



**TO: CITY OF LAFAYETTE**  
**FROM: TASP CONSULTANT TEAM**  
**DATE: JANUARY 10, 2024**  
**RE: FINAL SURVEY INSTRUMENT - ALL AUDIENCES AND UPDATES**

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*INTRODUCTION: The City of Lafayette is evaluating options to support increased recycling for businesses, apartment buildings, and condominiums and we need your help. Your input is important to help the City design programs for the future.*

*Please take 7-9 minutes to complete the following survey. All responses will be kept private. To encourage participation in the survey, the City is offering a gift basket with items from local businesses (\$200 value) to one survey participant.*

*If you have questions for the City of Lafayette please contact Lisa Evans ([lisa.evans@lafayetteco.gov](mailto:lisa.evans@lafayetteco.gov)). If you have questions about the survey, please contact Frannie Miles ([fmiles@recycle.com](mailto:fmiles@recycle.com)).*

#### **A. Qualifying**

**1. Choose the option that best describes you...**

*I am a business owner, manager, or employee of a business located in the City of Lafayette.*

*I am an owner or property manager of an apartment building or condominium complex in the City of Lafayette.*

*I am an owner or property manager of a commercial building and/or business.*

*I am a tenant in a rental apartment/condo or I own a condo unit in the City of Lafayette.*

*I am none of the above.*

*[If "I am a business owner, manager, or employee of a business located in the City of Lafayette." go to Section B: Business Owner. If "I am an apartment building or condo property owner and / or manager in the City of Lafayette." go to Section G: Apartment/Condo Owner. If "None of the Above" go to Section Q: Final and exit survey]*

#### **B. Business Owner, Manager, or Employee of a Business**

**2. How many business locations do you have? (Select all that apply)**

*Our only location is in the City of Lafayette*



*We have more than one location in Boulder County*  
*We have more than one location in Colorado*  
*We have multiple locations across the U.S.*

**3. Approximately how many employees work in your Lafayette location (multiple choice)**

- Sole proprietor - no employees other than myself*
- Less than 5*
- 5-50*
- 51-100*
- 101 or more*

**4. Does the company own the property for this location, or do you lease? (multiple choice)**

- Own*
- Lease*
- It is a home-based business / office*
- Not sure*

**5. Which of the following best represents the primary activity at your business? (drop down list)**

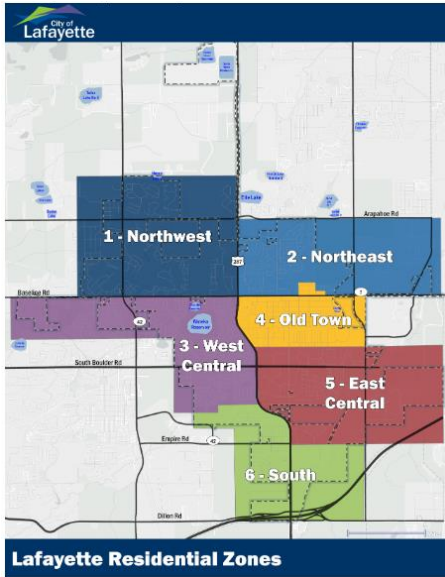
- Office space (professional services, real estate, legal, administrative, financial, other)*
- Retail - clothing, grocery, convenience, pharmacy, bank or other*
- Food and Beverage, restaurant, bar, brewery, café, other*
- Health and beauty, hair salon, nail salon, other*
- Health care, dentist, doctor, hospital, other*
- Manufacturing*
- Warehousing and transportation*
- Construction*
- Hotel and accommodation*
- Non-profit or Religious services - church, synagogue, mosque, other*
- Repair services*
- Other:*

**6. Select the most common types of waste materials generated at your business: (matrix)**

<b>MATERIAL</b>	<i>We generate a lot of this</i>	<i>We generate some of this</i>	<i>We don't generate any of this</i>
Paper			
Cardboard boxes			
Plastic containers			
Plastic bags			
Plastic film			
Other plastics			
Glass containers			
Metals (i.e. Steel cans, Aluminum)			
Food scraps			
Yard waste			
Medical waste			
Construction debris (wood, metal, concrete)			
Pallets			
Textiles			

Other (Please specify)

7. According to the map, in which area is your business located? *(multiple choice)*



- Zone 1 - Northwest
- Zone 2 - Northeast
- Zone 3 - West Central
- Zone 4 - Old Town
- Zone 5 - East Central
- Zone 6 - South
- None of the above

Commented [FM1]: The city will create a map with zones so survey takers can simply select the location their business resides.

**C. Current Services - Garbage**

8. Who typically makes decisions about the GARBAGE services for your business? *(multiple choice)*

- Local Business Owner/Manager
- Out-of-state Property Owner/Manager
- Business Headquarters
- Local Property Owner/Landlord
- Out-of-state Property Owner/Landlord
- Business Board or Property Owners Association (POA)



Not sure  
Other (Please Specify) \_\_\_\_\_(open response)

9. How is GARBAGE paid for at your business? (Select Multiple)

- We pay for it ourselves
- It's included in our rent
- It's included in our POA (Property Owners Association) fees
- Not sure
- Other (Please Specify) \_\_\_\_\_(open response)

10. What best describes your GARBAGE collection? (Select Multiple)

- We have our own dumpster / containers
- We share a dumpster / container with other businesses
- We use a garbage broker / valet service
- We haul our own garbage to the landfill/transfer station/drop off/take to home container
- Other (Please specify):

11. Which service provider do you currently use for your business waste management needs? (waste management includes garbage and recycling) (Matrix)

	Garbage Provider	Recycling Provider
None (We don't have recycling/garbage)		
Unknown		
5280 Waste Solutions		
Eco-Cycle, Inc		
Green Girl Recycling		
One Way, Inc.		
Republic Services		
WASTE CONNECTIONS OF COLORADO		
Waste Management		
Western Disposal		
Other		

12. Does your business currently have recycling services? (multiple choice)

- Yes
- No
- Not sure

[If 'No' or 'Not Sure' go to Section E: Challenges and Motivations. If 'Yes' go to Section D: Current Services - Recycling.]

**D. Current Services - RECYCLE**

13. How is RECYCLING paid for at your business? (multiple choice)

- It is included as part of our monthly garbage bill
- We pay for it separately from garbage
- It's included in our rent



It's included in our Property Owners Association (POA) fees  
 Someone in our office brings recycling home with them, we don't pay  
 Not sure  
 Other (Please specify):

14. What best describes your RECYCLING services? (select all that apply)
- We have our own containers / dumpster
  - We have our own cardboard compactor
  - We have a cardboard baler
  - We have shared containers / dumpster with other businesses
  - We have a shared cardboard compactor with other businesses
  - We haul our own recycling materials to a Material Recovery Facility/Drop off Center/Recycler
  - Other (Please specify):

15. What types of material do you currently recycle at your business? (Matrix)

MATERIAL	Yes	No
Paper		
Cardboard		
Plastic containers		
Plastic bags		
Plastic film		
Other plastics		
Glass containers		
Metals (i.e. Steel cans, Aluminum)		
Toner cartridges		
Batteries		
Wood waste / lumber		
Textiles		
Other (please specify)		

16. Do you perform any of the following recycling-related actions at your business? (select all that apply)
- Staff training on recycling
  - Posters / signs for staff
  - Recycling containers available for guests or customers (if applicable)
  - Posters / signs for guests or customers (if applicable)
  - None of the above
  - Other (Please specify):

**E. Challenges and Motivations**

17. What specific challenges or barriers does your business encounter when trying to recycle? (Select all that apply)
- No challenges, it is easy
  - Illegal dumping concerns
  - Our property manager / landlord doesn't offer service
  - My garbage hauler doesn't offer recycling service / can't get service



*It's expensive*  
*It takes up staff time, staff training*  
*High contamination from misplaced recycling*  
*Customer/Employee awareness*  
*It's messy*  
*No space for recycling containers*  
*Not sure how or what to recycle*  
*Other / Comments (Please specify):*

**18. On a scale of 1 to 5, where 1 is completely disagree and 5 is completely agree, please respond to the following statements:**

STATEMENT	1- Completely Disagree	2 - Somewhat disagree	3 - Neutral	4- Somewhat Agree	5 - Completely agree
Recycling for businesses in Lafayette is easy and convenient					
Recycling is not worth the effort or cost					
Recycling helps the environment					
Recycling is important to my business / staff					
Recycling is important to my clients / customers					
Everyone who lives, works, or visits Lafayette should have convenient access to recycling					
Everyone should do their part to increase recycling, including residents <i>and</i> businesses in Lafayette					

**F. Future Programs**

**19. On a scale of 1 to 5, where 1 is 'strongly oppose' and 5 is 'strongly support', please respond to the following statements, "The City of Lafayette should":**

STATEMENT	1- Strongly oppose	2 - Somewhat oppose	3 - Neutral	4- Somewhat Support	5 - Strongly support
Require landlords, property managers, and businesses owners to subscribe / pay for recycling services					
Stay out of commercial recycling; it is fine the way it is today					
Offer businesses rebates to help offset the costs of recycling service					
Offer grants and/ or technical support to help businesses start recycling or improve existing recycling programs					



Provide recycling exemptions for properties that do not have enough space to add recycling and/or compost bins or dumpsters

**20. Comments or other actions Lafayette should consider taking to increase recycling? (open response)**

**21. On a scale of 1 to 5, where 1 is ‘very unpersuasive’ and 5 is ‘very persuasive’, please assess the following statements, indicating their effectiveness in advocating for recycling in Lafayette:**

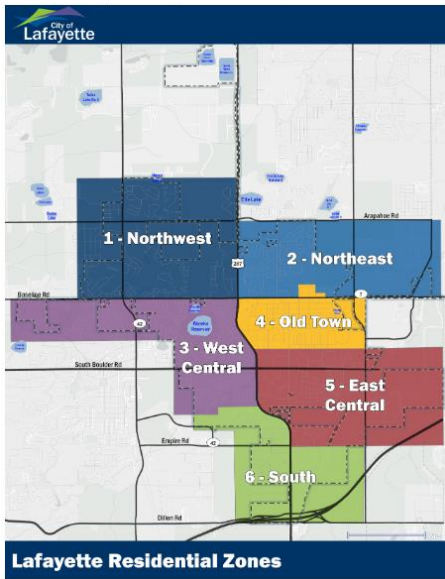
STATEMENT	1- Very unpersuasive	2 - Somewhat unpersuasive	3 - Neutral	4- Somewhat persuasive	5 - Very persuasive
By incorporating recycling collection, businesses can decrease the frequency of their garbage pickups and downsize their garbage containers. This presents an opportunity for cost savings.					
Businesses can share recycling services with other businesses to reduce individual costs.					
Businesses can receive rebates and funding from the county to start recycling and purchasing recycling bins.					
A City policy requiring businesses to recycle, levels the playing field so that all businesses can participate in supporting the City’s sustainability and zero waste goals.					
Our business wants to recycle, but our property manager/landlord doesn’t provide recycling access. A City policy requiring businesses to recycle would guarantee access to recycling for all businesses					

*[Once section is complete, survey taker will be sent to Section L: Close Out]*

**Owner or Property Manager of a Commercial Building and/or Business**

- 2. How many commercial buildings do you own or manage in the City of Lafayette?**
- 1 Building
  - 2-5 Buildings
  - 6-10 Buildings
  - More than 10 Buildings

3. According to the map, in which area or neighborhood in your unit(s) located? (select all that apply)



- Zone 1 - Northwest
- Zone 2 - Northeast
- Zone 3 - West Central
- Zone 4 - Old Town
- Zone 5 - East Central
- Zone 6 - South
- None of the above

4. Who typically makes decisions about the GARBAGE and/or recycling services for your property?

- Property Owner/Manager (me)
- POA Management Company
- Other (please specify) write - in

5. Which service provider do you currently use for your business waste management needs? (waste management includes garbage and recycling) (Matrix)

	Garbage Provider	Recycling Provider
None (We don't have recycling/garbage)		
Unknown		

Commented [FM2]: The city will create a map with zones so survey takers can simply select the location their business resides.





- 5280 Waste Solutions
- Eco-Cycle, Inc
- Green Girl Recycling
- One Way, Inc.
- Republic Services
- WASTE CONNECTIONS OF COLORADO
- Waste Management
- Western Disposal
- Other

**6. Does your property or properties currently have recycling services? (multiple choice)**

- Yes (all have recycling)*
- Some*
- None*
- Not sure*

**7. How is RECYCLING paid for at your property?**

- It is included as part of our monthly garbage bill*
- We pay for it separately from garbage*
- It's included in POA fees*
- Not sure*
- Other (please specify)*

**8. What specific challenges or barriers do you or your tenants encounter when trying to recycle? (Select all that apply)**

- No challenges, it is easy*
- Illegal dumping concerns*
- My garbage hauler doesn't offer recycling service / can't get service*
- It's expensive*
- It takes time to inform commercial tenants*
- High contamination from misplaced recycling*
- Tenant awareness or participation*
- It's messy*
- No space for recycling containers*
- Not sure how or what to recycle*
- Valet waste won't pick up recycling*
- Other / Comments (Please specify):*

**9. On a scale of 1 to 5, where 1 is completely disagree and 5 is completely agree, please respond to the following statements:**

STATEMENT	2- Completely Disagree	2 - Somewhat disagree	3 - Neutral	4- Somewhat Agree	5 - Completely agree
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Recycling for property managers in Lafayette is easy and convenient					
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Recycling is not worth the effort or cost

Recycling helps the environment

Recycling is important to my commercial tenants

Recycling is important to my clients / customers

Everyone who lives, works, or visits Lafayette should have convenient access to recycling

Everyone should do their part to increase recycling, including residents *and* businesses in Lafayette

### Future Programs

10. On a scale of 1 to 5, where 1 is 'strongly oppose' and 5 is 'strongly support', please respond to the following statements, "The City of Lafayette should":

STATEMENT	2- Strongly oppose	2 - Somewhat oppose	3 - Neutral	4- Somewhat Support	5 - Strongly support
Stay out of commercial property recycling; it is fine the way it is today					
Offer property owners and managers rebates to help offset the costs of recycling service					
Offer grants and/ or technical support to help property owners and managers start recycling or improve existing recycling programs					
Provide recycling exemptions for properties that do not have enough space to add recycling and/or compost bins or dumpsters					
All commercial properties in Lafayette should be required to provide recycling for tenants.					

11. Comments or other actions Lafayette should consider taking to increase recycling? (open response)

[Once section is complete, survey taker will be sent to Section L: Close Out]

### Apartments/Condo Owner or Property Manager Demographics

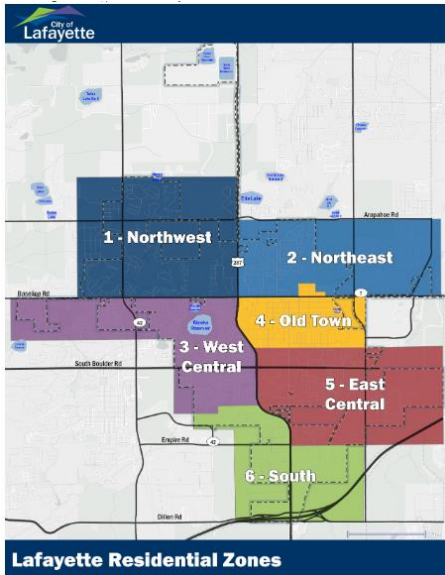
#### A. Apartment/Condo Owner or Property Manager



12. How many units do you own or manage? (multiple choice)

- Less than 8 units
- 9 - 20 units
- 21- 50 units
- More than 50 units

13. According to the map, in which area or neighborhood in your unit(s) located? (select all that apply)



- Zone 1 - Northwest
- Zone 2 - Northeast
- Zone 3 - West Central
- Zone 4 - Old Town
- Zone 5 - East Central
- Zone 6 - South
- None of the above

Commented [FM3]: The city will create a map with zones so survey takers can simply select the location their business resides.

**B. Current Services - GARBAGE**

14. Who typically makes decisions about the garbage and/or recycling services for your properties? (multiple choice)

- Property owner / manager (me)



HOA management company  
 HOA Board  
 Other (Please Specify) \_\_\_\_\_ (open response)

**15. Which service provider do you currently use for your properties' waste management needs? (waste management includes garbage and recycling) (Select all that apply)**

	<i>Garbage Provider</i>	<i>Recycling Provider</i>
None (We don't have recycling/garbage)		
Unknown		
5280 Waste Solutions		
Eco-Cycle, Inc		
Green Girl Recycling		
One Way, Inc.		
Republic Services		
WASTE CONNECTIONS OF COLORADO		
Waste Management		
Western Disposal		
Other		

**16. Does your property or properties currently have recycling services? (multiple choice)**

- Yes (all have recycling)*
- Some*
- None*
- Not sure*

*[If 'None' or 'Not Sure' go to Section J: Challenges and Motivations. If 'Yes' or 'Some' go to Section I: Current Services - RECYCLE]*

**C. Current Services - RECYCLE**

**17. How is RECYCLING paid for at your property? (multiple choice)**

- It is included as part of our monthly garbage bill*
- We pay for it separately from garbage*
- It's included in HOA or condo association fees*
- Not sure*
- Other:*

**D. Challenges and Motivations**

**18. What specific challenges or barriers do you or tenants encounter when trying to recycle?**

- (Select all that apply)*
- No challenges, it is easy*
  - Illegal dumping concerns*
  - My garbage hauler doesn't offer recycling service / can't get service*
  - It's expensive*
  - It takes up time to inform tenants*
  - High contamination from misplaced recycling*



*Tenant awareness or participation*  
*It's messy*  
*No space for containers*  
*Not sure how or what to recycle*  
*Valet waste won't pick up recycling*  
*Other / Comments:*

**19. On a scale of 1 to 5, where 1 is completely disagree and 5 is completely agree, please respond to the following statements: (Likert Scale)**

STATEMENT	1- Completely Disagree	2 - Somewhat disagree	3 - Neutral	4- Somewhat Agree	5 - Completely agree
Recycling for property owners in Lafayette is easy and convenient					
Recycling is not worth the effort or cost					
Recycling helps the environment					
Recycling is important to my tenants					
Everyone who lives, works, or visits Lafayette should have convenient access to recycling.					
Everyone should do their part to increase recycling, including residents and apartments/condos in Lafayette					

**E. Future Programs**

**20. On a scale of 1 to 5, where 1 is 'strongly oppose' and 5 is 'strongly support', please respond to the following statements, "The City of Lafayette should": (Likert Scale)**

STATEMENT	1- Strongly oppose	2 - Somewhat oppose	3 - Neutral	4- Somewhat Support	5 - Strongly support
Stay out of apartment/condo recycling, it is fine just like it is today					
Offer property owners and managers rebates to help offset the costs of recycling service					
Offer grants and/ or technical support to help property owners and managers start recycling or improve existing recycling programs					
Provide recycling exemptions for properties that do not have enough space to add recycling and/or compost bins or dumpsters					



All apartments and condos in Lafayette should be required to provide recycling for tenants

21. Comments or other actions Lafayette should consider taking to increase recycling? (*Open response*)

#### F. Close Out

22. Please provide any additional feedback or comments for the City below: (*open response*)

23. Would you like to be included in the drawing for a gift basket worth \$200 from Lafayette businesses? (*multiple choice*)

- Yes
- No

24. If yes, what is your email or phone number so we can contact you if you win? (*open response*)

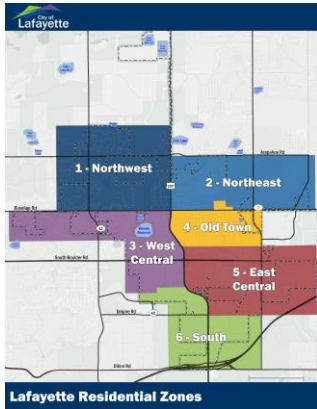
#### G. Final

Thank you for completing the City of Lafayette Recycling Survey. Your feedback is greatly appreciated!

#### Apartments/Condo Owner or Property Manager Demographics

##### Tenant in Apartment/Condo or Condo Owner

1. According to the map, which area or neighborhood is your condo or apartment complex located in? (*please reference this map*)



- Zone 1 - Northwest
- Zone 2 - Northeast
- Zone 3 - West Central
- Zone 4 - Old Town
- Zone 5 - East Central
- Zone 6 - South

**2. Do you have recycling at your condo or apartment complex?**

- Yes, we have recycling services (if yes, go to question #3)
- No, we don't have recycling services (if no, go to question #3a and #3b)
- Not sure

**3. Are there any challenges you have when recycling at your condo or apartment complex?**

*(Select all that apply)*

- No challenges, recycling is easy for me.
- I don't know what can be properly recycled.
- I do not know where the recycling bin/dumpster is.
- I don't want a separate container just for recycling in my unit.
- I don't have space for a recycling collection container in my apartment/condo.
- Our building's recycling bin/dumpster is often overflowing/dirty/unsafe.
- Our building's recycling bin/dumpster is too far away.
- Our building's recycling bin/dumpster is not clearly marked for recycling only.
- Our building has valet waste service but I am unsure if they collect recycling separately.
- People seem to be putting the wrong things in the recycling.
- The recycling cost is passed on to tenants, and it is expensive.
- Other / Comments:

*(After respondents with recycling answer question 3, go to question 4)  
(Questions specific to those without recycling service)*



**3a. Do you want recycling services at your apartment or condo complex? Yes / No**

**3b. To the best of your knowledge, do you know why you don't have recycling services?**

- Lack of space
- Property manager/owner/HOA has not been willing to add services.
- Services were removed because of challenges with contamination or illegal dumping.
- Unsure / I don't know
- Other (write in)

*(After respondents without recycling service answer questions 3a and 3b, go to question 4)*

*Tenant - Challenges and Motivations*

**4. On a scale of 1 to 5, where 1 is “completely disagree” and 5 is “completely agree,” please respond to the following statements: (Likert Scale)**

STATEMENT	<i>1-Completely Disagree</i>	<i>2 – Somewhat disagree</i>	<i>3 - Neutral</i>	<i>4- Somewhat Agree</i>	<i>5 – Completely agree</i>
Recycling is easy and convenient for me.					
Recycling is worth the effort and/or cost.					
Recycling helps the environment.					
Recycling is important to my household.					
Everyone who lives, works, or visits Lafayette should have convenient access to recycling.					
Everyone should do their part to increase recycling, including those living in apartments.					

**5. On a scale of 1 to 5, where 1 is “strongly oppose” and 5 is “strongly support,” please respond to the following statements: (Likert Scale)**

STATEMENT	<i>1- Strongly oppose</i>	<i>2 – Somewhat oppose</i>	<i>3 - Neutral</i>	<i>4- Somewhat Support</i>	<i>5 – Strongly support</i>
The City of Lafayette should require all condo and apartment complexes to provide access to recycling for residents.					





The City should offer grants and/ or technical support to help landlords and property managers start recycling or improve existing recycling programs.

The City should provide recycling exemptions for condos and apartment buildings that do not have enough space to add recycling bins or dumpsters.

The City should provide drop-off recycling in more locations around Lafayette and educate tenants about drop-offs.

City should provide education to tenants on how to recycle.

6. **Comments or other actions the City of Lafayette should consider to increase recycling at apartment and condominium complexes? (write in)**
7. **Please provide any additional feedback or comments for the City below. (*Open response*)**
8. **Would you like to be included in the drawing for a gift basket worth \$200 from Lafayette businesses?**
  - Yes
  - No
9. **If yes, what is your email or phone number so we can contact you if you win? (*open response*)**

**None of the Above**

Thank you for completing the survey!