



# ORANGE COUNTY NORTH CAROLINA

## Public Engagement Summary

Prepared for:

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Solid Waste Management Department  
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## *Solid Waste Management Plan Road to Zero Waste Plan*

January 27, 2023 - Final



Innovative, Sustainable Solutions  
for Solid Waste Management

QUALITY · VALUE · ETHICS · RESULTS

**Orange County, NC**

Public Engagement Summary

*Solid Waste Management Plan - Road to Zero Waste Plan*

January 27, 2023 – Final

**GERSHMAN, BRICKNER & BRATTON, INC.**

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## 1 - Project Summary

The Orange County Solid Waste Management Department (“County” or “Orange County”) contracted with Gershman, Brickner & Bratton, Inc. (GBB) to create a Solid Waste Master Plan – Road to Zero Waste (Plan) in 2022. Public Engagement for the Road to Zero Waste Plan was led by River District Consulting Group (RDCG). This Public Engagement Summary, along with GBB’s Current System Review, will inform GBB’s recommendations in the project’s final Plan.

### 1.1 - Public Engagement Purpose

Orange County places a high value on the involvement and engagement of Orange County residents. GBB and RDCG developed an equitable, comprehensive public engagement strategy to effectively include public input and keep the public informed and updated on the process, with the following objectives:

- To satisfy the requirements outlined in the RFP, which include:
  - A minimum of four public meetings and listening sessions for resident and business input,
  - Interviews with members of the Solid Waste Advisory Group (SWAG) and key environmental groups,
  - An online public survey, and
  - Two meetings with Orange County staff.
- To ensure that the engagement and outreach process is effective and inclusive.
- To ensure engagement with all major community groups, including those that have been traditionally marginalized or underrepresented.

#### THESE SEVEN PRINCIPLES REFLECT THE COMMON BELIEFS AND UNDERSTANDINGS OF THOSE WORKING PUBLIC ENGAGEMENT.

##### 1. CAREFUL PLANNING AND PREPARATION

Through adequate and inclusive planning, ensure that the design, organization, and convening of the process serve both a clearly defined purpose and the needs of the participants.

##### 2. INCLUSION AND DEMOGRAPHIC DIVERSITY

Equitably incorporate diverse people, voices, ideas, and information to lay the groundwork for quality outcomes and democratic legitimacy.

##### 3. COLLABORATION AND SHARED PURPOSE

Support and encourage participants, government and community institutions, and others to work together to advance the common good.

##### 4. OPENNESS AND LEARNING

Help all involved listen to each other, explore new ideas unconstrained by predetermined outcomes, learn and apply information in ways that generate new options, and rigorously evaluate public engagement activities for effectiveness.

##### 5. TRANSPARENCY AND TRUST

Be clear and open about the process, and provide a public record of the organizers, sponsors, outcomes, and range of views and ideas expressed.

##### 6. IMPACT AND ACTION

Ensure each participatory effort has real potential to make a difference, and that participants are aware of that potential.

##### 7. SUSTAINED ENGAGEMENT & PARTICIPATORY CULTURE

Promote a culture of participation with programs and institutions that support ongoing quality public engagement.

Source: *Core Principles for Public Engagement* (2009) published by the National Coalition for Dialogue and Deliberation, International Association for Public Participation, Co-Intelligence Institute

## 2 - Public Engagement Strategy

### 2.1 - Public Engagement Methodology

The Public Engagement Strategy guided all community outreach – public meetings, interviews and small group listening sessions, online survey, and outreach and communications—and was informed by a variety of information sources, including

- The Public Engagement planning process,
- GBB’s Data and Information Assessment and Assessment of Current Efforts and Programs.
- Conversations with:
  - The Orange County Solid Waste leadership team (Director Robert Williams, Assistant Director Bruce Woody, Research and Data Manager Cheryl Young, and Director of Operations Matt Baskerville), and
  - The SWAG.

#### **Key elements of the Public Engagement Strategy included:**

- High degree of collaboration with Public Information Officers for the County and all municipalities
- Working with Orange County staff to develop a stakeholder outreach list.
  - This list was considered a “living document” throughout the process and was updated regularly.
- A series of public meetings and listening sessions offered both virtually and in person.
  - Meetings were open to all Orange County residents, with translators available at select meetings.
- One-on-one interviews and focus groups with SWAG members, environmental groups, and other influential community members.
- An easy-to-understand online survey in four languages: English, Spanish, Burmese, and Mandarin.
- Outreach recommendations with sample language and graphics
  - The County used recommended language and graphics to inform the public about the planning process and generate feedback. Outreach materials included a dedicated webpage, social media posts, and utilizing the County’s existing media outlet channels, such as newspapers and radio.

### 2.1.1 - Public Engagement Timeline

Throughout the Public Engagement process, GBB and RDCG held monthly team meetings with the Internal Team to provide updates, monitor progress, and adjust as needed. As shown in Figure 1, the public engagement effort was completed efficiently and on time, with the bulk of the public feedback activities happening in October, November, and December 2022.

## Public Engagement Timeline



Figure 1 - Public Engagement Timeline

## 2.2 - Stakeholder Identification Activities

In March 2022, a stakeholder identification workshop was conducted by RDCG. Those in attendance were from Orange County Solid Waste (Cheryl Young, Robert Williams, and Bruce Woody), Carrboro Public Works (Kristen Benoit), and Chapel Hill Public Works (Wendy Simmons). The group identified individuals to contact to help further identify potential stakeholders to interview as part of the Fall 2022 public engagement phase. In April and May 2022, virtual, telephone, and email interviews of the individuals listed in Table 1 to help identify additional and future public engagement participants.

Table 1 - Initial Interviewees for Fall 2022 Public Engagement Recruitment

Name	Title and Organization/Department
Brennan Bouma	Sustainability Program Analyst, Chapel Hill
Rebecca Buzzard	Director, Housing and Community Services Department, Carrboro
David Caldwell	Project Director, RENA Community Center
Reverend Robert Campbell	President, RENA Community Center
Nancy Coston	Director, Orange County Department of Social Services
Wendi Everson	Former Orange County FSA Director/Health Human Services Manager
Jon Hartman-Brown	Director, Economic Development, Carrboro
Dustin Hill	Public Works Manager, Hillsborough
Lydia Lavelle	Former Mayor, Carrboro
Catherine Lazorko	Director, Communications and Engagement, Carrboro
Todd McGee	Director, Community Relations, Orange County
Lance Norris	Director, Public Works, Chapel Hill
Blair Pollock	Retired, Solid Waste Management, Orange County
John Richardson	Manager, Community Sustainability, Chapel Hill
Tim Schwantes	Senior Project Officer, Healthy Places by Design
Dave Stancil	Director, Administrative and Support Services Division, Orange County
Janice Tyler	Director, Department on Aging, Orange County

Interviewees were asked to consider the following stakeholder groups:

- Orange County, Carrboro, Chapel Hill, and Hillsborough leadership and staff
- SWAG and public officials
- Local solid waste experts and contractors
- Orange County residents, that may include neighborhood and community “champions” or “influencers,” especially in traditionally marginalized communities
- Representatives from small businesses, large businesses, business districts, agricultural interests, property managers, nonprofits
- Schools, colleges, and universities representatives, Hospitals/health care system representatives
- Environmental groups, and cultural and civic organizations

## 3 - Public Engagement Activities

### 3.1 - Outreach and Communication Activities

In collaboration with the County, GBB and RDCG conducted outreach and communications activities to inform the public about the Road to Zero Waste Master Plan process, its public engagement opportunities, and encouraged public feedback and input. Special thanks are due to the County's internal solid waste management team, Orange County Community Relations Director Todd McGee and staff, Hillsborough Communications Manager Catherine Wright, Carrboro Communication and Engagement Director Catherine Lazorko, and Chapel Hill Communications Manager Ran Northam for their involvement with this process. For additional information, see Appendix A – Media Samples.

Examples of outreach and communication activities included:

- Targeted outreach to traditionally marginalized community members (see box below).

#### **Efforts the GBB Team undertook to engage traditionally marginalized community members in Orange County**

- Hosted the Public Survey in 4 common languages spoken within Orange County: English, Spanish, Burmese, and Mandarin (Simplified Chinese).
- Hosted 4 community listening sessions at various times of the day to allow for participation by more people:
  - 3 in-person sessions (1 was hybrid (in-person and virtual)),
  - 1 virtual-only session,
  - Interpreters were available at 2 of the in-person public meetings.
- To reach communities with limited internet access or exposure to news networks, the public engagement team posted signage and informational materials in the County
  - Emphasis was given to places where the County residents gathered or accessed community resources, publicly accessible computers/wi-fi, such as Waste & Recycling Centers, community centers, senior centers, and libraries).
- Advertised the survey and public meetings through established local media outlets with deep ties to the community, such as local newspapers, community-based radio, and area newsletters and listservs.
- Engaged leaders and organizations with established relationships within traditionally marginalized communities to assist with advertising the survey/meeting schedule:
  - OC Dept. of Social Services, Department on Aging, Health Department, the RENA Community Center, and the Refugee Resource Center.
- Targeted outreach to minority-owned business, multicultural advocacy groups, multi-family properties, essential services, and institutions.
- Targeted outreach on Facebook (see “Social Media” section below for groups).



- **Online / Emails:**
  - Development of a dedicated webpage regarding the project, including meeting dates and information about the larger Zero Waste Master Planning effort  
<https://orangecountync.gov/3008/Road-to-Zero-Waste-Master-Plan>,
  - An easy to remember vanity URL, [www.orangecountync.gov/zerowaste](http://www.orangecountync.gov/zerowaste) which could be pointed to a URL of choice based on the project’s need (pointed to the survey when it was open and back to the dedicated project webpage upon closure)
  - A dedicated email address for public comment and feedback: [ZeroWaste@orangecountync.gov](mailto:ZeroWaste@orangecountync.gov)
- **Radio / Newspapers / Paid Advertisements**
  - Press releases announcing public meetings and survey launch
  - Radio interviews on WRAL and 97.9 The Hill
  - Newspaper interviews in The Local Reporter and The Daily Tar Heel
  - The following table shows the list of the ads that were run for the public engagement portion of the SWMP. In addition to the paid ads, WCHL donated 21 free ads.

Table 2 - Radio, newspaper, and paid advertisements by Orange County for Public Engagement

	Ad Topic	Price of Ad	Run Date	Amount Spent
<b>News &amp; Observer Paper (Durham Herald)</b> <a href="#">Ed Wolfe</a>	Zero Waste Survey	\$60.00	11/6/2022	\$240.00
	Zero Waste Meetings	\$60.00	11/6/2022	
	Zero Waste Survey	\$60.00	11/20/2022	
	Zero Waste Survey	\$60.00	12/7/2022	
<b>News of Orange + Mebane Enterprise</b> <a href="#">Emilie Bennet</a>	Zero Waste Survey	\$125.00	11/2/2022	\$500.00
	Zero Waste Survey	\$125.00	11/23/2022	
	Zero Waste Meeting	\$125.00	11/30/2022	
	Zero Waste Survey	\$125.00	12/7/2022	
<b>Community Sports News</b> <a href="#">Joel Buckley</a>	Zero Waste Survey	\$81.00	Nov Issue, 2022	\$162.00
<b>Daily Tar Heel</b> <a href="#">Adam Lucek</a>	Zero Waste Survey	\$403.75	11/9/2022	\$807.50
	DTH Display	\$403.75	11/9/2022	
<b>DTH Digital</b> <a href="#">Adam Lucek</a>	Zero Waste Meetings	\$306.00	11/11/2022 - 12/5/2022; 40,000 impressions	\$612.00
	Zero Waste Survey	\$306.00	11/15/2022 - 12/7/2021; 40,000 impressions	
<b>INDY</b> Calendar Ad	Zero Waste Meetings	Free calendar posting	Event Dates	Free
	Zero Waste Market	Free calendar posting	Event Dates	Free
<b>WCHL Radio</b> <a href="#">Aubrey Williams</a>	Zero Waste Survey	\$385.00	11/28/2022-12/7/2022	Free- comped
<b>WCHL Digital</b> <a href="#">Aubrey Williams</a>	Zero Waste Meetings	\$150.00	11/28/2022-12/5/2022	Free-comped
<b>TOTALS</b>				<b>\$2,321.50</b>

- **Social Media:**
  - Regular (~twice weekly) posts on county and town social media channels
  - Targeted public Facebook posts to groups such as:
    - Chapel Hill Carrboro Chat public group
    - Orange County Community Information public group
    - Chapel Hill Carrboro Neighbors and Friends public group
    - Chapel Hill Muslims public group,
    - Several UNC groups, including the Chapel Hill Students for Progressive Action public group, The Filipino American Organization of UNC-Chapel Hill public group, Black Student Caucus-UNC Chapel Hill School of Social Work public group, UNC Hillel, and groups for the UNC Classes of 2022 to 2027
- **Signage & Handouts**
  - Banners at Waste and Recycling Centers
  - Posters and handouts placed at various public locations

- **In-person outreach events**

- *Shred-a-thon event* – Orange County Solid Waste staff members spread the word about the online survey and public meetings during the fall shred-a-thon event. This event averages 400 to 600 cars and was an opportunity to answer questions from the public.
- *Farmers’ Market Blitz* – GBB, RDCG, and Orange County Solid Waste staff setup tables at Carrboro Farmers’ Market, Chapel Hill Farmers’ Market, and Eno River Farmers’ Market to spread the word about the online survey and public meetings. Flyers were distributed with QR codes linked to the survey. Devices were available for those who wanted to take the survey on-site, and staff members were on-hand to answer questions from the public.
- *Tabling at the Seymour Center (with the Department of Aging)* - Orange County Solid Waste staff setup information tables at Seymour Center in order to share the survey and public meeting information.



Figure 2 - Farmers' Markets in Fall 2022.

Staff from Orange County, GBB, & RDCG advertised the survey and informed community members about the Road to Zero Waste planning effort at Farmers' Markets in Orange County, NC, in Fall 2022.

### 3.1.1 - One-on-One interviews and Small Group Listening Sessions

Dates	Target	Outcome
October 2022 - January 2023	15-20 individuals	29 individuals

RDCG worked with GBB to develop an agenda for one-on-one interviews and listening sessions that included a brief presentation of the Solid Waste Master Plan goals developed by SWAG, review of the definition of Zero Waste as set forth by the County, and open-ended discussion questions focused on reflection and feedback on topics such as assessment of satisfaction with current programs and facilities and assessment of needs and desires related to the County's future solid waste system. The full list of participants for one-on-one interviews and small group listening sessions is outlined in Table 3.



Figure 3 - Screenshot from a one-on-one interview



Table 3 - List of One-on-One Interviewees (40 in total)

Name	Title and Organization/Department
Patrick Abele	Deputy Superintendent, Orange County Schools
Caroline Andres	Member, Weaver Street Market Sustainability Working Group
Matthew Baskerville	Operations Manager, Solid Waste, Orange County
Jamezetta Bedford	Chair, Board of County Commissioners, Orange County and Member, Solid Waste Advisory Group
Kristen Benoit	Assistant to Director, Public Works, Carrboro
David Caldwell	Project Director, RENA Community Center
Reverend Robert Campbell	President, RENA Community Center
Chris Clark	Solid Waste Supervisor, Public Works, Carrboro
Nancy Coston	Director, Orange County Department of Social Services
Willow Dees	Member, Weaver Street Market Sustainability Working Group
Patrick Florence	Director, Facilities and Construction, Orange County Schools
Judy Gaitens-Arneson	Member, Chapel Hill Environmental Stewardship Advisory Board
Olivia Gambocarto	Interim Program Manager, Office of Waste Reduction & Recycling, UNC
Dr. Jean Hamilton	Commissioner, Board of County Commissioners & Chair, Solid Waste Advisory Group
Pam Hemminger	Mayor, Town of Chapel Hill and Member, Solid Waste Advisory Group
Stefan Klakovich	Member, Chapel Hill Env. Stewardship Advisory Board & Teacher, Chapel Hill-Carrboro City Schools
Lydia Lavelle	former, Mayor, Carrboro
Samantha Luu	Director, Campus and Community Coalition, Chapel Hill Downtown partnership
Kelli Maturano	Waste Diversion Coordinator, Office of Waste Reduction & Recycling, UNC
Lance Norris	Director, Public Works, Chapel Hill
Dr. Michael F. Piehler	Professor and Director, Institute for the Environment, UNC
Blair L. Pollock	Retired, Solid Waste, Orange County
Wendy Simmons	Solid Waste Services Manager, Public Works, Chapel Hill
Daniel Snipes	Interim Director, Public Works, Carrboro
David Stancil	Director, Administrative & Support Services Division, Orange County
Janice Tyler	Director, Department on Aging, Orange County
Lakisha White-Kelly	Administrative Assistant, Public Works, Carrboro
Bruce Woody	Assistant Director, Solid Waste, Orange County
Cheryl Young	Research and Data Manager, Solid Waste, Orange County
Rebecca Buzzard	Director, Housing and Community Services Department, Carrboro
David Caldwell	Project Director, RENA Community Center
Nancy Coston	Director, Orange County Department of Social Services
Wendi Everson	former, Orange County FSA Director/Health Human Services Manager
Jon Hartman-Brown	Director, Economic Development, Carrboro
Dustin Hill	Public Works Manager, Hillsborough
Lydia Lavelle	former, Mayor, Carrboro
Catherine Lazorko	Director, Communications and Engagement, Carrboro
Todd McGee	Director, Community Relations, Orange County
John Richardson	Manager, Community Sustainability, Chapel Hill
Tim Schwantes	Senior Project Officer, Healthy Places by Design

### 3.1.2 - Public Meetings/Listening Sessions

Dates	Target	Outcome
Nov. 2022 – Dec. 2022	4 public meetings	4 public meetings (2 in-person/1 virtual/1 hybrid)

The following public meetings were conducted:

- November 14, 2022, at 6:00 pm Virtual (Zoom)
- November 16, 2022, at 6:30 pm

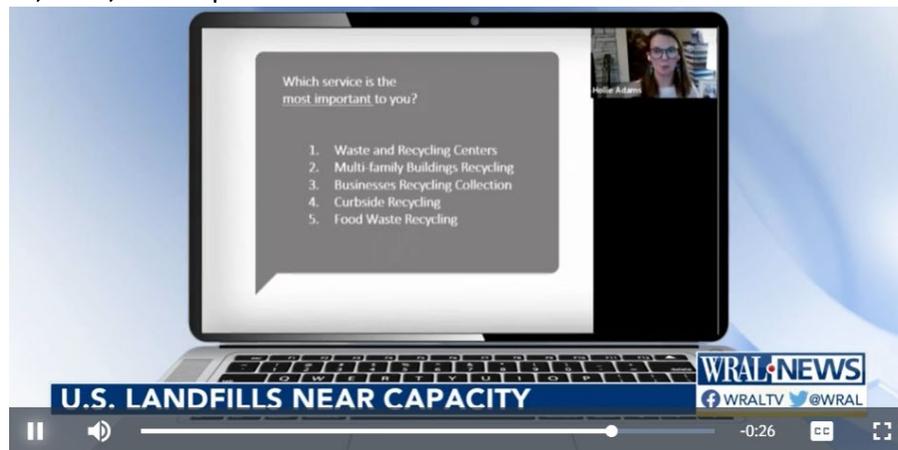


Figure 4 - Screenshot of news coverage of first virtual public meeting

Chapel Hill Library Meeting Room B (Mandarin Translator Present)

- **December 5, 2022, at 10:00 am**  
Bonnie B. Davis Environment & Agricultural Center Combined Rooms 102 and 104
- **December 5, 2022, at 7:00 pm**  
Virtual (Zoom) and Carrboro Town Hall, Town Council Meeting Room (Spanish Translator Present)

RDCG and GBB worked with the Orange County internal team to establish locations, dates, times, and logistics of each meeting. The agenda included a brief presentation of the Solid Waste Master Plan goals developed by SWAG, review of the definition of Zero Waste as set forth by the County, and quantitative and qualitative discussion focused on reflection and feedback on topics such as assessment of satisfaction with current programs and facilities and assessment of needs and desires related to future considerations for the solid waste system in Orange County. Target audience included all who live and work in Orange County. The key findings from the Public Meetings were outlined and included in the Public Engagement Activities Common Themes below.

## 3.2 - Themes in Feedback

The following feedback received during conversations with the public represents the common themes that emerged during the public engagement activities, including one-on-one interviews, and listening sessions, as well as public meetings. These themes are further supported by the results of the online survey, whose effort is described in the next section.

To view the PowerPoint slides and questions that were used in the public meetings, see Appendix B – Public Meeting Presentation. To view the PowerPoint slides and questions that were used in one-on-one interviews and listening sessions, see Appendix C – Interview Presentation.

1. *The current system is working well, but interviewees, focus group members, and public meeting attendees (“Participants”) want Orange County to be on the forefront of solid waste innovation.*



28 out of 29 interviewees and focus group members agreed that the current system is working well, but they emphasized the need to do even better to meet the goal of Zero Waste by 2045.

Anecdotally, public meeting attendees openly discussed ideas and desires for innovative system improvements in order to reach Orange County’s Zero Waste goal:

*“Increase what can be recycled to include clean frozen dinner trays and K-cups.”*

*“My dream is to have a single garbage and recycling stream that’s sorted locally and “mined” to make it easier.”*

*“I don’t like that you can’t recycle coffee cups.”*

*“I wish there was a place to take old textiles for rags.”*

*“Be innovative and ambitious.”*

*“Let me end by saying overall compared to other places I’ve lived we have a great system. It’s wonderful to just put the bins out on the curb and they get picked up.”*

*“We [Orange County] should set an example for others.”*

*“This area is ready to make it [the shift to reusables] happen. [It’s time for] Orange County to get as innovative and as activist as they can, and the people will embrace it.”*

*“[Be] honest and ambitious with the people.”*

*“The most important system improvement to me is a fully supported [solid waste] team. Fund more positions, send staff to conferences and to other cities to see how they are doing it, and get the training they need.”*

2. Participants desire systemic change in Orange County by putting maximum efforts toward preventing waste in the first place.



29 out of 29 interviewees and focus group members shared an awareness and desire for reducing waste.

Anecdotally, public meeting attendees shared the desire to reduce or ban the use of items such as plastic bags, straws, clam shells, Styrofoam, and single-use items in hospitals and schools:

*“Education and outreach are great, but it does focus on changing the individual behavior, but the impacts aren’t as great as if we would focus on systemic change.”*

*“I think we would be more successful taking care of issues “upstream”.”*

*“A lot of our Styrofoam comes down to takeout. How do we incentivize [businesses to stop using it]? Pay businesses that use compostable [...]. Styrofoam has an edge as far as price.”*

*“Hold suppliers accountable.”*

*“Take half the budget and tell the public how to bring home less waste. Or go straight to the source— restaurants, farmers, suppliers. Try and solve the problem instead of continually telling them what they can/can’t recycle or put in which bins because it changes a lot.”*

*“I would love to see a plastic bag ban but that is unrealistic. We have to all say reduce, reuse, and recycle. [...] It’s hard because we have a society that always wants new.”*

*“How can we look upstream & have less waste? Innovation would probably need state [or] federal help.”*

*“Maybe with certain materials like plastic bags and clam shells, educating the public on why they don’t have a value. If the public was more educated, then maybe they could put pressure on the distributors to use different packaging. They could communicate with their council members to implement legislation that would ban certain packaging.”*

*“It’s complicated. Using less is the most important thing. If you look at the garbage, so much is food packaging. In Japan, they give takeout to you in reusable containers, and you know you [must] bring it back. We have to stop using these disposable things.”*

*“[Look at] bans or fees on disposable cutlery from restaurants. Use metal flatware [instead and] ask them to bring it back, or it’s just something the people can keep. Maybe it gets donated? Flatware could become a public amenity. [Could we] give tax breaks to businesses that participate? Not necessarily a ban on disposable but give incentives for switching.”*

*“Let’s aim to make packaging reusable. Recycling is great, but it uses a lot of energy. Stop treating packaging as a product, start viewing it as a service.”*

3. *Participants want to invest in state-of-the-art facilities so that Orange County is equipped to handle waste within its own borders or regionally.*

[NOTE: Most facilities comments were from the Orange County Solid Waste team, SWAG, and the Towns' solid waste/public works staff. In the public survey *System Improvements* category, respondents were asked to select two potential system improvements, related to new recycling programs and facilities, they would like to see. The most frequently selected option out of was "sustainable materials management center."



18 out of 29 interviewees and focus group members commented on the need for facilities improvements within Orange County.

*"To figure out a way to keep the stuff within our boundaries or have it processed within our boundaries; that is by far the most environmentally significant thing we can do."*

*"I don't know if we've dealt with waste disposal long-term – a landfill site search efforts and the transfer station that shifted away."*

*"We need upgrades of all facilities. High Rock is our newest, but all need upgrading for aesthetics, infrastructure, capacity. Yard waste could use twice [as much space as] what they have. The scale house is okay. The fleet services, break room, they really need upgrading. Combining Bradshaw and Ferguson needs to happen."*

*"[The most important system improvement I would like to see is] a waste recovery facility in Orange County."*

*"The thought of having a MRF or similar type of facility and a transfer station is my dream because then we could receive MSW and ship it out to the landfill directly instead of sending it to Raleigh and they ship it out."*

*"Something that prevents us from having every truck go over county lines and find a way for us to handle material ourselves. Material is traveling way too far to be disposed of and that includes trash and recyclables. Same with food waste and compost; it goes to Chatham County."*

4. *Participants overwhelmingly support increased efforts for food waste management, while also acknowledging challenges to be addressed.*



25 out of 29 interviewees shared an awareness or desire for increased food waste management efforts in Orange County.

Anecdotally, most public meeting participants would participate in curbside food waste collection if it were available at their residence, but they had questions about how it would work overall

*“Would animals get into the bins?”*

*“What’s our carbon footprint with more trucks on the road?”*

*“Could we retrofit trucks to pickup yard waste and compost at the same time?”*

*“There is so much potential in compost.”*

*“I’d have to focus on food waste; it has the most growth potential.”*

*“It isn’t just food waste; it’s dirty paper and pizza boxes.”*

*“We went through the trash at town hall and noticed that mostly it was paper and food scraps and those things are compostable.”*

*“Composting is recycling on steroids. So much can be composted. And then you can put nourishment back in the soil. It’s an enormous part of our waste stream, extremely doable; it’s got that kind of addictive quality.”*

*“Start planning for food waste options but we need to have the facilities before we require it.”*

*“I’m thinking about what [curbside food waste collection] looks like. What kind of bin? How do you put it out on the curb? I have thing in the kitchen, but can you keep it on the porch, and would animals get into it? [I’m] mostly thinking about animals and leaving things for a week and cleaning it what would that look like.”*

*“We need more [food waste] dropoff sites.”*

*“We have an opportunity to do food waste differently than we did recycling.”*

5. *Increased outreach and education efforts are believed to be needed, including more consistent messaging and signage and increased engagement with marginalized communities, residents of multi-family units, and residents that speak languages other than English. However, participants stated that it's more important to make recycling easy and accessible, so education and outreach are not as needed.*



100% of interviewees and focus group attendees shared an awareness of the importance of continued outreach and education efforts.

Most public meeting attendees commented on more outreach and education as the most important system improvement.

*"People want to do the right thing if you make it easy."*

*"Convenience is the hill we die on because folks have so much on their plate. This is just one piece of the larger enterprise of raising your family so it does need to be convenient."*

*"Diverting contamination out of the carts is pretty important and educating the public and getting their buy-in and explaining why diversion from landfills is important."*

*"We've got to do something for the non-English speakers at the centers."*

*"Consistent signage and messaging is always helpful."*

*"[We need] good signage and messaging and paid staff that helps. We probably do need to do more in Spanish and Mandarin and Karen. It's the first generation that needs help. We could definitely improve that."*

*"Our education and outreach team works hard to provide non-English speakers with the information they need. I think it would be good to have a person that is designated as a translator – maybe not their main job – but part of their job responsibilities."*

*"I've lived here 20 years and it feels like the rules change a lot, especially around plastics. It gets very confusing about what can go in and what can't. Even with bottles and cans...lids on or off? I'm trying to follow the rules, but they change."*

*"Little is known about what is actually recyclable and what is compostable. To get behind it, people need to know. It's not really easy to find out, and it's confusing, especially if it's recycling. When it's confusing, people don't do it."*

*"Make things as clear in as many languages as possible. But even English speakers have a hard time figuring out what to recycle."*

*"I would like to see more picture-based and real-life icons-based graphics."*

6. *Participants believe recycling and food waste management should be robust within the K-12 systems in Orange County.*



17 out of 29 interviewees and focus group members commented in some way on the importance of teaching children recycling and good food waste management practices in K-12 schools.

Anecdotally, public meeting attendees believe it's a good idea to teach children in K-12 schools about recycling and food waste management.

*"Teach kids and they teach their parents."*

*"Start early with K-12 schools."*

*"If we want to move to Zero Waste we have to start in the schools. You teach a kid, especially an elementary school kid, and they teach their parents. Schools are little, tiny communities. If we could start with zero waste as a goal in our schools. That would be a great start."*

*"I've noticed when we do environmental education with kids, recycling and making sure we don't trash our environment, it really resonates with kids. Older folks seem less likely to buy-in. Under 30 and kids seem to buy-in."*

*"We need to make sure kids in the school are learning that [how to compost] and the adults are buying in."*

*"Let's work with the school systems making sure there is as much recycling and food composting happening at the schools. Kids see it happen at school and take it home. Teach them from a young age that this is the norm."*

*"There is a need to educate students on what it means to be sustainable and how important sustainability is."*

*"[Response when asked about future considerations for outreach and education] Teaching the kids about composting and making nutritious dirt! Get kids excited about it."*

### 3.3 - Online Survey

Dates	Target	Outcome
Nov. 2, 2022 – Dec. 14, 2022	1,000 responses	1,925 surveys started (partial response) 1,401 completed surveys

As part of the larger public engagement effort for this project, an online public opinion survey was developed and administered to solicit general feedback from those that live and work in Orange County regarding solid waste management and options the County is considering, with particular emphasis on its goals to achieve Zero Waste by 2045. The survey was administered online to accomplish two goals: garner feedback that can inform the County’s planning process and serve as an outreach and education opportunity regarding the County’s solid waste services.

The online survey was coordinated through GBB, Orange County, and River District Consulting Group. GBB worked with each partner to develop the survey questions. The survey was hosted on QuestionPro, a robust and user-friendly online survey platform used by professional opinion researchers and municipalities alike.

When the survey was ready, it was announced and released to the public on November 2, 2022, and stayed open for six (6) weeks, through December 14, 2022. The survey was offered in four languages: English, Spanish, Burmese, and Mandarin. The average survey respondent completed the survey within 15 minutes. Upon closing the survey, 1,925 respondents started the survey or provided a partial response, and a total of 1,401 respondents fully completed it, which exceeded the goal of 1,000 completed responses. Note that of the fully completed responses, 694 individuals chose not to answer some, or all, of the demographic questions.

To help ensure that survey respondents were the intended audience, they were asked a series of screener questions before more topical questions were introduced. These screener questions inquired about

- The respondents’ age,
  - Only adults aged 18 and over were allowed to continue answering questions;
- Whether they lived and/or worked in Orange County,
  - County Residents were asked more questions than those that only worked in the County),
  - If a respondent neither lived nor worked in the County, the session was terminated; and
- Their ZIP code and the area that best described where they lived.

The next major sections of the survey asked more topical questions related to solid waste management (trash, recycling, and organic waste) in the County and the survey ended with optional demographic questions (other than age, residency, and area lived). Fortunately, community-wide participation was observed in the online survey responses. As hoped, the survey turnout exceeded participation goals and respondents provided robust answers overall.

### 3.3.1 - Survey Outreach and Advertising

To attract respondents to the County’s voluntary online survey, advertising was necessary. Therefore, GBB, RDCG, and Orange County representatives worked together to advertise and encourage participation, including the following efforts:

- A press release announcing the survey was developed the GBB Team and released to the Orange County, Hillsborough, Chapel Hill, and Carrboro Public Information Officers for distribution throughout the community.
- Orange County advertised the survey on its website directing interested respondents to visit a landing page specially made for the survey, with an easy-to-remember “vanity” URL: [www.orangecountync.gov/zerowaste](http://www.orangecountync.gov/zerowaste).
  - The landing page was important so the County had a singular site to point interested persons. For instance, the landing page directed survey participants to the online survey URL while the survey was open.
- The survey was advertised on the County’s social media accounts (Facebook, Instagram, Twitter, LinkedIn, and YouTube).
- The County distributed leaflets and hung posters advertising the survey at strategic locations and events happening throughout the County, such as Shred-a-thons and Farmers’ Markets.
- Ads were published in the Durham Herald News and Observer Paper as well as the News of Orange and Mebane Enterprise.
- Ads were published in Community Sports News and in the Daily Tar Heel.
- Ads also went through DTH Digital, INDY, WCHL Radio, and WCHL Digital.

Handouts and posters included the following imagery designed by Orange County Solid Waste staff.



Figure 5 - Example survey advertisement

### 3.3.2 - A Note about Selection Bias

Before delving into the analysis of results, it is important to describe a phenomenon called *selection bias* and its potential impact on online survey results.

*Selection bias* is a type of bias in market research where the respondents that complete a survey are demographically or behaviorally different than the intended sample. The intended sample for Orange County’s voluntary online survey was all adults that live or work in the county (“qualified potential participant”). However, if the survey was not effectively advertised to a qualified potential participant – or they did not come across the survey by chance- they would not have had an opportunity to learn about the survey and therefore would not have the opportunity to decide to participate (to “opt in” or “opt out”). Therefore, the actual sample differs from the intended sample.

Selection bias in online surveys regarding waste management has been observed several ways. Through GBB’s experience implementing solid waste management surveys for municipal customers, selection bias is typically exhibited by demographic differences such as an increased level of homeownership (usually an overwhelming majority of respondents are homeowners) and an extremely high percentage of respondents that live in detached single-family homes (at a rate much higher than the municipalities housing stock according to US Census Bureau data). Additionally, the difference in behavior has been interpreted to be a perception of agency in waste management decisions. That those that own their homes and/or live in detached single-family homes may have more agency (or decision-making power) in how their household solid waste is managed and therefore may be more interested in participating in an online survey about waste management sponsored by their local government.

Unfortunately, there is no way to *prevent* selection bias for a voluntary online survey advertised by a municipality through its media outlets, there is only mitigating its effects by (but not limited to):

- Advertising as widely as possible to reach as many different groups of potentially qualified participants as possible, which may include offering the survey in the major languages spoken within a community;
- Keeping the survey open long enough so that as many potential qualified participants have an opportunity to learn about and participate in the survey, and
- Implementing a similar survey in a randomized fashion (such as by phone) to augment results and increase the understanding of the intended sample.

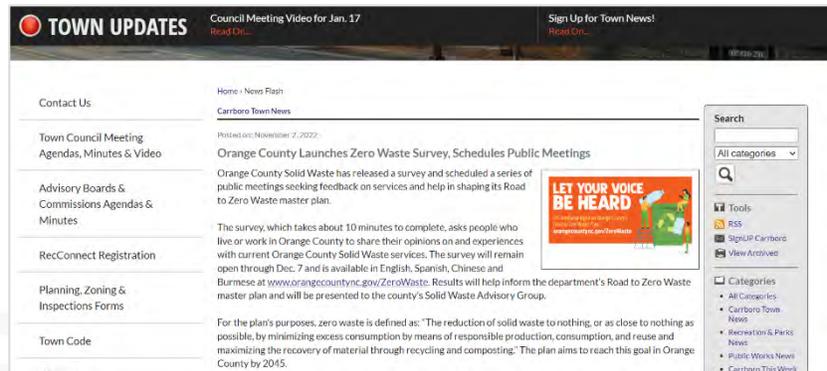


Figure 6 - Example of survey advertising on the Town of Carrboro’s website on Nov 2, 2022

### 3.3.3 - Screener Questions

#### Age

Most respondents (26%) were between ages 65-74. The second largest age group of respondents were 55-64 years old (21%).

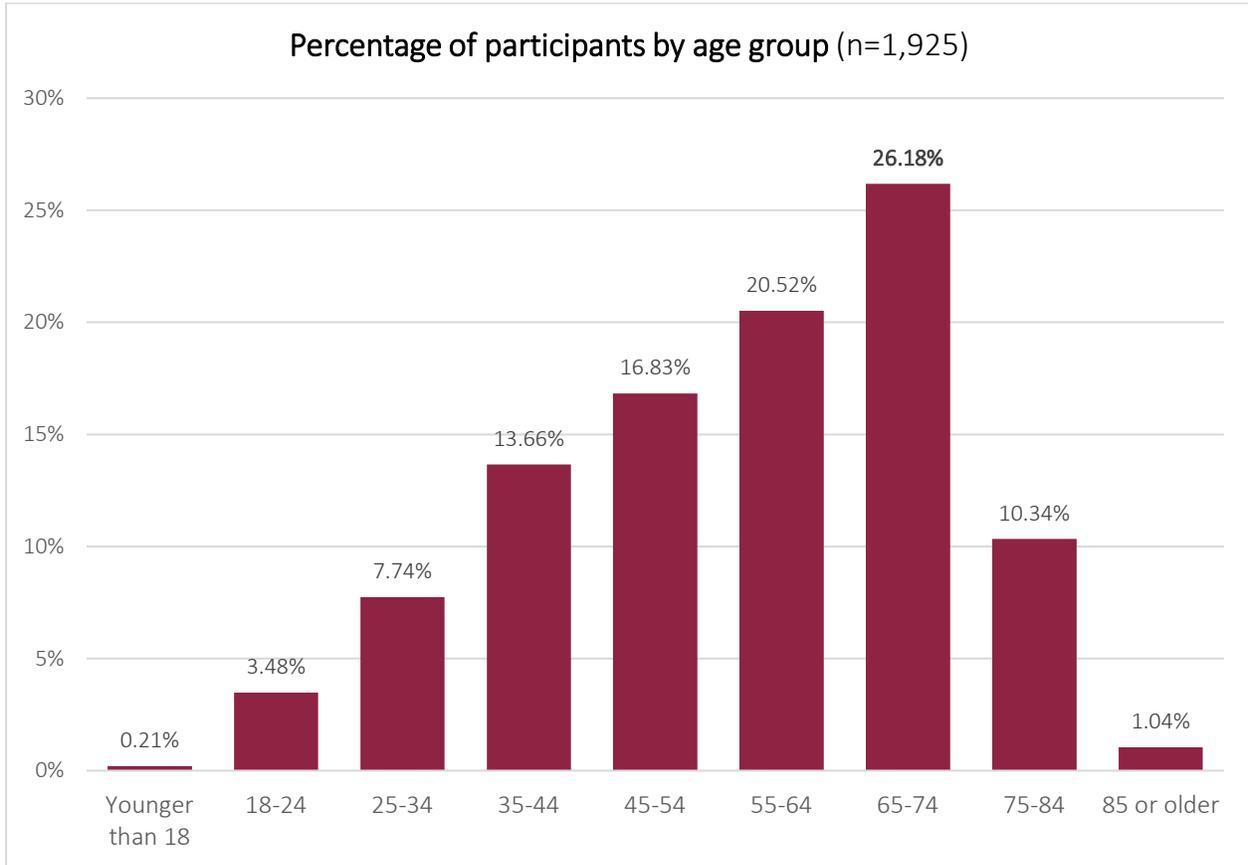


Figure 7 - Chart: Percentage of participants by age group

According to the US Census, 16% of the total population living in Orange County was in the 65 to 74 years age group in 2021, which is similar to the country's overall 17% of total population in that same age category in the United States in 2021. It is therefore interesting to note that the 65-74 age group is over-represented in the survey response.

### County Residency

The majority, (93%), of the respondents were full-time residents of the County.

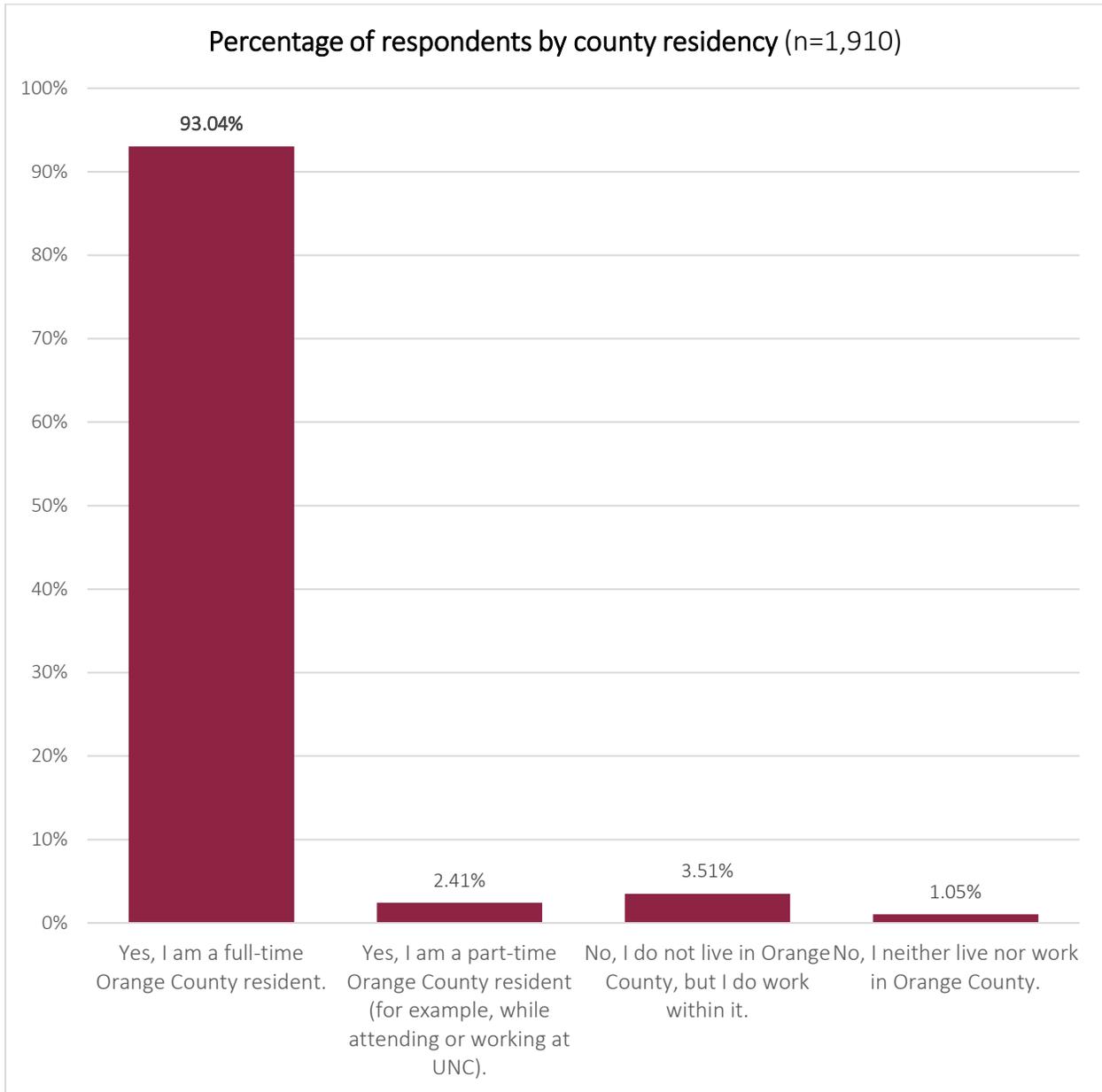
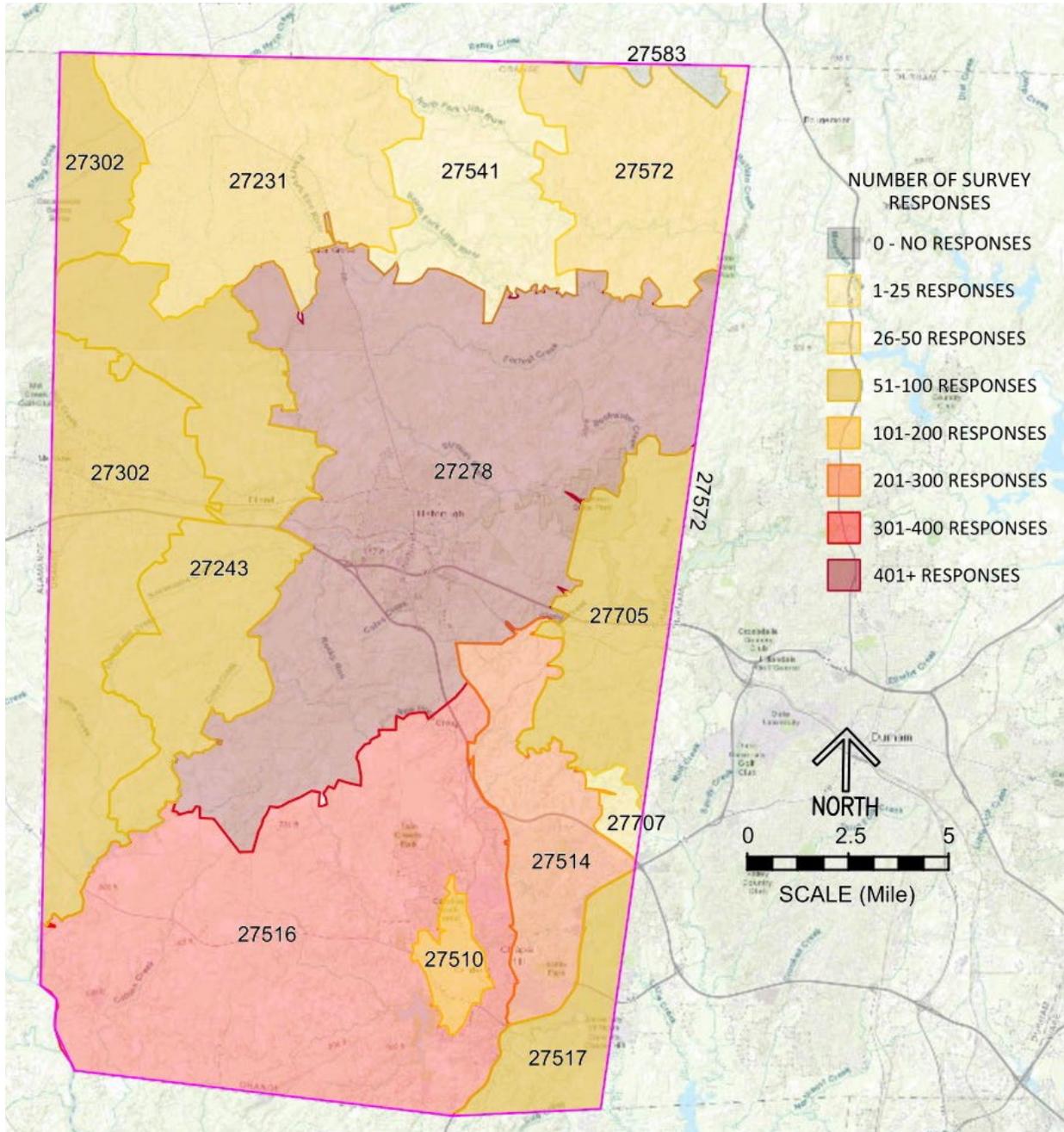


Figure 8 - Chart: Percentage of respondents by county residency

### ZIP Codes

Survey respondents were also asked to identify their ZIP code. Figure 9 below indicates the ZIP codes with the most responses. The ZIP codes with the highest number of survey participants are 27278, 27516 and 27514 which aligns with the population centers of Orange County.

Figure 9 - Zip Codes Heat Map



### Areas Where Respondents Live

Within the County, most respondents lived in Hillsborough and Chapel Hill (including the UNC campus) as noted in Figure 8.

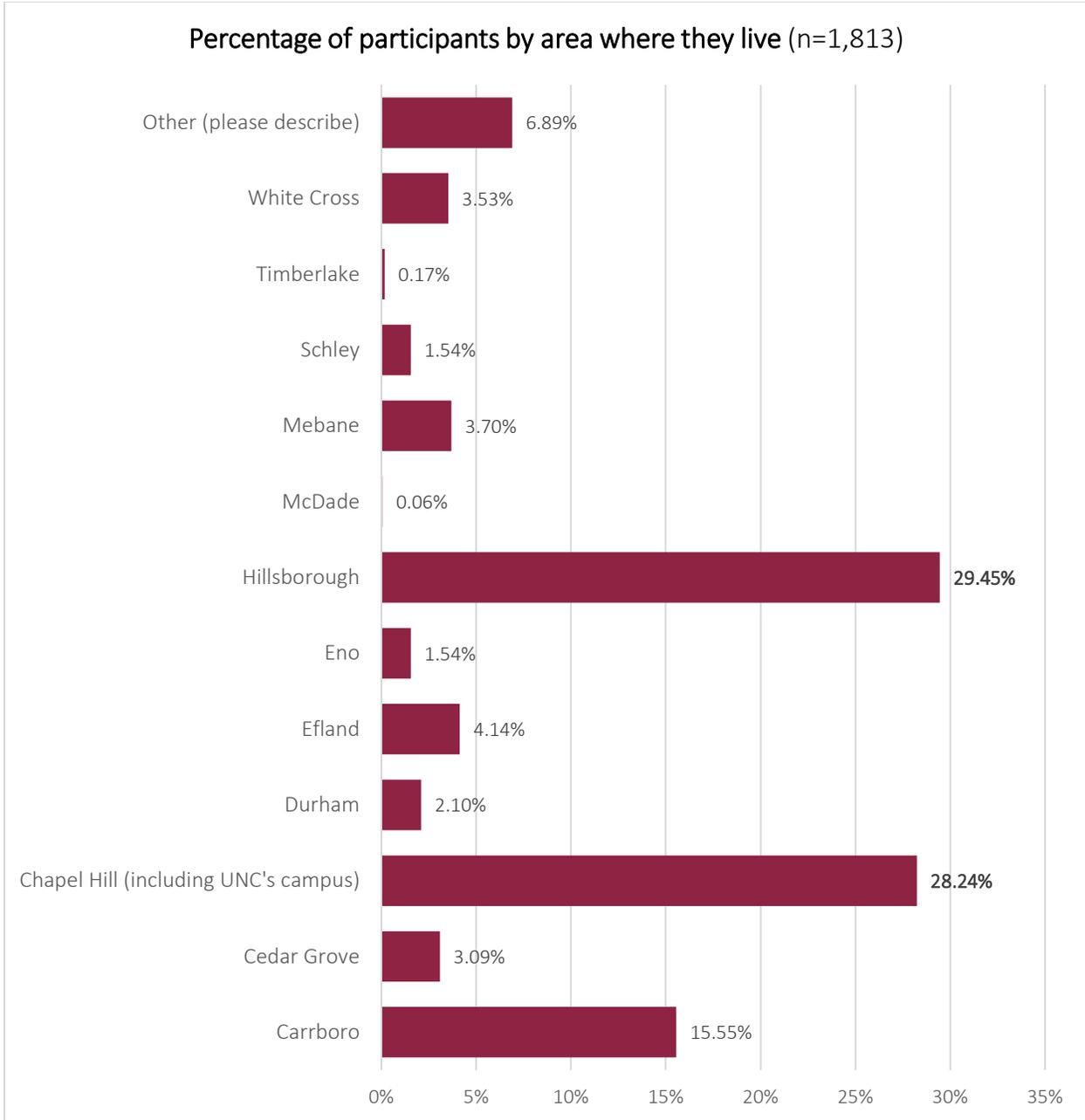


Figure 10 - Chart: Percentage of participants by area where they live

### 3.3.4 - Demographics of Respondents

Overall, the demographics of online survey respondents that completed the survey were as follows. As noted above, a voluntary, online survey cannot claim statistical significance, but it is interesting to note the survey population’s demographics compared to the US Census for Orange County and the United States, especially regarding education and race which are presented below. Note that of the total respondents, 694 individuals that did complete the survey preferred not to answer some or all of the demographic questions.

#### Voter status

- **91.9% - Registered to vote in Orange County**
- 5.6% - Not registered
- 2.5% I prefer not to answer

#### Gender

- **61.81% - Female**
- 29.15% - Male
- 0.95% - Non-binary or transgender
- 7.43% - Prefer not to answer
- 0.66% - Other

#### Number of people living in the household

- 16.2% - One
- **48.1% - Two**
- 28.6% - Three to Four
- 4.6% - Five to Six
- 0.2% - Seven to Nine
- 0.1% -10 or more

#### Children under 18 living in their home?

- **73% - No**
- 24% - Yes
- 3% - Undecided or refuse to answer

#### Housing type

- **84% - A detached single-family home**
- 7% - An attached single-family house, like a townhouse or rowhouse
- 2% - A semi-attached single-family house with up to 3 units (like a duplex, twin home, or triplex)
- 4% - A multi-family building, like an apartment building with 4 units or more
- 0.5% A mobile home or recreation vehicle
- 1.5% - I prefer not to answer
- <1% - Combination of other options (A dormitory or boarding house, an assisted living facility, a vehicle, homeless or displaced, or other)

#### Yearly household income

- **The highest portion of survey respondents preferred not to answer this question (21.3%).**
- Of the remaining that were willing to answer this question:
  - **18% - \$100,000 to \$149,999**
  - 11.9% - \$75,000 to \$99,000
  - 11.2% - \$150,000 to \$199,000
  - 10.6% - \$50,000 to \$74,999
  - 9.2% - \$250,000 or more
  - 8.95% - \$25,000 to \$49,999
  - 5.8% - \$200,000 to \$249,999
  - 3.1% - Less than \$25,000



**Highest grade or level of schooling completed:**

In order to compare the levels of education of the survey respondents to US Census Bureau Data (2021), interpreting the data by level of education achieved or higher was required.

Grade level	Orange County Survey Respondents (Highest Level of Education -as asked in survey)	Orange County Survey Respondents (Presented as Level of education or higher)	Orange County Population (US Census Bureau data (2021), Level of education or higher)	US Population (US Census Bureau data (2021), Level of education or higher)
1st to 11th grade	0.29% -		--	
High school graduate	1.66% -	95.1	93.7%	88.5%
Non-college post high school (like technical training)	1.23% -		--	
Some college	7.58% -		--	
College graduate	29.8%	84.63%	61.3%	32.09%
Master's degree	35.93% -		--	
Doctoral degree	18.9%		--	
Prefer not to answer	4.33%		--	
Other	0.29		--	

**Race or ethnicity**

Race or ethnicity	Orange County Survey Respondents	Orange County Population (US Census Bureau data (2021), Level of education or higher)	US Population (US Census Bureau data (2021), Level of education or higher)
White	83.25% -	76.70	75.80%
African American or Black	2.51% -	11.90%	13.60%
Hispanic/Latino	2.00% -	8.80%	18.90%
Asian or Pacific Islander*	2% -	8	6.40%
Middle Eastern/North African	0.14%		--
Native American or Alaskan Native	0.14% -	0.60%	1.3%
Two or more races or ethnicities	1.72%	2.80%	2.90%
Prefer not to answer	7.66%		--
Other	0.72%		--

\*\*US Census designations "Asian" and "Native Hawaiian or Other Pacific Islander" combined as "Asian or Pacific Islander" to align with survey option.

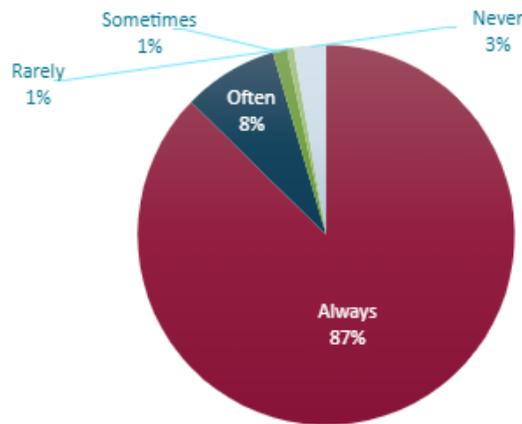
### 3.3.5 - Overview of Survey Findings

Below, we outline the overview of findings from the online survey responses. When reviewing the information, please keep in mind the potential impact of selection bias and treat this data as the result of an outreach effort rather than as statistically valid. To further review the survey results, see Appendix D – Survey Spotlight Report, Appendix E – Survey Cross-Tabulation Analysis and/or Appendix F – Survey Raw Data with Charts.

#### Current Services – Recycling

Most survey respondents, 87%, indicated that they always separate out their recyclables from their trash at home. Further, 78% of respondents always separate out their yard waste from their trash at home.

Recyclables – Do you separate items like bottles, cans, paper, and cardboard from the trash at home? (n=1,725)



Yard waste – Do you separate yard materials like grass clippings, leaves, branches, and twigs from the trash at home? (n=1,708)

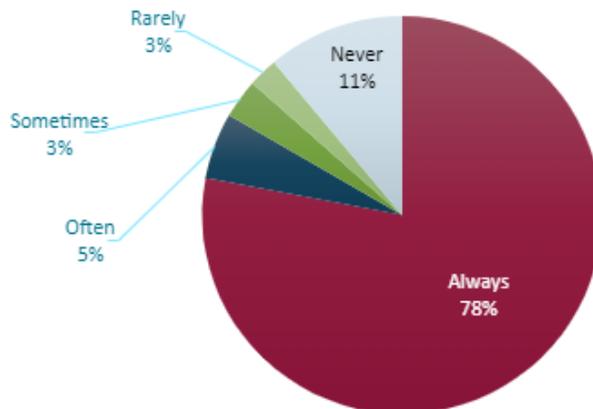


Figure 11 - Separation of recyclables and yard waste from the trash at home

Respondents were asked to rank the following recycling services in order of importance, with 1 meaning your first or highest priority, and 5 meaning your lowest priority. The ranking of recycling service results are as follows:

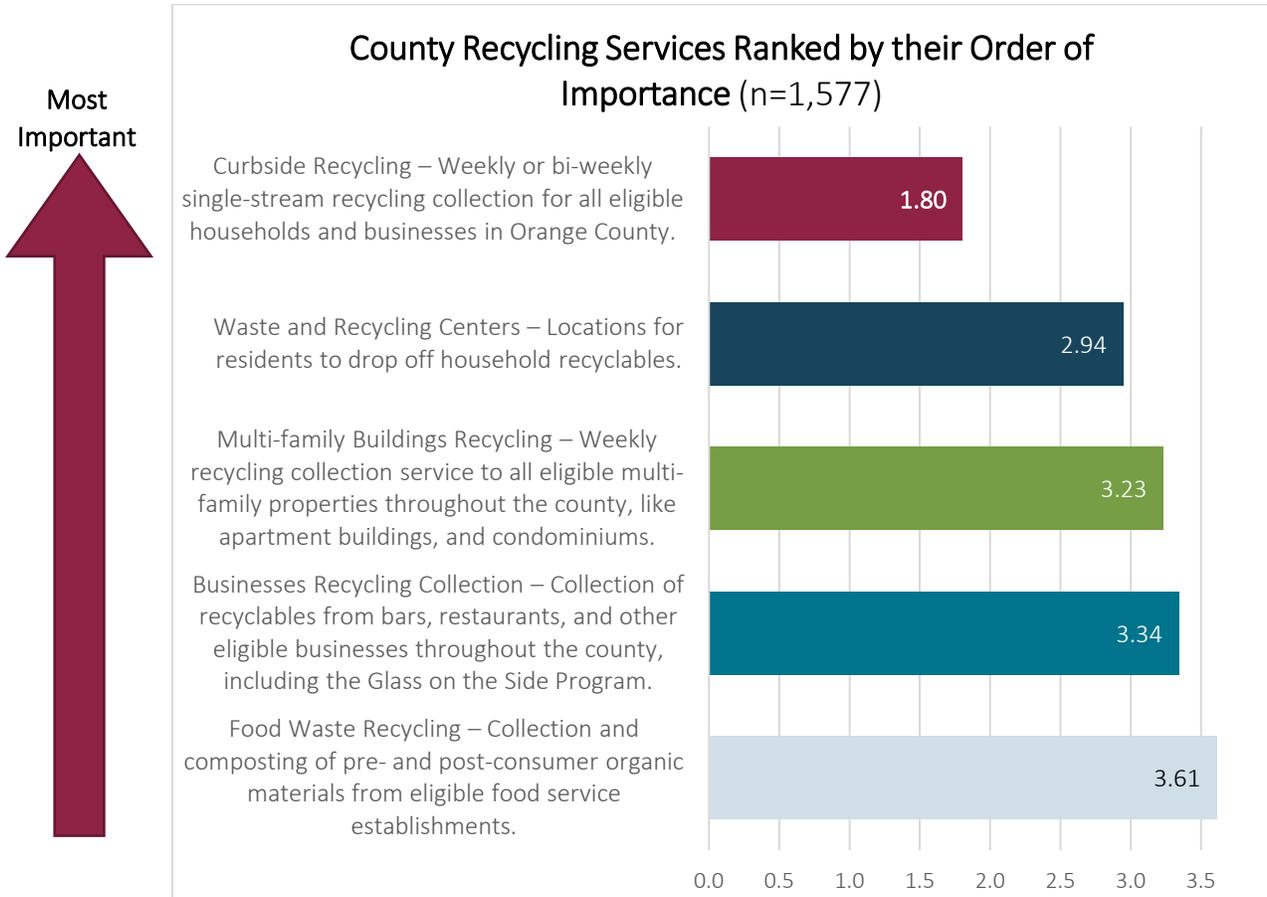


Figure 12 - Chart: County Recycling Services Ranked by their Order of Importance

The finding here was that respondents overwhelmingly ranked Curbside Recycling as their most important County Recycling Service. The County’s Waste and Recycling Centers (WRCs) came in second place with the last three listed services about tied in their level of importance. We noted the ranked importance of Food Waste Recycling was fifth out of five, however, given the importance of the other options, the GBB Team was not particularly surprised. Anticipating this, further questions about access to food waste recycling and open-comment questions, allowing unstructured feedback later in the survey.

*Potential impact of selection bias: As anticipated, the majority of respondents live in detached, semi-attached, or attached single-family homes where they most likely receive curbside solid waste collection services.*

### Recycling Materials Accepted at Waste and Recycling Centers

Using an open-comment question, respondents were asked if there are other materials—other than what are already included on the County’s list of acceptable items—that they wished would be accepted for recycling at the Waste and Recycling Centers. Upon review the comments and tallying the mentions of materials per response, the GBB team identified that half of the respondents (50%) to this optional question mentioned additional plastics, 14% mentioned HHW/Electronics, and there was a tie at 9% between textiles and compostable materials (like yard waste and food waste).

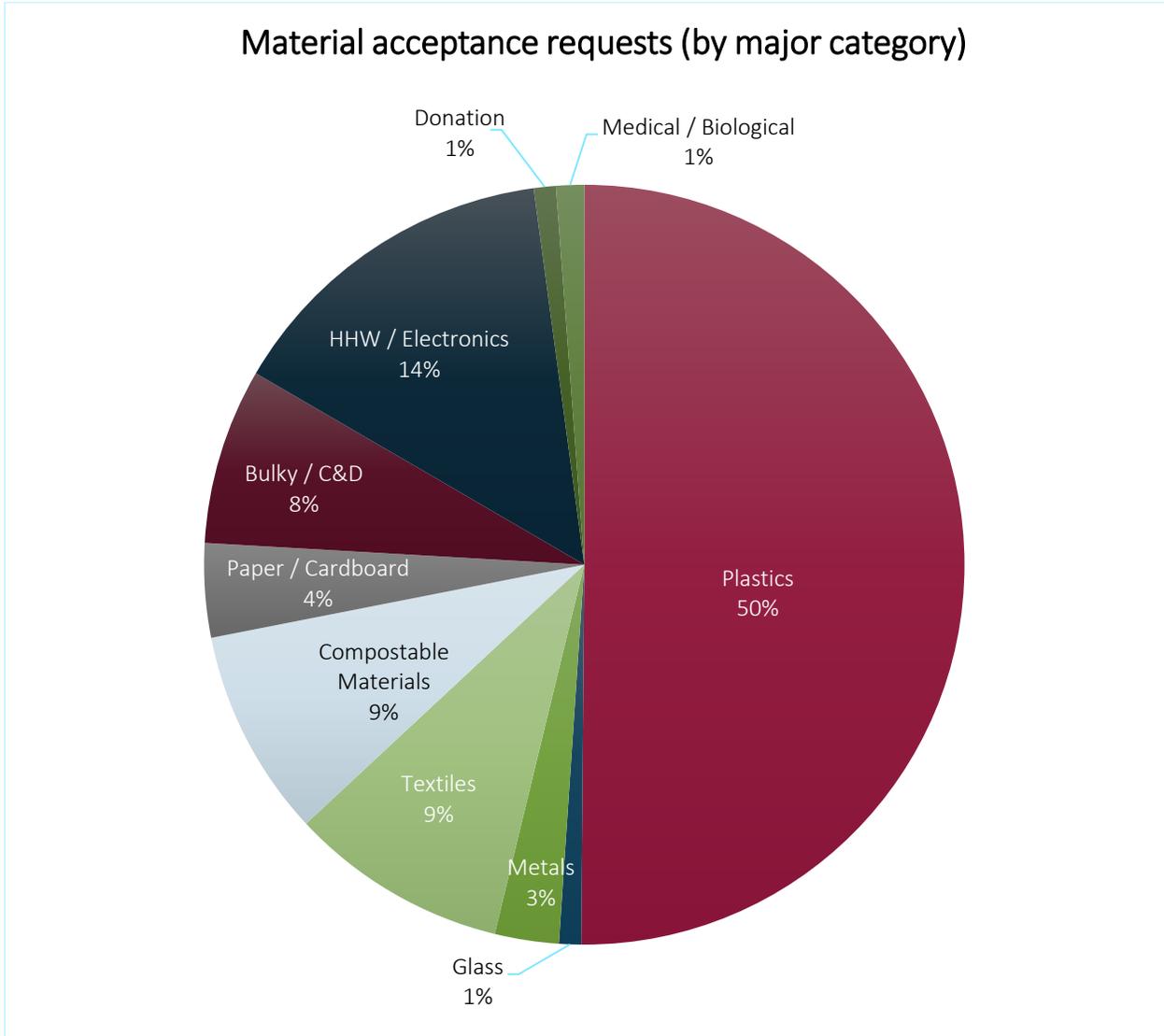


Figure 13 - Chart: Material acceptance requests (by major category)

### Current Services – Food Waste

Because addressing food waste is a priority in many communities, including Orange County, the project team decided to inquire more deeply on the topic with the following two questions.

When asked if respondents had ever visited one of the County’s five community drop-off locations to dispose of residential food waste, most respondents (77%) noted that they had not.

When asked if they would use curbside food waste collection if it were available at their residence, nearly half of respondents (44%) said they would use it, and an additional 29% (making 73% total) said they are open to the idea and willing to try it.

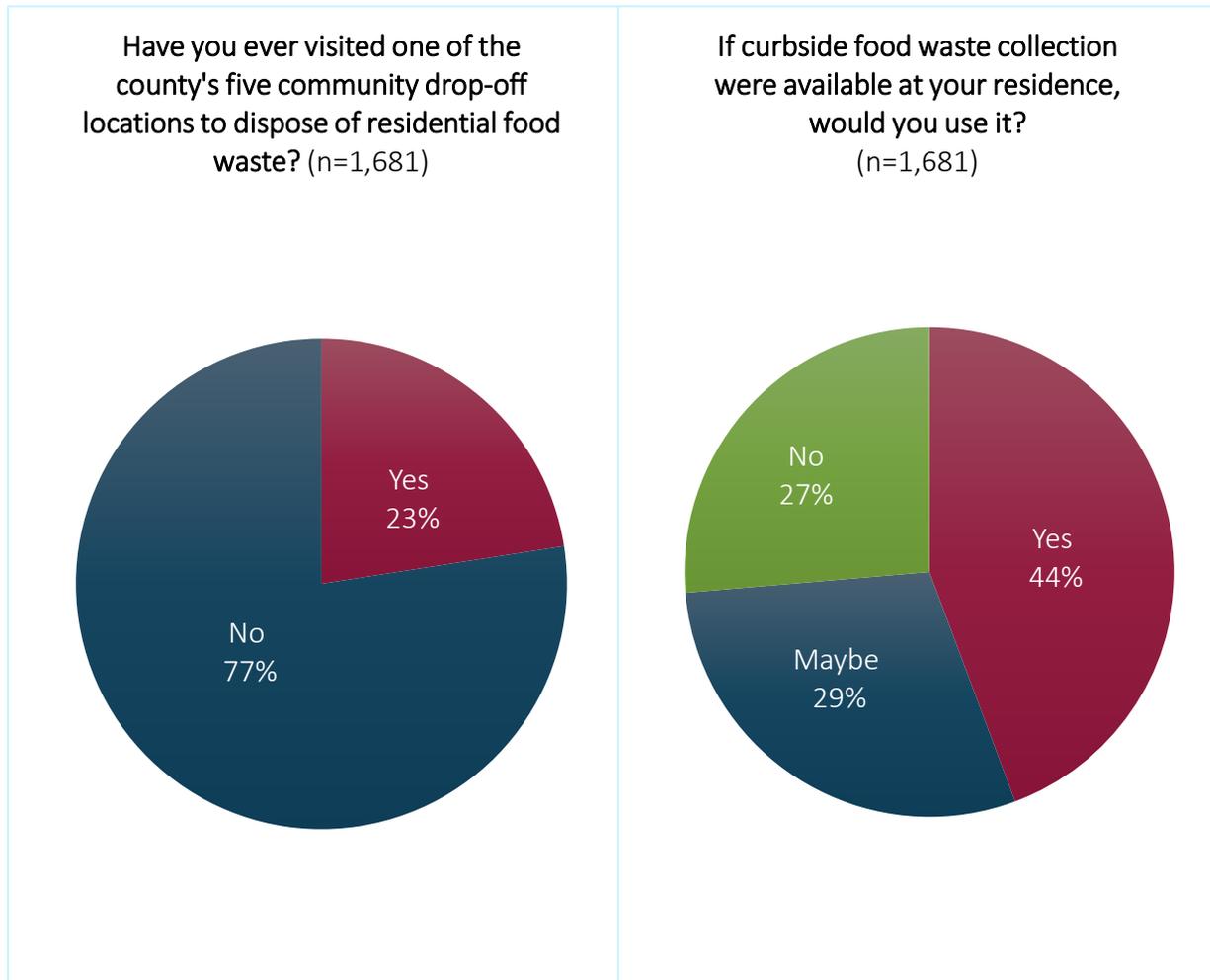


Figure 14 - Chart: Visited a drop-off location for food waste

Figure 15 - Chart: Use of curbside food waste collection if available

### Current Services – Road to Zero Waste Planning

Respondents were asked to help the County prioritize the strategy to achieve zero waste by ranking five options on a scale of importance, with 1 meaning your first or highest priority, and 5 meaning your lowest priority. The ranking results are as follows:

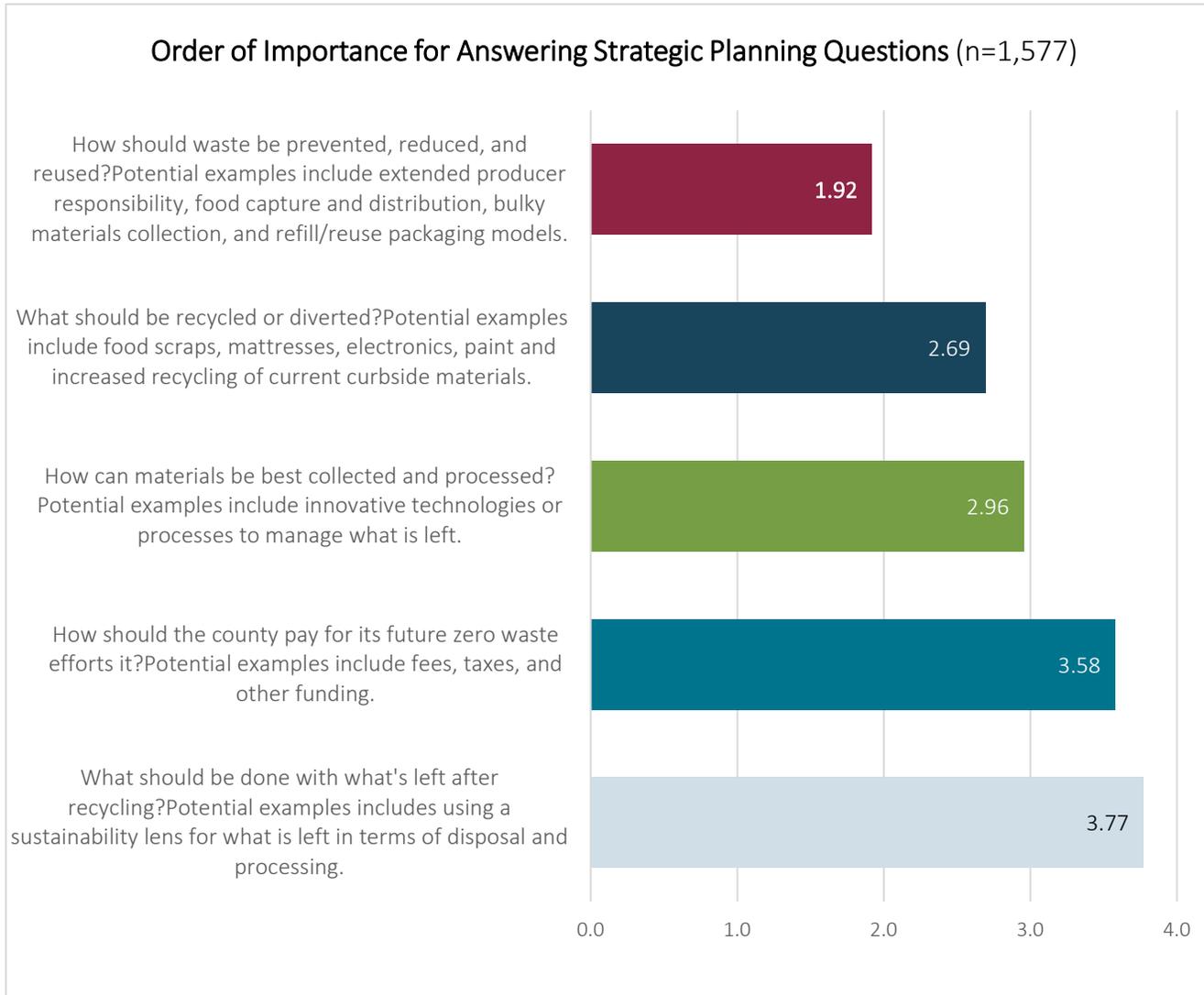


Figure 16 - Chart: Order of Importance for Answering Strategic Planning Questions

Respondents identified the two most important questions to answer were:

- Most important: *How should waste be prevented, reduced, or reused?*
- Second most important: *What should be recycled or diverted?*

All questions are important, but from the county residents’ perspective, the answers to these two questions will seemingly impact their daily lives more than the other questions, which are truly the County’s scope and responsibility to address.

When respondents were asked to select two options for their most desired new recycling programs and/or facilities, their top preferences included development of a sustainable materials management center and access to construction and deconstruction debris recycling.

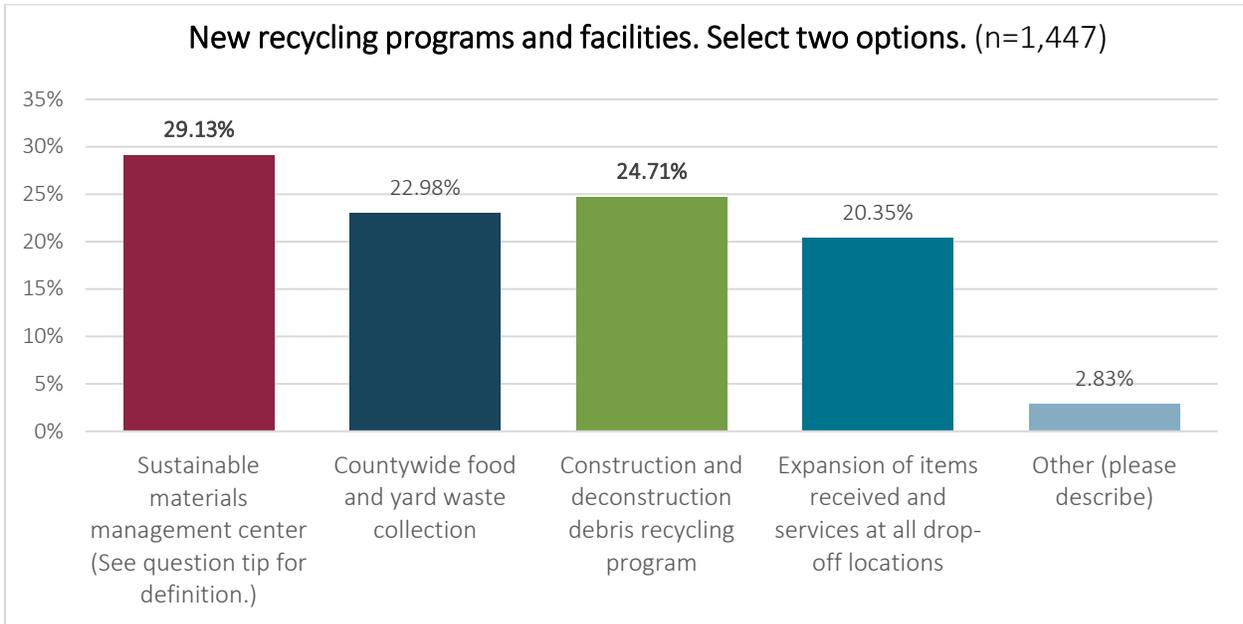


Figure 17 - Chart: New recycling programs & facilities

When respondents were asked to select their top two options for outreach and education, their top preferences were consistent signage and messaging at all facilities, and an improved and streamlined waste management website.

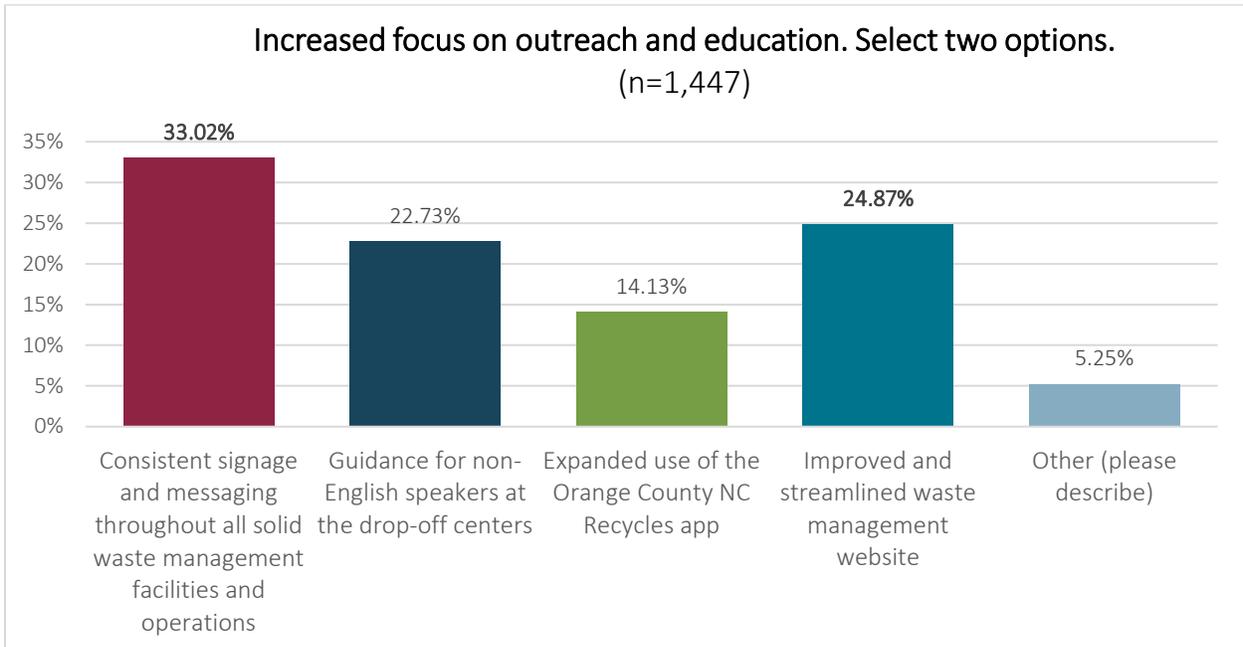


Figure 18 - Chart: Increased focus on outreach & education

When respondents were asked to select their top two waste prevention areas of focus, their top two preferences were *partnerships for innovation in material design, use, prevention, and reuse*, and *proactive construction and demolition debris diversion from landfills*.



Figure 19 - Chart: Increased focus on waste prevention

When asked to choose two public space recycling areas of focus, recycling, and food waste collection opportunities at community facilities, such as parks and/or community centers, and Recycling and food waste collection at K-12 schools, were the top two selected. In listening sessions with Orange County staff from various departments, it was noted that while the County is open to the idea that public spaces include intentional space for recycling and/or composting, there are concerns that contamination of public space recycling may be a challenge.

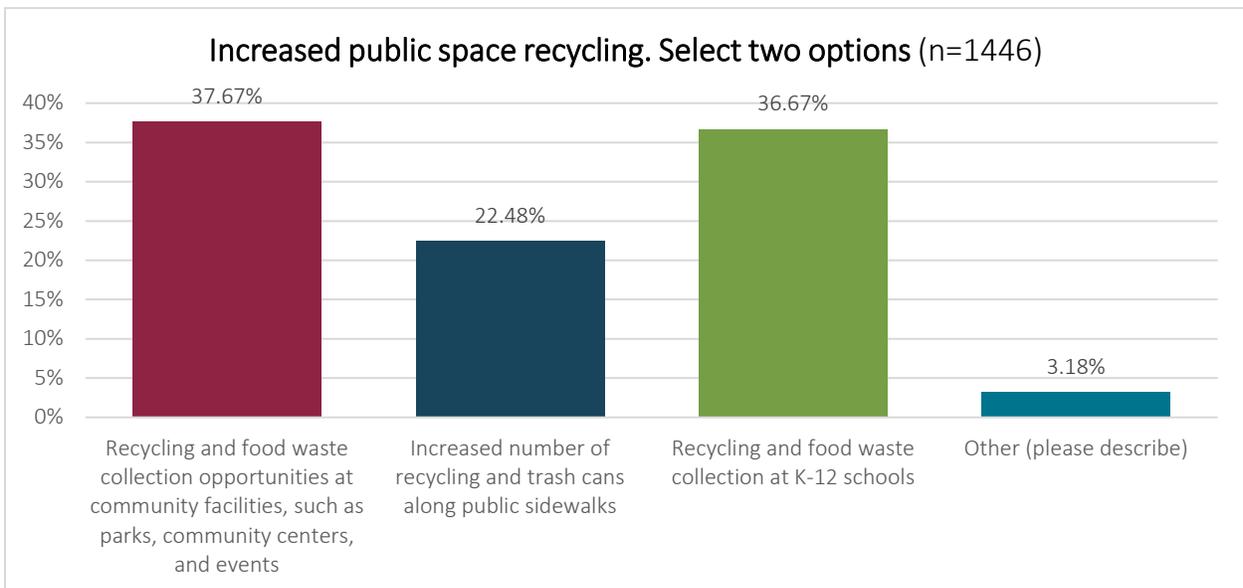


Figure 20 - Chart: Increased public space recycling

When asked to choose two updated solid waste management policy options, new ordinances, or legislation to mandate commercial and multi-family building recycling, and alignment of policies and guidelines with the County's zero waste by 2045 goal were the top two selected.

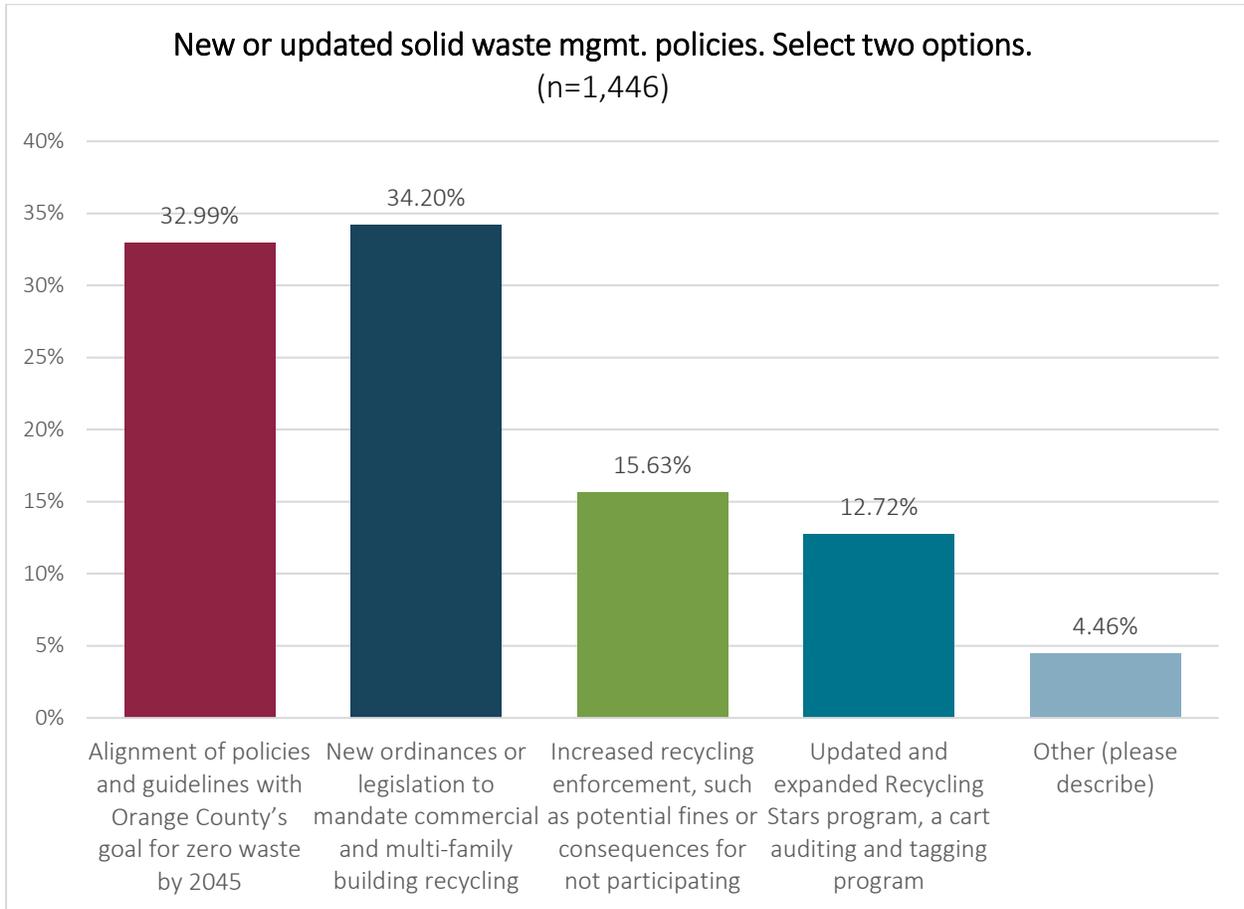


Figure 21 - Chart: New or updated solid waste management policies

When asked what the most important elements of a world class solid waste management system program would entail, the *protection and preservation of the environment with focus on the 3Rs* (reduce, reuse, and recycle) was designated the most important.

- Note: many of these were nearly evenly split. Close second and third choices include *Living wage jobs* and *Timely and clean collection of all solid waste materials*.

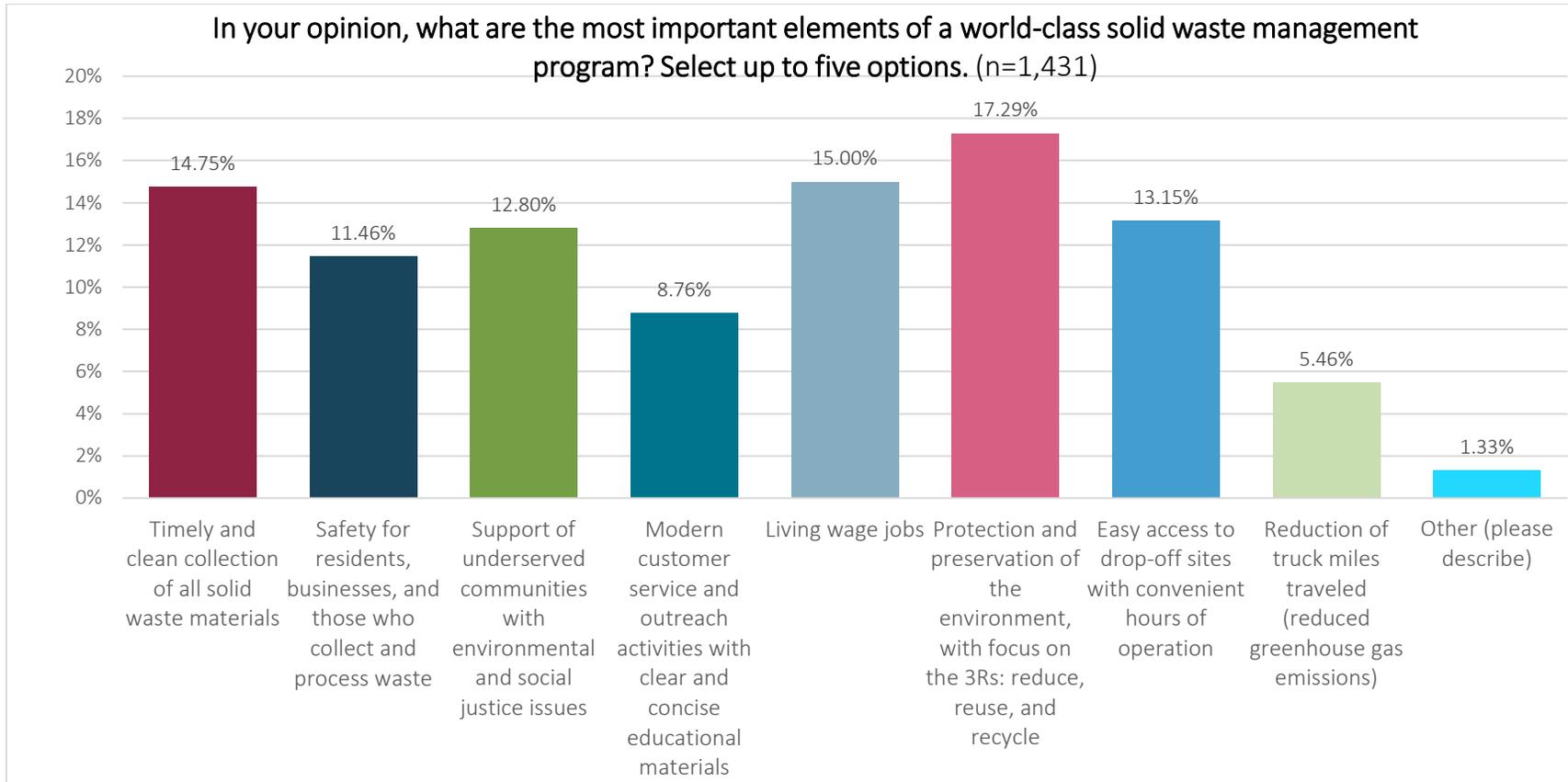


Figure 22 - Chart: Most important elements of a world-class solid waste management program

### 3.3.6 - Review of Open Comments

The following trends were observed within the substantive comments received in response to the question, “If you have any comments on Orange County’s current waste management system, please provide in the comment box below (Limited to 1,000 characters)”. For the purpose of this analysis, non-substantive comments such as “None”, “No”, “N/A”, “Not at this time”, and “thank you” were not analyzed. With that being said, more positive comments were observed than negative ones. Full sentiment analysis can be performed as an additional service if the County wishes.

Select quotes from responses included below to highlight the trend.<sup>1</sup>

**Education and Outreach: A need for more and updated information with consistent language, explanations regarding ‘why’, and clear and descriptive imagery. There is confusion over what materials are accepted and frustration that certain materials are no longer accepted.**

- *Please provide more clear and up to date information on what can and cannot be recycled. The new app has potential but needs to be more robust. Also, when information conflicts (mailings vs app), how do we know which is correct? Better signage at solid waste centers would be VERY helpful. As a recent first-time user, I was lost as to where to put different items.*
- *“It can be difficult to keep up with what is recyclable. For instance, clamshells weren't, then they were added for a short time, then they were discontinued. Aluminum foil used to be accepted and now isn't. I understand that things sometimes have to change with vendors, but it can get confusing for individuals.*
- *“Still, we often have uncertainty about can go in our cart or what can be recycled in certain categories at the drop off site, such as electronics or metal. More detail on the website would be helpful. So would better signage at the centers. For example, I recently wanted to recycle NiCad batteries and the signage was confusing. There was a poster above that showed types of dry cell batteries, but the containers read lithium only and alkaline only. After talking with a staff member, I learned that the bucket labeled alkaline only was for all dry cell batteries. It would be better to label it for dry cell and alkaline batteries only. Similarly for electronics, it would be helpful to understand what should and shouldn't be included. For metals, it's unclear which items that are mostly metal should go there.”*
- *“Sometimes the system does not seem consistent. Recycling aluminum for example. Not supposed to single stream it from home but when going to a convenience center, aluminum items go in with everything else. that doesn't make sense. If it would make recycling more efficient and profitable, provide discrete curbside (and in home) containers for glass, paper, metal, and plastics. I have done that in the past, its not that hard from consumer side.”*
- *“The posters for the varieties of batteries could use updating. They're getting pretty faded and batteries are just getting more complicated. I think people who take the time to recycle them are eager to do it correctly and the guidance the posters give is very helpful. Thank you!”*

#### A Desire for Expanded Services and Access

- **Shredding events**
  - *“I would like a shred-a-thon four times a year”*
  - *“I would like more availability for shredding services. I find it uncomfortable to leave important documents with someone at a counter and assume that they will be shredded without my being able to see it”*

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<sup>1</sup> Additional trends may still emerge as the GBB team reviews the thousands of comments provided as the Road to Zero Waste planning project continues.

- *"We always participate in the Shred events, but what can you do with shredding you have to do at home which accumulates between events. All signs say NO shredded paper. so I'm not sure I can even put those bags in the one-stream dumpsters."*
    - *"Need paper shredding on-demand instead of by appointment."*
  - **Salvage sheds or donation areas**
    - *"The salvage sheds are discouraging to visit - the staff are unfriendly and unkind, telling residents to throw things away even as other residents are asking 'oh can I have that out of your car?' If the issue is limited space, I'd rather allocate more space to the salvage sheds and less space to landfills. We have a lot of people who need access to our free used stuff as they live on the margins in our very expensive county."*

### A Need for Consistent Schedules and Drop-off Schemes at Drop-off Locations

- *"The Eubanks Road landfill dumpsters could be labeled better or what about a map? It's intimidating."*
- *"I went to Eubanks to leave florescent bulbs, there was no one at the bulb drop off, so I got out of car to leave bulbs. finally here came a know-it-all employee on a golf cart barking orders I should not get out of car (which is done at the Walnut Grove site). Be consistent from site to site!! I got tired of being treated this way at work so why do I want this at the garbage dump??"*
- *"The High Rock Road center has very limited access, as it's only open T, F, Sa, Su."*
- *"Need more recycling center hours."*
- *"Increase the number of days that the Eubanks Rd Waste and Recycling Center is open to seven days per week."*

### Need for assistance at drop-off centers for residents who have difficulty sorting or disposing of materials

- *"Have ALL staff at centers actively helping instead of sitting in booths."*
- *"Please [...] allow staff to assist elderly customers who need help lifting heavy items."*

### Organics management and composting is important to respondents

- **Curbside collection and at multi-family dwellings**
  - *"I use leaves for mulch and I have a compost container in my backyard. It would be wonderful to send the food and leaves away and have the container returned with compost."*
  - *"We would like to see food waste pickup at multi-family/residential locations."*
  - *"Food waste is a top priority and businesses produce a lot of waste, so they're also a high priority in my opinion. I take my food waste to the community garden on the UNC campus, but it isn't easy to transport it myself. Weekly or biweekly Curbside food waste collection at residential complexes would be ideal."*
- **Concern over chemical sprays**
  - *"I compost so I handle my own food waste, but I know that compost can be purchased from Orange County, however, I don't trust it because of all the pollutants it may contain. For example, aminopyralid is a common chemical spray used in agriculture on hay, etc. that will prohibit tomatoes and certain other vegetables from growing properly. This and other herbicides, those in practice, and those in the future are making much of the plant and food waste toxic which defeats the purpose of composting to grow healthy fruits and vegetables."*
- **Community drop-off locations for food waste**
  - *"I love the Farmers Market compost drop offs and the convenient and nicely maintained recycling centers."*

- *"I'm strongly in favor of food waste/compostable home pick-up. My trash has been reduced by 75% since I've been dropping off my food waste at the Carrboro farmer's market. However, that is only on Saturday morning. If we can't get curbside pickup of food waste, can we please have MORE drop off sites that are available 5-7 days a week. Driving to the center on Eubanks is far away and wastes gas getting there. I never go there. Keeping my compost for weeks at a time (if I happen to be gone on Saturday) is highly inconvenient and unsanitary. I've had raccoons and other creatures getting into my food waste. Thank you."*
- **Support for the "Leave the Leaves" initiative**
  - *"Have people compost their leaves to keep carbon where they fell. Heavy trucks waste carbon, and it's illogical to expend all that fuel picking leaves up from the curb only to have homeowners expend carbon as they go get it from the landfill. I have seen a house on one side of the road having a landscaping crew put down pine straw while across the street the city was vacuuming up pine straw another homeowner placed by the road."*
  - *"I use Compost Now. This wasn't a reporting option in this questionnaire. I support Leave the leaves."*
  - *"Expanded composting options for those who don't frequent the five locations listed. More education on 'Leave the Leaves' and the benefit to the entire ecosystem that this practice provides."*

### The Solid Waste Management Website and Orange County Recycles App are challenging

- *"Oh my I think you all do an absolutely fantastic job! [...] Two things to work on: please make your website much more accessible and easy, and advertise the times of special events like shredathons more effectively."*
- *"When I have checked the A-Z guide at times, I can't access the full listing. Perhaps due to changes being made to the website?"*
- *"The A-Z recycling section of the website is not complete."*

### There is concern over absence of textile recycling

- *"I would like to see cloth recycling. Not just clothing but a recycling area designated for old clothing or fabric items that cannot be reused and instead shredded for some other purpose."*
- *"Recycling of clothes and fabric waste. I do some sewing. It bothers me when I have to throw out useable fabric scraps. I understand from younger friends that they frequently throw out out of date clothes that still have good use left. Small household items such as chairs and lamps could be recycled."*

### Accessibility concerns

- **Physical:**
  - *"Bradshaw quarry center has limited days that it is open. Bins are too tall for women with heavy waste. Limited types of waste acceptable"*
  - *"It would be nice to have a closer convenience location in the top right corner of the county. Our convenience center is a little far."*
  - *"The previous survey section asking us to rank different services [...]. Ultimately, we ranked the waste and recycling centers the highest, because we go there to drop off items not accepted by curbside recycling (e.g., plastic bags, hazard waste, food scraps, batteries, electronics, etc.) - but we have a vehicle, so we can do that. For housebound residents, or residents in multi-family buildings, curbside recycling is essential."*

- **Linguistic:**
  - *"I think there should be more instruction available for apartment recycling (in multiple languages) - an online class or representatives that go around and teach people how to not wish cycle. Apartment ambassadors that volunteer to answer questions about what is recyclable and what isn't."*
  - *"Additionally, Modern customer service and outreach activities with clear and concise educational materials-- regarding educational materials, commercials or youtube videos (visuals) sound like a great initiative. I also appreciate support of underserved communities and non-english speaking community members so that they also feel empowered to comply with waste management and recycling policies. Overall, I am interested in seeing OCSW reach out to their community to empower and educate in a way that is inclusive and non-punitive."*

### Concern over the size and weight of rolling carts for curbside collection

- *"We live 1.5 miles down a gravel road and the nearest pick up would be at the end of this road. Even though we have to pay for the pick-up service we don't use it as it's easier to drive to recycle rather than transport your large and heavy recycling garbage can."*
- *"Are smaller, lower cost waste and recycling bins available?"*
- *"I can't use the curbside service even though I pay the additional charge for it. I live on a dirt road that the recycling truck refuses to drive down, and I am unable to wheel a heavy bin up the road to a place where they will pick it up. So I have to use the Eubanks Rd recycling center each week instead, which works ok until I can no longer drive. I would like ALL residents of Orange County to be able to participate in the curbside service."*
- *"I am unable to walk now to the Compost Bin and so I put all my waste in a plastic bag in the refrigerator until I go to the Recycling Centers. I do not use the pickup bins from home because it is easier to load a small amount in my car and take them to Ferguson Rd recycling center than to take the large bin to the end of my driveway."*
- *Since OC no longer accepts the small orange bins for recycle, I have to take mine to the Walnut Grove center. As a single person, the amount of recycle items I generate is too small to warrant having an ugly huge cart take up space in my small yard, and the need to wheel it round-trip down a gravel driveway is too cumbersome. (I used to put out the orange bin once a month).*

### In planning, consider the car-less, those that drive infrequently, or those that anticipate a reduced driving ability in the near future

- *"It is hard for me to bring things such as batteries and electronics to the recycling drop-off center as I do not have a car. It would be nice if there was a once a month or every other month curbside pick-up service for drop-off only items (and if a textile recycling program happens in the future, for this to be added as well).*

**Repeated requests for the ability to recycle additional materials.**

Suggestions echo the earlier requests for the ability to recycle additional materials. (See chart below highlighting the most requested materials in response to an earlier question.)

- “I would like to see cloth recycling. Not just clothing but a recycling area designated for old clothing or fabric items that cannot be reused and instead shredded for some other purpose. [...]”
- “Rotating special collections -- like the shredding programs but for other products--plastic bags, styrofoam, clamshell containers, etc.”
- “I would like a Way to recycle packaging materials like styrofoam. I don’t trust that the grocery store is recycling plastic bags - could you all collect that too? I would like to recycle Damaged clothing and shoes.”
- “I try to avoid styrofoam but I would like to see recycling options for it. Right now I think it goes in the landfill.”
- “An option for recycling EPS that is not contaminated with food.”

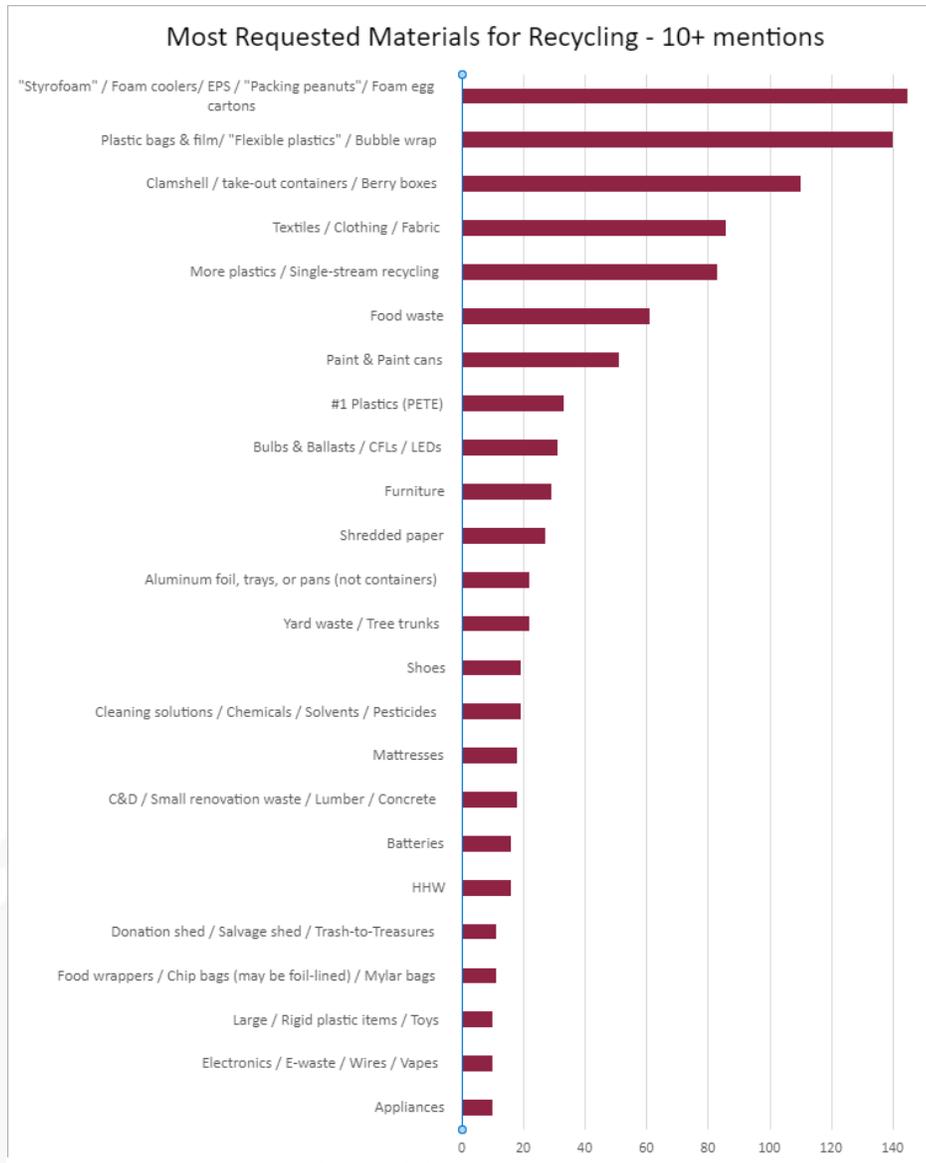


Figure 23 - Most requested materials for recycling according to survey respondents

Finally, respondents were asked how they heard and/or learned about this survey, which provides helpful insight to the County in planning effective future outreach. According to the respondents, most of the community learned about the survey primarily through email, followed by social media posting.

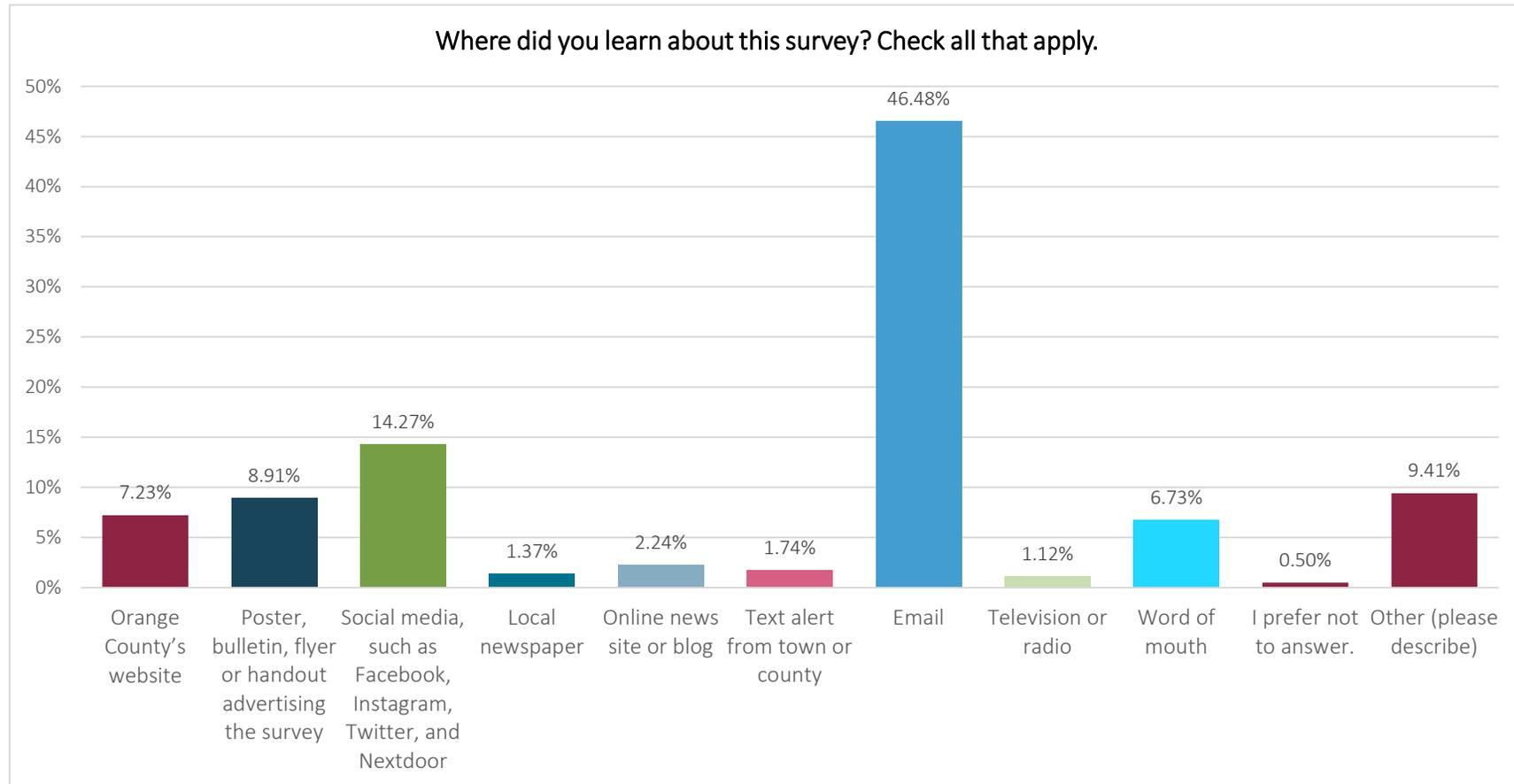
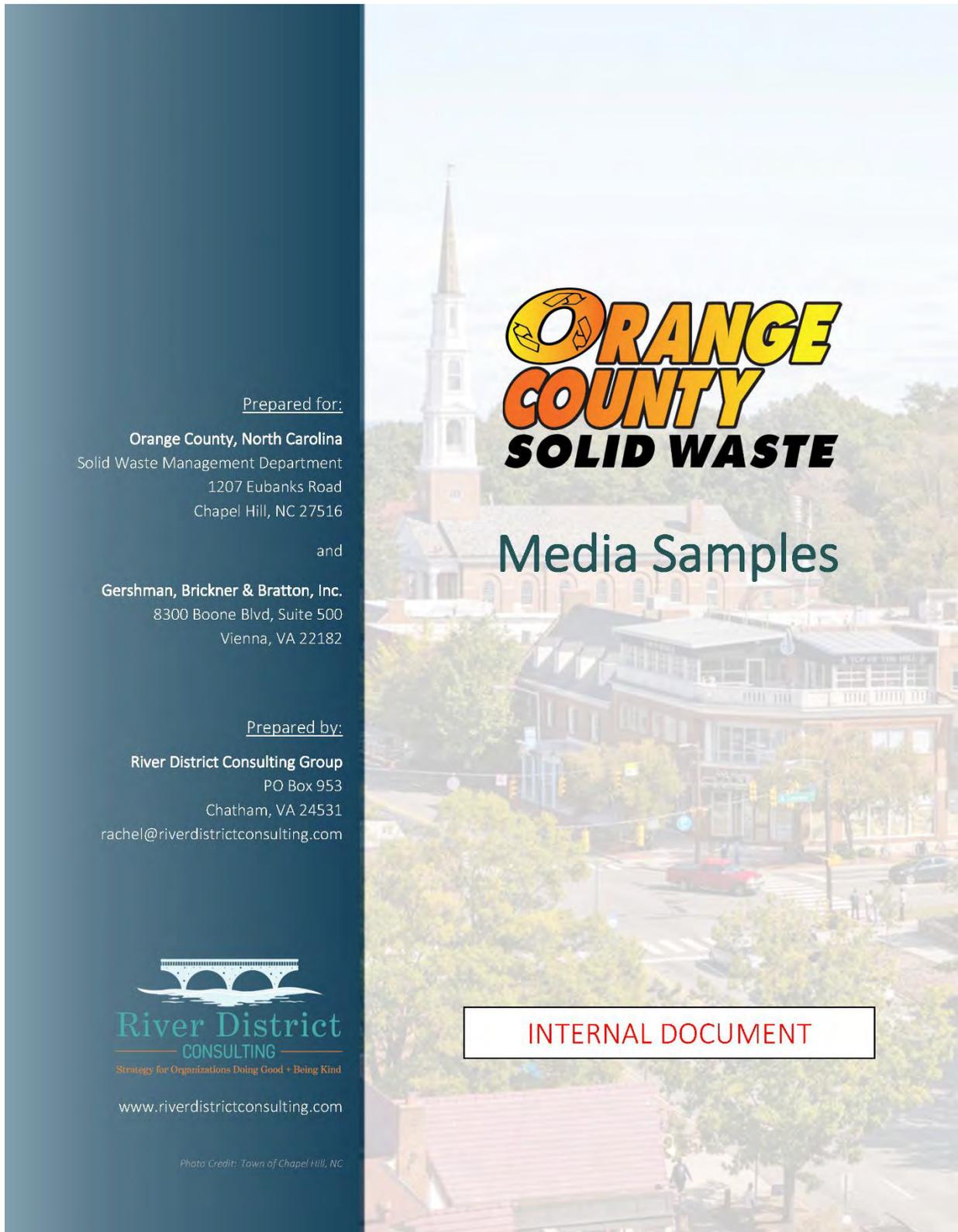


Figure 24 - Chart: Where did you learn about this survey?

*Note: When interpreting these results, keep in mind that the answers to this question not only indicate how the community learns about solid waste-related news, but also indicates how the County communicates with its customers. If the County were more aggressive with social media engagement, website announcements, text alerts, and community signage, they could anticipate that respondents would select these options, too.*

## Appendix A – Media Samples



Prepared for:

Orange County, North Carolina  
Solid Waste Management Department  
1207 Eubanks Road  
Chapel Hill, NC 27516

and

Gershman, Brickner & Bratton, Inc.  
8300 Boone Blvd, Suite 500  
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Prepared by:

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**River District**  
CONSULTING  
Strategy for Organizations Doing Good + Being Kind  
www.riverdistrictconsulting.com

*Photo Credit: Town of Chapel Hill, NC*

**ORANGE  
COUNTY  
SOLID WASTE**

Media Samples

INTERNAL DOCUMENT

Media Samples  
SWMP – Road to Zero Waste Plan



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*This document is an internal tool for suggested and/or sample media content to publicize public engagement and outreach activities for the Orange County North Carolina SWMP – Road to Zero Waste Plan.*

Media Samples  
SWMP – Road to Zero Waste Plan



## 1 General Guidance for Advertising Waste and Recycling Surveys

For survey promotion, time is of the essence, so the goal is to use channels that are already active and effective. This will provide multiple opportunities for residents to access the survey in a short amount of time. Orange County should consider as many of these tactics as practical, as the more completed surveys we receive, the more accurate the results represent all residents. Based on the response rates to other regional solid waste surveys, we can anticipate up to 1000 responses if all available advertising channels are used. We suggest the following tactics in no particular order:

<p><b>Media</b></p> <p>Develop a press release and use the County's strong relationships with the local news media to promote the survey and its reason and let them know you will share the results when completed. Consider using the draft announcement press releases provided by GBB/RDCG.</p>	<p><b>Influencers</b></p> <p>Local influencers are active participants in the community who likely have a lot of followers within their networks. Reach out to them via email with the survey link and press release and ask them to promote the survey to their followers.</p>
<p><b>Email Newsletter</b></p> <p>Create a short article or "blurb" about the survey and its purpose and post it in the next E-Newsletter. This short article can be based on the press release.</p>	<p><b>Monthly Bills</b></p> <p>If the survey will run for a minimum of six weeks, mention it on the monthly bill that goes out to all customers.</p>
<p><b>Website</b></p> <p>The County has a comprehensive website that contains up-to-date news and event information. Advertise the survey visibly and on other frequently visited web pages. Make sure the survey is treated as a news item. Also, consider a landing page with an easy-to-remember URL. The landing page will be helpful for all social media posts, website mentions, and when printed on select signage.</p>	<p><b>Renters and Multi-family Dwellings</b></p> <p>For most solid waste surveys, those that are homeowners and live in single-family homes tend to participate more than those who rent or live in Multi-family Dwellings (MFDs) like apartment buildings, co-operatives, and condominiums. It takes special outreach to attract those respondents, and we want participation from all housing profiles to generate a representative sample of respondents.</p>
<p><b>Resident Notification Systems</b></p> <p>Citizen Notification Systems, such as the Orange County Recycles app (powered by ReCollect) or Text Messaging (SMS) services, are great ways to alert the public and increase a survey's reach. Using the app's calendar, announcements, banners, and Waste Wizard tools are all options for Resident Notification.</p>	<p><b>Languages other than English</b></p> <p>Based on what languages your website is typically translated into (your webmaster can assist with this answer) and what languages your School Board describes as commonly spoken at home, you may consider translating your survey. Identify and connect with community champions who speak the non-English languages of these populations to function as a conduit for information.</p>
<p><b>Employees</b></p> <p>County employees can be a fantastic way to reach residents, as many are likely residents themselves and well-plugged into the community. Share the link on an employee intranet site or in an "All Hands" email. If the URL is easy to remember, it is easy to share.</p>	<p><b>Select Signage</b></p> <p>Place signage when solid waste is "Top of Mind," like at the County's drop-off facilities, convenience centers, and landfills. Think about bottlenecks where cars must stop or wait in a cue to check in or pay before entry into a solid waste facility. These are suitable places to post targeted signage without the need to blanket the County. Suppose signage is allowable at local offices, government buildings that must remain staffed, libraries/media centers, Social Security offices, vaccination clinics, grocery stores, and other areas where people congregate. In that case, this will help spread the word. GBB will provide a sample poster for your consideration.</p>
<p><b>Social Media</b></p> <p>The County is active on Facebook and YouTube, with nearly a thousand followers combined. Typically, individuals that connect with their County are more highly engaged than the average resident. To reach as broad an audience as possible, consider posting two to three times weekly for the survey period, tag local elected officials in all member cities, and boost posts to reach beyond County followers (boosted posts are very affordable).</p>	

Media Samples  
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## 2 Recommendations/Samples

### 2.1 Press Releases

Formattable templates for each press releases are available via WeTransfer at <https://we.tl/delQb4Mspw>.

#### 2.1.1 Draft Press Release Example 1: Announcement of Public Meetings

##### FOR IMMEDIATE RELEASE

For more information, contact:

Todd McGee

Orange County Community Relations Director

(919) 245-2302 (office)

[tmcgee@orangecountync.gov](mailto:tmcgee@orangecountync.gov)

## Orange County to Host Zero Waste Plan Public Meetings

Month DD, 2022

**Orange County, NC**—Orange County Solid Waste invites the community to share feedback at four public meetings just announced. These meetings are taking place in conjunction with the development of a Solid Waste Master Plan to reach Zero Waste by 2045. Public meetings are set to take place as follows:

- November 14<sup>th</sup> at 6:00 PM: Virtual (Zoom Meeting): [www.orangecountync.gov/ZeroWasteMeeting](http://www.orangecountync.gov/ZeroWasteMeeting), Meeting ID: 897 8486 1008, Passcode: 150500, Dial-in Option: (312) 626-6799
- November 16<sup>th</sup> at 6:30 PM: Chapel Hill Library Meeting Room B (Mandarin Translator Present)
- December 5<sup>th</sup> at 10:00 AM: Bonnie B. Davis Environment & Agricultural Center Combined Rooms 102 and 104
- December 5<sup>th</sup> at 7:00 PM: Carrboro Town Hall, Town Council Meeting Room (Burmese & Spanish Translators Present)



For the plan's purposes, Zero Waste is defined as *the reduction of solid waste to nothing, or as close to nothing as possible, by minimizing excess consumption by means of responsible production, consumption, and reuse and maximizing the recovery of material through recycling and composting.*

**[SAMPLE QUOTE FROM COUNTY OFFICIAL]** "Residents have come to expect high-quality services from Orange County. It is important for us to continue to level-up by engaging in a planning process that can set us on the path of Zero Waste by 2045."

Community members that live or work in Orange County are encouraged to attend. For more information and to stay up to date on the planning process please visit [www.orangecountync.gov/3008/Road-to-Zero-Waste-Master-Plan](http://www.orangecountync.gov/3008/Road-to-Zero-Waste-Master-Plan).

The Orange County Solid Waste Management Department operates the Orange County Integrated Solid Waste Management facility which contains the Construction and Demolition Landfill, Regulated Material Recycling, and Mulch and Compost Sales. The Department also manages the County's comprehensive Recycling Collection Programs for residential and commercial entities and five Waste and Recycling Centers, including two with Household Hazardous Waste and Food Waste drop-offs.

###

Media Samples  
SWMP – Road to Zero Waste Plan



2.1.2 Draft Press Release Example 2: Announcement of Survey

FOR IMMEDIATE RELEASE

For more information, contact:  
Todd McGee  
Orange County Community Relations Director  
(919) 245-2302 (office)  
[tmcgee@orangecountync.gov](mailto:tmcgee@orangecountync.gov)

Zero Waste Survey Launched by Orange County, NC

Month DD, 2022

Orange County, NC – Orange County Solid Waste has released a survey seeking input on their services from County residents and businesses. The survey asks respondents to share their opinions on and experiences with current Orange County Solid Waste services and to shape its Road to Zero Waste Plan.

The survey takes about 10 minutes to complete and will be open until December 7, 2022. To take the survey, visit [www.orangecountync.gov/ZeroWaste](http://www.orangecountync.gov/ZeroWaste). The results of the surveys will inform the Road to Zero Waste Plan and be presented to Orange County's Solid Waste Advisory Group.



[SAMPLE QUOTE FROM COUNTY OFFICIAL] "The feedback we receive through this survey will help inform how we are doing and how we can continue improving." Name and title of Orange County said. "It is important to us to solicit the opinions of our community, as we make plans to pursue programs and practical technologies that minimize the volume and toxicity of wastes and protect the environment for future generations."

Residents are encouraged to take the survey and connect with Orange County officials. [SAMPLE QUOTE FROM COUNTY OFFICIAL] "We are passionate about education and connecting with our customers. If the survey piques your interest in your solid waste system, please do not hesitate to reach out to us at the County to learn more. We will gladly answer your questions and help you navigate our services," said name and title at Orange County. To learn more about Orange County Solid Waste and get answers to some of its most frequently asked questions, visit [www.orangecountync.gov/2434/Frequently-Asked-Questions](http://www.orangecountync.gov/2434/Frequently-Asked-Questions).



Figure 1 – QR Code for the 2022 Waste & Recycling Survey for Orange County, NC

The Orange County Solid Waste Management Department operates the Orange County Integrated Solid Waste Management facility which contains the Construction and Demolition Landfill, Regulated Material Recycling, and Mulch and Compost Sales. The Department also manages the County's comprehensive Recycling Collection Programs for residential and commercial entities and five Waste and Recycling Centers, including two with Household Hazardous Waste and Food Waste drop-offs.

###

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## 2.2 Zero Waste Website

URL: <https://www.orangecountync.gov/3008/Road-to-Zero-Waste-Master-Plan>



Media Samples  
SWMP – Road to Zero Waste Plan



### 2.3 Key Messages

It is important for readers that some relevance and context be provided with the survey link, however brief. To keep it consistent, the following text, which is also in the intro of the survey, could be used:

*Orange County is developing its Road to Zero Waste Plan this year. This Plan will help guide our decision-making regarding managing trash and recycling within the County. As we draft the plan, we want to make sure we receive your feedback on our services through our online survey. The survey will take approximately 10 minutes to complete.*  
**Visit [www.orangecountync.gov/ZeroWaste](http://www.orangecountync.gov/ZeroWaste).**

The above text could be used for an E-News article, sample email to share with Influencers, a news release or your website, and an email to employees; however, it may be too long for social media posts. For social media accounts, consider shorter posts, and for Facebook, include an image with the post to draw attention. Here are some options:

- Survey promotion only:
  - **Help us plan how Orange County will manage trash and recycling. Take our survey now:** [www.orangecountync.gov/ZeroWaste](http://www.orangecountync.gov/ZeroWaste)
  - **Let your voice be heard. Take the 2022 Waste & Recycling Survey for Orange County, NC now:** [www.orangecountync.gov/ZeroWaste](http://www.orangecountync.gov/ZeroWaste)
  - **The 2022 Waste & Recycling survey is open now through Dec. 7<sup>th</sup>:** [www.orangecountync.gov/ZeroWaste](http://www.orangecountync.gov/ZeroWaste)
- Survey AND public meetings promotion:
  - **Your input is wanted for Orange County's Road to Zero Waste Master Plan. There are two ways to participate: 1) Take our survey, [www.orangecountync.gov/ZeroWaste](http://www.orangecountync.gov/ZeroWaste), and 2) Attend a public meeting:**
    - Nov 14<sup>th</sup> at 6 PM Virtual (Zoom): [www.orangecountync.gov/ZeroWasteMeeting](http://www.orangecountync.gov/ZeroWasteMeeting), Meeting ID: 897 8486 1008, Passcode: 150500, Dial-in Option: (312) 626-6799
    - Nov 16<sup>th</sup> at 6:30 PM – Chapel Hill Library (Mandarin Translator Present)
    - Dec 5<sup>th</sup> at 10 AM - Bonnie B. Davis Environment & Agricultural Center in Hillsborough
    - Dec 5<sup>th</sup> at 7 PM - Carrboro Town Hall (Burmese & Spanish Translators Present)
  - **We would like to hear your thoughts on trash and recycling within Orange County. Please take our 10-minute survey: [www.orangecountync.gov/ZeroWaste](http://www.orangecountync.gov/ZeroWaste), or join us at one of the following Public Meetings:**
    - Nov 14<sup>th</sup> at 6 PM – Virtual (Zoom): [www.orangecountync.gov/ZeroWasteMeeting](http://www.orangecountync.gov/ZeroWasteMeeting), Meeting ID: 897 8486 1008, Passcode: 150500, Dial-in Option: (312) 626-6799
    - Nov 16<sup>th</sup> at 6:30 PM – Chapel Hill Library (Mandarin Translator Present)
    - Dec 5<sup>th</sup> at 10 AM - Bonnie B. Davis Environment & Agricultural Center in Hillsborough
    - Dec 5<sup>th</sup> at 7 PM - Carrboro Town Hall (Burmese & Spanish Translators Present)

The following page contains imagery you may use for social media posts. However, if you wish to mix up your posts with other images to keep your social feeds fresh without seeming repetitive, you could consider using Adobe Stock or another source of stock imagery. Rights-free images can be found in MS Word by clicking INSERT>> Pictures>> Online Pictures>> and then typing "Survey" or "Question" in the search field.

Media Samples  
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### 2.4 Posters, Banners, and Other Sample Images

The Orange County Department of Solid Waste Management have developed posters and banners. The following sample highlights a poster that can be used for Waste & Recycling Centers (WRCs), community centers, libraries, and other buildings with public internet access. Downloadable files that can be printed or used for websites, online news articles, and social media posts are downloadable via WeTransfer here: <https://we.tl/delQb4Mspwhttps://portals.wetransfer.com/portals/cdebdaa6-e888-4121-a8fe-45af06a48c12/reviews/c5678ab9-6f73-478b-8859-a141f70acd67>.

Poster example:



Banner Example:



Sample Rights-free images:



Media Samples  
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### 2.5 Handouts

Half-page flyers announcing the Online Survey can help spread the word about the online survey when handed out at locations where waste management is top of mind or contextual, such as at Waste & Recycling Centers, food waste drop-off sites, scale houses, or perhaps near waste baskets/recycling bins or entrances of government buildings like community centers, libraries, media centers, and other buildings with public internet access.

Examples of a 2-up and 4-up handouts are included below. The templates for each can be downloaded via WeTransfer: <https://we.tl/delQb4Mspwhttps://portals.wetransfer.com/portals/cdebdaa6-e888-4121-a8fe-45af06a48c12/reviews/c5678ab9-6f73-478b-8859-a141f70acd67>.



Media Samples  
SWMP – Road to Zero Waste Plan



## 2.6 Public Meetings

Example language for communicating the public meetings times and locations. Template for the following is available for download via WeTransfer:

<https://we.tl/delQb4Mspwhttps://portals.wetransfer.com/portals/cdebdaa6-e888-4121-a8fe-45af06a48c12/reviews/c5678ab9-6f73-478b-8859-a141f70acd67>.

Join us for Community  
Listening Sessions.



*Tell us how we are doing and help shape Orange County's  
Road to Zero Waste Plan.*

- **November 14, 2022, at 6:00 pm** – Virtual (Zoom):  
[www.orangecountync.gov/ZeroWasteMeeting](http://www.orangecountync.gov/ZeroWasteMeeting), Meeting ID: 897 8486 1008, Passcode: 150500, Dial-in Option: (312) 626-6799
- **November 16, 2022, at 6:30 pm** – Chapel Hill Library Meeting Room B (Mandarin Translator Present)
- **December 5, 2022, at 10:00 am** - Bonnie B. Davis Environment & Agricultural Center Combined Rooms 102 and 104
- **December 5, 2022, at 7:00 pm** - Carrboro Town Hall, Town Council Meeting Room (Burmese and Spanish Translators Present)

*All who live or work in Orange County, NC may participate.*

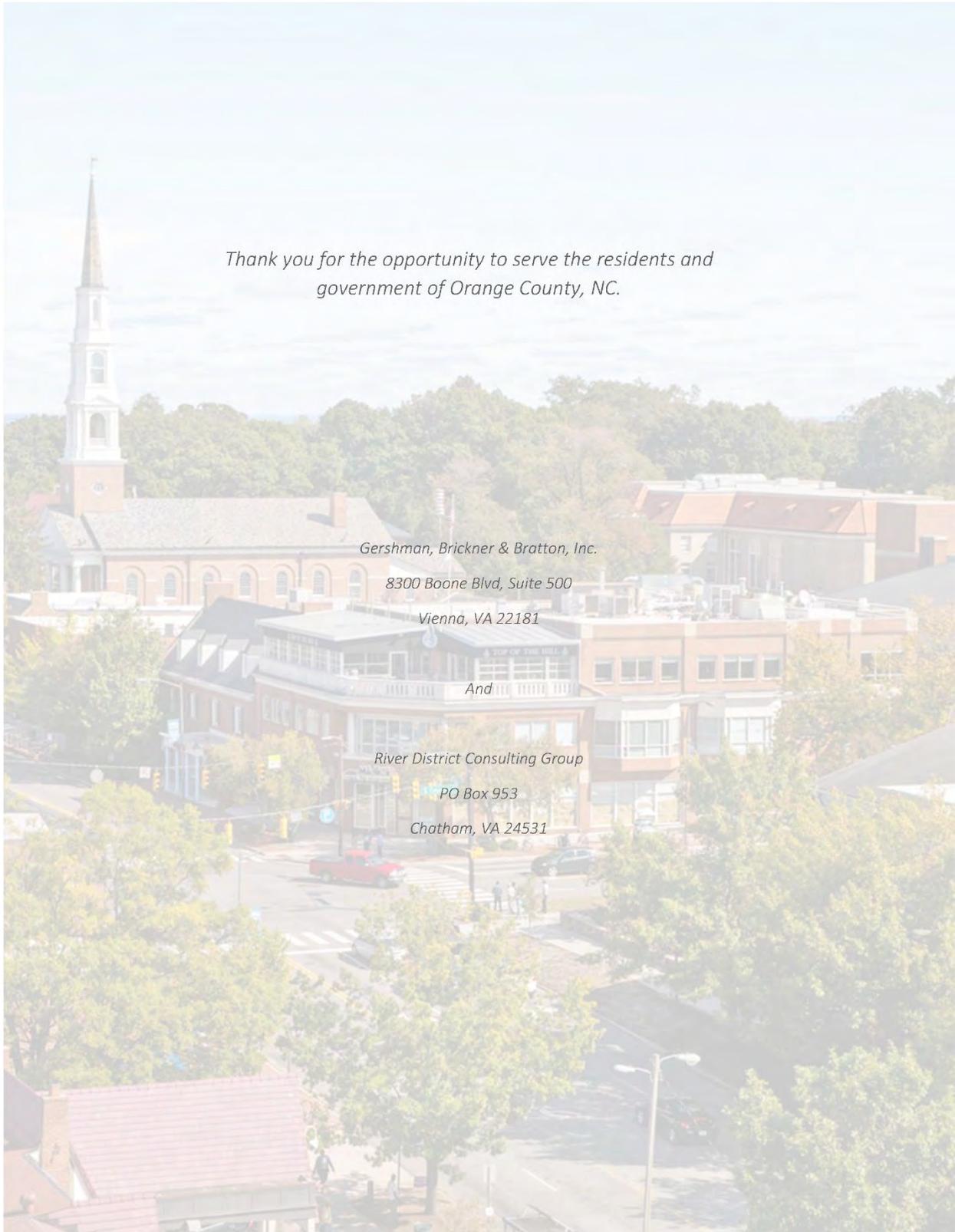
Visit [www.orangecountync.gov/3008/Road-to-Zero-Waste-Master-Plan](http://www.orangecountync.gov/3008/Road-to-Zero-Waste-Master-Plan) for Public Meetings updates.



## 2.7 Public Engagement Calendar

- **Week of Oct. 24th - 28th**
  - Translations underway
  - Finalize Media Kit
  
- **Week of Oct. 31st - Nov. 4th**
  - Translations returned and uploaded by October 31<sup>st</sup>
  - Survey to “go live” on Wednesday, November 2<sup>nd</sup>
  - Press Releases, banners, posters, and flyers with QR code distributed and displayed when survey goes live
  - Social media posts (x2) sharing survey link and public meeting schedule
  - OC Recycles App notification of survey and public meetings
  - Share survey link/public meeting schedule with e-mail contacts, networks, neighborhood liaisons, and in e-newsletters
  
- **Week of Nov. 7th - 11th**
  - Social media posts (x2) sharing survey link, invitation to register for virtual public meeting on 11/14, invitation to join us at the Farmers’ Markets (Carrboro, Chapel Hill, and Eno River)
  
- **Week of Nov. 14th - 18th**
  - Social media posts (x2) sharing survey link with invitation to public meetings
  - 2x Public Meetings (Nov 14<sup>th</sup> 6pm @Virtual, Nov 16<sup>th</sup> 6:30pm @Chapel Hill Library)
  
- **Week of Nov. 21st - 25th**
  - Social media posts as appropriate during Thanksgiving week
  
- **Week of Nov. 28th - Dec. 2nd**
  - Social media posts (x2) sharing survey link with invitation to final two public meetings both on December 5th (10 am - Bonnie B. Davis Environment and Agriculture Center and 7 pm Carrboro Town Hall, Town Council Meeting Room)
  
- **Week of Dec. 5th - 9th**
  - Social media post (x2) “last chance to take the survey” (closes Dec. 7th) and (2) “thank you” for sharing your input
  - OC Recycles App notification “last chance to take the survey” (closes Dec. 7th)
  - 2x Public meeting (Dec 5<sup>th</sup> 10am @ Bonnie B. Davis Ag Center, and Dec 5<sup>th</sup> 7pm @Carrboro Town Hall)
  - Reminder to e-mail contacts, networks, and neighborhood liaisons “last chance to take the survey” (closes Dec. 7th)

*\*Please see the [Public Engagement Calendar](#) for more detailed information including other suggested engagement opportunities such as press releases and radio spotlights.*



*Thank you for the opportunity to serve the residents and  
government of Orange County, NC.*

*Gershman, Brickner & Bratton, Inc.*

*8300 Boone Blvd, Suite 500*

*Vienna, VA 22181*

*And*

*River District Consulting Group*

*PO Box 953*

*Chatham, VA 24531*

## Appendix B – Public Meeting Presentation

The slide features a background image of a town at night with lights. At the top left is the GBB River District Consulting logo. At the top center is the Orange County North Carolina logo. At the top right is the Orange County Solid Waste logo. The main text reads: "Solid Waste Master Plan: 'Road to Zero Waste Plan'". Below this, it says "Public Meeting / Listening Session" and "November 14, 2022".

**Presenters**

Shared passion for innovative, sustainable solid waste management solutions

<p><b>Rachel del Campo Gatewood</b> RDCG Partner</p>	<p><b>Hollie Adams</b> RDCG Partner</p>
<p><b>Chris Lund, P.E.</b> GBB Senior Vice President</p>	<p><b>Paige Davis</b> GBB Consultant II</p>

<p>Today's Agenda</p> <p>o o o</p>		<ul style="list-style-type: none"><li>Project Team Introductions</li><li>Zero Waste</li><li>Solid Waste Master Plan Goals</li><li>Waste &amp; Recycling Survey</li><li>We Want Your Feedback!</li><li>Q&amp;A</li><li>Thank You!</li></ul>
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<p>Zero Waste</p> <p>Orange County is developing a Solid Waste Master Plan to move to "Zero Waste" by 2045.</p>	<p>Zero Waste is defined as the <b>reduction of solid waste to nothing</b>, or as close to nothing as possible, by:</p> <table border="1"><tr><td data-bbox="730 1396 1096 1774"><p><b>Maximizing Recovery of Solid Wastes</b></p><ul style="list-style-type: none"><li>• Recycling</li><li>• Composting</li></ul></td><td data-bbox="1096 1396 1437 1774"><p><b>Minimizing Excess Consumption</b></p><p>Responsible</p><ul style="list-style-type: none"><li>• Production</li><li>• Consumption</li><li>• Reuse</li></ul></td></tr></table>	<p><b>Maximizing Recovery of Solid Wastes</b></p> <ul style="list-style-type: none"><li>• Recycling</li><li>• Composting</li></ul>	<p><b>Minimizing Excess Consumption</b></p> <p>Responsible</p> <ul style="list-style-type: none"><li>• Production</li><li>• Consumption</li><li>• Reuse</li></ul>
<p><b>Maximizing Recovery of Solid Wastes</b></p> <ul style="list-style-type: none"><li>• Recycling</li><li>• Composting</li></ul>	<p><b>Minimizing Excess Consumption</b></p> <p>Responsible</p> <ul style="list-style-type: none"><li>• Production</li><li>• Consumption</li><li>• Reuse</li></ul>		

We Want Your Feedback

*...on Recycling*

We need your input on Orange County's Road to Zero Waste Plan:

[orangecountync.gov/ZeroWaste](http://orangecountync.gov/ZeroWaste)

## RECYCLE RIGHT

<b>PLASTIC</b> Bottles, tubs, jugs, jars <p style="font-size: 8px;">Empty &amp; rinse. No pumps, no plastics that contained hazardous waste.</p>	<b>METAL</b> Cans <p style="font-size: 8px;">Empty &amp; rinse</p>
<b>GLASS</b> Bottles & jars <p style="font-size: 8px;">Empty &amp; rinse. Lids and caps OK.</p>	<b>PAPER</b> Paper, cartons & cardboard <p style="font-size: 8px;">Clean &amp; dry. No tissues or towels.</p>

FLATTEN **CARDBOARD**

Single Family: Recycle cardboard loose in your cart. Business or Multi-Unit housing: Ask your manager where to recycle cardboard.

KEEP THESE OUT OF YOUR RECYCLING CART!

<p style="font-size: 24px; color: red; font-weight: bold;">X</p> <ul style="list-style-type: none"> <li> aerosol cans*</li> <li> all batteries** (see lithium, etc.)</li> <li> aluminum foil &amp; pie pans*</li> <li> clothes hangers*</li> <li> clothing or textiles**</li> </ul>	<ul style="list-style-type: none"> <li> diapers</li> <li> disposable cups (plastic &amp; paper)</li> <li> electronics*</li> <li> food-tainted items</li> <li> hazardous waste***</li> <li> household glass</li> </ul>	<ul style="list-style-type: none"> <li> medical waste</li> <li> plastic bags/wraps**</li> <li> scrap metal/wood*</li> <li> shredded paper</li> <li> styrofoam</li> <li> hazardous waste*** (egg cartons, caps &amp; premiums)</li> </ul>	<ul style="list-style-type: none"> <li> tanglers (roofs, hoses, wires, etc.)</li> <li> tires*</li> <li> toys</li> </ul>
---	---	--	---

Do you understand and follow Orange County's current recycling guidelines?

What do you separate from the trash at home, and how often?

- Recyclables
- Yard waste
- Food waste

919-968-2788

recycling@orangecountync.gov • orangecountync.gov/Recycling

We Want Your Feedback

*...on Food Waste*

We need your input on Orange County's Road to Zero Waste Plan:

[orangecountync.gov/ZeroWaste](http://orangecountync.gov/ZeroWaste)

## RECYCLE RIGHT

<b>PLASTIC</b> Bottles, tubs, jugs, jars <p style="font-size: 8px;">Empty &amp; rinse. No pumps, no plastics that contained hazardous waste.</p>	<b>METAL</b> Cans <p style="font-size: 8px;">Empty &amp; rinse</p>
<b>GLASS</b> Bottles & jars <p style="font-size: 8px;">Empty &amp; rinse. Lids and caps OK.</p>	<b>PAPER</b> Paper, cartons & cardboard <p style="font-size: 8px;">Clean &amp; dry. No tissues or towels.</p>

FLATTEN **CARDBOARD**

Single Family: Recycle cardboard loose in your cart. Business or Multi-Unit housing: Ask your manager where to recycle cardboard.

KEEP THESE OUT OF YOUR RECYCLING CART!

<p style="font-size: 24px; color: red; font-weight: bold;">X</p> <ul style="list-style-type: none"> <li> aerosol cans*</li> <li> all batteries** (see lithium, etc.)</li> <li> aluminum foil &amp; pie pans*</li> <li> clothes hangers*</li> <li> clothing or textiles**</li> </ul>	<ul style="list-style-type: none"> <li> diapers</li> <li> disposable cups (plastic &amp; paper)</li> <li> electronics*</li> <li> food-tainted items</li> <li> hazardous waste***</li> <li> household glass</li> </ul>	<ul style="list-style-type: none"> <li> medical waste</li> <li> plastic bags/wraps**</li> <li> scrap metal/wood*</li> <li> shredded paper</li> <li> styrofoam</li> <li> hazardous waste*** (egg cartons, caps &amp; premiums)</li> </ul>	<ul style="list-style-type: none"> <li> tanglers (roofs, hoses, wires, etc.)</li> <li> tires*</li> <li> toys</li> </ul>
---	---	--	---

If curbside food waste collection were available at your residence, would you use it?

Have you ever visited one of the county's five community drop-off locations for dropping off residential food waste?

919-968-2788

recycling@orangecountync.gov • orangecountync.gov/Recycling

**We Want Your Feedback**  
*...on the County's Solid Waste System*

We need your input on Orange County's Road to Zero Waste Plan:



[orangecountync.gov/ZeroWaste](http://orangecountync.gov/ZeroWaste)

**Which service is the least important to you?**

- Waste and Recycling Centers
- Multi-family Buildings Recycling
- Businesses Recycling Collection
- Curbside Recycling
- Food Waste Recycling

**Which service is the most important to you?**

- Waste and Recycling Centers
- Multi-family Buildings Recycling
- Businesses Recycling Collection
- Curbside Recycling
- Food Waste Recycling



**We Want Your Feedback**  
*...on Future Considerations*

We need your input on Orange County's Road to Zero Waste Plan:



[orangecountync.gov/ZeroWaste](http://orangecountync.gov/ZeroWaste)

**What should be the main guiding principle of the County as it develops the Zero Waste Strategy?**

**What is the most important system improvement that you would like to see?**

**What is the most important elements of a world-class solid waste management program?**



## Appendix C – Interview Presentation

The slide features a background image of a city at night with lights. At the top left is the GBB River District Consulting logo. At the top center is the Orange County North Carolina logo. At the top right is the Orange County Solid Waste logo. The main text reads: "Solid Waste Master Plan: 'Road to Zero Waste Plan'". Below this, it says "One-on-one Interviews and Focus Groups" and "November – December 2022".

The slide is split into three sections. On the left is a green vertical bar with the word "Agenda" and three small white circles below it. In the center is a photograph of a waste processing machine with a large pile of trash. On the right is a white vertical bar with a list of agenda items: "Zero Waste", "Solid Waste Master Plan Goals", "Waste & Recycling Survey", "We Want Your Feedback!", "Q&A", and "Thank You!".

## Zero Waste

Orange County is developing a Solid Waste Master Plan to move to "Zero Waste" by 2045.

Zero Waste is defined as the reduction of solid waste to nothing, or as close to nothing as possible, by:

**Maximizing Recovery of Solid Wastes**

- Recycling
- Composting

**Minimizing Excess Consumption**

Responsible

- Production
- Consumption
- Reuse

## Solid Waste Master Plan Goals

Develop comprehensive & easily understandable plan

Develop comprehensive strategy that by 2045 will lead to "Zero Waste"

Integrate with climate action plans of County, Municipalities, University & University Health Care system

Select sustainable business model that incorporates the financial, social & environmental aspects

Achieve "Zero Waste" goal while ensuring long-term financial stability of solid waste & recycling program

Increase public participation in reduction / diversion programs while addressing ordinance / enforcement requirements

Include an equitable comprehensive public engagement process

Ensure all proposed programs/policies are in local, state and federal regulatory compliance

## We Want Your Feedback

*...on the County's Solid Waste System*

We need your input on Orange County's Road to Zero Waste Plan:



[orangecountync.gov/ZeroWaste](http://orangecountync.gov/ZeroWaste)

Which service is the most important?

- Waste and Recycling Centers
- Multi-family Buildings Recycling
- Businesses Recycling Collection
- Curbside Recycling
- Food Waste Recycling

What else would you like to share with us about Orange County's **CURRENT** waste management system?

## We Want Your Feedback

*... on Future Considerations*

We need your input on Orange County's Road to Zero Waste Plan:



[orangecountync.gov/ZeroWaste](http://orangecountync.gov/ZeroWaste)

Potential System Improvements  
New recycling programs and facilities:

- Sustainable materials management center\*
- Countywide food and yard waste collection
- Construction and deconstruction debris recycling program
- Expansion of items received and services at all drop-off locations
- Other

\*Sustainable material management centers or "eco-parks" attract companies that specialize in reclaiming or converting waste materials into useable materials. They provide opportunities for complementary businesses, startups, and entrepreneurs to tap into these reclaimed or converted materials and transform them into new products.

## We Want Your Feedback

### *... on Future Considerations*

We need your input on Orange County's Road to Zero Waste Plan:



[orangecountync.gov/ZeroWaste](https://orangecountync.gov/ZeroWaste)

#### Potential System Improvements

Increased public space recycling:

- Recycling and food waste collection opportunities at community facilities, such as parks, community centers, and events
- Increased number of recycling and trash cans along public sidewalks
- Recycling and food waste collection at K-12 schools
- Other



## We Want Your Feedback

### *... on Future Considerations*

We need your input on Orange County's Road to Zero Waste Plan:



[orangecountync.gov/ZeroWaste](https://orangecountync.gov/ZeroWaste)

#### Potential System Improvements

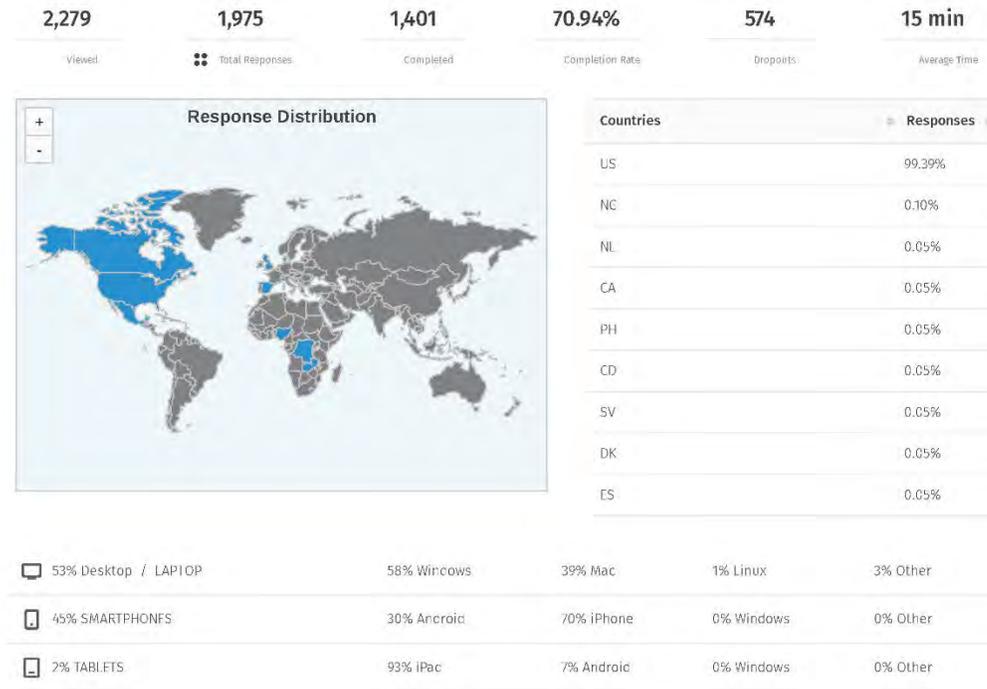
New or updated solid waste management policies:

- Alignment of policies and guidelines with Orange County's goal for zero waste by 2045
- New ordinances or legislation to mandate commercial and multi-family building recycling
- Increased recycling enforcement, such as potential fines or consequences for not participating
- Updated and expanded Recycling Stars program, a cart auditing and tagging program
- Other



## Appendix D – Survey Spotlight Report

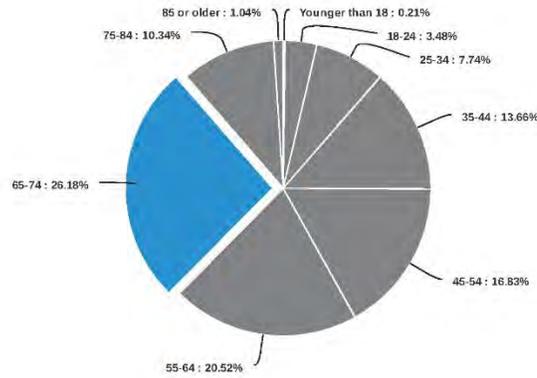
### Orange County, NC - Waste and Recycling Survey - 2022 - Dashboard



**INTRODUCTION** This survey is for those that live or work within Orange County, NC. The survey will remain open until December 7, 2022, and the average response may take up to ten minutes. No personally identifiable information will be collected. You will be asked for your feedback on Orange County's current waste and recycling services and about future options the county may consider. Your responses may help inform the county's solid waste management planning efforts. If you have questions about the survey, please contact the Orange County Solid Waste Management Department at [zerowaste@orangecountync.gov](mailto:zerowaste@orangecountync.gov). To learn more about Orange County's solid waste management planning effort, visit <https://www.orangecountync.gov/3008/Road-to-Zero-Waste-Master-Plan>. Thank you for your time and support. Please click "Begin" below.

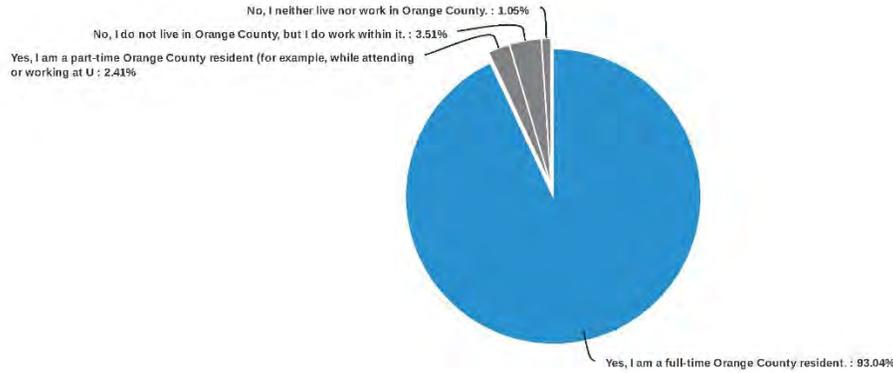
**INITIAL QUESTIONS**

Please select the option below that best describes your age.



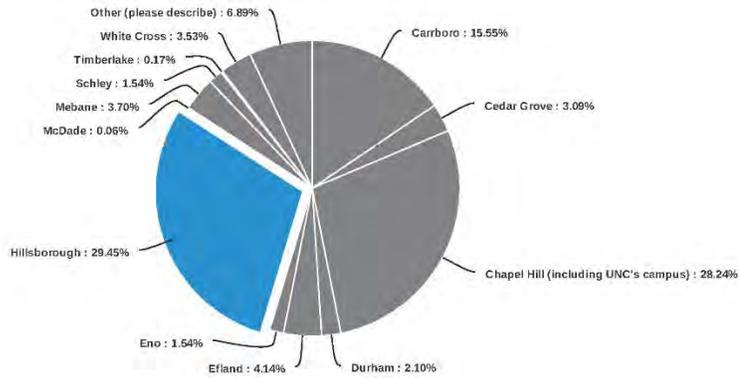
Answer	Count	Percent	20%	40%	60%	80%	100%
Younger than 18	4	0.21%					
18-24	67	3.48%					
25-34	149	7.74%					
35-44	263	13.66%					
45-54	324	16.83%					
55-64	395	20.52%					
65-74	504	26.18%					
75-84	199	10.34%					
85 or older	20	1.04%					
<b>Total</b>	<b>1925</b>	<b>100%</b>					

Do you currently live in Orange County, North Carolina?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes, I am a full-time Orange County resident.	1777	93.04%	<div style="width: 93.04%;"></div>				
Yes, I am a part-time Orange County resident (for example, while attending or working at UNC).	46	2.41%	<div style="width: 2.41%;"></div>				
No, I do not live in Orange County, but I do work within it.	67	3.51%	<div style="width: 3.51%;"></div>				
No, I neither live nor work in Orange County.	20	1.05%	<div style="width: 1.05%;"></div>				
<b>Total</b>	<b>1910</b>	<b>100 %</b>					

Select the area from the drop-down list below that best describes where you live.



Answer	Count	Percent	20%	40%	60%	80%	100%
Carrboro	282	15.55%	<div style="width: 15.55%;"></div>				
Cedar Grove	56	3.09%	<div style="width: 3.09%;"></div>				
Chapel Hill (including UNC's campus)	512	28.24%	<div style="width: 28.24%;"></div>				
Durham	38	2.1%	<div style="width: 2.1%;"></div>				
Efand	75	4.14%	<div style="width: 4.14%;"></div>				
Eno	28	1.54%	<div style="width: 1.54%;"></div>				
Hillsborough	534	29.45%	<div style="width: 29.45%;"></div>				
McDade	1	0.06%	<div style="width: 0.06%;"></div>				
Mebane	67	3.7%	<div style="width: 3.7%;"></div>				
Schley	28	1.54%	<div style="width: 1.54%;"></div>				
Timberlake	3	0.17%	<div style="width: 0.17%;"></div>				
White Cross	64	3.53%	<div style="width: 3.53%;"></div>				
Other (please describe)	125	6.89%	<div style="width: 6.89%;"></div>				
<b>Total</b>	<b>1813</b>	<b>100 %</b>					

Select the area from the drop-down list below that best describes where you live. - Text Data for Other (please describe)

- 12/13/2022 93837628 Rougemont
- 12/11/2022 93654375 kCarol Woods Retirement Community
- 12/08/2022 93515386 Western Orange Co., w/ a Mebane address, but miles from Mebane
- 12/07/2022 93446936 Bingham Township
- 12/07/2022 93407028 Rougemont
- 12/0/2022 93402509 Burlington
- 12/0/2022 93402279 Far western Orange County with Mebane address but miles from there



12/07/2022	93384802	Bingham/Teer
12/07/2022	93383312	Hillsborough, but off 157 (Guess Rc.), not in town.
12/07/2022	93381327	Hillsborough, but out by 157 (Guess Rc) not in town
12/06/2022	93328329	Hurcle Mills
12/06/2022	93327335	Rougemont
12/06/2022	93319093	Hurcle Mills
12/06/2022	93318463	Rougemont, NC
12/06/2022	93313050	Mebane, but within Orange County
12/06/2022	93312556	Orange Co, south of Carrboro
12/06/2022	93306349	Rural buffer - Chapel Hill
12/06/2022	93304278	Dogwood Acres
12/06/2022	93296838	West Chapel Hill off of Hwy 54 W
12/06/2022	93296167	Between Carrboro and White Cross. In school district but not in city limits
12/06/2022	93294750	Rural
12/06/2022	93293639	Unincorporated Orange County with Durham mailing address
12/06/2022	93293229	Chapel Hill township
12/06/2022	93292111	Rural Orange Co.
12/06/2022	93290322	Bingham Township
12/06/2022	93288086	Just west of Carrboro city limits.
12/06/2022	93287073	rural buffer -- Bingham Township
12/06/2022	93287009	Calvander
12/06/2022	93286937	Rural Buffer
12/06/2022	93286383	Rougemont
12/06/2022	93286375	Damascus Church Rd area
12/06/2022	93286157	Rural Chapel Hill
12/06/2022	93286093	Eubanks
12/06/2022	93285715	"Chapel Hill" but in the county 27516
12/06/2022	93285681	Caldwell
12/06/2022	93285631	Wincy Hill
12/06/2022	93285133	Off Mt. Sinai Road
12/06/2022	93282718	Duke Forest area highway 751& Kerley Rd
12/06/2022	93277735	Rural Buffer off of Mt Sinai Road
12/05/2022	93236233	Outlier
12/05/2022	93221550	Chapel Hill Township in the rural buffer
12/05/2022	93214845	OFF 54W, 1 MI OUT OF CARRBORO
12/05/2022	93188519	Robin'sWood Neighborhood



12/05/2022	93185329	Orange Grove
12/04/2022	93116486	Caldwell
12/02/2022	93049797	Falls of New Hope
12/02/2022	93041822	Rural area between Chapel Hill and Hillsborough
12/02/2022	93006356	Caldwell
12/01/2022	92905402	orange county
12/01/2022	92900493	Burke's Meadow
11/30/2022	92854515	Chapel Hill Township
11/30/2022	92829517	Orange Grove area
11/29/2022	92798303	Caldwell
11/29/2022	92790820	Outside of CH town limits, south of Hillsborough
11/29/2022	92786707	Orange Grove
11/28/2022	92715983	Rougemont
11/28/2022	92699789	Rougemont
11/28/2022	92697996	Rougemont/Caldwell
11/28/2022	92676058	Timberlyne
11/27/2022	92671252	rural district of Chapel Hill Heritage Hills
11/26/2022	92581868	Heartwood just north of chapel hill town limits
11/26/2022	92577023	Rural buffer
11/26/2022	92564564	Rougemont (Caldwell area)
11/25/2022	92501327	Between Chapel Hill and Hillsborough
11/24/2022	92489088	Rougemont
11/24/2022	92486143	Caldwell
11/24/2022	92481755	6 miles east of Hillsborough, 7.8 from Durham, 12 or thereabouts fr CH
11/24/2022	92480699	Hurcle mills
11/24/2022	92479208	Caldwell
11/24/2022	92478318	Caldwell
11/24/2022	92435167	Caldwell
11/24/2022	92432911	Unincorporated chapel hill
11/23/2022	92360466	Rougemont
11/22/2022	92286808	Borland Road
11/21/2022	92225817	between chapel hill and Hillsborough
11/21/2022	92217106	Rougemont
11/19/2022	92119143	Rural buffer off of Borland Rd (Hillsborough postal address in Chapel Hill township)
11/18/2022	92103555	Chapel Hill Rural Area
11/17/2022	91999269	Fern creek Lane

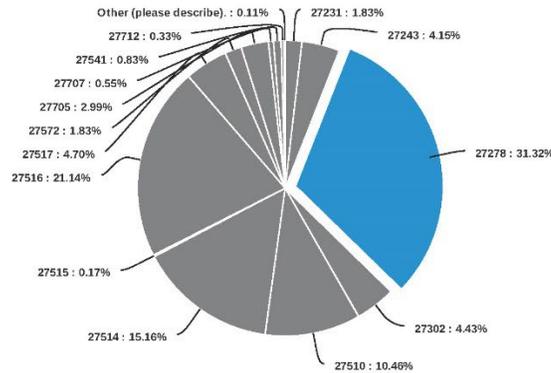


11/17/2022	91818009	Fern creek lane
11/16/2022	90846340	Outside the city limit of Chapel Hill, but within the Chapel Hill-Carrboro Cities School System.
11/16/2022	90825268	unincorporated, 5mi NW of Hillsborough
11/16/2022	90821547	Rural Buffer half way between Chapel Hill and Hillsborough
11/15/2022	90765279	Blackwood Station
11/15/2022	90761576	Dogwood Acres
11/14/2022	90697866	Carrboro's Northern Transition Area
11/14/2022	90697738	Carrboro's Northern Transition Area
11/14/2022	90658486	Rural buffer outside Chapel Hill
11/14/2022	90658190	Calvancer / Dairy Land Re.
11/13/2022	90610619	Mebane
11/13/2022	90590774	Caldwell
11/13/2022	90590087	county north ch south of hillsb
11/12/2022	90562786	Hubanks/Morris Grove
11/12/2022	90559799	Dogwood Acres
11/12/2022	90555863	Heritage Hills, South OC
11/11/2022	90518740	Calvancer
11/10/2022	90464643	Orange Co between CH and Hillsborough
11/10/2022	90429573	Rural Buffer Zone
11/10/2022	90410177	Rougemont
11/10/2022	90409107	County south of Chapel Hill
11/10/2022	90400587	Bivins Rd just 0.2 mi from Durham Co line
11/09/2022	90366980	North Durham just across the Orange County Line
11/09/2022	90355983	Rural southern Orange County
11/09/2022	90354751	Off of Dodson's Cross Roads
11/09/2022	90354439	Dairyland Rd
11/09/2022	90332546	Rougemont
11/09/2022	90323171	Calvancer
11/09/2022	90320159	old NC 10 Welcor Ridge 27705
11/06/2022	90052725	Outside Carrboro in rural buffer
11/05/2022	90022999	Hurtle mills address, but 7 miles out off of 57 in orange county
11/04/2022	89993147	Orange Grove
11/04/2022	89988973	Orange Grove
11/04/2022	89970405	between north hillsborough and cedar grove
11/04/2022	89969917	Orange Grove
11/04/2022	89952623	New Hope - Turkey farm Rd



11/04/2022	89952622	Chapel Hill but outside city limits
11/03/2022	89915313	I have a Chapel Hill address but I live in Orange County a mile from University Lake.
11/03/2022	89913980	Chapel Hill Rural Buffer zone 27516
11/03/2022	89902225	Rural buffer outside Chapel Hill
11/03/2022	89881633	Rural Buffer
11/03/2022	89881317	Rougemont
11/02/2022	89819815	between carrboro and white cross
11/02/2022	89802138	Rural Buffer/JPA/Unincorporated Orange County
10/29/2022	89525905	Southern Orange County outside Carrboro
10/29/2022	89525458	Stoneridge/Sedgefield

What is your ZIP code? If your ZIP code is not listed below, please select "Other" and provide it.



Answer	Count	Percent	20%	40%	60%	80%	100%
27231	33	1.83%					
27243	75	4.15%					
27278	566	31.32%					
27302	80	4.43%					
27510	189	10.46%					
27514	274	15.16%					
27515	3	0.17%					
27516	382	21.14%					
27517	85	4.70%					
27572	33	1.83%					
27583	0	0%					
27599	0	0%					
27705	54	2.99%					
27707	10	0.55%					
27541	15	0.83%					
27712	6	0.33%					
Other (please describe)	2	0.11%					
<b>Total</b>	<b>1807</b>	<b>100 %</b>					

What is your ZIP code? If your ZIP code is not listed below, please select "Other" and provide it. - Text Data for Other (please describe).

12/01/2022 93402509 2/215

11/13/2022 90589807 Choose not to report

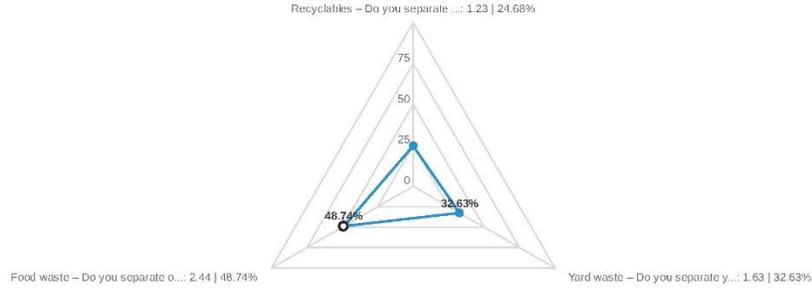
REVIEW OF CURRENT SOLID WASTE MANAGEMENT SYSTEM



This section focuses on the solid waste management system available to residents and small businesses in Orange County. When answering these questions, consider them in the context of your home. Notes: Solid waste management refers to the management of trash, recyclables, and organic waste (yard and food waste). The level of service at your home will differ based on: The area you live (incorporated town or unincorporated area of Orange County) Your housing type (single-family home vs. multi-family building) Orange County's Solid Waste Management Department operates: A comprehensive recycling collection program for residential and commercial entities, Five staffed Waste and Recycling Centers, Three unstaffed 24-hour residential recycling drop-off sites, A shred center for confidential papers (by appointment only). Food waste drop-off locations, and A construction and demolition landfill, which provides Yard waste management and compost/mulch sales, and Collection of tires, appliances, and household hazardous waste. Direct any questions to the Orange County Solid Waste Department at [zerowaste@orangecountync.gov](mailto:zerowaste@orangecountync.gov), or see the county's FAQs.

**RECYCLING** The following questions are about recycling at your home.

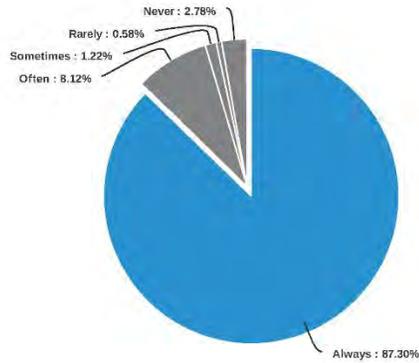
Please let us know what you separate from the trash at your home and how often?



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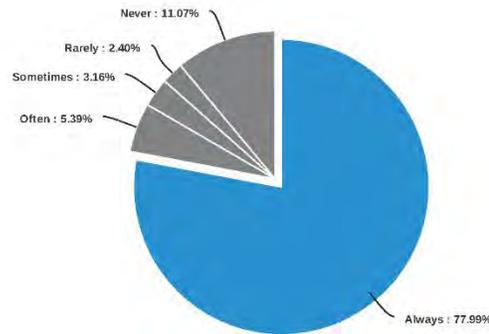
Question	Count	Score	Always	Often	Sometimes	Rarely	Never
Recyclables - Do you separate items like bottles, cans, paper, and cardboard from the trash at home?	1725	1.23					
Yard waste - Do you separate yard materials like grass clippings, leaves, branches, and twigs from the trash at home?	1708	1.63					
Food waste - Do you separate organic based items like spoiled fruits and vegetables and food preparation trimmings from the trash at home?	1/23	2.44					
<b>Average</b>		<b>1.77</b>					

Recyclables – Do you separate items like bottles, cans, paper, and cardboard from the trash at home?



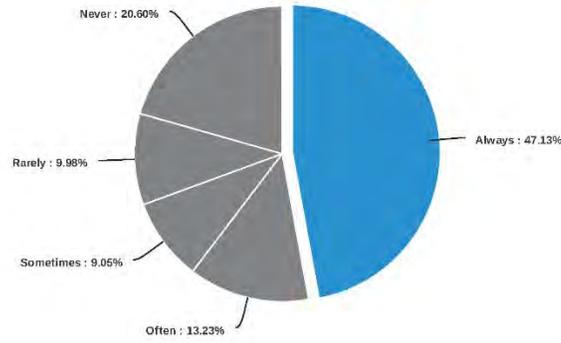
Answer	Count	Percent	20%	40%	60%	80%	100%
Always	1506	87.3%	[Progress bar]				
Often	140	8.12%	[Progress bar]				
Sometimes	21	1.22%	[Progress bar]				
Rarely	10	0.58%	[Progress bar]				
Never	48	2.78%	[Progress bar]				
<b>Total</b>	<b>1725</b>	<b>100 %</b>					

Yard waste – Do you separate yard materials like grass clippings, leaves, branches, and twigs from the trash at home?



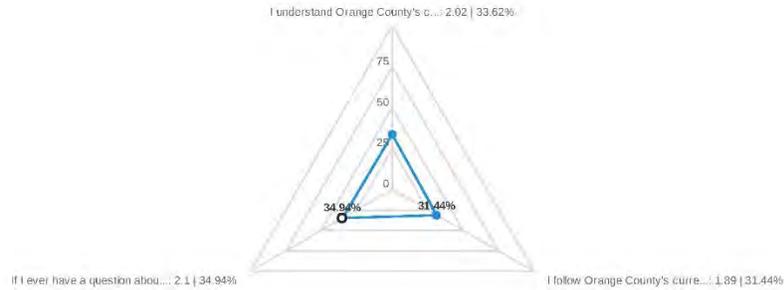
Answer	Count	Percent	20%	40%	60%	80%	100%
Always	1332	77.99%	<div style="width: 77.99%;"></div>				
Often	92	5.39%	<div style="width: 5.39%;"></div>				
Sometimes	54	3.16%	<div style="width: 3.16%;"></div>				
Rarely	41	2.40%	<div style="width: 2.40%;"></div>				
Never	189	11.07%	<div style="width: 11.07%;"></div>				
<b>Total</b>	<b>1708</b>	<b>100 %</b>					

Food waste – Do you separate organic-based items like spoiled fruits and vegetables and food preparation trimmings from the trash at home?



Answer	Count	Percent	20%	40%	60%	80%	100%
Always	812	47.13%	<div style="width: 47.13%;"></div>				
Often	228	13.23%	<div style="width: 13.23%;"></div>				
Sometimes	156	9.05%	<div style="width: 9.05%;"></div>				
Rarely	172	9.98%	<div style="width: 9.98%;"></div>				
Never	355	20.6%	<div style="width: 20.6%;"></div>				
<b>Total</b>	<b>1723</b>	<b>100 %</b>					

How confident are you in your daily recycling practices? Please state your level of confidence below using a scale of 1 to 5. Left to right, 1 means you are extremely confident and 5 means you are not confident at all.

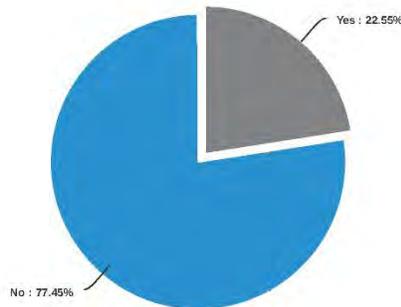


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Question	Score	1	5
I understand Orange County's current recycling guidelines.	2.02	<div style="width: 60%;"></div>	
I follow Orange County's current recycling guidelines.	1.89	<div style="width: 55%;"></div>	
If I ever have a question about recycling, I know how to get the information I need.	2.1	<div style="width: 65%;"></div>	
<b>Average</b>	<b>2.01</b>		

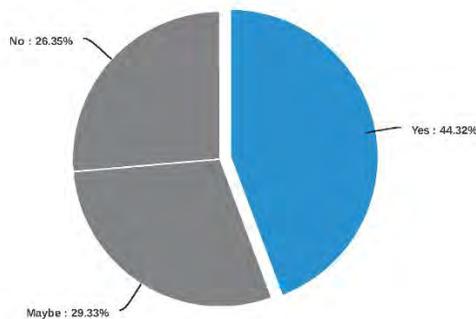


Have you ever visited one of the county's five community drop-off locations to dispose of residential food waste?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	379	22.55%	<div style="width: 22.55%;"></div>				
No	1302	77.45%	<div style="width: 77.45%;"></div>				
<b>Total</b>	<b>1681</b>	<b>100 %</b>					

If curbside food waste collection were available at your residence, would you use it?



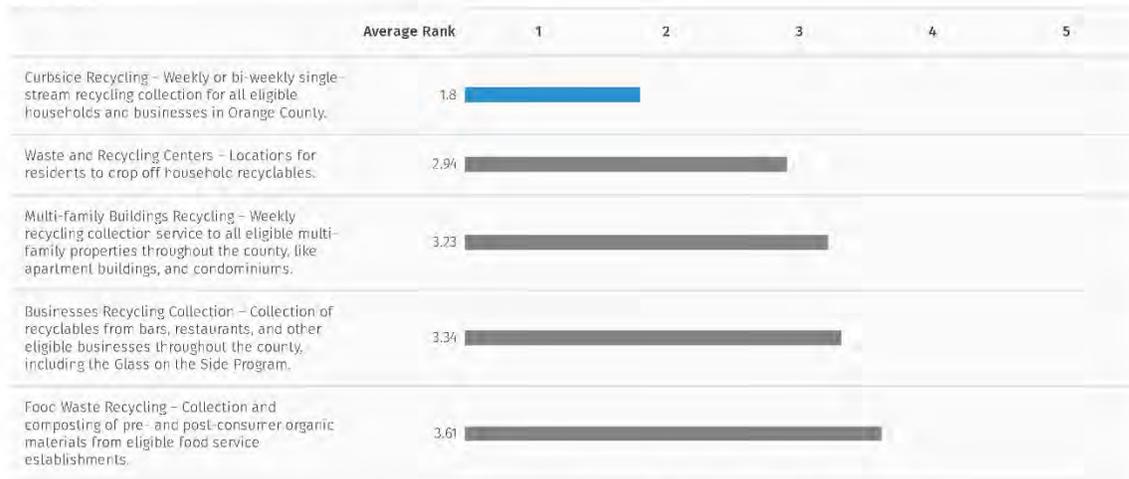
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	745	44.32%	<div style="width: 44.32%;"></div>				
Maybe	493	29.33%	<div style="width: 29.33%;"></div>				
No	443	26.35%	<div style="width: 26.35%;"></div>				
<b>Total</b>	<b>1681</b>	<b>100 %</b>					

OVERALL OPINION OF CURRENT SYSTEM



Please rank the following recycling services in order of importance to you. Use a scale of 1 to 5, with 1 meaning the most important and 5 meaning the least important. Only one rank is allowable per item.

Average Rank



Data Table	Average Rank	1		2		3		4		5	
		Count	Percent								
Curbside Recycling - Weekly or bi-weekly single-stream recycling collection for all eligible households and businesses in Orange County.	1.8	1054	66.84%	194	12.85%	109	7.29%	87	5.59%	154	10.45%
Waste and Recycling Centers - Locations for residents to drop off household recyclables.	2.94	223	14.14%	475	31.46%	233	15.59%	302	20.57%	268	18.18%
Multi-family Buildings Recycling - Weekly recycling collection service to all eligible multi-family properties throughout the county, like apartment buildings, and condominiums.	3.23	115	7.29%	348	23.05%	376	25.15%	367	25%	277	18.79%
Businesses Recycling Collection - Collection of recyclables from bars, restaurants, and other eligible businesses throughout the county, including the Glass on the Side Program.	3.34	72	4.57%	230	15.23%	489	32.71%	471	32.08%	201	13.64%
Food Waste Recycling - Collection and composting of pre- and post-consumer organic materials from eligible food service establishments.	3.61	113	7.17%	263	17.42%	288	19.26%	246	16.76%	574	38.94%





**ROAD TO ZERO WASTE** Orange County is developing a strategy to achieve zero waste by 2045. The county's approach is guided by the following five questions. Please help the county prioritize their order of importance. Rank the five questions below by their level of priority. 1 means your first or highest priority and 5 means your fifth or lowest priority. Only one priority level is allowed per option.

Average Rank

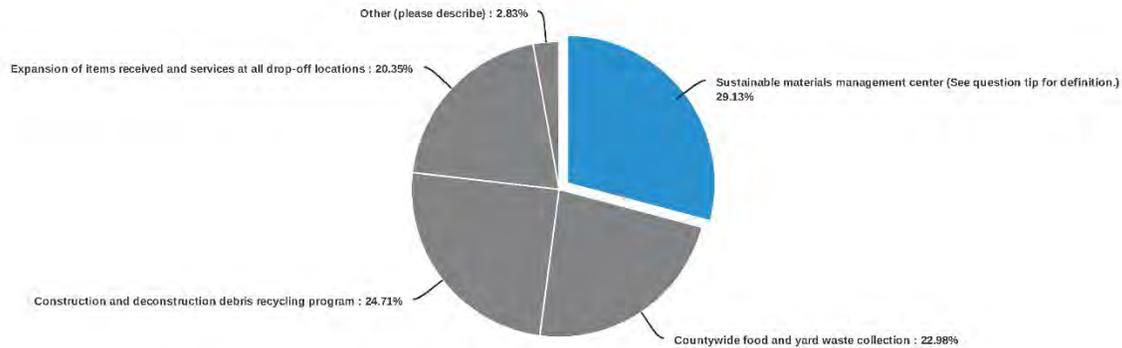


Data Table

	Average Rank	1		2		3		4		5	
		Count	Percent								
How should waste be prevented, reduced, and reused? Potential examples include extended producer responsibility, food capture and distribution, bulky materials collection, and refill/reuse packaging models.	1.92	877	58.04%	232	15.6%	158	10.69%	122	8.39%	116	8.02%
What should be recycled or diverted? Potential examples include food scraps, mattresses, electronics, paint and increased recycling of current curbside materials.	2.69	207	13.7%	536	36.05%	354	23.95%	258	17.74%	120	8.29%
How can materials be best collected and processed? Potential examples include innovative technologies or processes to manage what is left.	2.96	151	9.99%	361	24.28%	479	32.41%	349	24%	125	8.64%
How should the county pay for its future zero waste efforts it? Potential examples include fees, taxes, and other funding.	3.58	202	13.37%	189	12.71%	242	16.37%	228	15.68%	611	42.23%
What should be core with what's left after recycling? Potential examples includes using a sustainability lens for what is left in terms of disposal and processing.	3.77	74	4.9%	169	11.37%	245	16.58%	497	34.18%	425	32.83%

**SYSTEM IMPROVEMENTS** Per each category below, select two potential system improvements that you would like to see.

a. New recycling programs and facilities Select two options.



Answer	Count	Percent	20%	40%	60%	80%	100%
Sustainable materials management center (See question tip for definition.)	843	29.13%	<div style="width: 29.13%;"></div>				
Countywide food and yard waste collection	665	22.98%	<div style="width: 22.98%;"></div>				
Construction and deconstruction debris recycling program	715	24.71%	<div style="width: 24.71%;"></div>				
Expansion of items received and services at all drop-off locations	589	20.35%	<div style="width: 20.35%;"></div>				
Other (please describe)	82	2.83%	<div style="width: 2.83%;"></div>				
<b>Total</b>	<b>2894</b>	<b>100 %</b>					

a. New recycling programs and facilities Select two options. - Text Data for Other (please describe)

- 12/11/2022 93654375 Public info. about Sharing Shed existence and samples.
- 12/09/2022 93604634 Mandatory zero waste reusable containers for shipments (usps, FedEx...) and groceries into and out of the county.
- 12/07/2022 93392330 More items accepted in curbside recycling
- 12/06/2022 93303824 MULTI FAMILY DWELLING COUNTY RECYCLING PROGRAM
- 12/06/2022 93299366 Pyrolysis-need a place to generate energy with 0 emissions
- 12/06/2022 93298312 Open more days.
- 12/06/2022 93292107 Countywide trash collection
- 12/06/2022 93292027 more hours the drop-off locations are open
- 12/06/2022 93291282 Business and community hub recycling/composting support
- 12/06/2022 93290590 Better recycling and composting at schools in Orange County
- 12/06/2022 93290322 styrofoam
- 12/06/2022 93289897 this is a really difficult survey to fill out well.
- 12/06/2022 93288086 Partner with another county to generate power from waste
- 12/06/2022 93283689 Ban the use of single use grocery and garbage bag. Institute mandatory use of compostable bags.
- 12/06/2022 93283651 Separate items in many bins so the center can get things separated

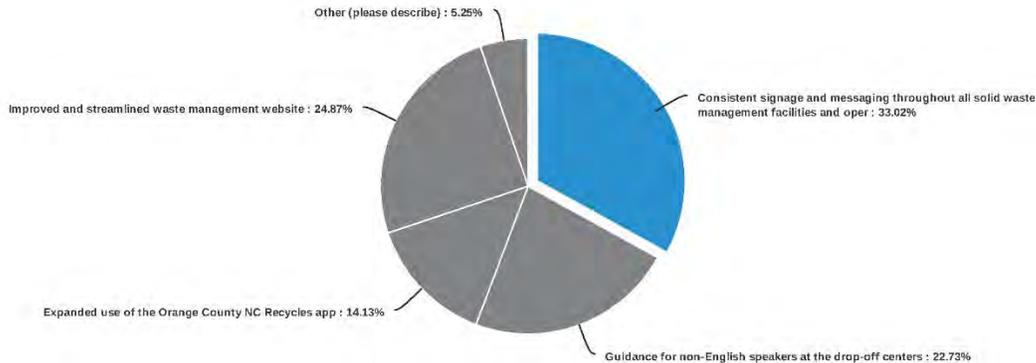


12/06/2022	93283105	Expansion of items received at curbside recycling
12/06/2022	93282431	Education at schools
12/06/2022	93282074	plastic clamshells
12/05/2022	93243879	Additional drop off sites
12/05/2022	93240209	anything that does not require new fees or taxes.
12/05/2022	93231778	None of these are reasonable or make economic sense.
12/05/2022	93221145	No.
12/05/2022	93195265	Incentives for recycling/diverting waste
11/30/2022	92879002	Build power plant that uses garbage as fuel as is done in Sweden
11/29/2022	92786707	We have to develop a use for the collections both compost and recycled in order for the process to be value added on both ends.
11/29/2022	92756851	county requirements to minimize food waste and allow ureater food to be donated from ALL businesses (required perhaps) or required to be composted (i.e the curkin donuts etc.)
11/26/2022	92564564	Public outreach and education to increase public commitment to sustainability.
11/24/2022	92480699	Education to consumers
11/24/2022	92407337	The county should charge money for the plastic bags that are used in stores, then that money could go towards paying for this program. In addition, schools and institutions like detention centers should have reusable and recyclable materials.
11/23/2022	92379773	Guidance and outreach to businesses how to avoid wasteful practices
11/23/2022	92346293	I think we still need education to get people on board and help them do it right, and research on how to make participating as easy as possible so it succeeds
11/23/2022	92337465	Recycling pick up every week
11/22/2022	92261717	work with local businesses like weaver st to make sure their packaging can be recycled
11/20/2022	92158265	See previous comment
11/14/2022	90694195	Question: do all the new massive developments you have allowed mean ever more garbage we must send to Durham? You don't need a committee to know that. CHANGING CULTURE TAKES TIME. PEOPLE WHO WHO SAY ALIGNMENT ARE ALREADY TRYING TO FIGURE OUT OUT TO GET ANOTHER JOB IN A PLACE WITH LOW TAXES
11/14/2022	90690950	Waste prevention @ schools
11/14/2022	90689361	County supplied composting bins and education about how to use them.
11/14/2022	90676631	fsag
11/14/2022	90676394	There's a lot of talk about living in a post- easy-recycling era (i.e. a lot of recycling isn't worth it given how much energy/resources it requires to be processed), I'd love to understand this more and how Orange County plans to address it.
11/14/2022	90658190	pick up recycling weekly; pick up garbage bi-weekly
11/14/2022	90650889	Find a way to include corrugated cardboard into recycling collection process.
11/12/2022	90574430	Stop recycling.
11/12/2022	90566966	More items taken at curbside recycling, especially plastics (like food clamshells)
11/12/2022	90563116	No opinion
11/12/2022	90559900	Disposal of landfill waste within the county
11/12/2022	90559799	Southern upcycling center
11/10/2022	90470472	expansion of items allowed with curbside recycling
11/10/2022	90434832	Education about preycling, how to compost, consequences of buying choices



11/10/2022	90433619	Easier access to plastic film recycling.
11/10/2022	90417998	I would to see recycle bins within fast-food businesses for dine-in customers. Chick-Fil-A had a pilot program in Durham several years ago.
11/10/2022	90409107	Emphasize plastic elimination at grocery stores.
11/10/2022	90400587	A type of drop off location for questionable items that would be filtered through for appropriateness.
11/10/2022	90391761	Recycle plastic tubs labeled PET1
11/09/2022	90373335	Lower taxes
11/09/2022	90360693	Expand items allowed to be in curbside bins
11/09/2022	90355400	I don't know
11/09/2022	90340637	I don't think any of these are required
11/09/2022	90338326	? This survey seems to think I have some expertise. I don't.
11/09/2022	90333363	Reopen High Rock Road ASAP
11/09/2022	90324979	Make yourselves clean! Don't ask us to search in the above for a definition. Industry must recognize its responsibility for the containers it uses.
11/09/2022	90319373	I'm not knowledgeable enough to know which of these to choose
11/09/2022	90307291	foster household composting
11/08/2022	90264653	incinerator to burn trash for electricity
11/08/2022	90222702	Equitable pickup (garbage, recycling, leaves, etc) for homes not currently eligible
11/08/2022	90206903	County wide food collection but leave the leaves
11/08/2022	90206397	capture repairable items, appliances, power tools, bicycles, etc
11/06/2022	90063013	More drop-off access for recycling smaller things like batteries
11/05/2022	90019721	None
11/04/2022	89992777	More glass recycling locations
11/04/2022	89991708	More shred-on-thurs.
11/04/2022	89988973	You can't meet your goals now!
11/04/2022	89952113	i would vote for food and yard waste but only if it is tested and safe (an additional step in the process)
11/03/2022	89918738	Promoting use of less packaging, like the bulk bins at Weaver St Market where you can bring a jar, or Fifth Season where you can fill a jar with dish soap.
11/03/2022	89916894	Only recycle items that can be sold and return money to the County / Taxpayers
11/03/2022	89890434	Banning plastic bags
11/03/2022	89887547	batteries
11/03/2022	89866662	i don't know
11/02/2022	89822774	recycling options alongside public trash cans
10/30/2022	89570556	Only offer recycling of items that can truly be recycled and educate the public and businesses. Quit pretending that plastic is recyclable - it's not. So, quit accepting it.
10/30/2022	89560952	Publicize shreddathons and have them more frequently.
10/30/2022	89554646	INCENTIVES FOR DOING IT, EVEN SMALL INCENTIVES!
10/29/2022	89525905	I feel like we've already maxed out on recycling options. Time to focus on reduction.

b. Increased focus on outreach and education Select two options.



Answer	Count	Percent	20%	40%	60%	80%	100%
Consistent signage and messaging throughout all solid waste management facilities and operations	956	33.02%	<div style="width: 33.02%;"></div>				
Guidance for non-English speakers at the drop-off centers	658	22.73%	<div style="width: 22.73%;"></div>				
Expanded use of the Orange County NC Recycles app	409	14.13%	<div style="width: 14.13%;"></div>				
Improved and streamlined waste management website	720	24.87%	<div style="width: 24.87%;"></div>				
Other (please describe)	152	5.25%	<div style="width: 5.25%;"></div>				
<b>Total</b>	<b>2895</b>	<b>100 %</b>					

b. Increased focus on outreach and education Select two options. - Text Data for Other (please describe)

- 12/09/2022 93604634 Education and incentives for businesses to support zero waste packaging and containers. Recycling is broken.
- 12/07/2022 93450168 education in the schools
- 12/07/2022 93446965 More clear examples of specific recyclable items
- 12/07/2022 93411813 Recyclee postcards of what is recyclable, or print on the bin itself
- 12/07/2022 93383312 Nothing beats personal interaction. Having a real live person on-site and also doing outreach can be incredibly helpful. Get into schools and busiresses!
- 12/07/2022 93349323 Community advocates or outreach to lower income pop that may not participate in recycling program
- 12/07/2022 93345425 There's an app?
- 12/06/2022 93326443 Virtual presentations, presentations at library, farmers markets
- 12/06/2022 93324665 Continue weekly curbside recycling feedback
- 12/06/2022 93324619 Signage in public places, not simply OC facilities. Post in grocery stores and around town.
- 12/06/2022 93314461 I need more clarification about what is or is not recyclable.
- 12/06/2022 93310052 1perry for each can or bottle returned and make soda companies pay the fee
- 12/06/2022 93309835 Reminder handdouts left on our recycling bins
- 12/06/2022 93302937 The bins should have signs that list what can be recycled. If people put plastic bags in bins, don't pick them up.



12/06/2022	93298392	Clear guidance on how to determine if a plastic item is recyclable
12/06/2022	93291282	increased support (or enforcement) of recycling at businesses and community hubs
12/06/2022	93289897	I'm only finishing this so you'll read this feedback. My actual responses are invalid.
12/06/2022	93286383	nothing
12/06/2022	93285696	Not sure which of the above are most critical - people have to go to the website and open the app. More important to reach people who are not thinking about it. Maybe mail or phone messages would be more helpful.
12/06/2022	93283651	Signs on roads to say no thrash Penalty.
12/06/2022	93283594	no opinion
12/06/2022	93283105	Make it easier to look up recycling schedules on the website. Sending users to GIS to find a zone is a poor user experience. An autocomplete address search would be much better.
12/06/2022	93282431	Education in our school
12/06/2022	93266332	More education at the gradeschool level
12/05/2022	93243879	Litter outreach
12/05/2022	93243766	Better info on what is recyclable
12/05/2022	93243123	No preference
12/05/2022	93236733	IV
12/05/2022	93230741	Proper collection at schools and other county businesses
12/05/2022	93221145	No.
12/05/2022	93195265	More frequent updates /info by postcard mailing (we put on our fridge)
12/05/2022	93193615	More outreach via print flyers to households for those who do not have access to the internet
12/05/2022	93185329	Along with above make site easy to find not buried in county site
12/04/2022	93137802	Communication to all residents (phone/email/etc - not mailers) about strategies for reducing waste, reusing goods, and about other changes they can make to help out
12/03/2022	93077447	Better distribution of information regarding what's currently valid for recycle (and why)
12/02/2022	93043917	don't know
12/02/2022	93040420	Simplicity and clarity of rules.
12/02/2022	93026115	Post pics of violations (bin only, no ID of house, cars, etc) on Instagram or Facebook. Otherwise I think you have to go old school here and teach it in OC schools, radio and tv adverts. Ppl won't download an app if they don't care.
12/01/2022	92943439	Effective guidance and training on how to avoid contamination of the recyclables stream
12/01/2022	92934391	Maybe do what the Japanese do and have local recycling experts who can help residents at the point of collection. I get tired of the wrong things being placed in recycling bins. Signage there just isn't enough.
12/01/2022	92927219	Targeted outreach to largest waste producers
12/01/2022	92922863	provide compost bins for free and free mulch
12/01/2022	92887919	I appreciate a once yearly postcard with the dump hours and what can or can't be recycled.
11/30/2022	92879108	Classroom education beginning in 1st grade
11/30/2022	92871353	Marking on household waste containers.
11/30/2022	92869736	modeling: designate key community members to model best recycling and waste management practices. This can happen at every level -- residential, business, etc. Build in incentives.
11/30/2022	92866572	K-12 student education by incentives in schools



11/30/2022	92862707	Center tours, in-person workshops, hands on resident education
11/30/2022	92815068	Education in schools in K-5 . In science
11/29/2022	92790820	All above are super important. I didn't know about the existence of this app! I generally keep track of recycling issues, so if I don't know, who else doesn't?
11/29/2022	92788395	I'm always curious if our recycling actually gets recycled or if it sits there, as I've heard that is often the case. Maybe it would help encourage people (and me) if they knew their recycling was going to good use.
11/29/2022	92786707	I don't think ANY of the options above are really worthwhile, but I answered #1 to move on. We HAVE to find ways to develop markets for recyclables that makes them valuable, not keep flooding the market with trash. Compostables have the possibility of being value added, but the current processes and market are limited to only allowing the merest minimal value added products.
11/29/2022	92785735	outreach at k-12 schools
11/29/2022	92779570	Clear labeling to make process easy
11/28/2022	92666476	encouraging large businesses and walk them through the process
11/24/2022	92609699	No preference
11/26/2022	92581868	ensure annual newsletter mailing& get more rural curbside participation.
11/26/2022	92578821	Better education of the public
11/26/2022	92574319	social media education and We're Going Zero campaign
11/26/2022	92571224	Signage at multifamily collection sites/on bins in multiple languages
11/26/2022	92564564	Presentation to groups, such as civic groups and churches (I would present at my church if there was presentation material). If possible, include how commitment to sustainability is good for individuals and their children/grandchildren (unfortunately some people only take action if it benefits themselves or their families).
11/26/2022	92559638	Major outreach education at beginning of school year! Facebook, NextDoor, unc communications
11/25/2022	92570319	Public education: campaigns, including modeling zero waste in schools and school outreach
11/25/2022	92511077	Curriculum for school children
11/24/2022	92481755	Massive Outreach programs to teach how, why, an honest assessment of what is gained or not gained by everyone recycling, financial elements. Perhaps incentive programs and incentive games to get county wide everyone on board participation and feeling of ownership of the process in OCnts
11/24/2022	92480699	Social media ads
11/23/2022	92383446	Sadly, I think we need to staff drop off sites. I always see plastics bags of recyclables in the bins.
11/23/2022	92382831	More facilities
11/23/2022	92379723	Something targetting businesses to employ better practices at scale
11/22/2022	92273094	Biweekly or monthly newsletter, online or paper
11/21/2022	92234720	The behavior of this "other" question is badly designed. Long answer dissppeared from view. Second answer noting that went away when I tried to correct a typo.
11/21/2022	92225817	direct outreach to county residents (mail, PSAs, bus advertising etc)
11/20/2022	92158265	See previous comment
11/20/2022	92153937	I treat recycling charges as "news" and get these out there.
11/19/2022	92179790	Get kids involved, via library/school/etc
11/18/2022	92074587	Provide weekly garbage pickup
11/18/2022	92074754	Fix the website so it's easier to use. It is worse than it was before the redesign.
11/16/2022	90829399	Focus on education in our schools. If you get the kids on board, they will educate the parents.
11/15/2022	90751580	Outreach esp. Interesting and informative



11/14/2022	90704306	Outreach educators visiting schools, churches and businesses
11/14/2022	90694195	Use people, not IT.
11/14/2022	90690950	These aren't outreach. These are in reach. Outreach to schools, caterers, restaurants, etc.
11/14/2022	90677493	Some way to monitor drop off sites so people don't put plastic bags full of items in the containers.
11/14/2022	90676631	too limited
11/14/2022	90658486	help business and their clients with recycling and composting
11/14/2022	90653727	more frequent and more specific instructions for home recycling
11/14/2022	90650889	Explain the environmental impacts of styrofoam, virgin plastic, compost, etc. People don't know why it's important.
11/14/2022	90650007	A new web site will keep you busy and eliminate all waste
11/14/2022	90649871	More outreach on dumping, burying of trash is a big problem
11/14/2022	90649686	recycling pickup everywhere in county
11/14/2022	90649514	community outreach at public events and/or through the schools
11/14/2022	90649763	Demand less packaging from sellers and manufacturers? Why is a plastic product wrapped in plastic? Produce, flowers wrapped in plastic
11/14/2022	90634517	Better communication to the community about importance and ease of recycling (correctly) and composting
11/13/2022	90610595	Large stickers on waste bins for what is recyclable etc. similar to what Raleigh has
11/13/2022	90590245	See my answer to previous question
11/12/2022	90580945	Website that works well on mobile - tell people to bookmark on their phone!
11/12/2022	90579786	Education of new folks on what to do. In my neighborhood, many new students violate rules all the time, and some ok ones.
11/12/2022	90574430	Stop recycling
11/12/2022	90565342	I use your post card mailers and could see more of these for education
11/12/2022	90561321	Education throughout the county.
11/11/2022	90499704	Provide signage for Trailer home Parks in the County in English and Spanish.
11/10/2022	90409107	Signage at source of waste (grocery stores, home improvement stores)
11/10/2022	90400587	Simple, small, easy, day-to-day suggestions for recycling in our busy, on the move daily lives.
11/10/2022	90397755	Statistics on effectiveness
11/09/2022	90373335	Lower fees and taxes!
11/09/2022	90372064	Integrated messaging from Towns and County
11/09/2022	90360693	Expand curbside options and get the message out to all individual homes about recycling
11/09/2022	90355400	Photos of what recycles
11/09/2022	90340637	I don't care about any of these
11/09/2022	90333363	Have Videos showing the idea way to Recycle
11/09/2022	90326277	Guide sent to households
11/09/2022	90326101	Increased options for ease of use
11/09/2022	90324979	What does 'improved & streamlined' mean? Clarity, please! Waste facility staff are always very helpful.
11/09/2022	90323171	Make it clear as to what recycles or not



11/09/2022	903272851	more robust education inc. seminars & fun events involving learning about materials management and composting. But mostly about Recucing waste
11/09/2022	90320159	toxic materials recycling
11/09/2022	90318180	Incentivize recycling, maybe with some kind of award system or tax break
11/09/2022	90302291	Sustain rules for recycling for years at a time!
11/08/2022	90264653	monitors at waste sites
11/08/2022	90245745	Reach out to communities & businesses where they are. Don't rely on them to go looking for the info.
11/08/2022	90232373	Información educativa de los beneficios de reciclar, y el no quemar basura y/o material sustentable.
11/08/2022	90222702	The messaging doesn't matter unless recycling is easy and an included service for all residents
11/08/2022	90222442	Sort glass and aluminum streams
11/08/2022	90206392	promote reusable instead of recyclable concepts
11/08/2022	90198025	Better public messaging—throughout the County—about what can (and what can't be) recycled. There's a lot of public confusion about which kinds of plastics can be recycled and which kinds can't.
11/07/2022	90107757	Improved, clear messaging as well as consistent signage and messaging.
11/05/2022	90016648	get businesses to use compostable food packaging and utensils
11/05/2022	90010154	Una campaña de educación continua sobre qué es lo que se puede reciclar, dónde y como.
11/04/2022	89998094	Education in schools for specially the very young children
11/04/2022	89991708	Shed-on-lions
11/04/2022	89988973	Curbside pickup of Orange boxes
11/04/2022	89988916	Clear message posted at businesses about recyclable containers and bagdpgs
11/04/2022	89952113	the newsletter i received was well conceived and informative i
11/03/2022	89926097	create a mascot/hero to inspire kids to work on adults
11/03/2022	89918238	Focus on helping businesses produce less waste in the first place. Support local farmers markets and food banks.
11/03/2022	89903645	Offer shredding at center and home compost binsns
11/03/2022	89900601	Leave open the recycling centers
11/03/2022	89893198	Partnership with Orange County Schools and CHCCS to teach children the importance of waste reduction, reuse, and recycling, and how best to do it in our county. Make it a habit from a very early age.
11/03/2022	89885174	More content showing what happens to the recycled waste
11/03/2022	89882723	Flyer to keep handy for residents like a quick guide to keep on their fridge.
11/03/2022	89878397	Stickers to put on curbside bins which could be updated as the accepted recycled material changes. Most mailers with this info are probably tossed without even a glance.
11/03/2022	89866662	signage throughout orange county esp. chapel hill
11/03/2022	89865835	Education! I have no idea about your app, or website.
11/02/2022	89840033	Education the young in the classrooms, consistently
11/02/2022	89832744	Entertaining PSAs or social media, local radio and TV. Reach people who don't even know about facilities and don't use internet.
11/02/2022	89830287	Programas de recompensas para familias que reciclan.
11/02/2022	89802141	the bins should have labels for what is allowed and what is not and whether food residue must be washed off first
10/31/2022	89615780	Fines or other consequences for folks who cump their trash at 24 hr recycling centers and those who put their recycling in plastic bags.

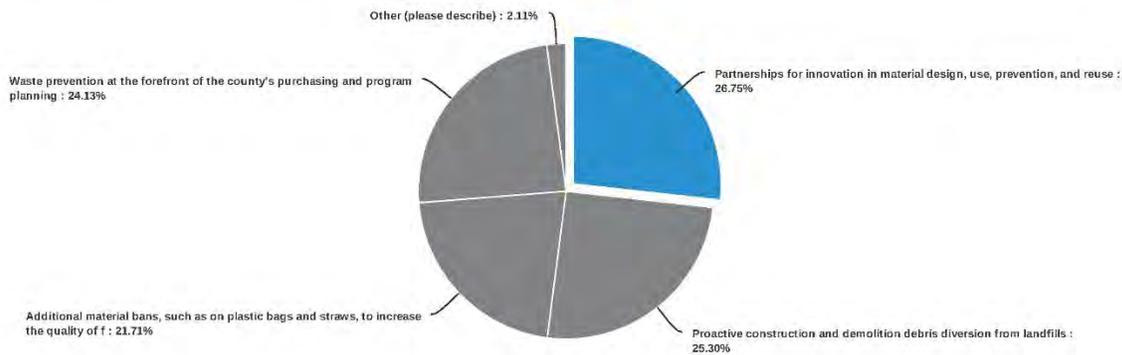


10/30/2022 89574556 Train those working at the facilities so they give correct information (they can't).

10/30/2022 89554646 ADD SOME INCENTIVES, GAMES PRIZES ETC EVEN LITTLE THINGS

10/29/2022 89529867 active on social media.

c. Increased focus on waste prevention Select two options.



Answer	Count	Percent	20%	40%	60%	80%	100%
Partnerships for innovation in material design, use, prevention, and reuse	714	26.75%	<div style="width: 26.75%;"></div>				
Proactive construction and demolition debris diversion from landfills	732	25.3%	<div style="width: 25.3%;"></div>				
Additional material bans, such as on plastic bags and straws, to increase the quality of food waste collected	628	21.71%	<div style="width: 21.71%;"></div>				
Waste prevention at the forefront of the county's purchasing and program planning	698	24.13%	<div style="width: 24.13%;"></div>				
Other (please describe)	61	2.11%	<div style="width: 2.11%;"></div>				
<b>Total</b>	<b>2893</b>	<b>100 %</b>					

c. Increased focus on waste prevention Select two options. - Text Data for Other (please describe)

- 12/11/2022 93654375 more frequent public info or what is being done already.
- 12/07/2022 93383312 Can we say "all of the above"? Not sure what our biggest problem is, so can't address it properly.
- 12/06/2022 93326443 Schools use Durham no waste ideas
- 12/06/2022 93324619 Same as previous question: Educate us by posting signs in stores and around town. Remind people to bring cloth bags, buy items w/o packaging. Tell us in the veggie aisle that those massive clamshells are NOT recyclable
- 12/06/2022 93293229 The more complicated, the more dumped trash
- 12/06/2022 93291282 support for business and community hubs for recycling and composting (ie, clear signage and regular maintenance at large business locations)
- 12/06/2022 93289897 Regular people can't think about this stuff and need a way to skip these questions...
- 12/06/2022 93286157 Na
- 12/06/2022 93282431 Bans don't work if they are not enforced. Education at schools and coordination with school events to inform families.
- 12/05/2022 93243879 Composting education
- 12/05/2022 93243766 Com post pickup!!!!
- 12/05/2022 93240709 anything that keeps OC elected officials noses out of everyone else's business
- 12/05/2022 93236233 Yep
- 12/05/2022 93231896 Make consumers pay for plastic bags at point of purchase.

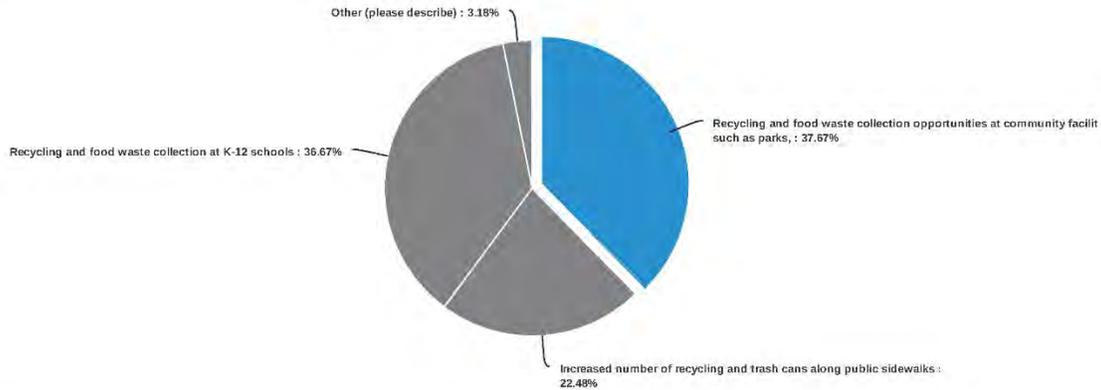


12/05/2022	93221145	No.
12/05/2022	93185329	Limit use of recycle symbol; shun non-recyclable packaging by informing consumers of alternatives; incentivize fast food to go back to paper cups! Dairy to go back to paper milk cartons, etc
12/03/2022	93094130	this survey is too long. i will quit soon
12/02/2022	93043917	curbside trash pickup in unincorporated areas
12/02/2022	93040420	NO more f**cking material bans!!
12/02/2022	93026115	Can you charge the companies whose waste is most prominent - Coke, Pepsi, McDonald's, CookOut, Walmart, Dollar General
12/01/2022	92943439	Training for workers (e.g., custodians, cleaning crews) to recognize recyclable and divert them from the waste stream into the recyclables stream
11/29/2022	92786707	I don't think ANY of the options above except for #1 are in ANY way value added. We HAVE to get beyond the thinking that mandates are going to solve the problem. We have fine ways to have people feel that their efforts are truly adding value and it is worthwhile
11/29/2022	92785735	n/a
11/27/2022	92602257	Need to address consumer product packaging
11/26/2022	92581868	Develop more repair & reuse capacity
11/22/2022	92302157	Encourage or require producers of consumer products to use environmentally friendly packaging.
11/22/2022	92269743	Don't want a lot of restrictions placed on suppliers
11/20/2022	92158765	See previous comment
11/19/2022	92136259	If it is plastic the County should not purchase it or allow it, such as California stores do not use plastic bags.
11/19/2022	92130539	Only selected because had to choose two
11/18/2022	92075587	More recyclable packaging
11/14/2022	90694195	Too many unused apps already. Use people people people.
11/14/2022	90689361	Consider impact of zero waste policies on low income households. We don't need more fees or taxes. Figure out how to do it in a way that creates revenue through its own merits. (County run scrap exchange?)
11/14/2022	90676631	Did you seriously list "straws" on this prevention list, after disposing of 1,000,000 masks on a daily basis for 2 yrs
11/14/2022	90676537	Restaurants need to be made to choose compostable or recyclable containers
11/14/2022	90650889	Banning materials doesn't make businesses change if there is no enforcement mechanism.
11/14/2022	90650007	Putting waste at the forefront will result in higher costs and taxes for the county.
11/13/2022	90590561	Bans don't work and just make people confused and angry.
11/12/2022	90574430	Stop recycling
11/12/2022	90563116	No opinion
11/10/2022	90400587	Education to kids, civic groups, the general public on SPECIFICALLY how trash affects us, animals and the environment.
11/09/2022	90373335	I do not care about food waste when gas prices are this high.
11/09/2022	90355400	I don't know. Other check is random. We shouldn't have to answer if we don't know.
11/09/2022	90340463	tax fast food companies (top producers of litter I see in road clean ups)
11/09/2022	90333363	Reopen High Rock Road, I can't Stress that enough.
11/09/2022	90332404	Educate consumers how to reuse items in innovative ways
11/09/2022	90324979	Make more material biodegradable, & encourage more composting.
11/09/2022	90319373	I don't know enough to choose
11/08/2022	90264653	these answers are confusing.



11/08/2022	90222702	How about providing high quality alternatives to plastic containers for families packing kids' lunches?
11/08/2022	90206392	reduce residential collection inefficiency by promoting proper loading of bins to hold more
11/05/2022	90019721	None
11/04/2022	89991708	more shrec on thons
11/04/2022	89988973	burn it
11/04/2022	89952113	when buying online, all the packaging used is over the top
11/03/2022	89916894	This program is already quite comprehensive; nothing more is needed
11/03/2022	89900601	Leave the drive in recycling centers OPEN
11/03/2022	89893198	All of these are essential. Waste prevention should be much more of a focus than recycling. How can the county get involved in the circular economy? How can we introduce reusable packaging and materials to local businesses and consumers? We need standardization of reusable packaging, curbside pickup and sorting of these materials, and commercial wash facilities. Don't Waste Durham's Green To Go program is a great example of where to start with something like this.
11/03/2022	89882723	Hold companies accountable for producing the waste in the first place.
11/03/2022	89866898	Seems like the other 3 choices will increase construction costs, which is counter to our communities needs of housing affordability and access. Finding other ways to make progress towards zero waste seems prudent.
11/02/2022	89818366	Hard to answer this without knowing what materials contribute the most landfill waste.

d. Increased public space recycling Select two options.



Answer	Count	Percent	20%	40%	60%	80%	100%
Recycling and food waste collection opportunities at community facilities, such as parks, community centers, and events	1089	37.67%	<div style="width: 37.67%;"></div>				
Increased number of recycling and trash cans along public sidewalks	650	22.48%	<div style="width: 22.48%;"></div>				
Recycling and food waste collection at K-12 schools	1060	36.67%	<div style="width: 36.67%;"></div>				
Other (please describe)	92	3.18%	<div style="width: 3.18%;"></div>				
<b>Total</b>	<b>2891</b>	<b>100 %</b>					

d. Increased public space recycling Select two options. - Text Data for Other (please describe)

12/09/2022	93604634	promotion and sale of zero waste reusable containers
12/07/2022	93383312	Recycling and food waste collection at businesses that provide a commissary or food hall for employees.
12/06/2022	93321664	Until people are educated the first two won't work.
12/06/2022	93318990	Recycling and food waste collection at grocery stores.
12/06/2022	93314901	Increased public education on recycling through simple and effective methods
12/06/2022	93302937	Community service projects should be roadside cleanup.
12/06/2022	93301239	Staffing at events to insure proper recycling
12/06/2022	93301134	More recycling center hours
12/06/2022	93298509	bbb
12/06/2022	93297910	Recycling receptacles at gas stations and other high traffic businesses
12/06/2022	93294789	increased recycling at concession areas
12/06/2022	93291130	Ability to recycle items 24/7
12/06/2022	93289897	...because when you force responses to questions survey takers don't normally think about, you get bogus data
12/06/2022	93287009	Sorry got nothin'
12/06/2022	93283901	Increased enforcement or containers to promote recycling in Apartment communities & Businesses
12/06/2022	93269243	Terracycle locations



12/06/2022	93266332	I love the recycling option on Saturday mornings at the Ero River Farmers Market!
12/05/2022	93246187	Not really needed, plenty of options already.
12/05/2022	93243879	Public access to food recycling waste via public bid process
12/05/2022	93243766	Resicent compost pickup
12/05/2022	93243123	No preference
12/05/2022	93240209	More recycling centers
12/05/2022	93236233	Nope
12/05/2022	93221145	No.
12/05/2022	93200552	NO comment
12/05/2022	93188519	Waste & recycling drop offs along major crossover roads to curb drivers throwing their trash out on roads/ highways. Maybe like a pullover area used for lookouts & increased use of penalties for littering!
12/05/2022	93185329	Automate access to waste sites for residents
12/05/2022	93183105	Emphasis and support for trash-free events, e.g., Festival for the Ero
12/02/2022	93058899	road side litter collection bins
12/02/2022	93043917	more frequent recycling pickup
12/02/2022	93026115	not sure
12/01/2022	92943439	Effective training of public employees, including custodial / cleaning crews to recognize recyclables and divert them from the waste stream into the recyclables stream
12/01/2022	92930593	Law enforcement to increase ticketing for littering.
12/01/2022	92892932	Recycling at Hospitals, and recycling and food waste collection at large events, even sponsored ones
11/30/2022	92815068	Apartment complexes be required to recycle
11/29/2022	92790820	Increased number of recycling and trash cans as well as increased opportunities at community facilities aren't helpful when people don't pay attention and contaminate.
11/29/2022	92756851	i'd rather focus on multi family areas than public space, walkways are notoriously contaminated - lets not put effort where it's wasted
11/27/2022	92632609	making sure the emptying of all recycling bins is done frequently enough to encourage their habitual use
11/26/2022	92581868	It's already at K-12 schools so why ask?!
11/26/2022	92581527	While both of these options are great ( Increased number of recycling and trash cans along public sidewalks Recycling and food waste collection at K-12 schools) the priority for me is that public space recycling is either monitored for compliance or that it has the accurate signage necessary for people to comply without monitoring.
11/25/2022	92511077	Avoid single stream collecting. It encourages people confusing trash with recyclables.
11/24/2022	92432858	Also include all school/colleges
11/22/2022	92261717	We don't need more options, we need more enforcement!
11/20/2022	92158265	See previous comment
11/19/2022	92136259	I went to Spain and set in a small park there was a large bin beside me and until a citizen put a trash bag in it I did not know it was a dumpster. That is how clean it was, not flies, not bugs, not smell.
11/17/2022	91999769	No additional public space recycling.
11/15/2022	90770123	Please help us get composting in all LNC buildings!
11/15/2022	90765742	I don't care about any of the other options
11/14/2022	90694195	Do you think this has never been tried? Go for it, but mainly you will get even more litter unless you have a person by the trashcan all day long like at the Ero Festival

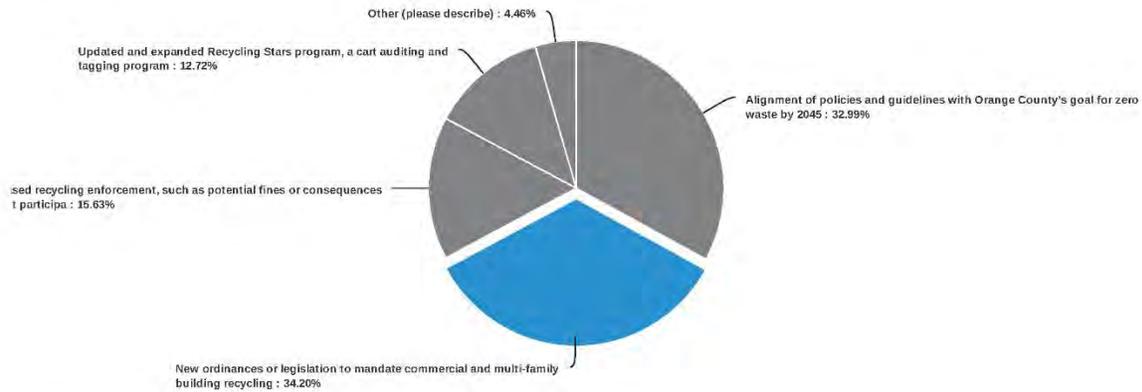


11/14/2022	90690950	Daycares, preschools, rec sites. Soccer.com center, etc. County has a HUGE reach that it isn't using.
11/14/2022	90676631	Noone wants smelly food collection points anywhere. That's an invitation for rat infestations throughout the county. Do research in other places that have food collection, and you'll see huge rat problems, with rats that climb into people's cars and eat the wires.
11/14/2022	90650889	Create container deposit centers
11/14/2022	90650289	Make animal proof receptacles available
11/14/2022	90650007	Lower Taxes and stop the BS.
11/14/2022	90649263	I don't know
11/12/2022	90574430	Stop recycling
11/12/2022	90558527	Xx
11/11/2022	90545722	Ban plastics bags, straws and styrofoam take out containers
11/11/2022	90512974	I have insufficient information to make selections.
11/10/2022	90451383	Na
11/10/2022	90436983	Food waste collection at restaurants
11/10/2022	90424447	www
11/10/2022	90400587	More locations for large household debris. I see lots of it dumped out in rural areas because it is too far to haul a "small" load and they don't want to pay the fee.
11/09/2022	90373335	Lower taxes, who care about food recycling at school. Try using these funds to clear Franklin street. The homeless population needs somewhere else to go.
11/09/2022	90360693	recycling options at all locations where a garbage can also resides (private and public locations)
11/09/2022	90355400	Stop asking for 2.
11/09/2022	90333363	Oper High Rock Road
11/09/2022	90327954	Less garbage cans
11/09/2022	90324930	Expanded hours at convenience centers - specifically opening on Sunday morning
11/09/2022	90320159	none of the above
11/09/2022	90319373	I don't have enough information to choose
11/09/2022	90316180	Increased number of recycling and trash cans, but with clear signage as to what should go in each
11/08/2022	90264653	education on food expiration dates
11/08/2022	90245745	Really, all of the above.
11/08/2022	90222702	Provide and pay for recycling in HOA communities like mine who don't have access to the same services as our neighbors across the street.
11/08/2022	90206397	post educational signs on how to do it right. Often public bins end up with trash in them, it accomplishes nothing and ends up in the trash anyway. It's more headaches for you folks.
11/05/2022	90014339	More collections at community centers but with measures taken to avoid contamination
11/05/2022	90011832	All of the above. If you encourage recycling at schools then they might become lifelong proponents of recycling, having more in public areas parks and along sidewalks will make recycling more convenient
11/04/2022	89991708	Shred a tons.
11/04/2022	89988973	Do what you said you were going to do 1st.
11/04/2022	89952113	it seems all the problems are created upstream without regard for how the trash can be dealt with
11/03/2022	89926097	above leads to misuse unless manned. short vid on 0 waste event, how u can help.
11/03/2022	89900322	more business site outside recycling bins/carts



11/03/2022	89900601	Businesses recycle left over foods to the homeless and impoverished communities.
11/03/2022	89893198	More than recycling and food waste collection, all disposable materials should be avoided in K-12 school cafeterias. Reusable trays, cups, and cutlery should be used and washed on-site every day.
11/03/2022	89880561	don't know
11/03/2022	89866667	don't know, picked this b/c i had to choose 2
11/02/2022	89804050	Curbside composting
10/30/2022	89574556	More collection points won't work unless they are staffed. Everyone needs re-education on what is recycling and what is trash. More bins filled with contaminated recycling does no one any good, etc
10/30/2022	8954646	Somehow also consider not harming wildlife in the process
10/29/2022	89543515	Would prefer to not assign to the other two options.
10/29/2022	89525905	see (a)

e. New or updated solid waste management policies Select two options.



Answer	Count	Percent	20%	40%	60%	80%	100%
Alignment of policies and guidelines with Orange County's goal for zero waste by 2045	964	32.99%	<div style="width: 32.99%;"></div>				
New ordinances or legislation to mandate commercial and multi-family building recycling	989	34.2%	<div style="width: 34.2%;"></div>				
Increased recycling enforcement, such as potential fines or consequences for not participating	452	15.63%	<div style="width: 15.63%;"></div>				
Updated and expanded Recycling Stars program, a cart auditing and tagging program	368	12.72%	<div style="width: 12.72%;"></div>				
Other (please describe)	129	4.46%	<div style="width: 4.46%;"></div>				
<b>Total</b>	<b>2892</b>	<b>100 %</b>					

e. New or updated solid waste management policies Select two options. - Text Data for Other (please describe)

- 12/14/2022 93917290 NO new fees or taxpayer funds
- 12/09/2022 93604634 Ban sale of items that cant be reusec and have low value for recycling
- 12/09/2022 93567767 Routine cart exchange. Your contractors beat the hell out of carts
- 12/07/2022 93476589 Reward businesses for sustainable packaging and practices
- 12/07/2022 93383312 We can't seem to get everyone on board as is. Perhaps a rewards system to encourage participation and compliance with guidelines.
- 12/07/2022 93351223 Increased knowledge of recyclable items.
- 12/07/2022 93348308 I think Orange County should abandon its zero waste goal. It is expensive & unnecessary.
- 12/06/2022 93326443 Charge for trash. In Portland Oregon we paid for size of trash can - recycling was free
- 12/06/2022 93324619 Boost education; increase signage and reminders about what IS and ISNT recyclable. Keep single stream recycling. Make it easy to recycle, and provide bins everywhere: sidewalks; sporting events; schools; etc
- 12/06/2022 93321664 Better education. Quit changing your policies so often.
- 12/06/2022 93318990 With cart auditing/tagging give a 3 strike system for negative and positive "audit/tagging": Negative, 3 warnings then 3 strikes; Positive, 3 approvals, 3 approved donations; \$100 gift card.
- 12/06/2022 93317461 Please try to avoid punitive measures.
- 12/06/2022 93313367 make sure what Orange County is doing is sustainable and NOT cost prohibitive (i.e. taxes should NOT be raised)
- 12/06/2022 93303824 NO NEW YOU PROBABLY ALREADY HAVE TOO MANY TO MANAGE



12/06/2022	93302468	ick the implications of these
12/06/2022	93300155	"recycling stars" program is really stupid and suitable for elementary students
12/06/2022	93298392	I do not support punitive measures so only selected the first option
12/06/2022	93293229	The last thing we need is more regulation.
12/06/2022	93291282	include compostable packaging at businesses and community hubs
12/06/2022	93289897	and you should never use that data as justification for making policy decisions with public funds
12/06/2022	93288086	Simplify what can be recycled by expanding. Example: #1,2,4,5, ... plastic
12/06/2022	93286157	Na
12/06/2022	93284333	none
12/06/2022	93283776	Personal choice
12/06/2022	93283034	This all sounds like authoritarian bureaucratic waste.
12/06/2022	93282718	Leave well enough alone
12/05/2022	93246187	Flexible goals over mandates.
12/05/2022	93243879	Policies focused on waste generated from government buildings
12/05/2022	93243766	Compost pickup
12/05/2022	93243123	No preference
12/05/2022	93240709	none of the above
12/05/2022	93236233	Idk
12/05/2022	93231857	Reduction of potential waste...reduce, reuse, recycle
12/05/2022	93231778	None of these are reasonable!!!
12/05/2022	93221145	No.
12/05/2022	93200552	no comment
12/05/2022	93199436	Stop accepting plastic items. Or if I'm wrong about this, share data around how much of what is collected is actually recycled.
12/05/2022	93185329	Very nice goal; keep using incentives not punishment.
12/05/2022	93165215	unfortunately my neighbor overfills their bins constantly and you do nothing about it, whichs causes their trash when dumped in your trucks to blow on my property.
12/03/2022	93094130	this survey is tedious
12/03/2022	93071280	Increasing types of materials that can be recycled
12/02/2022	93043917	start recycling plastic bags and wrappers from the recycling carts
12/02/2022	93040420	Most of these options involve oppression and punishment. Let's not, OK?
12/01/2022	92958775	No fees taxes or penalties
12/01/2022	92943439	laws, regs, enforcement, and other "stick" policies are ineffective and cannot possibly be equitably or effectively levered/imposed; CARROT policies to incentivize recycling and waste reduction need to be carefully, thoroughly, and creatively examined and selected and become the subject of effective education/outreach
12/01/2022	92927219	Incentives for recycling for largest producers
12/01/2022	92887919	Figure out what to do with styrofoam
11/29/2022	92790310	better system to sort recycling so you don't need to fire people



11/29/2022	97788395	I don't think anyone or anything needs to be fined or mandated. I think increased communication, trust in the system (gained by thorough communication), and facilitation of what you are asking is how you gain a better society, not punishments.
11/29/2022	92786911	Consumer buy in verses penalties would be best
11/29/2022	92786707	I don't think ANY of the options are worthwhile, but I chose #1 in order to move on. We HAVE to get beyond the thinking that mandates are going to solve the problem. We have fine ways to have people feel that their efforts are truly adding value and it is worthwhile
11/29/2022	92779570	System where return of recycleables is financially incentivized. \$0.10-0.50 depending on value of recyclable
11/28/2022	92699480	No New Taxes!
11/26/2022	92581868	Coordinate planning with the Towns much more robustly & Integrally
11/26/2022	92581527	Additional education systems that teach people how to properly comply with solid waste management policies, followed by fines for non-compliance.
11/26/2022	92555691	Make it convenient to recycle. Every location should have all recycling options.
11/25/2022	92528716	Multiple Communications on what zero waste means and potential strategies to achieve it
11/24/2022	92481755	Program to move all businesses and multifamily housing to have full participation.
11/24/2022	92480699	Hrh
11/24/2022	92469459	None of these
11/24/2022	92435167	Don't know
11/24/2022	92432858	Time will heal some of this
11/23/2022	92376674	Open more recycling/collection centers in the county
11/23/2022	92346293	A positive reinforcement method would be better than fines, but I'm not sure how I feel about the Recycling Stars program
11/22/2022	92307691	Increased enforcement and fines for commercial and institutional operations.
11/22/2022	92300193	I don't have a second choice
11/22/2022	92269743	Stop adding things to lore over people - don't want a nanny state
11/20/2022	92168876	eliminate plastic but not be messy
11/20/2022	92158265	See previous comment
11/19/2022	92130539	Also only selected as had to choose two
11/18/2022	92075587	Please don't make this a police-state like system
11/17/2022	91999769	More assistance at current drop off sites for the elderly and physically disabled
11/16/2022	91309804	Identification of sites, buildings, businesses where recycling is not done with a system of education, recognition of "Stars" and enforcement of fines for failure to comply with current ordinances
11/15/2022	90765793	none of the above. We don't need this to become California with legislation and ordinances driving everything we do or throw away.
11/15/2022	90726781	No new ordinances, legislation or fines
11/14/2022	90694195	Good luck fining people who want audit trash cans/carts. Never trust politicians of any stripe that speak of alignment. This all too important to waste time putting out a pretty document that will end up cluttering file cabinets or a rarely visited website. The world has too many unused apps as it is.
11/14/2022	90676631	More laws and regulations are undesirable in Orange County
11/14/2022	90658190	pick up residential recycling weekly; pick up garbage biweekly
11/14/2022	90650889	Incentivize businesses. Less sticks, more carrots.
11/14/2022	90650007	Let's mandate only one child per family while we are at it
11/14/2022	90649526	Innovate a new incentives program. People feel good about recycling, and helping the environment.

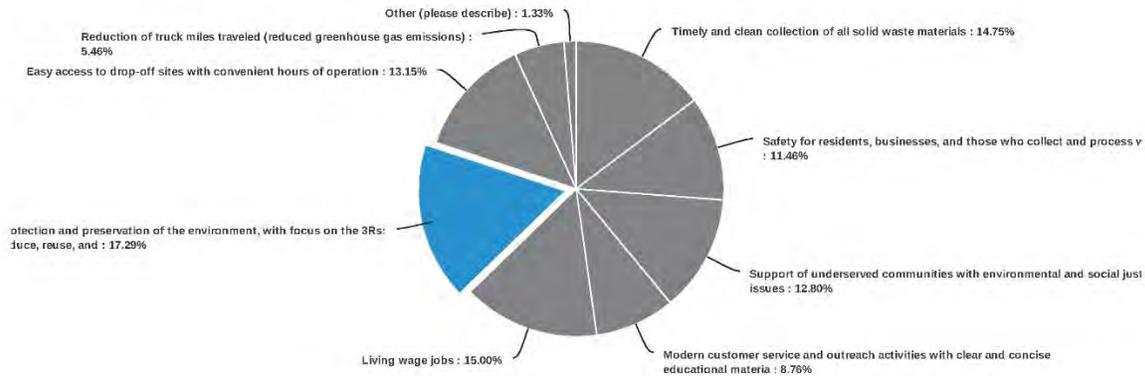


11/13/2022	90590561	Work within orange county first then with local businesses to have a recycling/zero waste aware recognition
11/12/2022	90577430	Stop recycling
11/12/2022	90572878	Partner with progressive food retailer like WSM & Wegmans to reduce packaging waste
11/12/2022	90565342	don't know
11/12/2022	90563116	No opinion
11/12/2022	90559900	Dispose of our own landfill waste within the county.
11/11/2022	90512974	Not sure
11/11/2022	90505268	County litter pickup so cans and bottles that litter the roaocside could be recycled
11/10/2022	90470477	Draconian enforcement and ordinances will backfire, don't do it.
11/10/2022	90451383	Na
11/10/2022	90410007	none of the above
11/10/2022	90404209	You can not force people to so these things, fines and aucits infringe on things and are not financially able for low income communities. This is where it starts to go wrong
11/09/2022	90373335	You will never reach zero waste, use our tax dollars to better our sidewalks.
11/09/2022	90372064	Implement incentives, not fines or mandates
11/09/2022	90370617	Expanding, even subsidizing, markets for current recyclables
11/09/2022	90367472	Encourage people to fill recycle bins before putting them out for collection.
11/09/2022	90340637	no other requrec
11/09/2022	90333363	Reopen High Rock Road
11/09/2022	90328988	no idea
11/09/2022	90323171	Simplify
11/09/2022	90319373	I don't know which is most effective
11/08/2022	90264653	Incentives to recycle, credits on taxes, etc
11/08/2022	90222702	How about instead of penalizing residents for not recycling you provide them equitable services (in community recycling options) so that it is just as easy for them to recycle as their neighbors with curbside pickup?
11/08/2022	90221550	Actually recycling items such and plastic and not shipping them to China
11/08/2022	90217226	thats it
11/08/2022	90206397	try collection biweekly and educate on how to load the bins especially corrugated. This is more important than ever given volume of items shipped by amazon.
11/08/2022	90171292	Implement incentives for reaching set goals for households and businesses versus fines, mandates, etc.
11/06/2022	90064314	More data on what is going to waste in Orange County and what options are available
11/05/2022	90019721	None
11/05/2022	90017432	Enforcement of food waste recycling for all restaurants and grocers in orange county
11/04/2022	89988973	not welcome on my property
11/04/2022	89942110	N/a.
11/03/2022	89923543	Mandate single family homes to recycle
11/03/2022	89916988	I dont know
11/03/2022	89916894	The burcers should not all fall to the owners of single family homes, please



11/03/2022	89910996	rewards system rather than fines for participating
11/03/2022	89908966	local composting instead of having it driven to another county.
11/03/2022	89907358	I'm not sure about the stick approach
11/03/2022	89882723	Fine the companies not the consumers. We are forced to buy the products while the companies continue to produce it and then the consumer gets blamed when its the companies you should be charging a fine.
11/03/2022	89880561	my understanding is that most "recycling" is not recycled but actually sent to landfill so not sure why y'all are so obsessed with increasing it
11/03/2022	89880443	Don't need any more laws, ordinances or legislation. That's how illegal dumping occurs
11/03/2022	89866662	don't know, picked this b/c i have to choose 2.
11/02/2022	89836966	Don't need more laws
11/02/2022	89833634	Be kind and supportive
11/02/2022	89807153	Compost mandates
11/02/2022	89802138	Expansion of trash pickup to unincorporated Orange County
10/30/2022	89544556	Again, mandating recycling won't work--plenty of people "recycle"--it's that they try recycling what is not recyclable.
10/29/2022	89529987	No new legislation

In your opinion, what are the most important elements of a world-class solid waste management program? Select up to five options below.



Answer	Count	Percent	20%	40%	60%	80%	100%
Timely and clean collection of all solid waste materials	913	14.75%	<div style="width: 14.75%;"></div>				
Safety for residents, businesses, and those who collect and process waste	709	11.46%	<div style="width: 11.46%;"></div>				
Support of underserved communities with environmental and social justice issues	792	12.8%	<div style="width: 12.8%;"></div>				
Modern customer service and outreach activities with clear and concise educational materials	542	8.76%	<div style="width: 8.76%;"></div>				
Living wage jobs	928	15%	<div style="width: 15%;"></div>				
Protection and preservation of the environment, with focus on the 3Rs: reduce, reuse, and recycle	1070	17.29%	<div style="width: 17.29%;"></div>				
Easy access to drop-off sites with convenient hours of operation	814	13.15%	<div style="width: 13.15%;"></div>				
Reduction of truck miles traveled (reduced greenhouse gas emissions)	338	5.46%	<div style="width: 5.46%;"></div>				
Other (please describe)	82	1.33%	<div style="width: 1.33%;"></div>				
<b>Total</b>	<b>6188</b>	<b>100 %</b>					

In your opinion, what are the most important elements of a world-class solid waste management program? Select up to five options below. - Text Data for Other (please describe)

- 12/09/2022 93604634 Addressing waste at the point of sale - hurting well meaning citizens with fines for recycling when many items are minimally recyclable is unproductive. The sale of non-resuable containers needs to end. The only waste should be compostable food waste and medical waste.
- 12/07/2022 93411813 REFUSE, reduce, reuse, recycle
- 12/07/2022 93409258 Transitioning to more efficient and cleaner fuel vehicles
- 12/07/2022 93393409 Focus on closing the loop (more true recyclable products, compostable materials, etc..)
- 12/06/2022 93326490 zero-emissions collection vehicles
- 12/06/2022 93326443 Education of community
- 12/06/2022 93324619 Don't make us DRIVE to recycling areas. Pick up more frequently in rural routes. Provide more bins. Make it easier to recycle.
- 12/06/2022 93318990 1. Safety for residents, businesses, and those who collect and process waste. 2. Modern customer service and outreach activities with clear and concise educational materials. 3. Protection and preservation of the environment, with focus on the 3Rs: reduce, reuse, and recycle.



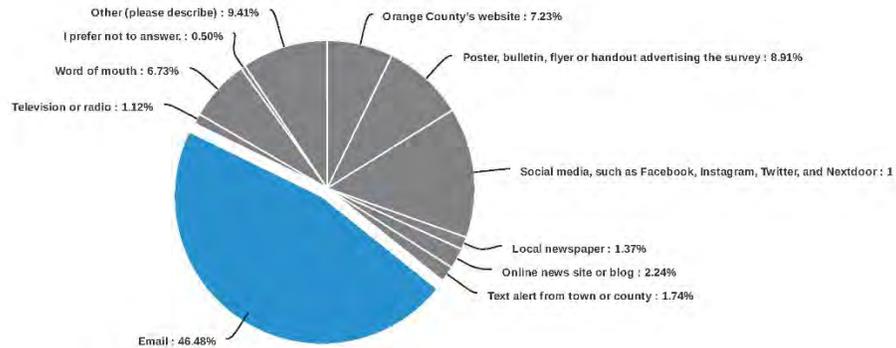
12/06/2022	93309910	simplicity and consistency
12/06/2022	93300155	alternative fuel options (ie hydrogen) for trucks
12/06/2022	93799366	make energy from the unrecyclable waste
12/06/2022	93793279	Make it easier to recycle with fewer regulations that change hourly. Not even the Eubanks attendants can keep it straight.
12/06/2022	93292107	reuse as much as possible
12/06/2022	93290427	make food waste a high priority.
12/06/2022	93289897	UNC's Ocum Institute has survey design classes and they could really help you out here
12/06/2022	93287903	Use waste in energy production
12/06/2022	93286251	Replace existing vehicles with electric vehicles
12/06/2022	93286157	Na
12/06/2022	93283776	personal responsibility
12/06/2022	93283594	enough said
12/05/2022	93243879	Focusing on governmental buildings waste and having them lead by example
12/05/2022	93243123	Actually recycle plastics and other materials, rather than just collect and move them
12/05/2022	93221145	hire people that'll actually work.
12/05/2022	93195265	making recycling the easiest/least costly choice for citizens/businesses
12/03/2022	93094130	this survey needs to stop
12/03/2022	93071280	Use of electric vehicles by program; increased free pick-up of large items at residences; free pick-up mulch sites as Carrboro has
12/02/2022	93043917	less focus on punishing customers for noncompliance
12/01/2022	92943439	achieving meta-level buy-in from a critical mass of material stakeholders whose buy-in will have a material, disproportionately high degree of consequence for overall program success; also, recognizing that the "perfect" is the enemy of the "good" and that the stated 2045 net-zero goal is realistically unachievable and, as such, doomed to failure
12/01/2022	92941090	Monetary penalties for not diverting waste properly
12/01/2022	92927219	Stakeholder engagement and buy-in, not just thrusting legislation on people / businesses, make it fun and competitive
12/01/2022	92922863	Electric trucks
12/01/2022	92897693	Convenient curbside collection (if it is complicated people who don't already compost or recycle won't start)
11/30/2022	92879007	Press manufacturers to use less packaging.
11/29/2022	92786707	Finding ways to meet those 3 Rs in ways that actually add value instead of simply costing us money. Remember there is no such thing as waste if you can find another use for it.
11/29/2022	92568851	innovation and flexibility (the ability to take on new materials or better consolidate logistics)
11/28/2022	92711523	Optimize collection and processing equipment.
11/28/2022	92699480	Low Cost.
11/26/2022	92588253	Work with local businesses to reduce their waste. Building companies are a good place to start.
11/26/2022	92581868	Use of best available technologies for all programs & materials
11/26/2022	92581527	Holding businesses/large organizations accountable for the waste they create
11/26/2022	92571224	Divert as many items as possible from the landfill
11/25/2022	92511077	Non-petroleum public service vehicles
11/23/2022	92379723	Keep it as simple and accessible as possible for everyone



11/23/2022	92360466	to reduce the amount of nonrecyclable material that contaminates the recycle process and to reduce the amount of waste that is landfilled after the recycle process
11/23/2022	92324856	Reduction of truck miles not selected because it may shift mileage to users vehicles. Why not chose electric or propane fueled trucks?
11/22/2022	92269743	Not being overly restrictive on participants
11/18/2022	92089287	remember all of us in rural areas with no garbage service
11/14/2022	9069495	Anyone who says "world class" is does not intend to stay here . They seek a new job and place with lower taxes. Social Justice? Like the people in Durham where our cetritus is hauled? This is the crux of everything and it is violently vulgar. Shame.
11/14/2022	90690950	Outreach, pressuring systems to prioritize waste reduction
11/14/2022	90689361	Affordability. You will price out uncerserved communities if you keep adding fees. Please review Maslow's heirarchy.
11/14/2022	90676631	Orange County claims to care about reduced truck travel is a lie. OC closed the Eubanks landfill, even though it has 20+ years of remaining life. Magically a very high-expensive Carroway Village pops up not too long afterwards...The Eubanks landfill is AT the centroic of trash generation, and would have saved hundrecs thousands of dollars which is now required due to MORE truck travel, and MORE lipping fees to take trash to Durham.
11/14/2022	90658486	multi-stream recycling options to increase the quality of the product
11/14/2022	90649526	Explore adding EV trucks to the fleet
11/14/2022	90649263	Using collective power to demand a reduction in wasteful packaging
11/12/2022	90580945	Becoming an example/point of pride and prosperity by creating partnerships to make a material reclamation industry that serves the desire for "American manufacturing" via otherwise wasted materials, done in a way that doesn't harm our local ecosystem. Provides jobs, economic growth, and a model for other counties to be a part of a thoughtful and economical future.
11/12/2022	90574430	Stop recycling.
11/12/2022	90566966	Collect more items via curbside recycling, especially more kinds of plastic
11/12/2022	90561321	Education
11/10/2022	90470472	Extension of solid waste collection into county neighborhoods who have never been served.
11/10/2022	90409107	Waste prevention
11/10/2022	90404061	Integration with town policies that limit waste production (ex. Styrofoam ban, straw ban, bag ban), and Extended Producer Responsibility
11/10/2022	90391761	RECYCLE PET TUBS!
11/09/2022	90373335	Taxes are too high. Stop mandating rules to achieve goal not even possible. Less government lower taxes.
11/09/2022	90333363	Open High Rock Road
11/09/2022	90322851	information to counter what I/we hear about no plastics are being recycled anymore, and does recycling really working
11/09/2022	90318052	Electric collection vehicles/trucks?
11/08/2022	90264653	consequences for people that can't recycle
11/08/2022	90232373	Más apoyo con igualdad de recursos para las comunidades de bajos recursos para que todos tengan servicio de basura y reciclaje
11/08/2022	90227707	Equitable services to all communities: new smaller footprint communities should be able to have in-community recycling services paid for by OC
11/08/2022	90189990	that the materials collected are recycled
11/07/2022	90106537	Buy-in and support from the people you're trying to serve
11/05/2022	90013844	change OC vehicles to EVs
11/04/2022	89988973	meet the goals outlined in the beginning.
11/04/2022	89952113	service is very good now at my home but i can't know all that is involved in such a program
11/03/2022	89893198	An increased focus on waste prevention
11/02/2022	89837126	Sustainable in the face of increasing climate change



Where did you learn about this survey? Check all that apply.



Answer	Count	Percent	20%	40%	60%	80%	100%
Orange County's website	116	7.23%					
Poster, bulletin, flyer or handout advertising the survey	143	8.91%					
Social media, such as Facebook, Instagram, Twitter, and Nextdoor	229	14.27%					
Local newspaper	22	1.37%					
Online news site or blog	36	2.24%					
Text alert from town or county	28	1.74%					
Email	746	46.48%					
Television or radio	18	1.12%					
Word of mouth	108	6.73%					
I prefer not to answer	8	0.5%					
Other (please describe)	151	9.41%					
<b>Total</b>	<b>1605</b>	<b>100 %</b>					

Where did you learn about this survey? Check all that apply. - Text Data for Other (please describe)

12/11/2022	93666803	Sign at our Recycling Center
12/08/2022	93538146	Google
12/01/2022	93450168	There was a link to the survey in yesterday's Chapel Hill-Carrboro NAACP newsletter, "Branch Buzz."
12/07/2022	93409258	local nonprofit
12/07/2022	93407688	NAACP newsletter
12/07/2022	93393409	email from a friend
12/06/2022	93327335	Staff person at Shred A Thon
12/06/2022	93324665	Church Creation Care Committee told me
12/06/2022	93302937	Farmer's Market



12/06/2022	93298509	WRAL
12/06/2022	93293335	senior center
12/06/2022	93284921	Tabling at OCDoA
12/06/2022	93283332	Table at senior center
12/06/2022	93269243	WRAL online
12/05/2022	93240835	Received handout at High Rock Rd Recycling center
12/05/2022	93236233	Yep
12/05/2022	93225837	Ms. Peepers, who works at my school (Orange Middle School) who is involved in the program
12/05/2022	93223416	Senior center
12/05/2022	93214845	Nextdoor site
12/05/2022	93213727	Orange Co Schools email newsletter
12/05/2022	93200552	HIOA
12/05/2022	93198414	HOA
12/05/2022	93195399	Nextdoor
12/05/2022	93192654	Carrboro Farmer's Market
12/05/2022	93192389	Seymore Senior Center
12/05/2022	93188519	Your App.
12/05/2022	93185329	Notice from neighbor
12/05/2022	93165215	nothing.. already knew the county was full of woke leftist
12/03/2022	93094130	this survey is too long
12/03/2022	93071280	Endless possibilities electronic newsletter
12/02/2022	93031905	Todo's newsletter
12/01/2022	92974210	Carrboro Farmer's Market
12/01/2022	92941090	Carrboro Farmers' Market
12/01/2022	92927219	OCS email
12/01/2022	92922863	community center
12/01/2022	92922702	Water bill
12/01/2022	92909095	Attached to water bill
12/01/2022	92892932	Orange County Schools
11/30/2022	92869736	WHLP
11/30/2022	92868904	School email
11/30/2022	92831050	OCS Family Update email
11/30/2022	92823030	River Park Elementary email
11/30/2022	92819684	SCHOOL DISTRICT SENT IT OUT
11/29/2022	92798303	Email feom OCS
11/29/2022	92786911	Recycling Center, reminder on OCS email



11/29/2022	92116331	Ecostudio
11/28/2022	92666605	DAILY TAR HEEL INSTAGRAM
11/28/2022	92663481	GroupMe
11/28/2022	92653408	Friend forwarded to me
11/27/2022	92619679	Eno River Farmer's Market
11/26/2022	92586415	Signage at the Eubanks Recycling Center
11/26/2022	92581527	At the Farmers Market
11/25/2022	92528716	Carrboro Farmers Market email
11/25/2022	92504584	Orange waste Management site
11/24/2022	92469459	Nextdoor
11/23/2022	92346293	At the library and at the farmers market compost site
11/23/2022	92343470	recycle center
11/22/2022	92261717	Town of Hillsborough
11/20/2022	92161341	Eno farmers market
11/19/2022	92136259	Specifically from a flyer during a shredding event at Home Depot
11/19/2022	9211828	Hillsborough Farmers Market
11/18/2022	92098561	Flyer distributed at recycling center
11/18/2022	92097508	High Rock waste collection center
11/18/2022	92082352	Elleno recycling center
11/18/2022	92064344	Handed to me when i dropped off my waste and recycling
11/18/2022	92059634	Waste Management Site
11/15/2022	90779651	Chapel Hill Farmer's Market vendor table
11/15/2022	90771613	Carrboro farmers market
11/15/2022	90770150	Your app
11/15/2022	90765793	App
11/15/2022	90751580	Triangle Gardener magazine/periodical
11/14/2022	90694195	Many of these actually harm interaction or no longer exist in any meaningful sense. Trash data like that of this survey will not equal old time conversation. Many of these have little to no impact. Think if citizens are viewed as customers, the customer is always right. This suggests a poor understanding of people and solving problems.
11/14/2022	90684060	work (TOCH) communication
11/14/2022	90670863	Chapel Hill Farmer's Market
11/14/2022	90648451	Survey was shared with me at my job (I work for Town of Chapel Hill)
11/14/2022	90634497	Farmers market
11/13/2022	90591714	Neighborhood email
11/13/2022	90591506	Flyer given at farmers market
11/13/2022	90590774	Orange Co recycling app
11/13/2022	90590561	Rep at farmers market



11/13/2022	90590245	At the Farmer's Market in Chapel Hill two people were actively engaging folks to do the survey.
11/13/2022	90590087	person at farm market
11/13/2022	90589252	CH Farmers Market.
11/12/2022	90579875	At the recycling center
11/12/2022	90578236	Farmers market
11/12/2022	90576951	Carrboro Farmer's Market table
11/12/2022	90576938	In person at farmer's market
11/12/2022	90576482	Flier distributed at the Chapel Hill farmers' market this morning.
11/12/2022	90575027	Chapel Hill farmers market
11/12/2022	90574430	Hand out at farmers market
11/12/2022	90572878	Carrboro Farmers Market table staffed by OC Solid Waste staff on 11/12/22--thanks to them for being there!
11/12/2022	90569657	Table at the Saturday Carrboro Farmers Market
11/12/2022	90566309	handout a farmers market
11/12/2022	90565342	Your staff at the Carrboro Farmers Market stoppec me and asked me to participate
11/12/2022	90564937	Canvasser at the farmers market
11/12/2022	90564172	Farmers' Market
11/12/2022	90563116	Carrboro farmers market
11/12/2022	90563013	Volunteers at a table at the Eno River Farmers' Market
11/12/2022	90562786	Farmers Market
11/12/2022	90561321	Recycle newspaper
11/12/2022	90560786	Farmers market.
11/12/2022	90559799	Farmers market
11/12/2022	90558579	Farmers Market
11/12/2022	90558539	Farmers market booth
11/12/2022	90558527	Chapel Hill farmers market
11/12/2022	90552686	Work
11/09/2022	90373335	Think of how meals could have been provided to those in need instead of giving tax payer money to a survey consultant. Environmental justice... stop dumping our waste in other places. We have a landfill with plenty of capacity.
11/09/2022	90369792	solid waste management's email newsletter
11/09/2022	90340463	handout at strec-a-thon
11/09/2022	90333363	I didn't learn the most important concern for me, and that is "REOPEN HIGH ROCK ROAD CENTER!!"
11/09/2022	90326277	Town of Chapel Hill Council Meeting
11/09/2022	90318180	Solid Waste and Recycling E-newsletter sent to my email
11/09/2022	90299079	At the Home Depot recycling site, an Orange County staffer provided the flier while she was also handling the shredding activity several weeks ago.
11/08/2022	90245745	In response to an inquiry to Caroline
11/08/2022	90222702	Forwarded by the HOA management company.



11/08/2022	90198475	Carrboro Email Newsletter
11/08/2022	90194783	Work
11/07/2022	90106537	Email from Town of Hillsborough
11/07/2022	90092634	Town of Hillsborough Weekly Digest
11/06/2022	90063919	I was handed the flyer at the Home Depot shredding event
11/06/2022	90046775	I clicked on the app to see when our next pick-up was and the survey was right there when I opened the app.
11/04/2022	89964899	Town of Hillsborough's website
11/04/2022	89952113	town of hillsborough put link on next door
11/04/2022	89951981	Recycling app
11/03/2022	89908966	a friend shared it with me. maybe there is an email from county that I haven't seen.
11/02/2022	89843231	Carrboro Town News Listserv
11/02/2022	89831397	Shred a thon
11/02/2022	89818861	Spouse
11/02/2022	89818516	Shredathon
11/02/2022	89818366	Town of Hillsborough website
11/02/2022	89801868	Shred event
11/02/2022	89798883	I had no idea there was an app until I took this survey.
11/02/2022	89792446	My wife sent me the link.
10/31/2022	89643326	shred day
10/31/2022	89606632	at a shredder event.
10/30/2022	89577714	A flyer from the shredding event
10/30/2022	89571338	Went to a shred a thon
10/30/2022	89567449	Received flyer about it at a shredding event.
10/30/2022	89566218	shred-a-thon
10/30/2022	89564135	Handbill received at the Hillsborough Shredathon
10/30/2022	89554646	at the shredathon
10/29/2022	89544719	Shred a thon
10/29/2022	89542515	Shred a thon personnel handed out flyer
10/29/2022	89541782	At the shred-a-thon
10/29/2022	89535687	Handout at today's Shred-a-Thon in Hillsborough
10/29/2022	89534231	Shredathon Hillsborough
10/29/2022	89532815	At shredding event
10/29/2022	89530927	handout at shred-a-thon
10/29/2022	89529867	Shred A Thon Hillsborough
10/29/2022	89529485	At a shred even 10/29/22
10/29/2022	89525905	Sensitive paper collection at Hampton Pointe



Do you have any final comments about the county's current or future waste management system? Please provide comments below. Limited to 1,000 characters.

- 12/14/2022 93917290 No new taxes , no new high paid staff, reopen the landfill
- 12/09/2022 93604634 Please reach out - my email is farley13@gmail - I would love to be a part of this project. It's a great goal to be zero waste in a few decades, but the consumer experience needs to be radically altered within the county to make that a possibility. Most changes are not with in the current set of options for consumers. Enforcement of the availability of options to buy items and use zero waste reusable containers for 99% of groceries in the marketplace of orange county is most essential .
- 12/09/2022 93554923 Orange County has one of the best recycling programs I've ever seen (and I visit California on occasion.). Customer education on what can and cannot be recycled still needs improvement, though (which isn't just an Orange County thing/problem). Keep up the great work!
- 12/08/2022 93538146 Keep working on this. Extremely necessary'
- 12/08/2022 93515386 Better responsiveness to residents' requests and questions. When I followed up in the past, I never got a reply.
- 12/08/2022 93485136 Plastic is what bothers me most. All I have heard is that cannot be easily recycled because the of the different kinds mixed together.
- 12/07/2022 93450168 I find it hard to believe that the County's current mixed, non-sorted residential collection really captures very much of the waste for recycling. It seems like a mess - small pieces of paper mixed with bottles and cans - wet things in with dry things, etc.
- 12/07/2022 93437339 I would be excited to see some waste processing technologies such as pyrolysis for carbon sequestration (biochar) or gasification (like Fulcrum Bioenergies) be attracted to the area for advanced recycling. Also Braver in Zebulor is doing very exciting chemical recycling of plastics. I would like to see their process expanded to Orange County with local support. Would be glad to talk more about how this could be possible. Link Shumaker, PE Link@gobiosystems.com
- 12/07/2022 93436627 Glad you used more than Facebook for social media outreach. I'm on Instagram much more frequently and that's where I saw it. Also appreciated estimated time it would take to complete survey was given.
- 12/07/2022 93432454 Zero waste!!!! Orange County is too far left.
- 12/07/2022 93422520 Glad for the opportunity for input, thank you.
- 12/07/2022 93413484 I would be curious to know more about the processing capabilities the county has access to. What kind of recycling equipment do we use? What kind of compost facility options are available? Have we ever considered partnering with other nearby counties (ie Durham, Wake) to invest in state of the art waste management infrastructure? State of the art facilities can be costly, but partnering with other municipalities could help us get to an optimal, cost effective solution without having to compromise on diversion or commodity quality.
- 12/07/2022 93411813 How are we ensuring the Rogers road community is not absorbing the pollution and air emissions? How are we factoring the increased cost of waste management with affordable housing (which is virtually non-existent already)?
- 12/07/2022 93409758 Thanks for getting public input and for all your work and commitment to sustainability !
- 12/07/2022 93406859 Incorporate climate change goals into dialogue and action at all levels
- 12/07/2022 93404617 I hope we are able to move forward!
- 12/07/2022 93384802 No comment.
- 12/07/2022 93383312 Please see my comment in the question above. Appreciate you!
- 12/07/2022 93368032 Info on why some things are not recycled.
- 12/07/2022 93359114 Education on how much waste is actually recycled, where and what can be done to reduce amount. Need to further inform public about actual costs and limitation. If people read that only 5% of plastic in US gets recycled what incentive is there to use recycling? Work to reduce packaging on items and promote reusable container, etc. Promote home or centralized (in population dense areas) food waste composting.
- 12/07/2022 93351223 Thank you for trying to make us a healthier and cleaner planet! Also, thank you for the fact that we have garbage and recycling pickup. I appreciate your consideration of ways to better serve the community and to address the current issues.
- 12/07/2022 93348308 I hope Orange County refocuses their efforts on continuing to provide high quality recycling and "dumping" resources. The zero waste effort is unachievable and unnecessary. The claim that we are running out of space is false. The fact that we can recycle former "dumping grounds" means that we can continue forward improving our current methods indefinitely. Pursuing a zero waste goal will result in the deterioration of our current excellent services as well as a wide range of unintended negative consequences.
- 12/07/2022 93343382 No comment
- 12/07/2022 93340868 Those rank 1-5 questions were unclear. I don't live in an apartment, so services to them don't directly affect me, but I'm sure they are essential to Orange Co goals
- 12/07/2022 93336377 Thanks for doing such a terrific job, for asking for community feedback, and for being responsive to the wishes of the community. You're all doing a fantastic job.



12/01/2022	93335340	Y'all are doing a great job!
12/06/2022	93326443	People have no idea how much our garbage costs Orange County. Don't create a recycling tax - create garbage fees. Garbage is the enemy - not recycling. Educate. Consider marketing - hire a marketing firm to help communicate.
12/06/2022	93324665	Improved education efforts are most welcome! Follow up on recycling changes, such as in recycling star program are important. I don't know enough about demolition/building recycling to comment intelligently about it or to intelligently rank it among other options. Curbside and commercial food waste recycling is important to me. Reducing the number of miles trucks travel is also important, but it did not rank higher than other concerns given limited number of choices. I appreciate the effort/focus on recycling by the Orange County Solid Waste Department! This is very important in taking care of our earth! I would pay higher taxes or fees to help provide more recycling services to Orange County residents.
12/06/2022	93324619	Loved being able to borrow the silverware sets for a recent large event we hosted at our Home, for 100 guests. Thank you! What a brilliant idea! Why not expand that to: a tool shed, where people can borrow tools? Plates? Glasses? Etc. I handle a lot of items I take to charity for clients, and I could provide you with 100 plates TOMORROW if you opened such a service. I'm so thankful Orange County is working hard to make recycling easier, and I encourage you to keep improving!
12/06/2022	93324343	Promote composting in high density housing areas. That will be a tough job, but will be worth it! Thanks!
12/06/2022	93321927	I would like to see easier recycling added to multi family housing such as assisted living and independent living facilities in Chapel Hill.
12/06/2022	93321664	The people that work for Orange County are always professional and helpful. I know they work hard. I am proud of them and the work they do for my county.
12/06/2022	93317461	Please try to avoid punitive measures. Yes, legislation and ordinances will be needed, but education and persuasion are better than punishment. Thanks for this survey.
12/06/2022	93316041	There must be an easy way to recycle plastic straws and styrofoam products
12/06/2022	93315089	Only allow each home to have one 15-20 gallon bag of garbage collected each week. Extra bags require the purchase of a tag (\$5 tag). Un tagged bags are not picked up. Also have compost bins that can be picked up biweekly. Encourage businesses in and around Orange County to charge 2 cents per bag ( plastic and paper). Continue to educate the elementary students on how to recycle. Not that this can be done on the county level but the fact that milk is still sold in plastic jugs surprises me. Other countries use bags that can be rinsed out and then used as sandwich bags. Much less waste. Milk industry needs to step-up their game and commitment to reduce waste.
12/06/2022	93314901	What role does UNC play in the waste reduction, waste management, and sustainability?
12/06/2022	93313367	Orange County residents are already overtaxed. Do not increase the tax burden on residents to pay for new programs instead look for corporate sponsors, grants, etc. Do not make raising taxes a requirement to put these new policies/programs into effect.
12/06/2022	93310052	Ban plastic bags in stores and in garbage bins. Pay people to recycle cans and glass bottles of all sorts.
12/06/2022	93309910	Thanks for this and all efforts. One question here has confusing instructions. The question at 41%. It's confusing to rank a question rather than a statement. Also, this question has typos and missing words. Also, this survey doesn't work on Mac OS, only on my phone.
12/06/2022	93309835	The shed on Eubanks is a real community benefit. I appreciate having plastic bag and clothing bins there too. Thank you.
12/06/2022	93308113	Reduce waste!
12/06/2022	93308060	Grateful to you all for making this a priority!
12/06/2022	93304278	I've been recycling and composting since the first Earth Day. I applaud the work that Orange County is doing.
12/06/2022	93303933	All things considered, you are doing a good job. Keep it up and keep striving for better ways of managing waste.
12/06/2022	93303523	Great goals.
12/06/2022	93302937	I would like to see Orange County create an amazing campaign to bring the University and local citizens together to set a new standard. We need to be more like top countries addressing this issue. It might encourage more people to pick this area over another for starting businesses, retiring, and attending schools.
12/06/2022	93301239	I'm glad you're trying to improve the system
12/06/2022	93301134	Need on-demand access to paper shredding, not events or appointments. Need #1 plastic recycling. Need plastic film recycling curbside.
12/06/2022	93300155	Reduce complication about what can or can't be recycled
12/06/2022	93298509	Please look at this chemical recycling company started at UNC-CH. They are recycling polyester textiles. <a href="http://www.premirr.com">www.premirr.com</a> <a href="https://fashionforgood.com/our_news/fashion-for-good-selects-eight-innovators-for-2022-global-innovation-programme/">https://fashionforgood.com/our_news/fashion-for-good-selects-eight-innovators-for-2022-global-innovation-programme/</a>
12/06/2022	93297910	Who is providing regular updates about where we stand with compliance with the 2045 goals?
12/06/2022	93296049	Many residents care and want to help. Let us know what else we can do to keep a healthy clean environment
12/06/2022	93294913	Love the new high rock location update. Just need it to flow better for household trash.



12/06/2022	93294789	Thanks for keeping things moving in a positive direction. It seems the schedules of operation for the convenience centers change very frequently. An email to addresses near the facilities to advise of new hours of operation when they change would be helpful.
12/06/2022	93293586	I live in extra jurisdiction area with single stream recycling only. Having at least occasional yard waste pickup would be helpful. And more or virtual composting workshops please including some recommendations for bins. We need your knowledge!
12/06/2022	93293229	Separating plastics according to changing guidelines is hopeless. Even the attendants at Eubanks admit they can't keep it straight.
12/06/2022	93292368	I'm proud to be in a county that has reduced waste so much. This week we had one bag of trash in the trash bin for 5 people. I think that's great.
12/06/2022	93292107	In general everything at the convenience centers is fine and serve us well.
12/06/2022	93292027	.
12/06/2022	93291529	I'm impressed and hope there is support to continue and improve. Education in schools is key as well. Thanks!
12/06/2022	93291139	Can we please start to ban non recyclable items in the county? Account you wide ban on certain plastics, such as plastic shopping bags could also be helpful.
12/06/2022	93291124	Is it your intent to make this program mandatory in the future?
12/06/2022	93290669	Keep up the good work!
12/06/2022	93290590	I was distressed to learn from my kids that at the Chapel Hill schools, the students are required to take a fruit with their lunch, even if they don't want it? And then, because they don't want it, they throw it in the garbage. So many thousands of perfectly edible apples and oranges are going straight into the garbage. Please encourage the schools to adopt a policy that allows students to opt not to take the fruit in the first place, or to place the unwanted fruit back in a bin that could be donated to TABLE or PORCH or rescued in another way.
12/06/2022	93289968	Very important that it is the best that it can be for the citizens of Orange County.
12/06/2022	93289561	None
12/06/2022	93289391	You are doing a great job. Focus on providing composting services next.
12/06/2022	93287924	Good job so far
12/06/2022	93287024	I am proud of what Orange County has come over the past 30 years! We are a leader in recycling. I visit one county in Texas where they don't even accept glass in recycling. You have to take it to Walmart. We continue to lead and hopefully we can get plastic bags out of our county forever. They are such a nuisance. Paula Poe
12/06/2022	93286383	Andrew does a great job in Calwell.
12/06/2022	93286375	Very good and thoughtful start. Increased resident education and convenience should enhance buy-in.
12/06/2022	93286251	I'm pleased with the current program and am glad to see that you're looking for ways to improve the program. It would be nice to see if there was a way that incentives could be used to encourage citizens to reduce their consumption of materials that need to be thrown away (e.g. use cloth grocery bags instead of plastic ones).
12/06/2022	93286083	Just keep being awesome. Thanks!
12/06/2022	93286002	I feel lucky to live in a community that cares about the environment. Thank you
12/06/2022	93285512	Recycle fewer categories with improved % recycled.
12/06/2022	93285256	This survey apparently was difficult to understand, i.e., too technical for the layperson. It required me to answer even if I didn't understand the choices.
12/06/2022	93284823	I find our DCSW system much more proactive and effective than others I have experienced in other communities. I support continued improvement towards the Zero Waste goals. Keep up the good work!!
12/06/2022	93284611	I feel the share share concept should be expanded to include more education of the concept. And items should be allowed to stay there more than one day.
12/06/2022	93284508	You're doing a great job and so pleased to see focus on achieving zero waste! Getting the word out to educate the community on easy things they can do to help reach this goal would be helpful (smart purchasing practices, re-using, composting food, etc)
12/06/2022	93284549	If possible, let us know how much of what we put into recycling is recycled and not thrown away.
12/06/2022	93284466	The overwhelming challenge is to raise awareness and commitment among the many who are unaware, who are climate deniers, who are opposed to any constructive government activities, and those simply too dense to think any messages apply to them. You need MUCH more serious, prominently disseminated, messages that are hard to ignore. There are quite a few who would improve their behavior, if they could just be reached. Strongly messaging school kids would make them into recyclers ADN ambassadors to their parents. There should be recycling receptacles in every classroom and kids should be put in charge of emptying them into a central dumpster. We desperately need a bottle/can deposit law and our reps should be proposing it every term. There should be stories about recycling processes and products made from recycled materials in every newspaper and in newscasts.



12/06/2022	93284177	I commend you all! I'm delighted to have the opportunity to respond.
12/06/2022	93284071	Most types of plastic are not currently recyclable. Thousands of chemists and other researchers are trying to devise solutions, but they are years away from being applicable on a large scale. The only real solution is to ban the use of some plastics, especially plastics used for packaging. Does the County (or State) have any plans in this regard?
12/06/2022	93283776	If you force draconian measures on the population, you may find you get less cooperation.
12/06/2022	93283672	Thank you for all you do to make Orange County a leader in recycling! I am proud to be from here. It would be convenient if neighboring counties had the same guidelines for what items are acceptable, but clear signage for what is recyclable here is a good articote.
12/06/2022	93283651	We must move quickly to implement.
12/06/2022	93283376	Your options are too complicated, this took 30 mins, not 10, but I'm on your side.
12/06/2022	93283353	Thank you for all you do and aiming to improve!
12/06/2022	93283108	Thank you for all you guys do.
12/06/2022	93282619	I'd like to see more large institutions get on board. For example, UNC Hospitals puts a huge amount of recyclable items like bottles, aluminum cans, #5 plastics in the waste basket. If you're a patient, it can be hard to find a recycling receptacle.
12/06/2022	93282452	I support these efforts, and I am proud to live in a community willing to commit to these efforts. We must walk the talk.
12/06/2022	93282431	The focus should be on educating the community so that they are invested. If I am to Judge by my students behavior, then it seems that a lot of people just don't care. And until they care, they aren't going to do what needs to be done.
12/06/2022	93282074	thanks for all you do, and also for continually trying to improve.
12/06/2022	93273892	North Carolina needs to up its game on environmental sustainability!
12/06/2022	93267190	Waste reduction is the most important! Ban plastic bags and establish incentives for zero waste businesses.
12/06/2022	93264394	no
12/05/2022	93247914	I'd like to see more investment in early childhood education.
12/05/2022	93243879	We need to focus on cost effective solutions especially in this economic environment.
12/05/2022	93243766	Pick up compost
12/05/2022	93237846	system seems pretty good but i think there is some conflicting info about what to recycle. I just downloaded the OC NC Recycles app and it says we do not recycle plastic clamshells. but this was on the list previously? hard to tell when things change.
12/05/2022	93236233	Nope
12/05/2022	93231896	Requesting businesses charge for plastic bags and requiring the use of reusable bags would definitely cut down on waste in Orange County and everywhere. Thank You for the survey and for asking.
12/05/2022	93224615	Excited that the county is looking into ways to reduce it's overall footprint. I hope we can achieve these goals sooner than 2045 :-)
12/05/2022	93214845	From my perspective, Orange County has improved a lot over the last 70 plus years. However, and I write this during the holidays, it worries me that we buy so many plastic toys, utensils, tools etc. which will hang around for a very long time. We need to curb our needs/wants, and find ways to reuse the plastics so that they don't pollute the environment. We definitely need to get rid of plastic bags.
12/05/2022	93195399	If Orange County public school students are taught about our specific recycling rules and regulations they can share this information with their families.
12/05/2022	93195265	Proud of Orange County's commitment to effective waste management practices.
12/05/2022	93193615	Thank you again for including citizens in the planning of the county's current and future waste management systems.
12/05/2022	93197389	Wonderful job.
12/05/2022	93188519	No
12/05/2022	93183105	Producers, distributors, and retailers should bear more responsibility for waste reduction. Some large companies e.g. Costco, have enormous leverage and should be forced to align with zero waste goals.
12/04/2022	93137807	From what I'm seeing in the OCS school I work at, we're nowhere near where we need to be to reach the zero waste goals this survey is discussing. Students receive breakfast in plastic bags each morning with plastic forks, then get lunches in plastic bags on disposable trays. This creates a massive amount of waste, but there are great reusable alternatives schools could consider. Additionally, the school occasionally provides compostable cups/utensils, but there's no compost bins. All schools and other public buildings need compost facilities and oversight to ensure that recycling is actually recycled. Otherwise, the county's future looks bleak and I worry that we won't meet our goals.



12/03/2022	93094130	This survey is too long.
12/03/2022	9307447	My answers about pickup and items are based in my experience in orange county both as someone who hauled their own trash and is now experiencing pickup (lovely experience it is too). My answers for the future questions (the ranking ones particularly) can't have enough information to be valid and there was no way to say that.
12/03/2022	9307492	OC should look at processing of sewage as well
12/03/2022	93071280	Appreciate the chance to give input through this survey; publicize the results of the survey (e.g., through town newsletters and Endless Possibilities newsletter)
12/02/2022	93063902	Education and enforcement are the key
12/02/2022	93048899	You should be aware of the Newspaper and computer paper recycling program that was started in 1974. You mentioned Blair Pollock in the past but it came after Ecos, Inc. I worked for a group called Ecos, Inc. run out of a communal house on Mt. Sinai Rd. called the Oxbow house. We worked on various environmental projects but I was the 1st recycling program that picked up newspaper from house to house. We started with a couple of neighborhoods and spread to the entire city within a month or two. It was run by Larry Tuttle and Larry Kehler, both of whom moved away. I was a worker who worked there in 1974-75. We also picked up computer paper at many sites on the UNC campus. The computer paper subsidized the newspaper pick ups. We had 2 old Ford pick up trucks. I am an avid recycler since 1974. The newspaper prices became so low and cost so much that we eventually went out of business. We already lived on food stamps and a small stipend and communally. Deborah Nichols
12/02/2022	93040420	I know this is a futile request, but try to remember that achieving ambitious ideological goals like "zero waste" may involve unacceptable lifestyle compromises and burdensome taxes, particularly for those of us who do not share the prevailing ideology of Orange County. Incremental change may be slower, but it will provoke less resistance and less division among the County's residents - and more division is not what we need just now. It can also be salutary to read the books - on climate change, for instance - which tend to upset the people in one's own echo chamber. Brains, like muscles, are meant to be exercised.
12/02/2022	93028115	Orange County is a really nice place to live so thanks for doing what you can to keep it that way.
12/02/2022	93020519	Thanks so much for what you do. I think additional education about waste management, recycling, etc. in schools might help. Often our kids help us become more aware to change our ways. Any additional information/learning through various community organizations would also be helpful - so much that those of us who don't work in the waste management fields don't know.
12/01/2022	92974210	2045 is too far off of a target.
12/01/2022	92962002	Living in an area that was considered for a waste transfer site many years ago, I recall that it was decided to take all waste from the County (non-recyclables) to Durham County. It seems letting our population know that is being done and why. Also, the cost of this and what happens down the road when Durham County fills up might help citizens appreciate the gravity of the issue. Does Orange County Solid Waste consider a different waste transfer site or "clean" incinerator/power plant being in our future (timeline)? Can Orange County get a plastic bag ban in place? I have seen dumpsters upon dumpsters fill up with all sorts of good furniture, bikes, kitchenware, and other practically new items at the end of each UNC academic year. Are there ways to better educate and enlist college students of the waste they generate. Perhaps having more options for them to donate to Thrift stores, Habitat for Humanity, Low Income Housing sites, etc.?
12/01/2022	92943439	I want to reiterate that I believe the stated 2045 net-zero waste policy is doomed to failure. It is overly ambitious and not practicable. Lots more, more effective, intensive, short/medium/long-term education and outreach are necessary in order to begin the process of changing the culture, socialization, and--eventually--habits around disposables, recycling, re-use, public/private/business waste streams, etc. The evidence is all around us: when a garbage can and recycle bin are immediately adjacent to each other and each is clearly labeled, "both wind up contaminated" because people's habits haven't yet been changed in 2022, and it's intergenerational. All the policies in the world won't get us to net-zero unless and until individual habits change. THAT's not just the starting point--it's gotta be the long-term emphasis.
12/01/2022	92934391	I have experience with another NC county's waste management system and Orange County's is excellent! I appreciate all the hard work that is obviously put in to make it such an excellent system.
12/01/2022	92918738	appreciate prompt responses each time I've had to communicate with recycling team!
12/01/2022	92909095	I appreciate all efforts to provide timely services that protect our environment, starting with reduction of waste and greater reuse and recycling. Thank you
12/01/2022	92894805	Superior. Proud to be an Orange County resident! Thanks for your efforts!
12/01/2022	92892932	I am very excited and hopeful for this initiative, and overall, as always, very proud of OCSW.
12/01/2022	92887919	I worry that with insufficient ways to use the materials collected, they eventually just get dumped somewhere else where we don't see them.
11/30/2022	92879002	I wish the U.S. would start using waste for generating electricity like they do in Sweden.
11/30/2022	92872504	I am a new resident of Orange County, and the level of community engagement on many important issues is exemplary. Thank you for making this such a great area to live in!
11/30/2022	92869736	I appreciate that Orange County cares about this and I also believe that we are just the right size county to be a model for innovative waste prevention. I mentioned that I would love to see us ban plastic bags. I would also love to see at least one food store that committed to allowing customers to bring their own containers. I am appalled and dismayed at how much plastic I'm forced to buy (and then recycle) just to get food. I know all food stores won't entertain this idea, but how about at least one?
11/30/2022	92868904	Great initiative



- 11/30/2022 9286486 Dealing with waste once it is generated is only part of the problem. I think to reduce the volume of our waste and move forward we must require the big waste producers (food and beverage corporations, big retailers, etc.) to stop production of so many products that will be used once and go straight to the landfill. Orange county can have a say in that, and I hope that we co more on that side moving forward.
- 11/30/2022 92862707 Thank you for all you do and continue to involve the community in the decision making process.
- 11/30/2022 92823030 I think there are good models already in place in other countries. I hope you all are taking a good look at what's working elsewhere!
- 11/30/2022 92814799 just want to stress again about banning plastic bags and plastic straws in orange county.
- 11/29/2022 92791549 Thanks for asking.
- 11/29/2022 92790820 How can residents get involved? The options on next page about voter registration are unfair. It doesn't account for permanent residents, foreign students, temporary foreign workers, foreign professionals on assignment here, exchange faculty, etc. yes, I'm not registered to vote but for different reasons than US citizens. I can't register as a foreign National and greencard holder.
- 11/29/2022 92790310 I am not sure why the survey wouldn't go on without me selecting two choices if I didn't want to choose more than 1. Survey is very one-sided that we will be forced to do this.
- 11/29/2022 92786911 Thank you for the work you do.
- 11/29/2022 92784693 it is annoying when we have "too much" twice a year at the most, and have to drive to Chapel Hill
- 11/29/2022 92773306 I applaud Orange County's efforts to reinvigorate and expand recycling and reuse programs.
- 11/29/2022 92755539 it's pretty good but we use a lot of clam shells from grocery stores and wish we could recycle them.
- 11/29/2022 92752849 I think you are going to have to think more out of the box than just improving what you are already doing which is what this survey way supporting.
- 11/28/2022 92717961 Can you publish the Solid Waste newsletter in the app as well as sending via email?
- 11/28/2022 92711523 Great goal. Where is the main source of waste coming from today? Is waste to energy part of this proposed solution? If not, why not.
- 11/28/2022 92704840 Orange County is leading the way in this area. So glad to see this.
- 11/28/2022 92699480 Yes. Zero Waste is something we would all like to achieve but it is not practical if it adds excessive costs to those of us on fixed incomes. We are already assessed \$35 a month above the other counties to collect unrecyclable items like certain plastics. I tried going zero plastics recently found it cannot be done via a common trip to the grocery store. Please don't add more costs to us. You will end up forcing many of us to find a more sustainable place to live (financially)!
- 11/28/2022 92687068 No
- 11/28/2022 92666605 Thank you for the hard work!
- 11/28/2022 92665835 Reduction is key to a circular economy.
- 11/28/2022 92663002 I appreciate the dept creating this survey!
- 11/28/2022 92651430 I spent thanksgiving in GA in an area w/o easy recycling. The trash went out several times a day as it was full of bottles and cans. It made me very thankful for what we do have in place already.
- 11/28/2022 92650631 I'm so glad to live in a county that cares about the environment, waste reduction and recycling! Thank you for trying to improve this service.
- 11/27/2022 92609699 Need ways to throw out trash without using plastic bags
- 11/27/2022 92602257 Educating the public on what can be done to reduce waste and what to separate for recycling would be helpful. Maybe through HOA's, community events, churches.
- 11/26/2022 92591289 Keep up the good work
- 11/26/2022 92589549 Limit households to one bag of trash a week initially. Fine people who don't recycle.
- 11/26/2022 92586535 I'm excited about the Road to Zero Waste program, and am excited to see what Orange County can do along these lines!
- 11/26/2022 92586415 I fully support Orange County's efforts to become zero waste. The sooner the better!
- 11/26/2022 92581868 These days waste mgt is not a high priority for most. So making it more visible & having it matter is big. Using existing resources like UNC's power plant to burn a fuel made from combustible non recycled or composted and non hazardous materials would be a real leap forward. It will be a long road to "zero waste" so safely burning what can be burned is a good bridge.
- 11/26/2022 92581527 I am delighted to work in a county that is prioritizing waste management solutions and I look forward to the work that being done. Thank you all.
- 11/26/2022 92574319 Thanks for working towards zero! This is why we are the kind of place that earned LEED Silver!



11/26/2022	92571224	Outreach and visibility to people who don't know how to recycle or about options would be fantastic, especially our undergraduate student population
11/26/2022	92564564	If it could somehow be accomplished to show people that various ways to sustainability would benefit themselves and their children/grandchildren, rather than them viewing it as an inconvenience.
11/26/2022	92559638	More young fresh minds included in the efforts, so that we move faster toward positive change.
11/26/2022	92558034	Better clarification on recyclable items such as a list of the plastics with the number codes.
11/26/2022	92555691	Would be nice to know what is really done with all the recycling we do. I really wonder if it's really processed properly or just disposed of somewhere else.
11/25/2022	92541759	Thank you for this focus on a crucial issue!
11/25/2022	92536447	We are very eager for OC to go zero waste and would love to see more community participation in efforts to reduce waste!
11/25/2022	92532472	Orange County does a great job and I think is ahead of its time in solid waste management, which I really appreciate. I would LOVE curbside food waste collection.
11/25/2022	92528716	Thanks for the opportunity to provide input on an ambitious and inspiring vision for much-needed sustainability initiatives.
11/25/2022	92520319	The programs that should be emphasized soonest are the ones with the biggest impact. This approach will benefit everyone in our community in the long run.
11/25/2022	92513282	Good job on approaching a solution to the problems.
11/25/2022	92511077	This is so important. I like the idea of Orange County being a model of world class waste management.
11/24/2022	92486143	If we follow the guidelines and earn Stars...why not display bright yellow star stickers on our trash cans? Good incentive!
11/24/2022	92448198	I am the Recycling Queen, and do public education every, single day--including educating grocery-store clerks about the BAD practice of throwing plastic bags into the wastebasket when there's a collection bin outside, AND refusing styrofoam at restaurants. Contact me at therecyclingqueen@gmail.com
11/24/2022	92445652	Thank you for the ongoing work to make Orange County a leader in our state for waste management/recycling. It's a dirty job, and I value the attention and care it is given.
11/24/2022	92435279	I think the county should encourage and educate residents to compost on site to reduce food waste and emissions from food waste collection carts. In addition, restaurants should be required to compost all food waste.
11/24/2022	92432858	I am very proud of how Orange County leaders are active in this area.
11/24/2022	92427957	I'd like to see OCSW engage with sustainability experts at our local universities. OC can become a leader in sustainable waste management, developing new ideas and progressive technologies to handle the worst offenders. While voluntary recycling is great, I do think fines and regulations will be the ONLY way to get some people and businesses to conform to advisable behavior. If businesses were told that they have to switch to all cardboard or compostable plastic by a certain date, that would help A LOT. An idea: there are household composting bins and even countertop (electric) composters now. What if there were a way for families to get these items from OCSW at reduced prices or with points gained by cutting down on recycling waste, for example? What if recycling bins came with sensors that told the truck HOW MUCH recyclables a household was putting into the system? Less means more. Less recyclable, more points toward compost, composters and other prizes.
11/24/2022	92410521	No further comments.
11/24/2022	92407486	No
11/24/2022	92407337	We are in favor of reducing waste. We are concerned that limiting options for waste disposal will result in more waste being dumped along roadsides because there is no organized place to take it. In addition, people do not currently separate their garbage, which can spoil recycled materials. What can we do to encourage participation?
11/23/2022	92379723	Most of what's going to impact this is outside of and/or far larger than the county (eg shipping and manufacturing practices that produce and bring in what's locally available; if everything is individually shipped from another state in five layers of plastic, that's a little out of scope, but the result still winds up here). Everything the county does is apt to be negligible in comparison, but can still set precedent and serve to inform both residents and those around what good practices can look like. So make it good. Put pressure on those with far greater scale of impact. Remind residents that it's not all on them, that if they can't keep up with the torrent of crap being pushed on them from all sides, that's fine, they're not the main problem. But also can people stop littering so much?
11/23/2022	92364623	Love that this is a priority for the county! Makes me proud to live here.
11/23/2022	92346293	Thanks!
11/23/2022	92345587	I do not think the county should add food waste collection to the curbside service. I think proper composting and food waste disposal can be done with other resources (such as more community gardens and backyard composting).
11/23/2022	92343470	no



11/22/2022	92300193	No extra fees or taxes. This county is too expensive as it is.
11/22/2022	92785764	I appreciate the efforts our county makes to make recycling easier and hope it pays off down the road. I realize I don't know as much as I would like to about where all of the recycle stuff ends up.
11/22/2022	92283487	A world class system only works if both those serving for and gaining from it are supported. All employees, all communities. Instead of creating more capacity for yard waste, I think the focus should be turned to deconstructing the 'Modern Lawn' aesthetic standards. There's nothing to be gained from monocropping the land with grass, and our local ecosystems would greatly benefit from working with nature rather than constantly toiling to make the outdoors appear "clean".
11/22/2022	92283144	Thanks for all the recycling that the county has already in place.
11/21/2022	92743408	Keep up the good work, and please expand services as much as you can efficiently and safely. Really, really, really want to be able to recycle textile scraps and household fabric items too shabby to donate. So happy that you added food composting to the menu! Thanks for considering these services vital to quality of life and environmental sustainability. The Eubanks Road center improvements have been very helpful.
11/21/2022	92239599	We need to better educate the public. There is hope if we focus on teaching the younger generation, and we must, as we are in the 11th hour... The future is in dire straits.
11/21/2022	92236973	I know plastic bag bans/fees are becoming more common, but I urge caution in their implementation. Research is coming out of the UK (which has had fee-based bags for several years) that they actually INCREASE plastic consumption due to "bags for life" using more plastic but not lasting for a longer amount of time to make the increase plastic usage worth it. Additionally, plastic shopping bags are only one thing; garbage and dog waste bags are similar (and some people use grocery bags for these!) and plastic wrap on consumer products cannot be ignored in favor of the easier steps of banning bags and straws.
11/21/2022	92225817	So much better than many communities, but (always) could be better still.
11/21/2022	92201564	On the whole the county does a good job. Yet given our well educated population we can create a product (e.g. recycled plastic) that can be sold (revenue stream) to fund the rest of the program. In short, create supply to drive demand.
11/20/2022	92168876	Thanks! Good luck!!
11/20/2022	92158265	You have officially screwed up the High Rock Rd trash location. Thank you for taking away an entire row of trash dumpsters that you could easily back up to with a truck and empty a trash can into, and replacing them with only 2 trash compactors that require you to lift trash above your head to put it into. And now we also wait in a line of cars to get to them, since there are only 2. Once again another impractical design but the fools in Chapel Hill who don't actually have to utilize these county areas.
11/19/2022	92123829	Compost pickup would be a game changer!!
11/18/2022	92101113	Please don't force a program on us with an economically unreasonable and unrealistic outcome.
11/18/2022	92101106	Thank you for asking and for all your efforts!
11/18/2022	92089287	I do try and read the postcards you send out but I still make mistakes because our rules are different from Durhams (where our daughters live). We're never going to win this unless we can reduce, and consumer goods packaging is a biggie in our household. Ban those clamshells used by Costco!
11/18/2022	92085848	Climate reality - we must lobby for and legislate laws that force manufacturers to take responsibility for producing materials and goods that do not or cannot cycle. Encourage closing the loop thinking.
11/18/2022	92082107	Thank you for doing this! It's critical.
11/18/2022	92075587	Provide weekly garbage pickup to the same areas that you now offer recycle pickup
11/18/2022	92074754	Follow through. Where does the recycling go? Are they really recycling the plastic bags and bottles? Where? What is the facility like? Safe? Clean? Pays a living wage? Or shipped overseas?
11/18/2022	92064477	No
11/18/2022	92052191	It would be great if we could compost everything locally.
11/17/2022	91900580	Consider equity. Involve those who will be most affected in the planning and implementation processes, including staff such as frontline workers.
11/16/2022	91309804	The survey malfunctioned while I was completing it and I tried to return and go back, there were several questions that didn't show up on my first attempt. I had already started responding to this question. So...my comments may have already been submitted once. Earlier, I noted here that I think Orange County Waste Management is doing a great job. I also wanted to mention the value of the Waste Matters columns in the News of Orange. Earlier, I also noted concerns about the typical mix of recyclables in trash cans that I see at gas stations and the failure of businesses to encourage and set expectations for their employees to recycle. These seem to be areas that could be the target of some focused education to improve practices and compliance with current regulations.
11/16/2022	91162457	Orange County does a very good job with recycling and waste management. Thank you for that and please keep up the good work. Tell us how we can volunteer and help make the system better.
11/16/2022	90829399	Looking forward to the improvements. Thank you!
11/16/2022	90825268	On the whole, I think that you do a very good job. I appreciate the opportunity for input.



11/16/2022	90821547	I love the Eubanks recycle center!
11/15/2022	90777688	I believe the integrity of a system is measured by how it behaves toward the most merial components. If we create a spectacular waste system, it's possible that our respect will build for the rest of the structures we build in Orange Coultury.
11/15/2022	90771613	Thank you for looking forward
11/15/2022	90770123	I'm so glad the county is working on this, it makes me proud to be an Orange County resident! I hope eco friendly waste management practices become increasingly feasible and easy to access for all households in our county in the near future and am happy to pay more taxes for this to happen.
11/15/2022	90765793	I understand the drive for zero waste by 2045 but this seems like an unrealistic goal that will only crive costs up in taxes for every citizen and we already pay way too much in taxes and fees. Please find a way to improve efficiencies without criving up costs even if the end result isn't zero. Waste by 2045. These things take time and I feel 2045 is super unrealistic
11/15/2022	90765590	Please continue doing what you do and support the reuction of waste in our communities. Also, give me my recycling stars I'll never stop doing what I do but recognition is appreciated:) Oh, and Go Heels
11/15/2022	90758327	the county does a great job in my housing plan of pick up of trash and recyclables and I have great access to take other needs to Eubanks. Thank you for current job done well.
11/15/2022	90755795	Trash cans are too large. Could encourage less trash by distributing smaller bins next time the bins are replenished in the community.
11/15/2022	90751580	Bothers me that the "powers that be" decided to truck our garbage elsewhere instead of making a new dump (or modifying current "full" site) - but hopefully, it was unavoidable? All these proposed new ideas in this questionnaire seem pretty unrealizable, in my less than humble opinion.
11/15/2022	90730589	Seems impossible without stemming the exponential increase in plastic based packaging that I've seen throughout my lifetime. Do you know something I don't know about Federal level policy on single use, "disposable" plastic products and packaging? We have to stop it where it comes from or else we will end up buried in it no matter what else we try
11/15/2022	90730572	This issue is important to me and I suspect many other OC residents. If opportunities existed to help bring about improvements and positive change, I would gladly participate. I believe volunteerism can make a difference in helping to educate the public, change perceptions, and encourage behavior change.
11/15/2022	90725873	As a concerned citizen of OC, I'm really disappointed that you didn't promote this earlier and more thoroughly. Your timing was way off for getting the word out about the zoom meeting and the in-person sessions. These sessions should have been promoted and advertised far and wide, on TV, radio, social media, etc. at least a month ago. Why wasn't there a save the date in your October e-news? You need to allow time for people to share the e-news with friends, neighbors, and colleagues. Trash affects every single person on the planet but it's not a sexy topic. You should know this. With all the competition for our time and attention, it's hard enough to make time for this survey and 10 minutes is not a realistic expectation. Everyone should have a seat at the table for this discussion and you have limited the diversity of opinions by not getting the word out in a timely manner. Please do better next time.
11/15/2022	90724567	In Europe in the 1970's, market customers were all required to bring their own bags and containers for the foods they bought. Fruits, vegetables, meats, and every other food was bought at local farmers' markets. We need to encourage customers here to do the same.
11/15/2022	90719582	no
11/14/2022	90704306	We need to transition away from disposable packaging, to a comprehensive durables/ reuse infrastructure; and away from consumer plastics. Hauling compost a great distance away to process it is a waste of resources - every county should have the capability of composting locally. Orange could BAN the use of disposable cutlery by restaurants, and expand the Fork It Over program into a curable silverware program that restaurants participate in.
11/14/2022	90694195	Good luck. Don't make things worse. Keep it simple and build into your work a means of correction. All planning fails. It's what happens next that matters. If you were serious you would end basketball and football games, not to mention the enormous waves of largely blue collar workers who drive here every day from every direction. "People who work here" sounds disingenuous somehow. Gasoline, not tissues, is the unspeakable. But you are not serious. You clearly are concerned with straws and food waste. Face it, CHC is ruined and can never again be of a scale where these ideas herein are actually achievable.
11/14/2022	90690950	This is a huge soapbox of mine and I'm helping in every way I can think of. I don't currently work, so I volunteer often with kids. If I can be of any further support, please let me know, Kate Doom Patel katedoom@gmail.com
11/14/2022	90689037	I think Orange County is way ahead of other counties or areas of the country. I have been a fan and supporter of this program ever since it was started over 20 years ago.
11/14/2022	90687580	Not sure how we get to zero waste without totally changing all of the packaging for everything sold at grocery stores.
11/14/2022	90682982	No
11/14/2022	90681563	no
11/14/2022	90677590	Providing trash pickup to county residents would be nice.
11/14/2022	90677493	At the collection site behind Home Depot in Hillsborough the containers are always FULL of trash bags stuffed with recyclables, despite the signs indicating that trash bags are not allowed. I don't know what will stop people from doing this but I wish we could try. Maybe a small shelter/building onsite with a paid monitor watching and educating folks? The shelter is to protect the monitor from the elements. Or is it possible to give people bioegradable bags, like big recycled paper bags to put their items in? And maybe bigger signs on the containers saying no trash bags, though I don't know if that will help.



11/14/2022	90676537	Keep on recucing waste through recycling
11/14/2022	90676394	I mentionec previously that I was interested in the lowercase-'s' sustainability of recycling. I like recycling, and I'm glad there are plans to expand Orange County's services! But it is overwhelming to hear that recycling isn't always helpful. I can't imagine not recycling, obviously.
11/14/2022	90665294	There could be more discussion and explanation of the zero waste effort in local newspapers.
11/14/2022	90665239	I wish more products would be sold in recyclable material (paper, metal, glass), rather than plastics that are not reusable.
11/14/2022	90653407	No. Great job!
11/14/2022	90650289	I wish you luck. I'm not convinced that Orange Co. is really vested in improving recycling and eliminating waste as they proclaim. There are many other cities across the US that have way better programs and maybe Orange could learn from them. There are other countries too that have a better system such as Ontario Canada. Reach out beyond the minds of Orange Co because what you have been doing isn't working IMO.
11/14/2022	90649871	Please come down our road to collect recycling so we don't have to haul our cans half a mile to the road!! Do more to stop littering and illegal burning of trash. Force more business to convert packaging and food containers to biodegradable.
11/14/2022	90649514	We feel fortunate to live in an area like Orange County where recycling and earth care are being practiced and improved all the time. Hopefully our county can serve as an example to others beginning their efforts in this area.
11/14/2022	90648709	although I have a place to put yard waste, I can see where it would be useful to many. When living in Durham County, we had yard waste (leaves, branches, plants, etc) available and we filled a bin almost every week!
11/13/2022	90612981	Collection of a food waste and other compostables stream is a great opportunity for reducing waste going to the landfill with payback to residents in the form of good compost. This should have highest priority
11/13/2022	90610595	with the expansion and development of the area construction and demolition waste diversion from landfills is my greatest concern. Food waste while it has beneficial uses is so much smaller or a cubic yard and tonnage aspect that based on the questions in this survey the county needs to reconsider the issues that they focus on.
11/13/2022	90601830	I'm proud of what you do and want it to expand more; I see this as a very responsible way to use my tax dollars.
11/13/2022	90600872	Overall we think the county does an excellent job. We're glad the county thinks about recycling and waste management. The staff at the waste and recycling center at Hubanks are very helpful - thank you very much.
11/13/2022	90594507	Thanks for all you do.
11/13/2022	90590561	It's a great service. Keep partnering with local businesses as they'll love to help. Ex if a restaurant would collect batteries for you they might get more traffic, you pick it up so no cost to them
11/13/2022	90590245	Thank you for your efforts at achieving Zero Waste. I wish you had an earlier timeline for this!
11/13/2022	90589252	Recycling is too confusing for most folks. Make it simpler. Prioritize the 3 Rs.
11/13/2022	90586732	I would like to know more about what happens with the materials after they are recycled in Orange County. I love all the guidance on your website and flyers (a fridge magnet would be awesome!) in what you can and can't recycle. Keep up the good work, thank you!
11/12/2022	90580945	I'm excited to see and be involved in where it's going.
11/12/2022	90579060	"Partnerships for innovation in material design/use/prevention/reuse" is important but I could not choose 3. Re: fees for non-compliance: although I would like to see that happen in one way, it seems that notices /warnings (but from an educational/encouragement angle) would be more persuasive. Those who are not recycling MAY have a reason that would make sense if interviewed; and fines may penalize the economically challenged, yet be paid with still no compliance by wealthier households. Also: how would you know that I am zealous about recycling since I take it to the dump, or a friend takes it, & thus not fine me? I read your emails and online info- but know no one else who does. Since people usually open/read their tax bills, perhaps including a longer educational sheet (with details explaining the list of problems/safety caused when including unacceptable materials, & more encouragement for making the effort to recycling paint, big plastics, etc) would reach more receptive eyes?
11/12/2022	90578236	Please work on getting big employers - schools, UNC, construction - to have more participation. That will move the needle more.
11/12/2022	90576936	You already do a very good job. I so appreciate it. Can't wait to see what happens next. I'm more than willing to put more tax dollars into sustainable practices like this.
11/12/2022	90576482	I think it is a good system; it is up to us, residents, to make efforts to recycle properly and respectfully towards the people who handle all that stuff. I am appalled at seeing so many cardboard boxes stuffed whole in those blue bins.
11/12/2022	90575713	I support our county being proactive on this and other environmental and quality of life issues.
11/12/2022	90574430	Stop recycling. Stop wasting taxpayers money. Again, more from the NYI article: "Environmental groups raise money and attract new members through their campaigns to outlaw "waste" and prevent landfills from opening. They get financing from public and private sources (including the recycling industry) to research and promote recycling. By turning garbage into a political issue, environmentalists have created jobs for themselves as lawyers, lobbyists, researchers, educators and moral guardians. Environmentalists may genuinely believe they're helping the earth, but they have been hurting the common good while profiting personally, just like the village's herdsman. This is the real Tragedy of the Dump: the waste of public funds on recycling programs, the needless public alarm about landfills." Needless public alarm, correct.



11/12/2022	90572878	You are doing a great job! My partner and I have never lived anyplace with such progressive solid waste management practices. Making local government work this well takes a lot of thought, planning, funding, excellent staffing--we are so grateful for all you do!
11/12/2022	90569783	I am proud to live in a community in which we can still recycle many materials. More clear messaging about what can/cannot be recycled would be helpful. Better signage at solid waste facilities is critical (and doesn't seem like it would be expensive). Expansion of food waste/composting would be great. Textile recycling would be great.
11/12/2022	90566966	Please expand the number of items you accept for curbside recycling, especially plastics.
11/12/2022	90566309	thanks
11/12/2022	90566304	With food waste composting (CompostNow.org) and existing recycling opportunities, our volume of household trash has decreased dramatically. Bulk refillable products help a bit too. Its hard to know where to put our energy towards reducing further. Guidance on "how clear do out recyclables need to be" would help: how much soap, water, and effort is worth the trouble for any given container.
11/12/2022	90564733	I hope we can have a better environmental plan with the understanding that it relies on widespread policy change that affects businesses and corporations and not punitive measures for general people.
11/12/2022	90563321	Keep up the good work!
11/12/2022	90563126	I really want this initiative to succeed.
11/12/2022	90562288	So much is beyond the county's control - we need more state and national legislation to curtail the excess packaging of foods and other consumer goods.
11/12/2022	90562023	Love that we have a compost drop off, curbside would be even better. Leaf pickup for residents in unincorporated areas would be helpful-At least in large neighborhoods.
11/12/2022	90561888	Curbside compost.
11/12/2022	90559900	Just what I said before, we should not be dumping our trash on other communities. Zero solid waste is an admirable long-range goal, but before we reach that point we need to identify a new landfill site within the county to accept our own waste.
11/12/2022	90558527	Survey was not super well designed. Use of ranking artificially inflates distance between alternatives. People might not actually care that much, but you're forcing them to indicate.
11/12/2022	90553292	This is one of the most important County services, as it not only accomplishes an important task (waste management) but so many (all?) residents directly interact with it on a regular basis. Residents can learn how to be better stewards of global resources through this program - better members of our local and global society - through their individual decisions about how they participate. We've come a long way from anti litter campaigns (although please continue tapping into that ethic to motivate good waste management among our residents), and are now into climate change, materials management, reducing consumption, and social justice. These are big issues that many residents have not yet wrapped their heads around. County and civic leaders must prioritize this and help residents learn, try, get comfortable, do their best, and get better over time. Thank you, solid waste heroes of Orange County.
11/12/2022	90552686	BUILD THE FREAKIN TRANSFER STATION ALREADY????!!!!. Or do you all like enriching other counties like Biden and all the Leftist like enriching other countries??? PATHETIC!!!!!!
11/11/2022	90545722	Better communication on what is actually recyclable and a focus on collection of these items, realizing this information evolves over time.
11/11/2022	90512974	Waiting for high rock road center to open new area.
11/11/2022	90508796	Thanks for making this a priority for our county.
11/11/2022	90505268	You're all doing a good job! I think Orange County's solid waste management is very advanced when compared to other counties.
11/10/2022	90470472	Zero waste is probably unrealistic. Consider incineration options.
11/10/2022	90446316	I am proud of how hard we work to recycle in Orange County and think it is worth it to become better as a county.
11/10/2022	90434832	We have a very good system AND I want to see it get even better.
11/10/2022	90425007	Keep up the good work
11/10/2022	90417998	It's a great service and a very important service. Great opportunities to educate, especially in schools, colleges, businesses and homes.
11/10/2022	90412294	Thank you for helping us reduce our waste!!
11/10/2022	90409107	Prevention is more economical than remediation
11/10/2022	90407852	Glac you are coing this - highly supportive!!
11/10/2022	90406496	We applaud your desire to do whatever is economically prudent to minimize the damage we're inflicting on the Earth. If we strive to take tiny steps we'll someday see the giant leaps we can make to lessen our footprints.



11/10/2022	90405508	2045 is a long ways out
11/10/2022	90404061	The biggest priority must be on waste prevention, especially on making our county as PLASTIC-FREE as possible. There are many studies now showing that recycling is not a long term solution, and that plastic is entering our waterways and the ocean at alarming rates. Governments have a role to play in regulating the materials that are allowed. Please see <a href="https://beyondplastics.org">beyondplastics.org</a> for more information about what you can do as a municipality.
11/10/2022	90400587	Thanks for the opportunity to comment and suggest. You are doing a great job. Keep at it.
11/10/2022	90399455	no waste pickup in the county is problematic
11/10/2022	90399129	Appreciate the effort to reduce waste. I pick up plastic on the beach instead of shells these days. As a county, community, country, we should be in tune with the environment, and to make it as healthy for all as we possible can. Else we will be drowning in our own poo.
11/10/2022	90398322	TRULY recycle plastics so micro particles do not end up in oceans
11/10/2022	90397755	Glac to have access to great facilities, and appreciate the efforts to make the program even better!
11/10/2022	90396043	I don't know much about dealing with construction waste. I just know there is a massive amount of it so any improvements in dealing with that would be important. And maybe incentivizing use of better for the environment materials could be an option? I appreciate the OC efforts to reduce waste and help protect the environment!
11/10/2022	90394214	It is painful to see the carelessness with which people of all stripes and ages throw things away- trash in recycle bins and vice versa. I liked the sign somebody put up at the trash/recycle cans on Emory campus (Atlanta) "if you can't read maybe you don't belong here". It all boils down to education from the ground up.
11/10/2022	90391761	no
11/10/2022	90386024	no
11/09/2022	90373335	Lower property taxes! I can't afford to live here anymore
11/09/2022	90373166	I shake my head at the mess people make at the drop off sites - it is demoralizing to see a plastic bag of recyclables thrown into bins. These folks drove to the site to recycle and they are doing it wrong. Forcing people to participate or forcing them is probably not a great idea. They would likely do it wrong and folks who voluntarily do it are doing it wrong already.
11/09/2022	90372981	You guys do a great job - wish the entire community did as well as you do!
11/09/2022	90370617	Please continue to communicate well how individual households & businesses can support a great (not just mediocre) waste management program.
11/09/2022	90369792	You are doing a great job in Orange County but more pressure from municipal, state, and federal governments must be brought to bear on the corporate producers of waste. Food and consumer goods packaging, for example, must be regulated. Locally, why not ban plastic bags in stores?
11/09/2022	90367956	Zero waste by 2045 is daunting but it is extremely important. I would prioritize the food waste streams as it contributes to global warming, which must be slowed down as quickly as possible. Restaurant composting should be prioritized over residential collection. And multi family residences should be prioritized over single family homes, which may have more outdoor space for onsite composting.
11/09/2022	90366577	Thank you
11/09/2022	90366083	I would like to see a focus on waste prevention. There is so much consumption right now, and it's clear that we can't recycle our way out of our waste problem. Thank you!
11/09/2022	90360693	The sooner we can get to 0 waste, the better! Are there any volunteer opportunities for people? Especially for those who have to do community service per court requirement, or for scouting troops towards a badge or milestone?
11/09/2022	90360184	Best waste management system of anywhere I've lived (5 cities/counties in 2 states in 10 years) and I'm excited to see how it continues to grow. Thank you to everyone who works with Orange County Solid Waste to make the current system as successful as it is!
11/09/2022	90357231	you are awesome! Thank you for your efforts to improve. Have you ever thought about selling cling-achhesive cart wraps or big stickers with our local college logos?
11/09/2022	90356041	Thanks
11/09/2022	90355400	1000 years from now, the landfills will be very valuable, don't you think?
11/09/2022	90354751	The question that asked about ranking items like living wage jobs and safety of workers was not a good question...those are basics for all organizations. I think you're not going to get useful info from this question...or at least I caution you to be careful with what you do with the results of this question...the answers may be misleading b/c it was sort of impossible to answer this one correctly.
11/09/2022	90353574	I think you all are doing a good job. Keep it up!
11/09/2022	90345507	I love the Fork it Over program. I use this for a recent neighborhood party. I also used compostable plates and cups and brought the food waste to the food waste drop off at Eubanks. Thank you for having these programs!! Please don't stop these.



11/09/2022	90343779	What can be done about plastics.
11/09/2022	90339548	Thanks for the job you do. People need to understand the importance of recycling. That, indeed, is a big problem. An awards program (sticker on your garbage) or fines for those, especially businesses, both large and small that fail to comply. I never understand why folks do not recycle except for laziness. Even if there is a physical disability or other problems, high schools could have a program where responsible students volunteer to participate in a program where they would take recycling to the curb for individuals who cannot do that for themselves. And, figure out when to return to take the container back to the garage or wherever it sits during the week.
11/09/2022	90333363	Please Reopen High Rock Road Recycling Center (PRONTO).
11/09/2022	90332404	Please educate county residents that waste is shipped out of Orange County as Orange County is too elite to designate a waste site. Please educate UNC students that their waste is an expense to the County and to be considerate of the environment. Please consider providing water and sewer to all surrounding properties, not just Roger Road, that the landfill has impacted.
11/09/2022	90328511	Thank you for providing the big rolling carts and bi-monthly pick ups. Thank you for providing the fancy recycling centers (especially the one near my home in Hillsborough). Thank you for the extra cardboard drop off bins behind the Home Depot. All of these services are amazing. Since Walmart doesn't collect the plastic bags anymore, if we could get a bin for them behind the Home Depot, that would be fantastic. :) Thanks for all you're doing.
11/09/2022	90326576	I support the county to do all it can for providing safe, living wage jobs for workers in the waste management system; to do all that is possible to reduce solid waste; to provide convenient ways for residents to reduce, reuse and recycle; to minimize additional costs for residents and to seek ways to support and/or fund efforts through the business community. What is UNC's role in the county's solid waste management system? I have no idea what that intersection looks like but know that the U must consume huge amounts of materials that should be reduced, recycled, reused in the dorms, cafeterias/dining halls, classrooms, offices, sports areas etc. Think the U should be paying and contributing much more to make this system work better. Thank you.
11/09/2022	90326466	nothing more to add.
11/09/2022	90324877	Good work but my heart breaks every time I'm unable to recycle black plastic, takeaway containers and clamshell containers. Either work with businesses to reduce their use or develop an option other than throwing them away.
11/09/2022	90324344	Train site personnel to be a bit nicer. Many of the people there are nice but some treat you like you shouldn't be there, or have an attitude.
11/09/2022	90323824	I will gladly participate in any recycling.
11/09/2022	90323784	Do not need new collection facility in western Orange. I have lived in this part of the county for 33 years and have been 1000% satisfied with the Brasshaw Quarry facility. Was satisfied with the Chestnut Ridge Camp facility 1000% before. Do not want to have to drive a further distance to a new multi-million dollar location and be greeted by 10 to 15 "workers" standing around with hancs in pockets or driving around looking important on a \$25,000 John Deere Gator. If this isn't wasteful then I do not know what is. How about that new ABC building? Ain't it nice for all the drunks? It does improve that part of town, don't it?
11/09/2022	90323175	I love the Zero waste idea. I wish it could be achieved before 2045. Also I wish legislation was put in place in order of ban plastics from containers of food, detergent, cosmetics, disposable flatware, silverware, cups and and almost everything that can be found at the grocery store. Also avoid unnecessary wrapping, and give better incentives for people to use reusable bags and not use disposable supermarket bags.
11/09/2022	90323171	Overall y'all do a great job with recycling. Just keep reminding us of how to help
11/09/2022	90322851	Again, the higher up the organizational hierarchy that reduce and reuse is required the better. And I hear news stories about no plastic is/has been recycled for a long time so providing transparency about the state of the recycling work with regular updates would be helpful. I've always thought Orange County's solid waste programs were top-notch. Thank you.
11/09/2022	90322126	So the stars program is having both intended and unintended consequences in my household. It's been very helpful for us in understanding what is definitely not allowed in the bins, and we have kept that material out. So, intended. But there is still a sort of gray zone of recycling that I'm never quite sure is or isn't allowed. And to not run afoul of the rules, we have opted to toss more potentially recyclable plastic than previously. So, to me, that feel unintended... although maybe from your perspective that's intencec, since I can assure you that everything in our bin is "correct". Regardless, I appreciate the recent emphasis or re-education about recyclables.
11/09/2022	90321055	So many places are discontinuing their recycling programs, so I am proud to live somewhere with a program trying to GROW not shrink. Thanks so much.
11/09/2022	90320979	Thank you for the consistent biweekly service and well run convenience centers.
11/09/2022	90320758	I am hoping the plan can work to at least cut back on the waste by 80% and look forward to seeing more food waste being used in composting for communities around Orange County to use in their home gardens or school gardens or community gardens at a lesser price along with the ability to somehow get it to their homes by rental trailers or something, that is a luxury that is not affordable for so many residents here.
11/09/2022	90319680	Great initiative! I fully support this.
11/09/2022	90319373	No, but this survey is kind of weird. A number of questions ask us to rank questions or issues that we don't have expertise in, and I don't know why you're asking us, or how our uninformed answers would be useful to you. You're the ones with background and experience to best evaluate which questions, options, or solutions are most important. I can only tell you about my experience as a citizen who uses your services, but you ask very little about that.
11/09/2022	90319308	I am pleased at Orange County's efforts at recycling for our community. Keep up the good work!
11/09/2022	90318740	Doing good job now but must prepare for increased waste in the future



11/09/2022	90318180	I will be 89 years old in 2045, but I really hope I live to see the day when my community is down to 0% solid waste. I think we need to get there faster for everybody's sake.
11/09/2022	90318052	Thanks for the hard work you all do. Would only add curbside food/compostables collection to my "Top 3" wishes.
11/09/2022	90302291	Buy, build or partner a high temperature incinerator/incineration.
11/09/2022	90799079	Besides instituting a county wide ordinance changing packaging to more bulk and reusable containers and packaging, and rules to improve the reuse and recycling of construction materials and waste to be more Green, limiting the miles and gas (carbon) needed to recycle materials would be a big improvement.
11/08/2022	90264653	I found many of your questions difficult to understand as well as many of the answers. It would have been helpful if you did a better job in explaining what you were asking. You should also include a way for a person to explain why they might have answered the way they did. For example food waste is low on my list because I have chickens and feed them food scraps not that I don't think it's an important issue. It's just not an issue for me. This survey took a lot longer than 10 minutes. I believe you could have gotten the information you wanted if the survey were designed differently. I think the county should seriously consider a "Waste-to-Energy Facility" Check out ocirc.org, Orondaga County in NY has a facility where they produce enough energy to power 30,000 households power. They also reduce the amount of material that needs to be landfilled by 90%. It's also a pollution controlled facility.
11/08/2022	90245745	2045 is a huge timeframe. I hope you're able to reduce waste in a far shorter period of time!
11/08/2022	90232373	Más información educativa para comunidades de bajos recursos.
11/08/2022	90228324	I would like to work for you - preferably in food waste division :) - Kim Paolucci 301-335-5008
11/08/2022	90222702	I think all Orange County vehicles should be green. I think if Orange County provides recycling, garbage, leaf, tree, or other pickup services to some homes, it should provide them to all homes - providing curbside centers that you have to drive to is not good enough. If I can't recycle within my community, without getting into a car, then I should not have to pay the same taxes as all the residents who do have that service courtesy of Orange County.
11/08/2022	90217633	It would be great to see more 'leave the leaves' and other similar education to reduce the waste being collected that would be better left in place.
11/08/2022	90210162	Stop using one-time plastic bags
11/08/2022	90206903	I think people don't understand the complexity of recycling and that makes it harder even for those who are committed. I think it's outrageous that our developer has managed to not provide recycling services for our community as I thought was required. Though having said that, I don't think it's a problem to bring recycling to community recycling centers and that probably reduces truck miles which is an environmental goal I support.
11/08/2022	90206392	Let me know if you want any help.
11/08/2022	90200048	We seem to have gone backwards regarding what can be recycled. This doesn't bode well for the planet's and human survival.
11/08/2022	90197572	No.
11/08/2022	90186486	I think you all do a great job. However, public messaging seems to have dropped off in recent years. More partnerships with UNC, Franklin Street, cateries, and OCSW would be welcome.
11/07/2022	90107757	You have provided a narrow set of solutions with no information and analysis of what the main problems are within the current recycling and management program based on OC Solid Waste experience to date. There is no information about where OC stands within the current percentage of waste collected and recycled. You are asking us to choose solutions without defining the extent of the problems and successes and you have not attached costs to the possible solutions.
11/07/2022	90106537	Gotta get businesses to stop making/selling/using plastic.
11/07/2022	90092634	I would love to see an expansion of technology and science in the waste management system in Orange County that would enable the recycling and waste management of biodegradable items such as biodegradable plastic bags, cups, straws, and other items because even when items may be classified as biodegradable, not all facilities are capable or have the technology to decompose the items. I was made aware of this because I did a project on science class, and it is unfortunate that communities may not be aware of this.
11/06/2022	90064314	I want options which do not punish those lacking resources, and that focus on the biggest issue at any given time. Intersectionality is key
11/06/2022	90063919	Keep it up! Encourage more organizations to become an Earth Care organization like our church (UPC)
11/06/2022	90063013	You're moving in the right direction. Keep going.
11/06/2022	90051703	"Waste diversion" could be more positively reframed to something like "resource optimization," "asset preservation,"..... Sort of like Canadian Goose poop should be seen as fertilizer.
11/06/2022	90049909	A leader in NC
11/06/2022	90046775	I wish these things were easier to do: - disposing of old paint - eliminate plastic bags - eliminate any non-recyclable to-go containers from restaurants, grocery stores, etc. - WAY reduce use of straws and eliminate plastic straws - document shredding (I got tired of waiting in a long line of cars (cars, idling) to have 2 smallish boxes shredded

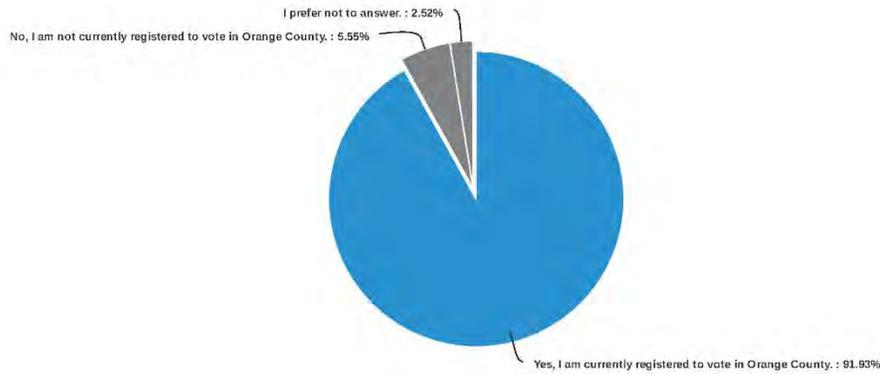


11/05/2022	900280/6	I appreciate all the work you do and the services you provide. I drop compost at the Carrboro Farmer's Market every week and I love that service.
11/05/2022	90019/21	No, I think the programs we have is more than adequate and very good. We do not need to spend more tax payer money to have 100% perfection
11/05/2022	90011832	The county should make recycling as easy as possible! It should work with all communities, especially underserved. The county should have school programs and work with daycare facilities to start recycling with children so that it is ingrained in their behavior and they become lifelong proponents of recycling.
11/04/2022	89991708	important work Thank you for all that you do!
11/04/2022	89990416	i appreciate the county's efforts to move in this direction!
11/04/2022	89988973	I don't expect you to change. You just want to grow your budget on the backs of those who are having trouble carrying the load now. Face it, trash will be with us forever!!
11/04/2022	89988916	I appreciate the truck coming weekly.
11/04/2022	89983208	Current system is a good one. Zero goal is unrealistic.
11/04/2022	89971137	2045 seems a bit far off, I think this is achievable much faster
11/04/2022	89970405	PLEASE emphasize environmental protection.
11/04/2022	89969078	Please partner with the school districts on goals... I have three children in the local public schools and see SO much waste in the classrooms and cafeterias every day.
11/04/2022	89968787	Proud of what a great job you all are doing for our community! Special thanks to the drivers and hands-on staff.
11/04/2022	89967739	You might want to look at partnering with a company called Terracycle. I use them personally to recycle a lot of things that can't be done through municipal sites. Perhaps they would be willing to work with you to expand what can be collected at the municipal sites.
11/04/2022	89962139	I've already mentioned recycling of other plastic items and another recycling location in Carrboro.
11/04/2022	89957373	Zero waste is great
11/04/2022	89957113	doing a good job, keep it up, but if food waste could be made safe then composting is better than landfill
11/03/2022	89926957	Appreciate the Recycling audit and stars program. One way to make people who don't pay attention to annual recycling postcards or stickers on their own bins aware of acceptable practices, Have been very surprised at number of non-compliant users in my neighborhood...one that I have considered fairly conscientious about environmental issues.
11/03/2022	89926097	Excellent work.
11/03/2022	89916894	The burden of these choices should be shouldered by everyone equally including multi-family, subsidized housing, etc.
11/03/2022	89916165	We seem to be recycling less than more.
11/03/2022	89915524	Think about landfill gas recovery for BTU sales or use in micro turbines or reciprocating engines to produce electricity.
11/03/2022	89915313	You do great job but we all just need to do more.
11/03/2022	89913980	tell everybody at OC Solid Waste that we appreciate their work!
11/03/2022	89910996	with covid behind us, would like to see more shred events. Dont like the drop off sites (even with an appointment): there is a lack of security for this (I brought my box of confidentials and was told the box would be placed in a room (I couldnt accompany it) until it would be shredded. No chair of custody if you will...
11/03/2022	89909759	I applaud the County's zero waste goal.
11/03/2022	89908966	Excited that you are doing this!
11/03/2022	89900932	Orange County's recycling program has embedded instinctual practices for our family. It has created such an awareness and appreciation of what we accomplish here in Orange County, not to mention what can be and should be done in other counties regarding recycling.
11/03/2022	89900601	Improve the recycling centers. These are important to underserved citizens in rural areas and people who live off the main roads.
11/03/2022	89896342	Thank you for being proactive and responsive.
11/03/2022	89893198	Thank you for considering new and innovative solutions to waste reduction and management, and for listening to residents' voices and preferences on this topic.
11/03/2022	89890530	WE NEED A PLASTIC BAG BAN and to cut down on plastics in general

- 11/03/2022 89887542 I am very appreciative of living in an area that is sensitive to the need to preserve our resources and sensitivity to the negative impact of improperly disposed waste.
- 11/03/2022 89887115 See how HOA communities are set up for recycling capability. Maybe discuss options with new developments prior to approving developers to build.
- 11/03/2022 89885174 Keep up the great work.

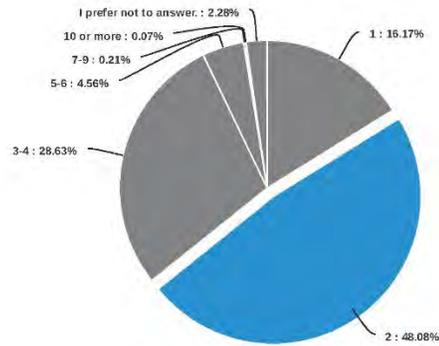
**DEMOGRAPHICS** Answers to the following questions are not required but will help inform survey organizers about the community members who participated. This survey is anonymous; no personally identifiable information is requested.

**Are you currently registered to vote in Orange County, North Carolina?**



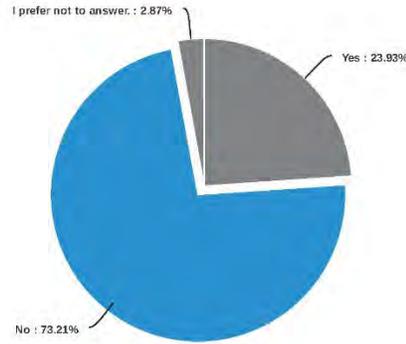
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes, I am currently registered to vote in Orange County.	1275	91.93%	<div style="width: 91.93%;"></div>				
No, I am not currently registered to vote in Orange County.	77	5.55%	<div style="width: 5.55%;"></div>				
I prefer not to answer.	35	2.52%	<div style="width: 2.52%;"></div>				
<b>Total</b>	<b>1387</b>	<b>100 %</b>					

Including yourself, how many people live in your household?



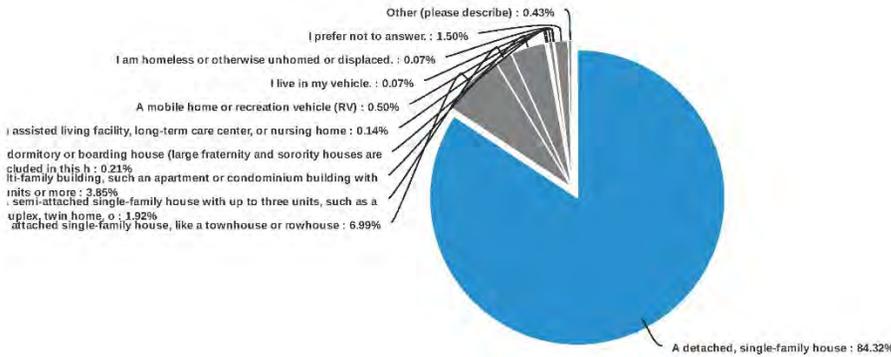
Answer	Count	Percent	20%	40%	60%	80%	100%
1	227	16.17%	<div style="width: 16.17%;"></div>				
2	675	48.08%	<div style="width: 48.08%;"></div>				
3-4	402	28.63%	<div style="width: 28.63%;"></div>				
5-6	64	4.56%	<div style="width: 4.56%;"></div>				
7-9	3	0.21%	<div style="width: 0.21%;"></div>				
10 or more	1	0.07%	<div style="width: 0.07%;"></div>				
I prefer not to answer	32	2.28%	<div style="width: 2.28%;"></div>				
<b>Total</b>	<b>1404</b>	<b>100 %</b>					

Do you have children under the age of 18 living at your home?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	334	23.93%	<div style="width: 23.93%;"></div>				
No	1022	73.21%	<div style="width: 73.21%;"></div>				
I prefer not to answer	40	2.87%	<div style="width: 2.87%;"></div>				
<b>Total</b>	<b>1396</b>	<b>100 %</b>					

Which of the following best describes your home?

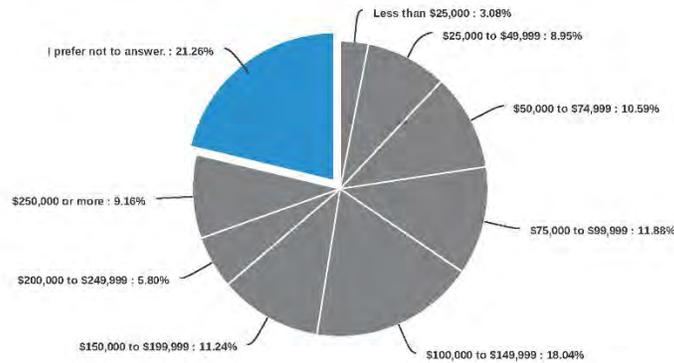


Answer	Count	Percent	20%	40%	60%	80%	100%
A detached, single-family house	1183	84.32%	<div style="width: 84.32%;"></div>				
An attached single-family house, like a townhouse or rowhouse	98	6.99%	<div style="width: 6.99%;"></div>				
A semi-attached single-family house with up to three units, such as a duplex, twin home, or triplex	27	1.92%	<div style="width: 1.92%;"></div>				
A multi-family building, such as an apartment or condominium building with four units or more	54	3.85%	<div style="width: 3.85%;"></div>				
A dormitory or boarding house (large fraternity and sorority houses are included in this housing type)	3	0.21%	<div style="width: 0.21%;"></div>				
An assisted living facility, long term care center, or nursing home	2	0.14%	<div style="width: 0.14%;"></div>				
A mobile home or recreation vehicle (RV)	7	0.5%	<div style="width: 0.5%;"></div>				
I live in my vehicle.	1	0.07%	<div style="width: 0.07%;"></div>				
I am homeless or otherwise unhomed or displaced.	1	0.07%	<div style="width: 0.07%;"></div>				
I prefer not to answer.	21	1.5%	<div style="width: 1.5%;"></div>				
Other (please describe)	6	0.43%	<div style="width: 0.43%;"></div>				
<b>Total</b>	<b>1403</b>	<b>100%</b>					

Which of the following best describes your home? - Text Data for Other (please describe)

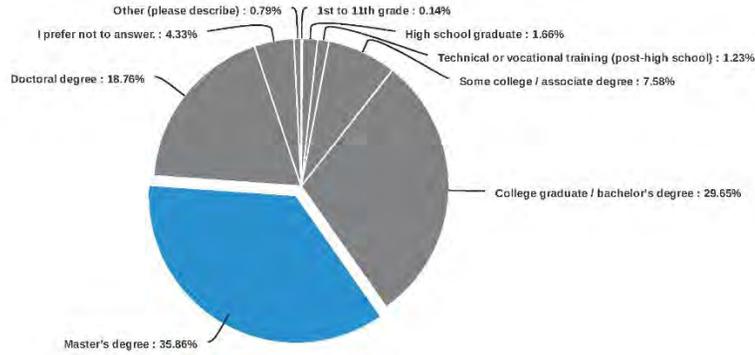
- 12/07/2022 93462509 Apartment
- 11/29/2022 92753861 Apartment attached to a house
- 11/26/2022 9254319 Detached house with an accessory dwelling unit
- 11/15/2022 9071613 Over the garage apartment
- 11/12/2022 90580945 A detached guest house
- 11/08/2022 90222032 Detached single family home with two common pairs of dumpsters for 46 homes.

Please select the option that best describes your total yearly household income – this includes everyone in your household. Your best guess is sufficient.



Answer	Count	Percent	20%	40%	60%	80%	100%
Less than \$25,000	43	3.08%					
\$25,000 to \$49,999	125	8.95%					
\$50,000 to \$74,999	148	10.59%					
\$75,000 to \$99,999	166	11.88%					
\$100,000 to \$149,999	252	18.04%					
\$150,000 to \$199,999	157	11.24%					
\$200,000 to \$249,999	81	5.8%					
\$250,000 or more	128	9.16%					
I prefer not to answer	297	21.26%					
<b>Total</b>	<b>1397</b>	<b>100 %</b>					

What is the highest grade or level of schooling you have completed?



Answer	Count	Percent	20%	40%	60%	80%	100%
1st to 11th grade	2	0.14%					
High school graduate	23	1.66%					
Technical or vocational training (post-high school)	17	1.23%					
Some college / associate degree	105	7.58%					
College graduate / bachelor's degree	411	29.65%					
Master's degree	497	35.86%					
Doctoral degree	260	18.76%					
I prefer not to answer	60	4.33%					
Other (please describe)	11	0.79%					
<b>Total</b>	<b>1386</b>	<b>100%</b>					

What is the highest grade or level of schooling you have completed? - Text Data for Other (please describe)

12/06/2022 93284139 Medical Doctor and Master's Degree

11/29/2022 92752849 Professional degree.

11/22/2022 92263925 currently in high school

11/20/2022 92157214 Wife is college graduate, I had some college, & tech training

11/14/2022 90704306 7th grade

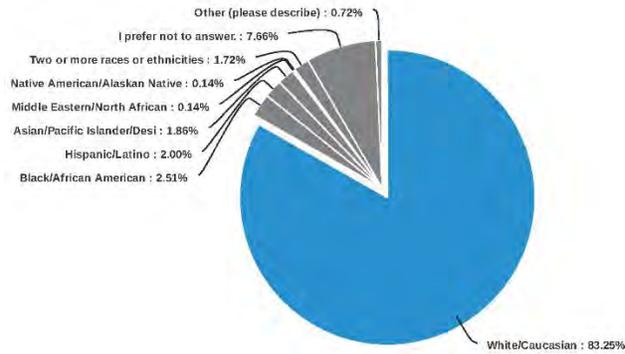
11/12/2022 90555863 1.5 years graduate school to get K-12 teaching license

11/08/2022 90205050 BS plus Certificate of Graduation in Computer Programming

11/03/2022 89895012 I don't know

11/02/2022 89794642 Law degree

Which option below best describes your race or ethnicity?

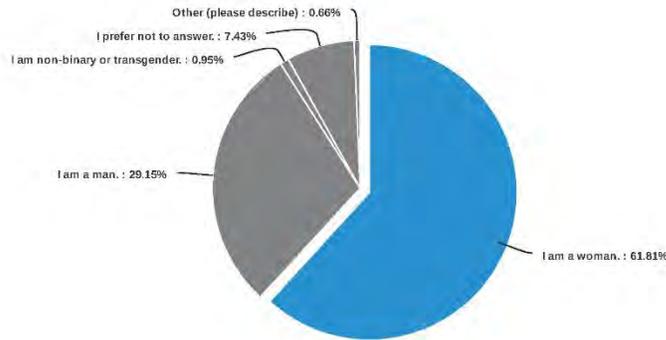


Answer	Count	Percent	20%	40%	60%	80%	100%
White/Caucasian	1163	83.25%	<div style="width: 83.25%;"></div>				
Black/African American	35	2.51%	<div style="width: 2.51%;"></div>				
Hispanic/Latino	28	2%	<div style="width: 2%;"></div>				
Asian/Pacific Islander/Desi	26	1.86%	<div style="width: 1.86%;"></div>				
Middle Eastern/North African	2	0.14%	<div style="width: 0.14%;"></div>				
Native American/Alaskan Native	2	0.14%	<div style="width: 0.14%;"></div>				
Two or more races or ethnicities	24	1.72%	<div style="width: 1.72%;"></div>				
I prefer not to answer	107	7.66%	<div style="width: 7.66%;"></div>				
Other (please describe)	10	0.72%	<div style="width: 0.72%;"></div>				
<b>Total</b>	<b>1397</b>	<b>100 %</b>					

Which option below best describes your race or ethnicity? - Text Data for Other (please describe)

12/06/2022 93283651	Indian
12/06/2022 93264996	Asian/Caucasian
11/29/2022 97790310	only way to get rid of racism is to stop asking questions about race
11/28/2022 92699480	Italian
11/10/2022 90405601	human
11/09/2022 90319371	Jewish--I may look white but am not
11/03/2022 89895012	Master Class
11/03/2022 89887542	human

How would you describe yourself?



Answer	Count	Percent	20%	40%	60%	80%	100%
I am a woman.	848	61.81%	<div style="width: 61.81%;"></div>				
I am a man.	400	29.15%	<div style="width: 29.15%;"></div>				
I am non binary or transgender.	13	0.95%	<div style="width: 0.95%;"></div>				
I prefer not to answer.	102	7.43%	<div style="width: 7.43%;"></div>				
Other (please describe)	9	0.66%	<div style="width: 0.66%;"></div>				
<b>Total</b>	<b>1372</b>	<b>100 %</b>					

How would you describe yourself? - Text Data for Other (please describe)

11/29/2022 92790310 why does it matter

11/13/2022 90610595 XY chromosome

11/12/2022 90580945 Genderfluid/polygender

11/09/2022 9033335 Human

11/03/2022 89910996 irrelevant question

11/03/2022 89895012 Normal

Please click "Finish" below to submit your response.

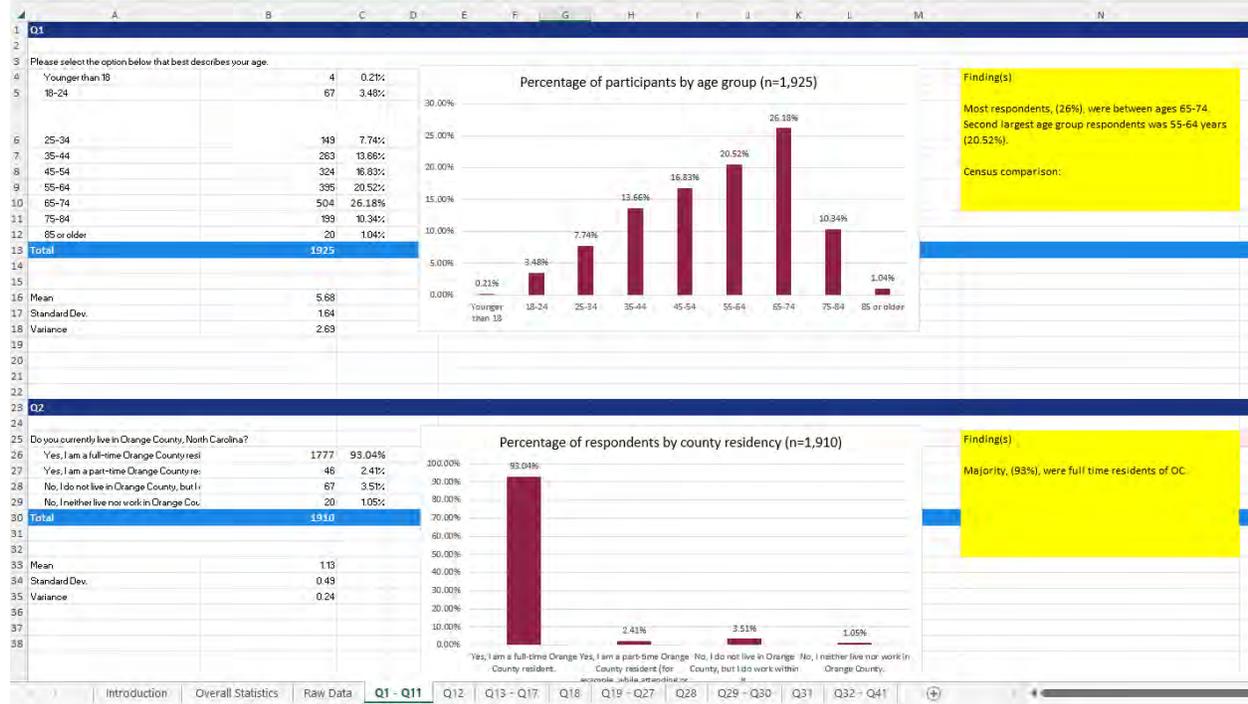
## Appendix E – Survey Cross-Tabulation Analysis

The complete “Orange County, NC - 2022 Waste & Recycling Survey Cross-tabulation Analysis” Excel spreadsheet is available electronically. Cross-tabulation analysis was run comparing demographic data against topical questions. See screenshot below for a selection from the report:

Orange County, NC - 2022 Waste & Recycling Survey Cross-tabulation analysis (Rows: Screeners & Demographics, Columns: Topics)		Recyclables - Do you separate items like bottles, cans, paper, and cardboard from the trash at home?					Yard waste - Do you separate yard materials like grass clippings, leaves, branches, and twigs from the trash at home?					Food waste - Do you separate organic-based items like spoiled fruits and vegetables and food preparation trimmings from the trash at home?					Have you ever visited the county's five curbside drop-off locations to dispose of residential food waste?							
		Always	Often	Sometimes	Rarely	Never	Total	Row Mean	Always	Often	Sometimes	Rarely	Never	Total	Row Mean	Always	Often	Sometimes	Rarely	Never	Total	Row Mean	Yes	No
18-24	Value	35	11	2	3	2	53	10.8	18	7	5	5	18	53	16.6	9	8	0	10	26	53	10.6	9	19
	Row Percentage	65.04%	20.75%	3.77%	5.65%	3.77%	3.07%		33.96%	13.21%	9.43%	9.43%	33.96%	3.10%		16.98%	15.09%	0.00%	18.87%	49.06%	3.08%		19.54%	2.37%
25-34	Value	18	16	2	0	5	41	24.2	72	8	10	8	23	119	23.8	52	16	12	11	26	121	24.2	40	34
	Row Percentage	80.95%	13.22%	1.65%	0.00%	4.14%	7.81%		60.50%	6.72%	8.40%	5.64%	19.33%	6.97%		42.98%	14.88%	9.92%	9.09%	23.14%	7.02%		34.19%	10.55%
35-44	Value	194	24	3	1	9	231	45.2	164	17	10	5	30	226	45.2	97	35	21	30	47	230	46	35	18
	Row Percentage	83.96%	10.39%	1.36%	0.43%	3.94%	13.39%		72.57%	7.59%	4.42%	2.21%	13.27%	13.29%		42.17%	15.29%	9.13%	13.04%	20.63%	13.35%		18.84%	9.23%
45-54	Value	252	28	2	2	5	289	57.8	242	16	4	3	24	289	57.8	122	41	33	30	63	289	57.8	65	65
	Row Percentage	87.20%	9.69%	0.69%	0.69%	1.73%	16.75%		83.14%	5.54%	1.36%	1.04%	8.30%	16.92%		42.21%	14.99%	11.62%	10.39%	21.80%	16.77%		22.04%	17.15%
55-64	Value	318	28	4	2	8	360	72	295	32	4	5	40	356	71.2	174	51	34	31	70	360	72	54	54
	Row Percentage	88.33%	7.78%	1.11%	0.56%	2.22%	20.87%		82.87%	3.37%	1.12%	1.46%	11.24%	20.84%		48.33%	14.17%	9.44%	8.61%	19.44%	20.89%		15.25%	14.25%
65-74	Value	417	30	5	2	13	467	93.4	392	24	8	8	31	454	90.8	259	55	38	39	75	466	93.2	120	120
	Row Percentage	89.29%	6.42%	1.07%	0.43%	2.78%	27.07%		84.70%	5.17%	1.72%	1.72%	6.68%	27.17%		55.58%	11.80%	8.15%	8.37%	16.09%	27.05%		25.92%	27.05%
75-84	Value	176	3	3	0	4	186	37.2	133	8	13	8	21	183	36.6	91	18	16	17	44	186	37.2	51	51
	Row Percentage	94.62%	1.61%	1.61%	0.00%	2.15%	10.78%		72.68%	4.37%	7.10%	4.37%	11.48%	10.71%		48.92%	9.68%	8.60%	9.14%	23.66%	10.80%		28.49%	13.65%
85 or older	Value	15	0	0	0	2	18	3.6	15	0	0	1	2	18	3.6	8	2	2	2	18	3.6		5	5
	Row Percentage	88.89%	0.00%	0.00%	0.00%	11.11%	1.04%		83.33%	0.00%	0.00%	5.56%	11.11%	1.05%		44.44%	11.11%	11.11%	22.22%	11.11%	1.04%		27.78%	1.33%
Total	Value	1506	148	21	10	48	1725		1332	92	54	41	189	1708		812	228	158	172	355	1723		379	379
	Column Mean	167.33	15.56	2.33	1.11	5.33			148.00	10.22	6.00	4.56	21.00			90.22	25.33	17.33	19.11	39.44			42.11	44.11
Which option below best describes your race or ethnicity?	Value	1915	16	12	5	20	1933	226.6	912	65	29	22	102	1119	223.8	578	149	97	103	204	1131	226.2	845	845
	Row Percentage	89.59%	6.71%	1.06%	0.44%	2.21%	83.43%		81.50%	4.92%	2.50%	1.97%	9.12%	83.85%		51.11%	13.17%	8.58%	9.11%	18.04%	83.41%		21.62%	21.62%
	Column Percentage	84.30%	78.35%	75.59%	71.43%	75.76%			84.60%	82.09%	75.68%	75.68%	77.86%			85.88%	84.18%	78.23%	82.40%	79.38%			80.33%	80.33%
	Value	24	6	1	0	2	33	6.6	24	3	1	3	2	33	6.6	9	3	4	5	12	33	6.6	9	9

## Appendix F – Survey Raw Data with Charts

The complete “Orange County, NC - 2022 Waste & Recycling Survey Raw Data with Charts” Excel spreadsheet, consisting of 12 tabs, is available electronically. See screenshot below for a selection from the report:





**ORANGE COUNTY**  
NORTH CAROLINA

*Thank you for this opportunity to serve  
the government and residents of Orange County, NC.*

**GBB**

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