SOLID WASTE ADVISORY COMMITTEE (SWAC)  
MEETING MINUTES  

July 9, 2014


KCPWSWD: Pat Campbell, Chris Piercy, John Steinmetz, and Karen Hagstrom

KPHD: Jan Brower

Those absent: City of Bremerton – Tom Knuckey; Industry: Bainbridge Disposal – Dave Stanley; Central Kitsap – John Poppe; South Kitsap – Eric Lenius; Port Gamble S’Klallam Tribe – Vacant

APPROVAL OF THE MINUTES – The March minutes were e-approved by attending members.

CORRESPONDENCE – No correspondence to report.

KCPWSWD – Chris Piercy – Community Newsletter Curbside Yard Waste Collection Survey Results

See attached handout for the full presentation; some of the key points presented:

- Cunningham Environmental Consulting analyzed responses to the survey and created this presentation.
- The common question about curbside yard-waste collection is: Why isn’t it more readily available to all residents county-wide?
- The newsletter provided a URL for online readers to take the survey and most of the 387 respondents did utilize these available links: GovDelivery, and the Solid Waste Division’s Facebook page.
- Among the responders who have curbside yard-waste collection service about 84% were very satisfied with the program.
- Geographically, countywide responses were just about equal.
- 100% of responders with 2.5 - 5 acres of land were non-subscribers.
- More than 54% of respondents would continue to use this service with a $2 fee increase, but less than 14% would continue service if there was a $4 increase.
- Curbside yard-waste collection is currently offered only to residents living within the burn ban areas. One clear target area – identified as having an education gap – is the large percentage (42%) of respondents who do not know if curbside yard-waste pickup is available in their area.

Kitsap Public Health District – Jan Brower Unsolicited Newspapers/Inserts/Deliveries

- A stakeholders meeting was held and attended by representatives of: Sound Publishing Inc. – which includes the following newspapers: Bainbridge Island Review, Bremerton Patriot, Central Kitsap Reporter, Kingston Community News, North Kitsap Herald, Port Orchard Independent, and Veteran’s Life; Kitsap Sun Newspaper; Kitsap County and Cities code enforcement, KPHD staff; and SWD staff.
- The KPHD staff presented photos and documentation on a portion of litter complaints.
- Since this stakeholders meeting the number of complaints in to the KPHD about this problem has dropped.
• One recommendation from the KPHD is to allow the Publishers six months to straighten out delivery issues.
• Additional options could include a county-wide litter survey of the general public on litter problems, and/or give Code Enforcement agencies list of direct contacts in delivery to call to report problem areas.

**KCPWSWD – Pat Campbell**
• The tour in May of the JMK Fiber Facility raised issues with the ongoing level of contamination involved with recycling glass and what a large problem it is.
• The SWD plans to look at the existing commingled curbside collection system to see if changes are warranted.

**ROUND TABLE DISCUSSION**

**KPHD – Jan Brower**
• Jennifer Haro is a new, part-time employee, working on the EnviroStar program. The focus is on renewal visits to the 125 existing EnviroStar businesses.
• KPHD will participate with Kitsap County Public Works on the Derelict Vessel Prevention program.

**Waste Management – Dean Boening**
• Waste Management is closing their local customer service offices in Washington by the end of September, and beginning October 1, all calls will go to the Phoenix office.
• Delivery for the new compactor will be the end of September. The changeover will disrupt service from 3 to 5 days, and a detour for self-haulers and commercial haulers is needed during this period.
• Dean asked the members to email him with ideas.

**Suquamish Tribe – Dee Williams**
• There have not been any complaints taken regarding solid waste issues.

**City of Port Orchard – Stephanie Bailey**
• The City is starting the review process for their Comprehensive Plan.

**Navy – Les Hastings** – Nothing to report.

**Commercial – Becky Ascencio** – Nothing to report.

**Organics Management – Jeff West**
• The New Day Recycling offices on Highway 3 are closing and will merge with the Olympic Organics’ office in Kingston.
• Recycling trucks will still run out of New Day in the south end of the county.
• The public drop-off at the Highway 3 building is closed as well.
• The first batches of compost are nearing completion at Olympic and operations are going well.
• A brand new loader has been purchased.

**City of Bainbridge Island – Diane Landry**
• Bainbridge Island’s Zero Waste Committee toured Olympic Organics in Hansville.
• The car seat roundup event in May was successful.
• The Island’s 4th of July event attracted 25,000-30,000 people. There were 10 manned compost/recycling/trash stations during the event, and except for the busiest station, the other nine stations generated just one bag of garbage each.
• July 19-20, Bay Hay and Feed is doing their summer annual Styrofoam take-back event. Bring your white, clean, dry pieces in, but no peanuts accepted.
• The Bainbridge Island Chamber has signed up for the Waste Wise @Work program.
• A new Community Engagement Specialist has been hired at the City of Bainbridge Island, one of her projects will be to form a green team for the City.
• The City of Bainbridge Island is beginning their process for the Comprehensive Plan Update.

**KCPWSWD – Chris Piercy**

• The SWD was awarded $60,000 for the Multi-Family Outreach program. The RFP for a Consultant closes Monday and the hope is to have a Consultant hired by the end of August.

• The Multi-Family statewide report has reached the final stage of publication. The magazine *Resource Recycling* is featuring this report in next month’s (August) issue as part of their Multi-Family recycling article.

• Chris is the new President of the WSRA.

**City of Poulsbo – Denise Bauman** – Nothing to report.

**North Kitsap – Doug Chamberlain**

• Curbside yard-waste collection needs to expand further into the north end of Kitsap.

**KCPWSWD – Pat Campbell**

• The Remedial Investigation/Feasibility Study (RI/FS) for the Olalla Landfill is complete. The Cleanup Action Plan (CAP) is currently being drafted.

• The Kitsap Fair is August 20-24 and this years’ booth is a collaborative effort with Stormwater and Sewer Utility. There is a “Utilities Challenge Game” which is questions for the public to answer about “Where Does It Go?” Each participant receives a cloth, reusable grocery bag.

**ADJOURNMENT**

There being no further business the meeting was adjourned at 5:45

**NEXT MEETING**

The next meeting is tentatively scheduled for September 3 at 4 pm.
Residential Yard Waste Management Survey Report

Prepared for
Kitsap County Solid Waste

Cunningham Environmental Consulting
Bainbridge Island, WA

June 2014
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1. Project Overview

Background and Purpose of the Survey

This report describes the results of an online survey of Kitsap County residents who are responsible for taking care of their yard. The County is currently serviced by two vendors, Waste Management and Bainbridge Disposal, to provide bi-weekly curbside yard waste collection to the more densely populated areas of the County. Within the service areas, subscription rates are between 20%-30%. Subscribers pay between $8.16 and $8.64 a month for this service.

This survey was launched to explore the level of interest in increasing subscription curbside collection both within the service area and into new, unserved areas.

The main purpose of this survey was to:

- Measure customer satisfaction among current curbside collection subscribers.
- Find out how residents are managing their yard waste.
- Gauge interest in currently unserved areas.
- Determine the extent to which interest in curbside collection correlates with lot size.
- Measure interest in the Waste Wise Living Newsletter, a publication of the County Public Works Utilities.
- Provide an opportunity for citizen feedback about issues related to yard waste management.

The survey was also designed to provide a glimpse into the demographic characteristics of curbside collection subscribers and residents outside the service area who would be most interested in subscribing. The survey results also shed light on some of the barriers to subscribing to curbside collection.

Survey Methodology

**Method:** Online survey. Notification of the survey was provided in the Waste Wise Living Newsletter mailed to all Kitsap County households, and through an email to subscribers of the County’s e-notification delivery system. The survey took on average about 2.5 minutes to complete.
Timeframe: May 8th – May 27, 2014

Incentive: By providing a contact email at the end of the survey, respondents had one chance to win either one year free subscription to curbside collection service or a backyard composter.

Results: 386 complete surveys. The response rate was 5%.

Margin of Error: ±4.5%

Nearly 2 in 3 respondents (65%) accessed the survey through the clickable hyperlink in the email notification, while about 1 in 3 (35%) accessed the survey by typing the URL listed in the newsletter into their browser.
**Respondent Profile**

The bar chart presents the demographic characteristics of the 386 survey respondents.

- Nearly 2 in 3 (64%) were women.
- 3 in 4 (74%) were 50 years of age or older. Female respondents were younger than male respondents. Male respondents were more likely to be 65 or over.
- Response was fairly representative of the County population.
- More than one-half (54%) had lot of 0.5 acre or less. South Kitsap respondents were more likely to have lots greater than 1 acre. Central Kitsap respondents were more likely to have lots of 0.5 acres or less.
2. Survey Findings

Curbside Yard Waste Collection Subscribers

Slightly more than a third of respondents were current subscribers while about two-thirds were non-subscribers.

Does your household currently subscribe to curbside yard waste collection?  n=386

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>34%</td>
</tr>
<tr>
<td>No</td>
<td>66%</td>
</tr>
</tbody>
</table>

Subscription to the service reflects the areas where service is most available. For example, curbside collection is available throughout Bainbridge Island, and in Bremerton and Silverdale in Central Kitsap. Service is available only in smaller portions of Poulsbo, Kingston and Indianola in North Kitsap, while large swaths of the area are unserved. In South Kitsap, service is available in Port Orchard but not the more rural areas to the south and east.

As a result of the patchwork subscription areas and difference in coverage among the four areas, Bainbridge Island and Central Kitsap had a higher proportion of subscribers than North and South Kitsap. Nearly half of Bainbridge (48%) respondents subscribed, followed by 43% from Central Kitsap. Nearly one-quarter (24%) of South Kitsap respondents were subscribers, followed by 22% in North Kitsap.
Subscribers were more likely to have lots of 1 acre or less. This may reflect that the curbside service is offered in more densely populated areas of the County that have smaller lots.
Satisfaction with Curbside Service

The vast majority of respondents were either completely (44%) or very (40%) satisfied with the curbside collection service.

How would you describe your experience with the curbside yard waste collection? n=131

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completely satisfied</td>
<td>44%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>40%</td>
</tr>
<tr>
<td>Moderately satisfied</td>
<td>15%</td>
</tr>
<tr>
<td>Slightly satisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Not at all satisfied</td>
<td>1%</td>
</tr>
</tbody>
</table>

Willingness to Pay

The survey asked residents if they would be likely to continue curbside pickup service if the monthly fee were to increase by $2. A follow-up question asked if they would be likely to continue service if the monthly fee were to increase by $4. The survey explained that the monthly cost could increase if the service areas were to expand to serve less densely populated areas of the County, thus resulting in slightly higher monthly costs for all customers.

More than one-half (54%) would be likely (extremely or very) to pay $2 more per month compared to 14% who would not be likely (not very or not at all). The proportion of respondents willing to pay dropped significantly once the hypothetical fee increased to $4 more per month. At that price, less than 1 in 4 (23%) would be likely to continue curbside service compared to 41% who would not be likely to continue service.
How likely would you be to continue to subscribe to curbside yard waste collection if the monthly fee were to increase by $2... and by $4? n=131

<table>
<thead>
<tr>
<th></th>
<th>$2 more per month</th>
<th>$4 more per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely likely</td>
<td>11%</td>
<td>22%</td>
</tr>
<tr>
<td>Very likely</td>
<td>12%</td>
<td>34%</td>
</tr>
<tr>
<td>Neither likely nor</td>
<td>31%</td>
<td>35%</td>
</tr>
<tr>
<td>unlikely</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not very likely</td>
<td>9%</td>
<td>23%</td>
</tr>
<tr>
<td>Not at all likely</td>
<td>5%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Respondents who were more likely to continue service with a rate increase were:

- Bainbridge Island respondents were more likely than Central Kitsap and South Kitsap to continue to subscribe if rates increased by $2 per month, and were more likely that the rest of Kitsap County to continue service if the rates were to increase by $4 per month.
- Women.
- Those 50 and over were more likely to continue to subscribe if rates were to increase by $4/month.

**Characteristics of Non-Subscribers**

About two-thirds (66%) of the survey respondents did not subscribe to curbside yard waste collection service. Within this group, about 2 in 5 (42%) of the respondents did not know whether they lived in service area. About 1 in 3 (36%) lived in a service area and about 1 in 5 (22%) knew they lived outside a service area.
Bainbridge Island and Central Kitsap had the highest proportion of non-subscribing respondents (78%) who knew they lived in a service area, followed by Central Kitsap at 51%. South Kitsap respondents had the highest proportion (52%) who did not know whether they lived inside a service area. North Kitsap respondents had the highest proportion (37%) who knew that they did not live in a service area. These results reflect the higher availability of curbside collection on Bainbridge Island and in Central Kitsap.

**Is curbside yard waste collection available where you live? n=255**

<table>
<thead>
<tr>
<th>Location</th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bainbridge Island</td>
<td>78%</td>
<td></td>
<td>22%</td>
</tr>
<tr>
<td>North Kitsap</td>
<td>21%</td>
<td>37%</td>
<td>42%</td>
</tr>
<tr>
<td>Central Kitsap</td>
<td>51%</td>
<td>11%</td>
<td>38%</td>
</tr>
<tr>
<td>South Kitsap</td>
<td>20%</td>
<td>28%</td>
<td>52%</td>
</tr>
</tbody>
</table>
Yard Waste Management Practices

The most common practice, reported by more than two-thirds of non-subscribers, was to keep yard waste on the property through piling, composting, grasscycling, or burning it in permitted areas. An additional 9% kept yard waste on their property or neighboring property by throwing it into the woods or ravine. Only about 1 in 10 had their yard waste hauled off-site, either by taking it to a collection facility (10%) or having a landscaper haul it away (2%). One in 10 (10%) put their yard waste in the garbage can.

What do you most often do with your yard waste? n=255

- Stays on property 69%
- Take to collection facility 10%
- Put in garbage can 10%
- Throw into woods or ravine 9%
- Landscaper hauls away 2%

Nearly all (more than 90%) large lot owners of 2.5 acres or more kept the yard waste on their property. Small lot owners of 0.25 acre or less were more likely to toss their yard waste in the garbage can, with 30% reporting that practice. Even with the small lots, nearly half (47%) kept yard waste on their property.
Non-subscribers Living in the Service Areas

Cost of the service and having a sufficiently large lot to accommodate yard waste were the top two reasons given for not subscribing to curbside collection. Nearly one-half (48%) said the service costs too much. It is unknown if the respondents knew that the cost is about $8 per month, or $100 for a year. Having a sufficiently large lot to handle yard waste was the main reason for 38% to not subscribe to curbside collection.

Respondents who were more likely to cite cost as the main reason were:
- Residents of North, Central and South Kitsap.
- Residents on small lots of 0.25 acre or less.

Respondents who were more likely to cite large lot as the main reason were:
- Bainbridge Island residents.

One in 10 (10%) said the 96-gallon bin would not be able to handle their yard waste needs. The three other reasons given were given by only 5% of the respondents.
What is the main reason your household does not subscribe to curbside yard waste collection? n=93

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service costs too much</td>
<td>48%</td>
</tr>
<tr>
<td>Lot is large enough to handle yard waste</td>
<td>38%</td>
</tr>
<tr>
<td>A 96-gallon container would not meet needs</td>
<td>9%</td>
</tr>
<tr>
<td>Take to drop-off collection sites</td>
<td>2%</td>
</tr>
<tr>
<td>Landlord is not willing to pay for service</td>
<td>2%</td>
</tr>
<tr>
<td>Landscape service hauls away my yard waste</td>
<td>1%</td>
</tr>
</tbody>
</table>

Non-subscribers Living Outside the Service Areas

One in 4 (25%) would be likely to subscribe to curbside collection service if it became available in their area compared to 3 in 5 (61%) who would not be likely. About 1 in 10 (13%) indicated they were somewhat likely to subscribe. The proportion of those likely to subscribe is comparable to the current subscriber rate inside the service area boundaries.

How likely would you be to subscribe to curbside food and yard waste collection at $9-$11 per month if the service became available in your area? n=162

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely likely</td>
<td>14%</td>
</tr>
<tr>
<td>Very likely</td>
<td>11%</td>
</tr>
<tr>
<td>Somewhat likely</td>
<td>13%</td>
</tr>
<tr>
<td>Not very likely</td>
<td>28%</td>
</tr>
<tr>
<td>Not at all likely</td>
<td>33%</td>
</tr>
</tbody>
</table>
Respondents who said they were either extremely or very likely to subscribe were asked a follow-up question to find out how much of their yard waste needs might be met by curbside collection. Those who were most interested in subscribing thought that the container could take care of at least some of their yard waste. More than half (56%) thought that most or all of their yard waste needs would be met by the 96-gallon bin.

**How much do you think curbside collection would help with your yard waste? n=41**

![Pie chart showing responses](chart.png)

**Potential for Curbside Collection to Expand in Existing and New Areas**

Respondents who either said they lived outside the service areas or did not know were asked a follow-up question about their interest in subscribing. Nearly 1 in 3 (30%) of North Kitsap respondents indicated an interest compared to 1 in 4 of Central Kitsap (24%) and South Kitsap (23%) residents. These differences are not statistically significant. No respondents from Bainbridge Island said they were likely to subscribe. The Bainbridge Island market may already be saturated, and growth in subscribers may come primarily from new residents.
The most interest in curbside service came from residents with lots of 0.25 acre to 1 acre in size. Smaller lots of 0.5 acres or less were more likely to be located in Central Kitsap, compared to South Kitsap, which was more likely to have lots larger than 1 acre.

Based on the survey results, the greatest potential for gaining new subscribers may be in North Kitsap in neighborhoods with lots of under 1 acre, followed by areas in Central Kitsap with similar lot sizes. A first tier effort would be to gain new subscribers in existing service areas, followed by adding new areas that are contiguous or near the existing service areas. Marketing to non-subscribers in existing service areas may face some challenges, especially since the curbside service is well established.
Barriers to Growing Curbside Subscriptions

Attempts to gain new subscribers should acknowledge some of the barriers to adding new subscribers to curbside collection that emerged from this survey, including the quantitative results and the anecdotal information obtained from the open-ended comments. Outreach efforts would be most effective if they addressed these barriers.

- **Perception that the service costs too much** – This was the main reason cited by nearly half of all non-subscribers. This barrier is further substantiated by current subscribers’ reluctance to pay $2 to $4 more per month for the service.

- **Free alternatives** – Leaving yard waste on the property, throwing it into the woods, and burning have no monetary cost to the resident. With the exception of small lots of 0.25 acre or less, the survey showed that the majority of non-subscribers (80% and above, depending on lot size) left yard waste on their own or neighboring property.

- **Opinion that yard waste pickup should be free, like recycling** – This sentiment was expressed in the open-ended comments by several respondents. A segment of the County population does not appear to understand why the service should cost at all, when the yard waste is converted into a marketable product.

- **Limitation of bin size for large lots** – Respondents thought that the 96-gallon bin was not able to handle yard waste generated by large lots of more than 1 acre.
Residential Yard Waste Management Survey Report

- **Inflexibility of pickup schedule** – Several respondents mentioned in the comment section the variable needs for curbside collection, with the highest demand in spring and fall.

## Response to the Newsletter

Two in five (40%) read the newsletter thoroughly and an additional 39% read some of the articles of interest. Nearly 1 in 4 (17%) learned something new and 11% intend to change habits. Specific habits to be changed are listed in the Appendix.

Please select the statements that best describes what you did with the most recent issue of the WasteWise Living Newsletter mailed to all Kitsap County residents and posted on the County website. n=387

<table>
<thead>
<tr>
<th>Statement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read the newsletter thoroughly</td>
<td>40%</td>
</tr>
<tr>
<td>Read some of the articles of interest</td>
<td>39%</td>
</tr>
<tr>
<td>Glanced at the newsletter</td>
<td>13%</td>
</tr>
<tr>
<td>Learned something new</td>
<td>17%</td>
</tr>
<tr>
<td>Intend to change my habits</td>
<td>11%</td>
</tr>
</tbody>
</table>

Women were more likely to read the newsletter thoroughly. Men were more likely to glance at it and not read any articles.

## 3. Recommendations and Next Steps

The survey results uncovered how residents manage their yard waste, characteristics of current subscribers and the demographics of those most likely to subscribe in the future.

- The large proportion of non-subscribers who were not aware of whether they lived in the service area indicates a gap in information about the program. More focus should be put on
educating residents who live in the service area boundaries about their options for managing yard waste.

- Nearly 1 in 10 of non-subscribers threw their yard waste into the ravines or woods of neighboring properties. Educational outreach should include information to discourage this practice and reduce improper dumping of yard waste.

- Current subscribers are price sensitive to curbside collection service. If the monthly price increases by $2, more than one-half of current subscribers are willing to pay, but if the monthly price were to increase by $4, we could expect that subscribers would opt out of the service and resort to the free alternatives.

- The curbside collection service would be most likely to gain subscribers by marketing to residents living on lots of 0.25 to 1 acre in size.

- The recent change in the format of the newsletter has resulted in higher readership. Future newsletters should continue a similar format with engaging graphics and articles of interest.
Appendix - Response to Open-ended Questions

Comments – “I intend to change my habits based on something I read in the newsletter

Recycling

Putting plastics in the correct container.

Less types of plastic in recycling.

Plastics recycling.

Sort recycling more appropriately.

Will try used cooking oil collection & recycling.

Plastic recycling: only bottles, jugs, jars or dairy tubs.

Plastic recycling will now be correct items.

Recycling plastic.

Will change which plastics I recycle.

Plastic recycling.

Plastics that get recycled.

Plastic container recycling guidelines are clearer.

Yard Waste Curbside Collection

That yard waste pick up is available in the county.

Expanded things to put into yard waste - like pizza boxes.

Contacted service provider for bi-weekly curbside service.
I didn't realize I could put some food scraps in yard waste.

**Composting**
I need to compost, even if my apt building does not.

We are doing more composting.

Trying to do a compost in my yard.

I would like to learn how to compost.

I am going to learn how to compost.

Better composting practices.

Plastic recycling.

Vermicomposting for my garden.

**Green Cleaning**

Will try oxygenated cleaner.

Would love to attend a Green Cleaning Workshop" to learn more!

Green cleaning especially since I have a baby.

Green Cleaning article very helpful.

I will use even more green cleaning than I already do.

**Rain Gardens**

I want to make a rain garden! But, I guess I missed the cost-share program offered within the city :( 

Rainwater garden.
Other

Stormwater/ excavation articles.

I intend to read the entire newsletter and share some articles with co-workers.

Wish they'd take more plastics but will put clear food & take out containers in trash.

Driving in Silverdale during construction.

Reporting spills.

I will not dump Meds down the drain.

No longer bring transmission fluid to the dump and learned about the rain garden cost share program.

I'll bring waste vegetable oil to the collection site.

We are interested in any additional comments you may have about yard waste collection or its availability.

Comments – 145 responses
Cost/Bin Size/Collection Frequency – 39 comments

Why would yard waste collection fee have to increase? Doesn't Waste Management already make money for every load of yard waste they collect by selling to companies that make compost (besides already charging to collect the yard waste in the first place?) If price would increase I would just put yard waste in my trash collection.

In the country we compost most yard waste in the garden but don’t have a composter to make it more efficient and with the economy more people are not able to pay waste collection or other fees.

It would be helpful to have free yard waste containers at the county recycling centers for resident’s use, not commercial.
I'd be more interested if either it was cheaper or it would allow me to put more out. I don't think there would be enough room in that can to contain all of my yard waste.

Reduce the rate and frequency during winter months.

My yard waste fluctuates throughout the year making it hard to use the bin efficiently.

If it was easy to get a recycling can by the month we would rent one. We are not home in the winter. Some months a can is not needed and most of the time we are cleaning up the neighbor's yard waste because they are lazy. They are younger than our kids and should be keeping their yard up, but drinking beer and barbecuing takes up their outdoor time.

Need a drop-off facility in the city of Poulsbo or at least close to it.

It already costs so much for a small garbage can and recycling, that it is easier to throw the yard waste away on the occasions I need it than pay for an extra service. I also rent my house so composting in my own yard is not an option.

I wish that yard waste collection was weekly during high need months such as fall (leaf disposal) and spring (yard clean up).

I would love to participate in curbside yard waste and composting if the containers and cost were lower. I am a single person with a small yard that does not produce enough waste to justify the cost on a limited income.

Yard waste collection is extremely convenient, please keep it available but don't overprice people out of the market.

I cannot afford to add an additional charge to my already expensive bill.

I would like it if the bins were smaller (half the current size) and monthly price was less.

I really appreciate the service. If the price increases I would likely use the service fewer months.

It's good for those with small yards.
We currently throw our food scraps into our greenbelt to compost. We won't pay for curbside pick-up because the container is too big and it's too expensive. We would use smaller bins if collection were free. We're huge advocates of composting/recycling/re-using.

A typical garden waste run for me consists of four or five regular bins, I guess 32 gallon each, costing me $5 total. One 96 gallon bin once every two weeks would scarcely be enough, and at the price suggested quite possibly not competitive, because it would be a regular charge, rather than being "on and at" demand. For instance I might need 200 or 300 gallon one week and nothing for another month. If you could provide for that somehow, then I would be very motivated to use such a service.

I wish our yard waste container was bigger, we seem to always run out of room. This is the first time I've actually looked at this magazine.

I don't think a 25% increase in fees is "slight". 50% is way too much. It is excellent to be able to include vegetative waste. Between that and recycling we have extremely little trash that goes to the landfill.

We have had some issues with pickup in the last few months and have not been happy with the customer service reps.

Yard waste containers are too small for the amount of yard waste I have. Would like to see free county composting facility to drop off yard waste and purchase compost.

The truck comes a bit too early, wakes up the whole neighborhood as they are noisy. After 8 would be more acceptable.

I only need the yard waste collection for a month or two in the spring. I don't want to pay for it the rest of the year, so I don't subscribe.

In the spring through autumn months it would be great to have collection weekly instead of every other week due to the increase in stuff.

I wish there was weekly pick up in the growing season.

I would like to have curbside yard waste pickup but it is too costly. I can take a whole truckload of yard waste to North Mason Fiber or the Soil Factory for far, far less than you charge.
I have a hard time remembering the pickup day. It’s every other week and on a different day than garbage.

Wish you collected weekly.

It would be good to have the possibility of a one-time pickup for yard waste for non-subscribers. My landscaper doesn’t haul away the prunings from my roses or palm tree.

I could use weekly yard waste pick-ups May through September. That would be a good service option.

We just have way too much for a can. We use a trailer to haul it off.

Some of the places I have lived previously, yard waste collection was free. Living on a budget, I would love to participate in yard waste collection, but I have a hard enough time staying within budget. $9-11 doesn't seem like a bunch, but it’s just not something I will choose to pay at this time. Maybe when money isn't so tight.

When we first signed up, way back when the program began, pick-up was weekly. Then it became bi-weekly, however no reduction in cost to us. Only 1 other neighbor in our circle, has yard waste collection. There’s something desperately wrong with your program for it not to benefit everyone using it. Raising the cost to customers like us who have been with the program since its inception, just so new customers can sign up, is not beneficial to us. You will have to come up with an incentive for us to continue. Perhaps have weekly pick-up during Spring and Fall, when yard clean-up is at a peak. OR, at the very least, allow us to put additional yard waste bags out at no additional cost. That would be awesome.

It is too expensive, but if you picked it up every week during the spring/summer for same cost I'd be pleased.

I wish yard waste/trash collections were FREE because...then our neighbors would not throw everything into the Sound...cat litter, grass clippings, etc. If taxes were higher by the same amount this would solve the problem. It makes me sick to see so much put into the Sound.

Too expensive for the number of months we actually have yard waste.
It’s fairly expensive already just for the convenience.

**Expanding the Service Area – 16 comments**

Would love to see it expanded to all neighborhoods - but do understand that it may be somewhat of a luxury expense for low income households.

I would love to have Yard Waste service. I support and participate in any/all efforts to recycle, re-use, etc. I would gladly add Yard Waste service, if you offered a small container. I never filled up the container all the way. Is cheaper for me to put my yard debris in the garbage.

We would love love love to have curbside yard waste collection. We love in Edgewater Estates and it is not available. We have resorted to burning some of our waste which we don’t enjoy (and neither do our neighbors).

I really would like yard waste....please.

Would love to have it!!! On fixed income and not the greatest of health.

We would LOVE to have yard waste curbside pickup. We have a large compost pile, but our yard waste exceeds its limits and the pile gets weeds and blackberries growing in it.

I would love to have Yard Waste service. I support and participate in any/all efforts to recycle, re-use, etc. I would gladly add Yard Waste service, if you offered a small container. I never filled up the container all the way. Is cheaper for me to put my yard debris in the garbage.

Would love to see it expanded to all neighborhoods - but do understand that it may be somewhat of a luxury expense for low income households.

Don't keep up with backyard composting very well so considering collection service.

PLEASE PLEASE bring yard waste collection to Suquamish!!! I've been hoping for this for years!

Doubt that this service will be offered in Hansville.

Please provide this service.

We badly need yard waste collection in the Hansville area. Many of us have significant trees,
brush and other yard waste that piles up very quickly just from normal maintenance. We should couple this with a burn ban, just as you do in more populated areas of the county. Would you take the material to the newly opened recycling site on Ecology Road? Even though they reopened, we should consider the impact of vehicle emissions on our health when people individually deliver recyclables to the site. The burn ban, of course, is also an important health consideration. Thanks for doing this survey.

A MUCH needed service, especially for those who have no means of transporting yard waste.

My understanding about composting is that one needs a sunny location for it to be effective. I don't really have a suitable spot so I am really interested in curbside yard waste pick up. I think Hansville has been totally ignored since it is so far from the collection site in Bremerton. Also, I would like to learn more about controlling runoff. There has been clear cut logging behind me and now I have more water coming into my property and causing flooding and erosion. I have the beginnings of a rain garden but need more help with it. I will be checking the website.

Somehow I missed the newsletter. I usually am very interested in such topics and I would LOVE to get curbside recycling in Indianola! Please do!

**Providing Alternative Ways to Collect Yard Waste – 4 comments**

Providing a drop off point for residents to come and recycle would be better than offering curbside to reduce costs to the consumer. You (the waste management company) will be making money by turning around and selling what you will be turning into compost why double dip on your consumer?

It seems to save the county $, instead of expanding the service to outer areas, and raising the prices, to have a dumping station or truck that moves to different areas in the county to dump yard waste, especially during prime garden seasons, then whoever lives far out can still come and dump.

I couldn't justify the cost of always having a yard waste container when I might not have the time to fill it. Have you considered a call-and-schedule pickup, or a gather-the-piles once a month in summer?

Would large quantity yard waste collection ever be done with a truck and people to load it?
Newsletter – 6 comments

We did not receive the newsletter.

I did not see the Newsletter.

I tried to read the Flash presentation on your newsletter, which looks great but is NOT READABLE even on a 21" monitor. It only has the ability to be expanded 1X. PDFs would give you a FAR more useful product. As a retired professional web developer, I have to ask: DID ANYONE EVEN TEST IT, BEFORE YOU SENT IT OUT? Trust me on this one: someone needs just a bit more training on the optimal deployment of tech solutions to the public (and no, there is nothing wrong with my vision).

Didn't feel it applied to Bainbridge, so did not read it.

Actually, I never received the newsletter. I do not use the internet for magazine/newspaper articles.

Is your newsletter printed (earth friendly ink and other supplies) so that I can confidently shred and add to my composting bin?

Other Solid Waste Issues/General Comments – 28 comments

Good effort. Keep trying to improve. Regarding plastic recycling, please explain why Kitsap County cannot choose to recycle more types of plastic containers.

Anything to encourage recycling.

I felt that your newsletter did not make it sufficiently clear that it pertained ONLY to recycle stuff and not to "garbage". Being older, I think of all the waste that is picked up was "trash" and the big division between recycle and trash isn't foremost in my mind. At first, for instance, I thought we could no longer use plastic bags for household garbage--took me a bit to realize that the whole newsletter was NOT about garbage.

Really don't have much yard waste and what little I do have I compost.

This survey did not include the area I actually live in- Bremerton/Rocky Point!
Yard waste is a good first step. Kitsap County should lead the way in offering more advanced services for compostable and recyclable goods. Yard waste and recycling services should be provided with all curbside trash pickup and smaller can sizes should be offered. I currently haul my own garbage to the dump because even the smallest available can from WM was WAY more trash than my family could generate. On the average week, we couldn't even fill more than a quarter of a can because we recycle and compost so much. Having a can just encouraged us to try to generate more waste, so we bought six trash cans and haul them ourselves approximately every six months. The county should also make it easier to dispose of HHW by offering more drop sites for things like florescent bulbs and used coolant or motor oil.

I've seen yard waste collection used very well in Seattle, but have decided to compost or pile my garden waste and food scraps.

We compost our food waste: should the county be encouraging home-composting as well as yard-waste collection?

I could use a specific Dos & DON'Ts list about food waste in the yard waste bin.

Please keep expanding recycling opportunities.

I wish you could educate the public more about the importance of keeping organic matter out of the landfill. People just don't know. Have you tried to get local newspapers to help spread the information? Or put up signs in public places? Just thinking about the success of the dog waste campaign and recycling makes me hopeful that a change in attitude is possible.

Please expand the recycling in our area to more materials!

I would love a compost option.

I never usually have that much.

I would be interested in a program that allows for food scraps to be collected as well.

On the topic of road side litter, I noticed something interesting while walking my dog. The litter was a clean ketchup bottle and a cleaned out jelly jar. No one cleans out jars to toss them on the side of the road. Most of the litter looked as though it were for recycling. Is anyone
monitoring how full the recycle trucks get before the trash flies down the road?

I appreciate the large size of the collection bin. Can we get local restaurants and shops to collect food waste? Thanks for your work.

Good effort. Keep trying to improve. Regarding plastic recycling, please explain why Kitsap County cannot choose to recycle more types of plastic containers.

You have done a marginal job of promoting food scrap collection. Much more needs to be done so residents know it’s available. I wouldn't sign up because I have a worm bin, chickens and generally prevent food waste as much as I can. A majority of residents throw food waste away.

For folks who want to compost, using a red worm compost system, it would be nice if you had red worms for them to start their worm compost system with.

Please keep collecting food and compostable paper.

Nice to have a bulletin on the new bridge going-in in Silverdale.

More sites and easy info on recycling medications.

Not sure if yard waste collection would work for me.

We never got a waste bin and are still using a commercial can.

If the yard waste is put to good use, including organic household garbage, chicken bones, scraps etc. I’d be interested in having ability to drop off this waste at collection transfer facility or? Perhaps this is available already I haven't checked or investigated.

I am not interested in making any additional comments. Thank you.

The added service we most desire is a quarterly or biannual curbside pickup of hazardous materials, especially all types of florescent bulbs and batteries.
Burning Yard Waste – 3 comments

Cost control is bound to be an issue, but the most important thing is to try to eliminate trash burning in our county. We’re killing the planet.

Everyone I know (and everyone's property I drive by) off of Hansville Rd. just burns their yard debris (and a lot of people burn their trash too). Most of our yard debris is branches >8' and they would be too large to get into a yard bin. And it costs too much to take them to a compost facility. So we pile them up in hopes of chipping them some day. Now they're just a big fire danger in the summer. Having significantly reduced rates for accepting compostable material at the local composting facility would be a big help. Having community wood chipping events would be another good idea. We also have a lot of holly in our neighborhood that neighbors want to remove but no one wants to pay for composting it and I won't let them burn it. Could the noxious weed folks sponsor community dumpster drops for collecting noxious weeds?

Yard debris collection is not available at our address. We are in the burn area and have gotten burn permits from the local fire department but the neighbors complain about the smoke that burning creates so that is not a good option. There are many types of leaves and debris that don't compost well. We have occasionally put it in the garbage container but we don't like to do that either. What are people who have no means to haul debris away from their property and have no curb side pickup option supposed to do?

Multiple Issues – 1 comment

Your statement within the survey about yard and some food waste collection costing $9-$11 per month will negatively impact the survey. That is a lot of money for many households in Kitsap. It would perhaps be more attractive if it were possible to contract for just the few months many of us work in our yard - not an entire year. I don't generate yard waste in Oct, Nov, Dec, Jan, Feb and Mar. Since the organic recycling site reopened (replaced Emu) in North Kitsap, it allows those of us with the capacity to haul it, to take it there. However, it would be far more convenient to just put it in a container and put it out for pick up, but I wouldn't want to pay all year. The fact you still allow burning of yard waste in unincorporated Kitsap is also a hindrance to getting people on board with what would be a better for the environment. People would rather pollute their neighbors with smoke and ash than pay $10 a month and help the environment. The local fire departments are not even trying to curbing this behavior. Get the county to ban outdoor yard waste burning, and you'll be successful in getting a county wide yard waste pick up program up and running. Do
consider offering an option it for just 6 months of the year.

**Positive Comments – 20 comments**

Thanks for your hard work.

We are very happy to have curbside pickup, especially as The Soil Factory will be closing.

Having curbside pickup saves us time and fuel.

I like to compost, but found majority of people put food waste in garbage. Having it picked up in a separate container is great.

I appreciate the efforts to responsibly manage waste. Each of us can do a lot more.

Information is critical to generate ideas on how to do it. Thanks for doing this.

I am very much in favor of it, and hope that the waste will be recycled and repurposed (assuming it is). The newsletter does a great job of reminding people what they can and should do.

I love this newsletter, it's very informative and gives us a better understanding how to help our county and our environment! Thank you!

I appreciate the information in Waste Wise Living. Thank you.

Thank you for promoting green cleaning methods and recycling education!

Page 2 suggests installation of a green stormwater solution. We look forward to more details and examples in future issues!

Your drivers are very helpful to us seniors. Recently I discovered that I had loaded a green can that I couldn't get to the curb, even though I had it on my driveway slab. Your driver cheerfully took it to the curb.

I am SO glad you are offering this service, including taking food waste and soiled paper. I hope you can encourage restaurants here to do the same. And can we now recycle compostable cups? I was told we can't. Would also love to have pick up facilities on Bainbridge for fluorescent tubes, cooking oil, oil-based paint.
I appreciate the service, especially in the spring and autumn when I am weeding, changing, cleaning my garden.

Thank you for your work on this issue. We see lots of waste on our beach and know people who toss waste over their bank as well as into the water.

I have just started curbside yard waste collection this year and don’t know how I managed without it. It's great!

Good service especially in town.

I appreciate having it available!

Love it.

I'm very glad I have yard waste collection. Wouldn't know what to do w/any of my yard debris!

GOOD SERVICE. WE USE IT CONTINUALLY, AS IT HELPS US IMPROVE UPKEEP OF LANDSCAPING.

Would like to see compostable plates, cups, etc., allowed in the yard waste collection once again. Thanks.

**Testimonials from Composters and Recyclers – 24 comments**

I have a very nice composting system for all of my yard waste and food scraps.

I like to compost and use this in my yard. My husband started doing this when we moved here however I took it over about 4 years ago and this is the first year I didn't have to buy any compost to use in our plants and we have over 50 tomato, pepper and other plants in the garden, each tomato and pepper have their own pots. I purchased a yard of topsoil and was able to add about 3/4 yard of my own composting. Go Green!!!

I love the idea of offering the yard waste services for people who should use it. Personally I like to compost and take care of our yard waste myself.
I'm really glad yard and kitchen waste recycling are being offered. Personally I am a very serious recycler and do not subscribe to any service but most people need to have it made easily available or they will just throw it in the trash.

I compost most of my small yard waste and kitchen waste in my self-designed home composting system (mostly vermicompost). Use compost to make soil for gardening uses. I use pruned branches from my trees for firewood. I take 2-3 pickup loads of clippings to North Mason fiber each year and I throw weeds going to seed and blackberry canes into my trash.

We live in rural, unincorporated southern part of the county. We have a large lot and compost yard waste along with chicken manure. We would not use the service.

This household regularly composts all kitchen 'green' and 'brown' waste which started about 15 years ago. We found with the assistance of local agencies which provided a one-time cost reduction for the purchase our compost bin along with informative mailings and brochures, that we can now compost and recycle 'green' and 'brown' waste on a regular basis without a second thought. All it takes is continual practice along with education on how to compost, and the assistance and encouragement (through financial incentives) by local governmental agencies. Now we feel guilty if we can't compost or recycle our waste. I believe that consumers are becoming more and more involved in saving the earth and would jump at the opportunity to do more if they were to receive good info on how to compost, a one-time price break in a composting bin, and how much they would save each year in garbage disposal dollars and cents. Keep it up and please, please consider implementing cost breaks in the purchase of composting materials/bins.

I would like to be able to something with meat scraps as they cannot go in my compost or worm bin. It does not make sense to pay the 14 dollars if I never put but 8 ounces of meat and dairy scraps in the bin. Any word on bokashi?

I currently compost but cannot put meat or cooked foods into the compost pile. So that ends up in my garbage. Unwilling to pay more for food waste collection. My lot creates too much yard waste for a container.

Yard waste collection that is sent to a composting facility and not added to the landfill would be something we might be interested in the future. For now, we compost our own.
What’s the need? Should I have my yard waste hauled off and go and buy compost?? That’s silly...

Because I compost myself, I rarely utilize my container (perhaps 2x a season?)

We compost and just don't need it unless we have to have a tree taken down. Then, the tree removal people deal with it. What we need is a quarterly pickup of hazardous waste, e.g., batteries, fluorescent tubes, etc.

My yard waste is only 1/2 a pail or so a year. So the question about why I don't recycle is really answered wrong here. You didn't have my answer or "other" for me to write about.

Plan to continue composting.

My yard waste is not large enough to fill a container once a week. I normally only generate yard waste in the spring which includes weeds and pruning.

As I compost 90% of my yard waste there would be very little for me to put out curbside at this time.

I compost so I wouldn't be interested in yard waste collection. Instead of collecting, maybe provide home owners a way to compost themselves.

I'm really excited about being able to compost food scraps in the yard waste bin!

Technically, I am filling out this survey because of the chance to win the backyard composter. I would love to compost myself and have been planning on doing so in the near future. I have chickens now, too, and will be setting up a compost station for their waste.

We don't currently compost meat, bone, and certain other table scraps not wanting to attract raccoons and other animals. We tried vermiculture, but didn't get in the habit. I will be saving cooking oil for recycling now instead of putting it in the garbage.

I do not have a lot of yard waste. My mower self-mulches and the few weeds I pull, I was told by you it was ok to bag them and put them in garbage.

We really appreciate the opportunity to have yard waste picked up at the curb. We fill our bin every two weeks! It was a real problem to compost everything. We used to burn and it is so
much healthier for us and the planet not to burn our twigs and branches. We even no longer burn wood in our fireplace. It would be great to have county-wide collection so that we could have a county-wide burn ban. We use the compost, too.

We compost most of our yard waste because we have the space to do so and we use the material as mulch. Many homes do not have the ability to do this and would benefit from a residential service.

**Questions – 4 comments**

Is there a better way to wrap food scraps? I'm concerned that in hot weather the odor will become unacceptable.

Would it supply the new North Kitsap Company, Olympic Organics? They are doing great work for providing us with compost and good soil!

One question I have that could be answered in a newsletter is what to do with noxious weeds. Currently I put small amounts of dead weeds in the garbage but wonder if it should go in a yard waste container?

Can I reduce my garbage collection if I subscribe to this new service?
Questionnaire

Curbside Yard Waste Collection Survey

Welcome Kitsap County residents! We invite you to take a very short survey about yard waste management. Curbside yard waste collection is currently available in areas of Kitsap County, but not everywhere. We would like hear from residents who currently have yard waste collection, and those who do not.

The information collected in this survey will help us better understand satisfaction with the service and the level of interest in expanding curbside yard waste collection to other areas in the County.

Are you or others in your household responsible for taking care of the yard at your residence? This can include doing yard work yourself or contracting it out.

☐ Yes
☐ No

Please select the statement(s) that best describes what you did with the most recent issue of the WasteWise Living Newsletter mailed to all Kitsap County residents and posted on the County website.

☐ I read the newsletter thoroughly
☐ I read some of the articles of interest, but not the entire newsletter
☐ I glanced at the newsletter but did not read any of the articles
☐ I learned something new from the newsletter content
☐ I plan to keep the newsletter for future reference
☐ I intend to change my habits based on something I read in the newsletter (please specify)

Thank you for answering the question about the newsletter. Unfortunately we are only interested in hearing from residents who have a yard to take care of for the remaining part of the survey. Please exit the browser.

Thank you for answering the question about the newsletter. Unfortunately we are only interested in hearing from residents who have a yard to take care of for the remaining part of the survey. Please exit the browser.

In what area of Kitsap County do you live?

☐ Bainbridge Island
☐ North Kitsap
☐ Central Kitsap
☐ South Kitsap
Curbside Yard Waste Collection Survey

In which more specific area do you live?
- Poulsbo
- Suquamish
- Indianola
- Kingston
- Hansville
- Port Gamble

In which more specific area do you live?
- West Bremerton
- East Bremerton
- Navy Yard City
- Keyport
- Silverdale
- Tracyton
- Chico
- Eaton Island-Kitsap Lake
- Seabeck

In which more specific area do you live?
- City of Port Orchard
- Parkwood
- East Port Orchard
- Manchester
- Southworth
- Gorst
- Bethel
- Burley
- Olalla
- Sunnyslope
Curbside Yard Waste Collection Survey

Does your household currently subscribe to curbside yard waste collection?

- Yes
- No

What do you most often do with your yard waste?

- Yard waste stays on my property, e.g. piling, composting, grasscycling
- Take yard waste to a collection facility
- Landscaper hauls away yard waste
- Put it in the garbage
- Throw it into the woods or ravine

Is curbside yard waste collection available where you live?

- Yes
- No
- Don't know

What is the main reason your household does not subscribe to curbside yard waste collection?

- I prefer to haul my yard waste to drop-off collection sites
- A 96-gallon collection container would not meet my needs
- The service costs too much
- My lot is large enough to handle yard waste by composting or piling it
- Landscape service hauls away my yard waste
- I am a renter and the landlord is not willing to pay for yard waste service
In certain areas of Kitsap County yard and some food waste can be collected in a 96 gallon cart and set out at the curb for collection every other week. If service is expanded to additional areas within the County, the monthly charge would be about $9 - $11.

How likely would you be to subscribe to curbside yard waste collection if the service became available in your area?

- Extremely likely
- Very likely
- Somewhat likely
- Not very likely
- Not at all likely

How much do you think curbside collection would help with your yard waste?

- Curbside collection would take care of most or all of my yard waste
- Curbside collection would take care of some of my yard waste
- Curbside collection would take care of a small portion of my yard waste
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<th>Curbside Yard Waste Collection Survey</th>
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<tr>
<td>How would you describe your experience with the curbside yard waste collection?</td>
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<td>□ Completely satisfied</td>
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Subscribers currently pay between $8.00 and $8.50 per month for curbside yard waste collection. If the service areas for curbside collection were to expand to serve less densely populated areas of the County, this could result in slightly higher monthly cost for all customers.

How likely would you be to continue to subscribe to curbside yard waste collection if the monthly fee were to increase by $2?

□ Extremely likely
□ Very likely
□ Somewhat likely
□ Not very likely
□ Not at all likely

How likely would you be to continue to subscribe to curbside yard waste collection if the monthly fee were to increase by $4?

□ Extremely likely
□ Very likely
□ Somewhat likely
□ Not very likely
□ Not at all likely
Curbside Yard Waste Collection Survey

Please select the statement(s) that best describes what you did with the most recent issue of the WasteWise Living Newsletter mailed to all Kitsap County residents and posted on the County website.

- I read the newsletter thoroughly
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- I plan to keep the newsletter for future reference
- I intend to change my habits based on something I read in the newsletter (please specify)

We are interested in any additional comments you may have about yard waste collection or its availability.

What is your gender?

- Male
- Female

What is your age?

- 18 to 34
- 35 to 49
- 50 to 64
- 65 +

What size is your residential lot?

- Less than 0.25 acre
- 0.25 to 0.5 acre
- More than 0.5 acre to 1 acre
- More than 1 acre to 2.5 acres
- More than 2.5 acres to 5.0 acres
- More than 5 acres
Curbside Yard Waste Collection Survey

Thank you for filling out this survey. If you are interested in entering the drawing to win either a one year free subscription to yard and food waste curbside collection or a backyard composter, enter your email address below.

[Email Address]
May 14, 2014

Dear Litter Stakeholder:

The Kitsap Public Health District (Health District) is writing to thank you for participating in the Litter Stakeholders Meeting on April 16, 2014, summarize the discussions in the meeting, and present some recommendations to the group on where we go from here. Detailed notes of the meeting are attached in addition to the list of contacts from the meeting.

Summary of meeting

The main points the Health District took from the meeting were as follows:

- The Health District advanced the idea that free newspaper, supplement, advertising, and phone book delivery were a litter problem in Kitsap County.
- Sound Publishing did not think that there was a problem with their product.
- The Kitsap Sun acknowledged that the A&E distribution was a problem and committed to working on correcting delivery problems.
- The code enforcement officers and local government representatives from around the county were split. Bainbridge Island and Kitsap County Code Enforcement Officers did not think that newspapers were an issue based on complaints they had received. The city of Bremerton, Health District, and Kitsap County Public Works did believe that newspapers were a problem.
- The publishers care deeply about the perception of their product as litter and have extensive procedures in place to address delivery issues. These include dedicated staff for circulation problems, complaint lines, inspection of delivery areas, “do not deliver” lists, and cleanup of problem sites.

Where do we go from here?

The Health District recommends the following actions to address the issues:

- Allow the Kitsap Sun 6 months to straighten out delivery issues.
- Distribute list of publisher contacts to all code enforcement officers. Have code enforcement officers call in directly to publishers in problem areas.
- The Health District and jurisdictional Code Enforcement agencies improve tracking of litter complaints to better characterize nature and extent of problem.
- Take these stakeholder meeting findings to the County Solid Waste Advisory Committee (SWAC).
- Consider survey of the public on litter issues (including advertising, free newspapers, supplements, and phone books).

kitsappublichealth.org
• After 6 months see what effect the actions above have on the issue.

Please contact me if you have any questions or concerns. I can be reached at (360) 337-5605, or grant.holdcroft@kitsappublichealth.org.

Sincerely,

[Signature]

Grant A. Holdcroft, R.S.
Environmental Health Specialist
Solid & Hazardous Waste Program

enc: Distributed Litter Stakeholders Meeting Notes
List of stakeholders and contact information
PowerPoint presentation from meeting
Distributed Litter Contacts List

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<td>Grant Holdcroft</td>
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DISTRIBUTED LITTER STAKEHOLDER’S MEETING
MEETING MINUTES
Wednesday April 16, 2014 1:00-3:00 p.m.


Grant started by making introductions.

Jan opened with an explanation of the reason for this meeting. Complaints about discarded, unsubscribed newspapers is up considerably, especially in the last 2 months.

Grant delivered a Power Point presentation. The only real exception taken to the information in the presentation was that perhaps the newspaper business model had changed and that newspapers were “in trouble”.

Lori stated that their model hasn’t changed at all and their delivery system has been the same since the 1980s. She said her publication is strong and circulation is robust.

Sean commented that newspaper distribution is not declining and Lori agreed that local newspapers are flourishing.

Mike stated that the Kitsap Sun’s business model has changed with the times. It is evolving more towards digital news in keeping with marketplace demand. He said 30%-40% of the Kitsap Sun’s audience receives its news digitally. They are always seeking new revenue streams. The A&E publication is freely distributed to addresses in Kitsap County. They do have an opt-out program for those who do not wish to receive A&E and there are multiple ways to contact the Sun to get on the opt-out list. They also have recovery crews that they send out to clean up old papers immediately upon notification of their presence. The Sun has a delivery protocol designed to help avoid problems of unwanted delivery, but that they could and would do better in following those protocols.

Jan asked if carriers were required to deliver to a newspaper box. That delivery to the ground at the end of driveways seemed to be the problem.

Mike said no, but that carriers are instructed that if there are multiple papers on the ground to pick up what is there and are told not to deliver more.

Jan stated that her research indicated that the Health District and/or County code enforcement could not prohibit delivery of unsolicited newspapers, but that they could be regulated.
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May 14, 2014
Page 5

Mike conveyed his appreciation of the tone and approach the Health District was taking in this meeting, that the Sun and the District have a common interest in solving this problem. Grant reinforced the fact that no course of action has been decided. KPHD desires industry input for optimal outcome. Nothing has been predetermined. He reviewed the existing litter regulation and posed the question about when a product becomes litter.

Lori asked Jan if she would send out the applicable regulations, a copy of the Power Point presentation and a list of attendees. Jan agreed to do so.

Grant reviewed strategies: 1. Existing regulations. 2. Changes in Practices. 3. Possible elements of a new Ordinance.

Janet wondered if there was a delivery protocol. It seems to her that carriers just fling papers out the window as they drive.

Jan described deliveries on her street and her walking route.

Sean said that they strictly regulate delivery guidelines and receives very few complaint calls in relation to the number of deliveries they make. He did state that he has never before seen the volume of complaint calls that he has in the last two months. He says that many of those calls were about the A&E delivery, which is not their publication.

Helen manages deliveries for Sound Publishing and said she holds carriers responsible for accuracy of delivery and has been bombarded by complaint calls about the A&E delivery (74 in the last two months).

Grant highlighted the Bremerton Municipal Code regarding the lack of regulation on newspapers.

Pat questioned the opt-out policy for free, non-subscription deliveries. Suggested an opt-in policy instead. She also questioned why carriers are not adhering to circulation procedures and ignoring when multiple papers pile up on driveways.

Sean said he makes every effort to randomly travel all delivery routes to check on carriers. He said they also make it very easy to contact publishers and stop delivery.

Jan remarked that sometimes there is no explanation for human behavior and questioned why no one takes ownership of papers dropped in a mailbox area and instead leaves papers there to deteriorate, for example. She then questioned how carriers are paid.

Dennis said that carriers are contracted through distributors who earn $100,000 a year. Distributors hire 25-40 carriers. If they are having trouble with delivery they will hold distributors responsible as well as carriers. He said verification processes are in place and every new carrier receives a No Delivery list and should not be delivering to those addresses.

Jan suggested that with early morning deliveries, maybe carriers are unable to identify house numbers in the dark.
Mike reiterated that the Sun can and will do a better job of overseeing deliveries. He provided KPHD with 5 page A&E delivery model handout. He said that they distribute 91,000 copies of A&E every week and of those, only 17,000 are Kitsap Sun subscribers. The rest are freely distributed. He said the opt-out rate is only 1.1%. Two percent is the industry standard, so they’re doing well. He said that they’ve been freely distributing A&E since September 2013 and in the beginning they were receiving 30 complaint/opt-out calls per week. That is down to 2 per week now.

Janet inquired as to the benefit of delivering for free.

Mike responded that advertising pays the bills. He said that subscription fees might cover the cost of ink and paper, but advertising is key.

Jan asked if they had done consumer surveys to ask if there is a benefit to the delivery of unsolicited papers.

Lori said that 99% of her customers who receive her paper read it. She said that was a statistical sample. She stated that she was uncomfortable with the language being used and that she felt threatened. She said the Health District’s tone was disconcerting and wondered if she should have an attorney present.

Grant explained that our terminology is based on our regulatory experience. We would like to come to a consensus with the stakeholders without regulating deliveries.

Jan said that the meeting was a brainstorming session to come up with some alternative solutions to regulating the industry.

Mike asked that we please direct complainants to the Kitsap Sun to take the heat off KPHD and direct it to them. He said they will take responsibility for unwanted deliveries and conduct cleanup. The Sun conducted research of consumers and found that people want information regarding places to go and things to do. The A&E insert in paid subscriptions met that need and a decision was made to freely distribute it in the county.

Lori told Jan that she would be happy to share privately Sound Publishing’s rules regarding delivery. She said they own 40 community newspapers with this delivery model and has not had similar problems in other communities. She is open to discussion about improvements.

Steve stated he thought the meeting was to be focused on handouts, handbills and flyers.

Grant said he determined the main problem was newspapers and Jan added that phonebooks have also been a problem.

Steve said he hasn’t received many county complaints regarding newspapers. He gets more complaints about flyers from the pizza guy or lawn care services.
Greg said that COBI code regulates handbills, not newspapers. He has had no newspaper complaints in his six months on the job.

Pat remarked that the person who lets multiple papers build up on their driveway is unlikely to take the time to opt out of delivery service.

Mike and Dennis said that they need to ensure their carriers are following their established procedure for multiple papers left in driveways. Carriers are instructed to pick up those papers and not deliver there anymore.

Pat asked if one person on a street, or maybe a homeowner’s association representative could request an opt-out for an entire street.

Dennis said that yes, if a neighbor notices publications stacking up on another property, they may call and opt-out for that address.

Daydra asked if the Health District could do that and Dennis replied that yes, they are flexible about who calls, but the caller has to be specific about the addresses for cancellation. They won’t take an ambiguous request from someone (i.e. I live on this street and none of us wants this paper...)

Dennis said that they have two district managers who drive around on Saturday and Sunday mornings to see how deliveries look. He said that he appreciates Jan’s input on this matter and has actually visited sites on her advice, which is what prompted the 5-page delivery manual they wrote.

Grant agreed to distribute to the attendees the notes, the Power Point, and a list of opt-out contact information for the various publishers in attendance.

Jan conceded that it is hard for the Health District to determine the scale of the problem when all we see are bad sites. She may consider surveying residents to get a better feel for the scope of the issue.

Lori and Mike voiced concerns over the use of a survey and how questions would be worded. Jan assured them that a consulting firm would assist in creating survey.

Lori asked what for what purpose the Health District would use the collected data and were we sure that was a good use of taxpayer money.

Pat pointed out that not everyone who is offended by newspaper litter actually makes a complaint and that survey data would capture that information.

Dennis claimed absolute ownership of the A&E publication and said that he wanted to clean it up.

Greg pointed out that both code enforcement and the Health District were complaint driven and that the survey was not suggested as a way to create work for us. We have a duty to respond to public complaints.
Mike's concern is that a survey might suggest to the public that there is a problem that needs to be addressed instead of asking if there is a problem. He may consider doing his own survey.

Pat suggested that maybe the proposed survey could be framed as a general litter survey, instead of specifically newspaper litter and Mike thought that would be better.

Jan says that anecdotal evidence suggests that unsolicited delivery is a big problem and a survey would provide statistical evidence.

Meeting ended at 2:30 p.m.

dm