

# FoodCycle Evaluation

City of Sunnyvale



3630 Ocean Ranch Boulevard  
Oceanside, CA 92056

40 Exchange Place, Suite 1403  
New York, NY 10005

**Submitted:** October 25, 2019





## Table of Contents

---

Table of Figures .....	2
Table of Tables .....	2
Executive Summary.....	3
Background and Purpose .....	3
Methodology.....	3
Key Findings .....	3
Recommendations .....	4
1: Background and Purpose .....	6
2: Methodology.....	6
Mailed Survey Sample Selection.....	6
Lid Flipping Sample Selection.....	6
Mailed Survey Implementation .....	6
3: Results.....	7
Program Participation .....	7
Disposal Accuracy.....	10
Attitudes About FoodCycle and Food Scraps.....	11
Barriers to Participation.....	13
Benefits to Participation .....	14
Information Sources.....	15
Demographics .....	15
Qualitative Questions.....	16
In-person Assistance .....	17
Contact Information.....	17
Lid Flip Results.....	18
Exploratory Analyses.....	20
4: Conclusions and Recommendations .....	26
Short-term Recommendations .....	26
Longer-term Recommendations.....	26
Communication Recommendations.....	28
Appendix A: Route Information .....	29
Appendix B: Survey .....	30
Appendix C: Food Behavior Change .....	33
Appendix D: About FoodCycle .....	37
Appendix E: Mapping by Self-reported Amount of Food Scraps Placed in Cart.....	58

## Table of Figures

---

Figure 1: Split Cart.....	6
Figure 2: Frequency of Having Food Scraps on Collection Day.....	7
Figure 3: Estimated Weekly Split Cart Fullness.....	8
Figure 4: Self-reported percentage of food scraps placed in yellow side (food waste) .....	9
Figure 5: Using a bag, container, or liner to hold scraps .....	9
Figure 6: Item Disposal Location Accuracy .....	10
Figure 7: Attitudes toward FoodCycle and Food Scrap Recycling .....	11
Figure 8: Distribution of Importance of Food Scrap Recycling Ratings.....	11
Figure 9: Distribution of Difficulty of Food Scrap Recycling Ratings.....	12
Figure 10: Distribution of Satisfaction with FoodCycle Program Ratings .....	12
Figure 11: Barriers to Placing All Food Scraps in the FoodCycle Program .....	13
Figure 12: Benefits to Participation in FoodCycle and Food Scrap Recycling .....	14
Figure 13: Sources for Answers to Questions .....	15
Figure 14: Residence Type .....	15
Figure 15: Lid Flip Yellow Side Content Breakdown .....	18
Figure 16: Lid Flip Presence of Bags and Paper.....	19
Figure 17: Barriers and Benefits by Children .....	20
Figure 18: Attitudes by Self-reported Amount of Food Scraps Placed in Bin .....	21
Figure 19: Barriers by Self-reported Amount of Food Scraps Placed in Bin .....	22
Figure 20: Benefits by Self-reported Amount of Food Scraps Placed in Bin.....	23
Figure 21: Barriers by Lid Flip Results .....	24
Figure 22: Benefits by Lid Flip Results.....	25

## Table of Tables

---

Table 1: Estimated Average Yellow Side Fullness by Cart Size .....	8
Table 2: Estimated Average Black Side Fullness by Cart Size.....	8

## Executive Summary

---

### Background and Purpose

The City of Sunnyvale sought to evaluate their FoodCycle program. FoodCycle is Sunnyvale's food scraps collection service provided to all single-family homes in the city, using a split cart to collect food on one side (yellow) and garbage on the other (black). The program seeks to reduce the amount of food scraps sent to the landfill and help meet the greenhouse gas reduction goals in the City's Zero Waste Strategic Plan and Climate Action Playbook.

### Methodology

The evaluation included a mailed survey of residents who live in single-family homes with a split cart (garbage and food waste) and a subset of those homes also received a visual assessment (lid flip) of cart contents. The survey assessed the perceptions, frequency of participation, and the motivators and challenges residents face with participating in FoodCycle. The lid flipping audits assessed participation levels, contamination, and fullness of carts. The findings provided the basis for recommendations to improve the program. There was a total of 1,304 completed surveys and 26 refusals, for a response rate of 40.3%.

### Key Findings

- The majority of households participate in the FoodCycle Program (75%).
- Most participants fill their bin less than 25% full (60%).
- Households with large carts are most likely to report the black side of their cart is overfilled (34%).
- About half of respondents (43%) report that they place all their food scraps in the cart.
- A quarter of respondents (23%) reported that they place none of their food scraps in the cart.
- The vast majority of respondents (82%) use a liner for their food scraps.
- Respondents who participate put the correct food items in the yellow side of cart, and items labeled "compostable" and napkins and paper plates in the black side.
- Coffee filters, tea bags, and bacon/cooking grease are the items respondents are most unsure about where to place them.
- Respondents generally felt that food scrap recycling was important and not that difficult but were split on their satisfaction with the FoodCycle program.
- The top-rated barriers were hygiene related (cleaning the cart; smell), followed by attracting pests and insects and not having sufficient space.
- Confusion was rated as a fairly low barrier, as were not having time, forgetting, not knowing what bags to use, and using a backyard compost or worm bin.
- The top benefits for participation were reducing waste that goes to the landfill, followed by it being the right thing to do and reducing GHG emissions.
- Respondents were less motivated by the food scraps becoming an animal feed ingredient and saving money.
- The following changes in behavior were noted by respondents: Increased awareness of food waste and specifically linking produce to food waste.
- The following comments about FoodCycle were noted by respondents: Concern and frustration about the cart design despite their desire to participate, concern about feeding animals food scraps, and desire to compost paper products.

## Action Research

- Households with children face greater barriers around cleaning the cart, having enough space, being able to spare time, or forget to separate scraps, but difference may not be great enough to warrant specific outreach.
- Non-participants (self-report or lid flip) reported hygiene (kitchen bin smelling, having to clean their cart), attracting pests, and lack of space as very significant barriers to participating.
- Participants (self-report or lid flip) report the same barriers as the non-participants, but at a significantly lower level.
- Non-participants (self-report or lid flip) reported reducing waste, the right thing to do, and reducing GHG emissions as the most motivating benefits, with reducing waste as the highest.
- Participants (self-report or lid flip) reported the same highest benefits as non-participants, but as a significantly higher level.
- Mapping shows that participants and non-participants are fairly evenly spread through the City of Sunnyvale.

## Recommendations

Based on the key findings, the following recommendations were created. More detail on each is available in the full report.

### Short-term Recommendation

- **Provide focused outreach to clarify what food items go where.** Residents would benefit from outreach that focuses on items such as coffee filters, tea bags, and bacon fat and grease

### Longer-term Recommendations

In the longer-term, we recommend primarily focusing on increasing participation. Respondents, especially those who do not currently participate, rated smells, cleaning carts, having sufficient space in their kitchen, pests, and time to sort as significant concerns.

- **Education about participation best practices to address barriers.** These outreach materials should be reviewed to ensure they follow the best practices of communication (see communication recommendations) and frame messages using the highest priority benefits (e.g., preventing waste and doing the right thing).
- **Boost convenience to address barriers.** Whenever possible, making a behavior easier to do increases the likelihood of participation, such as continuing the kitchen bins and use of liners.
- **Highlight social norms to increase motivation to act - participation.** Given that more than half of respondents were participating in the program, the City could highlight this information to leverage social norms to increase behavioral motivation.
- **Highlight social norms to increase motivation to act – testimonials.** Testimonials both demonstrate that the behavior is normal in the community and frame information to overcome barriers (such as, techniques they use to prevent smells or pest) in a story format, rather than a list, which is more easily processed and recalled by the reader. These stories could be paired with outreach about the technique the testimonial mentions – such as, if the resident uses their freezer, the other parts of the outreach could discuss best practices for freezing.
- **Consider if cart sizing and cleaning challenges can be changed to address barriers.** Residents feel they have more yellow side space than they need and insufficient black side space. The City has invested in the infrastructure and it may be unchangeable for the time being, but if it is

possible to alter the infrastructure to allow for more black space and less yellow space, that may increase satisfaction with the program.

- **Frame benefits around waste reduction and doing the right thing to increase motivation to act.** Residents who do not place their food scraps in their yellow cart rated *preventing waste from going to the landfill* and *it being the right thing to do* as moderate benefits of participation. These two benefits were this groups' highest rated. The City should consider how much the animal feed element of the program needs to be emphasized, as it is not particularly motivating to residents.
- **May not need specific outreach to households with children.** The results suggest the difference in difficult for households with children may not be significant enough to warrant specific marketing.
- **Consider if new residents need specific outreach.** While this question was not specifically addressed in this survey, discussions of the results with the City led to a suggestion that new residents should get a "starter kit" for FoodCycle.
- **Consider additional research around participation best practices.** If the program continues to face issues around participation after distributing the existing educational outreach materials, additional research may be necessary. This research could include collecting data on the penetration of and barriers to best practices for food scrap collection to prevent hygiene, pest, space, and time challenges (e.g., freezing, placement of the food scrap bin, cleaning out the fridge right before pick up, pouring out liquids) to see if residents are already doing all of these practices and, if not, what challenges they face.

### Communication Recommendations

Finally, there were some recommendations around best practices for communication.

- **Use best practices for communication.** The City should specifically address the barriers with clear, simple steps. Depending on complexity, a simple step-by-step instruction may fit on one sheet, or may require two or three to get a balance of summative without being overly complex or text heavy. Outreach is most effective when it is short, eye-catching, and uses simple language and images. Using more captivating formats that speak to how your audience speaks and thinks, such as testimonials, will also be more effective.
- **Use the City website for outreach.** Residents broadly suggested that if they had a question, they would go to the City website, so any additional outreach would be best hosted there.
- **Use broad outreach techniques across the City.** The mapping results suggest that those who participate keep their stream fairly contamination free, and do not currently experience significant barriers.

## 1: Background and Purpose

---

The City of Sunnyvale sought to evaluate their FoodCycle program. FoodCycle is Sunnyvale’s food scraps collection service provided to all single-family homes in the city, using a split cart to collect food on one side (yellow) and garbage on the other (black). The program seeks to reduce the amount of food scraps sent to the landfill and help meet the greenhouse gas reduction goals in the City’s Zero Waste Strategic Plan and Climate Action Playbook.

## 2: Methodology

---

The evaluation included a mailed survey of residents who live in single-family homes with a split cart (garbage and food waste) and a subset of those homes also received a visual assessment (lid flip) of cart contents. The survey assessed the perceptions, frequency of participation, and the motivators and challenges residents face with participating in FoodCycle. The lid flipping audits assessed participation levels, contamination, and fullness of carts. The findings provided the basis for recommendations to improve the program.

### Mailed Survey Sample Selection

To achieve a representative sample of households with the split cart, addresses were randomly selected from a list provided by the hauler. Addresses were randomly selected proportionately by service day. Customers have a choice of cart size – small (27 gallon), medium (43-gallon) and large (64-gallon). Across all customers, the percentage of customers with each cart size is 44% for small, 39% for medium, and 17% for large. After random selection of household, the percentages by cart size are 44%, 39%, and 17%, respectively (as would be expected). A detailed table the number of randomly selected addresses per route and service day is available in *Appendix A: Route Information*. To reach a sample size of 800 completed mail surveys, 3,200 addresses were selected.

Figure 1: Split Cart



### Lid Flipping Sample Selection

To conduct the desired number of lid flips, 700 addresses were again chosen randomly from the 3,200 addresses. The lid flipping involved opening the split cart and assessing the contents for the ratio of correct to incorrect materials in both the yellow (FoodCycle) and black (garbage) sides, along with how full each side was. During the lid flipping, 32 houses were accidentally sampled that were not part of the original 700. These addresses were added to the survey sample for a total of 3,232 addresses.

### Mailed Survey Implementation

The survey was sent to the 3,232 randomly selected single-family homes to provide a representative sample of residents. The mailed survey was 18 questions in length, and included the following topics:

1. Frequency and amount of participation in the program
2. Use of a bag, container, or liner
3. Knowledge of correct item disposal location
4. Attitudes toward food scrap disposal and the FoodCycle program
5. Perceived barriers and benefits to participation
6. Communication preferences
7. Comments on food waste and FoodCycle
8. Demographics

The questions were designed using research best practices. Using a 0- to 10-point scale to show variability and response patterns across each barrier or benefit statement reveals the direction of and extremity of opinions. See *Appendix B: Survey* for the full survey questions.

To achieve a high response rate, the Dillman Tailored Design method was used for the mailed survey, which involves a 4-touch method of a pre-notification postcard, a first mailing of the survey, a reminder postcard (non-responders), and a second mailing of the survey (non-responders).

### 3: Results

There was a total of 1,304 completed surveys and 26 refusals, for a response rate of 40.3%. The results section begins with the descriptive analysis of the survey questions and the lid flips. It concludes with exploratory inferential analysis geared toward understanding those who do not participate. Each section begins with a summary of the key findings.

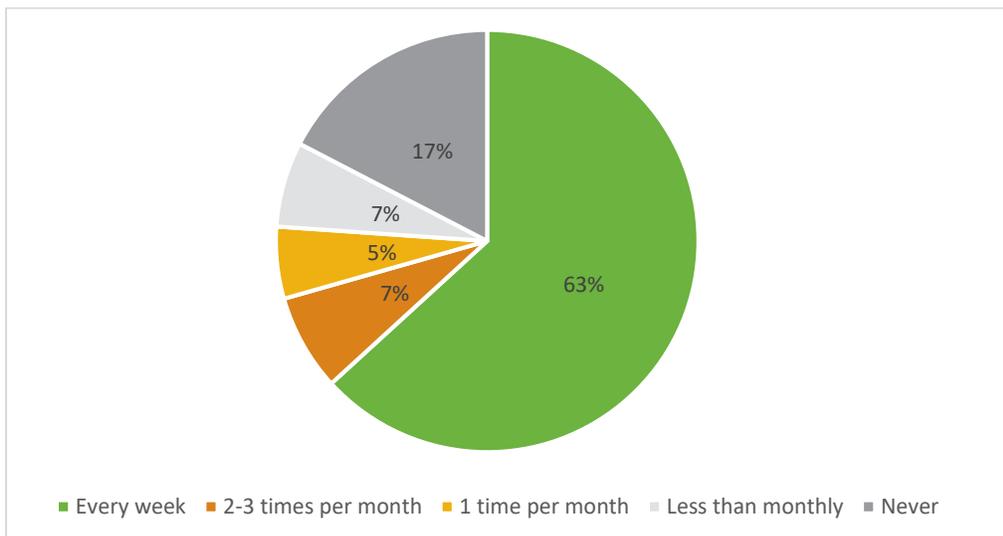
#### Program Participation

##### KEY FINDINGS

- The majority of households participate in the FoodCycle Program (75%).
- Most participants fill their bin less than 25% full (60%).
- Households with large carts are most likely to report the black side of their cart is overfilled (34%).
- About half of respondents (43%) report that they place all their food scraps in the cart.
- A quarter of respondents (23%) reported that they place none of their food scraps in the cart.
- The vast majority of respondents (82%) use a liner for their food scraps.

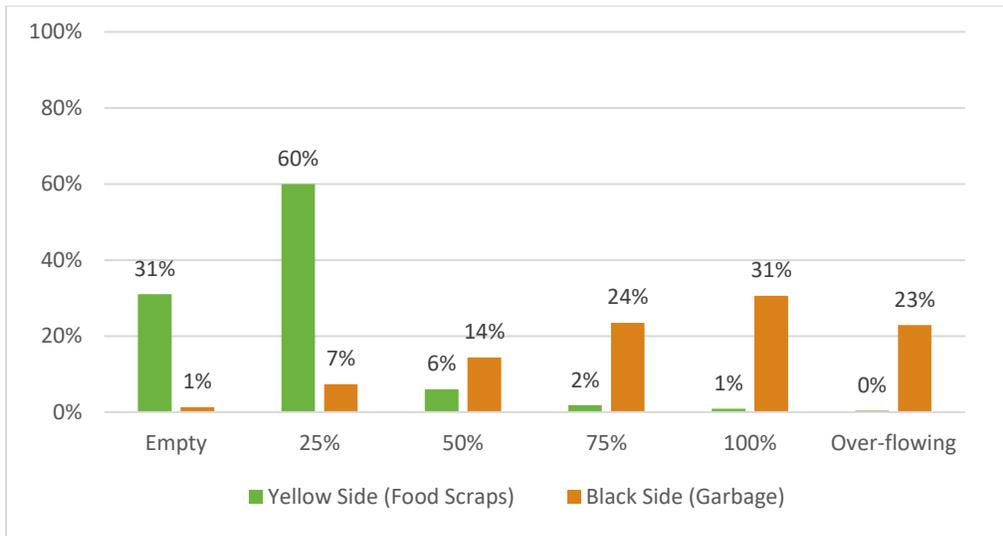
Respondents were asked the frequency of their participation in the program, both in terms of how often they put food scraps in the yellow side of the split cart on collection day (Figure 2) and how full they estimate their split cart typically is on an average week (Figure 3).

Figure 2: Frequency of Having Food Scraps on Collection Day



## Action Research

Figure 3: Estimated Weekly Split Cart Fullness



About two-thirds of respondents have food scraps to put in their split cart at least one time per month (75%) and on a weekly basis fill the yellow side of the split cart less than 25% full (60%). Almost no residents reported overfilling (0%) or 100% filling (1%) the yellow side of their split cart, while over half report either overfilling (23%) or 100% filling (31%) the black side of their cart.

The household's fullness percentage for the yellow and the black sides of the cart was compared with their cart size (small, medium, or large).

Table 1: Estimated Average Yellow Side Fullness by Cart Size

Yellow Side	Small	Medium	Large
Empty	28%	29%	43%
25%	61%	63%	50%
50%	7%	6%	4%
75%	2%	1%	1%
100%	1%	1%	0%
Overflowing	1%	0%	0%
Total	100%	100%	100%

For the yellow side of the cart, more of the large carts were empty than the other two cart sizes.

Table 2: Estimated Average Black Side Fullness by Cart Size

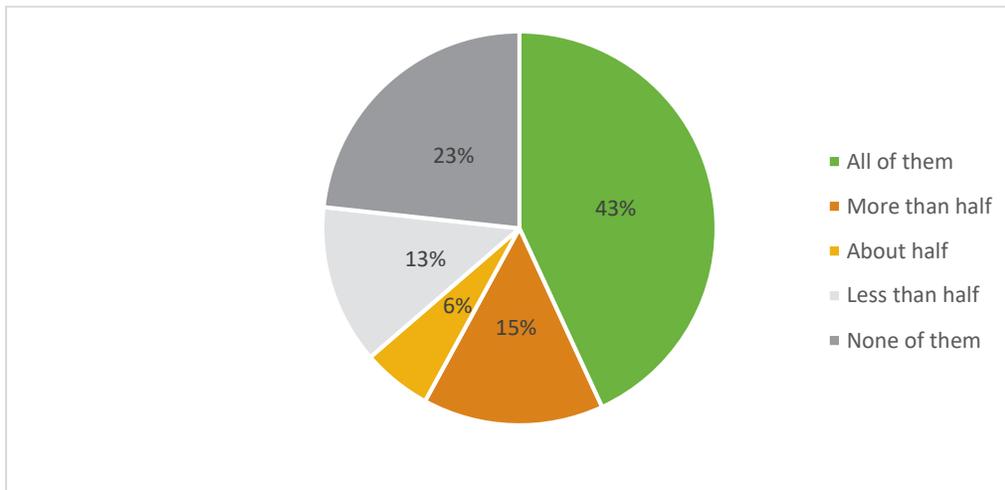
Black Side	Small	Medium	Large
Empty	1%	1%	1%
25%	12%	4%	5%
50%	17%	13%	9%
75%	23%	26%	19%
100%	30%	31%	33%
Overflowing	17%	25%	34%
Total	100%	100%	100%

For the black side of the cart, households with larger carts were significantly more likely to be overflowing (17% more than those with small carts, and 9% more than those with medium carts). This suggests that those with large carts are the ones that are experiencing the most challenges with too much garbage, though it was still an issue for all cart sizes. About a quarter of residents with small or medium cart sizes reported overfull black sides and may need to move up a cart size.

### Estimated Amount of Food Scraps

Respondents were asked to estimate how much of their household's food scraps was put in the cart.

Figure 4: Self-reported percentage of food scraps placed in yellow side (food waste)

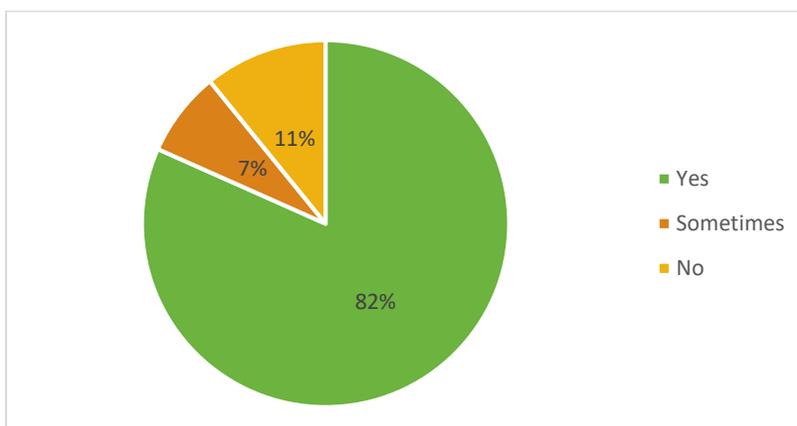


About half of respondents (43%) believed that they placed all their food scraps in the cart, while a quarter (23%) reported that they placed none. Those remaining stated they placed some of their food scraps in the cart (more than half = 15%, about half = 6%, less than half = 13%). Overall, the majority of respondents (77%) place some amount of their food scraps in the yellow cart, which is consistent with Figure 2, which shows most participate at least one time per month (75%).

### Bag, Container, or Liner

Respondents were asked if they use a bag, container, or liner when they place their food scraps in the split cart. The majority of respondents stated that they always did (82%), or they sometimes did (7%).

Figure 5: Using a bag, container, or liner to hold scraps



## Disposal Accuracy

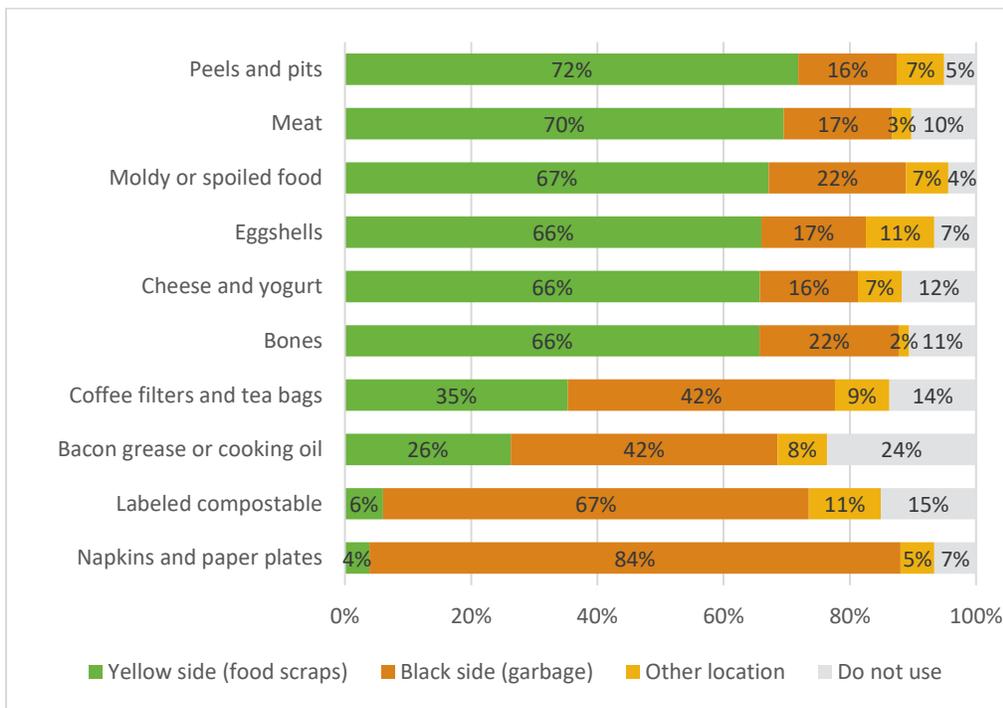
### KEY FINDINGS

Respondents who participate put the correct food items in the yellow side of cart, and items labeled “compostable” and napkins and paper plates in the black side.

Coffee filters, tea bags, and bacon/cooking grease are the items respondents are most unsure about where to place them.

Respondents were asked where their household places a list of items. This question was asked to determine if residents had accurate information and the resulting behavior in placing the correct food items in the yellow side of the cart. All of the food items listed, with the exception of items labeled compostable, and napkins and paper plates, should be put in the yellow side of the cart (Figure 6).

Figure 6: Item Disposal Location Accuracy



Overall, most respondents were correctly placing food items in the yellow side (72% to 66%). Given that a quarter of respondents do not participate in the program (Figure 2- 75% put food scraps in the yellow bin at least one time per month), we would expect that that any food item with over two-thirds of the audience reporting placing it in the correct location indicates that this item is being placed in the correct side of the split for nearly all residents who choose to participate. Respondents were fairly split on placing coffee filters and tea bags in the yellow side (35%) or the black side (42%), as well as bacon grease and cooking oil in the yellow side (26%) or the black side (42%), indicating a knowledge gap for these items. Most respondents were correctly placing items labeled compostable (67%) and napkins and paper plates (84%) in the black side.

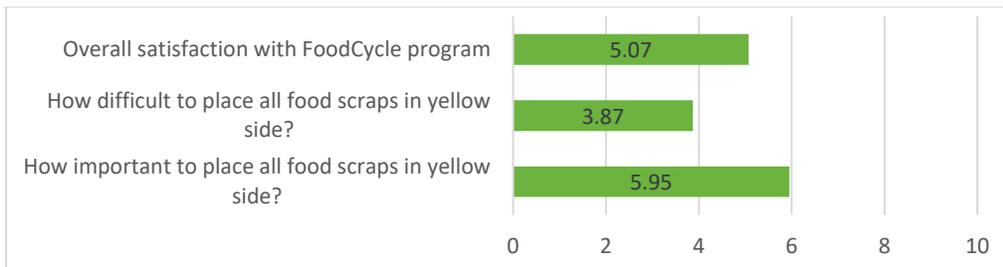
## Attitudes About FoodCycle and Food Scraps

### KEY FINDINGS

Respondents generally felt that food scrap recycling was important and not that difficult but were split on their satisfaction with the FoodCycle program.

Respondents were also asked about several attitudes toward food scrap recycling and the FoodCycle program, rated on a 0, *completely unsatisfied* or *not at all important/difficult*, to 10, *completely satisfied* or *extremely important/difficult*, scale.

Figure 7: Attitudes toward FoodCycle and Food Scrap Recycling

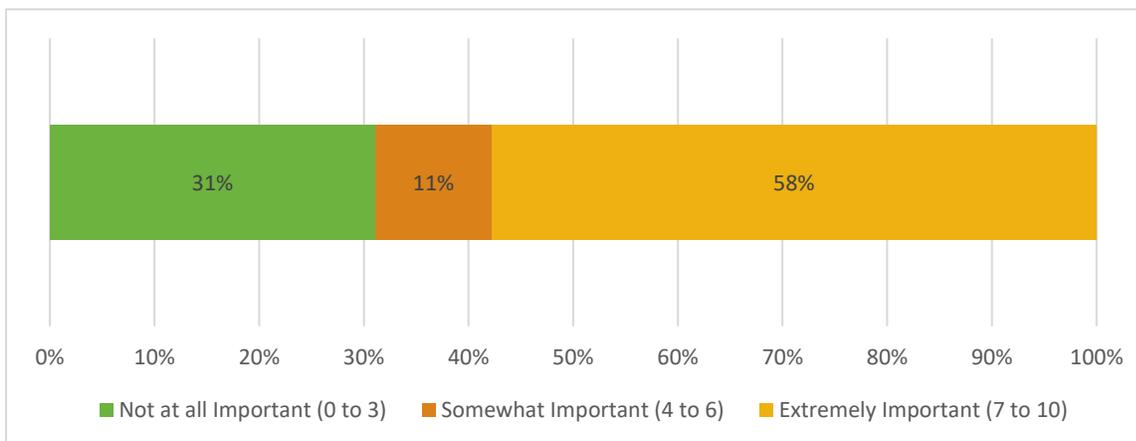


Overall, respondents were somewhat satisfied with the FoodCycle program (5.07). They did feel that food scrap recycling was somewhat important (5.95) and not very difficult (3.87).

### Distribution of Attitude Ratings

To better understand the means, the attitude questions were broken down by the frequency of responses to each rating. First, we looked at distribution for the importance of recycling food scraps, rated on a 0, *not at all important*, to 10, *extremely important* scale. The ratings were combined to better demonstrate the response pattern, where a rating of 0 to 3 were grouped into *not at all important*, 4 to 6 were grouped into *somewhat important* and 7 to 10 were grouped into *extremely important*. Over two-thirds of respondents reported food scrap recycling was at least somewhat important (69%).

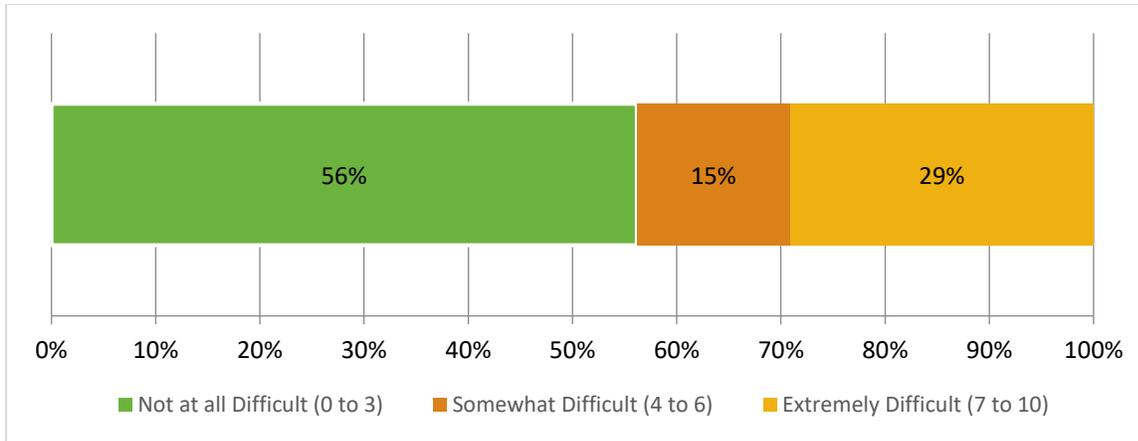
Figure 8: Distribution of Importance of Food Scrap Recycling Ratings



Next, we looked at distribution of the difficulty of recycling food scraps, rated on a 0, *Not at all difficult*, to 10, *extremely difficult* scale. The ratings were combined to better demonstrate the response pattern,

where a rating of 0 to 3 were grouped into *not at all difficult*, 4 to 6 were grouped into *somewhat difficult* and 7 to 10 were grouped into *extremely difficult*.

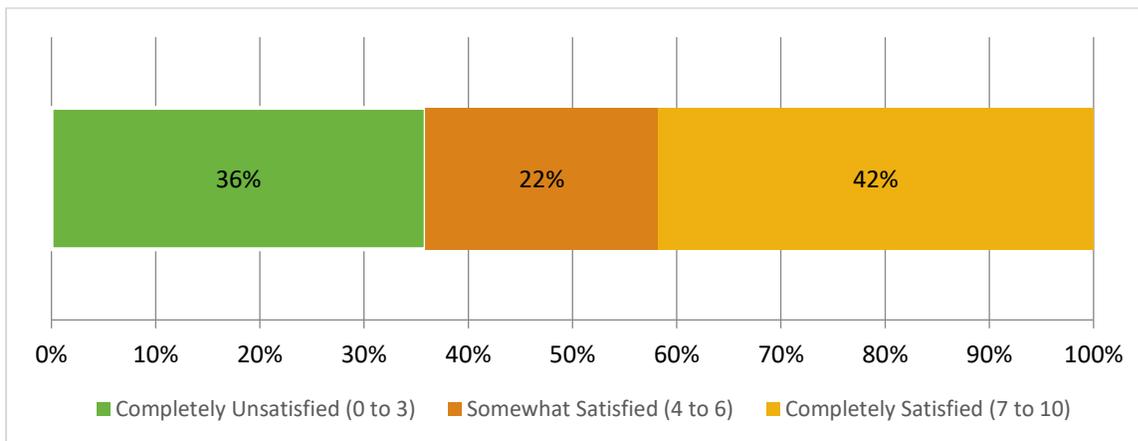
Figure 9: Distribution of Difficulty of Food Scrap Recycling Ratings



Similarly to the importance ratings, over two-thirds of the respondents (71%) reported that food scrap recycling was at somewhat or not at all difficult.

Finally, we looked at distribution of satisfaction with the FoodCycle program, rated on a 0, *completely unsatisfied*, to 10, *completely satisfied* scale. The ratings were combined to better demonstrate the response pattern, where a rating of 0 to 3 were grouped into *completely unsatisfied*, 4 to 6 were grouped into *somewhat satisfied* and 7 to 10 were grouped into *completely satisfied*.

Figure 10: Distribution of Satisfaction with FoodCycle Program Ratings



Respondents were split, with about the same number of respondents *completely satisfied* (42%) and *complete unsatisfied* (36%). Overall, the distributions of attitude ratings suggest that residents see the importance of food scrap recycling and do not find it very difficult but may have some concerns specific to the FoodCycle program.

## Barriers to Participation

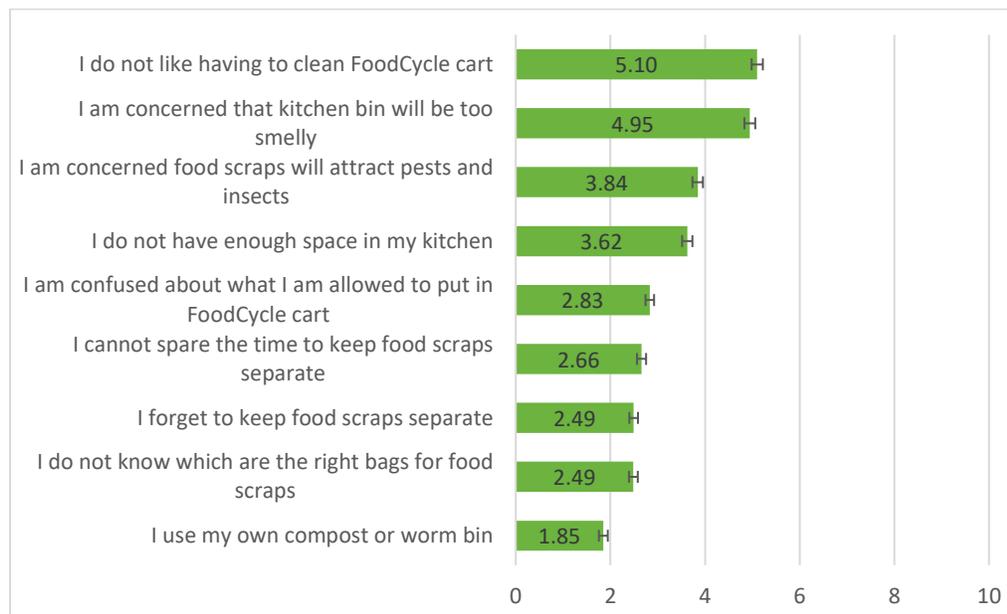
### KEY FINDINGS

The top-rated barriers were hygiene related (cleaning the cart; smell), followed by attracting pests and insects and not having sufficient space.

Confusion was rated as a fairly low barrier, as were not having time, forgetting, not knowing what bags to use, and using a backyard compost or worm bin.

Respondents were given a list of statements that are reasons people may not participate in the FoodCycle program, and respondents were asked to rate their agreement with the statements using a 0, *completely disagree*, to 10, *completely agree*, scale (Figure 11). The mean ratings are shown in the figure below, with a standard error bar to demonstrate which barriers are significantly different from each other.

Figure 11: Barriers to Placing All Food Scraps in the FoodCycle Program



The top-rated barriers were hygiene related (cleaning the cart; smell), followed by attracting pests and insects and not having sufficient space. Confusion was rated as a fairly low barrier, as were not having time, forgetting, not knowing what bags to use, and using a backyard compost or worm bin. Additional information on themes related to barriers is discussed in the *Qualitative Questions* section.

## Benefits to Participation

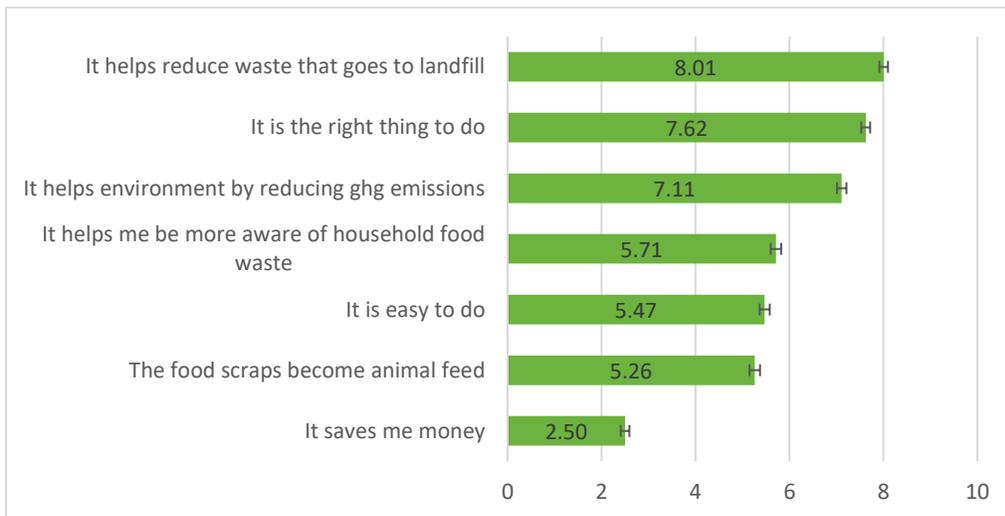
### KEY FINDINGS

The top benefits for participation were reducing waste that goes to the landfill, followed by it being the right thing to do and reducing GHG emissions.

Respondents were less motivated by the food scraps becoming an animal feed ingredient and saving money.

Respondents were given a list of statements that are reasons people may participate in the FoodCycle program, and respondents were asked to rate their agreement with the statements using a 0, *completely disagree*, to 10, *completely agree*, scale (Figure 12). The mean ratings are shown in the figure below, with a standard error bar to demonstrate which barriers are significantly different from each other.

Figure 12: Benefits to Participation in FoodCycle and Food Scrap Recycling

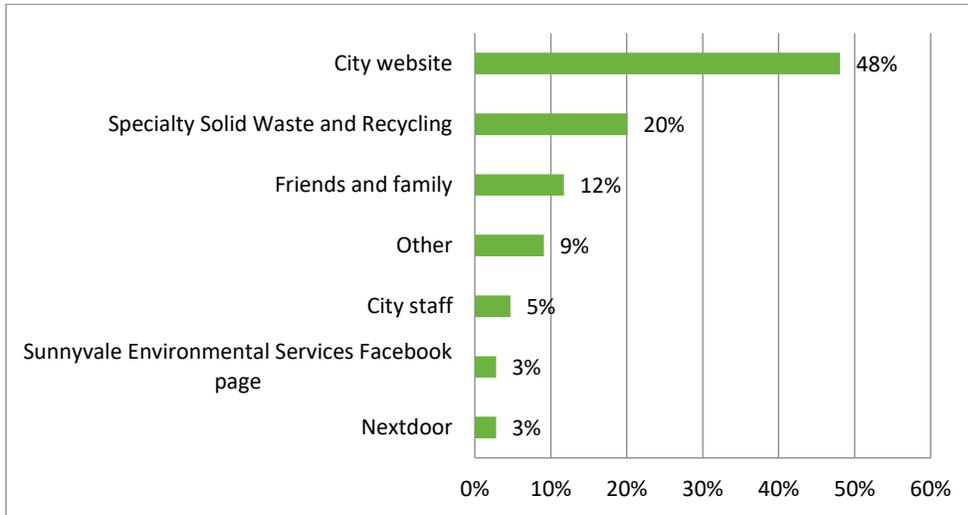


The top benefits for participation were reducing waste that goes to the landfill (8.01), followed by it being the right thing to do (7.62) and reducing GHG emissions (7.11). Respondents were less concerned with the food scraps becoming an animal feed ingredient and saving money. Additional information on themes related to benefits is discussed in the *Qualitative Questions* section.

## Information Sources

Respondents were asked where they go for answers to their questions about FoodCycle. Multiple responses were allowed (Figure 13).

Figure 13: Sources for Answers to Questions

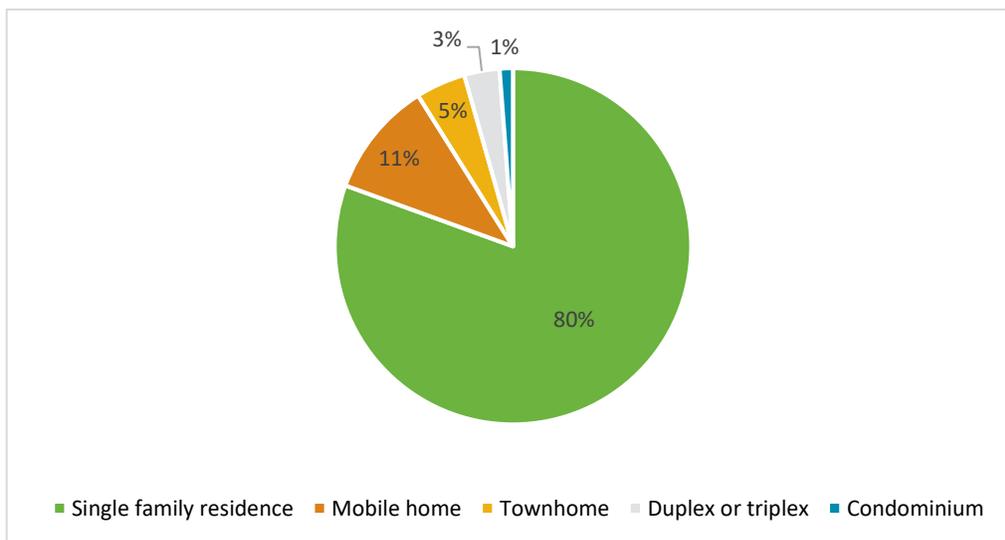


The majority of respondents stated they would go to the City website (48%), followed by the hauler (20%), and friends and family (12%). Not shown in the figure are those who reported that they did not have questions (29%).

## Demographics

Finally, to conclude the survey, respondents were asked a couple of demographic questions. There was an average of 2.25 adults per household, and 1.79 children. Respondents had lived in Sunnyvale for an average of 24 years. The majority of respondents reside in single-family homes (Figure 14).

Figure 14: Residence Type



## Qualitative Questions

### KEY FINDINGS

The following changes in behavior were noted by respondents: Increased awareness of food waste and specifically linking produce to food waste.

The following comments about FoodCycle were noted by respondents: Concern and frustration about the cart design despite their desire to participate, concern about feeding animals food scraps, and desire to compost paper products.

Two qualitative questions were asked, where respondents could fill in any comment they chose. Responses were reviewed for overarching themes, which are summarized with a quotation below.

#### Food Purchase and Usage Behavior Change

Respondents were asked whether their behavior regarding food purchase and usage had changed since the FoodCycle program began. Several themes emerged.

**Increased awareness of food waste.** Many respondents spoke to how participating in FoodCycle made them more aware of their and their family's food waste.

*"I'm more aware of food waste, so I try to scale meals."*

*"Have an increased awareness of how much food is actually getting wasted."*

**Specifically linking produce to food waste.** More specifically to general awareness of waste, many respondents spoke to noticing how much of their waste is produce or specifically focusing on reducing produce waste.

*"Aware that some family members overbuy produce, and it spoils before it is eaten."*

*"I've tried to be more mindful about using the produce we buy before it goes bad."*

A full set of responses to this question are included in *Appendix C: Food Behavior Change*.

#### Comments About FoodCycle

Respondents were also asked if there was anything else they wanted to tell the City about FoodCycle.

**Concern and frustration about the cart design despite their desire to participate.** Many comments were about the split cart design, particularly the relative size of the yellow side to the black side, and the difficulty of cleaning. These respondents were not necessarily unsatisfied with the program all around, but still concerned about the bin size.

*"Black side is too small compared to the yellow side. Almost no one can fill the yellow side."*

*"I like the idea that we collect food waste, but it should not reduce the volume of black garbage by that much."*

*“Yellow side is very narrow and very hard to clean.”*

*“Appreciate the food scrap program but too much space is provided for food scraps and not enough for garbage.”*

**Concern about feeding animals food scraps.** Some residents reported concern about the scraps being used for animal feed, citing concerns about safety and concern for the animals. This concern reflects the lower rating of the benefits (see Figure 12) that the scraps go to

*“Don't like it. Hate the idea of moldy food and bones being fed to animals.”*

*“I don't agree with food scraps being used for animal feed.”*

**Desire to compost paper products.** Some respondents expressed a desire to be able to compost their paper products.

*“I love this program but wish it took paper product[s] like napkins, soiled paper plates and egg cartons as well as compostable plastic bags.”*

*“Would really like to compost napkins, plates, and utensils marked 'compostable'.”*

A full set of responses to this question are included in a separate document, *Appendix D: About FoodCycle*.

### **In-person Assistance**

We asked respondents if they would be interested in an in-person outreach appointment. The majority of respondents said that they would not be interested (79%), with some responding maybe (17%) and a few responding that yes, they would be interested (4%).

### **Contact Information**

Participants were asked whether they would be willing to be contacted to provide additional information regarding their experience with the FoodCycle program, and if so, to provide their name, email address, and telephone number. This information is included in a separate file to the City of Sunnyvale to ensure resident privacy.

## Lid Flip Results

### KEY FINDINGS

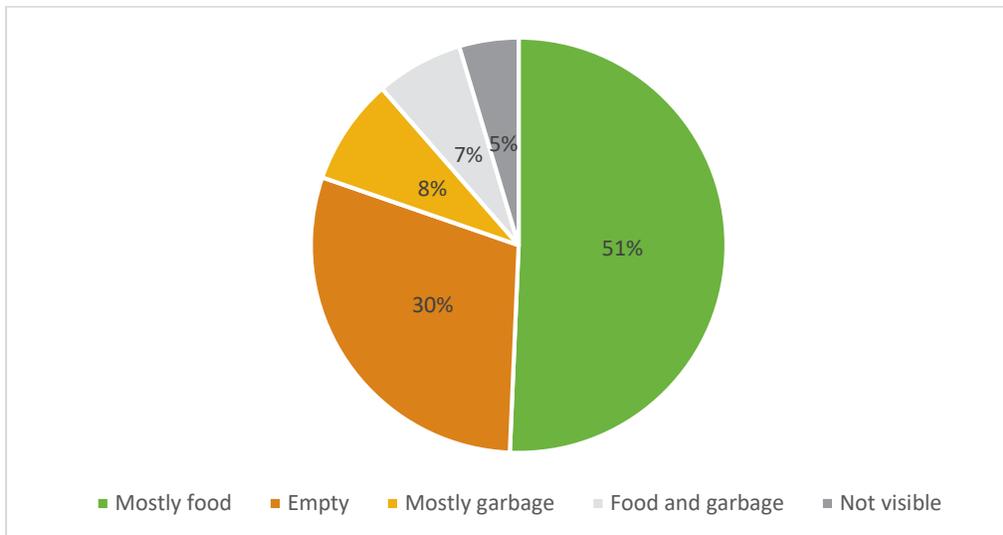
The majority of yellow sides of the carts had mostly food (51%), and very few had garbage (15%).

A third of the bins did not have anything in their yellow side (30%), and the majority of those who answered the survey and had an empty bin self-reported not participating (77%).

Contaminating bags were only present in a small number of carts (15% to 4%).

A total of 736 lid flips were conducted. Cart size was split between small (44.5%), medium (40.5%), and large (15%). The majority of the lid flips showed that the yellow sides of the carts contained mostly food (51%) (Figure 15). Very few respondents were placing either food and garbage or just garbage in their split (15%). Households with larger carts being more likely ( $p < .01$ ) to have mostly garbage in the yellow side of their cart (7% in small, 8% of medium, 14% of large). The remaining third were shown to not have anything in the yellow side of their cart (30%). This suggests that the majority of residents are participating correctly, followed by non-participants, with very few residents contaminating the stream.

Figure 15: Lid Flip Yellow Side Content Breakdown



### Yellow Side of the Cart Fullness

For those who answered both the survey and received a lid flip, the fullness percentage of the yellow side of the cart was compared between the self-report (Figure 3) and observed fullness of the lid flip, which had a significant relationship ( $p < .001$ ). The majority of observed empty lid flips also self-reported having an empty bin (77%), demonstrating consistency between the two data collection methods. Similarly, the majority who were observed with a yellow side that was less than 25% full also self-reported that they typically filled it up less than 25% full (77%).

### Black Side of the Cart Fullness

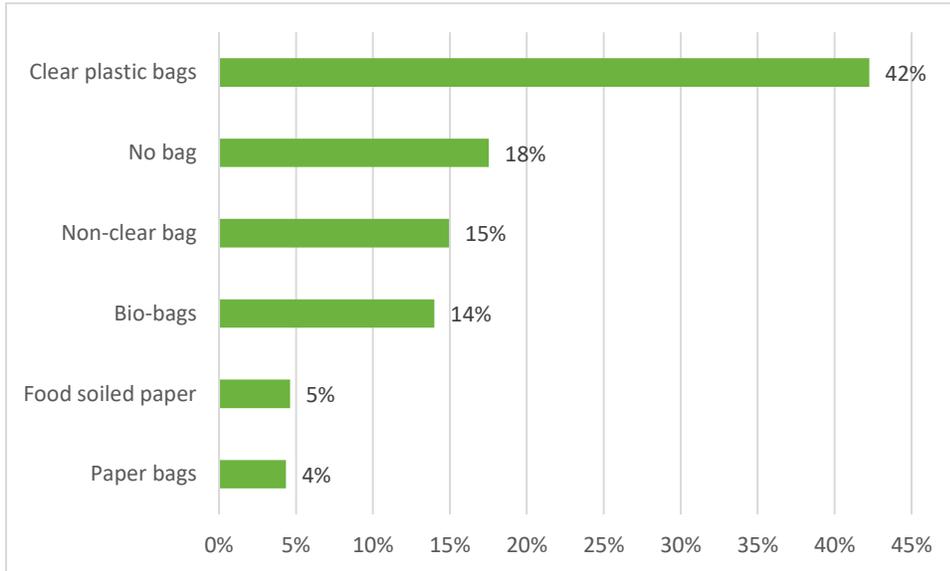
On the flip side, for those who answered both the survey and received a lid flip, the reported percentage that the black side of the cart was compared between the survey (Figure 3) and the lid flip, which again had a significant relationship ( $p < .001$ ). The majority of those who were observed with the black side of

their cart overfilled also self-reported that their cart was typically overfilled (62%), again demonstrating consistency between the two data collection methods.

### Bags in Yellow Side of Cart

The lid flip also looked at whether the yellow side had various types of bags or food soiled paper visible (Figure 16).

Figure 16: Lid Flip Presence of Bags and Paper



Nearly half of residents placed their food scraps in clear plastic bags (42%) and 14% used bio-bags, both of which are acceptable. Non-clear bags, food soiled paper, and paper bags are not acceptable, and were only present in a small number of carts (15% to 4%). Overall, bag contamination was not a significant issue.

## Exploratory Analyses

### KEY FINDINGS

Households with children face greater barriers around cleaning the cart, having enough space, being able to spare time, or forget to separate scraps, but difference may not be great enough to warrant specific outreach.

Non-participants (self-report or lid flip) reported hygiene (kitchen bin smelling, having to clean their cart), attracting pests, and lack of space as very significant barriers to participating.

Participants (self-report or lid flip) report the same barriers as the non-participants, but at a significantly lower level.

Non-participants (self-report or lid flip) reported reducing waste, right thing to do, and reducing GHG emissions as the most motivating benefits, with reducing waste as the highest at moderate agreement.

Participants (self-report or lid flip) reported the same highest benefits as non-participants, but as a significantly higher level.

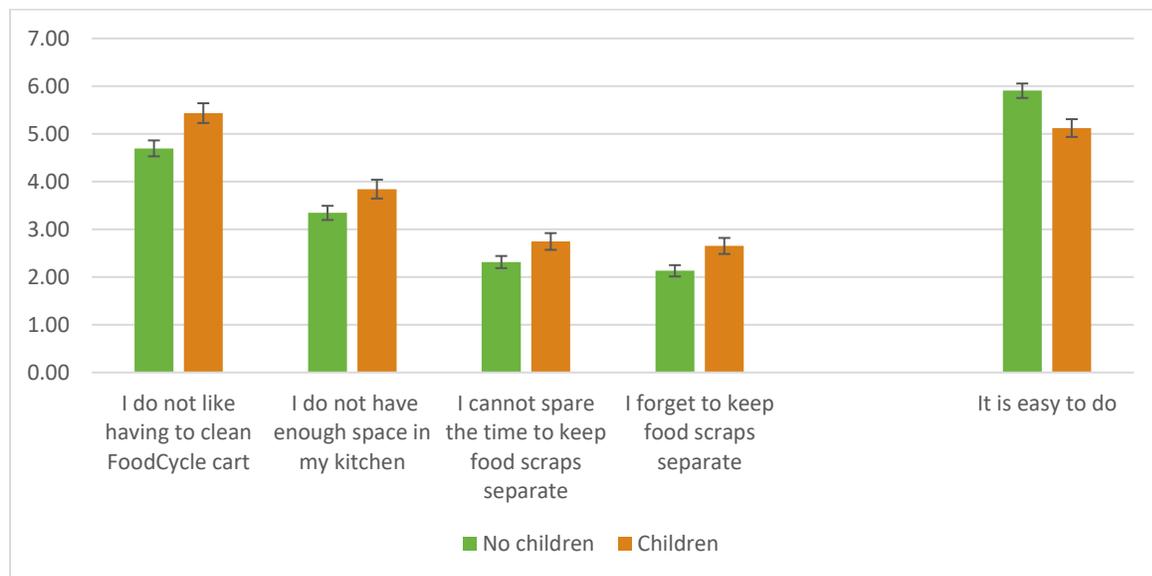
Mapping shows that participants and non-participants are fairly evenly spread through the City of Sunnyvale, suggesting that outreach should be broadly focused.

Finally, a series of exploratory analyses were conducted to determine specific relationships between survey items as well as the lid flip data. Analyses with meaningful results are reported below.

### Children

Respondents with children were compared to those without children to determine if there were significant differences in their barriers, benefits, or attitudes. Figure 17 shows the barriers and benefits that were significantly different for those with, and without, children ( $p < .05$ ).

Figure 17: Barriers and Benefits by Children



Households with children were more likely to not like cleaning the cart, to not have enough space, to not be able to spare time, or forget to separate scraps. They were also less likely to perceive ease as a benefit of the program. Overall, these differences show a similar pattern to the overall ratings but do demonstrate specific barriers that households with children may struggle with more.

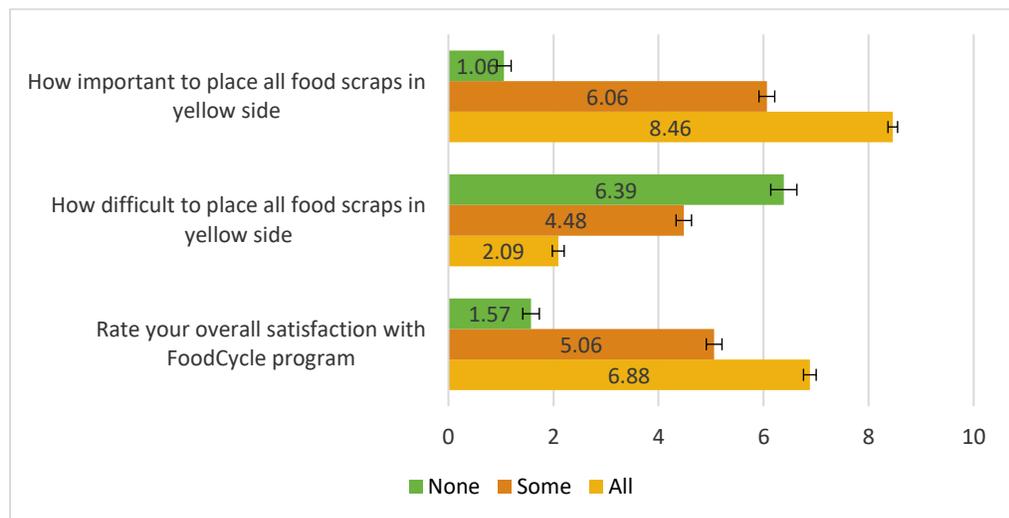
### Amount of Food Scraps in Cart

To better understand those who don't participate, three categories were created from the answers to question three, *in a typical week, what portion of all the food scraps you generate are placed in the yellow food scraps side of the FoodCycle split cart?* Those who reported placing all (*all of them* = 43%), some (*more than half; half; less than half* = 34%), or none (*none of them* = 23%) of their food scraps in the yellow side of the split cart. Inferential statistics were conducted using these categories.

### Attitudes

First, the attitude ratings were compared for each category. Statistically significant differences were present for each category ( $p < .001$ ).

Figure 18: Attitudes by Self-reported Amount of Food Scraps Placed in Bin

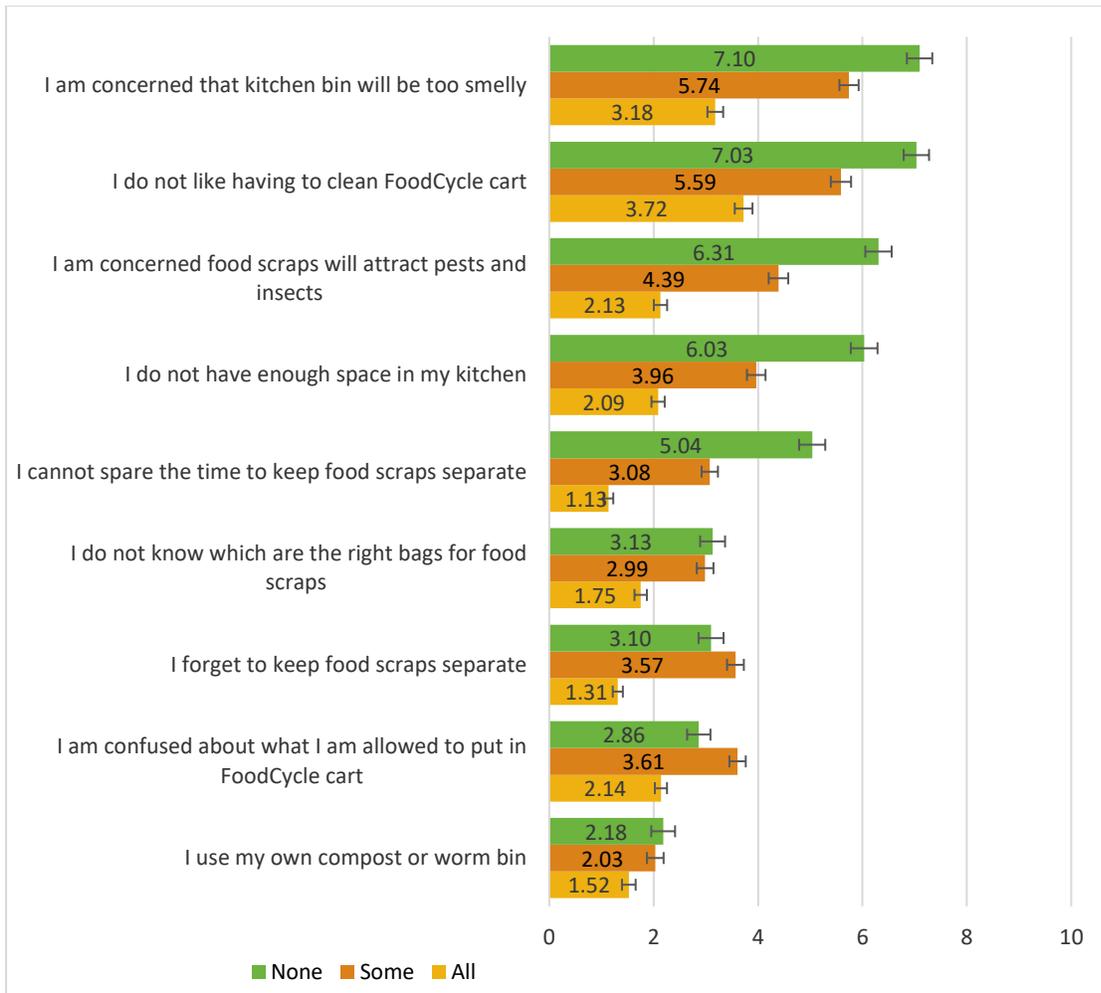


Those who place *all* of their food scraps in the bin rated the importance of participating high, difficulty fairly low, and satisfaction with the program moderate to high. Those who place some of their food scraps in the cart rated importance and satisfaction moderately high, but difficulty still at a moderate level (4.48). As expected, those who place none of their food scraps in the cart rated both the importance of food scrap recycling and their satisfaction with the program very low, while rating the difficulty of participation moderately high.

### Barriers

Next, the barrier ratings were compared by those who reported placing all (*all of them* = 43%), some (*more than half; half; less than half* = 34%), or none (*none of them* = 23%) of their food scraps in the bin. For each of the categories, the barriers to behavior received statistically different ratings ( $p < .01$ ). Standard error bars are included in the figure to show where statistically significant differences exist (Figure 19).

Figure 19: Barriers by Self-reported Amount of Food Scraps Placed in Bin

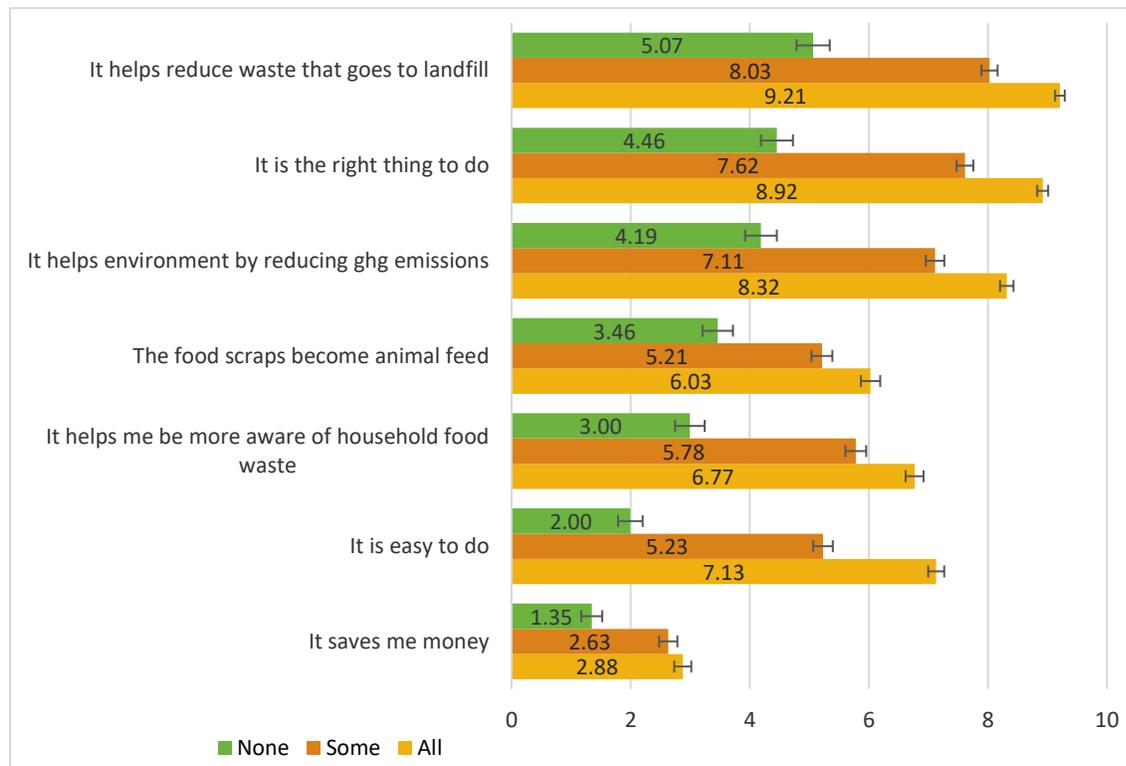


The overall pattern of barriers is similar for each category, with hygiene (kitchen bin smelling, having to clean their cart), attracting pests, and lack of space coming to the top for all three groups whether they put all, some or no food scraps in their cart. However, it is clear how much stronger these barriers are for those who are currently not participating in FoodCycle, and even those who are participating to some degree. One significant barrier for those who are not participating is a perception of not having enough time to participate, which was rated a 5.04 for those who recycle *none* of their food scraps but was not above a three for the other groups. Forgetfulness about separating food scraps and confusion about bags or materials remained relatively low for each group.

### Benefits

Next, the benefit ratings were compared those who reported placing all (*all of them* = 43%), some (*more than half; half; less than half* = 34%), or none (*none of them* = 23%) of their food scraps in the bin. For each of those categories, the barriers to behavior received statistically different ratings ( $p < .01$ ). Standard error bars are included in the figure to show where statistically significant differences exist (Figure 20).

Figure 20: Benefits by Self-reported Amount of Food Scraps Placed in Bin



A similar pattern for benefit ratings exists across each category, with those who reported putting *all* of their food scraps in the cart rating all of the benefits much higher than the *some* or *none* groups. *Reducing waste, right thing to do, and reducing GHG emissions* were all rated highly motivating by the *all* and *some* groups. However, the same benefits (reducing waste, right thing to do, GHG emissions) are the most motivating benefits for all three groups, suggesting that focusing on these benefits would provide the most motivation for households that do not, somewhat, and fully participate.

### Mapping

Finally, a mapping analysis was conducted to show where the respondents who place *all*, *some*, and *none* of their food scraps live (*Appendix E*, in this document). Overall, the map shows that respondents of each type were evenly distributed through the City of Sunnyvale, suggesting that outreach should be broadly focused.

### Lid Flip

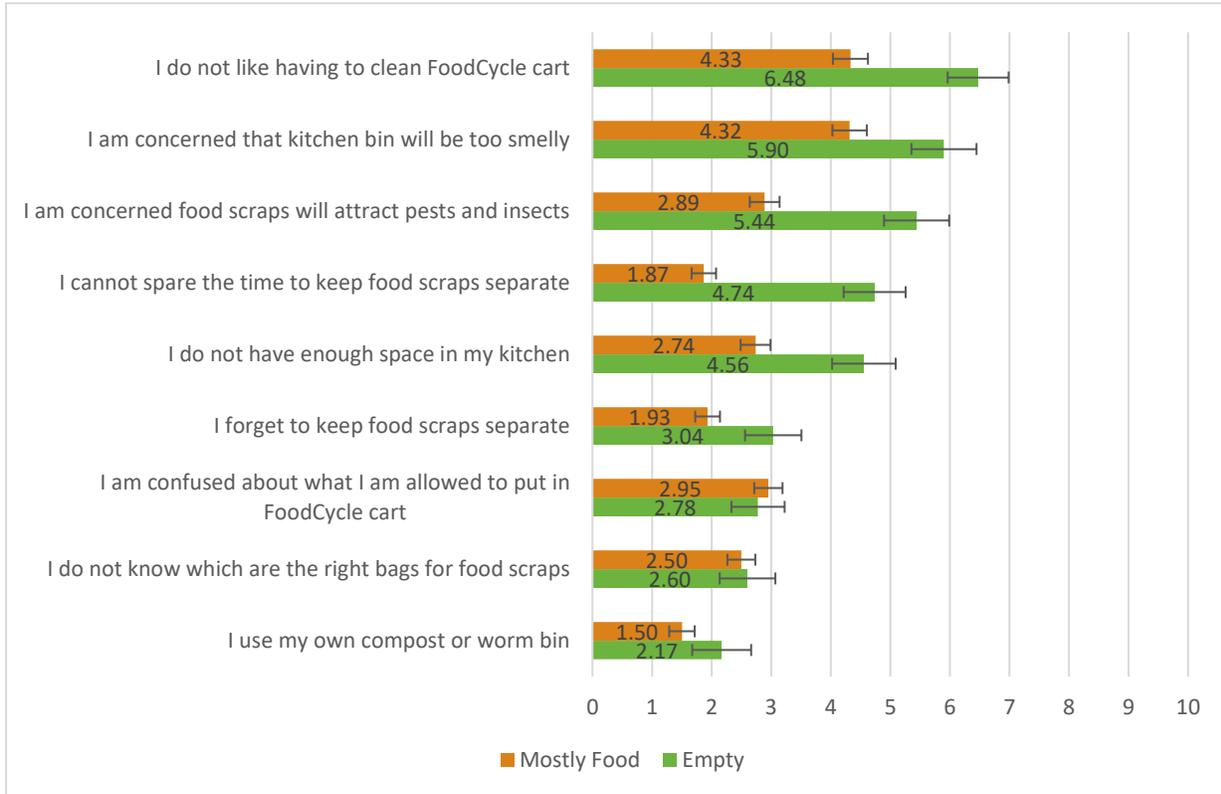
To further understand those who do not participate, the barrier and benefit mean scores were compared between those who were seen in the lid flip to have *mostly food* (n=195) and *empty* (n=59).

However, there were only a few participants who both answered a survey and got a lid flip in the *food and garbage* (n=16) and *mostly garbage* (n=12), so these categories were excluded.

*Barriers*

The barriers to participating in the FoodCycle program were compared between those in the lid flip who were found to have an empty bin and those who had a bin with primarily food in it.

Figure 21: Barriers by Lid Flip Results

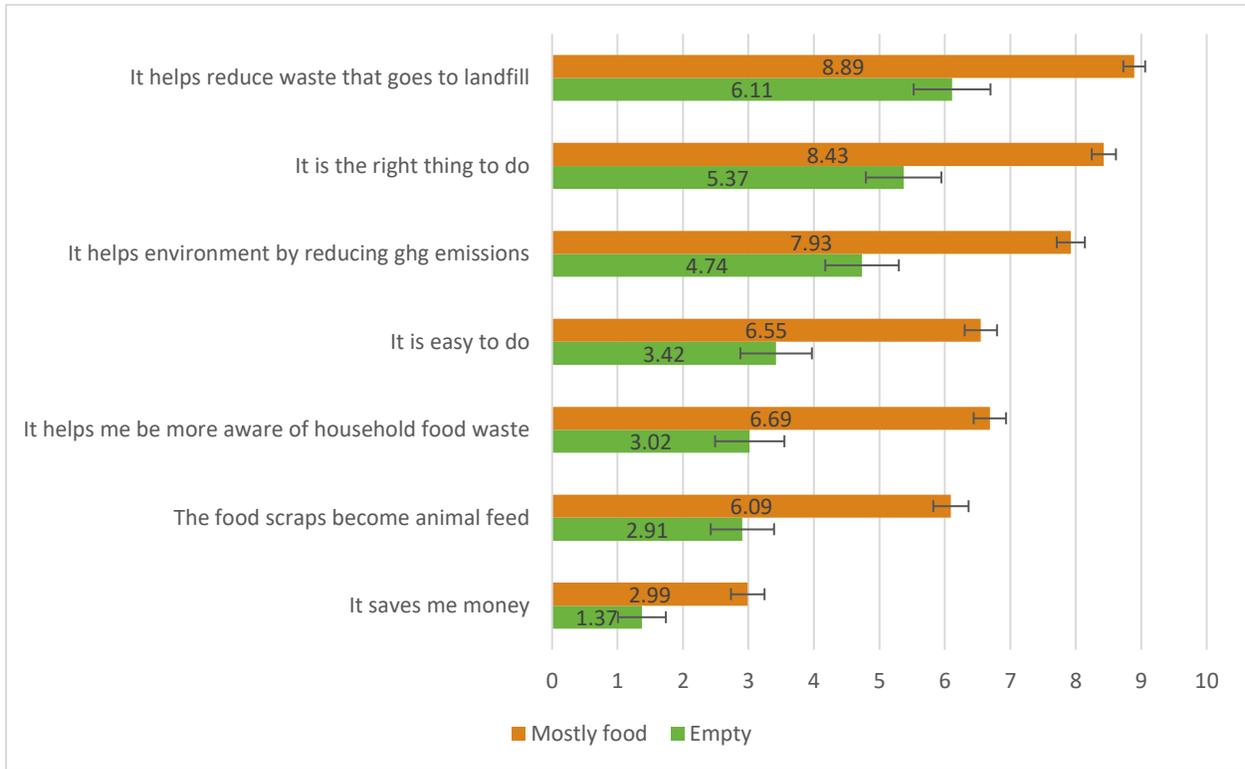


The first six barriers listed (*I do not like having to clean...* through *I forget...*) have significant differences between carts that were empty and carts that were mostly food. Overall, the participants and non-participants had the same top five barriers as those who self-reported participating and not participating (Figure 19), suggesting that the audiences who self-report not participating and are observed to not have anything in their bin report very similar barriers to participating in the FoodCycle program.

### Benefits

The benefits to participating in the FoodCycle program were compared between those in the lid flip who were found to have an empty bin and those who had a bin with primarily food in it.

Figure 22: Benefits by Lid Flip Results



Overall, the benefit results again reflect previous sections (Figure 20) that participants and non-participants rank similar benefits to participating highest (reducing waste, right thing to do, GHG emissions), though participants rate the benefits significantly higher ( $p < .001$ ). This again suggests that focusing on these three benefits would provide the most motivation for households that do and do not participate.

## 4: Conclusions and Recommendations

---

Overall, the survey results showed that most residents were participating in the program, with 75% participating at least one time per month. Most residents filled their yellow side of the cart less than 25% full. More than half (57%) reported placing all of their food scraps in the cart, all of which demonstrates the positive impact FoodCycle is having in the City of Sunnyvale. However, more than a third of residents reported placing no food scraps in their cart (23%) or less than half of their food scraps in the cart (13%), suggesting there is still room for improvement. Other key findings are summarized in green boxes at the start of each of the results section. Based on the findings, we have the following recommendations.

### Short-term Recommendations

In the short-term, the most pressing and quickly addressed issue was the materials that are causing residents uncertainty.

- **Provide focused outreach to clarify what food items go where.** Residents who chose to participate tend to place food items in the correct side of the cart, and the barrier of confusion is rated very low. Furthermore, in the lid flips, the majority of carts had mostly food, with only 18% having some or a significant amount of garbage. While the City should continue to provide general “what goes where” outreach, these findings suggest residents would benefit from outreach that focuses on items such as coffee filters, tea bags, and bacon fat and grease, where people are unsure about their proper disposal. The next mailed outreach and/or the website could more specifically emphasize where these materials go, even referencing that the results of this survey demonstrated that people were confused about these items.

### Longer-term Recommendations

In the longer-term, we recommend primarily focusing on increasing participation. Respondents were generally already knowledgeable about what should and should not go in the cart, and more than half of respondents already participate, but total participation still has room to grow. Respondents, especially those who do not currently participate, rated smells, cleaning carts, having sufficient space in their kitchen, pests, and time to sort as significant concerns.

- **Education about participation best practices to address barriers.** City of Sunnyvale already has material that relates to the best practices of preventing pests and hygiene issues, as well as material around the best practices of participating, which should address concerns around space and time. Many residents also reported challenges with cleaning and using the cart, so if there is existing outreach that speaks to easier methods of cleaning, that could help address this issue. These outreach materials should be reviewed to ensure they follow the best practices of communication (see communication recommendations) and frame messages using the highest priority benefits (e.g., preventing waste and doing the right thing).
- **Boost convenience to address barriers.** Whenever possible, making a behavior easier to do increases the likelihood of participation. For example, if possible, the City should continue to provide kitchen bins, ensuring they continue to be dishwasher-safe and reminding residents that this is the easiest way to keep them clean. In addition, containers should continue to be not too space consuming to address the concern about not enough space. FoodCycle already allows a variety of types of liners, such as clear plastic. Outreach could remind residents that lining bins

and using these easily obtained liners (i.e., rather than the more costly and difficult to find compostable liners) makes collection simpler and addresses hygiene and pest issues. Ultimately, to make a behavior more convenient, programs cannot only rely on telling participants it is easy to act, but, if possible, need to truly make the behavior easier.

- **Highlight social norms to increase motivation to act - participation.** Given that more than half of respondents were participating in the program, the City could highlight this information to leverage social norms to increase behavioral motivation, such as, “Thank you to the 75% of residents who participate in FoodCycle at least once a month!” Emphasizing that participation is the “normal” and “typical” behavior is a technique that has been proven to have a significant effect on individual action.
- **Highlight social norms to increase motivation to act – testimonials.** Many respondents offered to provide more information about their experience with FoodCycle, which could be used for testimonials in future outreach. Testimonials both demonstrate that the behavior is normal in the community and frame information to overcome barriers (such as, techniques they use to prevent smells or pest) in a story format, rather than a list, which is more easily processed and recalled by the reader. These stories could be paired with outreach about the technique the testimonial mentions – such as, if the resident uses their freezer, the other parts of the outreach could discuss best practices for freezing. Social norms are one of the most effective tools for outreach when the audience reports facing multiple barriers, such as with food waste recycling. Therefore, we strongly recommend the careful use of normative messaging that emphasizes participating is a common and good behavior and suggests ways residents can deal with the challenges they are facing.
- **Consider if cart sizing and cleaning challenges can be changed to address barriers.** In the responses to the qualitative question asking for additional comments about FoodCycle, as well as the ratings for cart fullness, residents feel they have more yellow side space than they need and insufficient black side space. There were multiple comments where respondents reported that they like the program and want to participate but were unsure or unhappy about the split carts. The City has invested in the infrastructure and it may be unchangeable for the time being, but if it is possible to alter the infrastructure to allow for more black space and less yellow space, that may increase satisfaction with the program. Specifically, those with the large carts reported the greater number of instances of their cart being overfull, so they may be the priority audience to address, with a secondary focus on encouraging those who have smaller cart sizes to move up a size. Additionally, one of the top challenges related to carts was cleaning, so any cart changes should consider ease of cleaning.
- **Frame benefits around waste reduction and doing the right thing to increase motivation to act.** Residents who do not place their food scraps in their yellow cart rated *preventing waste from going to the landfill* and it *being the right thing to do* as moderate benefits of participation. These two benefits were this groups’ highest rated, and also the highest rated benefits for those who report putting *some* or *all* of their food waste in the cart, demonstrating that reducing waste and doing the right thing should be the primary benefits that are emphasized in outreach. The qualitative comments also showed that the animal feed element may raise concerns for residents, and it was a fairly low rated benefit for all groups. The City should consider how much the animal feed element of the program needs to be emphasized, as it is not particularly motivating to residents.

- **May not need specific outreach to households with children.** The results did demonstrate that there were some significant differences for households with children, making participation more difficult. However, the differences between households with and without children was much less than those who do and do not currently participate, and the barriers that were significantly higher had overlap with non-participants (enough space in the kitchen, time, cleaning the cart). Overall the results suggest the difference in difficult for households with children may not be significant enough to warrant specific marketing.
- **Consider if new residents need specific outreach.** While this question was not specifically addressed in this survey, discussions of the results with the City led to a suggestion that new residents should get a “starter kit” for FoodCycle. Some residents may take their kitchen bin with them when they leave their home, so it may be worth the time to ensure that new residents have all the tools and information to get into the habit of participating, and participating correctly, as soon as they are able.
- **Consider additional research around participation best practices.** If the program continues to face issues around participation after distributing the existing educational outreach materials, additional research may be necessary. This research could include collecting data on the penetration of and barriers to best practices for food scrap collection to prevent hygiene, pest, space, and time challenges (e.g., freezing, placement of the food scrap bin, cleaning out the fridge right before pick up, pouring out liquids) to see if residents are already doing all of these practices and, if not, what challenges they face. The current research effort examined what barriers residents faced to participation in FoodCycle but did not collect data on the best practices for food scrap collection specifically, with the exception of the use of liners. With addition information (e.g., if most residents don’t freeze because of a specific challenge), future outreach could address the barriers to best practices specifically or specifically focus on practices that are not currently being used.

### Communication Recommendations

Finally, there were some recommendations around best practices for communication.

- **Use best practices for communication.** The City should specifically address the barriers with clear, simple steps. Depending on complexity, a simple step-by-step instruction may fit on one sheet, or may require two or three to get a balance of summative without being overly complex or text heavy. Outreach is most effective when it is short, eye-catching, and uses simple language and images. Using more captivating formats that speak to how your audience speaks and thinks, such as testimonials, will also be more effective.
- **Use the City website for outreach.** Residents broadly suggested that if they had a question, they would go to the City website, so any additional outreach would be best hosted there.
- **Use broad outreach techniques across the City.** The mapping results suggest that those who participate keep their stream fairly contamination free, and do not currently experience significant barriers. The City should prioritize increasing participation, as addressing the barriers faced by non-participants will also be helpful for those who do currently participate.

## Appendix A: Route Information

Below is a table that summarizes the survey and lid flip sample by route.

	301	303	304	305	306	307	308	Totals by Route	Percentage of Total	Selected Sample	Lid Flips Sample
<b>Monday</b>	910	899	916	900	914	902	886	6,327	22%		
	(106)	(98)	(98)	(109)	(90)	(101)	(92)			694	152
<b>Tuesday</b>	880	873	907	817	874	809	908	6,068	21%		
	(98)	(90)	(109)	(86)	(104)	(81)	(97)			665	146
<b>Wednesday</b>	787	845	881	885	893	857	829	5,977	20%		
	(107)	(68)	(90)	(95)	(104)	(99)	(92)			655	143
<b>Thursday</b>	828	762	792	727	805	751	829	5,494	19%		
	(93)	(85)	(92)	(80)	(85)	(75)	(91)			602	132
<b>Friday</b>	767	790	691	729	776	773	790	5,316	18%		
	(83)	(80)	(80)	(95)	(85)	(74)	(86)			583	128
<b>Totals</b>	4,172	4,169	4,187	4,058	4,262	4,092	4,242	29,182		3,200	700

Note: The fields are defined in the following way:

- **Monday through Friday** – the number of households serviced by the hauler by day of the week;
- **301 – 308** – the number of households serviced by hauler route number;
- **Totals by Routes** – sum of the households by route across hauler service day;
- **Percentage of Total** – proportion of all households that are serviced each day;
- **Selected Sample** – the number of households selected from each service day to receive a mail survey; and
- **Lid Flips Sample** – the number of households selected from each service day to receive a lid flip.

## Appendix B: Survey

The City of Sunnyvale values your feedback and wants to learn more about how and why residents use (or don't use) the FoodCycle food scraps recycling program. Please fill out this short survey, which should take no more than five minutes to complete. Your responses will help guide outreach for the FoodCycle program to assist residents to successfully recycle their food scraps.

1. How often do you have food scraps in the food scraps side of the split cart on collection day?
 

Every week     2-3 times per month     1 time per month     Less than monthly     Never

---

2. On an average collection day, about how full is your...
 

a. Yellow FOOD SCRAPS side of the FoodCycle split cart?	b. Black GARBAGE side of the FoodCycle split cart?
<input type="checkbox"/> Empty	<input type="checkbox"/> Empty
<input type="checkbox"/> 25%	<input type="checkbox"/> 25%
<input type="checkbox"/> 50%	<input type="checkbox"/> 50%
<input type="checkbox"/> 75%	<input type="checkbox"/> 75%
<input type="checkbox"/> 100%	<input type="checkbox"/> 100%
<input type="checkbox"/> Over-flowing	<input type="checkbox"/> Over-flowing

---

3. In a typical week, what portion of all the food scraps you generate are placed in the yellow food scraps side of the FoodCycle split cart?
 

	None of them	Less than half	About half	More than half	All of them
<input type="checkbox"/>					

---

4. When you place food scraps in the yellow food scraps side of the split cart, do you use a bag, container, or liner to hold the scraps?
 

Yes     Sometimes     No

---

5. The City of Sunnyvale is aware that there are items whose disposal can cause confusion about which side of the cart they should be placed in. Where does your household place the following items? Check all that apply.
 

	Black Garbage Side	Yellow Food Cycle Side	Backyard Compost Bin	Garbage Disposal	Do Not Use
a. Peels and pits	<input type="checkbox"/>				
b. Bones	<input type="checkbox"/>				
c. Eggshells	<input type="checkbox"/>				
d. Cheese and yogurt	<input type="checkbox"/>				
e. Meat	<input type="checkbox"/>				
f. Used napkins and paper plates	<input type="checkbox"/>				
g. Moldy or spoiled food	<input type="checkbox"/>				
h. Tableware, containers, etc. that are labeled "compostable"	<input type="checkbox"/>				
i. Coffee filters/tea bags	<input type="checkbox"/>				
j. Bacon grease/cooking oil	<input type="checkbox"/>				

---

6. Using the scale to the right, how *important* is it for your household to place **ALL** your food scraps in the yellow food scraps side of your FoodCycle split cart?
 

	Not at all important			Extremely important
0	1	2	3	4
5	6	7	8	9
10				

---

7. Using the scale to the right, how *difficult* is it for your household to place **ALL** your food scraps in the yellow food scraps side of your FoodCycle split cart?
 

	Not at all difficult			Extremely difficult
0	1	2	3	4
5	6	7	8	9
10				

---

8. Here are some reasons why people **might not** place all food scraps in their FoodCycle cart. Using a scale from 0, *completely disagree*, to 10, *completely agree*, please rate your agreement with each of the following statements.
 

**I do not place all my food scraps in my FoodCycle cart because...**

	Completely disagree			Completely agree
0	1	2	3	4
5	6	7	8	9
10				

a. I am confused about what I am allowed to put in the FoodCycle cart	0	1	2	3	4	5	6	7	8	9	10
b. I am concerned that keeping food scraps separate from other garbage will attract pests and insects	0	1	2	3	4	5	6	7	8	9	10

c. I am concerned that keeping food scraps in my kitchen bin will be too smelly	0	1	2	3	4	5	6	7	8	9	10
d. I do not have enough space to collect food scraps in my kitchen	0	1	2	3	4	5	6	7	8	9	10
e. I do not know which are the right bags to put my food scraps in	0	1	2	3	4	5	6	7	8	9	10
f. I use my own compost or worm bin for all of my food scraps	0	1	2	3	4	5	6	7	8	9	10
g. I cannot spare the time to keep food scraps separate from garbage	0	1	2	3	4	5	6	7	8	9	10
h. I forget to keep my food scraps separate from garbage	0	1	2	3	4	5	6	7	8	9	10
i. I do not like having to clean my FoodCycle cart	0	1	2	3	4	5	6	7	8	9	10

9. Here are some reasons why people **might** place all food scraps in their FoodCycle cart. Using a scale from 0, *completely disagree*, to 10, *completely agree*, please rate your agreement with each of the following statements.

I do place all my food scraps in my FoodCycle cart because...	Completely disagree						Completely agree					
a. It helps reduce waste that goes to the landfill	0	1	2	3	4	5	6	7	8	9	10	
b. It helps me be more aware of what food gets wasted in my home	0	1	2	3	4	5	6	7	8	9	10	
c. It saves me money	0	1	2	3	4	5	6	7	8	9	10	
d. It is easy to do	0	1	2	3	4	5	6	7	8	9	10	
e. It helps the environment by reducing greenhouse gas emissions	0	1	2	3	4	5	6	7	8	9	10	
f. It is the right thing to do	0	1	2	3	4	5	6	7	8	9	10	
g. The food scraps become food for animals	0	1	2	3	4	5	6	7	8	9	10	
h. It helps reduce waste that goes to the landfill	0	1	2	3	4	5	6	7	8	9	10	

10. Using a scale from 0, *completely unsatisfied*, to 10, *completely satisfied*, please rate your overall satisfaction with the FoodCycle program

	Completely unsatisfied						Completely satisfied					
	0	1	2	3	4	5	6	7	8	9	10	

11. When you have questions about where to place your food scraps, where do you look for information? Please check all that apply.
- City staff
  - City website
  - Friends and family
  - NextDoor
  - Specialty Solid Waste and Recycling (your garbage & recycling collection company)
  - Sunnyvale Environmental Services Facebook page
  - No need, I do not have questions
  - Other, please specify: \_\_\_\_\_

12. Are there any ways you have changed your behavior regarding food purchase and usage since the FoodCycle program started?

---

13. Is there anything else that you would like to tell us about the FoodCycle program?

---

14. What type of home do you live in?
- Single family residence
  - Duplex or triplex
  - Townhome
  - Condominium
  - Mobile home
  - Other: \_\_\_\_\_

15. How many adults live in your household? \_\_\_\_\_ 15a. How many children under 18 live in your household? \_\_\_\_\_

16. How long have you lived in Sunnyvale? \_\_\_\_\_ years

Action Research

---

**17.** If this service was offered, would you be interested in an in-person outreach appointment at your home to assist with your individual situation and garbage capacity needs?

Yes       Maybe       No

---

**18.** Would you be willing to provide more information about your experience with the FoodCycle program?

If yes, please provide your: Name \_\_\_\_\_

Email \_\_\_\_\_

Telephone \_\_\_\_\_

---

Thank you for your participation!

## Appendix C: Food Behavior Change

Are there ways you have changed your behavior regarding food purchase and usage since FoodCycle started?
A little.
Actually, yes. I like being able to dispose of cooking oil.
All fruit peels, pits, rotting fruit, eggshells go into a transparent bag which is then tossed into the yellow food cycle side of the cart.
Aware that some family members overbuy produce, and it spoils before it is eaten.
Be aware of the packaging when buying food.
Being more aware and careful.
Being more aware.
Better amounts.
Buy in smaller quantities.
Buy less.
Buying less food with packaging.
Buying less perishable items. Trying to consume food before it goes bag.
Buying more vegetables.
Collect tea bag.
Collect vegetable bags at supermarket.
Eating less processed foods. Opting for more fresh.
Excess fruit from trees goes into food cycle rather than compost.
Free compostable bags, reduce bill.
Have an increased awareness of how much food is actually getting wasted.
Have to buy special bags for the indoor container now.
Household bin is very unattractive in my kitchen.
I actually stopped recycling all together.
I am more aware of food waste.
I am more aware of wasting food.
I am more careful about the amount of food I buy.
I am more careful sorting waste.
I am somewhat more aware of the food I waste.
I bought reusable produce bags.
I buy for a week at a time.
I buy less food and grow more in my garden.
I buy less food. (2)
I can buy more because I can put it in food cycle bin instead of trash.
I can tell what I'm buying too much of.
I don't buy as much food.
I don't use it and would rather have the old garbage can back.
I feel better overall that this exists. I feel like Sunnyvale is on the cutting edge of this type of stuff.
I go to the store more often so I have less food on hand that will go bad.
I have always purchased wisely and don't waste food.
I have been forced to purchase many extra bag tags because my trash bin is so small now.
I have to be very strategic about the remaining small space in the garbage side of the cart.
I have to get more plastic bags for the foods scraps.
I have to store trash that won't fit in the reduced size of my trash receptacle and then plan some way to set a date for an extra pickup which means I have to haul everything out to the curb, etc.

Are there ways you have changed your behavior regarding food purchase and usage since FoodCycle started?
I have tried to use the kitchen bin.
I haven't changed what I buy, but try to use the food cycle program.
I just keep the pail in the freezer.
I no longer put any unused food/food waste in the regular garbage.
I no longer toss food waste in the garbage.
I only use it on garbage day when I clean out the fridge.
I place the yellow bin next to my sink. This way it is easy to collect all food waste.
I purchase fewer fruits and vegetables.
I purchase my own food recycle bags.
I put my food scraps in the yellow section.
I recycle sometimes.
I save clear plastic bags to hold food scraps.
I seldom have food waste.
I shop more often to avoid food waste. I buy food when necessary and careful of food selection.
I shove more things in the bins.
I started buying green compostable bags.
I think about it more, but ultimately not much has changed.
I tried to comply but learned that leftover food was kept in yellow bin for days before picking up.
I try harder to waste less food.
I try to use fewer plastic bags and also purchase as much as I can in large quantities.
I use less prepared frozen meals, thus producing less trash.
I use my disposal more.
I use my garbage disposal for scraps.
I use the garbage disposal much less and never put food scraps in regular trash.
I'm more aware of food waste, so I try to scale meals.
I'm more aware of my food waste and try to minimize.
I'm more aware of what I put in my garbage cans.
Implementing food cycle program shouldn't sacrifice the normal garbage space.
Instead of recycling or throwing away plastic bags, I save them to put food scraps in the food cycle cart.
It helps reduce our food waste.
It's made us aware of the food getting wasted.
It's not an optional program.
I've tried to be more mindful about using the produce we buy before it goes bad.
Just buy enough for the week.
Just purchasing bio-bags.
Just putting a few things I can't put in the compost bin into the split cart.
Keep compostable bags on counter to collect food scraps.
Keep trying to do it but it's confusing and seems unhealthy to have food scraps on the counter.
Less canned food, less processed food.
Less guilty about leftovers or spoiled produce.
Less use of garbage disposal = less water use.
Lost half my trash bin so I must compress my trash a lot more.
Makes me more aware of the food I waste so I try to buy less.
More aware about non-recyclable containers.
More aware of what goes to waste so trying to buy accordingly.
More aware. (2)
More conscious of wasting food.

Are there ways you have changed your behavior regarding food purchase and usage since FoodCycle started?
More diligent to separate food waste and garbage.
More often, I give my food scraps to my neighbor, who has a compost pile.
No (659)
No - I always buy only what I need, and in small quantities. That has always been my policy.
No change in food purchases. We do try to place all scraps in the bin.
No change.
No change. I only buy small amounts of food and I eat it all. I don't need the yellow side.
No, but we do try to reduce food waste.
No, I have always been aware of CO2 emissions from spoiled food and understand the necessity of composting or food cycling.
No, the program has only changed how we sort waste.
No, to very little, if it grows from the ground, we put it in.
None (2)
Not at all.
Not purchase or usage, but we have completely changed how we discard food scraps.
Not really, but I'm much more aware of wasting food so try to eat more leftovers.
Not really, I have mostly had guilt from not composting. I just try not to use my can by repurposing, reusing, recycling.
Not really. (5)
Not really. What changed was how we recycle.
Now recycling meat.
Now we separate food scraps from rest of garbage.
Only buy what I will use in the next few days.
Other than buying compostable bags for the food scraps, no.
Our household needs to cut down on garbage because of the available capacity.
Plan more carefully. Don't overbuy.
Planning meals better so as to waste less food.
Purchase food as needed, freeze any uncooked after 2-3 days.
Purchase more compostable items because we have a place to put them now.
Purchased reusable produce bags for grocery shopping and reusable silicone ziplock bags to help reduce waste.
Reduced plastic bag use. Purchased small mesh bags for groceries. More aware of food waste.
Small kitchen bin should have been distributed initially. I had to request the extra small one to keep in the fridge.
Smaller black waste side forces me to recycle better.
Spend a lot more money: cans, bags, tags.
Spend less money for food purchase.
Stop buying fresh produce.
Stopped using backyard compost. (2)
The collection pail provided was way too big for my little kitchen. I substituted a small Dollar Tree container and line it with a clear used vegetable bag.
The FoodCycle program has encouraged us to monitor our waste more.
Think twice before purchasing.
Tried to purchase less plastic clamshell food packaging, but this was due to plastic recycling rules.
Try not to purchase more fresh produce than I can use.
Try to put more stuff in recycle because my black bin gets full.
Try to waste food less.
Trying not to waste food.
Trying to buy smaller quantities so we waste less.

Are there ways you have changed your behavior regarding food purchase and usage since FoodCycle started?
Trying to manage quantity of food needed in food prep.
Use disposal a lot less. Don't compost in yard.
Use mostly fresh fruits and veggies.
Very little.
Waste less.
We are composting less at home.
We avoid using disposable items for family parties.
We buy and use fresh produce with care.
We buy compostable bags for our internal bin and freeze the bags when full.
We composted before moving here - so happy the city is composting.
We don't use yard compost now and we have a place for bones and meat instead of the trash.
We eat out more often.
We had to purchase compostable bags.
We have changed our behavior by complying with the program.
We purchase less perishables.
We put a lot more effort into separating scraps.
We rely less on our backyard compost pile. We like that we can put dairy and meat into the yellow cart.
We save our scraps now.
We started to use the program, but the kitchen smelled and we got small flies. I didn't like having to use more plastic bags to line the food bin. We stopped shortly after trying the program.
We tried it, it doesn't work.
We try more to use all our food.
We try not to waste food.
We try to separate food waste from garbage but we really have to think about it. It is more work for us.
We try to use less plastic.
We use garbage disposal much less.
We used this method and the smell was horrific and attracted rodents.
Yes (9)
Yes - I have to buy compostable bags now.
Yes, buy less, cook less.
Yes, I am more aware of what goes where.
Yes, I am more careful about what I buy.
Yes, I don't cook as much.
Yes, I don't cook as much extra food.
Yes, I use my scraps around my back yard.
Yes, it has created good habits.
Yes, now food scraps go in the yellow side.
Yes, we buy food with less packaging.
Yes. I was not aware of how much food I was wasting. I now buy what I think I will be able to eat. I now shop more often in a week.
You start to see what you waste.

## Appendix D: About FoodCycle

---

Is there anything else that you would like to tell us about the FoodCycle program?
A bigger bin for all recyclables would be helpful.
A good idea, but it's another item on my list of ten billion things that I have to worry about.
Absolutely useless program. Not worth it to waste a plastic bag or dirty a bin.
Allow residents to have a larger black bin.
Always wonder how the food goes to animal feed and then back to us as meat - do I really want to eat that?
An option for smaller bins for households that generate less would be great.
Animals (rats) get into trash. Less space for regular trash.
Annual reminder of what can go into the FoodCycle program - list with pictures.
Appreciate the food scrap program but too much space is provided for food scraps and not enough for garbage.
Are soiled napkins and compostable food containers supposed to go in the yellow bin?
As a long time vegan, it makes me feel uncomfortable knowing that it is used as animal feed.
As a single person, I rarely have scraps to dispose of. I would prefer a normal size can for my non-food waste.
As I eat light, not much food waste so bin is mostly empty. Paying for this is not in my favor.
Awesome job!
Bad cart design.
Bad idea.
Bad to use clear plastic bags? Should we be using compostable bags?
Between compost and dogs, I have zero need for this. Please allow us to "opt out" and get our trash can back.
Bin could be smaller, allowing more volume for general trash.
Bin design is horrible. I lost half my trash space but the fees went up!
Bin is difficult to open w/one hand. I keep mine in the garage and I carry out scraps hoping I'll be able to pull it off without dropping food!
Bin is too large for food waste. And way too small for black waste.
Black bin is not big enough. Yellow bin is useless. Bring back the old black bins.
Black garbage side is not very useful, the yellow side is too deep. I'd rather not have them in the same cart.
Black garbage side is too small.
Black garbage side is too small. Yellow FoodCycle is too big.
Black garbage side is way too small!
Black side is too small compared to the yellow side. Almost no one can fill the yellow side.
Black side is too small. Food waste is smelly and messy to keep around.
Black side is too small. Yellow side is too big.
Bugs in the container. I won't put gross sludge in my refrigerator. Many waste materials are recyclable, but your system and bins don't provide for them. The yellow portion of the bin is too large. We have no room for regular trash.
Can we please not have this FoodCycle cart?
Can we set up recycle education programs at our community meetings?
Can you give us real facts as to how the scraps are used?
Can you make it into composting instead of animal feed? Do we end up consuming these animals?
Can you send handouts about what can go in the FoodCycle side?
Cancel it.
Cardboard and paper products covered in food go where? Still confusing.
Cart is too heavy! I want my old garbage can back.
Citizens got short-changed. We pay more and get less space. Regular trash is bulging!
City should be more concerned about the environment than reducing garbage can space.

Is there anything else that you would like to tell us about the FoodCycle program?
Cleaning the bins is not easy and they stink.
Clear plastic bags not readily available. City-supplied scrap bin for countertop is absolutely useless.
Collection just once a week is an issue. Having to use a liner/bag is bad for the environment.
Come up with a better design - it's greatly reduced my ability to toss regular trash. Very inefficient hardware design.
Complete waste of time. Raises garbage bill unnecessarily when it is already too high.
Compostable bags are too fragile/thin and break or leak.
Compostable cups and serving ware are confusing. I would like to compost them but am not sure what bin to use.
Concerned about food scraps being used for animal feed. Program doesn't prevent the city from charging more for services.
Container is too big.
Containers don't look pleasing in one's kitchen. Putting food in a bucket makes one's house smell. I also resent the fact that we get less garbage space.
Current scrap container is too large.
Degradable bags for scraps should be mandatory and should be provided by you on a monthly basis as needed, to improve cleanliness of the bin.
Deliberate move to reduce trash by taking away so much of the trash space.
Dislike keeping rotting food in fridge until pickup day. Also don't want to put in bin until then as it stinks and wild animals everywhere. If we could use grocery bags, that would be helpful.
Disposing of garbage has become more difficult because of reduced space in bin.
Do not like it.
Do not think it is a good program. Give us back our old garbage container.
Don't like buying the plastic bags - they should be given to us. I always used the yellow side at first, but after having to buy the 2nd bags - because they leak - I quit!
Don't like having to put scraps in clear plastic - using too much plastic now.
Don't like it. Hate the idea of moldy food and bones being fed to animals.
Don't like stinky garbage in home or outdoor cans waiting for pick up.
Don't like the FoodCycle program. We compost.
Don't see anyone on my block that doesn't have trash side overflowing and/or using yellow bins improperly.
Don't see how tea bags are animal food so it's hard to figure out where to put some things. And you took away too much of my garbage space.
Eliminate it.
Encourage composting around plants, trees, garden.
Even though we use the FoodCycle program it is impossible to get all of our trash in the black garbage bin. The food side is too large and the garbage side is too small.
Every household should have a choice of bins. All garbage or split. I prefer all garbage.
Everyone I know complains it is terrible. I recycle everything on my own so I do not put any of my carts out except yard waste. We shouldn't have to pay for what we do not even use!
Expand what can go in the bin.
Food recycle bin is making regular black garbage size really small. City needs to provide the lining for yellow bin.
Food recycle side of can is too big, and garbage side is too small.
Food scrap bin is too big. Would like written chart to post in the kitchen.
Food scrap container is too large.
Food scraps attract rats.
Food scraps in kitchen smell bad. It also makes black garbage side bin too small for regular garbage.
Food scraps is not necessary in a residential house. We need more room in the black garbage bin.
Food scraps smell and attract bugs in the kitchen.
Food side is too big, garbage side is too small.

Is there anything else that you would like to tell us about the FoodCycle program?
Food split cart is too large for our needs.
Food waste part of the bin is too large. I am curious about how waste is processed for animal feed.
Food waste side is way too big. Garbage side is too small if we have company.
Food waste side is way too big. Prefer to have more garbage space.
FoodCycle bin integrated into garbage cart wastes space. The pail is enough.
FoodCycle bin is much too large, trash side too small. Most neighbors now have over-flowing trash every week.
FoodCycle bin is too big and too deep. Regular garbage bin is too small.
FoodCycle bin takes up too much room.
FoodCycle bin too big for my household.
FoodCycle causes unwanted gnats in my house.
FoodCycle is a positive move. Keep it.
FoodCycle is ok.
FoodCycle program is good, but black bin is too small.
FoodCycle program should be cancelled. I feel cheated that half my trash container is wasted.
FoodCycle side is too large for our regular use. Garbage side is too small.
FoodCycle side of the collection cart is too large and takes up needed trash space!
FoodCycle side too large. Need more room for garbage.
FoodCycle takes up too much space of our garbage cart.
For a small family of 4, the FoodCycle side of the bin is too large. I could use more of that space for garbage.
For single seniors, the cans are extremely heavy.
For those who compost, FoodCycle is not worthwhile. Program might be better if city supplies bags that we put in the green compost tote.
For us, only two, we use our garbage disposal. We don't generate many food scraps.
Forced on residents. Cite of Mountain View decided against it on same study results.
From the get go, this is a huge scam and expense to the public without public vote, forced families to pay more just to get closer size trash can.
Garbage bins (black/yellow) broke fairly early on. Food waste is not contained due to break.
Garbage can is too small because of food split cart.
Garbage cart is poorly designed. Too much space for food. Not enough space for garbage.
Garbage container size needs to be bigger.
Garbage side is too small. Cans are too heavy for seniors.
Garbage to food waste ratio of the trash bin is not awesome - would prefer more trash room.
Get rid of it, or make it optional. I want a full sized trash can!
Get rid of it. (3)
Get smaller FoodCycle bins and bring back the full size garbage bins.
Give me back my full garbage can.
Give me back my garbage space! Have a separate can for FoodCycle.
Give me back the full size trash bin I pay for.
Give me back the other half of my garbage can. Please fire the person that had this dumb idea.
Given how little space is used for food waste, I feel a separate smaller bin that is easier to clean would be more efficient.
Good idea but bin is way too big.
Good idea, but design of receptacle is awkward - need more space for trash, less for food.
Good idea, but garbage can combination is bad due to garbage side becoming a difficult shape and size.
Good job!
Good job, Sunnyvale.
Good job. Keep up the good work!

Is there anything else that you would like to tell us about the FoodCycle program?
Good program. (2)
Great idea. I think it is important to continue program, just wish that part of the bin was smaller.
Great initiative - keep it up!
Great job! Keep thinking forward no matter what stupid stuck-in-their-ways people say!
Great program. (2)
Great program. The initial outreach was very helpful.
Half and half split of the bin is unreasonable as more than 90% of garbage is non-food related. The bin needs to be changed. Intention is good, but execution has flaws.
Happy all garbage is picked up weekly.
Hate it!
Have more compostable bags in stores nearby.
Have water on the edge to prevent ants. It's troublesome to find bags to separate daily food scraps.
Highly problematic to be feeding food scraps to animals that are then fed to humans. Highly problematic for families with young children. We have difficulty throwing away diapers because there is not enough room in the black bin.
How do we recycle oil, grease, cooking or bacon fat?
How much money has been wasted on garbage trucks and bins for this brain damaged program?
I absolutely hate the food scrap bucket. I hate that I have less space in the black bin and these day with online shopping I need more in the paper/carton blue bin too.
I agree with the program. I don't have enough waste. I am 91 years old.
I agreed to use and pay for the middle size garbage. You cut the size by 1/3 and did not lower my bill. I did not agree to that! You owe me money! You get even more out of me because now I have to go to the dump!
I am glad we are doing the FoodCycle now, and my family is able to participate.
I am in favor of the program.
I am opposed to making animal feed from moldy or rotting food scraps. I don't have space in my refrigerator/freezer for food scraps.
I am paying more for 25% less garbage space. I don't like this!
I am very concerned about feeding rotten or moldy food to animals, especially those in our food supply.
I am very unhappy that I am not given a choice on whether to recycle food scraps or not and that my garbage bin space was cut in half. Why isn't yard waste bin an option?
I appreciate the opportunity to make a difference.
I believe the intentions are good, but I do not believe the scraps actually go to any place useful. It requires inconvenience and effort from me but get no benefit, especially financially.
I believe the yellow side is too large.
I buy my own FoodCycle container. Easy to put food in close garbage container.
I can't stand the split bin - too small for garbage on garbage side.
I constantly have to buy extra garbage tags so this program is costing me a lot more money!
I disagree with feeding food scraps to animals.
I dislike the tote. Too much room for food scraps. Not enough for trash bags.
I do not appreciate my garbage being significantly reduced. I don't use the side, especially since garbage rates keep going up.
I do not have a lot of food scraps. I use my garbage disposal.
I do not need food side cart as I do my own compost. I don't like paying for something I don't need. I would like the former smallest black cart.
I do not use even though I think it is the right thing. Heard from friends about rats.
I do not use the FoodCycle program because I believe it is inhumane to feed rotten, spoiled food to animals.
I do wish the yellow and black sides were switched.
I don't agree with food scraps being used for animal feed.

Is there anything else that you would like to tell us about the FoodCycle program?
I don't feel it is efficient at all. Extra steps for all involved.
I don't generate much food waste. I don't recycle to put out 2 onion skins and a tea bag. And now I have a really tiny garbage can.
I don't have a problem with the program itself, I just miss the larger garbage cart. Especially since so much plastic and take out containers can't be recycled.
I don't have many food scraps but tons of other trash which causes my black bin to overflow.
I don't have much food scraps.
I don't know anything about it.
I don't like having to keep the extra bin in the kitchen to collect - kitchen is too small. I don't want to pay for special bags to put food in and don't want to throw plastic bags into the landfill.
I don't like having to separate food scraps from garbage.
I don't like how narrow the garbage side of the bin is now.
I don't like it.
I don't like it. It is very inconvenient.
I don't like that we lost almost half the garbage can capacity, and the bill is higher.
I don't like the use of such a big space for food recycling cutting my regular trash space so small.
I don't like to have to spend so much time separating garbage. Hate having three cans for trash.
I don't like to recycle food scraps.
I don't mind doing this and I appreciate Sunnyvale's environmental commitment. However, we struggle weekly to fit garbage in the black side - very frustrating.
I don't mind having food waste in a container - I mind rotten food waste fed to animals I may eat.
I don't mind the program, the only gripe is that the food waste side takes too much of the garbage space.
I don't so much mind doing it, but the amount of space dedicated to it is way too much!
I don't think this program works.
I don't understand how a family can have 1/3 food scraps and 2/3 regular trash. This is terrible planning.
I don't use it because it is too messy.
I don't use the bucket provided in my kitchen. I bought a smaller one.
I don't use the food scrap bin mainly because I find the compost bin or garbage disposal work best for me.
I don't use the kitchen container because it's smelly.
I don't want a dirty, open, smelly garbage bin anywhere near my kitchen.
I enjoy it.
I enjoy the process.
I feel the yellow food bin is taking too much space. I would prefer to have more space on the black side if possible.
I find it kind of annoying and I'm not at all convinced it's helpful. I do it, but I don't believe in it.
I gave up after a few weeks. I'd be more engaged if the waste program were comprehensive. I'm less inclined to compost given I can't even recycle most plastics.
I hate it since it takes so much space away from the black bin.
I hate it. (2)
I hate it. You police us - do your job instead of us having to do it for you.
I hate that food is run through ammonia to feed the pigs.
I hate that the fees for garbage didn't go down, and I have 1/3 less room for garbage. Also upset that no feedback on program has been published.
I hate that you took 40% of my garbage can for food scraps, yet still charge the same. This was poorly done. Also, nobody believes that all this food waste goes to feed animals.
I hate the containers.
I hate the mess generated in my yellow cart. I buy the special compostable bags but they deteriorate even in a few days so lots of liquid build up in my cart. Gross!
I hate this garbage can. It is the worst design ever. You cannot even put in it without pushing it in.

Is there anything else that you would like to tell us about the FoodCycle program?
I hate your FoodCycle program. I don't have enough room for my trash now and feel I get less than what I pay for.
I have a lot of space in my FoodCycle cart that I could use for trash.
I have less space for regular trash.
I have more garbage than scraps.
I have not seen compostable bags at Costco, resulting in rare bag use.
I hope you continue it. It helps reduce garbage.
I know there are families who do not follow the recycle program. It is good to random check some bins before pickup.
I like it and hope it continues.
I like it!
I like it, but find it difficult to find the right bags to place food in. I also don't want to pay for bags to use.
I like it, however the yellow bin is so big!
I like that I have control over how much I put in my composting and FoodCycle cart.
I like the idea that we collect food waste, but it should not reduce the volume of black garbage by that much.
I like the idea, but the volume dedicated to food scraps is way too big. Plus, we are not sure where the food scraps go - we're concerned that it gets mixed with black garbage side.
I like the program, but I don't like the size of the bin. I think 1/4 would have been sufficient.
I like the program, cleaning the bin is a pain.
I like to recycle my scraps, it's just that the food scraps bin is way too big.
I lost a big portion of the garbage space.
I love it. Keep it up!
I love the program but don't like how I had to sacrifice space in the trash can.
I love this program but wish it took paper product like napkins, soiled paper plates and egg cartons as well as compostable plastic bags.
I miss my bigger black garbage cans. Please make the black half bigger.
I need the black garbage space. My neighbors use trash cans by the sidewalk that are emptied for your collection.
I only take out my trash 2 times a month. Food waste would start smelling in that time.
I prefer more space in the garbage side and less space in the yellow food scrap side.
I put food scraps in the green can.
I really dislike that the food waste bin is much larger than I need and reduces the size of the black garbage size.
I really like it, and am thankful the city started the program. I hope it continues. Much easier for me than a backyard compost.
I really wish the cans had a better split between food and garbage.
I request more things be recycled and composted.
I resent the larger split cart that I don't use as I compost. You should give people a choice.
I resent this program and so does everyone I have discussed it with.
I see why people are upset about composting, but change is good and we'll get used to it. Although the yellow side is too big.
I started buying compostable liners for the food scraps. This, along with the extra waste disposal charges from the city costs us more money. This program is expensive for us.
I stopped completely. The bin is nasty and soupy. I don't understand animals eating this disgusting slop.
I think it is great that food is not going to the landfill, but paper napkins, plates, paper towels, etc. are, which is unfortunate.
I think it is great that Sunnyvale has this program. I wish there was education provided for how to correctly use the program as well as letting people know all the benefits.
I think it should be a smaller compartment and more space for garbage.
I think it's a good move to reduce landfill, though hard for a lot of people to do.
I think it's a good program, but the container size is frustrating. It's much too large.

Is there anything else that you would like to tell us about the FoodCycle program?
I think it's a great program, but worry that the plastic bags are not good.
I think it's good practice.
I think it's great.
I think it's terrific.
I think the bins should go in for annual cleaning and small container can be turned in if not used.
I think the city should provide bags.
I think the food bin is too large and the black side is too small.
I think the FoodCycle side is too big. It should be separate.
I think the size of the container is ridiculous. Who has that many food scraps?
I use 25% of food scrap bin, but it takes away 1/3 of trash bin. Too much space for food scraps.
I use maybe 25% of the yellow side - it's a pretty big waste. And it can smell pretty bad.
I use my own container and want to return my unused pail.
I use the FoodCycle bin because my trash is normally full.
I used the program diligently, but had to increase my garbage size due to the split cart. I no longer care to adhere to the program. You made it more difficult and charged me more. The bins break easily.
I want more space back in the garbage side of my bin.
I want my old full size black trash can back. If someone has enough food waste to fill the yellow bin they need to rethink how much they cook.
I want my old trash can back.
I want my old, bigger can back. I am irate that this program was forced on my without my consent or input, and I am charged the same for a smaller bin.
I want the old garbage cart with no divider.
I want the space back that I lost for garbage.
I was at first very positive about the program, but my support when it became obvious what a hassle it is.
I was disappointed that my garbage was so reduced. We had to move to a larger bin to fit our garbage. Since receiving the 'dirty dozen' document about what I can't recycle in Sunnyvale, 1/3 of what I use to recycle now goes in the trash.
I watch the garbage pickup, and there doesn't appear to be a separation when the bins are dumped.
I wish I could opt out and get a discount for a larger bin.
I wish I could opt out so I could have a full size trash can.
I wish it was easier.
I wish it were more like the compost program in SF. I would love to compost everything possible.
I wish that we could compost napkins and compostable utensils instead of just doing food scraps.
I wish the compost bin was separate from the garbage bin. The garbage bin is too thin to be useful.
I wish the program was more comprehensive. It would be nice if it accepted soiled pizza boxes and compostable containers.
I wish the yellow food scrap side of the cart was smaller, and the garbage side was larger.
I wish the yellow part of the trash can was smaller and the black part stayed a little bigger.
I wish we could separate scraps cooked and not cooked.
I would have been nice if the cart had been better designed. The food scrap side is so deep, it seems like a lot of unused space.
I would have preferred a program where all organic returns to organic like Cupertino's program.
I would like a list of what to throw in the bin.
I would like a much smaller cart, which you do not have, apparently.
I would like an unsplit garbage can again.
I would like more space on the black garbage split cart and less for the yellow one. I like to use the yellow kitchen little bin because I take it out more often so my kitchen is not smelly.

Is there anything else that you would like to tell us about the FoodCycle program?
I would like to cancel it. I'd rather have free space to throw away regular garbage. I'm paying higher garbage rates and only have 1/2 of the cart. FoodCycle is a waste of money.
I would like to easily be able to get compostable bags for my scraps.
I would like to have more information about the program compared to neighboring cities; more info on what to compost, why it's used as animal feed, plastic bag alternatives, etc.
I would like to know how many people are using it. Thanks.
I would like to put paper towels into food scraps.
I would like to see food go to composting, not animal feed.
I would like to understand what happens to the food waste. Do they go to compost? If so, how is the compost being used? Can we also put plant/leaves into the yellow bin?
I would prefer a glass temporary bin so I can clean it easier.
I would prefer more garbage space and less food scrap space in the split cart.
I would rather have the space for garbage and pay less for a smaller garbage can. Large items don't fit in half of the garbage can.
I would rather the city not force it on us and spend some resources to expand what we can put in the recycling bins.
I would rather you issue small composter than the FoodCycle bin.
I would request the city compost food scraps rather than force feed them to hapless animals. It is a dangerous experiment with our food safety. Stop force feeding hapless pigs with so called 'sterilized' feed derived from rotting garbage!
I would use more often if I had bags. I've had to buy bio-bags online because local Target no longer carries them.
I would use the FoodCycle program to its fullest if I did not already have a backyard compost. My only displeasure is that I do not need it and it shrinks my trash bin, but I'm glad it exists in Sunnyvale.
I wrote an email to the FoodCycle program and got no response.
I'd be less inclined to hate it if we had reasonably sized garbage cans and if the bag type for the yellow side wasn't so specific.
I'd like people to have the choice to participate.
I'd like to opt out. For a single adult it is a complete waste of time.
I'd rather have bigger garbage than compost side or offer a discount to have separate compost.
I'd rather have more room on the black side.
If food scraps become food for animals, it could be a hazard to our environment.
If food waste is allowed to be placed in a container, it is better.
If the food scraps are used as animal food, I will start composting it myself. Mold contains strong toxins and I don't want to poison animals.
If this food goes to animals, I will never put something inside.
If you allow use of a plastic bag for food scraps, I will continue to collect food scraps.
If you could provide disposable bags for FoodCycle, that would be wonderful.
I'm all for it.
I'm fine with the idea of FoodCycle, unfortunately the program is horrible. We lost 1/3 of our black with no reduction in cost. This is a de facto price tax increase.
I'm glad you have this program.
I'm not a fan of the forced program. Doesn't give an option for folks who may want to compost, and takes away half our trash can! Please give us back our regular sized bin.
I'm not against it, but would like a bigger garbage can.
I'm not sure where to put avocado pits. All in all, it's a good program.
I'm paying for garbage bin I don't want. Waste of time and money for me.
I'm using plastic bags for food scraps as I don't have adequate space for yellow container provided by the city.
In theory, it is a good program. However, the design of the split cart is problematic.

Is there anything else that you would like to tell us about the FoodCycle program?
Inconvenient
Is food waste going to private animal farms? What compensation does the City of Sunnyvale receive for this? Is that saving passed on to customers?
Issues we had with the small bucket: no room inside, can't find bags for it, if inside or outside, it starts to smell and attracts bugs. We quit using after about 3 weeks.
It attracts bugs, fruit flies and pests, and I pay too much for garbage to have to do it myself.
It cost me more money per month for the split cart. I have less cart capacity for other trash than before.
It cost us more money. Had to get a bigger can. Does not work.
It doesn't make much difference.
It doesn't make sense to use plastic bags to collect food scraps, and it doesn't make sense that we need to wash the yellow bin either.
It doesn't really apply to me since I don't really cook or prepare food at home.
It has become a major inconvenience.
It has negatively impacted my garbage capacity and creates more work for me. I feel like I'm working harder and yet my fees go up and the city garbage now seems to do less.
It is a good program and also easy to do.
It is a good program.
It is a great program, but a lot of effort's needed to educate people and encourage everyone to use the food scrap cart.
It is a pain in the ass and I will not participate.
It is a waste of half a bin to have the FoodCycle. Now we can't fit all our trash in our bin.
It is a waste of money for us.
It is a waste of taxpayer money.
It is abhorrent to me that rotting garbage, sterilized so that no trace of nutrition remains, is fed to animals.
It is absolutely stupid. Terrible decision to force us to use this new HEAVY barrel.
It is another unnecessary so-called environmental push that costs us more money with less benefits AND it isn't doing what they claim it will - most environmental pushes are a hoax!
It is bizarre that the scraps are supposedly fed to pigs. I hope that isn't true.
It is easy to do and doesn't require much time.
It is fantastic.
It is great and the right thing to do.
It is gross and disgusting to keep food residue from week to week. I hope the result of this FoodCycle program is not pet or cow food. Get rid of this program.
It is impossible to keep food waste around - we will be invaded and overwhelmed by ants.
It is not working for me. I am a senior and do very little cooking so have too little waste.
It is poorly managed and was poorly rolled out. Garbage space was significantly reduced to accommodate this causing us to pay more for less.
It is terrible. Please bring back the old garbage bins.
It is totally unacceptable that the city forced this on us with no communication.
It is unclear what to do with "biodegradable" food ware, and whether food soiled paper is ok in FoodCycle.
It is very convenient that we can use clear grocery produce bags, which means we do not have to purchase them. However, most produce bags are too small to be fastened to the rim of the bin, so it can be hard to make sure scraps stay in the bag.
It is very unsanitary because it attracts insects and rats.
It reduces the garbage amount that I pay for.
It reduces the size of the garbage can. Sometimes I have to save garbage for the next week.
It seems like a waste of plastic bags to bring my food waste out every night, but too smelly to leave them inside for more than a day.

Is there anything else that you would like to tell us about the FoodCycle program?
It smells up my yard.
It steals from residents who pay for service they no longer receive.
It takes away from the garbage can.
It took away regular garbage can space. We have more flies, ants, and odor. Probably more rats and cockroaches, too.
It uses too much of the garbage can.
It was a waste of money to provide the container for the kitchen. It's ugly and has no filter for the smell. Don't like that the garbage side was reduced in size.
It was better for me to put the food scraps in the garden container.
It was falsely presented as food for pigs - the website says it becomes feed for dogs, cats, chickens, and pigs. I hate this program. I have few scraps that are not composted.
It will benefit the environment and the city.
It will create bad smell and make the bin dirty.
It works fine. I don't like that so much of the split cart remains empty.
It works for our small family.
It works for the most part, but it wastes space.
It works well when we have room to keep our small yellow bin in the refrigerator. If we don't have room and keep it on the counter, it gets fruit flies.
It would be better if it could be sorted later.
It would be better if the provided container was larger. The garbage can and regular recycling need to be larger as well.
It would be easier to put food scraps in yard waste.
It would be great for restaurants, but families have extremely little and the partitioning of the cart makes in unduly difficult for real garbage.
It would be nice to be able to use liners in the yellow side.
It would be nice to get feedback on how we are doing.
It would be nice to have more space in the black garbage bin.
It would be very helpful if the city provided the correct bin liners or bags for the scraps, either for free or at a nominal cost.
It would have been appreciated if households could have been consulted before putting it in place.
It would have been better if we could have opted out instead of a mandatory change. Not to mention taking away half the garbage can.
It's a flawed, unhygienic system.
It's a great idea!
It's a great idea, but implementing is a bit tough. We tend to have more garbage than food scraps, so the half/half bin is problematic.
It's a great initiative, we fully support it.
It's a great program.
It's a total waste of my time.
It's a very good food scrap program to reduce land fill. Please keep it up.
It's a waste of money.
It's good because now the garbage can in my kitchen doesn't smell so bad.
It's good.
It's great.
It's inconvenient to separate the food scraps from the garbage.
It's made us aware of food scraps.
It's messy and draws gnats when under the sink - not good.
It's messy and time consuming.

Is there anything else that you would like to tell us about the FoodCycle program?
It's more work for me.
It's pretty inconvenient. We are especially un happy about the amount of space it takes in our garbage can.
It's ridiculous how much space you took from our black garbage side.
It's stupid.
It's the right thing to do to reduce waste and good for the environment too.
It's totally useless to me because I do backyard composting. I hope I can choose the old program.
It's very dirty and smelly.
It's very important to reduce landfill and use food scraps in a meaningful and environmental way.
It's worked well for us.
Just need more info on do's and don'ts - more regular reminders. Social media is a good place.
Just stop.
Keep doing it.
Keep it up and spread the word to other cities.
Keep the black garbage side size as original.
Keep up the good work! We don't generate much trash, would be nice to pay less for a smaller bin.
Keep up the good work. Would appreciate feedback from the outcome of this survey.
Kitchen bin is too big for the bags, and for our kitchen.
Loss of garbage bin space is a big concern.
Loss of trust - we were lied to about why they shrunk the garbage size. "It is because our study shows that we need the space for food scraps." Well, that's silly. No one generated that much food scraps. Clearly a money grab.
Love how leftover food is used!
Make it go away. I want my black garbage can back.
Make the yellow side 75% smaller, it is way too big.
Make the yellow side a bit smaller and the black side bigger.
Make the yellow side of the bin smaller, we'd rather have more room for regular trash. It's hard to get bags.
Make the yellow side smaller.
Make yellow bin much smaller and black bin much larger.
May need smaller FoodCycle bucket.
Maybe have a separate bin just for garbage.
Maybe I would use it if I had a list of what goes in food scrap bin. Also, do I need bags?
Maybe offer a complementary compost bin to reduce the use of the split cart.
Maybe the city can make the yellow side smaller. We need a large garbage can.
Mix the extra space in my black cart.
More information on where to put milk type cartons.
More information to residents about FoodCycle.
More inner bags for the yellow bin.
More space for black garbage would be useful.
Most annoying is FoodCycle cart is too large and black garbage cart is too small.
Most of our food waste is vegetable scraps and go in the compost pile. I'm annoyed you took half my garbage can and there's about 2 cups of scraps at the bottom of an enormous container each week.
Must double or triple bag scraps, otherwise bags break and food smells. Curbside tote is a pain to clean and too narrow to put large bags of scraps.
My biggest complaint is the reduced size provided for household garbage (black bin).
My family eats out at restaurants 5-6 times per week and do very little cooking, so have no food scraps. We are paying for a garbage can that we can only use 60% of. Bring back a regular garbage can.
My food scraps are almost zero and I lost space for garbage.
My garbage bin is very small now. I wish it were roomier.

Is there anything else that you would like to tell us about the FoodCycle program?
My main issue with the program is that it reduced the available space in the black container and did not provide the option to opt-out!
My main reservation is how much space for garbage was lost in the bin redesign.
My main wish is that the black garbage side of the bin was larger.
My neighbor allows me to put my one bag in their cart. Makes no sense for me to put out mine with just one bag in it.
My trash and food scrap cans are much larger than I need.
Need a good solution for stinky cart.
Need bigger bins.
Need larger garbage can.
Need less space for food scraps, more space for garbage.
Need more financial incentive to encourage more use of FoodCycle program.
Need more room for garbage. The food bin is too big and garbage side is too small.
Need more space for regular garbage. Can is not sturdy, inside is broken already. Too heavy!
Need proper bag for FoodCycle. Supermarket bags are too thin, so I end up double or triple bagging.
Need to reduce the size of the food scraps compartment. Mountain View is using the backyard compost bin to collect food scraps.
Need to rethink bags and sizes. Food scraps smell and attract bugs.
Needs more outreach materials/information regarding items that can be placed in the food scraps.
Neighbors have to borrow cans now due to the reduced capacity of the 'improved' cans. \$cam worthy of Tony Soprano!
No (62)
No - it seems to be working.
No good - messy, smells, maggots.
No longer using backyard compost bin.
No need for large compartment. Increase the black side.
No need for such a big section for food scraps. Could be two times smaller.
None.
Not a fan.
Not enough space for garbage. Too much space for food scraps.
Not practical. We should be focusing on eliminating plastic.
Not recommended for townhouses where trash cart needs to be stored in the garage. Very smelly on warm days. FoodCycle cart is too big.
Not sure about whether to double-bag food scraps and whether to put moldy or spoiled foods in.
Not useful.
Our bin becomes extremely smelly and gross. We have to clean it often.
People responsible for this program should be fired! I think it is a total failure. The garbage side is too small now. Huge waste of taxpayer money.
Please cancel the program and return the old garbage can.
Please don't give up! We know people struggle with it, but we just have to keep trying. Perhaps organize field trips - esp. w/kids - to increase understanding.
Please don't have a separate segment in the bin for food scraps.
Please elevate the bottom of the food scraps side.
Please give us Compost (food, plants, etc.), Recycling (plastic, glass, etc.), and Garbage bins.
Please keep this program going. An updated cart with smaller FoodCycle bin and larger garbage bin would be appreciated.
Please lower my bill.
Please provide bags or another way to place food scraps.

Is there anything else that you would like to tell us about the FoodCycle program?
Please provide better container and plastic bags for kitchen.
Please redesign the cart to have a wider opening for the black garbage side.
Please redesign the totes to 10% food, 90% garbage. Also provide more information about how the program is succeeding. Are we making animal feed? Losing money?
Please reduce food scrap side and increase garbage side.
Please return previous garbage bins.
Print on the lid of food scraps cart items that are acceptable.
Provide a separate can for those that request it. Don't cut cans in half when people who pay don't want to do the program.
Provide appropriate bags for collecting scraps.
Provide guidelines to figure out what goes in black bin and what goes in yellow bin.
Provide me with the original trash space that I pay for.
Provide more instructions. The yellow side is too big, leaving less room on the black side.
Provide tips on how to clean the garbage bin or how to request another one.
Provide up-to-date reference cards on what is okay and what is not okay to put in FoodCycle bin.
Quickly becomes routine to take care of food scraps this way.
Rate payer should have been given the option to participate, not be forced to.
Reduce the size of a yellow bin.
Reduction in black side really hurts on days when a large item needs disposal.
Reduction of garbage.
Regular garbage needs to be larger, food scrap side smaller.
Remembering to do it.
Return our garbage space.
Ridiculous that we have to pay same amount for a smaller garbage can. If you want to reduce landfill, allow food to be put in the green bin.
Ridiculous to have container for food waste in kitchen. Divert resources for affordable housing.
Right thing to do.
Sacrificed too much garbage space for food scraps.
Skeptical of calculations done to determine impact on landfill. Food scraps seem to be a tiny fraction of our waste. The cart is too heavy - I can't take out the garbage when my husband is out of town.
Seems like a waste of space. I could the extra garbage space.
Seems like food waste bins are too large and black landfill bins are too small.
Seems unsanitary.
Sell cheap compostable bags.
Send us bags for the scraps. Don't have enough money to keep buying them. We just use grocery bags.
Separate yellow food cart from black garbage can or make it smaller.
Separating scraps is too time consuming.
Should not have reduced the black garbage side. Feels like a rip-off.
Shut it down.
Since I have a large family, the hardest part has been not having enough room for garbage.
Since we compost in the backyard, the yellow bin is unused. Wish we had that space back for trash.
Smelly. Attracts pests.
Some family members are very irritated. Others are happy with the program.
Some people might be more inclined to use FoodCycle program if you provided compostable bags.
Sometimes it is difficult to find the bags for food waste.
Sometimes my garbage/black side gets too full.
Space for food waste is much too large.

Is there anything else that you would like to tell us about the FoodCycle program?
Split cart reduces available space for garbage which is not enough.
Split is ridiculous. Not accepting all recyclables is ridiculous.
Splitting the trash can nearly in half is way too much volume to dedicate to food waste.
Stop this program - a waste of money with no impact.
Such a large part of the garbage can does not need to be for scraps.
Takes up too much space in the cart. Would like more space for regular, non-compostable garbage.
Tell us more about where city sends scraps. How can we reduce the trash bin cost?
Tell us what can and cannot be FoodCycle accepted.
Terrible idea. People have to dump excess trash in public dumpsters to avoid fees. Don't want to put rotten, moldy food in the freezer.
Thank you for providing the opportunity for us to compost our food waste. However, we would appreciate having our trash can back as the food side is never even close to full.
Thank you for your program - it was needed. Expand to townhomes. When explained in detail, others will be willing to partake. My child wonders how FoodCycle feeds the animals.
That cart is heavy. For our family, too much space allowed for food scraps.
The amount of space for FoodCycle side of our garbage can is a waste of our money and usable garbage bin space.
The bags that were left with the new containers leaked. We had fruit flies and other pests. The bin is very difficult to clean.
The best thing the City of Sunnyvale can do is give us back our old 60 gallon carts.
The bigger issue is the amount of plastic that is not recyclable in Sunnyvale.
The bin is too big and takes up too much room on counter.
The bin is too big.
The bin is way too big. The black bin is too small. I always run out of space due to all the non-recyclable packaging materials.
The bins are awkward and heavy. There is less space for garbage.
The black garbage size is too small. The yellow size is way too big. We are being ripped off.
The black side of the cart is too small because of the yellow side.
The bottom of the yellow side remains somewhat septic. Newspapers for lining the little tub are awkward. I do not know where to get bags.
The cans are awful. Not enough room for garbage. The kitchen bin is too big, the bags leak, making a mess.
The cart is poorly designed. The yellow side could be half the size and the black side should be full size. Also the scrap container needs to have the "bow out" removed so the bags fit better.
The cart is very heavy, even empty. I am a senior and would like the choice of a smaller bin.
The carts are not easy to clean and really stink in the summer.
The cart's divider comes loose when garbage side is packed in.
The city should be promoting backyard composting. Other cities put food scraps in their green bins. I do not ethically agree with food scraps being fed to animals.
The city should provide the bag liners. The food waste side of the can is too large. Seems like a waste of space.
The city took 50% of the garbage space and charges more! Totally inexcusable.
The collection bin for the food scraps in the kitchen/house is too big.
The compostable bags are too thin for food scraps.
The compostable food scrap bags break down so I end up with food molding in the bin.
The container for food is much larger than I ever have. Most people would like to allow food to go into a green waster bin and have more room for garbage.
The design of the carts is terrible with far too much room for food scraps. We strongly object to the use of food scraps for animal feed.
The dirty dozen memo creates some confusion as to why they are not recyclable.
The fact that there's not enough room for trash is annoying. Also, I have no room for the scraps bin in my kitchen.

Is there anything else that you would like to tell us about the FoodCycle program?
The food recycle bin is too big.
The food recycle portion of the garbage bin is too big! It should be a separate small can that can be put out next to the large can. Also the small kitchen bucket is hard to open.
The food recycle side is not wide enough.
The food scrap bin is much bigger than we need.
The food scrap compartment takes up a lot of space that our household needs for other garbage. However, we make every effort to comply.
The food scrap side could be smaller. The trash side could be bigger.
The food scrap side goes mostly unused.
The food scrap side is not wide enough for waste like pumpkin. The reduced size of the black garbage side makes it impossible to fit a lot of garbage.
The food scrap side of the garbage can is way too large. At the same time, we are being cheated on the regular garbage side of the can.
The food scrap side of the split cart is too large. I barely use it. We need more space for landfill side.
The food scrap side took up too much of the trash space.
The food scrap slot is too big. Takes up too much space of the trash can.
The food scraps bin is not fully used.
The food scraps effort is a waste of time. Please take away my yellow container.
The food scraps section is way too big, and it reduced the regular garbage space we need.
The food scraps side should have a raised bottom so it is not so difficult to clean.
The food side is way too big.
The food side of the cart is too big, the garbage side is too small.
The food waste bin should have holes to drain liquid.
The food waste portion is too big. I would prefer more space for trash.
The FoodCycle bin is too big for our food scrap. I compost most of it.
The FoodCycle bin is too big.
The FoodCycle bin is too big. Give it back to the black garbage side.
The FoodCycle bin is too large and flimsy.
The FoodCycle cart could hold the food waste for 10 - 20 homes. The fees go up and our capacity goes down.
The FoodCycle cart is extremely difficult to clean. The food side is too large and takes away too much of the garbage side.
The FoodCycle carts stinks very badly. Don't know how to fix that.
The FoodCycle compartment is way too large.
The FoodCycle part of the cart is too big.
The FoodCycle program is a great program, but it does not benefit me.
The FoodCycle side is way too big for the amount I have to place in it.
The FoodCycle side is way too big in ratio to trash. The carts are way too heavy to move as compared to the old ones.
The FoodCycle side of the garbage can is too big. We need more space on the black garbage side.
The garbage can size has been reduced, but not the size of my bill. I feel the whole idea is stupid. People have enough to worry about.
The garbage cans are cheap plastic and break easily. I think it is unethical to use food scraps for animal feed. The food waste can is ugly. The supplied bags rip when wet.
The garbage side is way too small.
The garbage side is way too small. With the reduction of plastic recyclables, even more must go into the garbage side.
The garbage truck has different sections - the divider between the black and yellow is annoying.
The holes in the small kitchen bucket are too large and allow small flies in and out and to breed.

Is there anything else that you would like to tell us about the FoodCycle program?
The inside container is an odd shape, requiring purchased bags. The lid won't stay open. Once closed, it's hard to open one-handed.
The intention is good, but too inconvenient.
The issue is we lost valuable garbage space when the new plan was implemented. I would rather have our old garbage can back and then a separate bin for food scraps.
The kitchen food scrap bucket is an issue for using bags to put food scraps in.
The kitchen bins provided are too large to use plastic bags from the grocery store. I do like that it is easy to wash plastic.
The liner bags are expensive, and it's not clear which bags I can or cannot use. More garbage space is needed.
The main issue is too much space for food waste, not enough for trash.
The new bin took away 1/3 of our trash can. This makes it impossible to throw away any odd shaped items.
The original compostable green bags were messy and started to break down in the bins when hot. Smalls pail doesn't fit and smells if kept in the house.
The person from specialty lied when he said the cost for the FoodCycle program would only equate to the cost of a postage stamp, which was 49 cents at the time. The cost increase is too much.
The problem for us with using the FoodCycle cart is we do not want to just throw the scraps into the bin. It would be stinky, messy, and a pain to clean out the bin. We would like it if Sunnyvale provided the right bags to use - we never know if we are using the right ones.
The provided small container is awkward to fit bags into. Is animal feed really the best use of food waste? Wouldn't compost be safer?
The reduction of room in the garbage side of the cart is very annoying given that it is now almost always full.
The scraps are not usable for any animals - I would not want my animals to have it.
The side for food scraps is excessive, wasted space. Could use otherwise.
The size of the cart for food scrap is huge and has made the cart heavier.
The size of the FoodCycle cart is ridiculously large. The weight of the smallest container is too much for seniors. We should not have to pay extra to use the medium size container as it weighs much less.
The size of the yellow bin is too large and reduces the regular garbage side to the point where I don't have enough space.
The size of the yellow bin is unnecessarily large.
The small bin could have been the scrap bin instead of using a portion of the garbage. The garbage side is too small and can barely fit kitchen garbage bags.
The small bin for in the house gets moldy very quickly and is too small.
The small food scraps bin is an odd shape and side such that no standard bags fit. Too much of the street can's volume is devoted to food scraps.
The smell of food scraps, even outside, is a problem.
The split can leaves little room to place all my garbage.
The split cart is very heavy for old people.
The split cart is very inconvenient to use and to clean.
The split cart is way too heavy even when empty.
The split carts are poorly designed and waste space. We are very uncomfortable with the use of our spoiled food scraps turning into food for livestock.
The split carts are wasted space.
The trash bin is far too small. I will not compost.
The width of the yellow side opening is smaller than the full yellow bucket bags, causing bags being dumped in the truck to drag on the yellow opening, making holes in the bag, releasing food.
The yellow bin is a bit too big. I wish to have more space for regular garbage.
The yellow bin is too big.
The yellow bin is way larger than it needs to be.
The yellow bin is way too large compared to the garbage bin.

Is there anything else that you would like to tell us about the FoodCycle program?
The yellow cart is too big for what I waste. Give the space to the garbage cart.
The yellow container is too small.
The yellow food scraps bin is too deep and therefore hard to clean.
The yellow FoodCycle portion is way too big. I'd rather have a larger garbage side.
The yellow FoodCycle side of the garbage is too big. Our black side gets overfilled, and it is very inconvenient.
The yellow side could be reduced to about 1/4.
The yellow side is far too big.
The yellow side is much too large!
The yellow side is too big - it would be nice to have a larger black side.
The yellow side is too big - we only use a very small portion of it, but always fill up the black side 100%.
The yellow side is too big and the black side is too small.
The yellow side is too big, and the black side was made smaller when the bins were changed.
The yellow side is too big, it takes away from needed black side space. I support FoodCycle in our city.
The yellow side is way too big! I pay for a large garbage can yet it is always over-flowing.
The yellow side is way too big. Waste of space that could be used for regular garbage.
The yellow side of the bin is too big for my family and causes problems for us when we're doing things like spring cleaning, which results in a trash backlog.
The yellow side of the bin is way too big!
The yellow side of the cart is too big just for scraps!
The yellow side of the cart is way too big. I would rather have a larger black side.
The yellow side should be smaller, black side should be larger.
The yellow side should be smaller.
There should be an option to request a cart with only the trash and not FoodCycle side. We understand how the program works, but we don't have food scraps, and now the trash can is too small.
This added step of sorting our food scraps appears to heighten awareness, but does not help much at the collection center processing.
This has been a monumental waste of city money for these new bins. And it reduces space in black side.
This is a good idea, but the split cart is not. We have less food scraps, and black side doesn't have enough space.
This is a waste of my garbage space. Bring back the old garbage bin.
This is not helping the environment because it's being sold to feed animals and polluting our food supply.
This is the worst program. I have no room for garbage. Bring back the larger bin.
This program causes maggots.
This program is a total waste of garbage space with absolutely no value to me. Smells attract bugs.
This program is a waste of tax dollars.
This program is a waste of time, space and resources. Please abandon it. It's disgusting and smelly and breeds flies.
This program is okay. There is way too much space in the FoodCycle side of the garbage bin.
This program is stupid.
This program seems to spend extra money for preparing new carts.
This sucks. Whoever thought of this lives alone and does not eat at home, has no children, never has visitors or parties. It also has caused ant problems where the trash cans are.
This survey is a great way to evaluate the program. Good job.
This whole program stinks.
Too complicated. Don't know benefits. Takes time.
Too much for elderly to handle.
Too much room devoted to food scrap collections for small households.
Too much room is given to the yellow FoodCycle side of the split cart.
Too much space allotted for food scraps. Not enough for landfill garbage.

Is there anything else that you would like to tell us about the FoodCycle program?
Too much space dedicated to food waster, and it promotes people using the system improperly.
Too much space to throw away food. Not enough space for garbage.
Too much trouble. Hate the switch to small garbage cans.
Too much work for me.
Too much work. Program is not easy to follow.
Trash cart - way too much room for food scraps, not enough room for garbage. We do the work, you reap the financial benefits - and charge us. I resent what seems like an inequitable situation for your customers.
Unclear on type of bags to use and where to buy them.
Understanding how much plastic is allowed in the yellow bin would help because plastic bags are used to contain scraps.
Use a separate bucket for FoodCycle and increase garbage cart volume.
Use the green yard waste bin for food recycling.
Utterly confused why I can't recycle certain containers/packages. Now they have to go in the trash.
Very easy to participate.
Very frustrated. Cans too small. FoodCycle is just a mess.
Very good program. Keep it up!
Very happy that our city has taken this step.
Very inconvenient and messy. Skeptical of quality of food waste as animal feed. Very unhappy with reduced size of garbage bin and large increase in cost based on reduced capacity of bin.
Very unhappy that you took away a third of my garbage can. The kitchen pail lid doesn't seem to come off, so I can't clean it in the dishwasher because it doesn't fit. The pail tends to get nasty, and the green food waste bags tend to dissolve too early.
Very unhappy that you used FoodCycle program to use part of my garbage. Our trash overflows every week.
Want full size garbage can back!
Waste of space in my much needed bin volume. I vote to eliminate completely.
Waste of time. (2)
Waste of time and money.
Waste of time and money. Food waste attracts bugs.
Waste of time and usage of regular garbage.
Waste of time, effort and money.
Way too much room for food waste and not enough for trash.
We are happy that the city has started this program.
We are now more aware of how much food we throw away. Our non-food garbage is less messy. It is easier to recycle paper and plastic.
We are particularly concerned about attracting pests, and it smells. We have also lost 33% of our garbage capacity with no corresponding reduction in fees.
We are very happy with it.
We could use more space in the black side and less in the yellow.
We do compost at home 100%. But we are paying regular price. There should be a discounted rate.
We don't have enough food waste to fill more than a tiny bag per week.
We don't have much food waste.
We don't like it that much. It takes way too much space from our trash bin!
We don't like that the garbage bin was split to accommodate the food waste. We understand the concept but the execution could be better.
We don't need all that space for food. I would rather have more space in the bin for garbage. I feel like I'm paying for empty space.
We don't need that much room for the yellow side. We would prefer to have more room for traditional garbage when we need it. We don't use the bin because it is too big for our kitchen.

Is there anything else that you would like to tell us about the FoodCycle program?
We don't use the FoodCycle on-counter bin. Instead we paper clip a small plastic bag to the inside end of our under-sink garbage container. More convenient.
We hate it as we generate little food waste but you took 1/3 of our garbage can!
We hate the new trash can. It breaks off. I want the larger black trash can.
We have a family of 5 - 3 teens - and find there is not sufficient room for garbage.
We have an increase in roach sightings since the program started.
We have lost regular trash space and end up paying to have extra trash taken away. Doesn't seem right.
We have to use plastic bags every day to avoid ants. We have noticed in the neighborhood more rats and rodents because the smell of the food is so bad.
We learned early how to shop so we didn't have leftovers. Maybe people need lessons in how to shop.
We like it. It's good to feel we are doing the right thing to help reduce waste.
We lost a third of our tote for something that fills less than 10% of the food scrap side. This was poorly thought out.
We love this program.
We need a bigger garbage side of the cart!
We need a larger trash side and smaller food scrap side.
We need a smaller yellow bin.
We need more room for regular garbage.
We need more space for the black garbage.
We never use the FoodCycle cart - it is useless. More space in the black cart would be great.
We now use more extra bag tags due to reduced can size for landfill garbage. We don't like having to pay extra. Program should be opt-in.
We should go back to the regular size bins. The new bins are way too small, and the yellow side takes up too much room.
We think it is good and right program to separate food scraps from other waste.
We think the food bin is too big. We would like more space for garbage.
We use a garbage disposal for all food scraps and have no room to store scraps anyhow. We do not have enough room for our garbage now.
We use the sink disposal. Is there something wrong with that?
We used them in the beginning, and were happy Sunnyvale was doing this. Unfortunately, we don't have space in the kitchen, and when kept outside, it smelled and ants got to it.
We want more space for regular garbage. We don't want food waste to be used for animal feed.
We were optimistic when it started, but it started to stink up the kitchen and get moldy/gross.
We wish the yellow side was smaller and the black side was larger.
We'd appreciate more space in the black side of the bin.
We'd love to do this, but the bags fall apart within hours, making it unusable as the bucket becomes a cesspool, smelly, and unsanitary. The bucket is also too large for countertop. If bags didn't fall apart we'd be much more likely to participate.
Well intentioned, but not well deployed. Seems like an excuse to reduce the size of the trash bin. Upon deployment would have been nice to receive several free garbage bag tags.
What a great idea!
What happens to the pigs?
What happens to the plastic bags that hold the food waste?
When it rains, the water goes into my food section of the bin. The food section is too large. I would like more room in the garbage section.
When our split can is picked up, it seems like it's all going together into the trash truck.
Why can't the food scraps be combined with the green waste?
Why does Sunnyvale have this program? We don't throw much food away.

Is there anything else that you would like to tell us about the FoodCycle program?
Why is the food side so large and the garbage side so small?
Why is the food waste side so big?
Why would you do this? I use it, but see it as a complete waste of time.
Wish I could order bio-bags through Sunnyvale Utility.
Would like a large supply of compostable bags because they are expensive to buy.
Would like more information on what belongs in the food scraps side.
Would like the space for paper/plastic.
Would like to know more about what happens to food scraps.
Would like to receive the green bags to hold the scraps.
Would like to see a tote w/less space for food and more for trash.
Would prefer a tall standing bin instead of a countertop bin.
Would prefer being able to opt out to get the larger garbage bin back.
Would really like to compost napkins, plates, and utensils marked 'compostable'.
Yellow bin is cumbersome. Recycle bags come apart. I hate the mess. I went from a small can to a medium can, but it's still smaller than the old can.
Yellow bin is hard to keep clean.
Yellow bin is too big. You should be able to opt in/out.
Yellow bin is too large and too deep. Black side is too small.
Yellow bin is too large.
Yellow bin is too large. Have a separate yellow FoodCycle can. Restore the 65 and 95 gallon capacity black garbage cans.
Yellow bin is too large. We never fill that bin in a week.
Yellow food scraps bin is way too large. Need larger black garbage side.
Yellow food scraps side of the tote is too large, black garbage side is too small.
Yellow FoodCycle side is too big.
Yellow part of can is too big.
Yellow should be smaller, black should be larger.
Yellow side is rather large and reduces garbage capacity. Black side is always crammed full now.
Yellow side is too big compared to black side.
Yellow side is too big, black side is too small. We saw that the truck takes everything together.
Yellow side is too big.
Yellow side is too large. Black side is too small.
Yellow side is very narrow and very hard to clean.
Yellow side is way too big, black side is too small.
Yellow side of cart is too big.
Yellow side of FoodCycle bin is way too big for residential. Need more space on black side.
Yellow split too big, black too small. Nobody throws away that much food. Kitchen bin is not handy: lid doesn't auto-open, too large for counter, too low for floor. When the trash truck picks up, both yellow and black seem to mix.
Yes, this is just a little bit of extra work. We probably don't take 10 minutes a day.
You are ripping me off. I pay for trash container and you reduced without permission!
You charge 100% for a 60% capacity cart. Program is designed for people with an in-house restaurant. Go back to the old can.
You have pretty much doubled the price of garbage disposal and halved my garbage space.
You increased prices, you did not ask if I wanted a yellow cart, and you made other space smaller.

Is there anything else that you would like to tell us about the FoodCycle program?
You need to reduce the size of the food waste and increase the black garbage compartments. Food waste should be no more than 20% of the total can.
You should supply bags if you want to make sure the correct ones are used.
You took away too much space on the garbage side. Not comfortable depositing food waste without its wrapping or container. Can't see myself just pouring yogurt into the yellow bin.
You took away way too much space for dry garbage. We have less than 25% of the FoodCycle side and more than 100% of garbage side every week!
You took too much space away from regular garbage.
Your research before implementation was flawed. Half of my black can is of no use to me now. Please do away with food scrap program.

## Appendix E: Mapping by Self-reported Amount of Food Scraps Placed in Cart

Note: Appendices C and D are in separate documents due to the large number of comments

