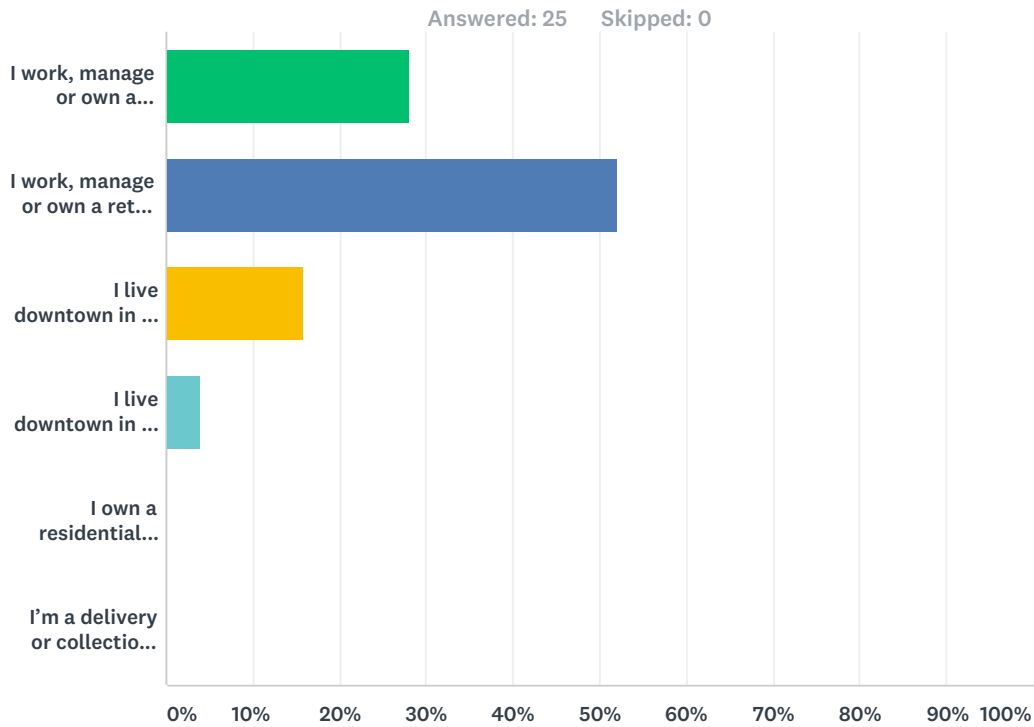
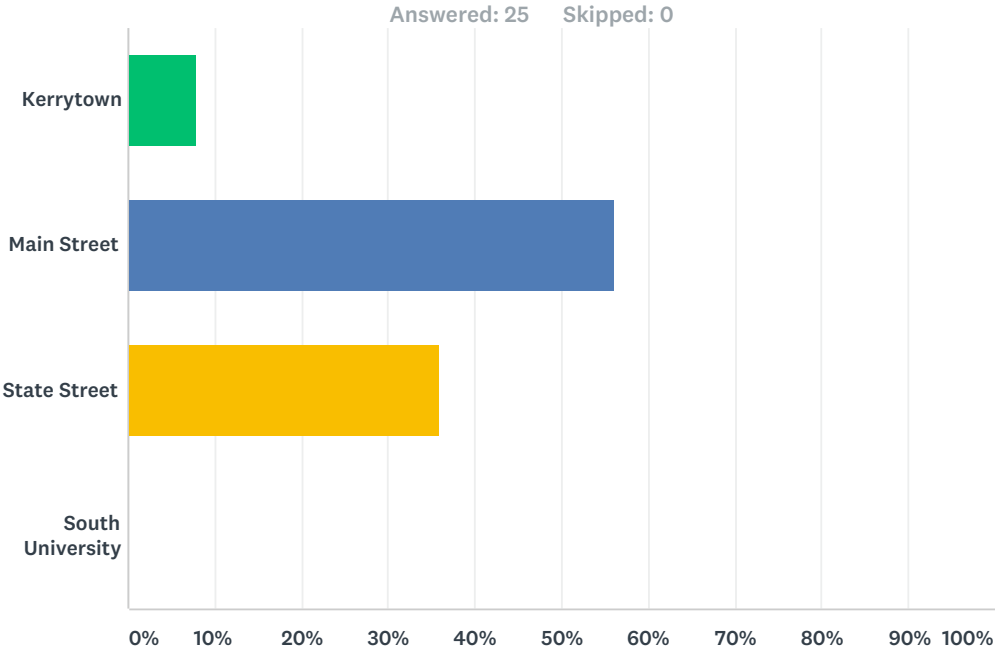


Q1 Select the statement that best describes you:



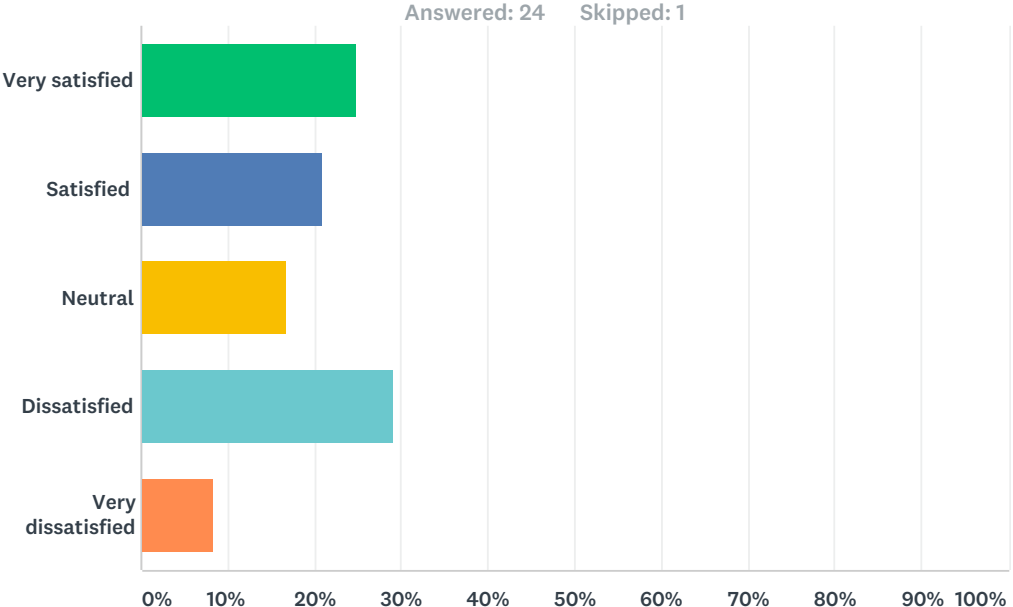
Answer Choices	Responses	
I work, manage or own a restaurant downtown	28.00%	7
I work, manage or own a retail shop or other business downtown (non-restaurant)	52.00%	13
I live downtown in a rental unit	16.00%	4
I live downtown in an owner occupied unit	4.00%	1
I own a residential property downtown	0.00%	0
I'm a delivery or collection driver and use the alleys	0.00%	0
Total		25

Q2 Which downtown Ann Arbor neighborhood do you live or work closest to:



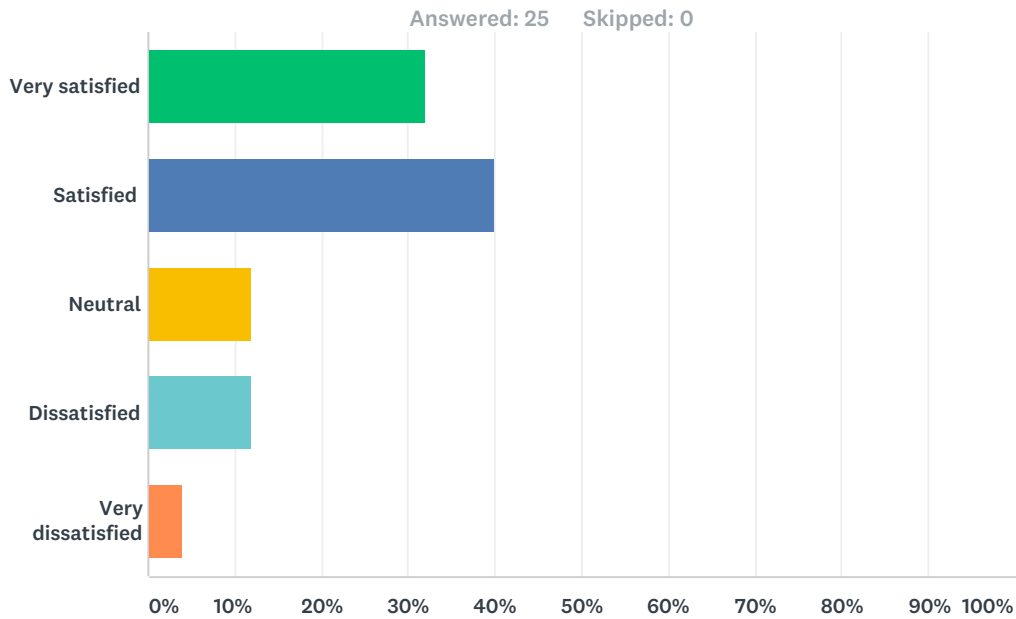
Answer Choices	Responses
Kerrytown	8.00% 2
Main Street	56.00% 14
State Street	36.00% 9
South University	0.00% 0
Total	25

Q3 How satisfied are you with earlier recycling collection service?



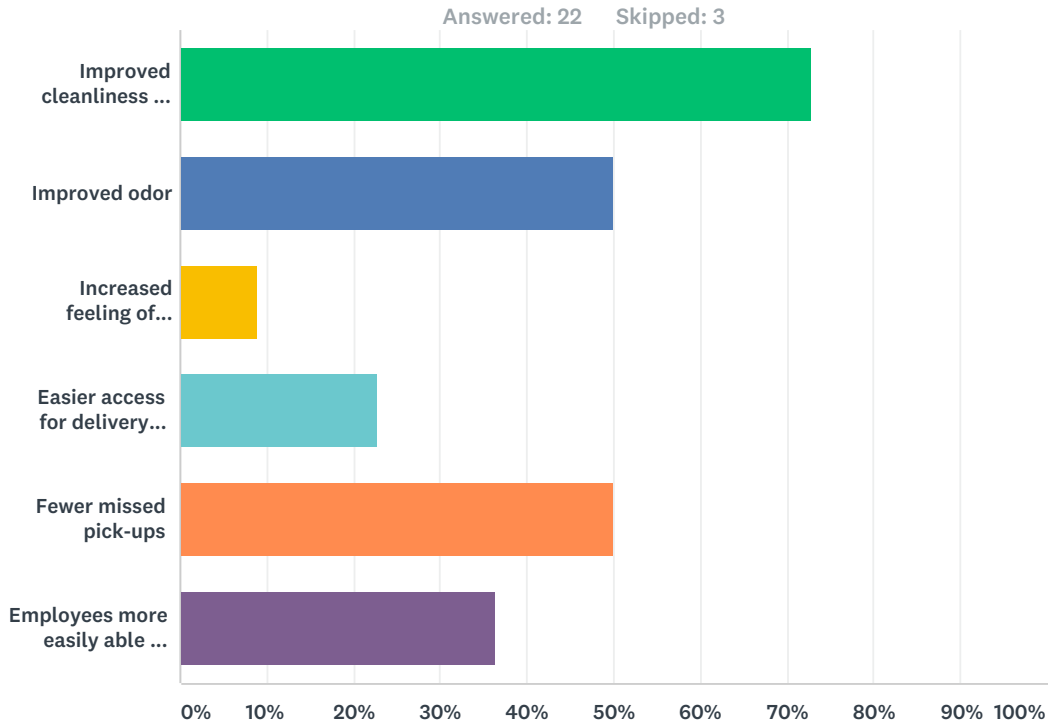
Answer Choices	Responses
Very satisfied	25.00% 6
Satisfied	20.83% 5
Neutral	16.67% 4
Dissatisfied	29.17% 7
Very dissatisfied	8.33% 2
Total	24

Q4 How satisfied are you with weekend recycling collection service?



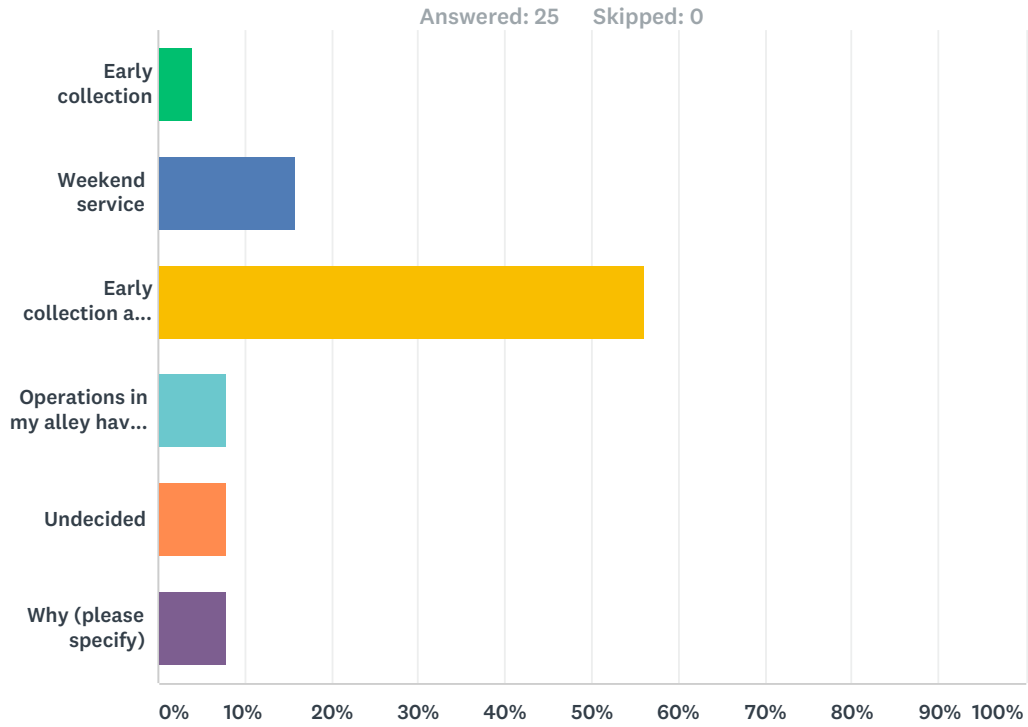
Answer Choices	Responses
Very satisfied	32.00% 8
Satisfied	40.00% 10
Neutral	12.00% 3
Dissatisfied	12.00% 3
Very dissatisfied	4.00% 1
Total	25

Q5 What improvements have you seen in your alley during the pilot program? (Check all that apply)



Answer Choices	Responses	
Improved cleanliness and appearance	72.73%	16
Improved odor	50.00%	11
Increased feeling of safety	9.09%	2
Easier access for delivery and service vehicles	22.73%	5
Fewer missed pick-ups	50.00%	11
Employees more easily able to complete work tasks (i.e. place recyclables in container)	36.36%	8
Total Respondents: 22		

Q6 What change to recycle collection do you believe has improved operations in your alley the most? (pick one)



Answer Choices	Responses
Early collection	4.00% 1
Weekend service	16.00% 4
Early collection and weekend service are both necessary	56.00% 14
Operations in my alley have not improved	8.00% 2
Undecided	8.00% 2
Why (please specify)	8.00% 2
Total	25

Q7 Did the pilot program have any negative impact?

Answered: 13 Skipped: 12

Open Ended Responses:

Response 1- No

Response 2- Recycle was missed because of early pickup times as our trashcans are not located near the street and we depend on a cleaning service member to push the bins towards the curve.

Response 3- None from my perspective

Response 4- No

Response 5- No

Response 6- No

Response 7- Noise

Response 8- Noise!

Response 9- No

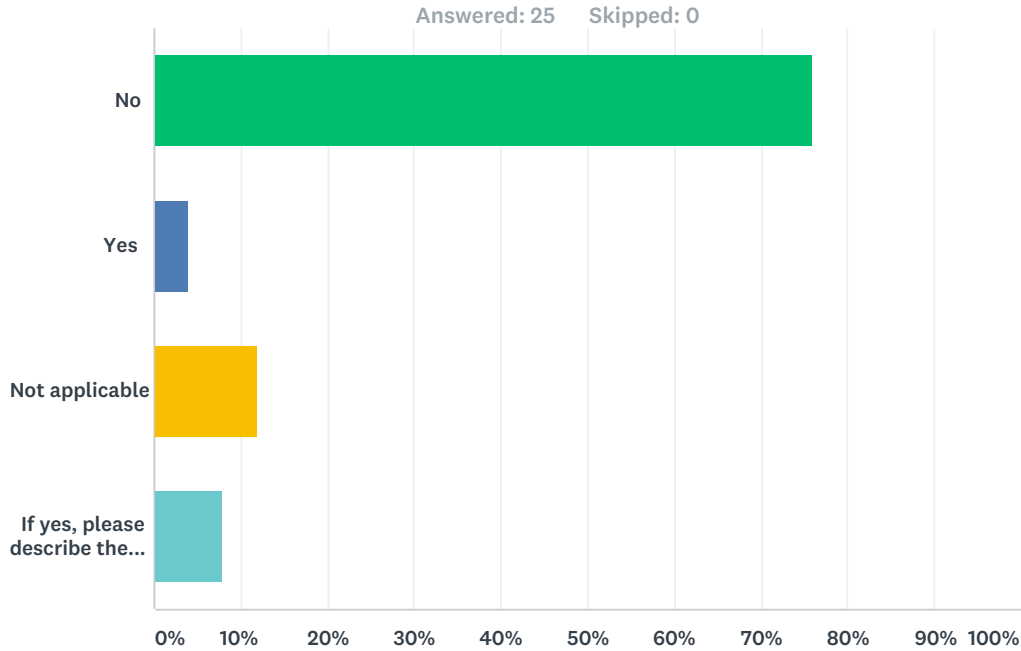
Response 10- 4 circular bins were removed from our alley in the 300 block of main street that resulted in a loss of total capacity

Response 11- No

Response 12- No

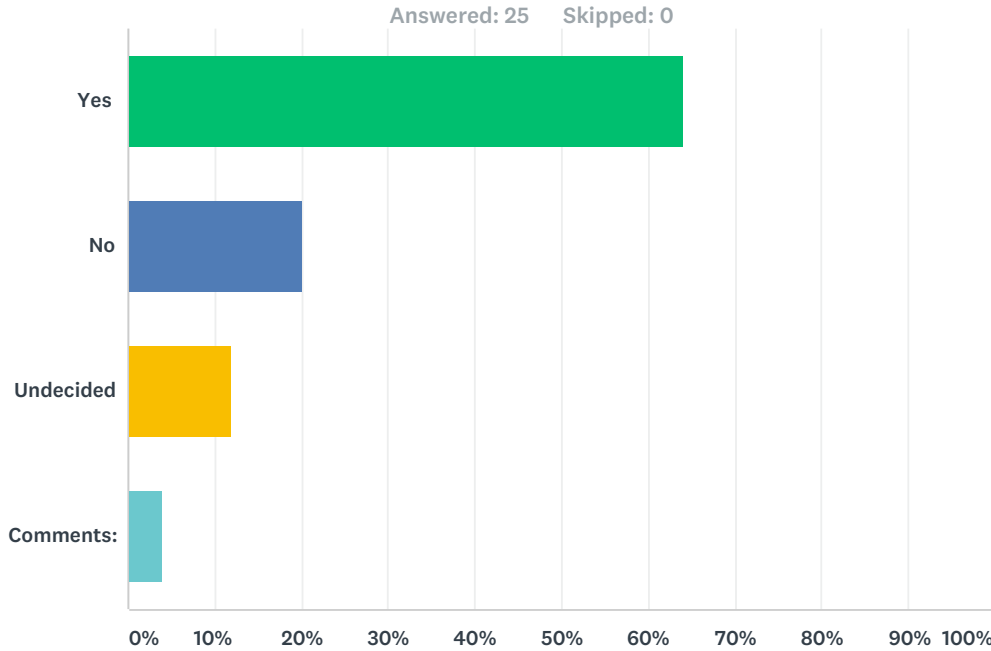
Response 13- Complaints from residents about early arrival

Q8 Have you received any complaints about early collection and/or weekend collection from tenants, residents or business patrons?



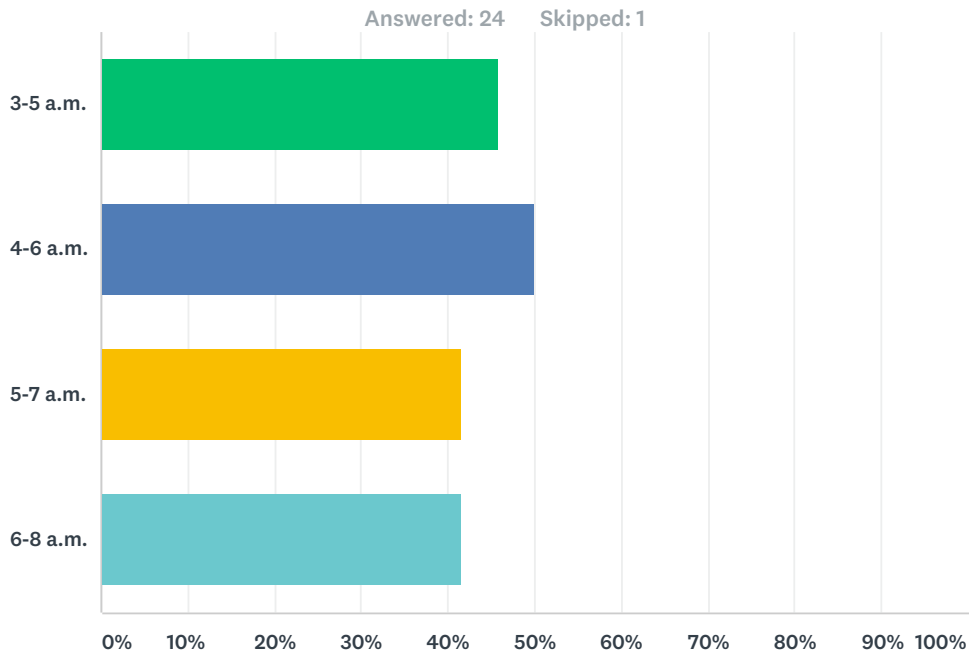
Answer Choices	Responses	
No	76.00%	19
Yes	4.00%	1
Not applicable	12.00%	3
If yes, please describe the nature of complaints received and volume or frequency of concerns:	8.00%	2
Total		25

Q9 In your opinion, does the value of earlier collection and/or weekend collection outweigh the disruption or inconvenience it may cause (e.g. noise, earlier deadline to place materials out for collection)?



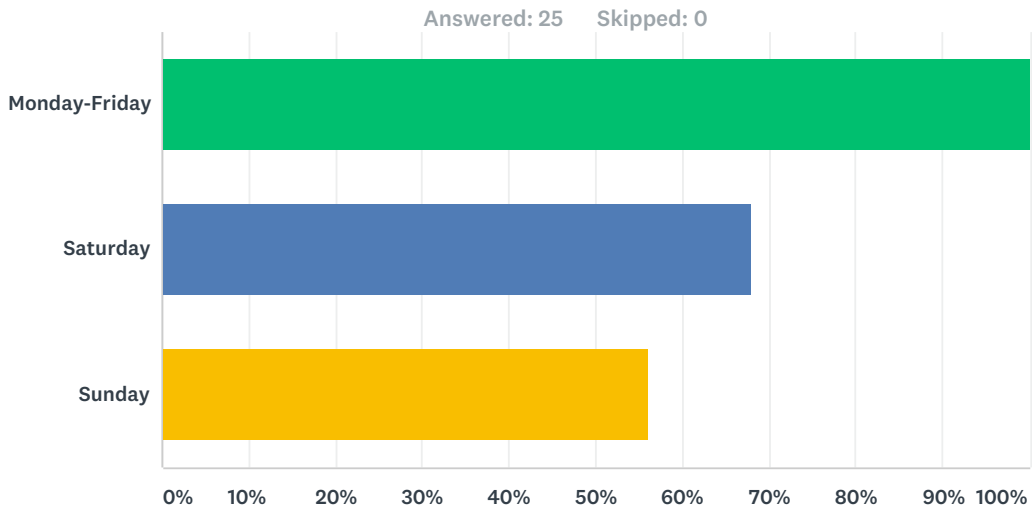
Answer Choices	Responses
Yes	64.00% 16
No	20.00% 5
Undecided	12.00% 3
Comments:	4.00% 1
Total	25

Q10 If early day collection were implemented in downtown Ann Arbor which window(s) would you support? (check all that apply)



Answer Choices	Responses
3-5 a.m.	45.83% 11
4-6 a.m.	50.00% 12
5-7 a.m.	41.67% 10
6-8 a.m.	41.67% 10
Total Respondents: 24	

Q11 Which days would you support collection taking place in Downtown Ann Arbor: (check all that apply)



Answer Choices	Responses	Count
Monday-Friday	100.00%	25
Saturday	68.00%	17
Sunday	56.00%	14
Total Respondents: 25		

Q12 Please provide additional comments about the impact of the Recycling Collection Pilot Program on the downtown alleys.

Answered: 10 Skipped: 15

Response 1- Again the collection program is operating nicely, it's the restaurants in the main street area that cause such overflow of recycling objects outside of the bin. At times there is no regard for their practice of simply dumping items outside and around the bin, when the bin is full

Response 2- I was not pleased with the program as we just cannot have trash cans outside by 4:30 am due to staffing. Additionally, we received many complaints when we left trash cans overnight. This program needs to be adjusted as certain buildings do not have the convenience of having trash cans near the street.

Response 3- To please notify us if alley is blocked by a car or truck. event forward picture of auto

Response 4- As I said, the trash is in front of our store for pick up, we wouldn't have a problem if it was in the alley, we would prefer it,

Response 5- I wish the bins were larger.

Response 6- Downtown is very noisy. I think it is critical to find the right balance between pickup and noise control.

Response 7- Lack of space is a huge issue in A2. We should have fewer overall recycling, compost and trash containers and more frequent pick ups. We need frequent compost pickups especially for restaurants in the DDA. Starting pick ups early would help this.

Response 8- Weekend and early collection are both necessary. In high volume alleys, additional capacity is necessary for recycling

Response 9- Earlier collection creates a lot of complaints. More often is fine but earlier is problematic.

Response 10- Didn't notice a difference, they didn't pick up at all for about 3 weeks.