

**OFFICE OF FACILITIES AND ADMINISTRATIVE SERVICES**

**CUSTOMER SATISFACTION SURVEY  
OFFICE OF THE SECRETARY  
Recycling Results**

**Targeted Survey Issued During Second Quarter Fiscal Year 2014**

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11/4/2014

**Recycling and Composting CUSTOMER SURVEY REPORT**  
Target Survey Conducted During The 2nd Quarter FY2014

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# Recycling and Composting CUSTOMER SURVEY REPORT

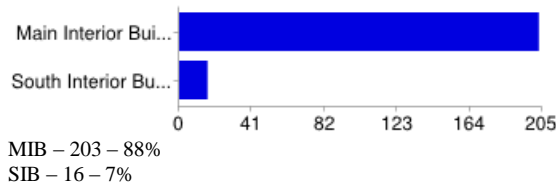
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## I. SURVEY TIMELINE AND TARGETED POLLING GROUP

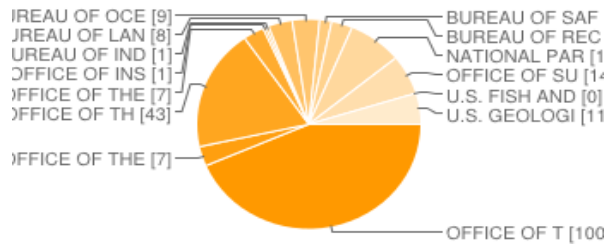
The Office of Facilities and Administrative Services, Facilities Management Branch, conducted of five (5) question survey seeking feedback on our management of the Office of the Secretary (OS), Recycling and Composting services. During the second quarter of Fiscal Year 2014 (FY-14) the survey was distributed to all occupants of the MIB and SIB. 230 were completed and returned resulting in an almost 25% return rate.

## II. SURVEY RESULTS - The five statements and related customer feedback results were:

### 1. Where are you assigned?



### 2. What Bureau or Office do you work for?

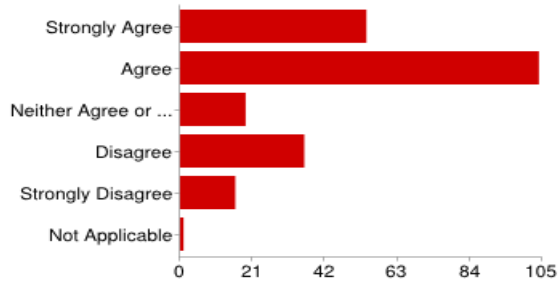


Office of the Secretary	100 – 43%
Office of the Inspector General	7 – 3%
Office of the Solicitor	43 – 19%
Office of the Special Trustee for American Indians	7 – 3%
Office of Insular Affairs	1 – 0%
Bureau of Indian Affairs	1 – 0%
Bureau of Land Management	8 – 3%
Bureau of Ocean and Energy Management	9 – 4%
Bureau of Safety & Environmental Enforcement	4 – 2%
Bureau of Reclamation	7 – 3%
National Park Service	18 – 8%
Office of Surface Mining	14 – 6%
U.S. Fish and Wildlife Service	0 – 0%
U.S. Geological Survey	11 – 5%

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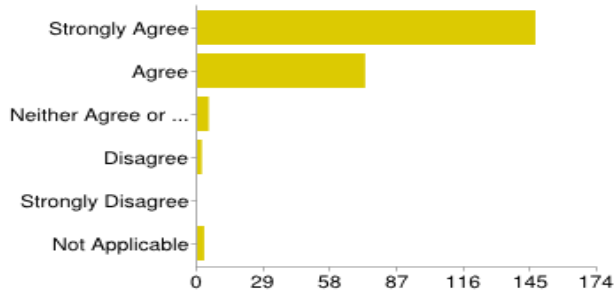
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3. I know the full range of materials we recycle at the MIB/SIB.



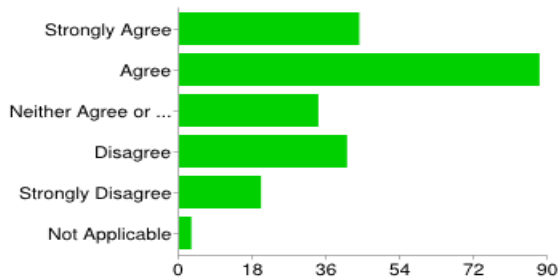
Strongly Agree	54 – 23%
Agree	104 – 45%
Neither Agree or Disagree	19 – 8%
Disagree	36 – 16%
Strongly Disagree	16 – 7%
Not Applicable	1 – 0%

4. I participate in recycling while at work.



Strongly Agree	147 – 64%
Agree	73 – 32%
Neither Agree or Disagree	5 – 2%
Disagree	2 – 1%
Strong Disagree	0 – 0%
Not Applicable	3 – 1%

5. I know the full range of materials we compost at the MIB/SIB.

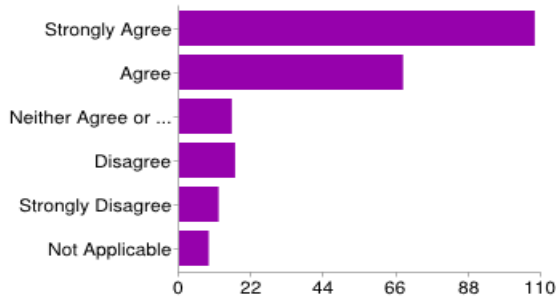


Strongly Agree	44 – 19%
Agree	88 – 38%
Neither Agree or Disagree	34 – 15%
Disagree	41 – 18%
Strong Disagree	20 – 9%
Not Applicable	3 – 1%

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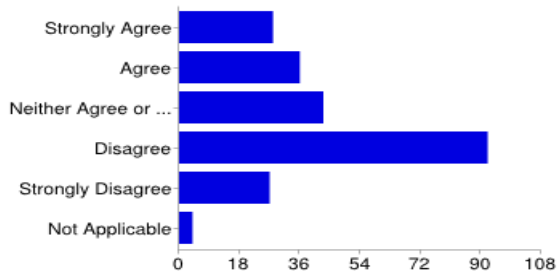
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6. I participate in composting while at work.



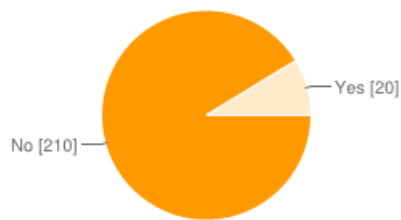
Strongly Agree	108 – 47%
Agree	68 – 30%
Neither Agree or Disagree	16 – 7%
Disagree	17 – 7%
Strong Disagree	12 – 5%
Not Applicable	9 – 4%

7. I know where to get information regarding the MIB/SIB recycling/composting programs.



Strongly Agree	28 – 12%
Agree	36 – 16%
Neither Agree or Disagree	43 – 19%
Disagree	92 – 40%
Strong Disagree	27 – 12%
Not Applicable	4 – 2%

8. I would like someone to contact me.



No	210 - 91%
Yes	20 - 9%

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## III. “WHAT YOU SAID” – SURVEY COMMENTS

- Have more bins for these types of disposal, especially compost. I worked in the first wing and have to search for compost bins. I hate to admit it but I often end up throwing out my compost materials because there isn't a convenient bin.
- Initiate single stream recycling for non-compostable products
- I am sure I could figure out where the composting/recycling ranges are, but I'd have to look for the information. I do know that everything purchased in the Bison Cafe is recyclable. It might be fun/successful to have a competition among the agencies and bureaus of whom can greatly reduce their 'trash' footprint by percentage (to make up the differences of staff sizes, etc.) or to increase the recycle and compost percentages. Maureen in the Library
- I have noticed people putting trash items that are not compostable in the compost bins. I am not sure how to prevent this, but it seems like a problem.
- Compost: It would be great if we could bring compost in from home since composting is difficult and/or expensive in DC because of the rats. Recycling: I'd like a place to recycle batteries and lightbulbs.
- Test
- I like the DOI recycling program. I do note that many people do not have a clue about what is recyclable or compostable and throw all sorts of incorrect things in the bins in the office corridors. Maybe better signs with specifics would help. We REALLY NEED secure recycling for papers that need shredding. All offices have to hire private firms to come in without coordination and at different pricing plans. It's not good government, and likely violates contracting guidelines.
- Clearer signage on composting. Info on what happens to composted material after it leaves the building. Diagrams on what bio-based materials are used to make the plates/utensils in the dining. Update 4th floor snack bar to use bio-based disposable materials.

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- Recycle cardboard. And I suppose a more detailed composting sign would be helpful. I have people ask me all the time, even though you have pictures on there. I think they get confused about plastic ware and cups.
- The recycling lacks instructions for where to put cardboard containers or paper/cardboard packaging materials. We order a lot of supplies and I know the individual boxes pens and staplers come in, to provide an example, are recyclable but I have no idea where to put them. Also, when I bring a frozen meal, I don't know where to put the box that it comes in. There should be instructions or a container for recycling paper packaging materials.
- It would be a step forward for Interior if we had recycling collected as frequently and in the same manner as trash is collected.
- Please implement a single stream recycling solution as soon as possible. I believe that doing so will substantially increase DOI's diversion rate. I do not know where to go for information about our recycling and composting programs. Can you please make this more prominent on intranet websites?
- If Spring ever arrives, please remind employees how to acquire some of the compost material that we have been contributing to through this program, and encourage them to use it for plants in their offices as well as their home gardens. Perhaps a brown bag session regarding the how to use compost for a successful container vegetable or flower garden would be helpful and get more people interested.
- I'm glad you promote recycling. However, it seems like a lot of the recycling gets dumped with trash, especially office paper. It makes some people who recycle wonder if everything slated to be recycled does in fact get recycled. Also, it seems like the trash and recycling are often mixed together (put into the wrong bins) in the cafeteria. You already do a great job but maybe a little more public awareness of what happens might be nice, for instance does mixing trash with recycling corrupt the whole batch?
- People have no idea what to do...the contents of the garbage cans reflect that. There needs to be a clear visual at every recycling/compost station...perhaps an art card or a rotating card which

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displays items that can be either composted or recycled. Something that changes. Something three-dimensional like at the Bison Bistro...but that changes so the education process continues. We provided 'tips of the day/week' on IT transformation, why not composting and recycling? I think there has to be a very strong education process...and perhaps identify key employees in each office who can help spread the word. I'm happy to provide some other ideas on this.

- Some people in my office refuse to use the composing bins located in the kitchens for each wing because they believe that they are not emptied often enough (maybe only on Fridays?). Maybe the recap of the monthly MIB user group meeting conducted by IBC could include a recitation of the trash pickup and recycling types of pickup times for each wing/floor as appropriate. That recap could also form the basis of a monthly distributed newsletter by IBC (not just posted on some website that we don't have time to look for).
- N/A
- Yes, I need a recycling bin in my office for paper and plastic products - I don't have one and have consequently been wasting a lot of resources. Where do I get one?
- Unfortunately, despite the posters and recycling/composting containers available, too many people still don't recycle/compost. They are too lazy to separate their recyclables and compostable and just throw everything away.
- I just started in the Department and I have no idea what schedule our recycling pickup operates on. I leave a recycling bin full of paper in my office for night after night and it seems like a week has gone by without anyone coming by to empty it.
- Everything garbage disposal item from the DOI Cafeteria kitchen should go out for composting and then feed our organic garden either for the DC homeless or for cafeteria usage.
- I think that posters and better signage above/on each receptacle is needed. Many people seem to be in a hurry and throw the wrong items in the various bins. How about decals for trash bins that say: TRASH ONLY: Please remember to recycle your paper-plastic-cans and compost all food scraps. A brochure rack near Bison Bistro bins with info. would be good, also email it to all MIB/SIB staff.



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- It would be helpful if POSTERS on recycle/composting were posted near receptacles...as a reminder for personnel. A poster that lists all recyclable and compostable items. Plus posting information that is easily accessible would be beneficial.
- SUPPLY INDIVIDUAL CONTAINERS FOR PAPER RECYCLING AND PICK UP AT OFFICE LOCATIONS.
- No.
- My community practices single stream recycling. This significantly reduces management and other costs compared to multi stream collections. I believe this approach would benefit the MIB/SIB, as well
- Great program!
- More information out to all employees (use this same e-mail list)
- I know nothing about the composting program and very little about the recycle program. I use the bin in my office which clearly says white paper but I see the person who rarely picks up the paper bin puts colored paper in there as well. If I don't need to separate out color vs. white I won't bother. Need more information. I also have cardboard to recycle but I have no idea what to do with it. Normally I just bring it home. Do you recycle cardboard? If so, where? Also are the recycle bins supposed to be emptied like the trash? I know they pick up the trash once a week but the recycle - maybe once every 2-3 months. I am in the SIB.
- Send an email or post a message by recycling bins. One general comment, I don't need anyone to come by to collect my plastic bottles/aluminum cans.
- You should offer some kind of prize to the hallway whose regular trash contains no recyclables in a given period. Maybe coupons for a free coffee for each office from the coffee bar? Perhaps an email or posting in each kitchen about the effects of recycling. For example: If each interior employee recycles all their waste, it will produce enough electricity to power the building for 5 days (or whatever). I suspect you need to make it clear that not all plastic utensils can go in the compost bins. I see regular plastic utensils (as opposed to the cafeteria compostable plastic

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utensils) in the bins.

- Have a separate container for cardboard, even if it is only by the elevator. There are many types of cardboard that are not large boxes that don't seem to be accepted in the paper/color paper bins.
- Single stream recycling would be a big improvement over the current system. It can be hard to find the proper bin for each type of recyclable (where does cardboard go? many recycling bin clusters don't have a bin for newspaper. Etc.). There is also confusing information as to which types of plastic can be recycled (all? why do some bins say no yogurt containers? does that mean nothing with #5?).
- It would be additionally helpful (and might incentivize those not currently recycling/composting) if the examples depicted on the composting bin signs in the cafeteria were the actual types of bowls/plates/clamshell boxes/cups that Bison Bistro uses.
- Someone could pick up the recycled materials from our hallway (4100E) once a week.
- Yes, it will be nice to have paper shredder as big machines or from company alike community project that's where everyone can bring their boxes of full unwanted paper to go paper shredder. Just my two cents thought.
- Prepare a sticker listing the full range of materials that are recyclable/compostable and place on every recycling and composting bin.
- not right now.
- more bins for recycling
- Composting is fairly complete. Paper and bottle recycling is fairly complete. Recycling of off items such as toner cartridges, phones, CD's etc needs some education.
- I have no idea what our recycling program is. Paper recycling bins in our offices are never emptied, so many people just throw out paper that could be recycled--this needs to be fixed. Bins in kitchen areas require us to separate materials, but single stream recycling would be

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much more preferable.

- I would love to be able to recycle "normal" batteries. Right now only rechargeable batteries can be recycled.
- I believe a lot (if not all) of the cafeteria plates, etc. are to be composted, but it is not 100% clear since those types of things typically plastic which would be recycled. The confusion can easily lead to people throwing them in the trash or the wrong container. There should be a marking or something on them to help differentiate between regular plastic and your special compost plastic.
- More awareness, more locations to participate.
- Recycling: issue recycling bins for each person's desk. Composting: Send out a flier and post fliers around the office explaining what and where we should be composting and I will do it.
- Composting in the Main Interior Building is a bad idea. It is unsanitary and contributes to the proliferation of rats and mice within the building. Additionally, the rotting garbage smells bad and creates an unclean environment. Our compost box is in our floor kitchen and that is particularly disgusting (keeping compost in the area of food service and storage.) This in-building composting program should be eliminated.
- Not sure I fully understand what is compostable and what is not and where, apart from in the cafeteria, I can/should put compostable items.
- Fix the composting display boxes in the cafeteria to reflect the current products. 2. Change the MIB Kiosk coffee cups to something that is recyclable/compostable - - like use the ones in the cafeteria. 3. Ensure the snack bar uses compostable/recyclable coffee cups the same way we require the cafeteria to do.
- Need to make information available on where people can get small recycle bins for their offices - many people don't remember they can drop stuff off in the kitchen areas
- Have regular reminders about what is okay to put in compost and what types of plastic materials are okay to put in blue plastic recyclables containers (ex: plastic cups from Bison

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Bistro or plastic cups made by companies like Solo Cups, etc.). Also, a reminder about where to recycle items like CDs, batteries, etc., would be helpful as well as a consideration of having more than one location for these less regularly needed to be recycled items. Thanks! : )

- keep doing it! I was disappointed that at USGS in Reston we no longer separate white paper from other paper, and so the quality of the product that is recycled is so much less.
- My impression is that there is a lot of confusion or lack of compliance with composting rules. It appears to me that the compost bin is used for general trash. In addition, there seems to be a high level of cynicism about whether recyclables and compostable are actually recycled or composted. This is aggravated by the impression that cleaning staff mix the different streams ("why should I take the effort to separate when everything will just be dumped together?"). I suggest that more training, visual aids, thought, and feedback be provided. Is the compost waste stream being contaminated by non compostable regularly in some areas and not others? Do more intensive training, particularly where there are problems. For example, have better explanations above compost bins in the kitchen corridors about what may (and may not) be included. And perhaps move the compost to the end of the line, so it is a little harder to get to, and it will be less likely to be used for general trash. To combat the cynicism, periodically provide data on accomplishments. Provide tours to demonstrate the waste streams are handled. And for heavens sake, make sure that the cleaning staff know what to do. I checked "yes" about being contacted below, but only because I am willing to be contacted--I don't need to be called.
- I do not know what all you compost at DOI.
- Clarify! Start by posting signs in the kitchen about what will recycle and compost. (We take more than most community programs.) - Give examples, outside of the cafeteria products, about what will compost ... Starbuck's coffee cups? most/all napkins? paper towels from the bathrooms? etc. - Does cardboard go in the "colored paper" cans? Is the waffle cardboard to be done differently than... a cereal box's cardboard? - Is it true that unclesaned items (food dregs, etc) will "ruin" the batch of recycling? - Grocery stores recycle their plastic bags, do we? Which bags?
- We need a compost bin in the west side of the 3100 corridor (AS/FWP hallway). Recycling

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bins in offices are only for plastic, glass and aluminum. It would be nice to also have recycle bins for paper in each office.

- Have more visible signs that almost every container we get in the cafeteria is compostable. Most people don't realize this and trash items like the salad boxes.
- Periodic email reminders might be useful, although I realize many employees delete emails of this nature without reading them. One of the recycling bins in the SIB snack room is mislabeled. Correcting that might be helpful. However, I doubt that most employees care about recycling, based on what I see in the containers in the MIB cafeteria, which are easy to use and clearly labeled. In general, people will dispose of their trash in the nearest container, regardless of whether a recycling container is available or whether the nearest container is in fact a recycling container.
- Can we move to single stream recycling?
- Where is the best place to place cardboard? It is VERY frustrating to see all of the items placed in incorrect bins. I frequently pick through the garbage for compostable and recyclable items.
- Our composting containers sometimes get overfilled before they're emptied.
- Sending out all-employee emails about the program to include what materials are acceptable/unacceptable.
- more canisters wherever they can be placed
- I would enjoy being able to recycle (non-rechargeable) batteries at work. I would also enjoy knowing more about happens to the recycling and compost after items leave the bins. I would like to see informational signs that use "social proof" methods to encourage everyone to participate in the recycling and composting programs. For example, a sign could report that "X% of your colleagues participate in this program" or "The previous X people in the kitchen participated in this program", etc.
- No, not at all.

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- I've never really had a need to contact anyone for information regarding the recycling/composting programs so I've never looked into knowing where to get information. One questions I have about composting is whether meat is acceptable or not. Also, in regards to cardboard, I've been instructed to place folded down boxes/cardboard near the service elevators though I'm not sure whether this is the best place or whether the cardboard is indeed getting recycled.
- I think it is wonderful that DOI has a composting capability, however, we have nothing at USGS. We would love to have one. We are committed to recycling. Just not sure if USGS is.
- Please offer more recycling options-- CFLs, batteries, toner cartridges, etc. either through one collection bin in the basement or in quarterly collection days. People still need better education on what to compost in the cafeteria, some don't read the signs or perhaps don't understand them and throw away or try to recycle the biodegradable plastic.
- I work in Reston at the USGS so you shouldn't have sent this survey to me.
- It would be great to be able to recycle printer/toner cartridges.
- Single stream recycling, please. At my house and other as well, we are able to toss all of our recyclables into one container and put it out. My paper only basket and newspaper basket gets too heavy for me (I'm a girl) and it sure would be nice if the contractor would pick those items up as well as cans and plastics (Of which I rarely have!) If you can't do single stream, please have the crew pick up paper to include white / colorful / newspaper. Thanks
- Most of the folks in my area throw away their plastic/glass bottles in the bin located in the kitchenettes. Therefore, individual recycle trash cans and pickup service are not needed in my opinion.
- The person who empties the trash in my office dumps the recycling bin into the same trash bag as he dumps the trash. Consequently, none of the materials I place into the recycling bin are actually recycled.
- Provide more recycling bins for each office. Send out more information about recycling and/or

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composting programs. Maybe a quarterly newsletter?

- It would be very helpful if we could have people pick up the recycling in our office, as we do with the trash. I know the large recycling is down the hall, but it's one less thing I would have to do. Having someone pick up my recycling would be very helpful.
- Signage would be helpful
- The containers are inconsistent in location, for example, not all kitchens have composting bins. I have a hard time finding bins for white paper and colored paper. Most kitchens have newspaper bins, but can I put magazines or brochures in there? Because of not being able to find bins in places I can "count on" I'd have to give myself an "80%" mark on recycling and composting when I'm in the MIB
- There are too many bins. Is it really necessary to sort white, color, and newspaper? The bins in the cafeteria are full at lunch time. If you had less dedicated you may be able to have two compost so it is not overflowing by 1 o'clock. Put up very clear guidelines like home recycles do. All plastics 1-5, plastic bottle tops, yogurt tubs? Do food containers need to be rinsed out first?
- I think the people picking up the recycling need to be better educated about the programs because I have seen them take recyclable things out of the various bins and put them in the trash.
- It is my understanding that we contract out to carry out the composting process and then to transport the compost back to DOI for use in landscaping and/or the Organic Garden. To reduce costs and greenhouse gases, couldn't DOI designate an area in SIB or MIB to complete the composting in a safe way without releasing noxious gases into the building? I am also wondering whether DOI offices could purchase the compostable utensils used in the Bison Bistro (cafeteria) at the MIB for use at DOI events. We end up throwing away a lot of plastic utensils particularly after holiday parties, CFC events, and other special events.
- i need to know where and what is collected.

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- Make containers clearly marked in the kitchen of what goes in what container and give more examples
- Bins currently used in kitchen spaces work well. Not entirely clear whether all materials from MIB cafeteria (salad containers) are compostable.
- It would be great to have the recycle picked up at the beginning of the week (Monday) and the trash picked up on Fridays. This happens on wing 3 of the 7th floor. No one leaves trash in their office over the weekend but the recycle bottles can remain in their bins.
- Currently, I have to walk to the end of the hall to one of the lunchrooms to get to the compost or recycling bins. I don't mind the walk, but I think that there should be mandatory participation by everyone in the building. Every office should have recycling and compost bins. Most things are recyclable and should be; there should be very little waste that comes from the building.
- First I want to applaud Interior for the composting, greening of facilities, and for the facilities office management of the program. I do recommend holding in-person Educational programs in each wing; people aren't reading all the flyers and we constantly find foil, glass, and coated paper boxes in the kitchen compost bins. Further if the recycling program has expanded then the labels on the large receptacles then can the signs be updated? Currently I end up collecting no corrugated cardboard, and coated card board to take home and recycle. I don't understand why we still separate paper, etc, and don't recycle the full range of materials when MD, VA, DC all have extensive single stream recycling, including most paper, plastics, cardboard, waxed cardboard, metal, etc. Why is the GSA contract so limited?
- Need more info on cardboard recycling.
- Please figure out a way to get some recycling bins near the C St and E street entrances - either outside or inside the building.
- Our compost bin gets full pretty quickly in the kitchen, so an added bin would be good (MIB Corridor 7300)
- post info in our kichenettes



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- Please keep the program. It is very beneficial.
- Paper recycling should be picked up from the offices in the same way that trash is. Also, individual shredders would be very helpful in the offices and the shreds could be picked up for recycling.
- What do we do with cardboard and other unusual items (i.e. not white or colored paper). Also, do we put protien (i.e. meat) products in the Compost container?
- The compost bins could be emptied more regularly and I'm not sure other employees truly understand what can be composted. Is it possible to put up signs in the bistro where people pick up the cups/plates/bowls, pointing out those items are compostable?
- While I understand the difference between composting and recycling, it is clear from looking in the bins and watching my co-workers that others in my area do not understand or do not care. On more than one occasion I've seen the folks responsible for picking up the items having to dig through the bags to sort items appropriately that folks have discarded without paying attention. I've sent out emails to my office with reminders and hints but I'm not sure how to fix it except for more and better signage.
- I work in Reston and would like to see an improved recycling/composting program put in place here. I visited one of the museums last year in D.C. and they recycled/composted virtually everything!
  - Make garden compost available for employees more frequently and in larger quantities.
  - Use multiple media to remind employees & contractors of recycling/composting responsibilities and opportunities - Make it a requirement for any large white paper disposal events (file disposal, office move) to recycle 100% - Place performance standard in managers' performance plan to require/enforce recycling to the max extent practicable - Provide more large paper recycling bins in the SIB
- Make the recycle single stream. Everyone puts every recyclable item in the blue bin. When they come around to pick up, they should pick up ANYTHING in the blue bin. If you won't do single stream, at least have the blue bin hold paper and have the worker pick up the paper and

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not cans (a bin full of paper vs. 1 can).

- Can a clear and styrofoam clamshell containers actually be composted instead of recycled?
- Sometimes the bins get full, but not frequently enough to justify changing the schedule for emptying. I am glad we have such a comprehensive program!
- I am continually disappointed at the amount of trash and recyclable items dumped in the compost bins, which I imagine adds costs or decreases the efficiency of the composting program. I don't know why this is occurring, but perhaps more frequent communication/better designed posters or markings on the bins would help to educate people on what's compostable and what isn't.
- Though I'm aware that containers and other items from the cafe are compostable, it's unclear if the same goes for the Watering Hole coffee cups. Also, I have no idea where to get information on outside items; what about the white paper towels found in the kitchenettes? I was under the impression that bleached paper cannot be composted, but I do not know where to find this information.
- I apologize if you have this and I've just never noticed, but I think it would be helpful if you had a contact number/web address at each recycling/composting station for people so they can get more information about what's recyclable, etc.
- I suggest reinforcing the program by regular "All Employee" emails to boost participation. Given our conservation focus, should be a no-brainer for DOI staff.
- Provide additional Large Recycle Blue binders, especially in the areas where we have copy machines, etc. Inform the employees of the cost/benefits of the program so they engage in participating instead of putting everything in the trash.
- Many employees recycle white paper, but I see so many other recyclable materials (plastic water bottles, aluminum soda cans, cardboard, newspapers, etc.) tossed in the waste baskets. Have flyers, posters that inform what can be recycled. Have a recycle/compost awareness fair or activity in the cafeteria.

# **Recycling and Composting CUSTOMER SURVEY REPORT**

Target Survey Conducted During The 2nd Quarter FY2014

- When I am in the Bison Bistro, it is easy to separate paper, plastic, and trash. But in individual offices, it is difficult to separate recyclables such as aluminum cans and plastic bottles from trash because we usually only have one can. Because of this, a lot of recyclables are thrown into the trash at MIB, and I would dare say a great deal or majority because most recyclables such as aluminum cans and bottles are consumed in the offices. To promote recycling, blue recycling cans, desk/office size should be made available for those that want them.
- Please educate the folks who collect the trash/recycling/composting. Sometimes they just throw it all together and call it trash.
- I'm not sure where to get information about the recycling/composting programs, but I imagine I have an old e-mail about it, and there might be something on the intranet. Perhaps a periodic reminder would be helpful, or a posting by the recycling containers (if there isn't already).
- Please go to mixed recycling for paper. I would probably recycle more if I didn't have to sort my white paper from my non-white paper.
- Have a web site that details what should be put in the containers.
- It would be helpful if the composting in particular were removed daily. Also, I do not know how the sorting works, but I have seen the person who collects the trash combine the trash, recycling, and composting into one giant container. When I asked him why he was doing that, pointing out that people purposely sorted them so they would be disposed of properly, he told me they are re-sorted after he collects everything. Obviously that seems pretty fishy. I think proper training is needed for those who collect waste as well as a serious push to change the culture so people take it more seriously.
- please tell me how I can participate in recycling compost.. I've only been at Main Interior 6 months
- It's not clear what goes in which bin in the cafeteria. Please make battery recycling available.
- There are a lot of different kinds of paper recycling receptacles in the USGS headquarters building. And many of them have various contradictory hand-written instructions or signs on

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them about exactly what kind of material (e.g. white versus colored paper) should be put into them. It would be good if these could be cleaned up/replaced with more clearly marked receptacles. Then there are receptacles in our area on the 2nd floor that clearly have the round-shaped slot for accepting bottles and cans; but they have a sign on them indicating that only white paper should be put in them. Confusing much?

- What materials should go to trash and what materials should go to recycle in our waste receptacles
- Provide more e-waste recycling opportunities.
- There are many items that can be confusing in determining the proper bin. It would be great if a list of recyclable and compostable items were listed at each major "hub" of bins, and sent out to office directors to promote on their hall. For example, it confuses some people to have compostable items with a recycling triangle stamp on the bottom, and they end up putting those items in the wrong bin. I'm also not sure which plastic, glass, and aluminum items are recyclable. The bins in the hall kitchens have small round holes, suggesting that only bottles and cans are recyclable, but it was my understanding that we recycle all things that DC recycles (plastics 1-7, other glass items besides bottles, etc).
- I had no idea there was any kind of composting capability available. I would participate if I knew where/how.
- not applicable--I recycle as much as I can.
- Test
- No material to provide.
- I recycle at home and it is clearly marked, we don't have compost here
- N/A
- I do recycle.
- I do try to recycle/compost and I have some of the clarification questions I listed above. Given that, I'm not surprised that I hear a lot of people who get frustrated by not knowing, or having to try to take the time to figure out what recycles, what composts, and what doesn't do either. (Some communities still have little to no recycling and a lot of people don't bother at home,

# Recycling and Composting CUSTOMER SURVEY REPORT

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either.)

- I did not know that we composted.
- NA
- There is no compost collection or beverage recycling containers nearby.
- I am a very frequent recycler and appreciate that you have a program. I just think a lot more information could be helpful.
- I do not regularly recycle or compost as I do not want food waste left behind for an extended period of time. Neither the trash nor recycle is picked up at a convenient time, so I am often putting out these things on a daily basis.
- Many people on my hallway do not recycle simply because it is not second nature to them. Having more discussions about recycling, promotions of recycling in the building, and periodic emails about how much DOI employees are recycling/composting might be helpful.
- I see recyclables in the regular trash in some offices. I don't know why, especially since each office has a blue can. Maybe a contest would help, as I suggested above.
- I'd like to be able to recycle more at work.
- Not sure I fully understand what is compostable and what is not and where, apart from in the cafeteria, I can/should put compostable items.
- I don't know anything about the composting program.
- Confusion about what can be recycled or composted
- The trash is only being picked up once a week, and only when someone has their office open and available. The trash pickup should be more frequent, and they should split out the paper from the compostable material (a recycling bin is a separate issue). I've heard that less trash pickup means people will use the compost bins more frequently, but that is not correct. People will simply dump it all in the trash can because they are wasting their time taking out the trash when they should be working. If you want more compost, come and collect it more often. Its that simple.
- I don't 'regularly' because recycling here takes too much time. I think the highest and best use of taxpayers dollars is for me to do my job/mission. I am all about pitching in and recycling at home. I just feel since we are paying for it (the contractors) why don't they do it. If I were to recycle every day it would take at least 30 minutes to collect the items and take them to the

# Recycling and Composting CUSTOMER SURVEY REPORT

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other side of my hallway. Thank you for all you do and this is just my two cents worth.

- For those that don't - you have made it too complicated. And once the paper bins fill up, it is easier to throw away paper instead of hauling the paper recycling to the kitchenette to empty the bin. That is why you should pay the guy to pick up paper, not cans.
- I regularly recycle, especially with the plastic and aluminum cans. Sometimes other employees utilize the plastic blue containers for trash vs. plastic or what they were initially intended for. The composting part, except for the Snack Room (SIB), will attract rodents, roaches, etc. if not pickup daily.
- I regularly recycle. I do not compost for the reasons cited above.
- Recycling does not get picked up, so it is sometimes simpler to throw things away.
- Inconvenience of having to go to recycling stations.
- i can't think of a reason not to
- Yes, Recycling is picked up. We often notice the trash people put the recycle in with the trash. Just hope it gets sorted somewhere.
- I have nothing to compost
- Aside from what's available in the cafeteria, I'm not currently aware of composting options in the Udall Building.
- Recycle yes, especially if there are recycle deposit areas.
- I need a recycling bin in my office for paper and plastic products - I don't have one and have consequently been wasting a lot of resources. Where do I get one?
- I do not understand the question "I participate in composting while at work" Does that mean I put composted material in garden beds around DOI facilities?
- When I am in the Bison Bistro, it is easy to separate paper, plastic, and trash. But in individual offices, it is difficult to separate recyclables such as aluminum cans and plastic bottles from trash because we usually only have one can. Because of this, a lot of recyclables are thrown into the trash at MIB, and I would dare say a great deal or majority because most recyclables such as aluminum cans and bottles are consumed in the offices. To promote recycling, blue recycling cans, desk/office size should be made available for those that want them.
- I regularly recycle, but not compost. I find the bins (I think there are 3?) in our kitchenette very confusing. I read the directions, look at the pictures, but still find myself not sure which bin to

# **Recycling and Composting CUSTOMER SURVEY REPORT**

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put what in. I live in Howard County and we have recently instituted a food scraps program. While I know this is somewhat different from composting, they have made it VERY easy to understand what is a food scrap and what isn't. It would be helpful if DOI did a better job of this here. Thanks for the opportunity to comment.

- I do not eat in the cafeteria or use compostable materials.
- Ensure the compost bins in the kitchenettes are really emptied everyday. I am reluctant to sue them sometime because I am afraid of attracting bugs when it is not regularly emptied. And post the time that they are emptied so conscious people will not put things in after the regular pick up. I cannot tell you the number of times I come in on Monday and nats are all over the compost bin because it was not emptied on a Friday.
- I do not know how to do it in the building.

## **IV. SURVEY METHODOLOGY**

The recycling survey was sent out via LAN message to employees at the MIB/SIB and was posted on the OFAS Survey website for employees to fill out as well.

## **V. ANALYSIS OF SURVEY RESULTS**

The survey results showed that a majority of the responses came from the MIB (88%). The survey results were mostly favorable across all five-survey statements with an "Overall Satisfaction" rating of 65% of those who responded with either Agree or Strongly Agree. The results were not favorable on one question "I know where to get information regarding the MIB/SIB recycling/composting programs". 52% of employees either disagreed or strongly disagreed with this question while 28% agreed or strongly agreed.

## **VI. NEXT STEP**

The Office of Facilities Management has assigned a project manager to assess our current recycling efforts and develop a strategy to (1) streamline our recycling program, (2) improve employee participation, and (3) increase our solid waste diversion rate. A project plan has been developed and approved by management that will implement significant changes to the recycling program in FY 15.