

Leaf & Yard Waste Management

Questions about how leaves and yard waste are managed at your home.

* 1. How do you manage leaves and/or yard waste at your home? (Select all that apply)

- ☐ Compost it yourself
- ☐ Mulch them in place
- ☐ Set them out for city collection
- ☐ Hire a private landscape company to handle it
- ☐ Take material to City of Madison drop-off site
- ☐ Other (please specify)

* 2. Please select all that apply.

If you place yard waste & leaves to the curb for city collection, do you...

- ☐ Pile them loose at the curb, but I do not pile them in the street
- ☐ Place them into a bag and set the bags out for city collection
- ☐ Pile them on the road edge for collection and cover them with a tarp
- ☐ I do not use city leaf and yard waste collection.
- ☐ Other (please specify)

* 3. If you place leaves and yard waste to the curb for collection, how do you decide when to place the material out for pickup?

- | | |
|---|--|
| <input type="radio"/> I check the City's yard waste pickup schedule map at www.cityofmadison.com/yardwaste . | <input type="radio"/> I see if my neighbors have put out leaves, and if they do, I follow along with them. |
| <input type="radio"/> I call the collection estimate hotline at 608-267-2088. | <input type="radio"/> I pay attention to local media (newspapers, TV, etc.) |
| <input type="radio"/> I check social media. | <input type="radio"/> I do not check prior to placing material to the curb. |
| <input type="radio"/> I call the Streets Division office that services my home for a collection estimate. | <input type="radio"/> I do not use the city's collection service. |
| <input type="radio"/> Other (please specify) | |

* 4. Where do you get information about how to manage your leaves and yard waste? (Please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Streets Division website
www.cityofmadison.com/yardwaste | <input type="checkbox"/> Word of mouth (friends, family, etc.) |
| <input type="checkbox"/> Ripple Effects website
http://www.ripple-effects.com/ | <input type="checkbox"/> News media (newspaper, local TV channels, etc.) |
| <input type="checkbox"/> Recyclopedia | <input type="checkbox"/> Calling the Streets Division |
| <input type="checkbox"/> Social media (Facebook, Twitter, YouTube, etc.) | <input type="checkbox"/> I do not seek out information about leaves and yard waste. |
| <input type="checkbox"/> Somewhere else? (please specify) | |

* 5. Do you rake leaves that accumulate along the curb in the street?

- ☐ Yes
- ☐ No

Yes! I rake leaves from the gutter

* 6. Why do you rake leaves from the street that accumulate along the curb?

- ☐ To protect the lakes from the phosphorus runoff created by rain
- ☐ To keep a tidy appearance of my home
- ☐ Just seems like the right thing to do
- ☐ Other (please specify)

* 7. Leaves and yard waste contain phosphorus and other nutrients. When it rains on piles of leaves and yard waste in the street, water flows through the piles and carries the phosphorus into storm drains that pour into our lakes. The phosphorus and nutrients lead to toxic algae blooms, low oxygen levels, and murky water in our lakes.

Did you know this prior to this survey?

- ☐ Yes
- ☐ No

* 8. Now that you know that runoff from leaves and yard waste can harm our lakes, will you make changes to how you manage leaves and yard waste?

- ☐ Yes.
- ☐ No, I already knew how my yard waste impacts the lakes and I use best practices to keep yard waste and leaves out the street.
- ☐ No.
- ☐ Unsure.

* 9. Now that you know that yard waste practices can harm the lakes. What changes to your yard waste practices will you start this fall?

- | | |
|--|--|
| <input type="radio"/> I will stop placing yard waste in the street when it is out for city collection. | <input type="radio"/> I will compost more of my leaves and yard waste. |
| <input type="radio"/> I will use the pickup schedule map to learn when to place yard waste to the curb for pickup. | <input type="radio"/> I will not make any changes because I already follow best practices. |
| <input type="radio"/> I will bag my leaves and yard waste to keep them from blowing into the street while awaiting collection. | <input type="radio"/> I will not make any changes. |
| <input type="radio"/> I will cover my leaves and yard waste with a tarp while they are waiting for collection. | <input type="radio"/> I am not sure. |

10. Anything else you would like to share about leaf and yard waste management in the city?

I do not rake the gutter line

* 11. Why do you avoid raking the leaves that accumulate in the street along the curb?

- ☐ I was not aware I should.
- ☐ The street sweeper will collect it, so I don't believe I need to.
- ☐ The collection crews will pick them up when they arrive.
- ☐ I do not want to.
- ☐ Other (please specify)

* 12. Would you rake the leaves that accumulate in the street along the curb?

- ☐ Yes, if I knew why I should
- ☐ No

* 13. Leaves and yard waste contain phosphorus and other nutrients. When it rains on piles of leaves and yard waste in the street, water flows through the piles and carries the phosphorus into storm drains that pour into our lakes. The phosphorus and nutrients lead to toxic algae blooms, low oxygen levels, and murky water in our lakes.

Did you know this prior to this survey?

- ☐ Yes
- ☐ No

* 14. Now that you know leaves and yard waste can harm our lakes, will you make changes to how you manage leaves and yard waste?

- ☐ Yes.
- ☐ No, I already knew how my yard waste impacts the lakes and I use best practices to keep yard waste and leaves out the street.
- ☐ No.
- ☐ Unsure.

* 15. Now that you know that yard waste practices can harm the lakes. What changes to your yard waste practices will you start this fall?

- | | |
|--|--|
| <input type="radio"/> I will stop placing yard waste in the street when it is out for city collection. | <input type="radio"/> I will compost more of my leaves and yard waste. |
| <input type="radio"/> I will use the pickup schedule map to learn when to place yard waste to the curb for pickup. | <input type="radio"/> I will not make any changes because I already follow best practices. |
| <input type="radio"/> I will bag my leaves and yard waste to keep them from blowing into the street while awaiting collection. | <input type="radio"/> I will not make any changes. |
| <input type="radio"/> I will cover my leaves and yard waste with a tarp while they are waiting for collection. | <input type="radio"/> I am not sure. |

16. Anything else you would like to share about leaf and yard waste management in the city?

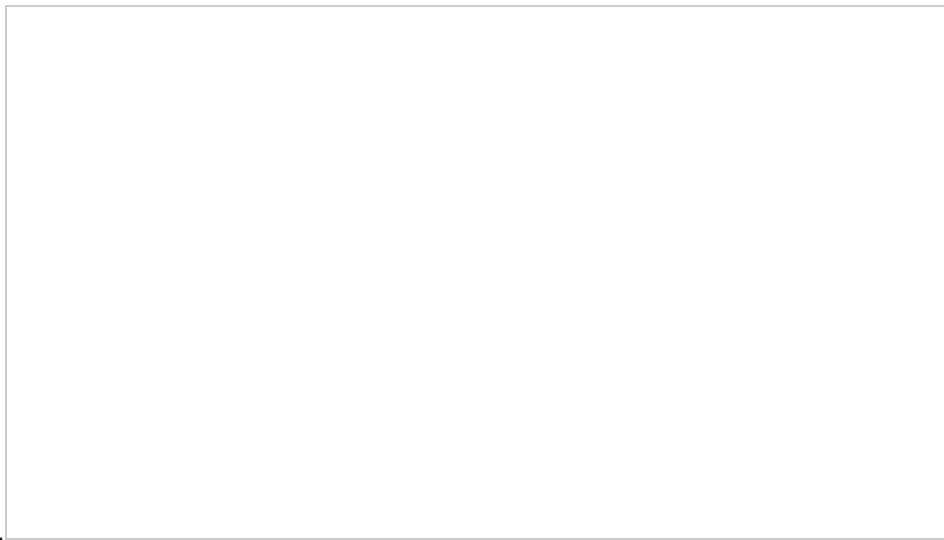
THANK YOU!

Thank you for taking the time to share with us your opinion about leaf management

You can [download this flyer](#) for a quick guide for ways to protect our lakes through correct yard waste management.

And please watch the below video that shows you how to prepare your yard waste for collection by the Streets Division.

If you'd rather watch the video later and move on to the second part of the survey, you can find it on the Streets & Recycling section of the [City of Madison YouTube channel](#).







17. Would you like to provide additional feedback about other Streets Division services?

☐ Yes

☐ No

Drop-off Site Services

18. How would you rate the convenience of the Streets Division drop-off sites?

Poor	Fair	Adequate	Good	Excellent
				

19. How many times a year do you travel to the Streets Division drop-off sites?

- | | |
|---|---|
| <input type="radio"/> Once a week | <input type="radio"/> Once every few months |
| <input type="radio"/> Multiple times a week | <input type="radio"/> Once a year |
| <input type="radio"/> Once a month | <input type="radio"/> I do not go to the drop-off sites |
| <input type="radio"/> Once every two or three weeks | |

Drop-off Site Visitors

20. Which drop-off site do you visit most often?

- ☐ 1501 W Badger Rd
- ☐ 4602 Sycamore Ave
- ☐ 402 South Point Rd (yard waste only)

21. What items do you take to the drop-off sites when you visit? (select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Leaves & yard waste | <input type="checkbox"/> Large items (mattresses, wood, furniture, etc) |
| <input type="checkbox"/> Brush | <input type="checkbox"/> Clothes and shoes |
| <input type="checkbox"/> Electronics (televisions, computers, Christmas tree lights, etc) | <input type="checkbox"/> Styrofoam |
| <input type="checkbox"/> Batteries (household batteries, vehicle & other lead acid batteries) | <input type="checkbox"/> General refuse |
| <input type="checkbox"/> Cooking oil | <input type="checkbox"/> General recycling |

22. How long is your commute to the drop-off site you use most often?

- | | |
|--|--|
| <input type="radio"/> Less than 10 minutes | <input type="radio"/> 30 to 40 minutes |
| <input type="radio"/> 10 to 20 minutes | <input type="radio"/> More than 40 minutes |
| <input type="radio"/> 20 to 30 minutes | |

23. Would you use drop-off site services, such as recycling electronics, more if they were more conveniently located to your home?

- ☐ Yes
- ☐ No

24. What is your street address?

(This question is to learn where visitors to the drop-off site are coming from, and where to plan future drop-off sites. You will not be contacted later because you provided your address in this question.)

Non-visitors to Drop-off Sites

25. Why do you not use the Streets Division drop-off sites?

- | | |
|---|---|
| <input type="radio"/> They are too far from my home. | <input type="radio"/> They do not accept what I routinely need to dispose of. |
| <input type="radio"/> The hours are inconvenient for my schedule. | <input type="radio"/> I did not know the Streets Division had drop-off sites. |
| <input type="radio"/> I do not know what they accept. | <input type="radio"/> I've used the drop-off sites before but I did not like the experience, so I will not go back. |
| <input type="radio"/> Other (please specify) | |

Non-Visitor Drop-off Questions

26. How far would you be willing to commute to use a Streets Division drop-off site?

- ☐ Less than 10 minutes
- ☐ 10 to 20 minutes
- ☐ 20 to 30 minutes
- ☐ 30 to 40 minutes
- ☐ More than 40 minutes

27. What is your street address?

(This question is to learn where visitors to the drop-off site are coming from, and where future drop-off sites may be needed so more residents have access to these services. You will not be contacted later because you provided your address in this question.)

Drop-off site service satisfaction

28. What made your experience at the drop-off site so poor?

- ☐ The site was too busy.
- ☐ The site was too confusing.
- ☐ The workers were unhelpful.
- ☐ I was worried my vehicle would be damaged.
- ☐ Other (please specify)

Last Question for Drop-off Sites

29. Anything else to share about the Streets Division drop-off sites?

Streets Division Services

Winter road maintenance

30. How would you rate the Streets Division's winter maintenance services? (For example, treating salt routes, plowing streets, etc.)

Poor	Fair	Okay	Good	Excellent
				

31. Where do you go for information about winter maintenance in Madison? (Select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> The city's winter website www.cityofmadison.com/winter | <input type="checkbox"/> Social media (Twitter, Facebook, etc) |
| <input type="checkbox"/> Local news media (TV, newspaper, etc) | <input type="checkbox"/> Word of mouth (friends, family, co-workers) |
| <input type="checkbox"/> Calling the Streets Division offices. | <input type="checkbox"/> I don't seek out information about winter. |
| <input type="checkbox"/> Other (please specify) | |

32. If the Streets Division hosted neighborhood presentations regarding winter maintenance in your neighborhood, would you attend?

- ☐ Yes
- ☐ No

33. Where do you go for information about using salt in the winter? (Select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> The county's salt use website www.wisaltwise.com | <input type="checkbox"/> Contacting the Public Health Department. |
| <input type="checkbox"/> The city's winter website www.cityofmadison.com/winter | <input type="checkbox"/> Social media |
| <input type="checkbox"/> Local news media | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Calling the Streets Division's offices | <input type="checkbox"/> I do not seek out information about using salt |
| <input type="checkbox"/> Other (please specify) | |

34. What do you feel should be the Streets Division's highest priority for winter maintenance procedures?

- ☐ Balance making safe roads with the environmental impact of salt use while also using tax dollars efficiently
- ☐ Protect our drinking water by using as little salt as possible
- ☐ Create comfortable commuting conditions for all modes of transportation, including bicycles, and maintain them at this level throughout the winter
- ☐ Control the spending of tax dollars to decrease costs
- ☐ Remove all the snow from the roads down to bare pavement, including in residential areas, each time it snows

Balanced approach

35. You have selected a balanced approach.

Each snow and ice response has a consequence.

For the priority you selected, drivers will experience some travel difficulties on residential streets as they are not prioritized above main streets that are used more often. Salt will still be used carefully, and exploring ways to minimize its impact will continue. However, only priority streets will be salted at industry standard levels, so roads will be still slippery at times, and salt will still enter our drinking water. Financial costs will be managed carefully as they are today.

Are these consequences acceptable to achieve the priority you selected?

☐ Yes

☐ No

Heightened Service

36. You have selected a heightened level of service.

Each snow and ice response has consequences.

For the priority you selected, more salt will need to be used in order to keep the roads open fully. This means an increase in the amount of salt that enters our drinking water. This also means more cost as more salt, personnel, and overtime will be needed. Travel may be easier in the days following a snow event, but travel will remain difficult during active snow and/or ice events as well as shortly after snow/ice events while the response to the weather occurs.

Are these consequences acceptable to achieve the priority you selected?

☐ Yes

☐ No

37. You have selected to prioritize the environment/drinking water.

Each snow and ice response has consequences.

Less salt on the roads means more snow on the roads and snow remaining on the roads for longer periods of time. Fewer roads salted, too, could make for tough driving through the city. Travel could be difficult to dangerous for many people as they cross through the city, including bicyclists, buses, and emergency vehicles. Salt would likely still enter the water, too, from private parking lots and from other agencies maintaining county and state highways.

Are these consequences acceptable to achieve the priority you selected?

☐ Yes

☐ No

Cost Savings

38. You have selected to prioritize cost savings on snow and ice operations.

Each snow and ice response has a consequence.

Prioritizing cost savings means slower service or less service provided. Likely outcomes for prioritizing cost savings would be snow on the roads for longer periods of time. Other plowing operations the city provides could also be impacted, such as plowing of crosswalks and carriage lanes as they would need to be a lower priority to serve since the more limited resources would need to go toward maintaining the more heavily used thoroughfares.

Are these consequences acceptable to achieve the priority you selected?

☐ Yes

☐ No

39. Anything else you would like to share about snow and ice services provided by the Streets Division?

Streets Division Services - Recycling

Recycling

40. How would you rate the Streets Division's recycling services (both curbside collection and drop-off sites)?

Poor	Fair	Okay	Good	Excellent
				

41. Where do you go for information about recycling?

- | | |
|--|--|
| <input type="radio"/> Streets Division website, www.cityofmadison.com/streets | <input type="radio"/> Local traditional media (newspaper, TV, etc) |
| <input type="radio"/> The Recyclopedia | <input type="radio"/> Social media |
| <input type="radio"/> The MyWaste app on my smart phone | <input type="radio"/> Calling the Streets Division |
| <input type="radio"/> The lid of my recycling cart | |
| <input type="radio"/> Other (please specify) | |

42. What item or material would you like to see the Streets Division recycle next?

- ☐ Food scraps
- ☐ Carpeting
- ☐ Rigid plastics
- ☐ Construction debris (drywall, concrete, vinyl siding)

Other (please specify)

43. Would you be willing to pay a monthly fee for a curbside food scrap recycling program?

- ☐ Yes
- ☐ No

44. Where do you recycle your electronics (like televisions, cell phones, computer equipment, etc.)?

- ☐ Streets Division drop-off sites to be handled by a professional recycler that protects my data
- ☐ Private companies, like Best Buy, Resource Solutions, or File 13 where they protect my data
- ☐ I do not recycle electronics. I am worried about data security, so I hold onto them.
- ☐ I did not know I could recycle electronics.
- ☐ Other (please specify)

45. Anything else you would like to share about the Streets Division's recycling services?

Streets Division Services

Large item collection. Large items are things too big for the refuse cart, like furniture and other bulky items.

46. How would you rate the Streets Division's large item collection?

Poor	Fair	Okay	Good	Excellent
				

47. How would you like the Streets Division to collect large items?

- ☐ I would like large item collection every week on the same day as my refuse collection ☐ I would like large item pick up every-other-week. (This is how it is done today.)
- ☐ I would like large item collection once a month ☐ I have no opinion.
- ☐ I would like large item collection by appointment only

48. Where do you go for information about large item collection and recycling fees for certain items?

- ☐ The Streets Division website, www.cityofmadison.com/streets ☐ Social media
- ☐ The Recyclopeda ☐ Calling the Streets Division
- ☐ The MyWaste app on my smart phone ☐ I do not seek out information about large item collection.
- ☐ Other (please specify)

49. Anything else you would like to share about large item collection?

Streets Division Services

Brush collection

50. How would you rate the Streets Division's brush collection services?

Poor	Fair	Okay	Good	Excellent
				

51. How do you decide when to set brush to the curb for collection?

- | | |
|---|--|
| <input type="radio"/> I check the Streets Division's brush collection website, www.cityofmadison.com/brushcollection | <input type="radio"/> I check the Recyclopedia |
| <input type="radio"/> I call the Streets Division office | <input type="radio"/> If my neighbors set out brush for pickup, I set out brush as well. |
| <input type="radio"/> I call the brush collection hotline at 608-267-2088. | <input type="radio"/> I do not seek out information before setting brush to the curb for collection. |
| <input type="radio"/> I check social media | |
| <input type="radio"/> Other (please specify) | |

52. Anything else you would like to share about brush collection services in Madison?

Streets Division Services

The last page!

53. The Streets Division provides many services to City residents. The below are services not mentioned in the previous questions. Please rate them.

[illegible]

Demographics

54. Would you like to provide demographic information about you and your family?

☐ Yes

☐ No

55. Please describe the ethnicity of your household

56. What is the highest level of education of your household?

- | | |
|---|--|
| <input type="radio"/> High school diploma or equivalent | <input type="radio"/> Master's degree |
| <input type="radio"/> Some college | <input type="radio"/> Doctorate degree |
| <input type="radio"/> Associate's degree | <input type="radio"/> Other |
| <input type="radio"/> Bachelor's degree | <input type="radio"/> Prefer not to answer |

57. What is your household's income?

- | | |
|--|--|
| <input type="radio"/> Prefer not to answer | <input type="radio"/> \$150,000 to \$200,000 |
| <input type="radio"/> \$300,000 and more | <input type="radio"/> \$100,000 to \$150,000 |
| <input type="radio"/> \$250,000 to \$300,000 | <input type="radio"/> \$50,000 to \$100,000 |
| <input type="radio"/> \$200,000 to \$250,000 | <input type="radio"/> Less than \$50,000 |

Thank you!

Thank you so much for your time and opinions.

We look forward to reading your responses and using them to better serve you. Thank you.