



Dakota County Solid Waste Master Planning
Business and School District Feedback on Draft Strategies
Round 2 Summaries and Compilations
May 2017

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Introduction

This section provides an overview of the Master Planning revision process, information about this report, and project contacts. Following this are summaries and detailed compilations by question.

Background

Dakota County is currently revising its [2012-2030 County Solid Waste Master Plan](#). The revised Master Plan will guide proper waste management within Dakota County for 2017-2037, and include strategies to divert waste from the landfill and comply with state mandates and the Minnesota Pollution Control Agency's Policy Plan.

Everyone in Dakota County produces waste, which is why all stakeholders should be involved in the Master Plan revision process. The revisions will impact residents, businesses, haulers, and waste facilities. The County's promise is to work with all stakeholders to ensure that concerns and aspirations are reflected in the strategies developed and provide feedback on how stakeholder input influenced the decisions. See phases at right.

- **Phase 1 – Gather stakeholder input** on solid waste issues, barriers, and solutions (Oct 2016-Feb 2017)
- **Phase 2 – Draft Solid Waste Master Plan strategies and gather stakeholder feedback** (Mar-May 2017)
- **Phase 3 – Draft and revise Solid Waste Master Plan** (June-Oct 2017)
- **Phase 4 – Finalize and approve Solid Waste Master Plan** (Oct-Dec 2017)

Contents and Navigation

This complete compilation and summaries of the Round 2 *business and school district* feedback includes results from May 2017. This feedback will help shape the final draft strategies for the Solid Waste Master Plan.

There were 140 responses to this survey, all of which responses are compiled and summarized below except for responses to the questions asking for general contact information and "If you want to learn more or get more involved with Dakota County recycling, composting, solid waste management, etc., please complete the information below." Contact information is considered private and not included in this public compilation.

Obvious misspellings and punctuation errors were corrected and any vulgar content was deleted; no other content changes were made.

In the sections below, responses are generally organized alphabetically by question, with demographic results at the end. To navigate, note the following:

- The Table of Contents includes hyperlinks to jump to any section
- The footer on each page includes the name of the section
- Each section has navigation links similar to that shown at right

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For More Information

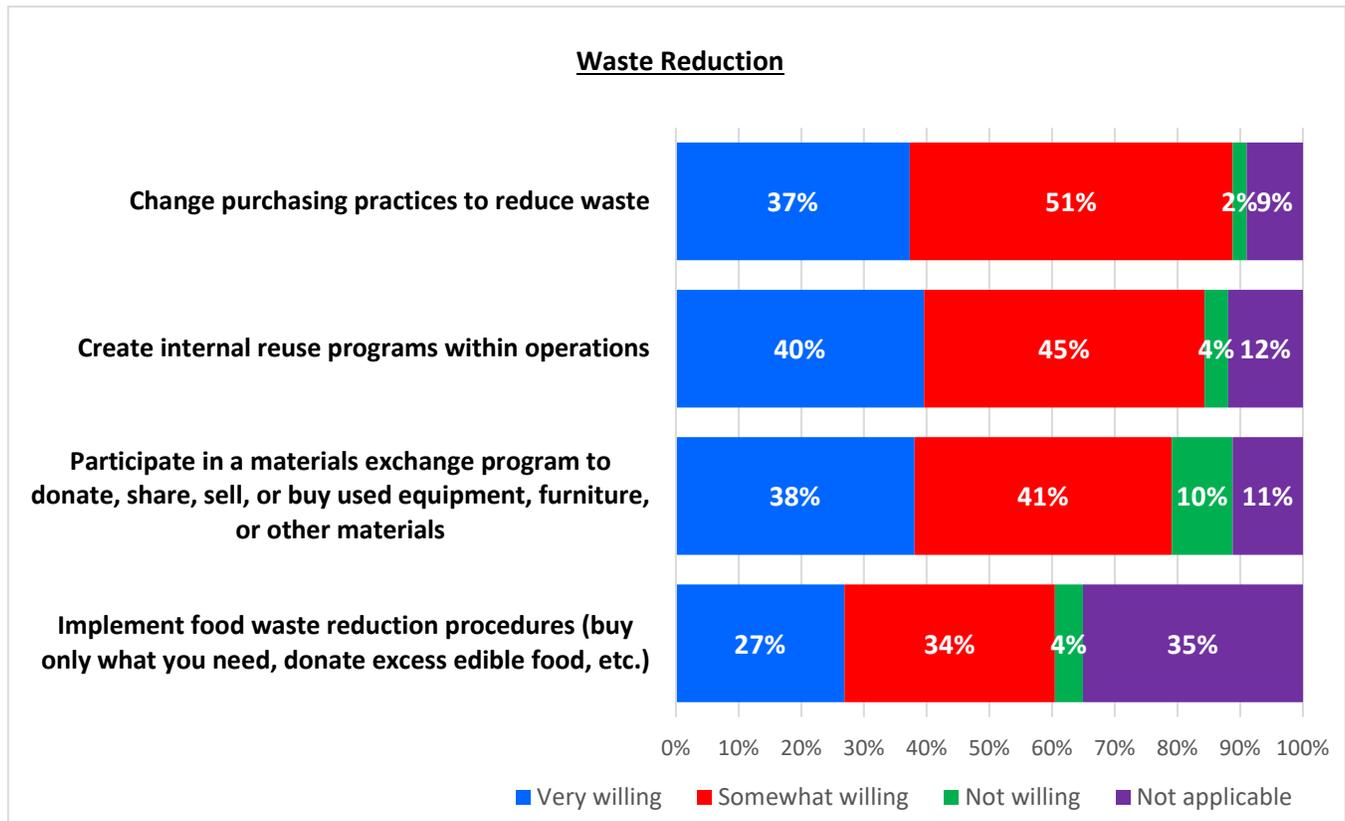
For more information about the project or this compilation, see the project [website](#), [sign up](#) for project updates, or contact Dakota County project manager Gena Gerard, Dakota County Environmental Resources Department, gena.gerard@co.dakota.mn.us or 952-891-7021.

1. Waste Reduction

There were 134 responses to the question: Reducing waste is the starting point for any solid waste management effort. The state has offered various tactics to help organizations reduce waste. How willing would your organization be to implement the following?

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Results



Options	Very willing	Somewhat willing	Not willing	Not applicable
Change purchasing practices to reduce waste	37%	51%	2%	9%
Create internal reuse programs within operations	40%	45%	4%	12%
Participate in a materials exchange program to donate, share, sell, or buy used equipment, furniture, or other materials	38%	41%	10%	11%
Implement food waste reduction procedures (buy only what you need, donate excess edible food, etc.)	27%	34%	4%	35%

Summary and Compilation: What else would help your organization reduce waste and increase recycling?

Below is a summary of the responses, followed by the complete compilation. A number of respondents are already providing significant recycling. For those that aren't, or are recycling but not also doing organics, some

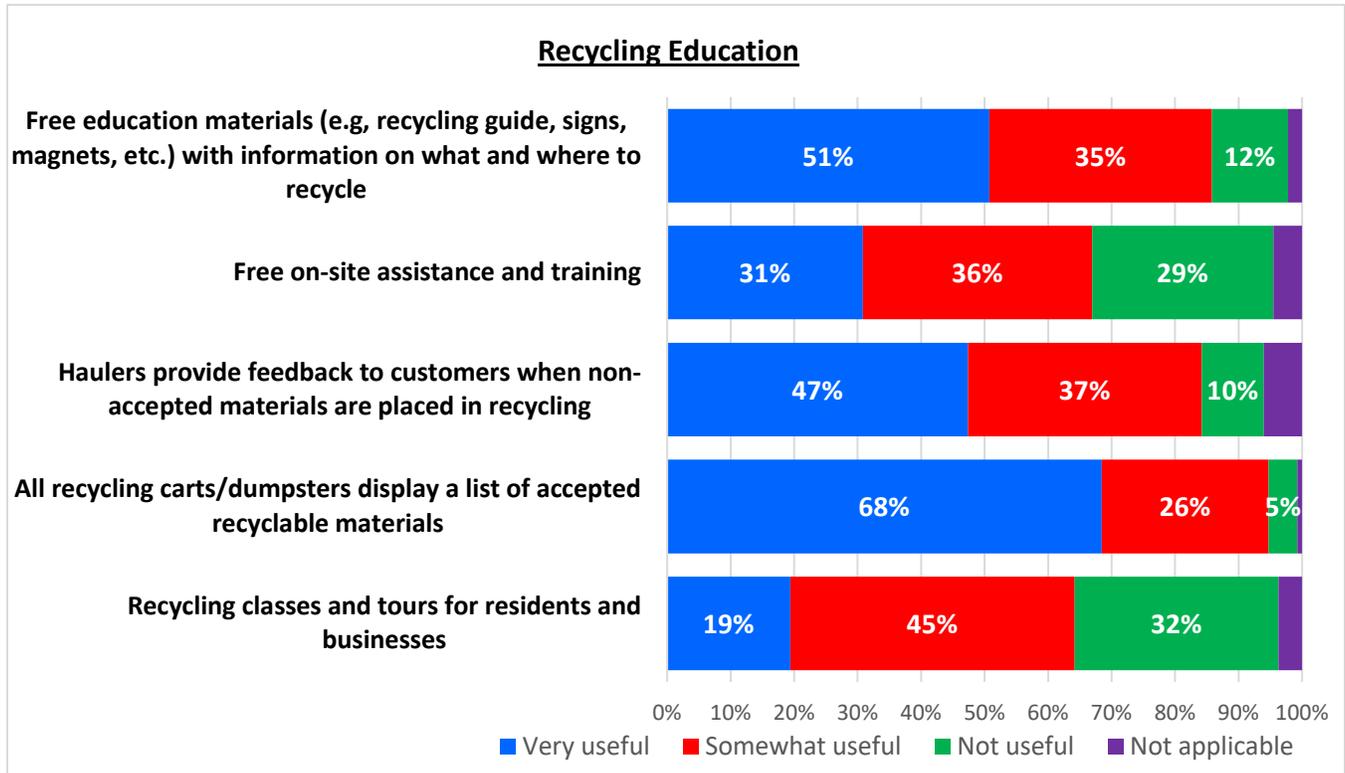
need more information, are unsure or concerned about the logistics, or face unique complexities due to the nature of their content or operations. Other suggestions included curbside pickup; recycling services offered by every hauler; support to work with building or business owners or others who may not know about requirements or opportunities; and advocacy to reduce packaging and other waste at the source. Finally, Respondents are generally willing to learn more about starting or improving on whatever recycling or organics program they now have, particularly if that help is tailored to their organization's needs

- An organics program for large buildings- pick up, where to put it?
- As a veterinary facility, having an integrated hazardous waste program would make it easier than using several outside vendors. It is also difficult to understand the hazardous waste removal options and regulations.
- begin a recycling program
- Better education on what can and cannot be recycled or reused
- District willingness to participate.
- Drop off sites for electronics and printers
- FYI, currently practicing low to zero waste food service.
- Guidelines on how to reduce waste or decrease toxicity, as well as preferred purchasing agreements with companies that sell more 'green' products, incentives offered when companies switch over to what Dakota County prefers
- Have the property manager/ landlord offer recycling options
- I don't think most people understand all of the things which are now recyclable which weren't just a few years ago. Better education, especially the kids as to what we can reuse and recycle.
- More education. More evidence that saves \$. Working with maintenance (internal and hired external crew) to make sure they are set up for success. If a hassle, I'm afraid recyclables get tossed in trash.
- require trash haulers to offer business recycling
- The Half Price Books business model and mission statement actually make waste reduction and recycling the central point of operations. Our major goal as a business is to get the public to reuse all forms of media including books, movies, music, video games, board games, comics, and more. If we can't sell items, we work to donate as much as possible to schools, churches, and various other non-profits. If we cannot donate items or if the condition of the item is beyond use, we recycle as many product types as possible through two different venues. Every facet of Half Price Books is about reducing, reusing, and recycling. We literally recycle tons of paper products every week! Also, our employees are always excited to recycle personal items in the break room, or find new ways to stay green!
- Training on these topics.
- Viable locations to actually be able to recycle.
- We already do many of these things
- We already recycle scrap materials whenever possible. We generate very little waste.
- We already use our food efficiently and have very little donate-able but unused food or materials. We would greatly appreciate efforts by product/food manufacturers to reduce the amount of packaging on materials.
- we are a franchise. so as much as I would like to be very willing to change purchasing practices... I am only allowed to buy from my franchisor.... sorry.
- We are already doing most of what we can.
- We are open to all ideas so provide us with more.
- We currently do not have a garbage or recycling service at our business. A free recycling pickup would be an easy way to implement the system.
- We recycle glass, cardboard and other standard recyclable materials.
- We rent the office space which doesn't offer recycling, which is distressing. I bring home paper, etc. to recycle at my home.
- We would like lower cost options to receive recycling services at our place of business. Currently, cans/bottles are taken home by the owners for recycling. We could be recycling office paper, etc. if a more cost effective local program was available through our trash hauling provider.

2. Recycling Education

There were 134 responses to this question: Recycling Education To meet state recycling requirements over the next few years, stakeholders said they need better recycling information. How useful would the following be to help your organization recycle everything that can be recycled?

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Results

Options	Very willing	Somewhat willing	Not willing	Not applicable
Free education materials (e.g., recycling guide, signs, magnets, etc.) with information on what and where to recycle	51%	35%	12%	2%
Free on-site assistance and training	31%	36%	29%	5%
Haulers provide feedback to customers when non-accepted materials are placed in recycling	47%	37%	10%	6%
All recycling carts/dumpsters display a list of accepted recyclable materials	68%	26%	5%	1%
Recycling classes and tours for residents and businesses	19%	45%	32%	4%

Summary and Compilation of Comments

Below is a summary of the responses, followed by the complete compilation. Respondents are interested in a variety of educational information and supports, including help convincing decision makers to formally commit

to these efforts, information on the importance and benefits of recycling and composting, consistency across haulers for what they will pick up and how often, and similar.

- Again, we hope the public knows that our company recycles hardcover and softcover books, magazines, boxes, etc. One thing that could help us is finding ways to prevent public dumping in our recycling bins. We currently have three bins for recycling and very often we find mattresses, yard waste, trash, household junk filling our bins. We also have a problem with our locks being cut.
- Although free onsite assistance & training and recycling tours would be helpful I don't think they are necessary if we have the education materials to train in house.
- An exhaustive list that spells out what is recyclable.
- Currently our waste hauler won't accept anything that is soiled so it makes it hard to recycle anything from the customer that's not washed. That is not a practice that I am about to start.
- Currently, we are composting and recycling. We would be willing to have training and materials applicable for grade school age.
- District participation in the program.
- Getting the word out to them of how critical it is to our future.
- Have haulers pick up recycling every week instead of every other week
- Have our building be required to provide a recycling dumpster for all business tenants.
- Help with the cost.
- More education of students and faculty/staff. More evidence that saves \$. And more education of working with maintenance (internal and hired external crew) to make sure they are set up for success. If a hassle, I'm afraid recyclables get tossed in trash. Having the right carts (which we mostly do now helps) - big blue and big grey on one cart.
- Not having a contract with our trash hauler - that contract is a huge disincentive for us to downsize our trash - although we currently only have one 2-yd dumpster dumped once/month - and this is as small as our hauler will go under our contract which renews automatically every three years with out giving us the opportunity to cancel or make changes - unless we happen to catch it 60 days before it renews.
- Our custodial department continues to tell me that we can put all materials in the recycling. Our hauler, Allied Waste, then sorts out any "trash items" during their process. Is that accurate and if so, why would multiple sorting bins be better?
- Pick up for cardboard, Steel and Aluminum
- Staff training to help spread the word and enforce the efforts (we are a school)
- The building owners need to provide these services to the leasing residents.
- we are already a member of arrow. our goal daily is to reduce....reuse....recycle. we also when we can buy recycled....& sell recycled
- We have a lot of waste diversion tactics in place; with a new one rolling out next month.

3. Recyclable Materials – Consistency across Haulers

There were 91 responses to the first part of this question, and 48 responses to the second part: Stakeholders have asked that all haulers in the County collect the same recyclable materials (such as paper, cardboard, cans, glass, plastic, and cartons). What are some of the benefits to having all haulers collect the same recyclables? What are your questions and concerns?

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Summary and Compilation: What are some of the *benefits* to having all haulers collect the same recyclables?

Below is a summary of the responses, followed by the complete compilation. The benefits strongly clustered around a few key concepts, including consistency and uniformity, ease, simplicity, convenience, awareness and understanding, and similar, from which a number of respondents drew the conclusion that having haulers all collect the same recyclables would increase or improve participation and compliance, and support sustained efforts over time. Additional specific benefits included making it easier to change haulers; shared/common efforts across the entire county and work, home, and school; and uniform information, guidance, and educational materials.

- A more streamline approach.
One source to go to.
- Allows people to consistently recycle materials that are listed.
- Because there would never be a doubt on what the recyclable materials are if you are anywhere in the County.
- Better options when choosing a hauler
- better recycling for city
- Clarity on what should be recycled and what can't be.
- clear, consistent message
- Consistency in public areas where the hauler is not known.
- Consistency
- Consistency
- Consistency
- Consistency and simplicity
- Consistency builds and reinforces habits. It would provide consistency
- consistency for customers and employees, knowing the same "rules" at home and in public
- Consistency in communication and billing
- consistency in handling
- Consistency of end product
- consistency, reduces potential confusion
- Consistency, which ultimately leads to better participation
- Consistency.
- Consistency; published material on what to or not to recycle is accurate regardless of the hauler
- consistent messaging,
- consistency
- Consumers will know what is recyclable
- Convenience
- Convenience and also serves as a reminder to recycle
- convenient
- cost comparison easier
- don't have to go through the recycling bins as thoroughly.
- Don't have to learn different rules for home and office
- Don't know
- Don't know
- don't need to change recycling practices if change hauler
- Ease of a system if you switch haulers
- Ease of collection - separation made by trained workers
- Ease of collection, employees buying in to the program
- ease of knowing who takes what, different counties seem to take different materials
- Ease of use for team members
- Easier & Faster Training
- Easier for children to learn and follow
- Easier to understand program,
- easy simplified recycling
- Easy to comply
- easy to do, better compliance
- easy to remember
- Easy to remember and market
- Easy when we throw things away
- Everyone in the county should have the same rules to follow (not based on hauler)
- Everything is consistent for all people.
- Helps avoid confusion about recyclable materials
- Increased traffic safety, decreased noise levels, decreased wear and tear on city streets, and decreased potential air pollution.
- If you have to or want to change haulers, everything would be in place and you could continue doing waster as before.

- Increased participation
- It does not give anyone a competitive advantage.
- It is very nice and makes it easier to recycle that we can put all recyclables together
- It would be less confusing
- It would be more uniform, so it would be easier to follow.
- It would mainstream answers to questions for everyone in Dakota County.
- keep consistency from home practices to school/business practices
- Keeps competition equal in services provided.
- Less bins to use
- less confusing
- less confusion
- less confusion about what is recyclable
- less confusion for customers
- less confusion when picking a service for contracts
- Less cost for trash that is not recyclable
- Less traffic, same day pickups, less noise, less wear and tear on roads, Safety
- Make is easy and consistent for people to know what they can recycle.
- May allow for more new recyclables because there would be enough volume to commit to it
- Minimize improper recycling practices
- More consistency, more compliance
- more people will recycle if it all goes to the same container
- more uniform recycling for everyone
- n/a
- No confusion
- No confusion on what is recyclable
- No matter where you are in the county, practices would be the same.
- No matter where you are shopping, school, church, and business you know what can be recycled.
- No need to separate recycling items.
- Not sorting them out
- Not sure that I understand this question.
- one stop shop
- Only one billing, less confusion on trash day,
- organized collection systems consistently result in lower overall costs to consumers. In addition, recycling capture rates are typically higher in organized systems. Organized collection also reduces noise pollution, road wear, air emissions and fuel consumption
- People know what is acceptable at home and work.
- reduced cost
- reduced landfill
- SAME BETWEEN HOME AND WORK
- Save time for us
- Saves on sorting
- simpler makes it better; more likely to recycle if system is simple
- simplicity-easier to comply
- standard practices
- storage is a problem so we need to have all materials picked up together
- Systematic continuity - which then encourages the use of the system and process
- The materials can be more efficiently processed
- There is less hesitation at the recycling bin about what can and cannot be added.
- Things are consistent if you are ever able to get out of your contract and change haulers.
- This would allow everyone in the county to talk to the same language and being concerned who your hauler is.
- time and space
- Uniformity. Lack of confusion.
- We currently recycle as much as we can. We recycle paper, cardboard, plastic, cans, etc.
- We have a lot of that waste from our organization and since the building owners don't provide a recycling program, a staff member must take them home and recycle which is tough
- when reaching out to residents across various cities, the message is still applicable
- You do not have to remember what service the different haulers provide, it would be consistent.

Summary and Compilation: What are your *questions and concerns* about having all haulers collect the same recyclables?

Below is a summary of the responses, followed by the complete compilation. While “none” or the equivalent was the most prevalent response, others questioned whether having all haulers collect the same recyclables would increase their costs. Other concerns included ensuring that consistency across haulers didn't *reduce* the number or type of materials recycled, or result in some materials being trashed rather than actually recycled.

4. Three Recyclables Requirement

There were 95 responses to this question: For school districts, and businesses that contract for 4 or more cubic yards of trash and/or recycling per week, current state law requires that at least three recyclable materials (paper, metal, plastic, glass, organics / food waste) be collected.

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(Minn. Stat. §115A.151). Please respond to the following two questions. How have you been able to successfully implement this 3 recyclables requirement? What would help you overcome any remaining barriers to implementing the 3 recyclables requirement?

Summary and Compilation: How have you been able to successfully implement this 3 recyclables requirement?

Below is a summary of the responses, followed by the complete compilation. Responses to this question suggested that some participants may not understand that this is a statutory requirement for certain organizations, while others simply responded that they currently do this but offered no further explanation. For those that did provide more information, a number explained their approach, such as comingling recyclables; proper bins, labeling, or signage; multiple recycling locations in organization; ongoing education and training; and a few talked about receiving grant funds to support their efforts.

- A RECYCLING CAN FOR ALL PAPER AND OTHER MATERIALS
- Adding receptacles, better labeling, co-mingling
- ALL SCRAP METAL IS RECYCLED
- applying to add organics for the next cycle/year
- By having one bin that collects all the "safe" recyclable materials away from regular trash.
- by having the right bins, we collect recycling in every classroom hallway and office
- By recycling at least three recyclables
- changed our recycling habits
- Comingling recycle containers placed throughout the facility which accomplishes more than 3
- comingling recycling,
- Designated recycling dumpster.
- Easily, especially not having to sort the different recyclables
- Easy to put all recyclables in the same container
- Easy, just do it.
- education,
- food waste is the hardest
- Good
- Grant money to implement
- grants for expensive products
- Have done it for years
- having a recycling container on site helps with recycling effort
- Having recycling bins on site and a designated dumpster
- I believe it has been successful.
- I feel we do a great job on recycling our paper, metal, plastics and glass.
- I have no idea
- I pay for separate recycle dumpster from Nitti sanitation
- I think we can do better but we need support and education.
- I would say we have implemented the requirement but measuring it successfully is a little more difficult.
- I'm not sure. This is not my area of authority in the district.
- In house training and monitoring for new team members
- increased the number of recycling bins so every trash has a recycle bin close by
- Informally
- Just do it
- look for bins in hallways
- Multiple receptacles in the clinic to bring outside
- n/a
- N/A
- n/a
- N/A - we do not contract for 4 or more cubic yards of trash and/or recycling per week
- NA
- No, very little recyclable material generated.
- not applicable to us, but building supposedly recycles those materials
- Not applicable. We are tenants
- Not sure
- other collection companies
- our hauler does not offer recycling - aspen waste
- Over the past two years, we have been successful in increasing the amount and kind of items we recycle.
- Owners recycle employee's cans/bottles in their personal recycling.
- Posters and info on recycling being available to read.

- Providing recycling containers throughout the plant.
- recycle bins at pumps, containers behind counters
- recycle bins being installed
- recycling containers in various places in the business
- School wide awareness - set the expectation high and you will get compliance
- Separate bins for recycle material
- Separate waste containers for different materials
- signage on dumpsters
- single sort recycling
- Staff training
- The fire marshal said we couldn't have a dumpster at our building because it would be a fire hazard.
- This does not apply to us - we only contract for 2 yds/month
- Use of separate containers
- use of shredders for paper waste
- We also recycle hazardous waste as a company, we have to.
- We are currently sorting in classrooms and attempting to do so in our lunchroom.
- We collect all aluminum cans and an employee brings them in for recycling. All our used oil is picked up for recycling. All of our used lite bulbs/tubes are brought to the recycling center in Eagan.
- we currently do Steel and Cardboard, we don't have service for Glass or Plastic
- We have a more clear system - so more paper, metal, plastic, glass collected
- We have a receptacle on both levels/floors of our business
- We have a separate container for recyclables. People here are focused on recycling.
- We have a single dumpster that is dedicated to cardboard, plastic, metal, etc. It is easy to use and the staff is trained how to use it.
- We have additional recycling totes in our break area.
- We have been able to do at least different materials.
- We have been recycling books and paper products for our entire existence in Apple Valley, over 20 years.
- We have been successful through education of students and employees.
- We have not yet as we just received a grant for recycling.
- We have not, we do not produce enough waste for the contract.
- We have paper recycling bins located throughout the facility
- we have plenty of the materials. The challenge is the extra work it takes to sift through now an extra "recycling" bin to make sure the correct items are in there.
- We have the proper bins and labeled properly, it's just hard to make the kids do the right thing.
- We just recycle
- We provide bins for recycling in our breakrooms
- We recycle all cardboard, paper, plastic and metal
- We recycle almost all of our "garbage" (paper, plastic, etc.) except for our food waste
- we recycle but have not done anything with food waste as there is no way to dispose of it right now
- We recycle concrete and asphalt to road base on site.
- We recycle every acceptable material.
- We recycle paper, cardboard, metal, glass and plastic
- We recycle paper, glass, and plastic
- We sort. Waste and paper/cardboard are picked up. We deliver other recyclables to
- Well, besides having to bring them home to recycle instead of having a place to recycle them at work
- yes
- Yes up to this point but it is getting harder and harder to have people come to pick up.
- Yes we can comply with our business
- Yes we recycle 90% paper, metal and plastic
- Yes, and currently we have service for 2yd/week of organics as well as recyclables.
- Yes, with the help of the county
- yes.. we are a member of arrow

Compilation: What would help you overcome any remaining barriers to implementing the 3 recyclables requirement?

Below is a summary of the responses, followed by the complete compilation. More consistency across haulers; better compliance through internal education, training, and support; reduced costs for recycling; better systems for organics (education, bins, frequent pickup, etc.); and clear and simple educational information.

- \$
- Accept more recyclable items. i.e. the plastic bags covering apparel.
- Access to signage/office paper bins
- Being able to get out of or contract for less.
- Better communication from the waste contractor, more frequent collection so organics do not smell
- better marking of dumpsters in our area of which is recycling and what can be put in
- Convince the fire marshal to let us have a recycle dumpster at our building.
- Creating an urgency in doing so.
- customers not reading labels on bins
- Educating employees (or reminding them)
- Education and support. With follow up visits. Maybe quarterly meetings as well.
- education is key - reminding people what goes in to the mixed recycling. mixed makes it a lot easier.
- Expense reduction to recycle
- Free recycling pick-up.
- Gaining a recycling bin at our business building
- get everyone to buy into the program
- Having an onsite recycling canister.
- I would have to ask our custodial staff
- If our district tried to purchase more recyclable containers for lunch and breakfast program.
- If the students coming to us were trained at a lower grade level.
- if we could get Pick up for Glass and Steel
- If we could have a guide as to what type of coffee cups are acceptable to recycle
- Information on how to best recycle food waste.
- It's not a problem, because I have a small office
- keeping employees consistently putting recyclables in the correct containers
- Labeling of bins and visual material for team members
- Many don't believe their office has the time or funding to plan and implement a recycling program
- More bins easily accessible
- more education about organics, which haulers accept organics, what happens to the organics once it leaves our building so employees have more information and control rather than "it goes away."
- more help educating and doing the work.
- n/a
- n/a
- N/A
- n/a
- N/A
- NA
- need recycling bins from hauler for aluminum, glass and paper. We generate very little recyclable material.
- no answer
- no barriers
- None
- none
- NONE
- None
- none
- none we recycle every possible item, paper, glass, cardboard, all metal types
- Not sure. They are children...
- nothing at the current moment
- Organic product cost reduction
- pairing the blue bins and the grey bins helps people make the right decision
- receptacles and hauling of food waste
- Recycling is expensive
- require aspen waste to offer us a recycling container
- Resources for improvement.
- Right now we have no barriers.
- Rules about recycling can be too complicated so people don't follow them.
- Single sort pickup for businesses
- the biggest problem we have is people dumping garbage like mattresses and building materials by our outside bins.
- the cost to implement this program
- There are no barriers to the requirement
- Training of staff, students, and practicing the plan
- Volunteers standing by the recycling stations during lunch time
- Waste per cubic yards requirements being slightly lower.
- We are all set.
- we are doing it...
- We are tenants. Landlord would have to implement.
- We do not have any barriers
- We don't want it to take up more space.
- We have already implemented this.
- We have not found a way to recycle VHS tapes yet. That would be a major victory for us!
- We recycle
- We would like to be able to compost need a better storage area for the compost
- You could send one of the legislators who have never run a business to come and sort my trash.

5. Organics (food scraps, compostable paper)

There were 69 responses to the first part of this question, and 46 responses to second part: To achieve state goals, organics separation and diversion must significantly improve in the next few years. One strategy is a phased-in requirement for organics diversion beginning with organizations that generate the most organic waste. In the two questions below, please comment what is appealing and what is concerning about the various options.

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Summary

Commercial organics collection fees included in base trash fee for all customers: Note that there did seem to be some confusion about the meaning and implications of a “base trash fee.”

- Attractive/appealing: Many comments focused on fairness, simplicity, affordability, and this being an incentive for people to add organics to their efforts
- Questions or concerns: These focused on the potential for increased cost, especially if the organization didn’t have or wouldn’t/couldn’t do organics

Increased County education and technical assistance for generators

- Attractive/appealing: Many commented that this would be helpful, while others said it wasn’t applicable or necessary.
- Questions or concerns: These were primarily about the cost of such materials or support, though a couple asked whether there would be onsite assistance to provide direct support and guidance.

Short-term financial assistance for generators to help with startup costs (bins, compostable bags, hauler services for organics, etc.)

- Attractive/appealing: There was a *lot* of support for this idea as a great way to help organizations understand how to do this and launch their efforts.
- Questions or concerns: Here the concerns focused on how to structure supports so that organizations could move successfully from startup to long-term, sustained efforts, as well as questions about to pay for specific high-cost items such as organics bags over time.

Focus on pre-consumer organic waste (back-of-house or kitchen prep areas)

- Attractive/appealing: Most responses supported this notion of focusing upstream, while noting that it’s not always relevant or possible to do that.
- Questions or concerns: The few responses here had questions or comments about implementation and potential costs.

Focus on post-consumer organic waste (customer areas)

- Attractive/appealing: Comments included the numerous opportunities to do this, and the educational advantages of this focus.
- Questions or concerns: Concerns included the challenges of education, compliance, impact/value, and potential costs.

Focus the phase-in on type and size of business

- Attractive/appealing: Most thought it made sense to focus first on the largest generators as that will have the most impact, noted the benefits of a phased approach to work out kinks before going to scale, and saw the opportunity to build support over time.

- Questions or concerns: These included specific questions about applicability, implementation, and potential costs.

Recognition in community for implementing a program

- Attractive/appealing: A number of respondents thought this was a good way to increase awareness, support, and participation, though others didn't think it would make much difference.
- Questions or concerns: The few comments here were about potential additional costs.

Other organics separation and diversion options that should be considered: These included scaling the program based on how much an organization generated, helping with bins, supporting diversion and donations, and other types of supports.

Compilation

Commercial organics collection fees included in base trash fee for all customers

What do you find attractive or appealing?	What are your questions or concerns?
<ul style="list-style-type: none"> • Absolutely • All share in the burden. Major contributors don't carry their share not motivated to change process. • Depends on what is done now. • does not apply to us • Ease • Ease of billing. This would be good! • Easier to implement • Good • great • hard, will all customers do it • I feel this is a good thing. • If people are paying for it, hopefully they will engage in the program • It would make it seem more affordable • it would take some of the sting out of the extra cost of collecting a third material • Maybe • might be good to have the fees included so it provides incentives to keep up with organics recycling • My building would have to implement the program, not my office, per se. • N/A • n/a • NA • NA • One base fee regardless of amount. • Organics should be cheaper than garbage hauling • Possibly pay more for trash collection if they don't do the organics • sensible. we all need to do this, it's simple housekeeping 	<ul style="list-style-type: none"> • Adverse to increased fees / taxes. • Can these fees be kept separate form the other fees? To keep track of the cost of the program. • Concerned about how this affects my bottom line - is it affordable? • cost • Cost for small businesses and schools • Could hit lower income customers • does not apply to us, please don't apply to us • Don't know what this means. No explanation here • dumb • dumb • Financial strain on non-profit organization's budget • Government fees are an instant idea killer. Good program or not. • Have a hard time paying more for a service that I can not control-minimal organic if any waste produced at our facility • How much will it cost on average • how does that work? • How much is it going to cost • how much it will cost • How much? • I don't like fees • If it's a flat rate people wont be encouraged to do it, it should be cheaper than garbage hauling • It is good to itemize the bill • Like health care, if you don't/aren't going to use it, why pay a fee for it • Making sure of a fair price, not inflated. • N/A • NA • No added cost.

What do you find attractive or appealing?	What are your questions or concerns?
<ul style="list-style-type: none"> • Shared cost makes it cheaper for everyone. • Should be user-fee. • Shouldn't be a fee if the end product is sold. • Simplifies the process • So you're going to penalize my business because other people are too lazy to recycle organics? I think that this is ridiculous. • spread cost over mass of people. • spreads cost across the board • this fee should be different for an office than for a restaurant which would generate a lot of organic waste • This seems like a fair way to ensure everyone collects organics • This would help as it is not cost effective to switch to organics on our own. Once that grants go away it's too expensive for the hassle. • This would help lower the additional organics expense. • This would help....but not sure if it would be seen as fair • would help to become a routine and expected practice • Would reduce negative incentive to participate. • yes, if the cost is appropriate 	<ul style="list-style-type: none"> • No because a lot of business wouldn't need organic collection. • No interested as organic waste can vary between businesses/residents and shouldn't be a flat fee. • None • None • None. Don't know what you are talking about • Not appealing because we generate very little food waste. • Not at this time • Nothing • Nothing • Nothing • Opposed to any new fees • Penalizes already overburdened residents • Penalizes those who are already recycling organics • So would all haulers collect organics??? • This just spreads the cost and encourages no one. Part of the cost of business is paying your own taxes and expenses. This a ridiculous way to handle a problem. • trash fee is expensive enough • trash will become even more expensive to haul away • unattractive as a non-generator (will someone else help us pay for used oil we are required to collect?) • unattractive, we don't generate any of this. • We do not generate food organics • We do not have organics - and most of the business around us do not either - so we would not be in favor of adding that to the base fee. • we have very little organic waste • What can be done to make recycling more cost effective • What would be the total extra costs?? • What would the fee be? • why a fee; organics get reused • why fees • Will raise prices of goods as companies incorporate these fees into their prices • will this be based on the type of business (office vs restaurant)? • would all customers need the service? at what level? locations with very little organic waste may be unnecessarily charged

Increased County education and technical assistance for generators

What do you find attractive or appealing?	What are your questions or concerns?
<ul style="list-style-type: none"> • A much better idea in terms of value. Help and educate and people will be better equipped to begin recycling. • good • knowledge • knowledgeable consumers • Learn more about what is and is not accepted. • Might give us more options that we haven't thought about before • No opinion • Not much • Not sure if this will help? • Puts the emphasis on area that can do most to lower generation • somewhat attractive, but not applicable to us • Sounds easier to implement program • The more end-users know, the better • This helps me to train my organization • This is a necessity. • this is helpful • This is important as it is the foundation of the program • This sounds more helpful. • This would be helpful to provide clarity. • Unsure • We've already done this • What would this look like? • Would this be an on site program? • Yes • yes- • Yes, education is key 	<ul style="list-style-type: none"> • Cost • Could be expensive and take time to get around to everyone. Turnover an issue? • How do you get in front of them? • How would this happen? • n/a • NA • No one would go. • None • None • none • none • None. Don't know what you are talking about • the cost to taxpayers and the program • What kind of materials for education and how long can assistance in education happen. • where do funds come from? • Who is paying for this education? • Would someone come to our sites for assistance? • Would we have someone to go over everything?

Short-term financial assistance for generators to help with startup costs (bins, compostable bags, hauler services for organics, etc.)

What do you find attractive or appealing?	What are your questions or concerns?
<ul style="list-style-type: none"> • A good idea. • always helps • Basic information on who, what, where provided these services/products. • can help overcome resistance • don't generate any organics • Don't know what this is. • Ease into the plan with aid from an outside source. • Financial assistance and organization of the process for the group rather than individuals all searching for a solution • Financial help always appreciated • good • Good • good idea • Good idea, should improve buy in • Good idea. • Good way to support and make sure it is happening • great • Great idea! • Great idea. How to get rid of composted waste? • Help get a program underway • HUGE • Incentivizes businesses to implement the programs • It's great help for getting the program started • may be a good incentive • n/a • n/a • NA • nice, but the organic bags are expensive • Not a bad idea for the generators. • Not appealing, because of our limited amount of waste • Or a grant for generators already composting. • Positive • Start up costs for new receptacles are very high • They could offer free composting bins for the yard or garden. • This also works. • this has been a HUGE support for us already - a great way to help people start • This is a great idea and helpful in getting things started. • This is appealing • This seems like the best way to ensure businesses can afford another bin, the compostable bags, and 	<ul style="list-style-type: none"> • After the short-term, the bags are 6 times more expensive to purchase than regular trash bags • Again, a good resource. It is expensive to recycle and providing a little bit of assistance in the beginning might help a lot. • At a school, it will require supervision to be done properly. • Can the generators maintain after funding is done. • concerned about increased costs after the startup period • good • How much assistance? Could be costly • how short term. can the financial assistance continue • Is there a way to setup a purchasing agent for the products needed for this program? • List of amounts and how much it would cost to start with and without aid. • n/a • NA • No concerns. • None • none • none • None. Don't know what you are talking about • Possibly not being able to continue. • Rewards and incentives for participation • Short term won't get everyone to get going • Some people would try • There are currently few providers of 100% compostable 3 gallon bags for our compost. It costs more than \$1/bag for us to use. • What do you mean by short-term? 1 month, 1 year? • what happens when the help stops? • what is the length of time financial assistance can occur • What is the payback? Could be as simple as recognition, but has to something. • where do funds come from? • Where is the assistance coming from? • Where would the dollars come from

What do you find attractive or appealing?	What are your questions or concerns?
<p>another hauler coming out</p> <ul style="list-style-type: none"> • This would be beneficial as cost is always an issue. • This would encourage newbies to do the right thing • we need new containers to comply • Would aid in getting the program launched. • Yes • yes • Yes • yes • Yes, budgets are very tight in education • yes, this would help 	

Focus on pre-consumer organic waste (back-of-house or kitchen prep areas)

What do you find attractive or appealing?	What are your questions or concerns?
<ul style="list-style-type: none"> • Don't know what this means. • easier to do for Dakota county • Easier to sort and less contamination in the compost. • Easy to do with our employees. • Education on organic waste for home and business. • Focus attention on where the waste originates • Further back up the waste chain the better • Get more people involved. • Good idea • GUE • helps with the education of the end product • How to separate from other waste? • I don't think this is as big an issue as post- • I think the back of the house is in ok shape but always willing to learn how to improve. • If this will help to reduce the cost of the recycling, then I think that this is a good idea. • Important • It seems like that would be a good place to focus • n/a • n/a • NA • NA • No • not applicable • Not applicable • Not applicable • Positive • Probably the easiest place to begin. Everything needs to be cleaned in kitchens, just need the right containers. • schools are directed on what needs to be available for students • This is an easy step to implement • This is great but in my situation the front of house generates the most • This is the least of the concern for public schools. It is educating the student that is most helpful. • This will be a cleaner stream • This will be helpful. • This would be helpful as long as it is cost neutral. • Very doable. • We do that now • Would be easier for our staff to comply • yes! • yes, this would help • Yes. 	<ul style="list-style-type: none"> • concerned about pest/rodents • Easy to do in most cases • good idea • n/a • NA • NA • No answer • No concerns. • None • none • None • None. Don't know what you are talking about • Not at this time • Turnover in kitchen staff or low morale may limit effectiveness • We contract our food service off site. • Where else is organic waste originating from? • will this increase cost of goods? • Work on the 90% group then push it down to individuals

Focus on post-consumer organic waste (customer areas)

What do you find attractive or appealing?	What are your questions or concerns?
<ul style="list-style-type: none"> • Can make consumers more informed on what they buy and throw away • Continued assistance to educate the consumer. • Could be helpful • Customers don't pay attention when dumping their trash/ don't care • Don't know what this means. • Education on organic waste for home and business. • Especially in restaurants there seems to be more opportunity for waste in customer areas (fast food doesn't create much behind the scenes organics I would guess, but the consumer might not eat it all) • for a school, this is where a lot of organic waste could be recovered • Good idea • Hard to implement due to the variety of users • hard to make students follow • Harder to keep compost sorted. Has to have good pictures. • Help educating the students is needed • HUGE • Important • in an office, this is the only type there would be • Less applicable. Maybe in the future. • much more difficult to do for Dakota county. • n/a • n/a • NA • NA • Positive • Same as previous. • somewhat attractive • Student lunches are our biggest concern • Takes training and manpower to teach on the spot. • The more we know, the better we will follow • this is the important in my situation • This is where the focus belongs for schools. • This would be helpful as dealing with kids and changing habits can be difficult at times. • Tons could be saved by this. • what they can do to help • Yes • yes • yes !! • Yes! 	<ul style="list-style-type: none"> • bad idea • concerned about pest/rodents and the cost to get rid of them • Could be a dirtier stream unless the cashier is telling every customer how to dispose of their food wrappers etc. correctly--signage would be to be big and bold • May be least likely group whole scale to change behavior • More difficult and less impactful • n/a • NA • NA • No answer • none • None. Don't know what you are talking about • Not at this time • Seems difficult to us to implement • The toughest sell with the me-first generation. • This is hard with students and lunch materials as they often dump food into wrong containers without extra supervision. • This means you train a society and if it's not consistent everywhere people won't pay attention to who is doing it and who is not. It's all garbage to them. • Too vague - what is the focus? • Will it make a big enough difference? • will this increase cost of goods?

Focus the phase-in on type and size of business

What do you find attractive or appealing?	What are your questions or concerns?
<ul style="list-style-type: none"> • A gradual plan sounds more manageable • absolutely - build from areas of most need • Agreed - appealing • As someone for whom organics are not an issue - I feel this should really be focused on those who need it - we don't have time to spend on things that are not pertinent to our operations. • attractive if applicable • Brings the biggest bang for the buck to create public interest. • Don't know what this means. • Focus on buildings with multiple tenants to make sure the building owners are providing the correct needs to fit the requirements • Go for the "low hanging fruit" first. Tackle the largest generators, they will have the largest impact. • Good • Good idea • good idea • Good idea. • good idea..... start big... & move down...work out the kinks on businesses that can afford it. • IDK • If a capital expenditure required for a business a phase-in period depending on the size of the organization. • n/a • n/a • NA • No opinion. • not sure • Not sure what you are getting at in this question • phase-in would make it easier for oversight reasons, but I think smaller places that generate less might be easier to complete versus a huge organization like 3M campus • Prioritizing the largest producers should divert the most waste in the beginning • Sure - small companies may need an exemption. Perhaps they could get a tax benefit for complying? • Think this could use some tune up. Some may create more trash even if they are smaller. • think this is very important that small business don't have huge requirements that they can't meet • This makes sense • This would allow leaders to be developed and assist 	<ul style="list-style-type: none"> • good • How long will this phase-in take? • IDK • Is it possible to education the homes at the same time as the schools? That way kids are receiving the information at home and at school. • It just seems to me that it needs to be an all or nothing kind of program. • n/a • NA • NA • Never like being forced to do something that creates extra costs. • No concerns. • none • None. Don't know what you are talking about • Not sure • Some businesses might find it unfair that they have to start now when their neighbors don't. • The business will ask why everyone does not have to do it • where do funds come from? • Why not just require that tiny places try recycling tiny amounts and so on? • Where to put compost bins w/o attracting rodents?

What do you find attractive or appealing?	What are your questions or concerns?
<p>others in the county.</p> <ul style="list-style-type: none"> • Unsure • Very appealing. We are small. • we are small and phasing in would help • Why not just make it easy and offer some sort of incentive for recycling? Perhaps a trophy? • yes • Yes • Yes 	

Recognition in community for implementing a program

What do you find attractive or appealing?	What are your questions or concerns?
<ul style="list-style-type: none"> • a great way for people to see their efforts validated • Again - I believe that this knowledge base is already there • always a good thing • Could give some incentive • Don't know what this means. • Excellent incentive, especially for businesses or public entities • Good encouragement. • Good idea • good idea • good idea, people like to be recognized and it will help to further promote... • Good idea. • Good PR • Great idea! • I don't think this is necessary but some business might. • I want our school to be a role model for other schools • I would rather the focus on the program instead of recognition. • Imperative. • its a daily occurrence. I think people expect it now. • lol.... no one really cares. we do ...so we recycle. either you do or you don't recycle. • Might be something businesses could publicize for good will • more awareness for others • n/a • NA • No opinion • Not appealing • Not necessary • ok but not necessarily needed • Provides incentive for others to do it. • rewarded for doing a great job in the community • Somewhat appealing to have others jump on board with the program. • Sure • This aspect is always a plus for a small business! • This would be a good incentive. • This would be a good thing. • This would be helpful. • This would be positive PR • unimportant, not attractive • Unsure 	<ul style="list-style-type: none"> • None • None. Don't know what you are talking about • Not at this time • where do funds come from? • With no added cost to the program or taxpayers

What do you find attractive or appealing?	What are your questions or concerns?
<ul style="list-style-type: none"> • We all like positive reinforcement but this is not really necessary • yes • Yes • Yes • yes • Yes, create awareness. • Yes, I think business owners would enjoy or even expect recognition throughout the community for implementing a new program 	

What other organics separation and diversion options should be considered?

- As long as you take in consideration of the size of the school there shouldn't be any problems (Dick's have found solutions for smaller schools)
- Compost bin for food and biodegradables
- Have the County set up their own hauling service.
- I am a lawyer, renting space in a building. My building would have to implement this.
- I think restaurants donating food to food shelves NEEDS to be talked about. There's a way to do it, but it has to be chilled to a certain temp within a certain amount of time...I have many friends that work for restaurants and they all tell me how heartbreaking it is to see the waste. I'd love to see the County hire a food inspector or whoever, to train restaurants in food storage and donation to benefit women's shelters or partner with their near-by church.
- Just home composting
- N/A - we do not general organics
- N/S
- None
- none
- None. Don't know what you are talking about
- not sure
- Odors, rodents, etc.
- One truck to pick up trash and organics.
- Parent or other outside volunteers to stand by recycling and organics stations to help guide and encourage students
- the only food we have is our personal lunch that we brought ourselves

6. Additional Comments

School districts

- I was disappointed not to hear anything back after applying for the program in January.
- Our district is willing to listen to what are the best practices that other districts are using in the county and state.
- This has been a great step to being greener! Thanks and don't let up on your efforts.
- Working with the County on these issues has been great! It has been very helpful, and has given us a great leg-up on improving our program. Ali in particular has been great to work with.
- Yes, I would like to learn more

Businesses/organizations

- I am a lawyer renting office space in a building. I have a small staff. The building that I lease from would have to implement a program.
- I didn't understand half of the questions and don't think they pertain to our type of business.
- I'm so glad you are looking to help businesses with organics in the near future!
- Landlord provides waste disposal for this building
- PLEASE! keep it practical.
- Reduce, Reuse, Recycle
- Strip center tenant. This survey should be completed by the property owner rather than tenant businesses since they are the ones contracting for collection.
- Survey does not address the needs of small businesses with less than minimum for recycling.
- Thank you for taking the lead on this - landfill use is wasteful and in most cases unnecessary
- We are working with Jackson Becker and Sue Bast on a recycling program already in coordination with the City of Burnsville. This will be implemented this year.
- you guys are doing a good job with recycling.

7. Respondent Information

Of the 140 respondents, 28 were from schools or districts and 111 were businesses and other organizations.

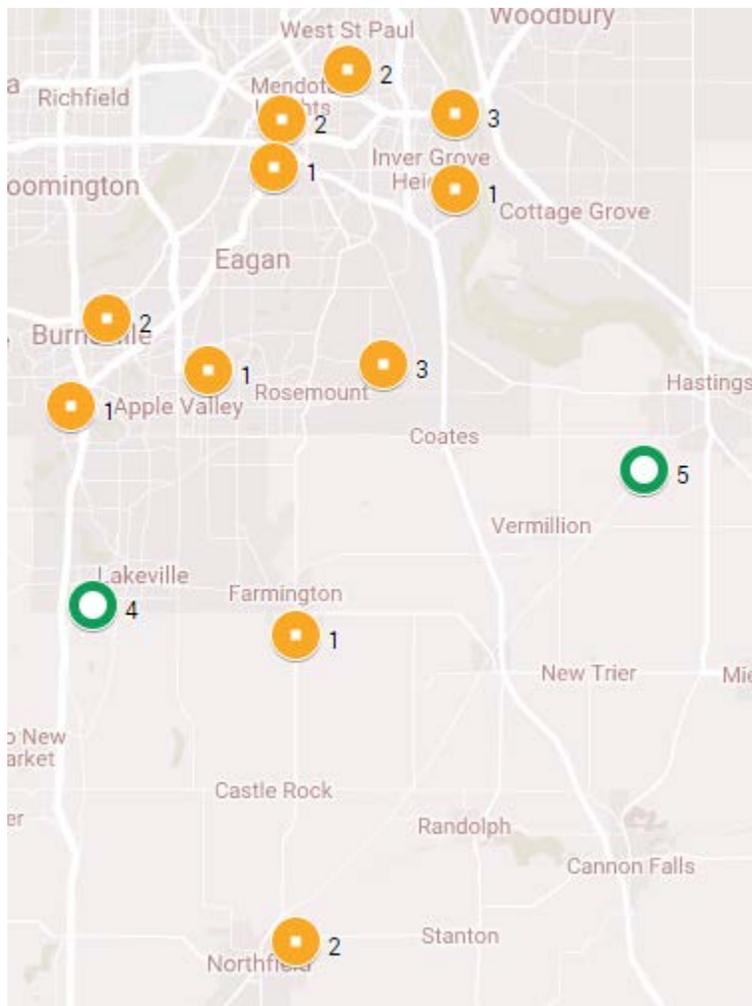
School Districts

School or school district respondents

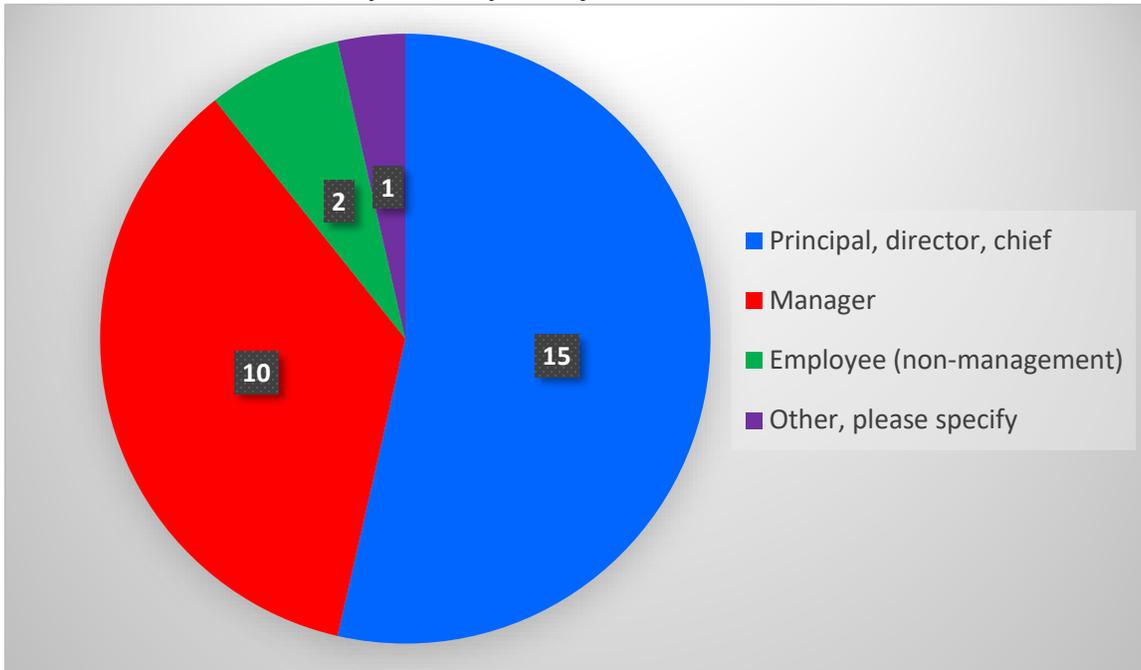
ISD 6: South St. Paul	3
ISD 191: Burnsville-Eagan-Savage	1
ISD 192: Farmington	1
ISD 194: Lakeville	4
ISD 195: Randolph	0
ISD 196: Rosemount-Apple Valley-Eagan	5
ISD 197: West St. Paul-Mendota Heights-Eagan	2
ISD 199: Inver Grove Heights	1
ISD 200: Hastings	5
ISD 659: Northfield	2
Private school or district	4

School or school district respondent geographic location by Zip Code

The icon color and shape varies by number of respondents



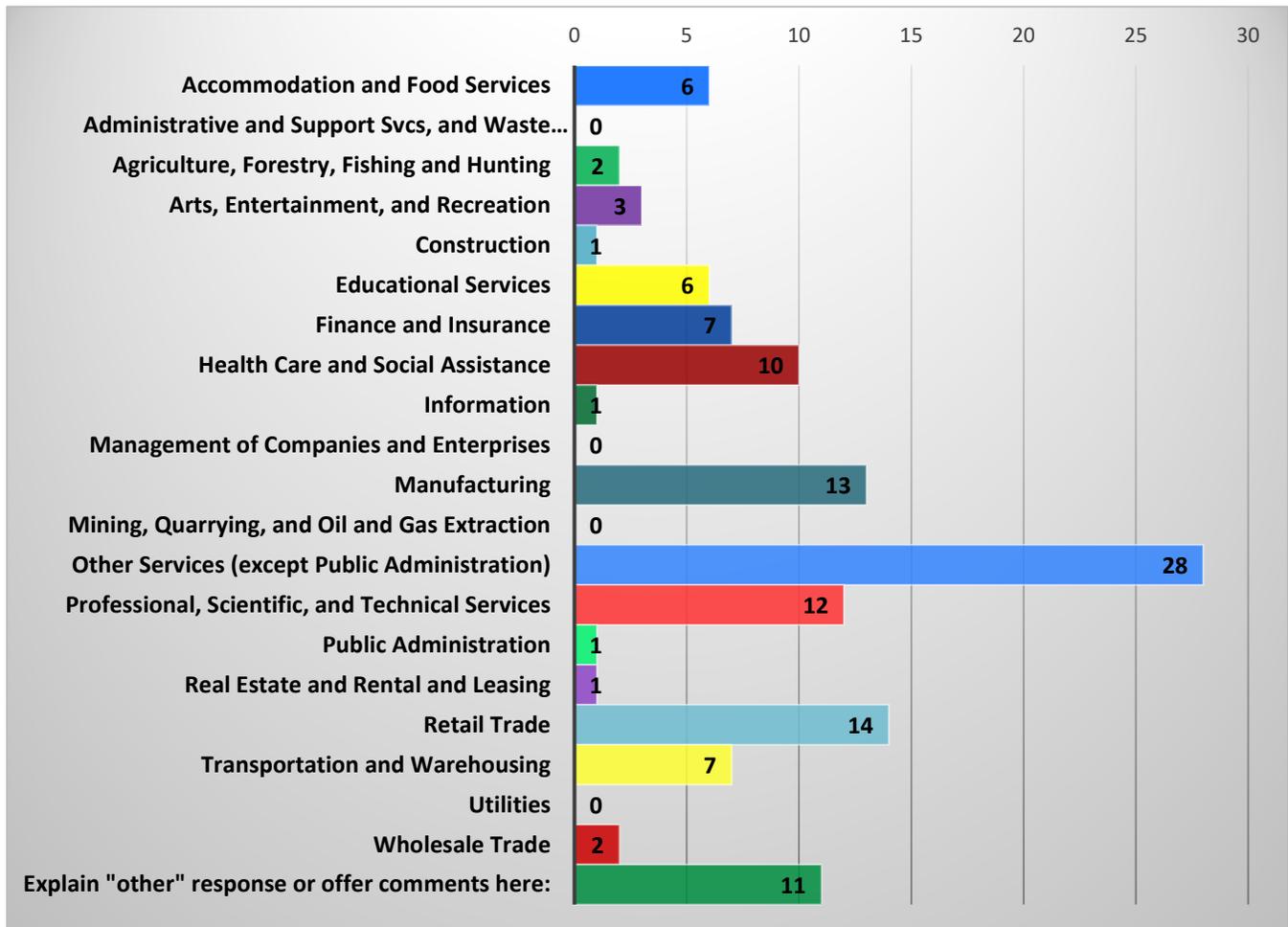
School or school district respondent primary role



Businesses

There were 111 responses from businesses and other organizations.

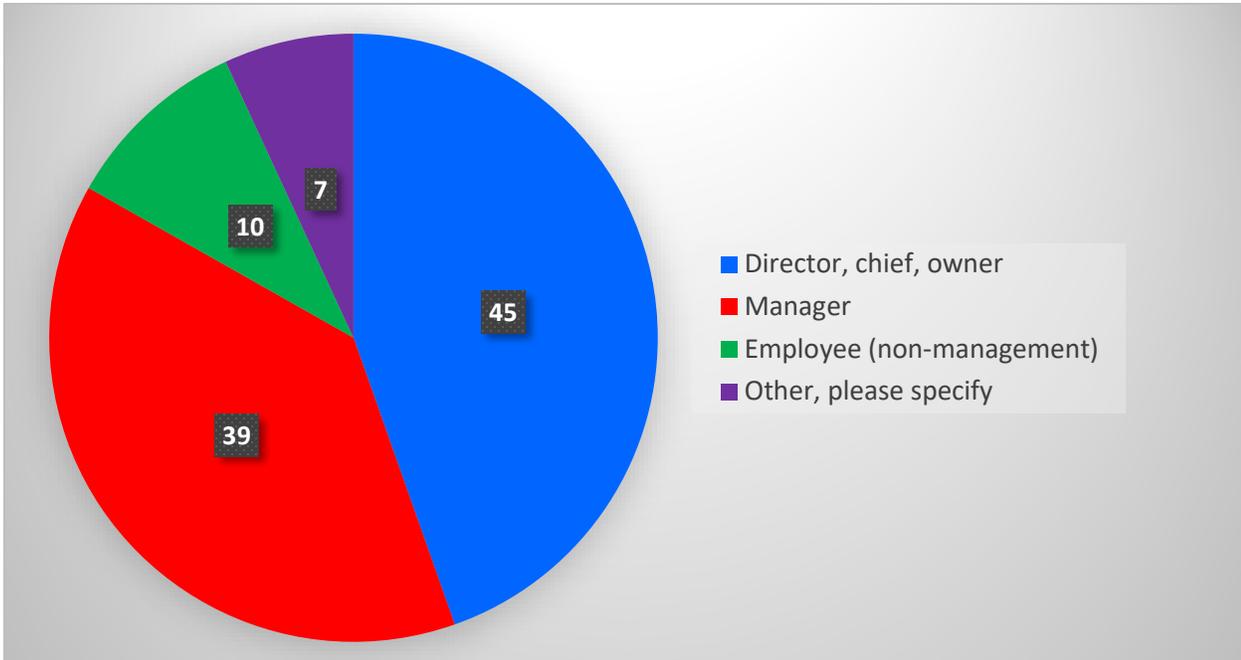
Business or organization type



Others included:

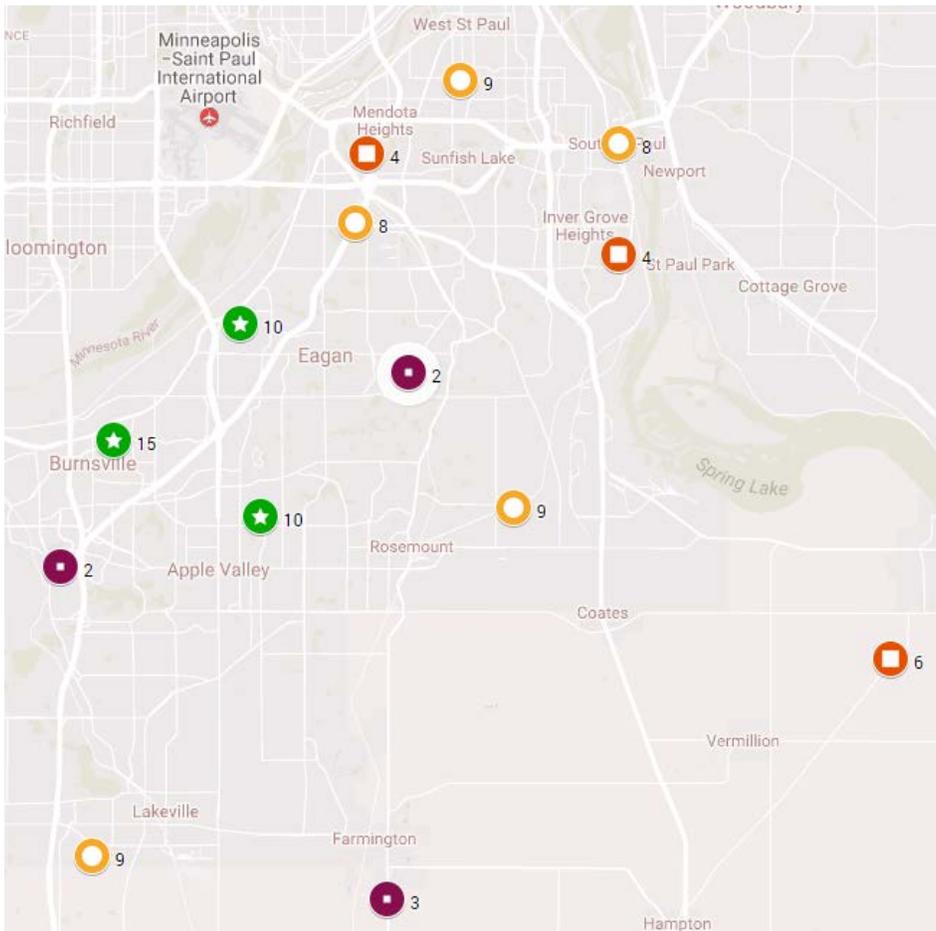
- Church (4)
- Wood grinding
- Conference & Retreat Center
- Global Freight Forwarder
- Publications
- Auto Recycler
- Union
- Media company

Business/organization respondent primary role



Business/organization geographic location by Zip Code

The icon color and style varies by number of businesses/organizations in that Zip Code



8. Getting More Involved

15 businesses and 5 school districts responded that they would like to get more involved in solid waste issues. Their contact information has been provided to Dakota County for follow-up.