up my recycling., **Nov 1, 2011 1:09 PM**
- Not interested., **Nov 1, 2011 1:09 PM**
- nothing, **Nov 1, 2011 12:13 PM**
- nothing, **Nov 1, 2011 9:22 AM**
- 2x/ week pick up, **Nov 1, 2011 4:23 AM**
- I suspect that most residents have heard of the program from reading about City Council discussions. At this point, those discussions are better publicized than the program itself. That's a problem, no?, **Nov 1, 2011 3:47 AM**
- nothing, **Nov 1, 2011 1:32 AM**
- No, **Nov 1, 2011 1:16 AM**
- Nothing, **Nov 1, 2011 12:25 AM**
- Bulk leaf pick-up, **Nov 1, 2011 12:22 AM**
- The only thing that would make me sign up for Recyclebank would be if it were funded by the private sector, and not funded with tax dollars., **Nov 1, 2011 12:06 AM**
- Nothing, **Oct 31, 2011 11:38 PM**
- Reinvest any monies earned to reduce the overall costs of recycling., **Oct 31, 2011 11:20 PM**
- i really dont care about it, better for the city to save money, hire some more police., **Oct 31, 2011 11:07 PM**
- Get reasonable terms of use., **Oct 31, 2011 11:03 PM**
- I'm really not interested. I will still recycle and the rest of the people on my route can have my points., **Oct 31, 2011 10:35 PM**
- I am willing to do it now, **Oct 31, 2011 10:23 PM**
- nothing, **Oct 31, 2011 10:19 PM**
- The basic premise of RecycleBank (coupon rewards for recycling) strikes me as alien in concept., **Oct 31, 2011 9:18 PM**
- nothing, **Oct 31, 2011 9:14 PM**
- I'm very interested and WILL change my email so that I get the notices., **Oct 29, 2011 5:06 PM**
- I encourage City Council to charge people by the volume of (regular) trash they produce--making the incentives logical and fair., **Oct 27, 2011 9:46 PM**
- I will...., **Oct 27, 2011 9:13 PM**
- nothing, **Oct 26, 2011 10:12 PM**
- ...This survey is bogus. This is "Disgruntled Citizen" returning. I can answer it multiple times. You need to find out from "Survey Monkey" how to limit responses to "1" for an IP address. Even AnnArbor.com does that with their polling., **Nov 1, 2011 1:23 PM**
- ha ha. I bet you know., **Nov 1, 2011 1:22 PM**



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If you haven't signed up for Recyclebank, why not? Choose all answers that apply.

<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>I tried to sign-up, but couldn't figure out how to register.</i>	14.6%	27
<i>I'm not interested in the coupons available.</i>	47.0%	87
<i>I don't need more incentives to recycle.</i>	77.8%	144
<i>Other (please specify)</i>		101

answered question 185

Do not support the city funding of Recyclebank (13)

- It's offensive when funds are needed for more important things, like the Stadium Bridge, **Nov 1, 2011 1:55 PM**
- It's not worth what A@ is paying for it, **Nov 1, 2011 1:10 PM**
- Yet another layer of administration. Spend our \$ on something more necessary, like road fixes or street leaf pickup, **Nov 1, 2011 1:09 PM**
- It is a total waste of money, **Nov 1, 2011 12:55 AM**
- Waste of tax payer money, **Nov 1, 2011 12:16 AM**
- I want my tax dollars put toward services, not kickbacks. I would like Ann Arbor government to focus on providing opportunities to limit waste, and I don't think local government should be in the business of organizing complicated incentive schemes. Just keep it simple, provide the service, and save money., **Nov 1, 2011 12:06 AM**
- It is a waste of taxpayers' money!!, **Oct 31, 2011 10:19 PM**
- I would prefer that the city save the dollars expended on the RecycleBank contract and return that tiny incremental fraction to taxpayers by reducing the solid waste millage by the appropriate fraction amount., **Oct 31, 2011 9:18 PM**
- Waste of our tax dollars, **Nov 6, 2011 10:16 PM**
- this is a waste of money, **Nov 3, 2011 9:01 PM**
- Recyclebank is a waste of the city's money., **Nov 1, 2011 9:52 PM**
- stupid waste of money, **Nov 1, 2011 12:03 PM**
- total waste of time and money, **Nov 1, 2011 1:44 AM**

Do not support Recyclebank (22)

- We need to reduce consumption altogether, including stuff that can be recycled or rewards for recycling., **Nov 21, 2011 1:50 AM**
- Recyclebank is a stupid wasteful gimmick that enriches some out-of-town company. What bad management, **Nov 20, 2011 8:44 PM**
- I want to donate my recycle points. I don't need them to recycle. Please let me know how to donate., **Nov 17, 2011 10:17 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- Recyclebank is a marketing scheme and may contribute to more volume of recycling because it encourages purchase of more objects and related packaging. The city should end the contract w/Recyclebank., **Nov 17, 2011 5:54 PM**
- Idiotic waste of everyone's time, provides no benefits not available everywhere else, **Nov 5, 2011 1:01 PM**
- I joined, but found it unappealing., **Nov 1, 2011 8:56 PM**
- Coupons are junk. nothing i need. waste of time., **Nov 1, 2011 6:54 PM**
- The whole concept is flawed., **Nov 1, 2011 5:18 PM**
- It incentivizes the wrong behavior: You're encourage to put your recycling can out each week rather than increasing the amount of material you recycle. These two behaviors are not necessarily correlated., **Nov 1, 2011 5:14 PM**
- weird concept. weighing my trash? disturbing., **Nov 1, 2011 4:06 PM**
- sorry, but I just think it's a generally stupid idea., **Nov 1, 2011 2:45 PM**
- REDUCE, reuse, recycle. It's encourages consumption., **Nov 1, 2011 1:49 PM**
- you have to buy stuff to get rewards thats not a reward, **Nov 1, 2011 1:17 PM**
- Do not, DO NOT have the \$\$ to spend to "redeem" the "rewards" -- we are not ALL able to eat out or shop retail. VERY OFFENSIVE "reward" system, **Nov 1, 2011 10:25 AM**
- promotes people putting out near empty carts, **Nov 1, 2011 9:22 AM**
- This is stupid idea for A2. People here don't need incentives., **Oct 31, 2011 11:49 PM**
- Recyclebank encourages consumption. I oppose it., **Oct 31, 2011 11:38 PM**
- First, granting incentives if you have more weight in your bin does not support "Reduce, Reuse, Recycle." It encourages more waste. Second, we shouldn't need incentives to do the right thing., **Oct 31, 2011 11:30 PM**
- I think this a very bad program. The point is to throw out less total, garbage plus recyclables. The incentive should be based on the ratio of recyclables to garbage., **Oct 29, 2011 8:26 PM**
- Incentive is backwards: encourages producing more waste, **Oct 27, 2011 9:46 PM**
- Why is your incentive to recycle just buying and consuming more stuff? It's like giving doughnuts to people as an incentive to lose weight., **Nov 28, 2011 3:07 PM**
- Stupid program., **Dec 6, 2011 7:32 PM**

Difficulty with Recyclebank service or account (8)

- coupons and are not easily accessible. Coupons do not apply to places where we shop., **Nov 13, 2011 9:38 PM**
- i tried signing up but they sid my house wasn't registered. Ridiculous, because my neighbor does it. Very annoying., **Nov 1, 2011 1:22 PM**
- Very difficult website., **Nov 1, 2011 12:40 PM**
- The website would not sign me up. I tried many times. I won't sign up on a site that doesn't work as I don't trust the security., **Nov 1, 2011 11:39 AM**
- I tried to sign up, it put me through lots of garbage, and at the end sent me an e-mail stating (falsely) that my address was not on the route, **Nov 1, 2011 1:18 AM**
- problems with my bin, emailed a few times with no good results, **Oct 31, 2011 11:07 PM**
- the terms were unreasonable, **Oct 31, 2011 11:03 PM**
- my e-mail address changed & I forgot to change for RB, **Oct 29, 2011 5:06 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

View Recyclebank as a hassle (10)

- seems like a nuisance--don't want to keep track, **Nov 28, 2011 3:33 PM**
- Too much bother!, **Nov 23, 2011 9:22 PM**
- I think it's totally unnecessary--just ANOTHER "thing" to save and keep track of--if you choose. I'm against all "coupon" ideas., **Nov 23, 2011 9:11 PM**
- not worth bothering with, **Nov 23, 2011 9:07 PM**
- I try to keep things simple and this would be just one more thing., **Nov 23, 2011 8:18 PM**
- Seems too complicated and requires passwords which I have trouble keeping up with., **Nov 13, 2011 2:06 PM**
- Register for yet another thing? No., **Nov 1, 2011 7:38 PM**
- this is just another hassle, **Nov 1, 2011 5:01 PM**
- waste of time, **Nov 1, 2011 12:12 PM**
- It's of little value for the time and effort, **Nov 1, 2011 1:16 AM**

Didn't have enough information (24)

- didn't realize it's value, **Nov 28, 2011 3:35 PM**
- I didn't know about it., **Nov 28, 2011 7:12 AM**
- Don't know how., **Nov 21, 2011 11:29 AM**
- I don't know what it is, **Nov 21, 2011 1:48 AM**
- Had not heard of it., **Nov 5, 2011 12:31 PM**
- Not sure what is offered and by whom. where the information goes and how it is used. how much the, **Nov 2, 2011 11:52 PM**
- Wasn't aware until just now, **Nov 2, 2011 1:24 AM**
- Didn't know I was supposed to. You have my address, why don't I just get auto-enrolled?, **Nov 1, 2011 2:51 PM**
- i will but i just heard about it. i followed this survey from the chronicle., **Nov 1, 2011 1:10 PM**
- I didn't know about it yet., **Nov 1, 2011 12:35 PM**
- did not know about the program, **Nov 1, 2011 11:54 AM**
- didn't know about it, **Nov 1, 2011 10:49 AM**
- wasn't aware of program, **Nov 1, 2011 10:31 AM**
- didn't know about it, **Nov 1, 2011 10:24 AM**
- Did not know about it., **Nov 1, 2011 4:15 AM**
- I know little about the program or why I should care to find out more., **Nov 1, 2011 3:47 AM**
- Didn't know it existed, **Nov 1, 2011 3:17 AM**
- Had no idea about it., **Nov 1, 2011 3:04 AM**
- I did not know the program was active! Now that I know, I will sign up!, **Nov 1, 2011 2:20 AM**
- Never really considered it since the trash and recycling is included in my rent., **Nov 1, 2011 2:10 AM**
- didnt know about it, **Nov 1, 2011 1:56 AM**
- I did not know about it. I'll sign up now!, **Nov 1, 2011 12:17 AM**
- Did not know it existed, **Oct 31, 2011 11:43 PM**
- Didn't realize it existed, **Oct 31, 2011 10:23 PM**



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No access to a computer (3)

- don't use computer, **Nov 28, 2011 6:39 PM**
- Don't use internet (no access @ home), **Nov 28, 2011 3:05 PM**
- unable to use online "system", **Nov 28, 2011 2:59 PM**

Not interested or forgot to (11)

- not interested, **Nov 29, 2011 9:07 PM**
- forgot, **Nov 23, 2011 7:53 PM**
- hadn't gotten to it yet, **Nov 7, 2011 12:24 PM**
- Haven't bothered yet, **Nov 6, 2011 4:05 PM**
- Just haven't gotten around to it, **Nov 1, 2011 7:46 PM**
- Never got around to it, and we're just happy to recycle as much as possible, **Nov 1, 2011 5:00 PM**
- I just forgot about it., **Nov 1, 2011 11:38 AM**
- Keep forgetting too., **Nov 1, 2011 10:41 AM**
- Don't care, **Nov 1, 2011 10:38 AM**
- Apathy, **Nov 1, 2011 1:25 AM**
- I'm simply not interested in gimmicks., **Oct 31, 2011 11:20 PM**

Physical or age constraints (2)

- Age 82 (Parkenson Disease), **Nov 28, 2011 6:35 PM**
- completely not physically viable, **Nov 1, 2011 9:08 AM**

Privacy Concerns (6)

- I am not interested in your effing spy program, **Nov 14, 2011 2:14 PM**
- Privacy concerns -- don't want to give private info to this company for coupons I probably don't value., **Nov 1, 2011 1:11 PM**
- I don't want my personal habits to be tracked., **Nov 1, 2011 12:58 PM**
- They asked for WAY too much information. What was their plan for using all that data?, **Nov 1, 2011 11:49 AM**
- Too much personal information was required., **Nov 1, 2011 12:05 AM**
- Don't like giving out my email to marketers., **Oct 31, 2011 9:04 PM**



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Misc. (3)

- recycling wastes energy and is costly, **Nov 1, 2011 3:40 PM**
- I'm a student, and move almost every year, **Nov 1, 2011 3:03 PM**
- No A2 residents, **Nov 1, 2011 2:05 PM**



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Please type in any general comments you have about Recyclebank: (422)

Unsupportive of Recyclebank (90)

- Seems unnecessary, **Nov 28, 2011 6:13 PM**
- silly, **Nov 28, 2011 3:52 PM**
- As I wrote in #5, so far it's worthless. The only premium on the list that worked for a disabled old fart like me was a can of pineapple. Would love to contribute to a cause. How many years will that take? By the way, I finally used the \$5 coupon at the food co-op. Bought enough cheese to clog all my arteries. Thanks!, **Nov 28, 2011 3:45 PM**
- Not worth it., **Nov 28, 2011 3:11 PM**
- Recycle bank unappealing., **Nov 28, 2011 3:05 PM**
- Totally unnecessary--with the exception it gives somebody a job!, **Nov 23, 2011 9:11 PM**
- I believe strongly in recycling and don't want to bother with rewards, etc. Running the program costs money which makes recycling more expensive. It sounds like a complicated program and dilutes the whole concept of recycling., **Nov 23, 2011 8:31 PM**
- Poorly run, and a bad idea for our city. We have a long history of recycling and green living here--it's a matter of pride. These weak incentives cheapen our progressive identity., **Nov 14, 2011 12:39 PM**
- Recyclebank is useless, **Nov 13, 2011 9:39 PM**
- Dump it and do not recycle it., **Nov 6, 2011 12:41 AM**
- This program is expensive in time and money; represents benefit mainly to the Recyclebank., **Nov 5, 2011 8:28 PM**
- From what we understand, this would cost more to implement and it would not change the amount that we recycle, hence our opposition, **Nov 2, 2011 8:33 PM**
- It's silly to be bribing people to recycle., **Nov 2, 2011 4:24 AM**
- the whole idea is stupid and i will not participate, **Nov 2, 2011 12:39 AM**
- I think it is a waste of city money and my time., **Nov 1, 2011 11:22 PM**
- seems like no matter how much I recycle, my points never change, seems like a scam., **Nov 1, 2011 8:16 PM**
- Useless, **Nov 1, 2011 5:31 PM**
- Time waster, **Nov 1, 2011 2:59 PM**
- Too complicated and not worth bothering to try to figure it out., **Nov 1, 2011 2:47 PM**
- Get rid of it., **Nov 1, 2011 1:50 PM**
- I think the program does not increase recycling in Ann Arbor, which had a very high recycling rate already. The increases in recycling have come from accepting many more materials, as well as providing large bins which holds large corrugated cardboard pieces without time-consuming bundling, and medium-sized broken plastic items which would not fit in the small bins we used to use. The recyclebank program for most of us is a waste of time for very little return. It is really a way to collect product appeal information for the large national companies that have contracted with the program. It does not add value to the city commensurate with its cost, and should be ended immediately., **Nov 1, 2011 1:36 PM**
- Get rid of it., **Nov 1, 2011 1:12 PM**
- Seems a waste of time., **Nov 1, 2011 12:51 PM**
- It's awful. A disincentive rather than a motivating factor., **Nov 1, 2011 12:46 PM**
- I vote to get rid of it., **Nov 1, 2011 12:41 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- cancel the program --- doesn't change behavior., **Nov 1, 2011 12:38 PM**
- Please see prior comments about what a complete waste of time, effort and money this joke of a program is. Cudos for trying, now please see it as the failure it is and ditch it., **Nov 1, 2011 12:28 PM**
- bad idea, **Nov 1, 2011 12:05 PM**
- to heck with them (and the horse they rode in on)!, **Nov 1, 2011 11:47 AM**
- Hate it., **Nov 1, 2011 10:22 AM**
- I love single stream recycling but think the points seem superfluous., **Nov 1, 2011 4:52 AM**
- A waste of effort, in my opinion. Most people will try to "do the right thing" if they can., **Nov 1, 2011 2:34 AM**
- useless. dump it. enough is enough of these well-intentioned, but uber-costly programs., **Nov 1, 2011 2:32 AM**
- useless, **Nov 1, 2011 2:19 AM**
- End it., **Nov 1, 2011 2:17 AM**
- It is a waste of time and money., **Nov 1, 2011 2:02 AM**
- silly program - just get rid of fee for drop off station, **Nov 1, 2011 1:45 AM**
- A joke, **Nov 1, 2011 1:42 AM**
- Single stream recycling is outstanding. We do not need RecycleBank., **Nov 1, 2011 12:59 AM**
- it is a scam. not needed, **Nov 1, 2011 12:56 AM**
- It seems like a dumb idea., **Nov 1, 2011 12:23 AM**
- I would like to see the program significantly overhauled or scrapped outright. I think it offers very little value to the citizens of Ann Arbor., **Nov 1, 2011 12:16 AM**
- Its unnecessary, **Oct 31, 2011 11:26 PM**
- We don't need silly gimmicks., **Oct 31, 2011 11:21 PM**
- Waste of dollars. True waste. Doesn't benefit city, only encourages spending. Waste, waste, waste., **Oct 31, 2011 11:15 PM**
- It is an idiotic and offensive program. It needs to be abolished. Recycling is its own reward., **Oct 31, 2011 10:49 PM**
- In my opinion, Recyclebank is a bad idea. It should be eliminated., **Oct 31, 2011 9:43 PM**
- Cancel the program, **Oct 31, 2011 9:18 PM**
- It seems unneccsary, **Oct 31, 2011 9:03 PM**
- The program should be canceled., **Oct 31, 2011 8:52 PM**
- A bother and not worth the cost to the city., **Oct 31, 2011 1:15 PM**
- Useless program, **Oct 27, 2011 4:47 PM**
- A waste of time and effort. Not relevant, **Oct 27, 2011 12:33 AM**
- Too cumbersome, and worthless. Recyclebank should be paying the city, not vice versa., **Nov 3, 2011 12:00 AM**
- all coupon stuff is a gimmick to waste my time., **Nov 1, 2011 6:55 PM**
- Recycling isn't about Recyclebank Rewards, **Nov 1, 2011 5:19 PM**
- The rewards are everyday coupons you can get anytime. Free means free. Not BUY one get one free. This program is horrible...my family has suffered so much with the close of the drop off station 3 days a week...HUGE PAY CUT FOR MY HUSBAND no health insurance for my children and you want me to recycle more to give another company money...shameful, **Nov 1, 2011 1:22 PM**
- A dinky "discount" at one of these places is useless for me. Stop this program and \$ave \$\$., **Nov 1, 2011 1:04 PM**



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- rewards not differentiated from other rewards coupons - program offers only dumbed down recycle information - program does not really tie to the Ann Arbor community, would like to see real metrics, possibilities, local consequences if no recycling, **Nov 1, 2011 12:08 PM**
- Think it's silly to reward people for something they should be doing anyway., **Nov 1, 2011 12:03 PM**
- I am no checking any of the businesses that I visit for the Recyclebank program. I support local businesses without Recyclebank. In addition, the website is difficult to understand and fact that you have to printout a coupon to use from a recycle rewards program is beyond ridiculous! Please, please, please cancel this contract!!!! NOW!, **Nov 1, 2011 11:41 AM**
- I am meticulous about recycling, but I don't do it because I get a 20% discount to eat at a restaurant I cannot afford to frequent or shop at a retail store I cannot afford to buy from. We ARE Ann Arbor, and we shop at thrift stores and use grocery store coupons. This incentive program offers NOTHING and is a huge waste of money. Not every family in Ann Arbor is chomping at the bit to "earn" a few dollars off a very high restaurant bill. The whole program just doesn't make sense. I recycle TWO FULL carts almost every week. I don't need to be "rewarded" for it. The City is wasting our money with this program. Please, Please stop it. It is ineffective. Please have some common sense. PLEASE! Also hope you are polling your retailers about how many coupons are redeemed and if THEY think it's worthwhile for business!, **Nov 1, 2011 10:25 AM**
- I have an account, but it really does not seem to give me much, so I rarely look at it. I have not redeemed any points yet, and I believe I have a lot saved up. The idea is nice, but I do not think it is worth the cost to the city. I recycle everything I possibly can and I do it because I care about the environment, not because I am concerned with my recyclebank points., **Nov 1, 2011 2:28 AM**
- I think it is a huge waste. The rewards suck, the program is clearly broken (I get 50-70 points/week even if I don't recycle), and recycling should be done for environmental benefit, not a stupid game., **Nov 1, 2011 2:25 AM**
- total waste of time. software to print coupons made it entirely not worth my while to use (ie, just couldn't make it work). i'd much rather kill the overhead and make recycling my styrofoam at the dump free, and be done with the recyclebank bs., **Nov 1, 2011 1:28 AM**
- I am completely convinced that Recyclebank is a bad idea. At the very least, it shouldn't be costing the city money. The measurement of weight is a lousy one. This whole idea is in opposition to the idea of actually creating less waste to recycle to start with., **Nov 1, 2011 12:35 AM**
- This program is ineffective and costs too much money for little benefit to home owners. Perhaps if I didn't have so much trouble trying to participate I would be willing to over look the overpriced service RecycleBank tried to offer. It was disappointing not being able to collect points but I will continue to recycle regardless., **Oct 31, 2011 11:00 PM**
- The web site is slow and can be difficult to use. After the initial coupons that I received when I signed up, I have yet to receive any of the coupons that I ordered. I initially put out my recycling more often than necessary in order to get more points, but since the points seem useless, I now only put out the cart when it is full or close to full. There are *very* few coupons that interest me - the "rewards" seem similar or worse than discounts that are readily available through other means. Recyclebank seems like a big waste of time and money. PLEASE get rid of it., **Oct 31, 2011 9:27 PM**
- Don't need another retail rewards program. Would rather that lower taxes could be the reward for good ecological behavior., **Oct 30, 2011 7:50 PM**
- I have recycled less since I have to pay for the drop off station. I got one coupon but one is all that is given for the drop off station. I don't think the rewards are worth the expense to run the program. It is difficult to enroll in, difficult to navigate (try to find the drop off station), slow in response to questions and gives so little in rewards it's not worth the time to pursue. I suggest



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dropping the program and instead giving unlimited access to the drop off station, **Oct 28, 2011 2:42 PM**

- It's badly implemented in many ways: Not linked to individual addresses. Rewards increased waste-production. Does not encourage composting kitchen waste. Charge addresses by their trash volume!, **Oct 27, 2011 9:48 PM**
- Awarding and keeping track of Recyclebank points is a waste of time and resources. A stupid program like this does not encourage recycling behavior. I do not want my tax dollars wasted on this stupid program and I do not want to waste my time printing out coupons to redeem my recycle bank points. Please cancel Recyclebank and stop wasting Ann Arbor residents' time and money. I am less rather than more likely to patronize a business that offers a Recyclebank coupon., **Oct 26, 2011 9:30 PM**
- Too much of a nuisance to cope with coupons, **Nov 23, 2011 9:22 PM**
- Not worth the hassles, **Nov 1, 2011 1:13 AM**
- More Hassle than it's worth, **Nov 1, 2011 12:44 AM**
- Coupons are too much work to keep track of. I can't remember which businesses accept them., **Nov 1, 2011 6:10 PM**
- not interested, **Nov 29, 2011 9:07 PM**
- I don't need rewards + not incentive for me to recycle, **Nov 29, 2011 7:48 PM**
- Do not use "Recycle Bank" --points don't interest me--too time consuming! I recycle because it's the thing to do!, **Nov 29, 2011 7:24 PM**
- not interested, **Nov 1, 2011 4:29 PM**
- not interested, **Nov 1, 2011 1:35 PM**
- not interested, superfluous, **Oct 26, 2011 10:12 PM**
- I don't care who offers them, as I am not interested in having to print and redeem coupons., **Nov 5, 2011 2:58 PM**
- I am not interested in any reward program that requires one to spend more money to redeem the reward. I would be interested if his program were like S&H Green Stamps or Gold Bell., **Nov 5, 2011 2:33 PM**
- I feel like this is just one more way for everyone to know by business. I'm not interested in more advertisements., **Nov 1, 2011 12:10 AM**
- Not sure how useful it really is, **Nov 28, 2011 6:27 PM**
- I don't know how much the city is paying for this, but I wonder if it's worth it. I don't really believe in this city that these rewards would get people to recycle more., **Nov 5, 2011 9:14 PM**
- I find it hard to believe this program does enough good to justify its cost in a place like Ann Arbor. For that matter I don't understand the whole thing with single stream recycling. Again, in a place like Ann Arbor, I'd assume you would have gotten as much recycle material with the old two stream system. It didn't take much for me to separate the trash into paper vs everything else. I bet it's a lot harder for you to do the same., **Nov 5, 2011 9:20 PM**
- I went to the web site a couple times when the program started and the rewards didn't seem any better than coupons available from other sources. I recycle cause it's important for me and not for the rewards. I assume that these rewards won't affect others as well. The program seems like a waste of money., **Nov 1, 2011 11:49 AM**
- ...In addition, the "rewards" are entirely worthless. My entire accumulated rewards points since the start of the program are still not enough to redeem for anything worthwhile in the least. Whoever signed the Recyclebank contract should be fired for wasting taxpayer dollars. The single-stream recycling itself works quite well, however. I just wish I could add plastic bags and lids to the stream., **Nov 1, 2011 11:31 AM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

Opposed to City-Funding of Recyclebank (56)

- a waste of money, **Nov 29, 2011 7:50 PM**
- I think that the city should save their money. Ann arbor residents are going to recycle with or without rewards., **Nov 28, 2011 1:30 AM**
- Waste of money. Fix the damn roads., **Nov 23, 2011 6:44 PM**
- I very much resent my tax dollars being used to bribe residents to do something that they should do any way as part of being a good citizen., **Nov 20, 2011 11:21 PM**
- Recyclebank is a wasteful gimmick. It wastes city tax dollars, it wastes residents' time, and it shows just how badly managed the city and its waste disposal department are. Stupid all around, just plain stupid!, **Nov 20, 2011 8:46 PM**
- I oppose the program as a waste of money., **Nov 17, 2011 5:55 PM**
- Recycling is a fact of life we taxpayers do not need an incentive- the money we pay the company would be better spent for our core services like LEAF PICK UP., **Nov 7, 2011 4:12 PM**
- The city should not use public money to support what amounts to a private advertising effort. Spend the money on city services., **Nov 7, 2011 3:07 PM**
- Would rather have seen the leaf pickups continued than seen money spent on Recyclebank, **Nov 2, 2011 11:23 PM**
- I'd prefer that the city save money -- and not RE-NEGOTIATE to pay more to a vendor, simply because the vendor underestimated its revenues!, **Nov 2, 2011 12:01 PM**
- I don't think it's worth the city's money. I wish we had been allowed to vote on renewing the contract as opposed to just going ahead with it for another year. It seems like a huge waste of money., **Nov 1, 2011 10:32 PM**
- Not worth the amount that they are charging the city., **Nov 1, 2011 9:07 PM**
- Im not sure its cost to the city is worth it., **Nov 1, 2011 8:10 PM**
- Silly idea. Quit paying for this!, **Nov 1, 2011 7:39 PM**
- A waste of money. Cancel the contract., **Nov 1, 2011 3:35 PM**
- Seems to an extravagance that the city does not need to pay for. I would recycle whether this program was in effect or not., **Nov 1, 2011 2:38 PM**
- The program is a waste of taxpayer money., **Nov 1, 2011 2:23 PM**
- I feel its a frivolous waste of valuable funds and should be discontinued., **Nov 1, 2011 2:14 PM**
- I can't believe the city would spend money on such a silly program when there are problems like the Stadium Bridge that are crying to be fixed., **Nov 1, 2011 1:57 PM**
- Waste of money, **Nov 1, 2011 1:27 PM**
- The rewards aren't worth the trouble or expense!!, **Nov 1, 2011 1:12 PM**
- Unless it costs the city nothing the city should drop it., **Nov 1, 2011 1:00 PM**
- I believe that the Recycle Bank is a waste of city \$. I hope you stop using it when the contract is up., **Nov 1, 2011 12:56 PM**
- If the City of Ann Arbor is paying more than \$1.00 to participate in Recyclebank, they are paying too much., **Nov 1, 2011 12:43 PM**
- It's a waste of money., **Nov 1, 2011 12:36 PM**
- Please stop wasting our tax money on this program., **Nov 1, 2011 12:17 PM**
- waste of time and taxpayer money, **Nov 1, 2011 12:13 PM**
- Recyclebank is a waste of my taxpayer money. It's just another of the many current programs and policies that are completely out of touch with citizenry., **Nov 1, 2011 11:45 AM**



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- I love single stream recycling but think the money spent on the recyclebank program was asinine as this city is full of good recyclers already. I want this eliminated. It is unnecessary., **Nov 1, 2011 11:37 AM**
- A waste of the city's money, **Nov 1, 2011 11:26 AM**
- The city is paying far too much for a poor and ineffective program, **Nov 1, 2011 11:24 AM**
- It is an unnecessary city expense., **Nov 1, 2011 10:50 AM**
- I don't think it is worth the cost., **Nov 1, 2011 10:49 AM**
- useless. waste of tax dollars., **Nov 1, 2011 10:36 AM**
- Not worth the \$100,000, **Nov 1, 2011 10:17 AM**
- it's not worth the money the city is paying for it. cancel the program and eliminate the drop off station fee., **Nov 1, 2011 1:38 AM**
- If it cost the people of Ann Arbor ANY money at all - it is a waste of money. Dump it. Oh, and by the way, my initial impression when it was first presented to the people of Ann Arbor was that there would be options to donate real cash through the program to non-profits and schools. This feature never materialized., **Nov 1, 2011 1:20 AM**
- Waste of money., **Nov 1, 2011 12:14 AM**
- I don't think Recyclebank is worth the money the city spends on it., **Oct 31, 2011 11:52 PM**
- I think Recyclebank is a big waste of money., **Oct 31, 2011 11:51 PM**
- Waste of taxpayers' money!, **Oct 31, 2011 11:49 PM**
- City council bought a pig in a poke--not to worry, it's not their money., **Oct 31, 2011 11:47 PM**
- I think this program is a waste of the city's money., **Oct 31, 2011 11:41 PM**
- cut the program, hire firefighters., **Oct 31, 2011 11:08 PM**
- It's a waste of money. Ann Arbor has made recycling so convenient we'd do it anyway., **Oct 31, 2011 11:07 PM**
- If eliminating Recyclebank could relieve pressure on the city's overstretched budget, I feel that it should go. Ann Arbor residents are, by and large, conscientious enough to recycle without the addition of incentives., **Oct 31, 2011 10:29 PM**
- It is a waste of money. People were beginning to recycle anyway., **Oct 31, 2011 10:21 PM**
- I don't think it is worth the money that the City is apparently paying for this Program. I think that stopping the program would save the City money without any significant negative effects on recycling activities., **Oct 31, 2011 10:15 PM**
- If it costs the City money, I don't think it is justified, **Oct 25, 2011 9:25 PM**
- Recyclebank is a HUGE WASTE of tax money. It provides NO incentive for me, because it does not matter if I recycle a lot or a little. I get the same points either way., **Nov 23, 2011 9:04 PM**
- The City of Ann Arbor would do better to use the funds for a PR campaign: recycling is easy, and feels good., **Nov 7, 2011 6:51 PM**
- It is an unnecessary program and if Ann Arbor is paying out any monies to participate, it is a waste of money. The rewards are basically useless and do not provide enough incentive to make any difference., **Nov 6, 2011 8:07 PM**
- Another dumb poorly thought out outcome from Council., **Nov 5, 2011 1:02 PM**
- There are coupons everywhere available. It is a poor use of city funds., **Nov 1, 2011 12:15 PM**
- HUGE waste. AA spends too much money on recycling. Cut the junk and be more efficient., **Oct 31, 2011 9:27 PM**
- I think it is an incredible waste of money for the Ann Arbor and except for free magazine subscriptions not useful to my family., **Nov 5, 2011 6:59 PM**



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Recyclebank Doesn't Influence Recycling Amounts (39)

- The rewards don't seem adequate to influence behavior. I recycle as much as I can anyway, but if I didn't, I don't see recyclebank making me recycle more because the rewards you can turn in points for are tiny., **Nov 19, 2011 5:04 PM**
- Don't need it to get me to recycle., **Nov 15, 2011 4:15 PM**
- Has had no impact on my recycling; should be continued only if it can be shown to increase participation, **Nov 12, 2011 5:58 PM**
- I don't find this program of value to me. i don't need incentives to recycle., **Nov 11, 2011 7:27 PM**
- For me personally, not necessary for motivation to recycle., **Nov 7, 2011 11:17 PM**
- Although it's a nice gesture, I don't need to be rewarded for recycling., **Nov 7, 2011 6:29 PM**
- I will recycle just as much with or without Recyclebank., **Nov 7, 2011 1:37 AM**
- I've not heard about it. I am myself a manic recycler, which is why I say that I personally do not need extra incentives., **Nov 6, 2011 4:02 PM**
- The rewards are nice, but they don't encourage me to recycle me. My family recycles and has for many years; our habits are unchanged by the prospect of a reward., **Nov 5, 2011 8:54 PM**
- Not sure we needed an incentive as we already recycle and put out our cart nearly every week., **Nov 5, 2011 6:39 PM**
- I do use RecycleBank, and enjoy some of the benefits, but, to be honest, I would be recycling about the same even without it. I don't think it's worth spending over \$100,000 a year to try to encourage recycling, if people would do it anyway without it., **Nov 2, 2011 5:31 PM**
- Unnecessary to promote recycling. Ann Arborites recycle without incentive., **Nov 2, 2011 4:28 PM**
- We do not need incentives to recycle. It is so much easier now that everything goes in one bin & the types of recyclables have increased., **Nov 2, 2011 2:15 AM**
- nice ideas for community building but not an incentive for me, **Nov 1, 2011 3:28 PM**
- We can understand the city's desire to encourage all households to participate in recycling, but do not need such encouragement ourselves., **Nov 1, 2011 2:18 PM**
- Waste of time on the points. I'll recycle regardless of whether I get useless points, **Nov 1, 2011 1:55 PM**
- We would recycle the same without point system., **Nov 1, 2011 10:32 AM**
- Recyclebank is not an incentive for me to recycle. I wonder if not having Recyclebank would change others habits of recycling., **Nov 1, 2011 3:38 AM**
- I'm not the intended participant. I'm motivated to recycle for other reasons. But if it works for students, more transient residents, and others who are less dedicated then it should be kept. But you need to prove it., **Nov 1, 2011 2:03 AM**
- I think it's a great perk for recycling, easy to redeem points, easy to administer but it hasn't changed my recycling behavior because I know I would recycle regardless of rewards because it's the right thing to do., **Oct 31, 2011 11:06 PM**
- I'm committed to recycling without the rewards but have never been known to turn down rewards., **Oct 31, 2011 10:22 PM**
- i have no interest in a points program; it wouldn't incent me to recycle more or less., **Oct 31, 2011 10:20 PM**
- I am so pleased that A2 is invested in encouraging recycling by all. We have been faithful recyclers for a long time, but for those who haven't been, I believe the RecycleBank does encourage them., **Oct 31, 2011 10:18 PM**
- It has no effect on my recycling behavior., **Oct 31, 2011 9:37 PM**



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- Totally unnecessary. I won't do anything differently because of Recyclebank., **Oct 31, 2011 8:55 PM**
- It's OK, but my recycling behavior wouldn't change if it were gone., **Oct 31, 2011 8:35 PM**
- I do not need such a program to encourage me to recycle. I see it as administrative waste., **Oct 31, 2011 12:46 PM**
- We're not 5 yr olds. We don't need to be bribed to do the right thing. Nor do I need to be thanked for recycling more. Save the time, \$ and effort and use them for better things., **Oct 31, 2011 3:20 AM**
- I highly doubt it changes anyone's amount of recyclables., **Oct 29, 2011 5:48 PM**
- I like it, but I would recycle without it., **Oct 17, 2011 3:13 PM**
- I don't think it has changed people's behavior. If it's free to the city, then by all means, continue. If we're paying for it, then hire back some of the cops and firemen., **Nov 3, 2011 7:42 PM**
- I can't imagine any coupon for more consumer goods that would get residents to recycle more. The program doesn't make sense., **Nov 1, 2011 3:03 PM**
- People who want to recycle will recycle - regardless of this program. If you really feel that this encourages or sways the non recyclers enough to offset the cost then that is the city's prerogative to offer this program. Based on the reporting I have seen, that is not the case., **Nov 1, 2011 1:09 PM**
- I recycle because it is good policy and convenient. That is enough incentive for me. Life is full of coupons. We don't need more., **Nov 1, 2011 11:23 AM**
- I recycle and I think most people do with out the incentives. The \$ for this program could be used for more useful things needed in AA., **Nov 1, 2011 2:14 AM**
- Heard the name wasn't aware of point system. We are dedicated total recycle participants. Can't really increase ours more. Live in [ADDRESS REMOVED] mixed use residential and business condos, **Nov 1, 2011 2:03 AM**
- This is not very relevant to why we recycle. It is extra time messing around for minimal payback., **Oct 31, 2011 9:30 PM**
- ...People don't recycle because of nearly worthless coupons. They recycle because they either believe in it or because it is the expected thing., **Oct 28, 2011 6:05 PM**
- The coupons are a pain to get and very few worth anything. I use mainly the "free" drop-off coupons, which bugs me that we have to pay to be responsible about recycling styrofoam and batteries. The recycle bank program does not have any impact on my recycling, I recycle as much as I can regardless. I do like the single stream, and the recycling of more things, like plastic containers., **Nov 1, 2011 5:46 AM**

Multi-family residence comment (14)

- I believe I read that if you live in a condo. community you can not receive points so I never registered., **Nov 29, 2011 12:06 AM**
- Let me join!, **Nov 28, 2011 6:53 PM**
- when will University Townhouse Cooperative be able to take part in the recyclebank? The Board of Directors would help manage it if you only allow one account. Please contact the management office at [ADDRESS REMOVED], **Nov 20, 2011 4:11 PM**
- As condominiums are single family units, we should be included in Recycle Bank. We each have our own recycling cart, as any single family home does., **Nov 14, 2011 3:05 PM**
- Living in an apartment, I'm not eligible for Recycle Bank. However, I do not patronize any of the above with any frequency or regularity. The closest I come is a once once or twice a year stop a



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once-a-year DELIVERED gluten-free pizza from Cottage Inn. Other than that, the "rewards" would be absolutely useless to me!, **Nov 7, 2011 3:10 AM**

- I wish it were available for apartment complexes., **Nov 4, 2011 12:48 AM**
- I am really happy with the new program and just wish the rewards program would be extended to multi family housing. I think if it were, then we could get more of our Members to recycle more. I often see recyclable products in the trash bins and if we were rewarded for recycling then as a cooperative it would make it easier to educate and encourage our non-recycling Members to recycle., **Nov 2, 2011 11:14 PM**
- I wish apartment complex were eligible :(, **Nov 1, 2011 3:33 PM**
- Will you offer it to condo owners?, **Nov 1, 2011 2:37 PM**
- When I get to a single family dwelling, I'm signing up!, **Nov 1, 2011 11:53 AM**
- Did not know it was available for multi-family units., **Nov 1, 2011 6:49 AM**
- I think it's unfair that I can not be a part of the Recycle Bank reward program because I live in an apartment. I understand the logistics but at least an average allocation for an apartment building would be a step up., **Nov 1, 2011 4:11 AM**
- RecycleBank for apartments has been promised since the start of the program. When is it finally happening?, **Oct 26, 2011 6:47 PM**
- My family has been waiting for enrollment in the recyclebank program. Since we live in an apartment, we currently aren't eligible for this program. Please expand the scope to residents who don't live in single-family homes. These types of residents have the most to contribute towards Ann Arbor's efforts in recycling and improving the local environment. We have yet to be fully impacted by the single stream recycling since our "system" of recycling really hasn't changed- we still put our recycling in the same location. Prior to single stream we didn't have to sort the recycling this was done for us., **Oct 27, 2011 1:07 AM**

Supportive of Recyclebank (49)

- used during the summer a bunch for entrance to the pools, **Nov 6, 2011 3:34 PM**
- I like the coupons for free entry into Recycle Ann Arbor's Drop off station., **Nov 5, 2011 8:53 PM**
- LOVE the Drop-Off station rewards!, **Oct 31, 2011 10:09 PM**
- It's a good program, but could probably use some tweaking and increased marketing., **Oct 31, 2011 9:54 PM**
- I think it's a good program and should be continued., **Nov 28, 2011 5:10 PM**
- I've heard only good comments, **Nov 28, 2011 3:36 PM**
- awesome program, love to use rewards, **Nov 28, 2011 3:02 PM**
- i love it!, **Nov 27, 2011 10:30 PM**
- Great program. Hope the city can continue to offer it to the community!, **Nov 11, 2011 9:54 PM**
- Sounds neat. Tx for all you do., **Nov 5, 2011 6:49 PM**
- I think it's a wonderful program!, **Nov 4, 2011 5:19 PM**
- It encourages one to recycle. Why the city is thinking of doing away with it, is beyond me. The Mayor should realize that the city is not made up of only students and many Townies recycle year round., **Nov 4, 2011 1:35 AM**
- It's kinda fun to use. 8), **Nov 3, 2011 8:50 PM**
- A nice bonus for doing something that is socially appropriate and responsible, **Nov 2, 2011 8:58 PM**
- I love the program!, **Nov 2, 2011 6:47 PM**



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- It's a great idea and should more locations should be encouraged to participate!, **Nov 2, 2011 3:07 AM**
- Service is fine, in general, **Nov 2, 2011 2:02 AM**
- I really like the idea of the program. I moved here from an area where recycling was a hassle and so I did not do it very often. Now that I have moved here, I have a huge bin of my own that I can just take to my curb, rather than wrangling a bunch of bags or boxes and driving them to a facility and of course because it wasn't convenient I didn't do it often and more often just threw recyclables away. The Recyclebank program encourages me to recycle every week and it truly does provide incentive., **Nov 1, 2011 11:19 PM**
- Great program -- we get something good for doing something good!, **Nov 1, 2011 8:44 PM**
- Great Idea, **Nov 1, 2011 6:58 PM**
- A very positive program, **Nov 1, 2011 5:42 PM**
- I think it's a great program and am very happy to have it in our city., **Nov 1, 2011 2:54 PM**
- Good idea!, **Nov 1, 2011 2:34 PM**
- good idea, **Nov 1, 2011 12:55 PM**
- Good program, **Nov 1, 2011 12:15 PM**
- I love recycle bank., **Nov 1, 2011 11:45 AM**
- It's a good program., **Nov 1, 2011 11:28 AM**
- I think recyclebank is an excellent idea. I like saving money and its fun to see how many points I've earned each week I have recycled. Having those points add up to coupons is awesome., **Nov 1, 2011 3:53 AM**
- Keep it as it is!!!!!!!, **Nov 1, 2011 1:02 AM**
- Recyclebank Rules!, **Oct 31, 2011 11:38 PM**
- I really like the program, **Oct 31, 2011 11:36 PM**
- Excellent--please keep it going!!!, **Oct 31, 2011 11:11 PM**
- I am enjoying it, **Oct 27, 2011 9:41 PM**
- It's a nice perk to recycling., **Oct 26, 2011 10:45 PM**
- Good idea!, **Nov 29, 2011 8:41 PM**
- I have always recycled everything possible. It is nice to get some credit this., **Nov 8, 2011 12:16 AM**
- looking forward to getting started (looking up my password), **Nov 7, 2011 8:31 PM**
- OK, **Nov 7, 2011 3:44 PM**
- I think there is value in monitoring how much Ann Arbor recycles. I think Recyclebank offers a nice incentive and supports local businesses., **Nov 1, 2011 2:23 PM**
- thank you for encouraging recycling!, **Nov 1, 2011 12:22 PM**
- It sounds great! Looking forward to trying it out., **Nov 1, 2011 12:19 AM**
- It's simple and easy and I already got a \$10. gift card to Panera., **Nov 1, 2011 12:15 AM**
- love it, **Oct 31, 2011 10:59 PM**
- I think it would be important to keep this resource in place. If you do end the Recyclebank please give us plenty of time to use are points., **Oct 31, 2011 9:40 PM**
- I fill my recycle bin fully each week, looking foward to point rewards., **Nov 28, 2011 6:06 PM**
- It's a free program. Why not use it and get free stuff?, **Nov 3, 2011 7:50 PM**
- I think it's a good program - can imagine it would be a great incentive if you are marginal about recycling as a choice. I recycle because i think it's the right thing to do and singlestream makes it EASY. I will try to use Recyclebank more in the future... actually checking off the businesses that I would participate in redeeming points makes me want to look into it a little further., **Nov 1, 2011 4:20 PM**



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- I'm encouraged to see the above list of participating vendors. I have signed up, but haven't used points yet. I should really look into it. I recycle anyway, but if it encourages others and drives business to local shops, then I think it is a worthy program., **Oct 31, 2011 11:58 PM**
- I think the concept is great. I look forward to seeing if it yields any rewards for my family. Even if it doesn't, I'm !00% committed to recycling and will continue to do so!, **Oct 29, 2011 5:09 PM**

Difficulty with Recyclebank account or service (34)

- Website hard to use--can't enter a particular store name to see what's avail there, **Nov 29, 2011 7:38 PM**
- I found it difficult to sign up--but when I did--not really interested. I also don't use many coupons., **Nov 29, 2011 7:29 PM**
- I have been unable to "view" the rewards on my computer (it's apparently incompatible). I don't have a printer. I am VERY frustrated that Recyclebank will not mail me a copy of the rewards, so I can choose something. This is bad service!, **Nov 28, 2011 6:17 PM**
- Was hard to use on-line regist., **Nov 28, 2011 3:00 PM**
- Too much trouble to deal with--since my first online attempt didn't work--., **Nov 23, 2011 7:59 PM**
- At first, just to sign up, they asked me to upload a photo, which I did not have.....and then, everything after has been ho-hum. I have recently recycled, or deleted any Recyclebank info., **Nov 15, 2011 6:30 AM**
- I don't really have a clue as to what this program is. When I tried to understand the program, I got frustrated seems too complicated for me and new passwords are required. I figured I could not figure it out., **Nov 13, 2011 2:08 PM**
- I had one bad experience. The online form didn't say that the coupons expire within a short time, so I couldn't use them. I got one for Fuller pool, planning to use it in the summer. It expired before the pool opened! Now I don't even bother to redeem the points. I'd recycle anyway, so the incentives just are too much trouble., **Nov 7, 2011 2:58 AM**
- Frustrating. Can't get certain coupons to print., **Nov 5, 2011 4:14 PM**
- I have had only negative experiences with Recyclebank. My Ashley's reward coupon was denied at the Ann Arbor location (the website does not say that it is only available at the Westland location). I cannot manage to print any of the print-at-home coupons. Overall, the annoyance has far outweighed any benefits., **Nov 2, 2011 3:31 AM**
- annoying website. not enough things I'm interested in redeeming coupons for, **Nov 1, 2011 5:00 PM**
- IT'S TOO COMPLICATED TO USE., **Nov 1, 2011 4:15 PM**
- Needs to be more user friendly and clear on how to receive points., **Nov 1, 2011 12:59 PM**
- Difficult to print coupons at home, **Nov 1, 2011 11:46 AM**
- I would like to have used it. I recycle a ton every week, but the bank never records it. Many calls to recycle bank have had not effect. This program isn't worth the trouble (or expense). We recycle because the carts make it easy., **Nov 1, 2011 1:52 AM**
- Has not worked AT ALL yet. Got 75 points to sign on, still have 75 points more than a year later and a bag of compost, for pete's sake, is 150 points., **Oct 31, 2011 11:21 PM**
- HATE IT. I find the experience so frustrating. Nobody is ever able to talk to you. My problem remains unsolved. And, I know how to use a computer. Their program just can't resolve my issue., **Oct 31, 2011 11:20 PM**
- Attempted to register but received an 'ineligible' message from the Recycle Bank web site., **Oct 31, 2011 11:07 PM**



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- It's a terrific idea, but the site needs to be improved--it's slow and not user friendly., **Nov 23, 2011 8:55 PM**
- The only reward that's attractive to me is free entry to the Drop Off Station. Web site is difficult to use., **Nov 17, 2011 7:31 PM**
- I put out a curbside recycling bin every week and my points don't always register. I have had to contact recyclebank to get them to update it a few times., **Nov 10, 2011 5:26 PM**
- i need to figure out more how to work it, **Nov 1, 2011 12:15 PM**
- The website was difficult to use and couldn't find my address, even though I'm well within the city of Ann Arbor and had been sent RecycleBank promotional material before. I gave up., **Nov 1, 2011 2:40 AM**
- tried to redeem a coupon and system ate up my piones and never got the coupons so gave up...., **Oct 31, 2011 11:45 PM**
- I have used the rewards but they are very inconvenient to use. Either they must be printed out (which never works for me on the first try due to software issues) or they take several weeks to arrive in the mail. Also, the print at home rewards expire a couple of weeks after they're printed, so they're not as useful as they could be. I'd put up with the printing issues if I could print a whole bunch at once and save them for later., **Oct 31, 2011 11:35 PM**
- I have not been able to utilize the print at home option; it requires down loading software to print. I wish I could just print them because I no longer select those options., **Oct 31, 2011 11:34 PM**
- Was a disaster trying to sign up for this program. I don't think they have me signed up even yet - or at least I've never heard from them., **Oct 31, 2011 11:32 PM**
- I tried on more than one occasion to register and the site would not accept my input -- don't know why, but I figured it was not worth the bother., **Oct 27, 2011 2:44 PM**
- I find Recyclebank to be very cumbersome and difficult to use. The City's computer system does not allow us to print out rewards (blocked by our firewall)...., **Nov 1, 2011 12:25 PM**
- It's too hard to use Recyclebank (get coupons, etc.) and they expire too soon. Also, they aren't worth a lot - so it's not worth the frustration of trying to get them and use them., **Nov 1, 2011 1:55 AM**
- I am not impressed about getting some coupons like those I get in the junk mail anyhow. The sign-up procedure is very user-unfriendly and unresponsive; it even denied I was on the route (whose truck is it then?)., **Nov 1, 2011 1:29 AM**
- hard to use website and rewards are very few I have interest in. Not easy to find all these local businesses' coupons--didn't know about many here., **Oct 31, 2011 11:29 PM**
- Customer service from Recyclebank hasn't been good when I've had problems printing/receiving rewards. I'd love to use local rewards, but limitations on terms and general expense (before discount) of what's offered means I only ever use the Arbor Farms coupon., **Oct 31, 2011 11:22 PM**
- Browser problems printing. Most coupons I don't have use for, **Oct 31, 2011 8:59 PM**

Suggestions (32)

- can Recycle points be donated to schools or charities?, **Nov 7, 2011 3:09 PM**
- I would like more local store options for recyclebank rewards or more offers for general grocery purchases., **Nov 1, 2011 2:28 PM**
- How about some place useful, like a hardware store?, **Nov 1, 2011 1:44 PM**
- Reward recyclers with reduced property tax or free rain barrel, free tickets to Hands on Museum, etc., **Nov 1, 2011 12:57 PM**



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- I guess it would not help me much as I do not patronize the participating merchants. How about a cash back or a credit on my next water bill? Or a credit on my property taxes? How about free curb pick up for recycle of old electronics?, **Nov 1, 2011 12:06 PM**
- More local business rather than the typical chains!!, **Nov 1, 2011 2:10 AM**
- Collecting recycle bank points towards donations for local nonprofits would be neat., **Nov 1, 2011 1:25 AM**
- What about being able to donate to local nonprofits or schools?, **Nov 1, 2011 12:47 AM**
- would love to see \$\$ off coupons for Busch's, Kroger, and Meijers like the ones People's Food Co-op and Arbor Farms offer on recycle bank., **Oct 28, 2011 10:30 PM**
- ...I mentioned in my email to RecycleBank that I and others would gladly give our points to a non-profit, for instance a school. The school could then use to redeem special "green Motivation" deals such as free dirt, plants, mulch, vegetable seeds - all for the good of the children learning where food comes from and how it grows (kinda like the bean project that the kids grow in a baby food jar)., **Nov 6, 2011 3:48 PM**
- If I shopped at all I would shop locally, but right now all I can buy are the very bare essentials. Maybe something like Easthaven Animal Hospital to help with my dog's yearly check up but they have already been gracious in extending me a helping hand., **Nov 3, 2011 1:00 AM**
- What about more economical stores like Meijers, Krogers or Kmart?, **Nov 2, 2011 12:00 AM**
- I dislike that the Plum Market rewards are limited., **Nov 1, 2011 3:15 PM**
- I use the points for the better food/beverage coupons (Coke and Kashi cerea; are usually the best.). The number required for a retailer gift card are far too high., **Nov 1, 2011 2:22 PM**
- why not give gift cards to these places instead?, **Nov 1, 2011 2:07 PM**
- increase rate of gaining rewards, **Nov 1, 2011 12:56 PM**
- All rewards should be delivered electronically rather than through the mail. Consistent with environmentally friendly goals of recycling., **Nov 1, 2011 12:52 PM**
- Money should be directly rebated to people rather than going through this program., **Nov 1, 2011 2:22 AM**
- Would do better with more typical stores/restaurants (Target, Toy R Us, Walmart, Wendy's, Applebee's). The places listed above are not young family oriented., **Nov 1, 2011 1:13 AM**
- It's an OK user experience. The rewards tend to be inconsequential -- not really worth the time to recollect when shopping and then collect. Try upping the dollars saved (and points required)., **Nov 1, 2011 12:06 AM**
- It's OK but I initially thought you'd be able to save up for something and turn in points to get it for free (like entry to the MRF)., **Oct 31, 2011 11:01 PM**
- Bigger discounts should be offered. Some of the restaurant offers are the same or similar to what the restaurants offer in coupons., **Oct 31, 2011 9:02 PM**
- I love that the program is offered, but it doesn't change my behavior. My only complaint is the difficulty of how to download the coupons (see above) -- it should be as simple as printing out a PDF, but instead they make you download special software, and as a result, I have "purchased" many coupons but have never been able to print them out and use them -- which is highly annoying! From now on, I'll stick with the places that mail the coupons so at least I'll know I can use them. They really need to change this process. I get coupons from Applebees, TGI Fridays, etc.. all the time -- and it's as simple as printing out a PDF with a barcode. Recyclebank seriously needs to do this., **Oct 26, 2011 3:39 PM**
- they should be sure they make the location of some stores more clear - they had Dairy Queen that ended up being in Livonia and Ashley's that was in Westland, that I had assumed were in Ann Arbor. Also, the 30 day time limit to some coupons can be detrimental to the experience, I believe., **Nov 2, 2011 4:01 PM**



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- They should make it clear that you can have them print the "print-at-home" coupons for you so that they don't expire so quickly., **Nov 4, 2011 3:27 PM**
- I really like the program, but think that they could work harder to offer more/better local rewards....., **Nov 11, 2011 5:19 PM**
- I would like more food coupons, **Nov 17, 2011 12:14 PM**
- We were saving up for a coupon at Rave movie theatre and then it was gone once we had enough points. Bring that one back!, **Nov 5, 2011 3:40 PM**
- Would like to see more local retail participants., **Nov 29, 2011 8:08 PM**
- Even more local options!, **Nov 23, 2011 7:57 PM**
- The coupons are mostly worthless. They are the same coupons these companies give away free. The RAA Dropoff and People's Food Coop coupons were useful. I want to donate points to schools, but the website is opaque about how to do it. I am a committed recycler and don't need encouragement, but I am all about using whatever tool is necessary to get non-recyclers to recycle., **Nov 1, 2011 10:55 AM**
- If we could use the points to donate to local causes (shelters, food banks, etc.), I think more people would utilize the points earned. However, I don't think Recyclebank will influence people to recycle more than they already do. What increased our recycling was that the single stream system allows us to recycle more items than previously accepted., **Nov 1, 2011 1:01 AM**

Rewards are not valuable enough or are not appealing (37)

- I don't use any of these businesses. If this is all you offer, the program is useless to me., **Nov 25, 2011 3:08 AM**
- I avoid going to these places due to price, **Nov 20, 2011 3:48 PM**
- I am a bit disappointed by what the offers are - where you have to buy a certain amount before you get the discount offered., **Nov 14, 2011 6:57 PM**
- It is an awful program with terrible rewards that are not useful to me at all. The dollar amounts and coupons that you have to use with them are ridiculous., **Nov 8, 2011 8:09 PM**
- It doesn't reward anywhere I go and the rewards it does have are so slight and useless they do not encourage me to go anywhere else to bother trying, **Nov 3, 2011 8:05 PM**
- It does not work for our family. It is almost impossible to redeem coupons and when we do is only at places we do not attend., **Nov 2, 2011 12:55 PM**
- Chances are pretty good these stores will offer only things/discounts that I have no interest in., **Nov 1, 2011 11:19 PM**
- Does not cover stores I visit - plus a big purchase is needed to get any discount, **Nov 1, 2011 1:09 PM**
- Don't like the participating vendors - too much hassle for too little reward, **Oct 31, 2011 11:29 PM**
- I get lots of coupons in the mail already - I don't need any more!, **Oct 27, 2011 5:22 PM**
- I have over 2000 points with almost nothing to use them on (in my opinion). It is going to be quite difficult to use them - so I don't. Also, I would like to be able to print them off and use them whenever I want - not within a certain time limit., **Oct 27, 2011 3:24 AM**
- Rewards are of low quality/value, **Nov 29, 2011 8:43 PM**
- I have many points, but the offers are very small for few points. It's not worth the effort., **Nov 11, 2011 4:56 AM**
- Whenever I go to Recyclebank I feel like the main rewards that come up are for products that don't encourage lower waste and many are from chain stores. If all these places offer rewards then they are not made obvious on the website. Many of the local stores I do patronize offer the same



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coupons either in weekly mailers or their website/facebook so they aren't provided much added incentive., **Nov 9, 2011 3:50 PM**

- too much work to get a small reward, **Nov 6, 2011 2:33 PM**
- It seems like a lot of points for a small benefit., **Nov 1, 2011 9:55 PM**
- the rewards offered are often so minimal as to be useless; for example, one frequently must use points to select rewards coupons that are typically available for free in weekly mailed circulars, **Nov 1, 2011 1:10 PM**
- I've been signed up since the beginning. So far, I've saved \$7 by trying Door to Door Organics. That has been the only thing that I have spent points for and it was for the first order only. The number of points you need for tiny coupons or gift certificates is ridiculous! There is no way that I'll ever get enough points for anything useful. I keep thinking that it will get better, but it doesn't. The selection of products is useless. The coupons are useless. The gift cards are tiny. I gave it a good try. I quit!, **Nov 1, 2011 1:04 PM**
- The rewards are not significantly different from coupons that one could get from a newspaper or mailed circulars., **Nov 1, 2011 3:04 AM**
- The rewards don't seem to be of high enough value to go through the effort., **Oct 28, 2011 12:57 AM**
- The coupons/deals I see aren't any different than what I think these merchants would post in a newspaper - free for the public to redeem. We have to spend more money just to get the amount of money off. I was hoping for a special deal that could be had by presenting more points. I sent a email to the RecycleBank stating these same issues. I don't need to redeem my points just to be able to print a coupon for a free MC-Cafe with a purchase of a breakfast sandwich. These same coupons come to my house thru the newspaper.... , **Nov 6, 2011 3:48 PM**
- I didn't think the coupons added much savings or incentive for our family. I redeemed points for a few coupons but could never find the products to use them. Example: Wonderful Pistachios. By the time I found them in a store, the coupon expired., **Nov 2, 2011 6:35 PM**
- Nearly all of the rewards require a purchase to use (i.e. "\$10 off \$50 at ____"). A true "reward" would not come with such a money-spending stipulation. The few "no strings" rewards are in the form of \$10 gift cards to places where \$10 does not go far. So I have to say that the quality of the rewards is not a great incentive to recycle (although my house as well as most others I know of would/do/did recycle without need for any incentive)., **Nov 2, 2011 1:56 AM**
- The rewards are LAME! The only one we use is the free drop-off coupon. Please have more FREE stuff instead of %off things. Otherwise, it's jst like another coupon!, **Nov 2, 2011 1:36 AM**
- Rules: spend \$50.00 to get a 10% discount most places: hardly an incentive, **Nov 2, 2011 12:20 AM**
- It's a good idea but the rewards they offer seem small and not really for anything I need or want., **Nov 1, 2011 2:37 PM**
- The \$\$ needed to spend for many rewards is too high for a two person family., **Nov 1, 2011 12:25 PM**
- it is too complicated an time consuming for rewards that are very small, **Nov 1, 2011 10:59 AM**
- some points are the same as other discount program available by vendors--not very attractive., **Nov 1, 2011 1:37 AM**
- The rewards are no better than the coupons you can get elsewhere., **Nov 1, 2011 12:18 AM**
- Most rewards are not worth the time or money to print them out....and the lifetime limit on Drop-off station entry rewards is particularly offensive., **Oct 31, 2011 11:28 PM**
- I like it, though some of the rewards are no better than you can get through other local ads., **Oct 31, 2011 9:26 PM**



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- many of the rewards don't seem worth my time to even go onto the website, search, download or get in the mail. but there are a few that i have found very useful. hit or (more often) miss., **Oct 30, 2011 11:08 PM**
- It seems like the coupons I used to use are becoming harder to use, by requiring a purchase before you can get your free item., **Oct 29, 2011 6:05 PM**
- Many of the rewards are pretty inconsequential., **Oct 26, 2011 2:57 PM**
- The difficulty of getting a particular reward that has value to me (many don't make sense for me) makes the Recyclebank program rather useless for me., **Oct 28, 2011 1:51 PM**
- Takes a LOT of points to get something other than a coupon that requires a purchase. Some even dictate that you have to spend a certain amount to get money off., **Oct 26, 2011 5:51 PM**

Carts and Earning Points(10)

- As is clearly indicated on this survey, the points given bear no relation to the weight of your individual cart, but are rather an average of the entire truck. Therefore there is no individual incentive and the entire "incentive program" is revealed as a complete lie... , **Nov 1, 2011 11:31 AM**
- I have found the offerings to be disappointing. Why should these business bear the burden of rewarding our recycling? All of the coupons I have seen are not very enticing. The most maddening thing is that my individual recycling behavior is irrelevant - it gets averaged in with the block or the neighborhood. I want to be rewarded for what I am recycling, regardless of what my neighbors are doing., **Nov 1, 2011 2:21 AM**
- Isn't it more efficient to only put out a full cart? Yet you won't get points if your cart is not out. Seems counter-productive to me., **Nov 1, 2011 12:53 PM**
- does not seem like an incentive program as you can't see any connection between your actions and the points., **Nov 1, 2011 11:39 AM**
- The only complaint I have is that our *actual* recycling isn't tied directly to our points. I think most of our neighbors recycle some, but I doubt they do as much as we do. I think that would encourage people a bit more. I wish the Red Cross would come up with something like this. I get tired of feeling like an altruistic sucker for donating blood every other month., **Nov 1, 2011 10:27 AM**
- It seems like a useless program to me. The rewards have nothing to do with my recycling, but only the total for my route, so I am just a teeny part of that., **Nov 1, 2011 2:40 AM**
- Individual activity is not rewarded by Recycle Bank. Rewards are only doled out for the group (the recycle route). So whether I recycle a lot or hardly at all, I get the same "points" as everyone else on the route. The only behaviour that is rewarded is placing the cart out every week, empty or not. In order for the reward system to work, we either need to reward individual recycling efforts or empower the group to locate and educate those on the route who do not recycle or who recycle at a low rate. Frankly, I do not want some busy body telling me to recycle our yogurt cups so I do not favor empowering the group to police itself., **Oct 31, 2011 11:14 PM**
- program encourages people to put cart out more often, resulting in more truck stops (inefficient)., **Oct 29, 2011 7:13 PM**
- I doubt it's worth the cost to the city. For one thing, that bin is big; I don't need to set it out every week. But the program encourages me to put it out whether or not the bin is full...., **Oct 28, 2011 6:05 PM**
- I really enjoy it, I just wish that Ann Arbor would weigh every cart individually. I recycle at least 60 pounds a week, but only get credited for 20 pounds., **Nov 2, 2011 5:18 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

Need more information or learned more from this survey (18)

- Not aware of all these locations, **Nov 1, 2011 7:22 PM**
- I gave up when I only saw rewards that were not appealing to me... perhaps I will check for these vendors again..., **Nov 1, 2011 6:16 PM**
- Really? There ARE coupons for the drop-off station? I didn't know that., **Nov 1, 2011 3:58 PM**
- I didn't realize all these (mostly local) places currently had rewards. this list will make me go check it out. I guess a reminder email to signed up members that focused on what the new (& maybe popular) offers were, would be a good idea to get people to use it more., **Nov 1, 2011 2:39 AM**
- apparently, communication of the benefits of Recyclebank has limited our use of this benefit...early on, the benefits appeared lame so we stopped paying attention., **Nov 1, 2011 12:25 AM**
- I didn't know that I could use points in these places. The things I had seen when I logged on were pretty useless to me., **Oct 31, 2011 9:10 PM**
- Honestly, I had no idea this many local places participated in the rewards program. I feel like most of the time it's for things i've never heard of...sometimes it's for things that are NOT environ friendly or healthy. i'm curious as to how often each of these businesses are participating and how much it is publicized??, **Oct 31, 2011 9:07 PM**
- I'm surprised to see the list is this extensive. It's not apparent from your website., **Oct 30, 2011 4:38 AM**
- RecycleBank benefits from positive community buzz about recycling and about sustainability and green behavior. Unfortunately the dialogue in Ann Arbor has been very contentious, very political, very negative -- so its no wonder that the average citizen is left in the dust -- so lets stop being political about it and move to more productive blocking and tackling around communicating, motivating, getting people excited about recycling, being green and their great sustainable City -- and get everyone participating -- then your tons will go up., **Nov 11, 2011 4:02 PM**
- I was not aware of it., **Nov 1, 2011 1:10 PM**
- Seems like a good program but not entirely clear how it works or sign up and how to go about it., **Nov 1, 2011 7:32 AM**
- It might be nice to get an email reminder about your points and redeeming them., **Nov 1, 2011 6:17 AM**
- How do I sign up? I'll go to your website., **Oct 31, 2011 10:25 PM**
- ...I have told my neighbors about it who were very excited but had never heard about it. The City could do more to promote it, thereby upping the reasons for places to give more rewards since they will see the benefit., **Nov 11, 2011 5:19 PM**
- I need more information on how to sign up., **Nov 23, 2011 9:25 PM**
- I still don't "get" it., **Nov 17, 2011 9:48 PM**
- I did not realize the rewards offerings had grown to so many more retailers. I will definitely be more interested in redeeming points now., **Nov 4, 2011 2:06 PM**
- I didn't realize that some of these places had 'rewards'...the website was too hard to look through to find anything good (worth the time to do it.) We recycle anyway., **Nov 1, 2011 12:51 AM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

Program has limited appeal and/or access(9)

- Great program, but I don't know if it changes the behavior of people who fail to recycle, & those of us who do recycle would do so w/o rewards. If theca wards program is not cost effective, it should be discontinued., **Dec 6, 2011 7:40 PM**
- For younger & larger households--a good oppurtunity :), **Nov 29, 2011 8:56 PM**
- It's a good idea, but should be more accessible/user friendly for those w/o computer, **Nov 29, 2011 7:56 PM**
- I think its a great concept, but people may not be aware of it., **Nov 28, 2011 6:45 PM**
- Like all your programs--they ignore the older generation--limited sight, strength, etc., **Nov 28, 2011 6:35 PM**
- If people need an incentive to recycle, maybe this is it., **Nov 28, 2011 6:20 PM**
- I think it's great that it's offered, but I would recycle anyway, **Nov 28, 2011 3:14 PM**
- I wish more people (all age groups) knew about it so they can participate., **Nov 28, 2011 7:16 AM**
- Do not do as I want to do volutarily because it helps everyone. don't need payment to do the right thing., **Nov 21, 2011 3:57 PM**

Suggests "reducing" focused program instead (12)

- Rewarding people for frequency seems counter-productive. We set out the bin when it's full, so we don't make the truck idle unnecessarily. How much fuel could be saved if everyone waited until they had an amount worth collecting? Your goal is to reduce trash, more than to increase weight/volume in the recycling bin., **Nov 30, 2011 9:25 PM**
- It's great not to waste. I am more conscious of what is reusable., **Nov 28, 2011 4:02 PM**
- A bad idea. Anti-environmental. Its goal is to increase buying, wasting of materials. Recyclebank increases consumption & waste., **Nov 23, 2011 8:28 PM**
- What is our vision of how to live without creating waste including waste from the manufacture of recyclables and the processing of both waste and recycled materials?, **Nov 21, 2011 1:55 AM**
- Recyclebank is a waste. AA already has a high recycling rate. Also, of the 3 R's (reduce, re-use, recycle) I believe that the first two are the most important. You are incentivising people to produce more waste! You should be encouraging me to increase the percentage of waste recycled not the total amount! It is better to generate less waste than to tell us to generate more. Think about it. I am an environmentalist and this is one of the most illconcieved incentive programs that I have heard of. Please cut Recyclebanks contract now! Give the money to Recycle AA!, **Nov 6, 2011 10:23 PM**
- Shouldn't Ann Arbor be encouraging citizens to minimize waste overall by reusing materials and seeking products with minimal or no packaging? This program seems somewhat misguided., **Nov 1, 2011 2:02 PM**
- It makes no sense. The more you consume (e.g., recycle), the more prizes you win./Stupid Program. Good luck on trying to convince those of us who are enamored by the program. I wish programs I did like got \$100,000 to implement., **Dec 6, 2011 7:33 PM**
- Please drop this program. City of Ann Arbor does not need to pay an external entity to encourage recycling. We need to incentivize LESS disposal whether it be trash or recyclables. Our resource use is totally out of control. Charge by weight for trash and recyclables. The more you consume, the more you'll throw away, the more you'll be charged. The current incentives / charges for disposal / recycling encourage consumption and disposal., **Nov 2, 2011 1:37 AM**
- I am opposed to the concept of rewards. It encourages consumption., **Oct 31, 2011 11:38 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- Not the right program. We need to teach Ann Arborites to "Reduce, Reuse, then Recycle," instead of "put lots in your bin, even if it is not recyclable, so you can get incentives.", **Oct 31, 2011 11:32 PM**
- Not a fan of any program that encourages more consumerism and waste. I've greatly reduced the amount I need to recycle and/or throw away (compost, reduce waste, reuse containers, etc.), yet I'd be rewarded for consuming/throwing more waste away (or at least dragging my empty bin to the curb to be "processed"). I only take out trash and recycling once every 3-4 weeks, yet don't get rewarded for my behavior. Odd concept., **Oct 31, 2011 11:25 PM**
- Please strongly consider changing your program to something that encourages people throwing less away. Recycling is also wasting energy. Reuse is what we need to strive for as a community., **Oct 29, 2011 8:28 PM**

Misc. comments(16)

- None, **Nov 28, 2011 4:04 PM**
- I've never used it., **Nov 23, 2011 7:51 PM**
- Not a single one., **Oct 31, 2011 10:34 PM**
- Please re-read previous comments., **Nov 5, 2011 10:28 PM**
- See comments on question #7, **Nov 1, 2011 5:15 PM**
- I think these are excellent businesses and applaud their willingness to incentivize recycling, but I want Ann Arbor government to be strictly in the business of offering services regardless of which businesses I choose to patronize., **Nov 1, 2011 12:08 AM**
- Panera Bread not listed as a patron-, **Oct 26, 2011 4:37 PM**
- McDonalds, **Nov 20, 2011 8:18 PM**
- It is okay in theory, I just am not a big coupon person overall. Free, hells to the yes, weird coupons not so much, **Nov 1, 2011 12:27 AM**
- I refuse to use it. I don't understand why the city is paying this for profit business to collect personal information from Ann Arbor Residents, **Nov 3, 2011 9:03 PM**
- It's good to see they've expanded the locations where coupons can be used. However, it's important to keep our eye on the ball when evaluating RecycleBank's value. If [cost of the contract] > [avoided landfill costs] + [value of tonnage in the marketplace], then the contract needs to be discontinued. The "positive economic impact" through patronage at various businesses with coupons is not a part of that equation., **Oct 31, 2011 9:23 PM**
- Not "exciting", **Nov 4, 2011 1:47 PM**
- this is another wasted effort by the recycle coordinator to obtain press and try to keep his job in the midst of city cutbacks, **Nov 1, 2011 5:03 PM**
- "push-poll", anyone? yes, I frequent some of these places., **Nov 1, 2011 2:47 PM**
- I will look into it., **Nov 1, 2011 10:51 AM**

Comments on other subjects(12)

- This is not the place for a popularity contest., **Nov 20, 2011 3:35 PM**
- I used to be a religious recycler, you totally effed up the whole thing. I take care of my own recycling now., **Nov 14, 2011 2:16 PM**
- I patronize lots of the above businesses but haven't used rewards at any of them. Not going to check any of the boxes above because not relevant., **Nov 7, 2011 12:19 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- I don't need points to recycle. I need a practical and accessible 24 hour location in the neighborhood where I can drop things off. Chelsea, for example has this., **Nov 1, 2011 9:09 AM**
- Increase re-cycle pick up days and decrease trash pickups. Fine homeowners and apartments for overflow of trash. People will re-cycle more when it has a value., **Oct 31, 2011 11:25 PM**
- The single stream program makes recycling much easier., **Oct 28, 2011 8:29 PM**
- include caps if attached to bottles--metal-n-plastic-n-glass; include/add styrofoam, **Nov 29, 2011 8:31 PM**
- I think single stream is terrific. I am recycling much more/, **Nov 17, 2011 10:19 PM**
- LOVE THE SINGLE STREAM! So much easier and I get less of a fight from my son to do one of his chores which is the garbage!, **Nov 2, 2011 11:54 PM**
- I don't have to worry about rainy mornings ruining the papergoods anymore., **Nov 1, 2011 1:08 PM**
- See my previous comment. Again, I think this program is pointless. I wish we could go back to using the smaller bins, which fit conveniently on our porch, rather than the single big one which we have to keep in the garage., **Nov 1, 2011 10:35 AM**
- The recycling is a wonderful service. We should all be incredibly grateful for it., **Oct 31, 2011 11:40 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

Comments about the city's recycling program: (420)

Complaints and/or Concerns about recycling (31)

- I worry that people are not being as careful with items they recycle and are just throwing trash in with items., **Nov 28, 2011 6:45 PM**
- I have been referred to as a 'super recycler' by people who work for the city and Recycle Ann Arbor. I recycle more now because you accept more types of plastics not because of single stream. In fact, I dislike single stream because it reduces the quality and value of the recyclables. ..., **Nov 28, 2011 5:16 PM**
- It is too bad that the size and weight of the trucks are damaging the small side streets. Trucks pull off onto lawns to let cars by instead of having the cars pull into a drive or back up. They also damage property at the corners when they can't negotiate the turn into the side streets., **Nov 28, 2011 1:34 AM**
- Thanks for doing this. This single stream bin is much easier than the old way. The big drawback is the slow, poorly designed website and I find it creepy that homeless people go through the recycle bins in our neighborhood, looking for cans I guess, but probably this can't be helped., **Nov 23, 2011 8:57 PM**
- I like the bins, esp. composting. Don't dump the bins back with open lids--it's hard to get the collected rain or snow out of them, esp. since the bins are heavy & awkward. NO OPEN LIDS PLEASE., **Nov 23, 2011 8:07 PM** recycling millage needs to be cut, and the city needs to stop subsidizing recycling from communities all over south-east Michigan., **Nov 20, 2011 8:49 PM**
- Wish the truck drivers were more careful when setting the empty carts back down so they would stay in an upright position.(Sometimes they release the grip too soon and the cart drops and tips over or pull the grip away before it clears the grounded cart and knocks the cart over.), **Nov 18, 2011 2:52 AM**
- I'm upset that you went with the single stream recycling. Why did this make sense? It was never explained. I hope you have gotten a lot more recycling out of it, but I can't imagine that's the case., **Nov 5, 2011 9:22 PM**
- I like the bin, but can't see how paying people to sort is cost-effective, compared to having homeowners sort. The bin is a great outdoor place to put stuff, from week to week, and paper doesn't get wet. I can put it out when I want, regardless of weather. The bins are very well designed -- easy to manage with one hand, even when full and heavy. Love the bin; still not convinced about the single-stream thing. The only reason I recycle more now is that you allow me to put in more kinds of plastic. Otherwise, I'm putting in exactly what I was putting in before....., **Nov 1, 2011 7:42 PM**
- It seems a twisted irony that the city purchased numerous *plastic* containers for the recycling program!, **Nov 1, 2011 5:05 PM**
- We moved here from a township and were appalled to discover that we are paying three times as much in taxes for city waste pickup as we were paying for the township-mandated private service we had before -- and the township provided MUCH better service -- no limits on trash disposal, would take bulky and large items, including Christmas trees, at no extra cost, etc. We are definitely paying a lot more for a lot less service here in the city., **Nov 1, 2011 1:14 PM**
- ineffective, **Nov 1, 2011 12:47 PM**
- Years ago the first recycling program were set up to keep waste oil out of the environment. Now 30 years later the recycling programs have stopped picking up waste oil. Well I guess we are back to dumping it on the ground or down the storm sewer., **Nov 1, 2011 12:38 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- I am already an avid recycler, but what is really needed for long term humanity is to go way beyond the sound bytes, this program doesn't scratch the surface, **Nov 1, 2011 12:10 PM**
- Has not always had the best direction by Recycle Ann Arbor. Recycle Ann Arbor could have done more to increase effectiveness and reduce costs of program., **Nov 1, 2011 11:48 AM**
- Keep it up. I know that the expectation for volume was way off but that is water under the bridge. Going forward work on building it up, the overall recycling program in A2 is pretty good., **Nov 1, 2011 11:28 AM**
- They miss our carts quite often, but otherwise it is a good program., **Nov 1, 2011 10:51 AM**
- Absolutely useless. It's easier to recycle on vacation than at home in Ann Arbor., **Nov 1, 2011 9:10 AM**
- I feel that single stream is somewhat misleading. I visited the recycling center and saw a lot of material being discarded because of the new single stream program. We may be increasing quantity but the quality of the recycled material is diminished. In effect this encourages more downcycling than recycling., **Nov 1, 2011 4:13 AM**
- I live off Lohr Rd and only get recycling every other week. I recycle more than I throw away, and would rather have recycling come every week, and trash every other week. Or just both each week would be great., **Nov 1, 2011 3:09 AM**
- it's time for this city to live within its means. I know we are a prosperous town, but enough is enough. I am disappointed in our city council members who think the residents who choose to pay more in taxes to live in this town hold a blank check. Dump the program and get on with life. You'll feel better., **Nov 1, 2011 2:33 AM**
- The first few questions asked about how my recycling behavior has changed since single-stream. It is not really a fair question, since at the time you introduced single-stream, you also started accepting a lot more stuff. So, yes, I recycle more total materials, but if you compare apples-to-apples, I recycle the same amount as before. I worry that the materials going in to single-stream are contaminated and that less total material is actually recycled (I have no doubt that more is collected)., **Nov 1, 2011 2:23 AM**
- Waste of money. Single stream makes the big difference. Those who don't want to bother recycle won't anyway., **Oct 31, 2011 11:42 PM**
- Too much money was spent on single stream., **Oct 31, 2011 11:39 PM**
- What were you thinking? BLUE recycle carts? Fully expected them to be green, for at least two obvious reasons. Unbelievable., **Oct 31, 2011 11:35 PM**
- Like most other routines and practices AA residents have been forced to adapt in the last 10 years, it all seems to have been done to make the city look politically correct above all else, whether it's reasonable or not to ask the residents to do., **Oct 31, 2011 11:25 PM**
- too expensive, **Oct 31, 2011 9:27 PM**
- Single stream was a mistake, **Oct 31, 2011 9:19 PM**
- I've participated since at least 1988 or before as a block coordinator distributing doortag reminder flyers and working at the recycling station. The program has been innovative and a leader. I hope we are not expending monies in odd ways (e.g. the recycle bank) that don't make a difference., **Oct 31, 2011 12:50 PM**
- Curbside recycling pickup is great. I'm not sure if it's been done in the most cost-efficient manner. No bid contracts are undemocratic and we don't know if we're getting the best value for our money., **Oct 30, 2011 4:38 PM**
- It's improving but shouldn't be so costly. I understand in Birmingham or Troy or somewhere around there they actually give people money back for their contributions. Here we have to supplement our provider. Don't understand it. I do very much like single stream., **Oct 27, 2011 3:27 AM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

City compost collection (3)

- Glad I can add kitchen scraps to compost bins. I wish the Compost Bins would get COMPLETELY emptied every week. Problems w/ leaves being left in bottom 1/2!?, **Nov 29, 2011 7:26 PM**
- My neighbor has had rental for several yrs--Now someone (part renter probably) took the compost bin--Now there isn't one--owner lives out of town & does try to clean up using bags, but the renter uses the other cans as they should. The city DOES NOT enforce the rule of removing the empty carts after they're empty., **Nov 23, 2011 9:14 PM**
- Composting should last all winter., **Nov 5, 2011 10:29 PM**

Drop-off Station (28)

- .../ I completed the survey but forgot an important item: making taxpayers pay to recycle @ the drop-off station doubtless discourages recycling. We do it because we believe in it, but I resent it; this is a city responsibility & should be taxpayer supported, along w/ street & sidewalk maintenance. Many people cannot afford to pay more. Please consider free drop-off in lieu of RecycleBank awards., **Dec 6, 2011 7:40 PM**
- I think the \$3 per load charge at the drop off center is detrimental. I no longer recycle styrofoam because I can't easily/cheaply drop off a small load., **Nov 29, 2011 8:49 PM**
- The reuse store is over priced with cranky staff. The dropoff station (dump) costs too much too. What other creative ways are there to find \$ for our recycle program?, **Nov 29, 2011 8:45 PM**
- ... Why does recycling of compact fluorescent bulbs, which are better for the environment, cost \$1.00 per bulb?, **Nov 28, 2011 6:11 PM**
- Would appreciate not having to pay \$3.00 at the drop-off station (for styrofoam, etc.), **Nov 28, 2011 3:24 PM**
- ...One thing I found confusing just yesterday: the curbside program doesn't take batteries, which is understandable, but the Drop-Off website says they only take rechargeable batteries. Does the Drop-Off Station really not take regular household batteries? If they do, please add regular batteries to the Drop-off Station webpage and anywhere else that they are erroneously omitted. (I have switched to rechargables, but not every device accepts them.), **Nov 26, 2011 9:21 PM**
- I love it. I wish you would take styrofoam. Since you charge for drop off now, we are just collecting it in the basement., **Nov 7, 2011 3:46 PM**
- Dropoff should be free, with public subsidy if necessary. The allowable materials are fewer than previously. What is and is not allowed is confusing., **Nov 5, 2011 8:32 PM**
- Charging \$3 to use the recycle center has really ben a major disincentive for many people. Why would you do something that so discourages recycling. It's very short sighted, **Nov 2, 2011 8:16 PM**
- I do like single stream recycling. It's easier than the old two-stream system. Single stream encourages me to recycle more than any RecycleBank points. But you should see to it that the Drop-Off Center is free. That would encourage more recycling than RecycleBank ever would. A \$3 charge each time one enters the Drop-Off station discourages recycling., **Nov 2, 2011 5:36 PM**
- They shouldn't charge for the drop off station - all that styrofoam ends up in the trash., **Nov 1, 2011 9:57 PM**
- wish drop off center was free again then I'd go more often and use it. now I put some stuff in the trash rather than the hassle of paying for drop off, **Nov 1, 2011 5:01 PM**



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- I find the recycling program easy to use. The only impediment to my using it to its fullest is the \$3 "penalty" charged when I choose to take items to the drop off center instead of dumping them in the landfill., **Nov 1, 2011 3:55 PM**
- We should have easy options for toxic waste dropoffs, disposal of batteries, sharps, etc. I'm very disappointed that the hours were reduced at the recycling center and the extra fees were imposed. I'd rather drop the incentives and have the recycling center open longer and drop the entry fee to use it., **Nov 1, 2011 1:02 PM**
- I think it's great. I wish the drop-off station drive-through was still free. I'm afraid the fee discourages some recycling., **Nov 1, 2011 12:54 PM**
- when you charge me to bring styrofoam and electronics to the recycle station, they go in the trash, **Nov 1, 2011 12:06 PM**
- Keep it up. Remove the \$3 entry fee for the MRF and expand its hours., **Nov 1, 2011 11:27 AM**
- Like the single stream. Like the many items that are now acceptable. Don't like driving some things across town to recycle, but worse is the fee, which is such a huge disincentive for folks who aren't really really committed. I do it anyway, but I'm sure many folks don't., **Nov 1, 2011 5:49 AM**
- I think the only complaint I have is with the option of recycling lightbulbs. Charging \$1 each after you charge a \$3 drop off fee is just silly and encourages no one to do the right thing when it comes to CFL bulbs. I don't think it should be for free but the price should be reasonable... maybe .50 cents per bulb., **Nov 1, 2011 4:54 AM**
- Being charged to recycle styrofoam, bags and the like is a mistake. I note that you can use points for a free trip to the drop-off center., **Nov 1, 2011 3:06 AM**
- need no-fee access to drop off station, **Nov 1, 2011 1:47 AM**
- Nuisance fees for the use of the recycling station are definitely a disincentive. They make no sense., **Nov 1, 2011 1:34 AM**
- recycling program is fine - EXCEPT FOR STYROFOAM. it's completely unfair to have to PAY to enter the dump to give you a material that is one of the higher value recyclable materials., **Nov 1, 2011 1:31 AM**
- Please recycle more, open the dropoff center for free - would prefer that to "recyclebank" stuff., **Oct 31, 2011 11:10 PM**
- The \$3.00 entrance fee at the drop-off station is a deal breaker. I no longer use the facility., **Oct 31, 2011 10:55 PM**
- Great! Sorry there has to be a \$3 entry fee to the drop off station. I know it has affected how much gets turned in., **Oct 31, 2011 3:22 AM**
- I think it's awesome. My family is also a big supporter of The Reuse Center. I love living in Ann Arbor. My one disappointment is that the drop-off center now charges \$3/trip. I've started giving my styrofoam to my Ypsi friends who don't have a charge., **Oct 29, 2011 5:12 PM**
- Stop charging at the Ellsworth rd facility drop off. I used to go every few months, Stuff I used to take is either in my garage or has "disappeared", **Oct 27, 2011 12:41 AM**

Supportive of the city recycling program (229)

- Really appreciate the recycling & compost carts plus this twice year Waste Watcher magazine is A.O.K., **Nov 29, 2011 8:57 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- I'm proud that our city is recognized as a #1 recycling city!! Keep it up!!, **Nov 29, 2011 8:41 PM**
- Really glad we've gone to the single stream - it has greatly reduced the amount of trash we send to the landfills. Yea!!, **Nov 29, 2011 8:39 PM**
- Love the bins! We always have 1-2 small bags of garbage and 3/4 full largest recycling bins every week. What a difference to have the large containers. They are very easy to use. No more flattening cardboard boxes--thank you!!, **Nov 29, 2011 8:04 PM**
- The automated truck is efficient and a huge step for worker safety without having someone to physically lift all those bins. It is saving the costs of back injuries!, **Nov 29, 2011 8:00 PM**
- Good job! Let's do more. Keep up the great work. How do I get in on Recyclebank rewards points w/o a computer? Thank you. Additional comments: I like the carts. I wish we could recycle more materials., **Nov 29, 2011 7:57 PM**
- great, **Nov 29, 2011 7:51 PM**
- I put trash and recycle bins for pick-up & return about every other week. I have attached garage in front of garage. Thank you for closer pickup in front of garage, **Nov 29, 2011 7:48 PM**
- Pretty impressive., **Nov 29, 2011 7:33 PM**
- I think the program is outstanding. I like the 3--compost, recyclables, waste--barrels. I also like the Waste Watcher magazine., **Nov 29, 2011 7:30 PM**
- It's a great program that we appreciate., **Nov 29, 2011 12:07 AM**
- I was very glad when the City updated to Single Stream. It feels good to be able to recycle most containers and plastics I use, **Nov 28, 2011 8:54 PM**
- I really like single stream recycling! It's a lot easier than before. I recycle much more now., **Nov 28, 2011 6:54 PM**
- an excellent program., **Nov 28, 2011 6:40 PM**
- It's very good. PEOPLE should sweep their sidewalks and remove snow. Too many yards are wild, weeds and junky looking. Too many weeds. We need cleaner, smoother sidewalks, better looking front yards, a lot of front yards are wild. clean sidewalks., **Nov 28, 2011 6:33 PM**
- much appreciated!, **Nov 28, 2011 6:29 PM**
- You're doing a fine job--we love the new carts., **Nov 28, 2011 6:27 PM**
- Keep up good work., **Nov 28, 2011 6:14 PM**
- You couldn't make it easier. Thank you!..., **Nov 28, 2011 6:11 PM**
- Single stream makes recycling a breeze! no more sorting, my roommates contribute more now I feel with it being so easy, as well as my neighbors--good job A2! I like that the city takes more plastics now too (#5 in example), **Nov 28, 2011 6:08 PM**
- Thank you for continuing to provide recycling in A2. My daughter is now 32 yrs old, grew up recycling, she continues and now is passing this habit to her 3 1/2 yr old son., **Nov 28, 2011 4:08 PM**
- Keep up the good work!, **Nov 28, 2011 3:56 PM**
- I think it helps residents to become more aware of cleanliness and keeps the neighborhood more attractive., **Nov 28, 2011 3:36 PM**
- Love single-stream recycling, it's so easy and I prefer the large cart to the smaller bins., **Nov 28, 2011 3:28 PM**
- It seems to work fine at our condo., **Nov 28, 2011 3:26 PM**
- Love it!, **Nov 28, 2011 3:16 PM**
- I hope it will continue., **Nov 28, 2011 3:14 PM**
- Very pleased with curbside recycling, **Nov 28, 2011 3:12 PM**
- very easy, effective, **Nov 28, 2011 3:00 PM**
- The single-stream recycling program really helped me to recycle more., **Nov 28, 2011 7:19 AM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- it is easy, especially since we have switched to the single-stream with the roll out carts, **Nov 27, 2011 10:31 PM**
- Outstanding! So happy with it!, **Nov 24, 2011 4:53 PM**
- It is very good. Years ago I was to hang reminders on the neighborhood door knob that the next day was their recycle day. Before that I took recyclables to deposit in a bin by the train station. I don't know if anyone else did tat., **Nov 23, 2011 9:25 PM**
- Very progressive--should serve as a model for other cities., **Nov 23, 2011 9:23 PM**
- Really like the single stream. ... , **Nov 23, 2011 9:20 PM**
- It's a great idea. The cans make it neat and easy. As for the RecycleBank, I'm not very good at making websites work. I might use the coupons if I could find them., **Nov 23, 2011 8:38 PM**
- I think it's great!!, **Nov 23, 2011 8:24 PM**
- Very easy & user friendly. Much better than the bins., **Nov 23, 2011 8:04 PM**
- Thank goodness we've made it work better & better--Love the Waste Watcher & its upbeat presentation--., **Nov 23, 2011 8:00 PM**
- I think it is great. Please continue offering it., **Nov 23, 2011 7:52 PM**
- effortless easy to do. makes me feel less guilty about going to landfill, **Nov 21, 2011 3:58 PM**
- proud to live in a city with such good recycling, **Nov 18, 2011 2:54 AM**
- It's easier now. Small amts. of shredded paper are less trouble. Big wheeled cart takes months to fill; I like that., **Nov 17, 2011 9:48 PM**
- I'm glad it exists., **Nov 17, 2011 7:33 PM**
- I think it's GREAT!! My roommate who NEVER before recycled I see her recycling more now because there is so much more the city accepts in recycling and it's convenient throwing it all in one., **Nov 16, 2011 2:34 AM**
- Love the expanded plastics, and love the roll out carts with one stream recycling....so much easier, **Nov 15, 2011 6:38 AM**
- in general well run., **Nov 13, 2011 2:08 PM**
- Glad to live in a city with such a commitment to recycling, **Nov 12, 2011 5:59 PM**
- Thanks for changing to single stream recycling so that we can recycle more items., **Nov 11, 2011 9:55 PM**
- I was so excited to get the single stream bin. I waited out and watched for the bin on the day they were to be delivered, and did a little dance for the delivery lady!, **Nov 11, 2011 9:37 PM**
- I love the single stream recycling program and compost bins. We put our veggie and fruit waste in the compost bins all winter and really reduce our waste year round, too. The city's recycling program is a wonderful part of our community!, **Nov 11, 2011 7:29 PM**
- I love the single stream program. I'd like to see more businesses with recycle bins available to customers., **Nov 11, 2011 5:20 PM**
- I think the recycling program is fantastic. Single stream is a huge convenience., **Nov 11, 2011 4:24 PM**
- Single stream & the cart are a huge improvement. THANKS!!!!, **Nov 11, 2011 4:18 PM**
- we have a home in Florida, and they are behind the times compared to what we can recycle in Ann Arbor, **Nov 11, 2011 5:45 AM**
- Keep it up!, **Nov 11, 2011 12:46 AM**
- I dislike the rewards program, but the recycle program is okay., **Nov 8, 2011 8:09 PM**
- Yea to the program!, **Nov 8, 2011 7:55 PM**
- A2 Recycling program is great., **Nov 8, 2011 12:17 AM**
- Great! to have one container that takes so much and has a lid so no rain or snow gets on the materials is fabulous! All cities should have it like A2., **Nov 7, 2011 11:19 PM**
- easy to use, **Nov 7, 2011 8:31 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- I'm glad Ann Arbor has gone to single-stream recycling, which is much easier to accomplish and thus much more likely to result in more recycling across the city, **Nov 7, 2011 7:10 PM**
- Single-stream recycling is great., **Nov 7, 2011 6:52 PM**
- It feels good to live in a city which has invested in such a program, **Nov 7, 2011 3:31 PM**
- The larger wheeled recycling containers make the process much easier., **Nov 7, 2011 3:10 PM**
- I love how easy it is and I am very happy that it is available, **Nov 7, 2011 2:32 PM**
- I like the single stream concept; this is very easy to do and it works!!, **Nov 7, 2011 1:53 PM**
- I am pleased with the single stream recycling and with the cart system. That improvement has made it easier for me. I'm not much of a consumer so the coupons or other incentives don't influence me., **Nov 7, 2011 1:34 PM**
- Great program, **Nov 7, 2011 12:42 PM**
- We didn't mind sorting our recycling before. It's fine to have a big bin - more convenient - but mostly like that the types of materials has expanded. That's the biggest improvement of single-stream in my opinion. Recyclebank is fine, but it hasn't changed my behavior., **Nov 7, 2011 12:22 PM**
- I recycle because the two 15(?) gallon buckets given to me for my apartment AT NO CHARGE by the City many years ago make taking things to the recycle bin, approx. 50 feet from my door, very easy and convenient. Fluorescent twister bulbs taken to Lowe's, which is convenient and recycles them free of charge. End of story!!, **Nov 7, 2011 3:18 AM**
- excellent!!, **Nov 7, 2011 2:59 AM**
- I LOVE the streaming recycling and the carts!! Makes it so easy to do, I recycle much more! It's great they take some plastics now., **Nov 7, 2011 1:39 AM**
- Excellent!, **Nov 6, 2011 8:52 PM**
- I like the large bins with single source because it's easier. It hasn't changed what I recycle, but it's nice to have a more user friendly system, especially if it causes others to recycle more., **Nov 6, 2011 4:08 PM**
- I like very much that the city supplies recycle bins and does (single-stream) pick-up once a week; and that there is a dedicated recycling center, as well as A2 Recycle. I think it is excellent that you are trying to find incentives for people who need them., **Nov 6, 2011 4:04 PM**
- love single stream - we can recycle more, more easily, **Nov 6, 2011 2:34 PM**
- After living places that do not recycle and going to great lengths to take my recyclables to centers, I was grateful to move to Ann Arbor where it is convenient and integrated into waste management. The additional items that can be recycled in new single stream is awesome!, **Nov 5, 2011 6:41 PM**
- I think the single-stream idea is great! I have no use for Recyclebank rewards other than passes to the Drop Off Station. The Recyclebank rewards have no influence on my recycling., **Nov 5, 2011 2:45 AM**
- I am very pleased with single-stream recycling, improved compliance at multi-unit, historic property downtown., **Nov 4, 2011 8:30 PM**
- Thankful we have the program. AA is well known for being a major recycling city., **Nov 4, 2011 2:07 PM**
- I'm glad the city values recycling so highly and has made it easy for citizens to recycle., **Nov 4, 2011 2:14 AM**
- Good job., **Nov 4, 2011 1:36 AM**
- Love it. Feel bad that these programs aren't more widespread, **Nov 3, 2011 8:51 PM**
- I appreciate the initiative Ann Arbor takes to be an environmentally sound community. I think the recycling program is excellent and should be fully supported., **Nov 3, 2011 7:52 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- It's so easy to recycle, now with the single stream system! Great, great program, thank you!, **Nov 3, 2011 7:11 PM**
- I really like the single stream recycling, **Nov 3, 2011 12:49 AM**
- We recycle many times more than we trash, esp. with single stream recycling, **Nov 3, 2011 12:01 AM**
- Love it!, **Nov 2, 2011 8:59 PM**
- Love it. Love that the recycle bins are enormous., **Nov 2, 2011 5:18 PM**
- I like the new carts. The city/RAA drivers are capable and competent., **Nov 2, 2011 12:01 PM**
- Happy with current system., **Nov 2, 2011 4:25 AM**
- I am very positive about the new single-stream recycling and encourage the city to maintain (or expand) the recycling program. Recyclebank has done very little to promote this behavior in my case., **Nov 2, 2011 3:33 AM**
- Please keep up the good work!, **Nov 2, 2011 3:07 AM**
- Keep it up!, **Nov 2, 2011 2:48 AM**
- Keep it up! Love the one container switch!!!, **Nov 2, 2011 1:37 AM**
- I think it is an excellent service, **Nov 1, 2011 11:23 PM**
- It makes everything easy and if it is easy I am more likely to do it., **Nov 1, 2011 11:21 PM**
- I love the single stream! But I wish you would get rid of Recyclebank., **Nov 1, 2011 10:32 PM**
- Happy the city went to single-stream recycling -- makes life a lot simpler., **Nov 1, 2011 8:45 PM**
- Love the single-stream totes. Money well spent. Recyclebank, not so much. No connection to your action equals no incentive., **Nov 1, 2011 8:20 PM**
- single stream is the way to go - its easier for residents, **Nov 1, 2011 8:04 PM**
- Am so happy about single stream recycling and the increased variety of things that can be recycled., **Nov 1, 2011 7:25 PM**
- It is a good program, forget the bribe, **Nov 1, 2011 6:11 PM**
- Very positive, **Nov 1, 2011 5:42 PM**
- Great that more things can be recycled now, **Nov 1, 2011 5:32 PM**
- Love the single stream recycling program. I recycle more, but because of the new big wheeled bins I do not need to put the recycling out as often, **Nov 1, 2011 5:29 PM**
- I am a very big fan of both single-stream recycling and the Recyclebank program. The new recycling system is so easy to use, covers such a wide range of recyclables, and thus, significantly reduces the amount of trash that our household sets out each week. I have encouraged friends -- notably, none of whom were previously aware of Recyclebank -- to sign up for the program. I love the program because it not only rewards good recycling behavior, but also helps me patronize local businesses that may be otherwise too expensive to visit on a semi-regular basis. In short, I think the city's recycling program significantly enhances the quality of our life and our environment, and embodies some of the best qualities of our community. I would be extremely disappointed if either the single-stream system or the Recyclebank program were discontinued., **Nov 1, 2011 4:44 PM**
- I love single stream. candidates supporting this got my vote in last election cycle. Even if it's a little more expensive, totally worth my tax \$. Like that it takes almost all numbers, and big wasteful plastic kid toys. Makes my life easy because so much is now recycleable., **Nov 1, 2011 4:22 PM**
- Single-stream recycling is its own reward. The carts make recycling very easy for us, and as a result, we recycle more., **Nov 1, 2011 4:21 PM**
- I'll recycle regardless of whether there is a Recycle Bank program. I don't need incentive to recycle. I'm glad I have the opportunity to recycle many more items through the new single-stream system, and I'll keep recycling at work and at home., **Nov 1, 2011 3:34 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- Single stream is very good. Makes it easy and increases amount we recycle., **Nov 1, 2011 3:13 PM**
- More convenient now with one container for all recyclables, **Nov 1, 2011 3:02 PM**
- I'm very happy that A2 is so focused on recycling., **Nov 1, 2011 2:54 PM**
- Single stream is the only part I care about. I would pay extra to keep single stream., **Nov 1, 2011 2:53 PM**
- I really like the single-stream recycling and the city's program makes it easy. I really like the WasteWatcher's brochure that is distributed--very helpful., **Nov 1, 2011 2:49 PM**
- It was a good decision to move to single stream...much easier to recycle now., **Nov 1, 2011 2:45 PM**
- I have very little trash now that most things can be recycled. It's a much better system than just trashing and landfilling everything., **Nov 1, 2011 2:40 PM**
- Good program and easy and convenient, they don't need the RecycleBank program., **Nov 1, 2011 2:39 PM**
- Thank you for offering this. It's so painless., **Nov 1, 2011 2:37 PM**
- Single stream is easy and awesome., **Nov 1, 2011 2:35 PM**
- The best--and great--change is being able to mix recycle items in one bin., **Nov 1, 2011 2:23 PM**
- Like the large cart and you can put all in one bin. That's it, **Nov 1, 2011 1:56 PM**
- Before Ann Arbor started the single streaming recycling program with the large blue carts combined with Recycle bank incentive, I did not recycle much due to the following reasons: previous beige or green small rectangle containers were too small & I had no room to store all my recyclable material, due to no lid on previous container & recycling items were often scattered around the neighborhood. It took too much effort and was irritating to recycle so I rarely recycled. However, now I do recycle as much as possible and even to buy products with packaging which that is more concerned about the environment. I have even stopped purchasing disposable water bottles and have greatly reduced my weekly garbage totals., **Nov 1, 2011 1:39 PM**
- It's excellent. Thanks for making recycling so easy and simple., **Nov 1, 2011 1:35 PM**
- We LOVE the single stream recycling can. The recyclebank points may be more of a factor if the rewards were just a slight level better in value., **Nov 1, 2011 1:19 PM**
- It's great! Helps me to do what's ecologically correct and necessary., **Nov 1, 2011 1:14 PM**
- Love single stream. Hate Recycle Bank., **Nov 1, 2011 1:05 PM**
- Keep this valuable program... just ditch less than motivating rewards, **Nov 1, 2011 12:59 PM**
- The biggest consideration is not having to sort my recyclables., **Nov 1, 2011 12:58 PM**
- I am very happy with the single stream recycling program. The cart is the perfect size. And it's easy to bring to the curb. Thank you!!!, **Nov 1, 2011 12:58 PM**
- Excellent compared to many other cities!, **Nov 1, 2011 12:53 PM**
- It's great!, **Nov 1, 2011 12:49 PM**
- We have very little landfill stuff now (about one grocery bag a week) since we can recycle so much. Love the compost carts, too., **Nov 1, 2011 12:42 PM**
- love single stream. love the big carts --- I can put out the carts every 2 wks filled to the top!, **Nov 1, 2011 12:39 PM**
- just do it, stop the gimmicks, **Nov 1, 2011 12:14 PM**
- Love single stream! Please keep the recycling program!, **Nov 1, 2011 12:04 PM**
- great program. easy to recycle, **Nov 1, 2011 11:55 AM**
- Great - appreciate the expanded items accepted. Want to use more than 2 RecycleBank coupons per year at the A2 Recycle Drop-off Station., **Nov 1, 2011 11:48 AM**
- It is good, **Nov 1, 2011 11:46 AM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- Single stream recycling ROCKS! Recyclebank rewards program STINKS!, **Nov 1, 2011 11:42 AM**
- Love it., **Nov 1, 2011 11:41 AM**
- Love single stream. Don't understand recycle bank., **Nov 1, 2011 11:40 AM**
- single stream is great. points are pointless., **Nov 1, 2011 11:40 AM**
- Excellent program. Should be adopted by many other communities., **Nov 1, 2011 11:29 AM**
- It seems to work well and is convenient. What more incentive is needed?, **Nov 1, 2011 11:27 AM**
- I love it. I helped start it. Single stream rocks. It really makes it easier. I love my recycling cart., **Nov 1, 2011 10:56 AM**
- It is a great program and easy to participate in for a home owner. We put out our cart every week., **Nov 1, 2011 10:51 AM**
- great., **Nov 1, 2011 10:37 AM**
- Like it, don't need points, **Nov 1, 2011 10:33 AM**
- I like what the city is doing for recycling. First started recycling when youngest daughter (now 34 years) nagged us to do so., **Nov 1, 2011 10:29 AM**
- Keep single stream and eliminate Recycle bank, if that is an option., **Nov 1, 2011 10:18 AM**
- Love it!!, **Nov 1, 2011 10:18 AM**
- I like it that they have made it single stream. So much easier now. Heard they are going to stop this rewards program. Hope not., **Nov 1, 2011 7:33 AM**
- I like having single-stream recycling. I don't have to separate paper from plastics or other recyclables., **Nov 1, 2011 3:55 AM**
- Single-stream recycling is wonderful., **Nov 1, 2011 3:50 AM**
- The variety of accepted materials and ease of single stream recycling is fantastic!, **Nov 1, 2011 3:44 AM**
- I am very pleased that since single-streaming recycling Ann Arbor accepts more "numbers" of plastics, etc. Like the carts., **Nov 1, 2011 3:41 AM**
- SUPER EASY!! Friends in other cities (Battle Creek, Alpena) have commented on how easy it is here - and how much we recycle., **Nov 1, 2011 3:19 AM**
- Very convenient, **Nov 1, 2011 2:41 AM**
- I appreciate single stream recycling., **Nov 1, 2011 2:40 AM**
- Love it. I am so happy that so many things can be recycled now. It is so important and I am glad that my city now accepts so many items. Way to go! Single stream is great too., **Nov 1, 2011 2:29 AM**
- It's so easy to do now, there's little reason NOT to., **Nov 1, 2011 2:26 AM**
- I love single stream recycling. We recycle a lot more with the convenience of this program. No need for incentives., **Nov 1, 2011 2:19 AM**
- I'm especially glad you accept so many other types of plastic., **Nov 1, 2011 2:04 AM**
- Well done., **Nov 1, 2011 2:04 AM**
- like single stream, so much easier, **Nov 1, 2011 1:47 AM**
- So glad that the City has single stream recycling that's picked up for free (ok, taxes) right from in front of our houses! That's amazing! (Seriously, a lot of places make you pay for this service outside of taxes. Don't do that, please.), **Nov 1, 2011 1:27 AM**
- I like the single stream recycling very much. It is quite convenient., **Nov 1, 2011 1:21 AM**
- good, **Nov 1, 2011 1:18 AM**
- I love the new curb carts and the wider spectrum of plastics that are recyclable. Those elements have allowed our family to recycle more and more easily. I also like the curb carts because they reduce the amount of paper that used to scatter with the wind out of the old bins., **Nov 1, 2011 1:16 AM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- single stream recycling has made recycling considerably easier. Best idea AA government has come up with in a long time., **Nov 1, 2011 1:13 AM**
- Outstanding!, **Nov 1, 2011 12:59 AM**
- Great to be able to recycle SO many more materials like plastics. Also easy to have in one bin. Thank for the free bin, by the way., **Nov 1, 2011 12:48 AM**
- It's an excellent program and I hope it will accept more types of recyclables in the future, **Nov 1, 2011 12:46 AM**
- Keep single stream - it's easier. Love the big dumpster!, **Nov 1, 2011 12:40 AM**
- Very good and convenient program...our recycle container must weigh 2-3 times our trash container. If we had to sort recyclables again we would, but this is a help to busy people. Ann Arbor has proven willing to support taxes for services over the years. I hope this continues., **Nov 1, 2011 12:32 AM**
- thank you, **Nov 1, 2011 12:30 AM**
- I love single stream! In fact I only had two small bags of garbage this week and a full recycle cart. This happens frequently. I recycle so much more and I think about if something is recyclable before I purchase it. Please, please, please do NOT eliminate single stream. I could care less about recyclebank, but do not take away my royal blue rollout cart!!!!, **Nov 1, 2011 12:30 AM**
- Reduces the need for landfills., **Nov 1, 2011 12:27 AM**
- We've loved the new program. It makes it much easier to recycle many items., **Nov 1, 2011 12:21 AM**
- Single source recycling is good because it is easy, but the Rewards Points are a waste., **Nov 1, 2011 12:19 AM**
- Love single stream - so easy., **Nov 1, 2011 12:16 AM**
- great, great program. And thanks for single-stream. and the collection bins. no complaints at all: great job, folks!, **Nov 1, 2011 12:12 AM**
- We're really pleased that we can recycle most plastics now, that our paper and container bins that we use in the house don't get muddy or snowy anymore, and that we don't have to tie up cardboard anymore. The compost carts are great for brush that's difficult to bundle., **Nov 1, 2011 12:11 AM**
- Thank you for making recycling so easy and convenient. I am pleased to live in a city that offers such extensive opportunities to recycle., **Nov 1, 2011 12:09 AM**
- Thank you for your work in providing a good recycling program for my city., **Nov 1, 2011 12:01 AM**
- saves me on trash bags!, **Oct 31, 2011 11:46 PM**
- The recycling program is EXCELLENT!, **Oct 31, 2011 11:43 PM**
- It's easy, **Oct 31, 2011 11:36 PM**
- very well managed, **Oct 31, 2011 11:35 PM**
- Love single stream recycling. Love to recycle. It has made me even more dedicated to reducing my waste., **Oct 31, 2011 11:21 PM**
- Recycling great, Single Stream recycling great, Recyclebank is a waste of resources., **Oct 31, 2011 11:15 PM**
- I recycle significantly more now that they accept more in single stream recycling., **Oct 31, 2011 11:10 PM**
- It's a great program! Recycling is so easy now., **Oct 31, 2011 11:07 PM**
- Glad we're got it!, **Oct 31, 2011 11:02 PM**
- I am glad A2 continues to support the recycling efforts of Ann Arborites just hope they will rethink allocating funds for RecycleBank., **Oct 31, 2011 11:02 PM**
- I hope it works! It really IS the right thing to do!, **Oct 31, 2011 11:00 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- LOVE single stream!, **Oct 31, 2011 10:41 PM**
- The single stream recycling program is a huge improvement over the previous method., **Oct 31, 2011 10:38 PM**
- Glad you/we have it!, **Oct 31, 2011 10:25 PM**
- We didn't mind separating, but now that it's not necessary it's even easier. How can people NOT do it?, **Oct 31, 2011 10:20 PM**
- Great job expanding plastics that you accept. The Drop-Off station is great for those things you cannot recycle curbside. I take styrofoam & plastic bags there regularly and am always pleased by the ease of dropoff., **Oct 31, 2011 10:10 PM**
- We like single stream and the broad range of products accepted., **Oct 31, 2011 9:55 PM**
- Excellent, top-rate program!!!!, **Oct 31, 2011 9:44 PM**
- You are doing great work with this program., **Oct 31, 2011 9:41 PM**
- Hat tip for the giant carts. For some people, they're unwieldy, but on the whole, they make Ann Arbor an easier place to live than before., **Oct 31, 2011 9:25 PM**
- I love the single stream carts. The streets look better, I don't have to lift heavy bins, and I don't have to put the carts out every week., **Oct 31, 2011 9:11 PM**
- I appreciate having one large recycle cart vs. those small bins. I *NEVER* used the bins, but I use my cart all the time., **Oct 31, 2011 8:56 PM**
- Much better than any of the places I have relatives (Columbus, OH; Boulder, CO; Wilmington; NC; Mentor, OH, **Oct 31, 2011 12:25 AM**
- love single-stream! I hope it's economical and worth it in that sense, but it is so much easier on the consumer end., **Oct 30, 2011 11:09 PM**
- Very satisfied., **Oct 30, 2011 7:50 PM**
- Wonderful!, **Oct 30, 2011 2:55 PM**
- Going to one stream recycling was a great change!, **Oct 29, 2011 8:29 PM**
- I think it's wonderful, and wish more people appreciated it., **Oct 29, 2011 6:06 PM**
- appreciate being able to recycle yogurt etc. tubs. And not having to separate items., **Oct 29, 2011 4:38 PM**
- It's an excellent service and one of the reasons I like living in Ann Arbor., **Oct 28, 2011 10:32 PM**
- The city makes it easy for residents to recycle, which is great., **Oct 28, 2011 8:30 PM**
- I really think the main reason Ann Arbor has such high recycling participation is peer pressure. Once you reach a tipping point where it seems non-recyclers are the odd ones out on the block, people will recycle even if they don't care about the environment. As long as it stays convenient, and bins on the curb make it obvious who's recycling, we don't need rewards schemes., **Oct 28, 2011 6:10 PM**
- Curbside combined recycling has been great, **Oct 28, 2011 2:43 PM**
- Keep it up! We must recycle. Good work on introducing single stream. Don't be afraid of instituting change -- at first people resist, but then the dust settles, so to speak. I commend the city., **Oct 28, 2011 12:55 PM**
- The single stream is great. We've been able to significantly reduce our traditional trash. One idea to motivate people might be more publicity of statistics that demonstrate how much A2's recycling program has saved - trash volume reduced, energy saved, resources reduced, etc., **Oct 28, 2011 1:01 AM**
- I mainly do it to reduce the use of landfills, and all the maintenance associated with them., **Oct 27, 2011 5:23 PM**
- I really like the single-stream recycling, it makes recycling super-easy., **Oct 26, 2011 10:46 PM**
- The new carts are convenient and easy to use. Recycle Ann Arbor does a great job. Just get rid of the counterproductive and wasteful Recyclebank program. City Council must have been fooled



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

by a slick salesperson from Recyclebank. That's really a shame because it taints the otherwise excellent recycling program., **Oct 26, 2011 9:30 PM**

- LOVE single stream. So glad that more plastics are now accepted. :), **Oct 26, 2011 7:07 PM**
- Glad we have it!, **Oct 26, 2011 2:58 PM**
- I am delighted with single stream, **Oct 25, 2011 9:25 PM**
- Single stream has made recycling incredibly easy. Our cart is frequently full even with all boxes broken down., **Oct 25, 2011 3:23 PM**

Requests to resume fall leaf street pick-up (7)

- No leaf pick up as of 2010. More concentration on other city services. Lots of buildings, equipment, but no city services. Tried three years to have lawn ext. tree cut--no luck--can't use half of driveway. Again save \$--forget older generation--no city employee will ever grow old!, **Nov 28, 2011 6:38 PM**
- I wish we still had leaf pick up, I am wasting a lot of money and resources on paper bags. The cart is not big enough., **Nov 28, 2011 3:21 PM**
- Please resume city collection of leaves in fall!!! Use of paper bags--many, many--not a waste watcher feature., **Nov 28, 2011 3:06 PM**
- ...Wish you would continue xmas tree pick-up & re-introduce leaf collection!, **Nov 23, 2011 9:20 PM**
- Stopping street pick up of leaves a hardship on a neighborhood like where we have tons of leaves to dispose of., **Nov 23, 2011 9:09 PM**
- We have a great recycling program and we do not need any incentives to use it. Give the taxpayer a break by using the money that is paid for recyclebank for bringing back core services - like leaf pick up., **Nov 7, 2011 4:14 PM**
- It rocks. As someone with a mild disability, I miss leaf collection though., **Nov 5, 2011 6:50 PM**

Prefer aspects of dual-stream system (23)

- See above. Also, the carts are unwieldy for anyone who is not strong & able. If I didn't have an able-bodied partner to recycle, I would be unable to do it, no matter the benefits. You need to offer alternative carts/bins that are more manageable. At least w/ the former bins, I could adapt. No more. Please be mindful of unintended consequences; AA has many seniors.../, **Dec 6, 2011 7:40 PM**
- Sorting paper from containers was never a problem for us., **Nov 30, 2011 9:26 PM**
- Miss motor oil and household batteries pick up. Tops should be included., **Nov 29, 2011 7:21 PM**
- The old one was better. I prefer to separate paper from plastic & metal., **Nov 23, 2011 8:28 PM**
- Start picking up the small recycle bins again. I still have mine. I have disposed of the monster recycle bin., **Nov 14, 2011 2:18 PM**
- There was no reason to change from the previous system. Add up all the costs for the new system, and it is more wasted money., **Nov 5, 2011 1:04 PM**
- Wish they would bring back furniture removal!, **Nov 2, 2011 11:55 PM**
- it sucks that i cannot recycle batteries anymore, **Nov 2, 2011 12:40 AM**
- Please consider adding batteries back to the list of materials that can be recycled. Also would like to see the Drop-Off Center list of materials expanded., **Nov 1, 2011 5:16 PM**
- I miss home pick up of batteries and motor oil., **Nov 1, 2011 3:04 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

- The single stream idea is moronically stupid. Sorting recyclables is easy and saves the program money. Go back to the old way. Also, pass statewide legislation to force people to recycle., **Nov 1, 2011 2:07 PM**
- I am irritated about losing curb side oil and battery recycling. There are not many good options for disposing of those items, particularly oil filters. BUT, overall, I think that the single stream change was good. I would like to have another DOS facility. The existing DOS is not convenient in location or hours of operation. Some bins that are available 24 hours for items like cardboard and newspaper would be nice as well., **Nov 1, 2011 12:48 PM**
- Batteries, oil and filters are sorely missed. The fee thing just encourages me to "hide" it in the garbage. Sorry, but that is the truth., **Nov 1, 2011 12:29 PM**
- I want more to recycle batteries again!, **Nov 1, 2011 11:58 AM**
- As I said before, wish we could go back to using the smaller bins., **Nov 1, 2011 10:36 AM**
- Not happy that oil is no longer picked up. I question that it's OK to toss batteries in the trash. While this may or may not be true of 'regular' batteries, I am sure it increases the amount of 'toxic' batteries that get thrown out., **Nov 1, 2011 10:23 AM**
- Batteries are now much harder to recycle. I'd have to pay the entry fee to the drop off center to get them recycled. This should be easier., **Nov 1, 2011 6:18 AM**
- Two stream (paper/other) wasn't too hard to do; but one stream is easier and I like having to worry less about "is it on the list." I miss being able to recycle batteries or having odd stuff (like that or car oil) picked up at the house. It's hard to drive all the way across town. You need to do what makes sense. Remember, this is Ann Arbor, and incentives that work elsewhere may not play as well here., **Nov 1, 2011 12:55 AM**
- I miss free visits to the drop off station, and curb pick up of motor oil and batteries., **Nov 1, 2011 12:26 AM**
- Very unhappy not to be able to leave batteries curbside., **Oct 31, 2011 9:16 PM**
- I wish that there were an easy way to dispose of batteries., **Oct 31, 2011 8:57 PM**
- It is excellent. So happy to be able to recycle plastics 3-7! Wish waste oil and batteries could still be collected curbside, though., **Nov 12, 2011 12:09 PM**
- It's convenient and efficient. Would like to see more options such as plastic bags and batteries, **Nov 1, 2011 2:00 PM**

Additional Comments (17)

- City is getting flim-flammed. Contract triples in a year? Low ball bid., **Oct 31, 2011 11:21 PM**
- I can still remember the recycling efforts of WWII, and spent decades wondering why we wasted so much of our natural resources after the war. If we'd been conserving resources, there probably wouldn't have been an Iraq War., **Nov 28, 2011 3:31 PM**
- I've been doing this since I was small, +60yrs!, **Nov 23, 2011 8:23 PM**
- The only reason the frequency of taking out my bin has decreased is because we now have really big bins. The volume of recycle is always much more than than the trash bin volume., **Nov 23, 2011 8:19 PM**
- always have recycled for many years, **Nov 20, 2011 8:18 PM**
- I know that there was concern that there has been less recycling that expected. Perhaps some of that is due to the discontinuation of the daily Ann Arbor News., **Nov 6, 2011 5:48 PM**
- One is not thinking straight or honestly if one thinks the city's recycling program really does anything of consequence to reduce climate change or save energy. To do these things you have to



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seriously tackle human overpopulation and continuing fast population growth in America, **Nov 6, 2011 12:45 AM**

- recycling is not easy. don't have data to prove it's economic. best thing i would do is eliminate all those little bottles of water. what a waste., **Nov 1, 2011 7:00 PM**
- interesting, **Nov 1, 2011 4:44 PM**
- I've recycled my entire adult life (and that's a long time). I used to be a block captain when pick-ups were monthly. Its' just something we do. We do not consider it an inconvenience., **Nov 1, 2011 4:00 PM**
- How much material that A2 collects is truly recyclable? How many resources are consumed preparing materials of minimal recycling value for recycling (i.e. fresh water for washing out plastic containers!), **Nov 1, 2011 2:04 PM**
- I recycle mainly to avoid fines from the city, which is not offered as an option on the list., **Nov 1, 2011 1:33 PM**
- Your survey website sucks! It takes almost 20 seconds to load the NEXT page and I've tried on multiple computers., **Nov 1, 2011 12:14 PM**
- See previous comments., **Nov 1, 2011 1:03 AM**
- Recycling has greatly increased Ann Arbor's smug level., **Oct 31, 2011 11:48 PM**
- i take large recycle bin to street every 2 or 3 weeks instead of every week...hopefully that saves \$ and energy for the truck having to stop fewer times, **Nov 1, 2011 3:28 PM**

Questions or Requests for Additional Information (18)

- I hope single stream has increased the volume of material actually recycled, **Nov 3, 2011 3:02 AM**
- It used to be better. Where exactly does the material go - all of it go?, **Nov 2, 2011 11:17 PM**
- need clearer instructions about what is recyclable, **Nov 2, 2011 4:23 AM**
- don't know if it makes economic sense, **Nov 2, 2011 12:21 AM**
- I just hope that single stream recycling isn't diminishing the quality of the recyclables. It was my understanding that when we were asked to separate recyclables the city got a higher price for them when they were sold., **Nov 1, 2011 9:09 PM**
- Single stream is a vast improvement over the old way. Extremely easy now. Anyone can do it. I hope for clearer instructions on what can and can't be recycled. (Re lids, tops, etc.), **Nov 1, 2011 5:26 PM**
- We need more detailed information about the income from sales of recycled materials, compared to the cost of the recycling program (including cost of machinery, vehicles and use of city land), **Nov 1, 2011 1:39 PM**
- i would be interested to learn about the amount of energy and resources that go into actually recycling the items. how are those materials then used?, **Nov 1, 2011 1:12 PM**
- There are some items that we are still not sure whether we can recycle - or why we can't recycle (e.g. large yogurt lids and cardboard coffee cans). In general, we are pleased with the program. Single stream is a lot better!, **Nov 1, 2011 1:57 AM**
- how much is collected and tossed out? This needs to be disclosed., **Nov 1, 2011 12:58 AM**
- I'm glad we have a great recycling program. I wish it were more transparent about what types of things were more or less valuable to recycle. I wish we worked more on trying to influence what types of materials are used in packaging and products to start with so we emphasize recyclable products., **Nov 1, 2011 12:36 AM**



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- I like the single-stream system, although I wonder how much is contaminated by food left in containers., **Oct 31, 2011 11:52 PM**
- I still wonder about energy saved when somebody has to go through the stuff and sort it., **Oct 31, 2011 10:38 PM**
- I am unimpressed by the city roll out of this service. I am unimpressed by the timing of this survey. And, I'm going to bet that I can answer this survey multiple times. I'll let you know by commenting that "Disgruntled Citizen" is back./ Single stream is nice for the consumer; how does it work on the other end? It seems rather wasteful to re-separate out recyclables that I sort in my old green/white totes., **Dec 6, 2011 7:34 PM**
- Exactly what is recycleable is not clear!! Website & print should be like TSA info: OK vs not OK. Clear. What abt rubberbands, corks, cellophane, bandaids, small bottle cups, etc.? We deserve clarity., **Nov 29, 2011 7:39 PM**
- I wonder whether it really encourages more recycling (hope so). Does it make lots more trouble for Recycle A2?, **Nov 28, 2011 6:21 PM**
- I'm happy to live in a place with a dedicated recycling program that accepts so many materials. It would be nice to know where those collected materials end up. Who buys them? I think it would help people recycle more if they knew what happened after the truck came to their curb. Thanks!, **Nov 28, 2011 3:09 PM**
- I would like to know more about containers that can be recycled...yogurt plastic, etc..., **Nov 17, 2011 12:15 PM**

Additional Comments about Recyclebank (30)

- When I called "four" choices were given to me a Ann Arbor \$5.00 Buffalo Wild Wings: Have to use in WESTLAND? Never go there., **Nov 29, 2011 8:54 PM**
- I would prefer a \$10 Target gift card once a year. Something where all points for one year could be Target gift card, or Meijer gift card., **Nov 29, 2011 8:35 PM**
- DO NOT DISCONTINUE. I'd like to think it is a great incentive program, however the offerings I am interested in are no greater than the coupons I receive on a regular basis from local businesses., **Nov 29, 2011 8:32 PM**
- Too time consuming for the current rewards involved., **Nov 29, 2011 8:09 PM**
- Please mail me a list of the rewards available through recyclebank. My name is *** ** & my address is ### ** **., **Nov 28, 2011 6:18 PM**
- ...But I do like Recycle Bank. It adds a fun factor to recycling., **Nov 28, 2011 5:16 PM**
- I have been recycling in A2 since the 1960s, since we had to haul stuff to the railroad tracks near Main St. & the ramp to M-14. I would recycle no matter what. The more you'll take, the happier I am. Recyclebank didn't motivate me at all. Using it to donate to a cause was a nice idea, but now I doubt that will ever happen. Some method of updating me on my account's status might ease my conviction that Recyclebank is a big fat joke--or maybe confirm it. Meanwhile I don't get to donate anything to anybody. What the hell is the point?, **Nov 28, 2011 3:47 PM**
- Can't seem to get the coupons we select to use when clicking on print coupon., **Nov 28, 2011 3:19 PM**
- Since I recycle without the incentive of rewards, I wait until my cart is full to put it on the curb. Nevertheless, if the program motivates more residents to recycle more items, I support it.... , **Nov 26, 2011 9:21 PM**
- Stop wasting my tax dollars on recyclebank. It benefits local merchants at my expense., **Nov 23, 2011 9:04 PM**



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- I get the cart out only after it is more full. It responds to my natural "frugal" instincts. From my limited view, I think it is an effective program except for the Rewards gimmick. Perhaps others like the rewards program. How expensive is it to run? If many people are encouraged to recycle because of the rewards program then keep it. It seems wasteful of the time and effort of the men manning the trucks to put the recycling cart out every week when it is not full. It would seem sensible to put it out only when it is reasonably filled., **Nov 23, 2011 8:34 PM**
- Redece, reuse, recycle, not "redeem coupons"., **Nov 17, 2011 5:57 PM**
- I like that we're encouraged to recycle; however, some people won't recycle no matter the incentive dangled before them., **Nov 5, 2011 8:55 AM**
- This may make economic sense for Recycle Bank but not for city taxpayers., **Nov 3, 2011 9:05 PM**
- It works just fine without a coupon scheme., **Nov 1, 2011 9:54 PM**
- It's fine, but cancel the Recyclebank program and save the City money., **Nov 1, 2011 3:36 PM**
- Recycling: good. Recyclebank: stupid & wasteful., **Nov 1, 2011 3:20 PM**
- Stop the rewards program., **Nov 1, 2011 1:05 PM**
- increase rate of gaining rewards, **Nov 1, 2011 12:58 PM**
- Recycle Bank represents the opposite of all your listed factors that motivate recycling behavior: save natural resources, future generations, save energy, right thing to do, less wasteful, reduce climate change, easy to do, makes a difference, makes economic sense. Instead, it rewards through consumption., **Nov 1, 2011 11:50 AM**
- get rid of recyclebank, **Nov 1, 2011 11:48 AM**
- get rid of the "rewards", **Nov 1, 2011 11:00 AM**
- As noted before, our actual recycling isn't tied directly to our reward points. Of course, that would be closer to being paid for recycling. I have an old grain drill I need to scrap/recycle. It's about 1000lbs of steel. We've toyed with the idea of cutting it up and putting it in our recycle bin! But we'll take it to a scrap dealer instead, because they'll give us a cash payment. It will get recycled either way, but I can't see a reason to do the work to recycle it here, and pay all of our neighbors, instead of getting paid directly. I look at Recyclebank primarily as a way to reward people who recycle. I think that has some incentive effect, but not a lot. You should advertise people who are using the program for that. ("10,000 of your neighbors are getting rewards for their recycling - why not you?") But as someone who does recycle, I appreciate the reward., **Nov 1, 2011 10:38 AM**
- great idea, but the rewards program is a wast of time and money!, **Nov 1, 2011 2:20 AM**
- reward points not useful, **Nov 1, 2011 2:15 AM**
- While my family doesn't need an incentive, others may need an incentive so I think the program idea is great. I think my family may be unique., **Nov 1, 2011 1:00 AM**
- Focus on making the recycling process convenient for residential and business customers in and around Ann Arbor. We don't need the city to give us points to do what we already want to do..., **Nov 1, 2011 12:16 AM**
- Don't mean to sound negative about Recycling Bank. Just don't have time to make use of the program and would recycle without it., **Nov 1, 2011 12:01 AM**
- I know you guys are trying, just RBank isn't such a good website/program, **Oct 31, 2011 11:30 PM**
- Keep the system, dump the Rewards program, **Oct 31, 2011 10:35 PM**



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

Suggestions for recycling program (40)

- Great program; wish there was curbside styrofoam recycling + more types of plastics, ceramics., **Nov 23, 2011 8:58 PM**
- Pleased that almost all the plastics are accepted! Would like to recycle lids & caps & styrofoam. We try to reuse, then recycle., **Nov 23, 2011 8:02 PM**
- You have so much potential. You have great tools. But it seems that you are not using all those tools to live up to your potential. When I read the stuff that goes on in Ann Arbor.com or in the other blogs - or in the Observer, or in the newspaper I read way to much about politics and bickering over the right way to do stuff and not enough positive reinforcement that has to recognize that different people do "the right thing" for different reasons. So please try to reach out to all people in your programs -- in the questions about I would hope that you don't simply state the results in aggregate and say "this means..." and instead break the results down by different user types to understand that each has their own motivators (lets just call this "modern marketing") so one group is going to do it all for the environment, another is going to do it for future generations, another for rewards, another because its good government, another because its easy -- please use this to improve and target your communications and outreach -- and please don't forget that this will likely not be a representative sample - so don't get to excited about the results!, **Nov 11, 2011 4:06 PM**
- Please add back recycling for batteries. Also please add a wider variety of plastics. Maybe cloth too? (Old clothes/shoes too worn to be donated to a charity shop.) Add special days when old paint, TVs, computers, furniture, etc. can be set out on the curb for those who lack transportation to the depot., **Nov 7, 2011 7:18 PM**
- would like to see styrofoam accepted in bins then all my trash would be recycled, **Nov 7, 2011 6:41 PM**
- I would love for them to add to it: styrofoam and plastic bags!, **Nov 7, 2011 3:54 PM**
- Single stream recycling is a great first step. Please make available curbside recycling of fabric (too used to donate), plastic bags and styrofoam., **Nov 7, 2011 3:53 PM**
- Please increase the diversity of items collected!, **Nov 6, 2011 10:24 PM**
- With the large carts pickup for trash, recycleables, and compost should be every other week., **Nov 6, 2011 4:05 PM**
- I like the wheelie bins. I wish you took styrofoam., **Nov 3, 2011 7:42 PM**
- Keep adding to what we can recycle. There's still stuff that is recyclable that aren't allowed in the recycle bins. But otherwise, I think the new program is great!, **Nov 2, 2011 11:17 PM**
- Take my styrofoam, please!, **Nov 2, 2011 6:36 PM**
- City hall should switch to single stream containers., **Nov 2, 2011 4:30 PM**
- Greatful for the move to single stream! I wish styrofoam, plastic bags could be picked up., **Nov 2, 2011 2:09 PM**
- Charge by weight for EVERYTHING that goes to the curb: trash AND recyclables., **Nov 2, 2011 1:38 AM**
- I'm glad you expanded what you will accept. I sure wish you could take those caps and lids though!, **Nov 1, 2011 3:16 PM**
- wish you could expand to take more materials at the curb: eg, styrofoam, textiles, **Nov 1, 2011 1:35 PM**
- I just love single stream - it's easy!! I don't like the multiple containers on my small lot, however. I don't think we should discourage homeowners to buy/use the 32 gallon carts because some lots simply don't have the space for the larger carts. Also, small families don't need as much capacity., **Nov 1, 2011 12:29 PM**



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- Just keep working to include new materials (plastic bags, lids) and keep up the good work. No complaints., **Nov 1, 2011 11:33 AM**
- Is there hope for a day in the future when you will accept styrofoam? PLEASE? yes, I am one of few who still bags mine up and comes and PAYS to drop it off because I can't stand the thought of it NEVER DECOMPOSING. Even one day/month or per 6 months where we can set out styrofoam separate from the other materials? ANYTHING? This is IMPORTANT!, **Nov 1, 2011 10:27 AM**
- It might be good to indicate re-enforce why the city switched to single stream in the first place (i.e. had to re-sort many items at the plant anyways), **Nov 1, 2011 3:52 AM**
- It's a good program. I wish you would take used clothing/rags in the bins. Also some of the other things you can only do at the dropoff station., **Nov 1, 2011 2:41 AM**
- Prioritize the stuff that saves money, namely aluminum and scrap metal. Remove single-stream processing to save a ton on costs. Maximize utility, not feel-good. Personally, I would stop paper and glass recycling entirely. I know they cost more than the virgin material in both cost and environmental waste. SCIENCE-BASED POLICY!, **Nov 1, 2011 2:27 AM**
- I want to see a day where we can recycle anything!, **Nov 1, 2011 2:11 AM**
- Make it easier to do!! Have reps in the library for brief sessions on the entire program., **Nov 1, 2011 1:04 AM**
- The City needs to recycle batteries and paint more conveniently. CURB SIDE!, **Nov 1, 2011 12:42 AM**
- Keep the single stream program! Have semi-annual / quarterly special pickups for batteries/oil, etc., **Oct 31, 2011 11:51 PM**
- I would be willing to recycle even more if the city would accept more items. For example, I'd save plastic lids and take them to the drop off station periodically if there was a bin to put them in. I understand that lids are not accepted because they get caught in the machinery, not because they are not able to be recycled., **Oct 31, 2011 11:38 PM**
- Single-stream recycling is great! Next it would be good to find a way to recycle ALL plastics, including lids., **Oct 31, 2011 10:17 PM**
- have a mechanism to recycle bottle caps, **Oct 31, 2011 10:06 PM**
- Wish I could recycle styrofoam at curb, otherwise generally happy with program, **Oct 31, 2011 9:39 PM**
- The move to single-stream recycling with the recycling carts has been great - I can recycle some things that I couldn't recycle before, and it's *much* more convenient. I think recycling (and trash) pickups could be every other week, instead of every week. Maybe people could be given free upgrades to larger carts if they have difficulty with pickups every other week., **Oct 31, 2011 9:30 PM**
- I can't imagine not having it. I wish more things would be included. I don't have room to store anything that could otherwise be taken to the drop-off station. (small house without a basement, no garage)., **Oct 31, 2011 8:37 PM**
- Excellent program and easy to recycle! Figure something out re old oil and paint and that would be even better., **Oct 30, 2011 4:40 AM**
- Would like to be able to recycle plastic bags (Kroger does) as well as yogurt lids and styrofoam. cart tip easily (poor design), **Oct 29, 2011 7:13 PM**
- It would be useful to have a periodic pickup--e.g. once or twice a year--for toxic waste rather than having to go to the special site at very limited times. I think this would significantly decrease people's placement of such items in the trash., **Oct 27, 2011 2:19 PM**
- Consider advertising on the sides and backs of city buses to promote recycling, rather than doing the Recyclebank promotion., **Oct 26, 2011 10:15 PM**



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- Please accept plastic bags. Other cities do., **Oct 26, 2011 6:48 PM**
- I would like to see an expansion to include plastic bags and household batteries. IT's so weird that we used to be able to recycle batteries and now we're supposed to put them in the trash. It feels so wrong., **Oct 26, 2011 3:41 PM**
- I wish it could be expanded even more to include plastic bags and lids. I ALSO WISH YOU WOULD MAKE PRESENTATIONS IN LOCAL SCHOOLS. I suspect that many schools do not have active recycling programs. It's so important that kids learn to practice recycling as second nature., **Oct 24, 2011 3:42 PM**
- The city's recycling went up because the city drew recyclables, not trash, from out of town areas, all the way to Toledo. The waste department's piggy bank needs to be frozen, the waste and



City of Ann Arbor
Residential Recycling Fall 2011
Survey Results



City of Ann Arbor Residential Recycling Fall 2011 Survey Results

City of Ann Arbor Residential Recycling Survey Fall 2011

Please take this survey online at www.a2gov.org/recycle. Alternatively you may fill in your responses below and fax to 734.994.1816, or turn into the Customer Service Center, 301 E. Huron during weekday business hours or mail to "Resident Recycling Survey, City of Ann Arbor, P.O. Box 8647, Ann Arbor, MI 48107" by Nov. 30, 2011.

1. Changes with single-stream recycling. Please circle responses.

- a. Since the introduction of single-stream recycling in July 2010, how much do you recycle now compared to before? More..... Less Same Amount Don't Recycle
- b. Has the variety of materials you recycle at home changed with single-stream recycling?..... IncreasedDecreased..... Stayed the Same
- c. Has the frequency of your recycling set-outs changed with single-stream recycling?..... More Often..... Less Often Same

Recyclebank background, please read before proceeding: The City of Ann Arbor joined Recyclebank effective September, 2010, to provide recycling incentive points for residents in single- and two-family dwellings. These points can be redeemed at RecycleBank.com for rewards from local and national retailers, restaurants, grocers, and more. On recycling pickup days, the total amount of recyclables on a given truck route is weighed and converted into RecycleBank Points, based on the average weight of recyclables per household. These points are deposited into individual Recyclebank.com accounts. (Also see page 5 for more information on Recyclebank.)

2. Type of residence

- a. If you live in a single-family or two-family dwelling, please proceed to #3.
- b. If you live in an apartment, condominium, group house, or cooperative, please proceed to #6 on the other side.
- c. If you do not live in Ann Arbor, please do not fill in this survey. Thank you!

3. For Single-Family and Two-Family Households: Circle or check the best answer.

- a. Have you signed up for Recyclebank? Yes..... No
- If YES, please continue. If NO, please proceed to #4.**
- b. Has the Recyclebank Rewards program encouraged you to recycle **more**? Yes..... No No change
- c. Has the Recyclebank Rewards program encouraged you to place your recycling cart at the curb **more frequently**? Yes..... No No change
- d. Do you think that the Recyclebank Rewards program has encouraged your neighbors to recycle more? Yes..... No Unsure
- e. Have you used any Recyclebank Rewards points? Yes..... No
- e. If you have not redeemed any Recyclebank Rewards, why?
 - I forgot that I have an account with points in it
 - I do not understand how to redeem my points
 - I do not see rewards that appeal to me
 - I am saving my points for something special
 - I am not interested in the rewards
 - I do not have time
 - Other (Please specify): _____

Please rank your opinion, with 4 being the highest, 1 the lowest, and 0 is "not applicable."

	Excellent	Good	Adequate	Poor	Not Applicable
f. Value of the Recyclebank program	4	3	2	1	0
g. Quality of the online Recyclebank experience.....	4	3	2	1	0
h. Quality of phone contacts with Recyclebank	4	3	2	1	0
i. Experience of using Recyclebank rewards (in stores, etc.).....	4	3	2	1	0
j. Effect of Recyclebank on your recycling behavior.....	4	3	2	1	0

4. If you haven't signed up for Recyclebank, why not? Please circle or check all that apply.

- I tried to sign up, but couldn't figure out how to register.
- I don't need more incentives to recycle.
- I'm not interested in the coupons available.
- Other: _____

5. For people who have not tried Recyclebank, what would encourage them to sign up? (please write in) _____

Please proceed to Question 7, over

