



## Appendix E – Public Outreach

### A – Comment Letters

**From:** [frankblake@juno.com](mailto:frankblake@juno.com) <[frankblake@juno.com](mailto:frankblake@juno.com)>

**Sent:** Saturday, October 31, 2020 9:06 PM

**To:** Houston2040 <[longrange@houstontx.gov](mailto:longrange@houstontx.gov)>

**Subject:** Comments on Long Range Solid Waste Plan

[Message Came from Outside the City of Houston Mail System]

RE: personal comments on the Draft Long Range Solid Waste Plan

1. I would like to see the Solid Waste Department start a planning process now for transitioning to a future 100% zero emission renewable powered truck fleet. In order for the City of Houston to meet carbon reduction Climate Plan goals it will be important for every City department to be prepared to make this transition as soon as feasible. Truck electrification technology is rapidly progressing. If the Department has a plan in place, it will be able to make this transition more quickly and smoothly.

Transitioning to a 100% zero emission renewable powered truck fleet would also improve neighborhood and regional air quality with resulting health benefits.

2. I would like to see the Department explore all possible options to extend the life of existing landfills and accelerate waste reduction approaches. Siting a new landfill location of 600-1,000 acres will have a number of possible impacts relating to area wetlands, streams, air quality, neighboring communities, remaining green space, etc.

3. I would like to see elements and targets of the plan assessed on an annual basis to make any needed adjustments to meet goals, and possibly accelerate targets. Technology, markets, and new issues will likely be developing at a rapid pace.

Thank you for all the work that has gone into developing this comprehensive long range plan. This plan is a valuable resource for citizens as it describes the many wide-ranging responsibilities of the Solid Waste Department in one document.

Thanks for the opportunity to comment.

Frank Blake  
1010 Peden St. #3  
Houston, TX 77006



**From:** Philip Salerno <[philipflth@comcast.net](mailto:philipflth@comcast.net)>  
**Sent:** Thursday, October 29, 2020 11:03 AM  
**To:** Houston2040 <[longrange@houstontx.gov](mailto:longrange@houstontx.gov)>  
**Subject:** Comments on the 20 Year Long Range Plan

[Message Came from Outside the City of Houston Mail System]

On page V of the Executive Summary the first sentence should be amended to read, "Residents receiving City trash service would pay..." vs. "Residents receiving City services would pay..." This 20 year Plan is only applicable to trash services and not because a resident may be receiving other City services; e.g., fire, ambulance/MT, water, police, etc. I mentioned this during one of the community engagement sessions; but, I wanted to put it into writing to ensure that it did not get lost.

On page VI of the Executive Summary under item #5, I applaud the recommendation that additional actions be taken to address the illegal dumping problem. Yes, more resources are needed as mentioned and improve the way the illegal dumping ordinances are enforced. With these added resources and enforcement, it also means that the Solid Waste Department (SWD) **must** take responsibility for the timely clean-up of dumping on City streets and its right of ways (ROW). Adjacent property owners already have to maintain the City's ROW and they do not have the resources to deal with illegally dumped debris. No longer do taxpayers and property owners want to hear from the SWD that it is their responsibility to clean-up illegal dumping on the City's property. Failure to ensure that this change in attitude and policy is implemented by SWD will doom support for this Plan.

On page 103 of the draft Plan does address somewhat the need for all parties to identify and define the role and responsibilities. This needs to include representatives from the Super neighborhood Councils and the Super Neighborhood Alliance.

On pages 105-107 of the draft Plan discussed the monthly environmental fee, in Table 8-2 the fee is broken down of the fee by housing segment. So how will the Multi-family fee be calculated? Is the proposal that an apartment complex pays only a single fee of \$2.13/month or is the City going to identify the number of units in the complex and charge a \$2.13/month fee per unit? Would the same apply for civic clubs and homeowner associations that do not receive trash services from City?

On page 106 of the draft Plan in the section devoted to listing the various steps that need to be completed in order to implement the Enterprise Fund, one of the steps is to establish protocols for collecting fees, most likely through the water department. The City needs to cease using the water department as the City's fee collection. As it receives funding through its own enterprise fund, these two funds should **not** be co-mingled. The City should stand up a SWD customer service department to issue the monthly invoices and handle collection efforts. We have seen how the comingling of funds to fund flood control projects has caused concern by taxpayers.

On page 131 of the draft Plan in Table 8-17 (IL-3), not only is there a need for increased staffing of the camera surveillance program; but also, even more critical is a 100% increase at a minimum of those mobile cameras. Obviously that 100% increase in the number of cameras cannot be funded in the first year of the Fund but a clearly laid out plan on how many mobile camera units can be purchased and put in place over at a maximum of five years from the implementation of the Fund.

On the same page 131 of the draft Plan in Table 8-17 (IL-5), the Department of Neighborhoods (DON), Inspections and Public Service (IPS) needs to not only to write notices and tickets but also when they see illegal dumping on City streets and ROW, they need to initiate the request for SWD to pick-up the illegally dumped debris. That should not



be a task assigned to the adjacent property owner. They will be paying into the Fund to have SWD perform its responsibilities for collecting all illegal dumping, especially on City property including City ROW.

In the same Table 8-17 (IL-6) I have grave concerns about granting DON IPS further authority without providing the offender their day in court. DON IPS already has issues relating to adjacent property owners, and frankly they are not neighborly and seem to escalate issues without any initial contact.

I failed to find anywhere within the Plan any mention of a Service Level Agreement (SLA) between the City SWD and the residents that will now paying for their service directly instead as part of their property taxes into the General Fund. There are no Key Performance Indicators (KPI) and no metrics identified. Those metrics can be supported by adopting SMART (Specific, Measurable, Achievable, Relevant, and Time-Bound) goals. I suggest that City and the SWD review the Lean Six Sigma method to assist in identifying the SLA(s), KPIs, and Metrics to demonstrate to the residents paying into the Fund (when, how, where, etc.) that the Fund will provide the trash services, improvements to the services, etc.

Thank you for your consideration of the issues I have outlined above.

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**Philip A. Salerno**  
**Vice President & Treasurer, Forrest Lake Townhouse Association**  
**President, Greater Inwood Super Neighborhood Council (SNC5)**  
**Vice Chair, Super Neighborhood Alliance**



**From:** Second Servings / Barbara Bronstein <[BBronstein@secondservingshouston.org](mailto:BBronstein@secondservingshouston.org)>  
**Sent:** Sunday, October 25, 2020 6:44 PM  
**To:** Houston2040 <[longrange@houstontx.gov](mailto:longrange@houstontx.gov)>  
**Subject:** Comments re: Long Range Solid Waste Plan

After reviewing the Draft Plan, I wish to comment on Page 85 “Organics” and Page 121 “Table 8-12: Organics Program Recommendations”. I would like to see more emphasis on **food recovery** of surplus food from food businesses, which includes many more than “commercial restaurants” (which the Plan cites.) These include retailers, manufacturers, distributors, sports venues, convention centers, hotels, hospitals, business cafeterias, schools, etc. that have perfectly edible unsold and unserved food. Most restaurants produce small amounts of waste that is difficult to access because of their geographic dispersion, lack of storage capacity, and nighttime pickup requirements, when charity kitchens are closed.

Why emphasize food recovery? Because it is a practical and efficient approach to fighting hunger and reducing waste in our city. Here are the figures:

--In pre-Covid 2019, Texas had a food insecurity rate of 13%, which was significantly higher than the national rate of 11%. Based on a recent study by USDA, Covid has more than doubled the national rate to 25%. (Texas is likely even higher, due to the dual effect of Covid and the oil industry collapse.)  
--As noted in the Plan, food recovery is second only to source reduction in the EPA’s paradigm. EPA estimates that 30-40% of the available food supply at the consumer and retail level gets discarded.

Fast-growing Second Servings is well-positioned to help these efforts, as Houston’s only prepared and perishable food rescue organization. In just 5 1/2 years, we’ve built a large network of over 400 local food donors and more than 90 local charities (soup kitchens, shelters, low-income housing, etc.) We make same-day food pickups and deliveries in refrigerated trucks. The Houston Food Bank does not handle prepared food, and doesn’t do last mile food rescue, but rather warehouses, sorts, and then delivers food to pantries—most of which is non-perishable food and produce from sources outside of Houston. We have Guidelines for food donors and recipients, which were written in consultation with the Chief Sanitarian of the Houston Health Department. We also collaborate with the Harris County Public Health Department.

There is tremendous potential to expand food recovery throughout Houston and spare the landfill, by getting all major grocery retailers on board. Kroger, which has a “Zero Hunger, Zero Waste” campaign, recognizes its importance and is taking multiple steps to end waste, such as simplifying confusing package date labels and donating surplus food to nonprofits. The City can play an important role by encouraging the other major retailers to participate. Elevating the importance of food recovery in the City’s Plan can help drive support to fight hunger AND waste simultaneously.

Thank you.

Best regards,  
Barbara Bronstein  
**Founder, President & Volunteer**  
[www.secondservingshouston.org](http://www.secondservingshouston.org):  
713.824.6605





Comments on the Houston Long Range Solid Waste Management Plan  
(<http://houstontx.gov/solidwaste/longrange/01plan.html> )

Roger Diedrich, Cypress TX      Dec 6, 2020

I am aware that these comments are being submitted over a month past your last public meeting, and I appreciate the opportunity to comment now. I am an environmentalist who has been following the Zero Waste movement for several years. I have served on and Chaired a Citizens Advisory Committee for Waste matters in a large urban county in the past.

My remarks focus mainly on the section on Vision, Goals and Objectives, as that is the heart of what drives the plan. I will start with comments on the presentation of data such as generation rates, recycling and disposal rates in the different sectors. At times is hard to follow what the numbers represent, which is a criticism, but it is also a warning that misunderstandings could be common. For example, a calculation from the table on pg 8 yields a recycling rate of about 6.3% for 2019, the summary on pg 46 says it is 10.9 % and Table 8-8 says it is 7 %. A more transparent presentation would consistently display data as:            Generation – reduction – recycling – organics diversion = disposal. Recycling rate would be recycling/generation. Show for each sector.

The bullets at the top of Pg 92 are ordered so that “Increase reuse, recycling and organics diversion and decrease environmental risks of waste disposal in landfills.” was second, and even made mention of zero waste! “Ensure long-term disposal capacity and sustainable solid waste infrastructure.” was the fourth bullet, but in the detailed tables, the order has been revised and zero waste is no longer mentioned. Does the order reflect the priority? This is very basic because these two goals, as described by the detailed objectives, are in significant conflict, and there will be confusion unless they are prioritized in some way. I urge you to prioritize (the detailed) Goal 3 over Goal 2 and drive toward zero waste to the maximum extent possible resulting in a lower need for the elements of Goal 2 - eventually. This is not an expectation of drastic change, but only to suggest that merely making the priority clear, even if no other changes in programs or rates of diversion are made, will create a different mindset among political leaders, city staff and the community at large. The same issue occurs on page 98, where the items are labeled as priorities and again, disposal capacity is placed above zero waste, and again, they should be reversed.

Other comments on specific objectives and milestones:

Goal 1. I sympathize with the need for and support the addition of fees. I like pay-as-you-throw approaches, but the public may not.

Goal 2. The need to hedge bets by planning for more landfill capacity is reasonable, but if other parts of the program are modestly successful, then a lesser amount would provide a sufficient cushion. Scenario analysis might be helpful, wherein certain programs are assumed to be successful and the impact on the disposal projection can be displayed. The required landfill capacity will be a dynamic value. While the cases on pgs 108-110 show trends, there needs to be a more robust and granular sets of projections. I urge you to abandon attention to so-called “waste-to-energy” technologies, especially mass-burn, but all the rest, including landfill gas to energy, are unadvisable. You make the case against them in the second paragraph on page 88. Editorial note: the source on that page is the U.S. Energy Information *Administration*. Anerobic digestion is the one exception that is beneficial, especially for some food wastes. With landfill gas, it turns out that any gain is overshadowed by harm from fugitive emissions. The solution is to keep organics out of landfills.<sup>1</sup>

Goal 3. It is difficult to know without running the numbers, but I am skeptical that the value given in the goal (25% reduction of disposal) matches the set of values in the metrics column. It would be preferable to have goals for



reduction, organics and recycling in tons/yr, with the disposal a result. Grass-cycling is fine, but the amount is rather small in view of the goal to compost 100% of collected material. Reduction strategies could be broader, for example, xeriscaping. Given the importance of the commercial contribution, adding more depositories for voluntary use for another 6 years seems weak. For the voluntary period, consider encouraging (incentivizing?) for each company above a certain size, the preparation of a simple waste audit. From that they could choose at least 2 principal material types to recycle and report their actions. Set up an award program. Consider advancing both ordinances for mandatory universal recycling by at least 2 years. The goal of composting 100% of recovered organics is excellent, but perhaps it could be expanded to include: "Ban all organics from landfills in the mid-term." Food waste is indeed a worthy target, but it would be good to follow a hierarchy, i.e. reduction; edible food rescue for people, then animals; composting at increasingly centralized operations; and mechanical-biological mixed waste treatment. Sludge composting should be preceded by onsite efforts to remove toxic constituents from notable generators such as hospitals, chemical plants and printing operations. There are no goals for source reduction or reuse. (regarding Table 8-8, pg 114, see the comment for pg 77 below). Funding a public education program could be part of that. I noticed that contamination of recyclables is 30-40% (pg 79), which is untenable. A goal of the education program could be to halve that by 2030.

Goal 4. Study the need for ordinances to ensure that commercial and multifamily buildings have adequate recycling collection and storage features on site.

Goal 5. The best litter control measure is a container deposit law, which is best done at the state level. The City should officially endorse any ongoing state-level effort to pass such a law. Regarding cleanup of homeless camps, this has no place in a waste plan unless it is adjunct to a funded and functioning program to place homeless persons into proper housing.

Pg 77, concerning Source Reduction, Reuse, Recycling. This is an example of the need for the format suggested in my second paragraph. Reduction, reuse and recycling are distinct steps in a critical hierarchy, yet your metric lumps them all together in a metric labeled "waste generation rate" (Fig 6-4), which I believe is really a disposal rate. If the higher-ranked strategies are not separately measured and reported, you cannot know their effectiveness or how to improve them.

Pg 84. These programs and goals are all laudable, but nowhere do I see a discussion of an effort to discourage single-use items, especially plastics. These are pervasive and are often not even captured for disposal, but rather are littered across the land and in the oceans. We need fees, bans, and education of individuals and food industry managers to eliminate this threat to the environment.

Pg 98. See background information from the Zero Waste International Alliance: [Zero Waste Hierarchy](#)

The Accountability Plan (pg 114) seems to imply that there will be "periodic" reporting of the values in the table. This should be a little more certain and stronger, possibly committing to a high-level report each year and a more detailed report every 3 years. Furthermore, a target timeframe for a revised plan, perhaps every 6-8 years, should be considered.

Thank you for this opportunity to comment.

Roger Diedrich

Cypress, TX



## SIERRA CLUB REPORT ON LANDFILL-GAS-TO-ENERGY

Prepared by the Sierra Club LFGTE Task Force

January 5, 2010

### Executive Summary

The Landfill Gas to Energy (LFGTE) Task Force was asked to evaluate whether LFGTE facilities decrease or increase net greenhouse gas (GHG) emissions. We have unanimously concluded that reliance on landfill gas to generate electricity results in increased net GHG emissions. This is clearly the case when considering the fate of new wastes that could be diverted to waste management facilities more appropriate than landfills and is almost certainly true for wastes already buried in landfills that collect landfill gas and flare it.

Our conclusions reinforce existing Sierra Club policy that supports diversion of the organic fraction of our discards from landfills so that uncontrolled methane is not generated in the first instance. They also suggest that, in existing landfills with or without LFGTE facilities, regulations should be significantly strengthened to reduce methane emissions as much as possible.

Modern solid waste landfills generate and release significant amounts of methane, a potent contributor to global warming. When decomposable organic trash (e.g., food scraps, yard waste, and more) break down under the oxygen poor conditions in today's covered landfills, a complex mixture of combustible gases is produced. About half of that gas mixture is methane and, left undisturbed, much of it seeps out of the ground and is released to the environment over time.

More than a decade ago, the Environmental Protection Agency began requiring most larger solid waste landfills to install landfill gas collection and flaring systems, in part as a way to reduce methane emissions and their contribution to climate change. Collection and flaring of landfill gas, they reasoned, may result in some reduction in human contributions to climate change if they result in reduced fugitive releases of methane to the environment and in effective conversion of captured methane to carbon dioxide, a less potent greenhouse gas (GHG).

Enterprising landfill operators, encouraged by an EPA outreach program, are using the collected landfill gases to generate electricity and to produce additional revenue by selling that electricity to power companies. Conventional wisdom suggests that LFGTE facilities should also help to reduce global warming impacts by reducing the need to produce electricity from coal and other dirtier fuels.

Our analysis leads us to conclude that conventional wisdom is mistaken.

### Findings

1) For new wastes, disposal of decomposable organic wastes in landfills, including those with associated LFGTE facilities, clearly results in the release of substantially more greenhouse gases (and other environmental pollutants) than diversion of these wastes from land filling to other treatments.

When organic wastes are buried in today's landfills, methane is always produced and a substantial portion of that methane leaks into the environment.

2) Management practices commonly employed in conjunction with LFGTE systems tend to increase fugitive methane emissions, to shift their timing toward the present (compared with standard landfill gas collection and flaring), and to reduce collection efficiency. (See Background #5) In particular, raising the moisture content of the landfill, the "wet cell" method, accelerates the decomposition of wastes, making room for more wastes and



increasing the volume and concentration of methane produced. It also shifts methane generation forward in time, which is counterproductive to achieving the near-term reductions in GHG emissions that many scientists believe are necessary for successful control of climate change. (Some landfills that do not employ LFGTE also use the wet cell method to create space for more wastes.)

3) Contrary to conventional wisdom, it appears the relatively small CO<sub>2</sub> reduction benefit that might be achieved by replacing fossil fuel electricity with LFGTE electricity is greatly outweighed by the increase in fugitive methane emissions resulting from altered landfill management practices. That makes LFGTE facilities counterproductive as part of a climate change mitigation strategy.<sup>1</sup>

Because the very things necessary to reduce methane emissions from LFGTE facilities conflict with incentives to maximize revenue from the generation of electricity, it does not appear likely that landfill managers will improve practices sufficiently in the foreseeable future to result in a net GHG benefit from LFGTE. (See Background #7)

4) While efforts to divert organic discards from landfills are developed and implemented, methane will continue to be generated from wastes that are already in place, and from future organic discards that those programs fail to divert.

While the site is actively managed, several operational changes should immediately be made at landfills to (1) increase the amount of landfill gases that are captured, (2) avoid measures intended to augment the concentration of methane in landfill gas, and (3) cease using methods that shift overall gas generation from the future to the present unless a high percentage of that gas can be captured. (See APPENDIX B.). More research is needed on how to manage landfills to stabilize the site so that fugitive methane emissions do not continue after active maintenance ends (the “second wave”, which greatly increase lifetime emissions), That should not be at the price of significantly increasing fugitive methane emissions in the critical near term when we confront a tipping point. (Present proposals directed at the second wave are discussed further in Background #9)

5) Current landfill regulation does not deal adequately with methane emissions or with other pollutants, including toxics that are generated in landfills and are either poorly regulated or not regulated at all. Specific recommendations for improvements in Club policy and in federal and state landfill regulations require further exploration and should be aggressively pursued. (See Background #8)

6) The contribution of methane emissions from landfills and other sources to global climate change has typically been underestimated. If mitigation strategies are to achieve the near-term large reductions necessary to prevent catastrophic climate change impacts, then curbing methane emissions is an important opportunity for near-term mitigation of those impacts and should be given a high priority. This opportunity is not fully recognized in Kyoto Protocol procedures and in most current mitigation programs. The latest Intergovernmental Panel on Climate Change's scientific report does explain the greater role of methane and indicates that globally the climate impact of current methane emissions over the next 20 years is almost as great as CO<sub>2</sub> emissions. (See Background #4)

## Recommendations

While there remain a number of unresolved questions about LFGTE, the Task Force believes there is more than sufficient evidence for the Club to take action in the following areas:

**Recommendation No. 1** – The Sierra Club should resist legislative and policy initiatives that encourage LFGTE projects or that allow LFGTE facilities to receive credit in GHG emission reduction programs. Club policies and initiatives should be examined and revised as appropriate to be consistent with that objective.





The Task Force recommends amendment of the 2006 Energy Resources Policy (which currently does not address LFGTE) by adding a new subsection under “VII. Resources for the Transition to a Clean Energy Future, E. Resources Opposed by the Sierra Club”.

**Recommendation No. 2** – The Sierra Club should continue to advocate the elimination of organic discards from landfills as a long-term solid waste management goal and as a component of our global climate change campaigns. The Sierra Club should explore and support solid waste management policies, laws, regulations, strategies and technologies that could help to facilitate that transition.

This recommendation reinforces and expands upon the general principles in the Club’s Zero Waste: Cradle-to-Cradle Principles for the 21st Century Policy of Feb. 2008. It also suggests the need for Club guidance and perhaps policy dealing with treatment methods for organics in the waste stream as alternatives to land disposal. The draft Zero Waste Guidance on Landfills does not deal with all of those issues and this Task Force has had only preliminary discussions of those options. .

**Recommendation No. 3** – Because separate collection and management of decomposable organic wastes is not fully achievable in the near term and does not help with wastes already in the ground, the Sierra Club should pursue improvement of landfill management regulation and practices aimed at reducing emissions of methane and other pollutants.

This is a recommendation for action and does not require a policy change. Specific recommendations for Club policies and guidance that address the most feasible and desirable ways to achieve reductions should be pursued on a priority basis. As a first step, Appendix B lists some changes in landfill regulations that would help to reduce fugitive emissions of methane.

**Recommendation No. 4** – The Sierra Club should seek to elevate the attention given to curbing methane generation and release from landfills and other sources as part of our global warming and energy campaigns.

This recommendation reaches beyond the scope of the Board’s charge to this Task Force, but it is clear to us that methane emission reductions could and should be an integral part of any effective GHG emissions reduction strategy.



# BAYOU PRESERVATION ASSOCIATION

celebrate. protect. restore.

January 7, 2021

Re: Houston Solid Waste Management Department – Long Range Plan

Dear Houston Solid Waste Management Department - Long Range Plan team,

Bayou Preservation Association’s vision is a network of healthy bayous, streams and watersheds. The Bayou Preservation Association focuses on four key programs to accomplish its mission to celebrate, protect and restore the natural richness of all our bayous and streams. The area of our programming that most clearly intersects with the goals and objectives of the Houston Long-Range Solid Waste Management Plan is our Trash-Free Bayous Program. We have an active stakeholder committee for the Trash Free Bayous Program that has been working on these issues in partnership with many other groups, agencies, and citizens for many years.

Bayous within the Houston-Galveston region, as well as streams across the country, are plagued by trash, most of which originates from the lands around the streams and then washes in during rain events. Trash is an aesthetic issue and an economic issue, and it is also a water quality, wildlife, and health issue. Trash harms physical habitats, transports chemical pollutants, threatens aquatic life, and interferes with human enjoyment and uses of river, marine and coastal environments. We have a longstanding Texas tradition of advocating for preventing littering and cleaning up trash – including the “Don’t Mess With Texas” campaign of the Texas Highway Department since 1985; the “Adopt-a-Beach” program of the Texas General Land Office since 1986; and local, very successful, Rivers, Lakes, the Bays ‘n’ Bayous Trash Bash® originated by the Houston-Galveston Area Council and the Texas Commission on Environmental Quality in 1994. Despite these longstanding campaigns and efforts, we continue to see huge volumes of trash in our bayous, especially after rain events. While strides have been made on bayous themselves, additional efforts need to be made to prevent litter at its source(s).

Consistent with the goals and objectives of the recently published draft Long-Range Solid Waste Management Plan which addresses Houston’s solid waste and recycling programs from now until 2040, we would like to see the amount of debris, litter and pollutants entering Houston’s waterways go to zero. While this is an impractical near-term expectation, we have developed considerable experience in understanding what drives the inflow of trash into local waterways and our organization contributes to waterway clean-up on an ongoing basis. In some cases, trash in one stream tends to accumulate when a tributary floods. In some cases, the local neighborhood is largely responsible for the issue. A granular understanding of how the trash is delivered enables the design of a targeted and cost-effective remediation program. We stand ready to help the City of Houston design and implement the litter control, illegal dumping remediation and education programs that would have the greatest impact on cleaning up our bayou system.

**Our Mission is to celebrate, protect and restore the natural richness of all our bayous and streams.  
Our Vision is a network of healthy bayous, streams and watersheds.**

7305 Navigation Blvd., Suite A, Houston, TX 77011 - Phone: 713.529.6443 - Fax: 713.529.6481 - email: [info@bayoupreservation.org](mailto:info@bayoupreservation.org) - [www.bayoupreservation.org](http://www.bayoupreservation.org)



What these programs are and how a partnership might work in practice has not at this time been identified. Therein lies our biggest concern with the way this plan is written. There is a lack of clarity with respect to how a plan like this would entrench and embed new programs into the community.

Areas where partnerships options likely exist are in the areas of illegal dumping and education of residents and stakeholder groups.

Here are some of our preliminary ideas, none at this time developed to a level where we can provide a partnership proposal:

1) Bayou Preservation Association has worked hard to understand how trash flows into Houston waterways. We have found that the mechanisms which drive litter and debris inflow into our bayous significantly vary by waterway and by neighborhood. For example, trash in some bayous comes mostly from upstream tributaries whereas adjacent neighborhoods are directly contributing most of the trash loads affecting other bayous. A granular understanding of how the trash is delivered to our waterways enables the design of the targeted and cost-effective remediation and education programs most likely to be effective long-term. Due to the known harmful downstream impacts of pollution on fragile marine ecosystems, it makes sense to prioritize remediating the illegally dumped trash which without near-term intervention will enter our waterways. Litter must be kept out of our waterways first then cleaned up as quickly and cost-effectively as possible with a focus on making sure that the problems do not recur.

2) Monitoring the general health of our waterways needs to be done on an ongoing basis in order to get ahead and stay ahead of developing problems. Bayou Preservation Association has long had a goal of developing a citizen scientist network capable of addressing this regional need. Such a network, if developed and active, would be well positioned to monitor for and report developing illegal dumping issues as well suggest solutions practical for the specific problem.

3) Bayou Preservation Association has worked to build understanding of the relationship between littering on the land and trash in our bayous, and the harmful effects of that trash, through presentations, reports, workshops, signage, and participation in local events and workshops, to inform citizen groups, schools, and others. Perhaps some of this material could be leveraged to supplement other solid waste management educational materials which may be developed through this plan or perhaps there is a way for our organization to get involved in the implementation of educational programs yet to be developed. Leading school field trips related to these topics is a possible informational delivery option.

Certainly, there are other partnership options as well; the ideas listed above are ideas, not proposals. It will take time and work to identify how best to partner. Because it is not clear how to partner right now, what we would most like to see in this plan is clear guidance regarding how a partnership proposal would be considered and assessed under this plan. The level of support this plan puts behind specific goals and objectives and whether this changes with time is not clear. Without understanding how this plan allocates funding for different purposes, when, and what such funding is expected to achieve, it is much harder for



us to suggest specific partnership options. Higher resolution goals, expressed in terms of \$/impact, would make it easier to understand where partnership options exist and help us make suggestions likely to be useful.

We appreciate your consideration of these comments, are happy to discuss them further and plan to follow the progress of this plan. Sarah can be reached via email at [sbernhardt@bayoupreservation.org](mailto:sbernhardt@bayoupreservation.org) or by phone at 979-255-8726 and would be happy to host a virtual meeting in the coming weeks between our two organizations.

Sincerely,

*Sarah P. Bernhardt*

Sarah P. Bernhardt, Ph.D.  
President & CEO  
[sbernhardt@bayoupreservation.org](mailto:sbernhardt@bayoupreservation.org)

Richard P. Cate, AIA, LEED AP  
Chair, Trash Free Bayous Committee  
Member, Board of Directors

cc: Bayou Preservation Association Board of Directors



Dear Houston Solid Waste Management Department - Long Range Plan team,

The Houston Solid Waste Management Department (SWMD) recently published a draft Long-Range Solid Waste Management Plan which addresses Houston's solid waste and

recycling programs from now until 2040. The plan is structured to achieve goals and objectives through implementing new and expanded SWMD programs, collectively referred to as the action plan. The goals and objectives are a reasonable set of priorities for meeting the City's long-term waste management needs. However, to deliver an effective, cost-efficient program which remains responsive to an evolving set of circumstances and opportunities, the program implemented must remain flexible. Therefore, the list of supported programs that collectively comprise the current action plan must be evaluated, reprioritized and updated on an ongoing basis. Additionally, for program assurance, monitoring and reporting needs to be done at a frequency and to a level of resolution which both inspires confidence in plan effectiveness and provides sufficient detail to identify areas of underperformance and new opportunity. Given that this plan if adopted will provide the long-term framework that the City will use to make solid waste management decisions for the next two decades, including budgeting and rule-making, I encourage amendment of this plan as discussed below to ensure that the resulting program will remain fit for purpose, effective and cost efficient over the long term.

These comments present high-level suggestions along with their rationale. Adopting these recommendations would result in a plan and program that is more easily and transparently

managed, provides greater opportunity for cost control, promotes continuous improvement and is more easily adapted to changing circumstances.

- Include program cost metrics as well as program performance metrics, include more performance metrics and standardize program reporting content and frequency
  - Allocate environmental fee funding at the waste management stage first and at the program level second
  - Right-size for service delivery - but also right-size service levels
  - For fees implemented, ensure a high-level match between payee and beneficiary
- 1) Include program cost metrics as well as program performance metrics, include more performance metrics and standardize program reporting content and frequency

The plan proposes useful program performance metrics including but not limited to waste generation rate, waste disposal rate, recycling rate and yard waste recovery rate. However, it is the combination of monitoring both cost and performance, not performance alone, that reveals how a program is performing because value is a combination of cost and benefit. Therefore, a program performance metric like household waste generation (lbs/hh/day) should be coupled with a related cost metric, like the cost of household waste pickup (\$/lb) as often as possible.

Recycling or yard waste recovery rates would be more usefully expressed using clear units (such as lbs/hh/day) versus a ratio (percentage of recovery compared to a theoretical ideal) because a dimensionless number like a percentage is more difficult to associate with a related cost metric. Absent but necessary plan performance metrics include recycling contamination rate, illegal dumping rate and illegal dumping incident response time.

While the draft plan currently includes periodic program reporting on adopted program metrics, it does not specify reporting periodicity. A comprehensive biennial report is recommended and every instance of that report should include the current status of all plan metrics. A minor but more detailed report on a single issue, like illegal dumping or recycling contamination or yard waste recovery, should be delivered in the interim years. Each minor but detailed



interim report should focus on an issue where near-term improvement is needed. The draft plan alludes to the probability that information management issues exist which would need to be solved before a comprehensive report could be issued. The first report due could therefore be an issue-specific interim report in order to provide time for these information management issues to be addressed.

2) Allocate environmental fee funding at the waste management stage first and at the program level second.

This plan proposes the implementation of a monthly environmental fee to provide sustainable funding for solid waste management services that affect the entire City over the next 20 years. A program supported by this fee should intentionally address waste at all stages of management (reduce, reuse, recycle / compost / energy recovery, treatment and disposal) and only the programs which most cost-effectively or impactfully address challenges at each waste management stage should be supported at any time. There should be an ongoing effort to identify new program options, assess existing programs, expand successful programs and discontinue underperforming programs. The work being done through programs implemented under this plan should be the work that is most valuable and disciplined vigilance is required to make sure this remains true on a long-term basis.

Waste reduction, reuse and recycling and disposal programs do not result in equally valuable outcomes and therefore aren't comparable to each other. Though all are needed, public awareness and support tends to focus on waste issues that are broadly visible and near-term, such as illegal dumping and litter abatement, and these issues are often most effectively remediated through treatment and disposal programs. The City generally has the ability to immediately influence the outcome of such issues and the impact of either taking action or not is quick to materialize. The downside of focusing too much on treatment and disposal is that this has little impact on waste generation rates long-term. Waste reuse and reduction programs have a far greater ability to materially impact waste generation rates and thereby drive down future waste management costs. Over the long term, these programs are the most cost effective solutions, can be economically positive and can create additional local jobs or increase business competitiveness. The downside is that these types of programs tend to be niche, have a complicated set of stakeholders and take a long time and a lot of collaboration and goodwill to develop, implement and operate. Focusing too much on developing waste reuse and reduction programs diverts attention away from addressing and better managing near-term highly visible issues.

Because waste management issues at all stages should be addressed and because the best solutions will change, the most pragmatic approach to program management is to make sure the highest priority work for each waste management stage is being done and done well. This will keep the program headed the right direction without needing to predict the timing or nature of the long-term solution. Allocating environmental fee funding first at the waste management stage and then at the program level is a way to make sure waste at all stages is being addressed.

For example, allocating 65% of the environmental fee funding to address City-scale treatment and disposal issues (such illegal dumping, enforcement, litter abatement, homeless area cleanup, storm debris management, dead animal collection, etc), 20% for energy recovery/recycling/composting initiatives not directly linked to monthly collection service, 10% for local reuse programs and 5% for waste reduction programs would likely provide a reasonably balanced long-term approach. Only the most needed disposal programs, the most cost-effective recycling programs, the most impactful reuse programs and the most promising waste reduction programs should be pursued at any time. Imagining that the best programs to address Houston's solid waste issues over the next 20 years have been already identified, appropriately prioritized and included in the current draft plan is unrealistic and an "all of the above" approach to program funding under any plan only makes sense if unlimited budget is available.



For clarity, these comments consider recycling to be a waste stream diverted from landfill which requires remote processing prior to repurposing, reuse to be waste directly repurposed locally

without requiring non-local transport or processing and waste reduction to be waste that is never created in the first place. Some programs may include aspects of more than one waste management stage. The lines between what is considered recycling, reuse and waste reduction can be blurry and location or material specific. The previous section of these comments recommended that a comprehensive program status report be produced on a biennial basis. It would be logical for each issue of this report to include a list of the “currently best” programs to address solid waste issues at each waste management stage with an option for public input provided in advance of report publication.

3) Right-size for service delivery - but also right-size service levels

“Residential service” is in practice a bundle of services and the same bundle is not necessarily a best fit for every neighborhood. This plan’s information management program should be robust enough to make this bundle of services responsive to local needs and customizable to the specifics of sub-regional waste streams. The City provides pickup service for solid waste destined for landfilling, yard waste, single-stream recycling and heavy waste / tree waste.

Common sense signals that some areas of Houston would have more or less need for certain services. Variability in the generation rates of different types of waste leads to variability in necessary pickup frequency. Further, the majority of Houston residences and businesses contract with a third party for certain pickup services but not others and it may be desirable to offer certain pickup services a la carte to Houston residences or businesses that do not currently receive or want bundled service. The combination of right-sizing not just service delivery but also right-sizing service levels should help keep service charges closer to an at-cost rate long-term while helping to deliver key plan goals.

4) For fees implemented, ensure a high-level match between payee and beneficiary.

This plan proposes the implementation of a monthly service fee, applicable to households receiving City waste collection service and a monthly environmental fee, applicable to all Houston households and businesses. The intent of the monthly service fee is for benefit recipients to pay for solid waste collection services received and the intent of the monthly environmental fee is for the general public to pay for non-residential waste management services provided. The current version of the plan recommends establishment of the environmental fee as a first implementation step and that the monthly service fee be phased in as the program evolves, after additional analysis of SWMD’s long-term capital plan. Despite the clear delineation in fee intent, the plan proposes that funds collected through the environmental fee applicable to all Houston households and businesses and intended to pay for non-residential waste management services be used to cover the cost of equipment readiness and container lease and management, costs which appear primarily related to the provision of residential collection service. This apparent disconnect between fee payee and beneficiary could be the reason that Table 8-2 proposes a higher monthly environmental fee for households receiving City collection service than those that don’t; the rationale for such a fee structure otherwise remains elusive. To stay true to plan principles presented while securing the funds detailed in Table 8-2 early in plan implementation, both the monthly service fee and the monthly environmental fee should be established as a first implementation steps with the monthly service fee set at a level far less than what is known to be required long-term. Household environmental fee level should not depend on whether that household receives City collection service. No fees should be implemented until a general match between payee and beneficiary can be demonstrated.

I submit these comments as the sitting Houston Clean City Commissioner for District G and have limited my comments to the topics most important to address prior to plan finalization. If finalized, and this plan becomes a



living program, I assume that there will be additional opportunity to comment on more niche topics such as more innovative recycling and contamination education program structures and the future design for 1200 Brittmoore. These comments are my own and I have no conflicts of interest to report. Should this plan be approved and a Resource Recovery Implementation Committee be established to monitor and assist plan progress, I would be interested to serve on this committee. Please add me to relevant communication and distribution lists so that I may more closely follow the progress of this plan.

Kind regards,

Sara Tyler

Houston Clean City Commissioner - District G

sara@tylerseneca.com, 832-493-3419






B – Slide Presentation to MATF summarizing citizen survey data

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# Houston Citizen Solid Waste Management Survey

*What do Houston residents think?*

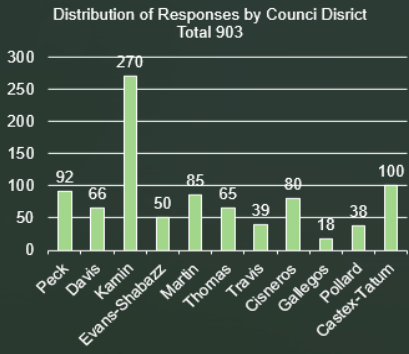


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## Background

- Survey drafted as part of the City's long-term solid waste management planning process
- Issued through Survey Monkey and promoted through several media and notification to Council members
- Over 1000 responses from all over Houston

Distribution of Responses by Council District  
Total 903



Council District	Number of Responses
Peck	92
Davis	66
Kamin	270
Evans-Sheppard	50
Martin	85
Thomas	65
Travis	39
Cisneros	80
Gallegos	18
Pollard	38
Castex-Tatum	100

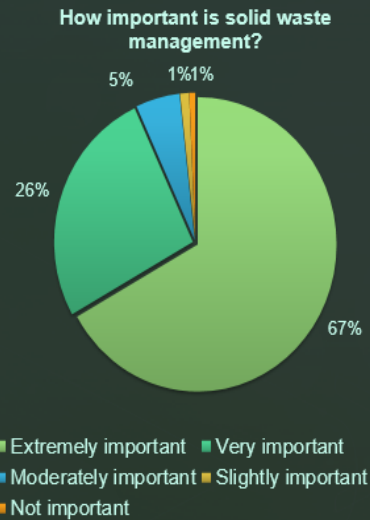


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# How important is solid waste management, waste reduction & recycling?

-93% of respondents believe that solid waste management is either extremely or very important.

-Individuals responding to this survey are concerned about solid waste management issues.



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## Public Meetings

- Four meetings were held in October.
- Due to Covid-19, the meetings were held on-line on varying days and times.
- One public meeting was focused on students.
- Approximately 150-200 people attended the meetings.



Video replays of the public meetings can be found at...

<http://www.houston.tx.gov/solidwaste/longrange/01video04.html>



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## Other Plan Outreach

- ❑ One-on-one meetings with key stakeholders throughout the process.
- ❑ Greater Houston Partnership.
- ❑ Individual outreach to:
  - Super Neighborhood Alliance
  - Super Neighborhood Council
  - Houston Apartment Association
  - Second Servings Houston
  - *Houston Building Association*
  - *Others*

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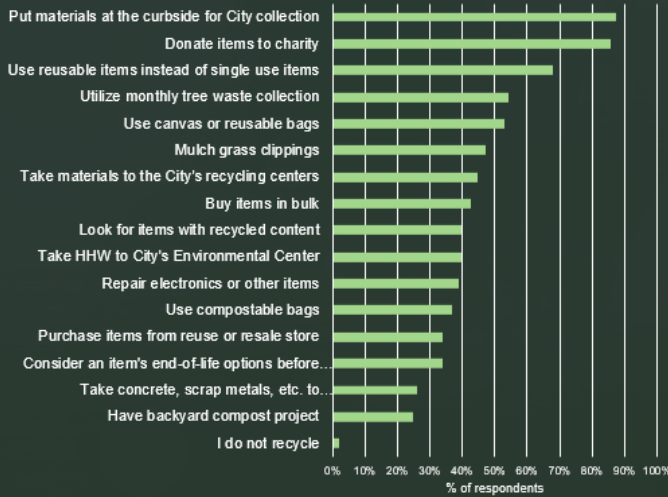
How are Houston residents participating in the City's recycling efforts?

## Source Reduction & Recycling



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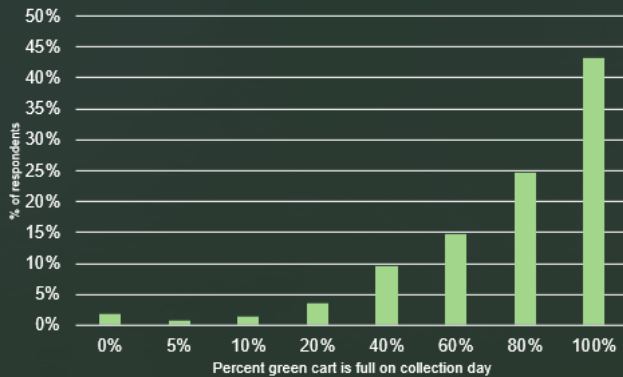
### How do you reduce waste or recycle?



- Almost all Houston residents are doing something to reduce waste or recycle.
- Yet, the City's residential generation rate is high compared to peer cities.

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### How full is your green cart on collection day (every two weeks)

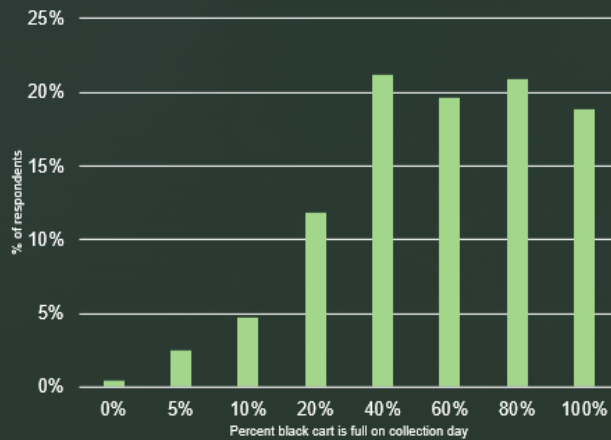


Almost 70% of residents' green carts are filled 80% or higher on the day of collection.



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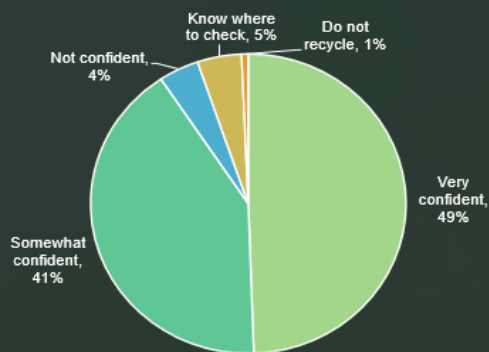
### How full is your black solid waste cart (collection every week)



- Approximately 40% of solid waste carts are 80% full on collection day.
- Black carts are collected once / week, green carts are collected every two weeks.
- On average, without recycling, 44% of residents' garbage carts would overflow every week.

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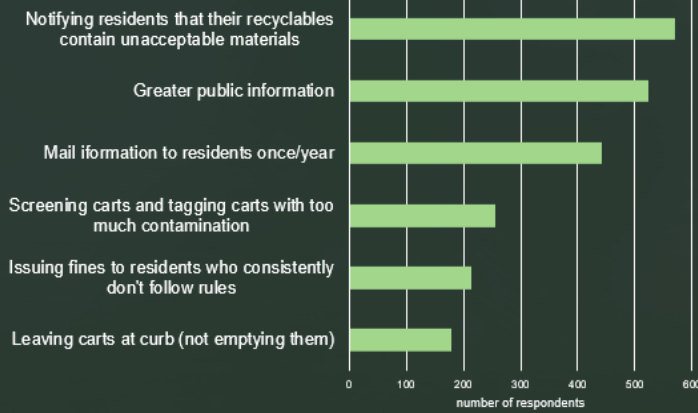
### Know what to throw – How confident are you about what should be recycled?



- 90% say they are either very confident or somewhat confident about what should go in the recycling cart...
- However, contamination is a big problem for the City's recycling program – between 30% and 40% of material collected is contaminated.

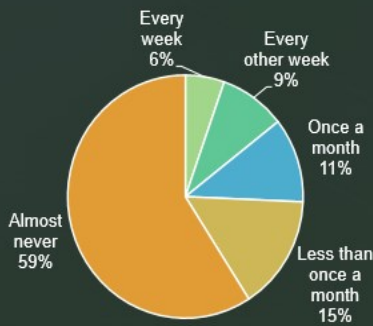
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### Thoughts on how to reduce contamination



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### How often do you set-out compostable bags?



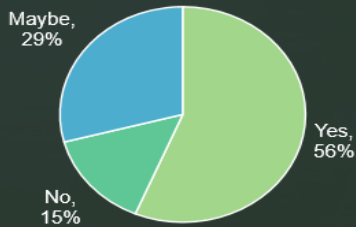
- Compostable bags are used for collecting yard waste. Residents must use these bags for yard waste including leaves and grass clippings.
- In 2019, a total of xx tons of yard waste was collected, approximately % of total residential waste.



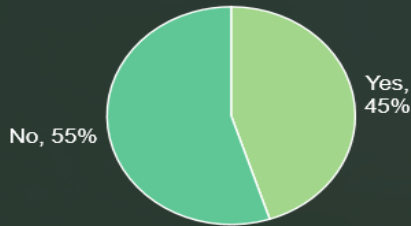


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Would you participate in curbside food waste collection?



Would you pay for separate collection of food waste?

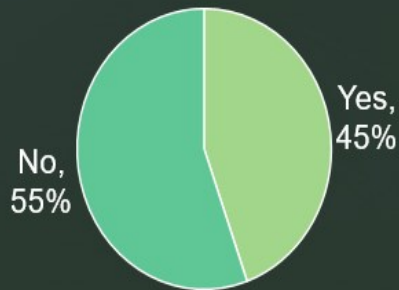


85% might participate in a food waste collection program, but only 45% expressed willingness to pay for such a service

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### Majority of Multi-family housing units do not offer recycling services

Does your apartment provide recycling?



Residents of multi-family households generate xx tons of waste in Houston

90% of those that do not have recycling services believe all residents should have access to recycling





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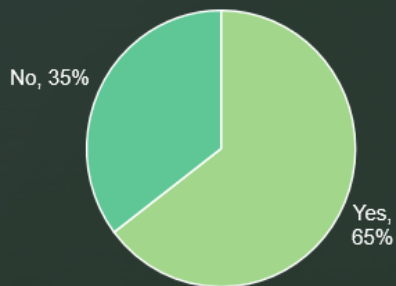
## Residential recycling recommendations



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## Workplace Recycling

Does your place of employment have a recycling program?



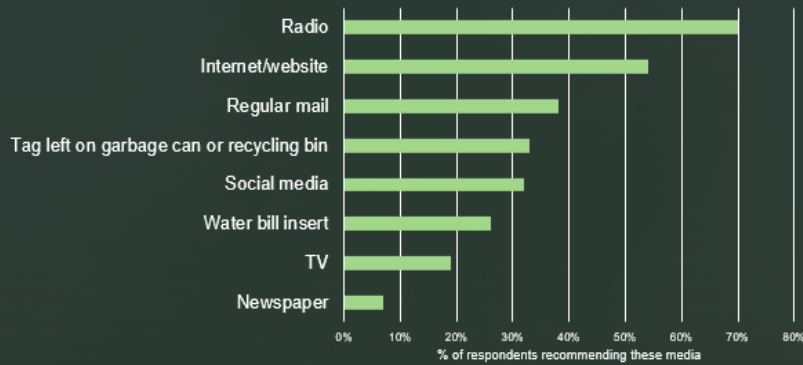
- The commercial sector is a major source of waste in Houston – approximately 60% of all waste generated by the City.





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### What is the best way to inform the public?



Survey responses helps guide SWMD's future public information programs.

<http://www.houstontx.gov/solidwaste/>

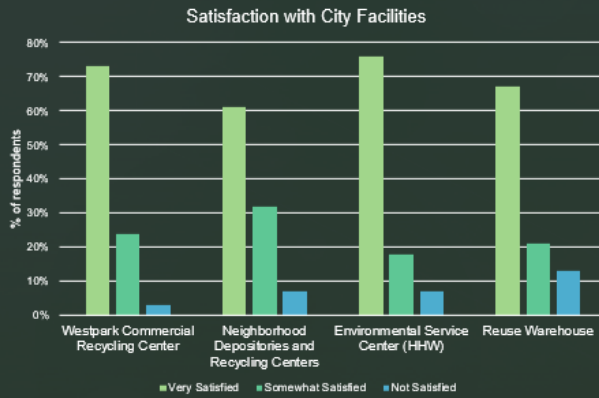
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# Solid Waste Facilities



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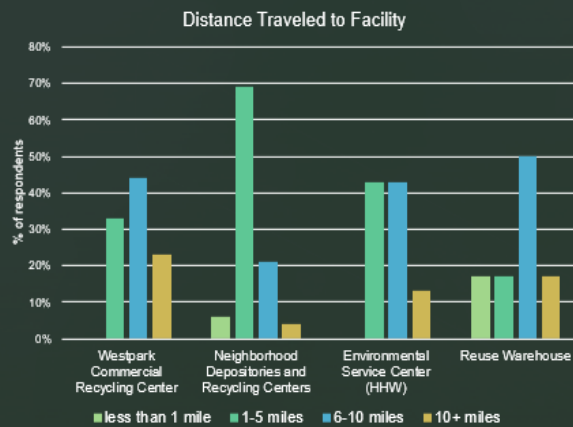
## Have you used a depository? Was it a satisfactory experience?



- 73% of respondents have used a City solid waste or recycling facility.
- Only 38 of 1000 responded they were unaware of them.

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## Travel distances to facilities

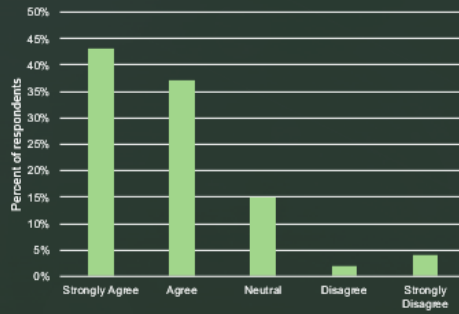


- Travel distances are going to impact use of facilities.



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Waste disposal (landfills) will be needed in the future and the City should proactively plan for future needed service.



## Landfill Planning

- 80% of residents agree that the City should proactively plan for future needed services.
- Landfill projects take between 10-15 years to complete.
- H-GAC's disposal is decreasing each year, especially given population growth taking place.

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Thoughts about a fee

## Solid Waste Fees

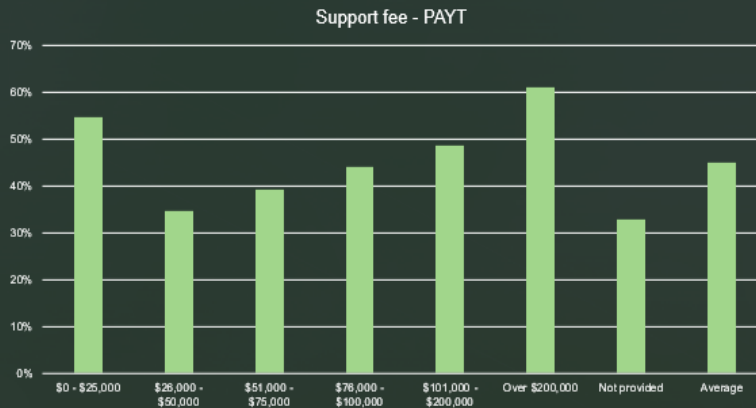


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Do you support a fee?	Agree	Neutral	Agree + Neutral	Disagree
A fee is needed to improve SWMD's overall economic health	34%	30%	64%	36%
A fee should be allowed to do Pay as You Throw	45%	23%	68%	33%
A fee is support to support expanded and improved service	48%	20%	68%	31%
A fee ensures that the system is properly sized as the City grows	37%	28%	65%	34%
Recycling costs the City money so residents who want to have recycling services should pay for them	22%	19%	41%	60%
Residents should be able to recycle food waste for an additional fee	33%	34%	67%	33%
A solid waste fee is needed to increase recycling and waste reduction programs	35%	29%	64%	36%

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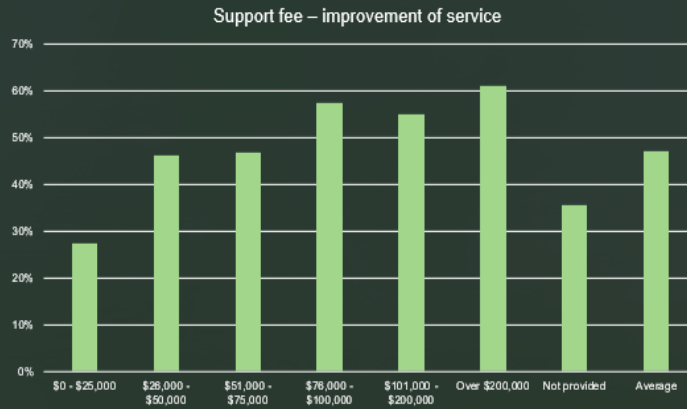
## Support for PAYT among lower income residents





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## Support for fee is high for \$76,000 and above for improvement in service



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## Fee Observations



Greatest level of support is for a fee to expand and improve services provided, or to implement Pay-as-You-Throw.



Except for requiring residents to pay for recycling services, opposition to a fee was 31% to 36% of respondents.



60% of residents opposed making people pay for recycling services.



For most issues, one-third agreed, one-third were neutral, and one-third opposed.



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## Survey Observations



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## Observations

Further outreach and information gathering is recommended to better capture lower income residents

Individuals responding to the survey believe solid waste management issues are an important issue for the future of Houston

People are participating in the City's recycling program and believe they are doing it correctly. Actual data indicates there is a long way to go to improve material quality.

Respondents have visited the City's solid waste facilities and in general are very satisfied with the facilities

Residents gave varying grades for SWMD's collection services. The Plan does recommend that there be metrics for collection service be maintained.

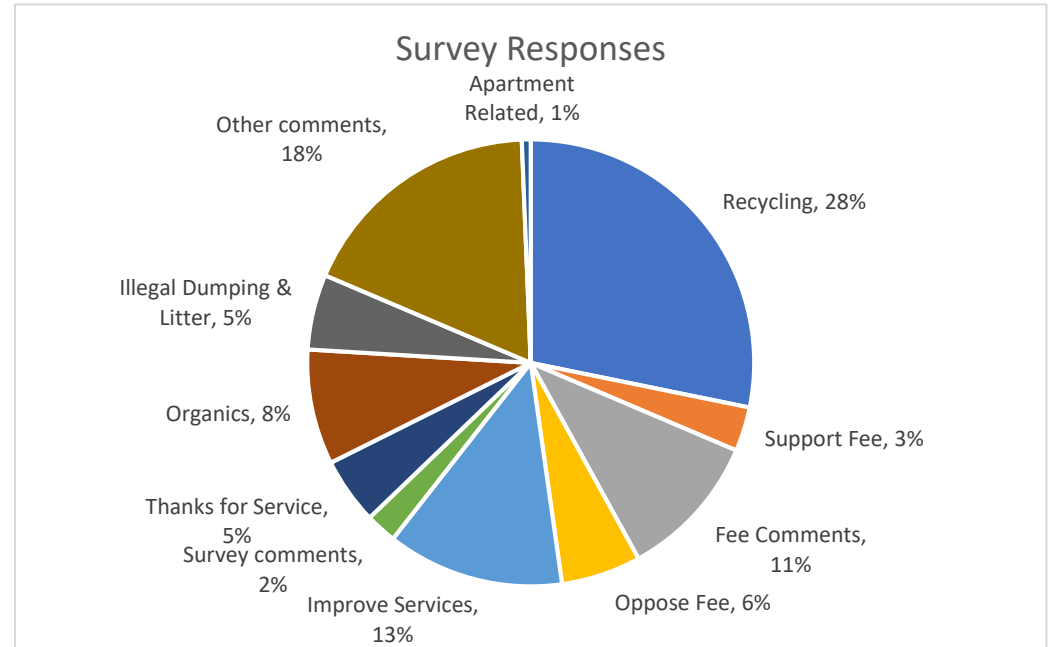




### C- Written comments

The following presents the written comments that were received from the citizen’s survey. A total of 282 written responses were provided. Responses have been reviewed and categorized. Figure 1 presents a summary of the types of comments received. Note that in some instances, a respondent addressed more than one issue in the comment box. Based on the total responses, some of the key findings include the following.

- Improving service – 13% of respondents want better service, most of these comments related to picking up waste on time and on the day the waste, especially green waste is supposed to be collected.
- Fees – 6% of respondents were opposed to a fee and 3% supported the fee. Several comments (11%) were fee related. These comments either focused on the need for an equitable fee, but many focused on the fact that they were already paying for waste services through a fee which is not the case in Houston.
- Recycling – 28% of respondents commented on the need for increased recycling and better public information efforts.
- Organics management – 8% of respondents had comments about the City’s green waste collection program. Several were unhappy with the current bag program and the fact that the City has changed bag types over the years. A few commented on the desire for a food waste collection program.
- Illegal dumping – 5% of respondents commented on illegal dumping and the need for better enforcement and more frequent clean-up of illegal dump sites.
- Other comments – 18% related to other solid waste issues such as the City should look into incineration, responding to litter in public rights-of-way, tracking bins, and others.







<b>Recycling</b>	Recommendations: 1) charge for all waste removal 2) offer nominal discount if a homeowner composts such things as leaf and vegetable matter 3) expand service centers throughout the city where homeowners and businesses can bring and sort recyclables 4) offer smaller recycling centers for basics: glass, paper, aluminum, old clothing 5) work with retail to minimize use of plastic water bottles: charge a deposit, returnable if the bottle is brought into a grocery store (for example) for recycling 6) likewise, work with retailers to use returnable and reusable glass bottles 7) work with retailers to standardize bottles, ie beer bottles, water bottles, so that an efficient sorting system can be developed to sort and return bottles for reuse This is doable -- there was a time when we all collected Coca Cola bottles and returned them for deposits.... why not again?
<b>Recycling</b>	I am in full support of an expansion of effective recycling and solid waste management, a plan that has a long-term vision. However, your questions about solid waste fees were leading and biased, and I do not think you will receive a fair response. I cannot know what fee is required, because I haven't analyzed your expenditures, etc. Spending is required. Our environment is essential to us. And blanket accepting all materials as recycling that are then thrown in a landfill is a breach of public trust. Education is needed, but so is honesty and transparency in what can actually be practically recycled.
<b>Recycling</b>	Focusing on making the recycling program more profitable by being more efficient seems like a better approach than a new monthly fee. I fear a fee might cause people to do more illegal dumping and they wont recycle while doing that. However, if a fee must be done I think it would be better to give everyone a food waste bin as part of that, not just to households that would pay even more fees.
<b>Recycling</b>	I tend to recycle more, but run out of space. Larger bins or more frequent service would be useful. Our taxes already pay for solid waste. The city should make it a fixed part of the budget of funds aren't available or reduce taxes equivalently to any fees that are introduced.
<b>Recycling</b>	Heavy garbage collection has been much better for the past three months. The trucks have been on time! It's a great improvement in service. I really do believe education is the key. I regularly see plastic bags full of recyclables and even garbage in neighbors' recycle bins. Some don't know they aren't allowed; some know they aren't allowed and don't care.
<b>Recycling</b>	All parks should be outfitted with recycling bins for PET and other plastics, glass, cardboard, plus bins for clothing donation etc. This will reduce volume of residential waste so that pick ups can be spread out. THANK YOU HOUSTON SOLID WASTE MANAGEMENT!



<b>Recycling</b>	well I purchase those bags for recycling of grass clipping but the city does not pick up the bags. my neighbor takes them to the neighborhood garden. recycling should be taught in schools. do a PSA for churches to make people understand how important recycling is. I feel that the environment is very important that's why I recycle. I think that people who put trash out before heavy trash day should be fined. you can use that money for recycling programs.
<b>Recycling</b>	I think providing free recycling is crucial for getting citizen participation. I have lived in many cities and I liked it best when I had recycling collection every week and trash collection every other week because it really made you think about if something is recyclable before putting it in the trash. If you had extra trash you could purchase bag tags at the grocery store and attach them to black bags to leave at the curb on trash day. My recycling bin is often full before my trash bin and so it is frustrating to only have collection every other week. If you charge people for recycling, many people will choose not to recycle. Instead maybe charge for trash and use that fee to help fund the recycling program. Also, I would personally love a food waste program but I don't think that people would react well to paying for it directly. I totally understand that money has to come from somewhere so maybe a flat waste fee that includes trash service could cover the service. I have family in Seattle and they are incentivized to use the food waste program because there are fines if they put food waste in their regular trash. Also, focusing on businesses could make a big impact vs residential service.
<b>Recycling</b>	I have contacted 311 to ask whether items like bottle caps are recyclable. We were told to read the website, which did not provide any new information. This is the exact type of issue that will reduce everyone's participation in the program. This should have been an easy response. Also, I was recently told my yard waste bags were no longer acceptable, though I had recently bought them and I had used the same exact bags within the last year. Any major change like this must be better communicated. I don't know why the bags are only sold in certain stores like Home Depot, but they are often out of stock and apparently don't care to keep up to date on what the city will accept.
<b>Recycling</b>	i have ASKED so many times, that like some other cities, they have a blue bin, for tree, leaf waste. i am tired of leave bags not being picked up every other month, so i horribly throw them in the black bin each week. now, i would pay for this service. PLEASE ADD A bin with for nature's items, and it can include food waste. there needs to be MORE EDUCATION, why add a fee?, when responsible people can reduce the landfills. People don't know they need to clean out there jars, or what to put in. EDUCATION by mass media needs more attention!! some places don't even have green bins. EDUCATION to the people, and tagging bins is a good idea, to remind people you are doing it wrong. i still pay David to come pick up my glass. i would rather pay him for what he does than pay a fee. WOrk WITH Haul It Glass his small business. you hurt him when you start to pick up glass again. he's doing something to help! bring in resources like him to help you. I am not totally against fees, but there are better ways to decrease landfills, and reducing waste, by managing what people are doing. it is a culture change and it needs to happen with greater effort, and mass education over and over.



<b>Recycling</b>	I have contacted 311 to ask whether items like bottle caps are recyclable. We were told to read the website, which did not provide any new information. This is the exact type of issue that will reduce everyone's participation in the program. This should have been an easy response. Also, I was recently told my yard waste bags were no longer acceptable, though I had recently bought them and I had used the same exact bags within the last year. Any major change like this must be better communicated. I don't know why the bags are only sold in certain stores like Home Depot, but they are often out of stock and apparently don't care to keep up to date on what the city will accept.
<b>Recycling</b>	Please stop recycling plastic if it is only being shipped overseas to cause problems there. Transferring Houston & America's problems elsewhere is despicable. I'd rather toss plastics in the trash at this point. Make sure people know to recycle plastics that are actually recycled. See above.
<b>Recycling</b>	This is an extremely important issue for me. We have to do better at reducing, reusing, and recycling.
<b>Recycling</b>	What about labeled and separated drop off facilities / bins (or even pick-up bins) for different items (like numbered plastics? Sweden has impressive recycling programs and they require residents to separate their items. The bins are usually located every few blocks so that no one has to go too far out of their way.
<b>Recycling</b>	It is extremely important to me that recycling be further encouraged and expanded, waste be reduced, and for there to be easier options to responsibly dispose of food waste (i.e. collection by the city for composting).
<b>Recycling</b>	I am very excited about the City's plans to increase & expand recycling, decrease trash for landfills, & other "green" projects.
<b>Recycling</b>	I wish there were better options for dropping off or collecting recycling on common hazardous trash, like Styrofoam and batteries. There is also no effective way to address litter. There are very few options for addressing litter on 311 (it appears to fall on HPARD) and very long turnaround times. Litter contributes to urban flooding and death of sea-life as it washes out into the ocean. The City should consider adding positions or partnering with homeless outreach groups to help collect litter before it reaches storm drains.
<b>Recycling</b>	What is and is not recyclable at curbside changes without notice. I am not sure what is allowed in the green curbside bins so I probably throw out materials that could be recycled. I had a very unsatisfactory experience at one of the "neighborhood collection" sites; the information on the web did NOT match what I experienced. The Westside facility is difficult to access both physically and the hours it is open, especially for someone who works. I support a fee for solid waste services ONLY if it is accompanied by better service. I know this is a tough problem but many people I know don't want to pay a fee with the current level of service (breaking cans without replacements, missed pickups, etc.).
<b>Recycling</b>	I would like to see the city have some type of recycling for medical waste. At the present time diabetic needles are going into the landfill which cannot be healthy.



<b>Recycling</b>	Encourage Apartment complexes to recycle
<b>Recycling</b>	Residents in New Hampshire are required to recycle or be fined in some areas. I feel it should be a duty to recycle. I fill 2 bins every other week, with 1 or 2 bags of actual trash. It is not difficult, if it is a law, people will get use to it. It is lazy these days to do otherwise. Look at Europe, people do their best not to waste.
<b>Recycling</b>	Recycling education about what is and isn't recyclable is SORELY lacking. Make laminated sheets explaining and give to every home.
<b>Recycling</b>	Recycling at businesses is imperative. My job site is huge and no one really recycles all those water bottles, copy paper, files, cardboard boxes at the warehouses, etc. Such a waste
<b>Recycling</b>	I'm concerned that recyclables aren't actually recycled farther down stream. Not HSWD or it's recycling vendor. Is the material piling up somewhere and eventually ending up in the ocean?
<b>Recycling</b>	Demolitions must stop and materials must be dissembled and recycled instead. Education needs to be a regular thing on the green cans. So far the city has done NOTHING to educate people on what can be placed in the green can. Deplorable. Need dumpsters around Houston to deposit tree trimmings and vegetative recyclables.
<b>Recycling</b>	Please increase, promote, encourage, advocate recycling
<b>Recycling</b>	I think overall there should be more education about recycling and what the bins for recycling do take. As an example, I live in an apt and there is one green big dumpster where I drop off my recyclables. But I think sometimes people who aren't aware that this isn't a trash bin will go and throw trash (I can tell by how it stinks) or throw in rolls of apt carpet and just other items. I at least learned by school, documentaries, social media etc, the importance of reducing waste to conserve the planet. But I think the city can do much more to teach all people (Hispanic, Chinese, Indian, etc) that we are undertaking this initiative and reach out to them by their most watched channel, chambers, radio channels etc. We don't all have the luck to learn at school or have internet at home to know more about this but I'm sure that evening and morning radio could help reach a lot of those in the community (as a start).
<b>Recycling</b>	I have read the draft version of the proposed long-range solid waste management plan. While commending all the good work that went into it, I would like to see a more comprehensive re-use / reclamation component, building on the success of a program like the ReUse warehouse and expanding this idea to address a wider range of materials. Please feel free to contact me about this for additional info or context.
<b>Recycling</b>	confused on - can you recycle newspaper that has labels or tape on it? - is it ok to have loose newspapers in the green bin or should we bag them? - my neighbor puts their recyclables in plastic bags to separate them (cans, plastic, ) in the green bin. Not supposed to do that are we?
<b>Recycling</b>	City buildings and parks can do a better job recycling. Create competition between schools, departments, buildings and post it to increase recycling.



<b>Recycling</b>	I work at 1200 Travis. (HPD) I don't believe our recyclables are separated. Janitorial service seems to just toss it all in one bin.
<b>Recycling</b>	It would be nice to have recycling bins at grocery stores
<b>Recycling</b>	Educate the public who doesn't understand what goes into the green recycle bins. Make it visible by placing notice on top of the can with a bright color, such as Yellow or Red. Have it in English and Spanish of what is permitted in the can and what is not. If it is contaminated, make sure that the resident knows this. Education is the KEY!
<b>Recycling</b>	People in my neighborhood continue to bag (in plastic) their recycling although we produced a newsletter article telling them to simply throw in their items. Huge public outreach is needed.
<b>Recycling</b>	I have read the draft that has been put together and the hefty cost for residents having to pay is quite considerable. If residents are going to pay this much for this service then the community should be provided with results. As a resident it is imperative to show how materials are being recycled as of now most recyclables are going to landfill because recycling is not cost effective. This needs more data to provide sufficient results that are expected. In addition to this, this survey excludes Spanish speakers as this survey is written in English. The outreach is truly exclusive and has a limited outreach.
<b>Recycling</b>	To incentivize residents to purchase items that can be recycled, recommend a tax on non-recyclable items at point of purchase. These funds could be used to manage the recyclable and solid waste programs.
<b>Recycling</b>	Recycling education at schools can be a great vehicle for increasing residential recycling rates and decrease contamination
<b>Recycling</b>	Weekly recycling collection and recycling of plastic film/bags would be hugely beneficial!
<b>Recycling</b>	My townhouse complex gets neither garbage nor recycling service, even though we pay property taxes just like the rest of the neighborhood, which gets both. This is unfair. Also, why can't the city place large recycling dumpsters in apartment complexes?
<b>Recycling</b>	Need a campaign to increase ecological sensitivity in our city - also more education for public on proper recycling procedures and general education
<b>Recycling</b>	Incentivize reduce, reuse, recycle...take away those huge bins, charge for that volume of waste. Go to 2x/month pickup.
<b>Recycling</b>	Houston should promote retail businesses (especially online) to offer items with less plastic and standardization of plastic types so there is less volume and more streamlined recycling. How about mandating no plastic bags at retailers like in some states? Or pay for plastic bags to discourage use.



<b>Recycling</b>	I really think a big effort on generating less waste is the key. There are so many one use items out there that people throw out a ton of. Not sure if there is an educational campaign that could help with this. Also, the litter in Houston is awful. All of the roads and sidewalks are full of it.
<b>Recycling</b>	It is becoming more difficult to find a place to recycle plastic bags, so having a neighborhood depository inside the loop that takes plastic bags and film would be helpful. We try to avoid plastic bags, but it seems impossible to do so completely. I strongly favor a food waste composting program.
<b>Recycling</b>	I strongly support adding glass bottles to recycle list
<b>Recycling</b>	In addition to adding more public recycling adding more public waste bins will help keep streets, sidewalks and parks clean.
<b>Recycling</b>	I think the recycling program is extremely important, even if it costs the city money. I believe education and availability/ease will encourage more citizens to participate and reduce the amount of waste going into landfills.
<b>Recycling</b>	We need more trash at supermarket parking, in the street and walking path. Also with recycling. People are not educated with recycling. We need to teach it at school and kids will teach their parents. 30 years ago nobody was speaking about recycling so we can not blame people because they don't know how to do it.
<b>Recycling</b>	It disturbs me that this surveys focuses on recycling more than the WASTE REDUCTION of single-use. One thing I wish Houstonians need to be educated on is that their "recycled material" doesn't get necessarily recycled. They will end up in landfills or sent to an Asia country to pollute someone else's neighborhood. There's a definite need for more education and incentive to reduce single-use. While the reasoning for the collection fee has merit, it won't incentivize Houstonians. It makes them feel like they're paying for contributing to society. There needs to be incentive, perhaps, a tax credit for Houstonians to take the best environmental action.
<b>Recycling</b>	Glass should be part of the recycling program
<b>Recycling</b>	More recycling! Less trash!!
<b>Recycling</b>	Please increase drop-off recycling facilities. Please ban plastic bags. Please start curbside recycle pick-up everywhere. Also, please ban plastic bags. Did I mention that the City should ban plastic bags? COH must ban plastic bags. There are no carrots or sticks right now for COH residents to make residents recycle. It is hard. During the pandemic, we were reluctant to go to the drop off facility to recycle - so threw a lot of paper and plastic in the trash. Please make it easier for people to recycle. Run educational campaign. I have never seen an educational campaign from COH on recycling or waste management. Also, BAN PLASTIC BAGS.
<b>Recycling</b>	I have so much recycling that the every other week pick up does not meet my needs. I have to also go to N. Main drop off.
<b>Recycling</b>	I would like weekly recycling collection. Every other week is not enough.



<b>Recycling</b>	The City needs to focus/invest more on reducing waste in its own operations and promoting waste reduction; educating employees and citizens on reusing materials and using reclaimed goods; working with businesses to implement the circular economy; and finally, when reducing and reusing is not an option, being very clear on proper recycling procedures. The City also needs to creatively collaborate with organizations outside City Departments (Harris County, HGAC, TCEQ, local non-profits) to do a major pollution prevention marketing campaign, targeting all industries and individuals to take personal responsibility of taking care of our Earth through 'beyond compliance' management of their wastes (to land, water and air).
<b>Recycling</b>	Residents should be able to receive an additional recycling bin for an additional fee.
<b>Recycling</b>	More people would recycle if it were more convenient. I have found private bins for paper products but nothing for plastic or glass products.
<b>Recycling</b>	Get real with Houstonians about what items are actually recycled. It's come to light that MANY plastics are not recyclable - be honest with the citizens about what is easiest/best for SWD to process and recycle. Also, the city needs to incentivize apartment buildings to offer recycling and if that's by requiring them to do so then let's require it. We cannot keep filling up the landfills especially not when the city is rapidly becoming more dense and apartment buildings continue to be constructed.
<b>Recycling</b>	City should take styrofoam #6 in recycling bins. Otherwise it goes in landfills. Also consider city ordinance banning styrofoam.
<b>Recycling</b>	Don't lie to us. If the only plastics that will actually be recycled are water bottles, milk jugs, and laundry detergent bottles, then only collect those and make sure we know. Same with the other materials. Be specific. Make us separate the glass out if that makes it more likely it will actually be recycled. Making it "easy" is only great if the materials will actually be recycled. Latest news about how little plastic is really recycled is very disheartening. Let's at least make what's actually possible more likely to get done.
<b>Recycling</b>	Please empty glass recycling canisters more often



<b>Recycling</b>	The public deserves to know which plastics are truly being recycled. The industries that create the materials that are unable or not worth enough to repurpose should foot the bill to more accurately reflect their costs of creating and maintaining a system generating waste. The plastics industry did a great job advertising the virtue of plastics as a recyclable (which happened very minimally) so they could continue creating more new plastic, and now they are doing it again with a new plant here in Texas. I am curious how much of the material I bothered to sort over the years has actually been recycled and how much just ended up in the trash. If I am going to be billed for that privilege, I would like assurances that the systems are working and expanding. If we got serious about cutting down on waste creation and reflecting the true costs of these industries and habits, we probably would find the value of the land we determine ideal for yet another dump to have significantly more true worth. <a href="https://www.npr.org/2020/03/31/822597631/plastic-wars-three-takeaways-from-the-fight-over-the-future-of-plastics">https://www.npr.org/2020/03/31/822597631/plastic-wars-three-takeaways-from-the-fight-over-the-future-of-plastics</a> . Same goes for our precious water supply.
<b>Recycling</b>	You should reopen the recycling service center on court street in 6th ward and the Heights. What were you thinking when you closed it? Bad idea.
<b>Recycling</b>	I would like to see more availability of recycling collection bins for common items (paper, cardboard, cans, plastic, glass) available in the city.
<b>Recycling</b>	There is confusion with recycling some items like batteries. One time I'm told Westpark only accepts larger batteries. Next time I'm told only the household type - AA, AAA, 9 volt, etc.
<b>Recycling</b>	I think the city should take initiative to incentivize residents to properly dispose of their waste through marketing campaigns that emphasize city pride. There should be more public waste bins in general and they should be advertised in a way that using them means you love Houston.
<b>Recycling</b>	1. Provide free recycling services, paid for by solid waste fees. Issue warnings and fines to those that misuse the recycling container. 2. Ban single use plastics (e.g. charge 10 cents per plastic bag in stores). 3. Provide more drop off locations for e.g. batteries, paint cans, oil canisters, etc. 4. Collect recycle container weekly and solid waste container every two weeks.
<b>Recycling</b>	The survey did not address recycling for townhomes and senior centers. Centralized program options, ie, a bin for collection of each facility, would provide even more sustainable efforts. Also at the program's inception there was also an online incentive program called Recycle Bank where participants could earn points for items that were also recyclable. Perhaps consider reinstating similar incentive programs would garner more interest and/or offer as an option to reduce the fee. A successful consumer engagement strategy must include a benefit to increase participation and adherence over the long term vs simply adding fees and fines.





<b>Recycling</b>	Most residents probably do the right thing but those who don't need to be educated. That requires someone talking to these residents or sending a letter addressed to that household only. If it is a generic letter that seems to have gone to all residents then those you want to educate probably don't think it pertains to them. It needs to be individualized mail making the resident aware of what they are doing wrong.
<b>Recycling</b>	Please consider promoting recycling and composting to non-English speakers. Many if not most landscape workers speak Spanish, and in my experience are unaware of composting and yard waste alternatives. I've tried explaining composting to my yard guy and was completely out of my depth. Please also consider either alternatives or bans of styrofoam containers. They are constantly littered around our streets and bayous, likely impacting drainage.
<b>Recycling</b>	City and County should cooperate in offering more drop off locations for BOPA and Hazardous waste Materials. One county facility not open to City residents and the limited City facilities open only limited hours and a long distance from some parts of the City cause tons of items that should be recycled to be sent to the landfill. With the sponsorship program in much of Kingwood and probably other areas, too, outside services will take almost any items and take them to the landfill. A few joint City County facilities would be operated by sharing costs based on addresses of people dropping off items.
<b>Recycling</b>	I believe we should have recycling and trash cans picked up once a week! I am in the 77074 area
<b>Recycling</b>	If one neighbor uses their green recycle bin incorrectly and the garbage men put waste into the recycling truck, does that negate all the efforts of the rest of the families that are doing it correctly? I am finding that my next door neighbor does not put recycling in their green bin, but mostly garbage. I do not want all my family's efforts to go to waste.
<b>Recycling</b>	I lived in a place where you had a very small trash bin and a large recycle bin and a moderate food waste bin. If you wanted a larger trash bin, you had to pay a lot for it. I did not pay for recycling or food waste, only trash. I believe that helped people recycle more. However, we need to make sure residents know exactly what they can and cannot recycle and how to clean items to recycle so that resources do not go into sorting out the non-recyclable items. Also, we need to make sure it is actually being recycled and not just thrown into the landfill because no one will take it. We need to find industries who will pay for those recycled materials so there is a demand.
<b>Recycling</b>	I try to follow the guidelines we have been given and think I have a grasp of what they say. However, on many occasions I have been faced with an object I cannot place in any category. I called 311 but they could not really help. I follow the dictum given by a commercial company: when in doubt, throw it out. I think the City and the current waste management company have done a very poor job of educating the public on the proper use and how to's of disposing what may or may not be of recycling items.



<b>Recycling</b>	Houston residents need more education about REDUCING and REUSING. There is a misconception that what goes into the recycling bin is actually recycled. The truth is that less than 8% of plastic is recycled. The City MUST come up with a plan to ELIMINATE single use plastic! The City also needs to STOP the "One Bin for All" recycling program. It's easy but costly and ineffective.
<b>Recycling</b>	I have inquired with my office multiple times requesting a recycling bin but they say that it's at the cost of the businesses in the building. There should be one main bin at all offices in the city to reduce waste.
<b>Recycling</b>	I was told when I moved into my new neighborhood that the city doesn't do separate recycling. I have 2 green bins and city workers tell me to just put it in my trash bin and they will separate it later. I don't think they do this. I'm hoping to bring back recycling in my neighborhood so I don't have to keep driving to the Westpark center. If we don't do our part now, climate and global change will hurt us later. Why are you charging communities to do the right thing. Recycling should be free.
<b>Recycling</b>	Yes, be sure in the end that all material you recycle IS recycled and not dumped in the landfill. In theory we have a new modern recycling center that should be doing that.
<b>Recycling</b>	I see MANY neighbors that include plastic grocery bags in the green recycling bins and have tried to explain how bad this is for our recycling program. Perhaps consider NO plastic grocery bags in Houston or a campaign to publish where they can be recycled (list of grocery stores, etc) and emphasize that they should not be in the recycling bin!
<b>Recycling</b>	It is challenging to recycle electronics and other materials that contain toxic materials. The Environmental Service Center has very limited hours. Electronics dumping is an enormous environmental issue that needs addressing. If it wasn't for the national recycling day, where groups take it upon themselves to collect electronics, clothes and more, very few Houston residents would ever participate. As it is, almost all electronics end up in our landfills, or worse.
<b>Recycling</b>	If the City is going to have recycling, it is important to do it regularly. Many times our recycling sits by the street for days & passerby's put trash in it. If we see it, we remove the trash, but if it was food waste - what a mess after sitting for days! Plus with so many feral dogs and cats, not to mention rats, food items could prove to be hazardous.



<b>Recycling</b>	I really think that more communication, continual education, and enforcement is needed from the SWD. Refrigerator magnets and postcards are a great source to remind and educate residents. I don't think SWD refusing to empty carts by itself is an effective way to educate citizens on what not to put in the carts. There are too many people who don't care or won't get it. Violators would just leave their unemptied carts out for weeks without calling 311 to find out why their waste wasn't taken. They will get put the blame on SWD and think they keep on getting skipped over. I've seen it happen too many times in my neighborhood. Some type of notification tag has to accompany SWD's actions. I believe in enforcement with fines, but I believe people should get a warning first in the form of a notification tag on the collection or their door/gate. Also, SWD inspections officers should be quicker on enforcing violations. Action on reported violations should take less than a month - before the next heavy trash pickup is scheduled - for violators to really understand what they are in violation of. Most think they are getting away with it and most are, which is very frustrating for people who go by the rules.
<b>Recycling</b>	Need more recycling education
<b>Recycling</b>	Our weekly garbage would decrease significantly if we had weekly recycling pick up vs every other week. Everyone on my street recycles as well. Given that packaged food is even more common in lower income areas, which 77011 still is considered, most of the waste produced in the area should fall within recycling parameters.
<b>Recycling</b>	How about equity in in trash collection. Areas of the city with more home rentals should get heavy trash pick up every month, and tree waste recycling can be dropped off by residents at the drop off centers.
<b>Recycling</b>	Recycling is very important but I think isn't understood well by people overall. People are unsure about what can go in the green bin and there's a low confidence that recycling actually gets recycled and doesn't get diverted to landfill. Clear and regular communication about how much of each type of material has been recycled in the last month/quarter/year would be excellent, as one suggestion, also about who bought it and/or what has been made out of the recycled materials. It goes into the ether and we never hear about it again. Imagine if people heard "People of Houston, THANK YOU for recycling 1,000 tons of paper last quarter! Our main customers for paper currently are x and y customers, meaning your paper recycling has been turned into newspaper / coffee cups / wrapping paper [whatever]." Make it tangible and simple and let people see that their efforts are paying off.
<b>Recycling</b>	I think folks need an incentive to recycle so there is less waste. I would be willing to pay a fee for waste collection if we could recycle more. That would probably require an additional container or weekly pickup. Also, I've been looking for "recharge stations" for detergent, liquid for soap, softener, etc. to reduce plastic waste. I haven't been able to find any. I think businesses should be given an incentive to provide this kind of service as well.



<b>Recycling</b>	Rollout is a wonderful app and should be expanded to help people recycle and get questions for disposal and recycling answered
<b>Fee</b>	Great to see this survey. The City of Houston is, I believe, behind in improving its solid waste services. If it requires a fee, so be it. But if a fee is introduced please make it flexible. By that I mean, commercial and business entities should pay more than residents. If the fee is introduced, could it be on a sliding scale. By that I mean, state what the fee will be but when it is introduced don't hit residential properties with it all at once, phase it in. For families and individuals that are receiving public support and retirees could the fee be lower?
<b>Fee</b>	My area is predominantly Hispanic and the majority of families use the green recycle containers as additional trash receptacle. Generally there is not a recycling mindset except for those collecting metals from heavy trash for resale. The compostable yard waste program has failed in this area due to inconsistent or nonexistent pickup and the flimsy bags required. This program should be relaunched with stronger and more readily available bags or bins and consistent, weekly pickup.
<b>Fee</b>	I think a nominal fee could help the services, however I am concerned that it would lead to increased illegal dumping in poverty stricken areas. Maybe this could be reduced by providing community trash centers where people could dispose of their trash/recycling for free. This would also be an opportunity to share information about recycling at these centers. I am also concerned that having people pay extra for recycling will mean that they will just not recycle. I think recycling should be included in the base rate and not an added cost.
<b>Fee</b>	Regarding the implementation of fees for recycling is understandable but there must be accountability on the spending of funds. The COH must be wise and use funds accordingly.
<b>Fee</b>	We have very little actual food waste. That aspect is not important to us. I do not believe a specific fee should be charged, it should just be part of the city services from the general budget. UNLESS it can be earmarked so the funds can't be used for ANYTHING but waste management. Too often funds are collected for a purpose but then they get used for something totally unrelated.
<b>Fee</b>	Our city is underfunded and it shows. It's embarrassing.
<b>Fee</b>	1. have people pay for solid waste 2. Make recycle waste free —>. This will encourage good behavior
<b>Fee</b>	Strongly support enterprise fund to improve City service long term.
<b>Fee</b>	I believe it is important for City leadership to put a price on SWM to improve incentives Houstonians confront when making disposal choices. We should start on that journey, pair it with robust education to eventually arrive at a policy position of penalizing habitual offenders. Assigning a penalty to contamination too early in the evolution will create incentive for people to simply put all recyclables in trash. Consider potential penalty for placing recyclables in trash, ex: NYC.



<b>Fee</b>	I would be willing to pay for solid waste services if the services were reliable and excellent.
<b>Fee</b>	We want the fees lower and the service better. But we do not want to become San FRANCISCO with garbage police Checking our contents and issuing fines. Been there done that in NJ , that's why we moved to Texas!
<b>Fee</b>	I am a single person household. I do not generate enough trash or recycling to place my cans at the curb every week. Any fee charged should be based on usage, not across the board. It's unfair to charge me & other households my size the same as a family of 3-4 which would have significantly more trash per weekly pickup
<b>Fee</b>	Why not have City Sales Tax increase? WHY IS THE HOMEOWNER ALWAYS taxed anytime the City needs funds. After all, there are MANY PEOPLE WHO USE CITY SERVICES, THAT are not homeowners.
<b>Fee</b>	If fees were assessed for trash pickup, how would you ensure that low-income households subscribe and pay for appropriate services (vs. not pay and increase litter)? Seems like a minimum level of service is needed for everyone. Also, I think the city needs to make it very clear where recycling goes. If it
<b>Fee</b>	I think the fee should be reduced or free for low income residents. I completely agree with the need for a few, but I do not think it should be a disproportionate impact on low income people.
<b>Fee</b>	if you choose to implement a fee, everybody, and I mean everybody should pay for it, apartments, private homes, schools, churches retail business, industrial business, I find it wrong, if exceptions are made
<b>Fee</b>	Fee would be a regressive tax. Maybe only tax above a minimum property appraisal value for residential.
<b>Fee</b>	Until you. Increase fees to developers, which will increase funding in city coffers, show where monies from the toll fees are being directed, and outline how the current fees are being used, I am very hesitant to agree with additional fees being imposed.
<b>Fee</b>	Residents should be allowed to vote on any proposed changes before the city has a right to rob it's residents blind by raising taxes.
<b>Fee</b>	I think charging a fee for anyone who uses non-recycled solid waste services over a certain amount could be helpful. But I am against charging for recycling (which we should want to promote) and charging for basic amounts (as poor people may not be able to pay and deserve access). If you only charge if your regular trash is over a certain amount, then you can encourage folks to reduce, reuse and recycle. And you can do it in such a way as to not cause poor people to become poorer.
<b>Fee</b>	The city already charges a significant amount on our water bills adding another fee is absolutely ridiculous.



<b>Fee</b>	Covid relief funds should not be used for recycling/waste initiatives. Pull funds from our bloated oversupported police budget to pursue these community initiatives
<b>Fee</b>	Money from defunding the police should go to community programs and recycling
<b>Fee</b>	There should be a way for citizens to pay more or less depending on how much trash and recycle they accumulate
<b>Fee</b>	If you create a separate billing for solid waste, will some choose instead to just dump/drop their trash in empty lots, etc.?
<b>Fee</b>	The city needs to spend the money to buy new and/or keep existing vehicles and equipment in working order so the city is not consistently behind or late in solid waste pick up as it has been for the last several years. No more excuses!
<b>Fee</b>	Look into how Austin does it. Not sure if there is a fee, but you pay monthly based on the size of the trash container, and recycling service and bin is free. Please require apartments to recycle. Austin has a Universal Recycling Ordinance that phased in apartments based on number of units. It was great! It is abhorrent that I live in a 98 unit complex and we don't recycle. Also, people need to be paying for trash services in this city. That is insane. Don't charge for good things like composting and recycling, charge for trash!
<b>Fee</b>	We pay high taxes for city services so I think if the money were managed better we should not have to pay any fees for city services. We now are paying for our trash cans each month which will add up per resident.
<b>Fee</b>	Garbage fees used to be included on water bill. When did that change?
<b>Fee</b>	How is the city funding waste collection currently if we're not paying for it through city taxes? Will our tax be lower if a garbage fee is instituted?
<b>Fee</b>	I would have to assume that some of the costs of the garbage pick up are included in our water bill rates. Wondering if the water bill rates would go down if we're paying a separate fee for garbage services? As far as cleaning the homeless encampments, the city should Evict the t"tenants" Or simply throw their things out



<b>Fee</b>	Despite what “every other city is doing”, SWM services are paid through city taxes. Any shift to fee-based services must be accompanied by a reduction in tax rates equal to the SWM budget. Congratulations on finally hoodwinking a mayor and council to impose the cart repair fee during a pandemic with little public feedback and significant council absences during a rescheduled vote. (Any fee has been the “holy grail” of SWM for decades. The camel’s nose is now in the tent!) This fee would not be necessary if drivers were trained to properly empty containers and replaced them upright where they found them with the lid closed (like they did when containers were first introduced) AND properly supervised to assure they were doing it. Damage to containers is mostly due to poor handling by SWM — something the “user” has no control over. “Recycling costs the city money” - the city told citizens that recycling would save money through reduced landfill costs. SWM needs to return to being a service that operates on a published schedule. Failure to collect on the scheduled day has become commonplace. SWM services should be provided on the same day of the week in all locations. The combination of missed collections and multiple collection days during the week results in something being on the curb almost all the time.
<b>Fee</b>	As with all survey's I detect an end game. I believe Houston proper already has sufficient funding for its water and wastewater services that provide our waste management. I don't believe the city has been using the funds properly and hesitate to encourage more taxing that is a result of poor city management.
<b>Fee</b>	I feel there needs to be more information about exactly where fees that are paid are being spent. I don't mind paying for something if I actually understand what it is that I'm paying for and I can trust that what I'm told is the truth.
<b>Fee</b>	please consider poor residents when you add fees. please work to make the city waste-free, including fees for trash collection and incentives to take hhw or e-waste to recycling centers.
<b>Fee</b>	Instead of a trash fee, I would rather see the City aggressively pursue ending the Charter and state-imposed revenue caps and lobbying for a state effort to address property tax assessment inequality (to ensure that commercial properties pay their fair share and don't push the tax burden onto residential property owners). The first item (removing revenue caps) would allow the City to set a tax rate that pays for all services, including solid waste, and the second (property assessment equity) would ensure that homeowners and renters are not unfairly shouldering the burden of City services.
<b>Fee</b>	Any other towns I have lived in, it was not the city that collected the trash. It is private companies where there is competition. If the city is going to start charging I would like the choice of picking a private company since our city trash collection is very inconsistent.



<b>Fee</b>	Recycling and waste reduction overall is very important to me. I would like to see the city work to expand recycling programs. I do not mind paying a small fee for trash and recycling, but do not believe it should be based on usage. To promote recycling, there should be no additional fees to use the service. Additionally, I am concerned about the current system of heavy trash pickup once every two months. In my neighborhood, this is used extensively. But needing to leave trash out on the curb for weeks at a time, waiting for pickup looks awful and brings the overall value of the neighborhood down.
<b>Fee</b>	Pay-as-you-throw will cause many residents to place their waste materials in a neighbor's trash receptacle or in the dumpsters at area businesses.
<b>Fee</b>	I am disappointed in knowing the scandal involving recycling pick ups going to regular landfill and now pay for independent glass recycling. I already unhappy with the garbage can fee that has been added to our monthly invoice because I feel there is way too much administrative waste and we already pay enough taxes to cover the costs. Now you want to add additional fees for services that this survey is the first time I have heard about them. Clean up your waste in the administrative area and get current services running smoothly before you find new ways to charge us for services that taxes are supposed to cover. Live within your means just like the every day people that you serve and pay your salaries.
<b>Fee</b>	The city has already added a fee to the water bill related to waste collection. I am not certain why they want an additional fee or increase. Since the establishment of this fee, I still do not have all my trash collected on the designated day. Often the recycle bin is picked up on another day. In addition, heavy trash is never picked up on the designated day of the week. It is always days or weeks later. Why are we always raising fees and taxes there should be sufficient taxes being levied.
<b>Fee</b>	The city consistently mismanages most tasks it takes on. It would be more responsible to offer less and work within its means than pretend more money will be handled appropriately. Waste reduction includes waste of dollars. Does anyone seriously think most people will pay the fee? What happens to all the waste when people do not? They are accustomed to "free" and now you expect many resource-constrained people to pay \$25/month? If you think there is a dumping problem now, just wait.
<b>Fee</b>	If Turner had gone with EcoHub we wouldn't be in this fix now and the City would have at least \$40 million in extra income right now. Trash service has been and should remain a basic service especially since our City property taxes were just raised and our water bill contains a yearly raise in rates. We are struggling as a city and all these extra fees prevents people from being able to feed their children or to properly maintain their homes.
<b>Fee</b>	I am a senior citizen on limited income. Cannot afford a \$30/month service fee. I pay high Houston and Texas property taxes on my home.
<b>Fee</b>	No more fees Too much city waste Cut back on unnecessary spending that does not benefit ALL residents





<b>Fee</b>	There's a reason that neighborhoods like mine choose to have private trash collection. If the city automatically charges a monthly \$30 fee to every resident our neighborhood will no longer be able to financially justify private trash collection. This will increase the COH work load. While I was temporarily relocated in another Houston neighborhood after Harvey, I experienced COH trash collection and I hated it. 1. Large trash cans EVERYWHERE (in the street, blocking traffic flow, tumped over, generally a traffic hazard)
<b>Fee</b>	I am strongly opposed to increasing fees for waste removal services, especially additional fees for more environmentally friendly services like recycling and food waste removal. Additional fees discourage participation. The City should instead focus on reallocating existing funding and resources from overfunded entities, such as the Houston Police Department, and into community improvement services such as expanded recycling and enhanced waste removal services. I strongly support initiatives that will increase recycling at apartment complexes and other multifamily housing units.
<b>Fee</b>	I do not think we should have anymore fees charged to us during the Pandemic. People are already struggling. We are already paying a fee for an extra garbage can, which I do not think is fair.
<b>Fee</b>	No more additional fees for the same level of service
<b>Fee</b>	This survey is awful because it implies that the only way for these future services will be provided is if citizens pay a fee. If our current infrastructure is not functional for future plans, why are our taxes going towards paying Waste Management millions of dollars?
<b>Fee</b>	NE has carried the city trash for 60 years I've been here. No further fees or taxes should be included in solid waste program. Dumps devaluation of property has gone to far for the NE. Redirect city revenue to properly fund the program
<b>Fee</b>	We pay hefty taxes for the city services we receive . The quality and dependability of these services has gone down, yet at every turn the city is adding fees for one thing or another. Enough is enough!!! Stop!!!
<b>Fee</b>	Residents pay more than enough fees/taxes on our water bills. Use some of that for solid waste.
<b>Fee</b>	If the city manages now with funding waste management with taxes only and wants to institute a fee for this, then our taxes should be lowered.
<b>Fee</b>	The City Taxes and fees for water and Sewer should be enough money to pay for our trash removal. Plus the collection of materials should be a huge generator of money for the future. Just the aluminum and metal collection should be sizable.



<b>Fee</b>	We already pay for trash service through the water bill. I do NOT support paying more. If you just breakout of the current bill how much we are paying for trash, then you can do that, but do NOT charge more. It's nonsense to say that we haven't been paying for city waste service. It would not exist if we haven't been paying. Don't be insulting in your surveys, it will annoy the citizens.
<b>Improve Service</b>	I think it's ridiculous to have to pay a tax to get lawn clipping bags, especially when they very rarely get picked up on time, if ever.
<b>Improve Service</b>	Just need better overall service
<b>Improve Service</b>	It would be an improvement if the city picked up our recyclables on time. On more than one occasion our street has been skipped. Our green cans get emptied several days late, or our tree waste does not get picked up at all. This has caused me to consider putting these items in the regular trash. I want to follow the city's rules but the city needs to do its part and pick up the recycling materials on time. Additionally, when the regular trash is being picked up, too much of it gets dumped in the street. Last time the garbage was collected I counted 5 cans on my street that had part of its contents dumped into the street.
<b>Improve Service</b>	Cans are missed on our street often. When this happens, 311 is called, but cans aren't emptied before the next scheduled pickup. This causes our recycle to be either too full and items fall out & are left in the street or we put our recycled items in trash receptacles. We need an option to get another green can or recycle cans should be picked up as scheduled or ASAP if reported missed.
<b>Improve Service</b>	Needs more accountability. Our street always gets forgotten on recycling days. We call 311 almost every time to remind them and they still barely ever show up.
<b>Improve Service</b>	Waste Management should provide more training of employees on picking up/setting down the containers at the curb so as not to break the wheels or placing the containers in the truck. Any waste management fee is nothing more than a tax and should be as such. Nothing special about collecting solid waste, it is just another city service like police/fire protection. Raise taxes id more money is needed.
<b>Improve Service</b>	I would need more information on each program before I could effectively evaluate it. Also, when the weeks trash pickup occurs, it is very unsatisfactory with the operator drops filled plastic trash bags out of the black bit and does not bother to pick up. And, they bin was not full. Also, 2 years ago I requested online a new black trash bin. Thank heavens a neighbor repaired mine because I am still waiting. No, I would not like to pay for that kind of response!



<b>Improve Service</b>	We have been Houston homeowners since 1981. Please improve the quality of the curbside collection by coming on schedule and being as neat and clean as possible.
<b>Improve Service</b>	The drivers are horrible and messy. They need to be trained!
<b>Improve Service</b>	Follow your schedule, sometimes waste is not picked up on the scheduled day. Sometimes there is no schedule for heavy trash. It is around the date that it should be done. Maybe on that day, maybe 2 or 3 days later.
<b>Improve Service</b>	Please be consistent in your approach
<b>Improve Service</b>	Our trash, recycles, and heavy trash is not dependably picked up on the correct days leaving much doubt about the capabilities. These all should be in the cities planning since we pay through the water bill.
<b>Improve Service</b>	Our trash pickup is consistently late. It's very frustrating. Heavy trash is weeks behind



### Improve Service

One of the biggest issues we have is unpredictable garbage and junk trash pickup. There are weeks when nothing is picked up and we all call 311, and it's pointless, because we're told they have 5 business days to respond (aka a full week, which brings us back to the usual garbage day) and we've never seen them actually come. I also wish that families with many children (we have 5) are given extra cans at no extra cost. We use 2 to 3 cans each week, and it's really expensive, yet we have no choice. We also were told that we cannot pay for extra recycling cans, so that forces us to throw out things that should be recycled. We don't have time to drop it off at the location (because, as I said, I have 5 kids!) Lastly, I'm from Chicago. Obviously their setup with alleys behind each street is awesome. But they have a much more flexible system regarding pickup. They will pick up yard waste any time, as long as you use their bags (which they provide for free if you call) as well as large items, including furniture! They just ask that you call with a heads-up so that they know to plan for the extra time. Their trucks are capable of processing those items right there on the spot, so a sofa is reduced to shreds in real time. They also will give you extra cans for free if you just call. There's no add a can fee. Also, they have a street cleaning service which really helps. I realize we don't have snow so we don't need it as often, but it would still be great. I also lived in NY, where the street cleaning is done weekly, which is obviously necessary in such a populated city. However, I think we can learn something from these other cities. Apologies for this being so long, but I want to add that in Chicago, the sanitation department's relationship with the residents is much friendlier. If someone accidentally recycled the wrong thing or disposed of a dangerous item which can't legally be done that way, or if a resident dumped a lot of furniture without being considerate and calling ahead... all of these things are handled in a friendly way, with the trash collectors leaving a note so they know for next time. They don't jump to fine the residents (despite being a city that loves fining the people for everything, including utilizing speed cameras!) Here, things seem more hostile and we had a trash collector refuse to pick up our extra cans because the city hadn't sent us the stickers. We were literally paying for the service, and he could've easily helped us out or given us the courtesy of a one-time exception, but he basically went out of his way to deliberately avoid picking up those extra cans. Overall, things could be done in a more friendly way! Thanks for all that you do to help us out!



<b>Improve Service</b>	I am disappointed in the SWM's secondary collection programs. I attempted to participate in the yard trimming program about once every two to three years. In every case SWM never picked up the bag, the bag either started to disintegrate within two weeks, CURBSIDE, or worse comes disintegrated OUT OF THE BOX, and the clippings ultimately went with the black waste stream. I continue to bag at least twice a year, but I no longer attempt to divert yard clippings from the black waste stream. I routinely have to call for call-back service for the monthly heavy/yard waste program and sometimes am forced to place oversized items in the black bin. I don't think the curbside service is being well managed, and I want to see the existing programs fixed before asking to fund new programs. Require grocers to accept plastic bag recycling in-store, otherwise they will continue to go.
<b>Improve Service</b>	Yeah, when Solid Waste falls off the rails on schedules (junk, tree waste, recycling, lawn waste), make it public folks. Put it on Facebook and Twitter and stop trying to act like it's not happening. Also, if the scheduling issue keeps happening, maybe you need a new director of solid waste.
<b>Improve Service</b>	I don't recycle because they driver skips my house 9 out of 10 times!!! i put 311 reports but nothing changes. there is a check and balance in place. heavy trash junk and trees didn't pick up again this month(10/2020). we are a neat household so that's not the problem. it's out curbside the night before. it's a horribly run system and now you want us to pay more? it is already paid thru our taxes!
<b>Improve Service</b>	Pick up Trash, Recycling and Heavy Trash when scheduled. Stop giving ridiculous excuses. Wasteful mismanagement is rampant in this department. Clean house and clean up this city! No New Taxes!
<b>Improve Service</b>	Pick ups need to be more timely. never sure when heavy trash will be picked up ( better last 3 months. recycle is always late leaving cans by road from one to as many as 5 days after scheduled day. black cans are usually on time. Just to vent 311 has become a joke was effective for about a year. now operators are usually rood and non-responsive
<b>Improve Service</b>	I tried the compostable lawn clipping services, but no one would ever pick it up. The bags would then deteriorate and would fall apart in the street. It was a mess. I have since given up.
<b>Improve Service</b>	Before expanding any service it would be nice if COH could provide the timely delivery of services we are already paying for.
<b>Improve Service</b>	Very disappointed in the service I have received from the City of Houston in regards to trash service. I have lived in Bellaire and also in Houston under various private collection services and by far has the City of Houston had the poorest service. Lawn clipping bags sit for weeks sometimes on our block not picked up and recycling is late often. Seems to be poor management of employees and resources. Would prefer private trash service to city services.



<b>Improve Service</b>	Please pick up on the scheduled pick up dates. This wasn't an improvement option, but it is by far the most important thing to pay attention to. Waste should always be collected on the scheduled day. Why do I keep having to call 311?
<b>Improve Service</b>	heavy trash is not always picked up on the day of service; could we get this to be better
<b>Improve Service</b>	Schedules need to be kept. I can not tell you how many times heavy trash is missed by days to WEEKS! Also, replacing broken bins needs to be done MUCH FASTER!!! and care be taken not to have drivers dump bins and break them so often.
<b>Improve Service</b>	I find it difficult to think about the city expanding their services when they struggle to complete current services in a timely matter. (Missed pickups, late pickups, the no recycling scandal, taking years literally to replace broken cans...)
<b>Improve Service</b>	compostable yard waste bags do not get picked up in a timely manner so they end up coming apart and the contents on the street or yard. It is disappointing and aggravating. The last heavy rains there was a bag of yard waste (not ours) floating down the street and it broke so the street was full of dead grass. We finally swept it up and put it in the regular trash can so it would not end up in the storm drains. In addition, the littering is out of control! I pick up cigar or cigarette packages, beer bottles/cans, bags from fast food, candy or chip wrappers, and even a used condom from my own front yard that lowlife scum throw out their vehicles instead of disposing of it properly. I have seen people taking off their masks and gloves and throwing them in parking lots a LOT since Covid began. I have seen dirty diapers left in parking lots of stores. People in this city have no respect at all and it is most likely not the people who own homes who do this because we all work hard for what we have and don't want people's garbage in our yards. We were educated about this when we were young. Remember "Don't Mess With Texas" campaign? "Give A Hoot, Don't Pollute"? "Keep America Beautiful"? Nobody around here seems to care about the environment.
<b>Improve Service</b>	City needs less trash rules & better/ clear enforcement of existing rules. Yard waste crews are divas & rarely pick up legally acceptable yard waste like bundles. Yard waste schedule is irregular & undependable. Biodegradable yard waste bags are a scam, i.e. too expensive & not widely available. Yard waste should be allowed in black cans. Lawn crews should be ticketed for blowing waste off property, into streets & storm drains.



<b>Improve Service</b>	We have tried for the past six years to leave out our lawn waste in city approved compostable bags and it is NEVER picked up. Even after reporting to 311 the situation is NEVER resolved. We end up burning lawn waste or putting it in our regular trash because of COH's failure.
<b>Improve Service</b>	After emptying the garbage can, I wish the collectors would place it back at the end of the driveway rather than leaving it in the streets.
<b>Improve Service</b>	My recycling hasn't been picked up on the regularly scheduled day in 3 years....
<b>Improve Service</b>	the solid waste collection drivers are inconsiderate of cars, trees, etc, and regularly hit both. recycling collection is rarely picked up on time, if at all.
<b>Improve Service</b>	though i do check solid waste's facebook (or the city's) at times, i mainly utilize the solid waste dept's website. i find that the website is often not as up-to-date as facebook. many people do not utilize either, and too many people do not know their heavy trash service days, which is a huge problem. in my neighborhood, heavy trash crews do not tag heavy trash piles when the contents are off (ie: junk mixed with tree waste on tree waste collection days). ditto for recycling that the recycling crews don't pick-up. when crews reject heavy trash piles & don't tag them or cite the property, neighbors or the HOA are left to report via 311 but that often doesn't result in timely inspection and the rejected piles sit, sometimes until the following collection day.
<b>Improve Service</b>	All the talk about new services and additional charges is all good and well but I don't think the city does a very good job on giving us good service for the ones we are already paying for, so I'm reluctant to agree on new services with additional charges. I would love to have a conversation with a responsible person of the city to explain my reasoning.
<b>Improve Service</b>	Timely pickup of Garbage and recycables. Is food waste that much of a problem for land fills? I would think that plastics such as styrofoam and packing materials might be a bigger problem.
<b>Improve Service</b>	Ever since Hurricane Harvey solid waste services has been terribly inconsistent. Grass clippings in City of Houston Compostable bags are almost never picked up on the same day as regular trash. There are times the bags decompose and the debris needs to be bagged again. Grass clippings are often picked up 7-10 days from the scheduled pick up date. The Recycled Green Bin is another inconsistent pick up. Many times these green bins are picked up 5-14 days from the scheduled date. The regular Black Trash Bin has not been picked up this week. (September 24-28, 2020) Today is day 5 and it has not been picked up. Heavy Trash pick up is also inconsistent. It is never picked up on the scheduled day. It is generally picked up 3-5 days late. I cannot see adding additional items to recycle for a fee and then not have the items picked up in a timely manner. That will not happen.
<b>Improve Service</b>	You talk about yard waste pick up but that has not happened ever since Harvey. I have tried several times to put bags out and calling 311 when not picked up but I eventually have to throw it into the black trash can



<b>C - Kamin</b>	Appreciate the survey!
<b>C - Kamin</b>	It's a great service to its residents! Houston has a good set-up.
<b>Thanks for Service</b>	The young man who collects our trash each week is wonderful. The leaf bags have only been collected twice in 5 years. They are in COH bags bought for the purpose so it is a missed opportunity. Some of my fellow HOA board members here in Braewood Glen say it does not do any good to put them out.
<b>Thanks for Service</b>	Thanks mayor Turner for all you do.
<b>Thanks for Service</b>	very impressed by the quality of the solid waste program in Houston
<b>Thanks for Service</b>	I am very grateful to my assigned trash collectors for being timely and consistent. They never miss my bin and they leave it in a clear place (out of traffic's way). Thank you.
<b>Thanks for Service</b>	keep up the good work
<b>Thanks for Service</b>	1. The city provides a range of very good solid waste services, especially considering there has been no regular fee until recently. In my observations, the neighbors that do not bother with separating recyclables from trash or contaminants are also generating the most garbage. Maybe the city can target the biggest users in their education campaigns. 2. On a separate note, you should be aware that mosquitoes often breed in bins due to rain getting past broken, cracked, or partly open lids. The repair service does a good job fixing our bins as they age. Perhaps there is some public health grant money that can help with more repairs.
<b>Thanks for Service</b>	You guys and gals are doing a great job. We are very fortunate to have a great solid waste management system.
<b>Thanks for Service</b>	We have had the occasional problem of people not being gentle enough in handling the trash containers (got holes or scuffs on it) but overall our experience has been overwhelmingly positive. You have a good Facebook presence and disseminate lots of helpful information. We are doing fine with biweekly recycling. While I understand the questions about needing to raise more money, we are limited on budget and would feel stressed if the waste bills significantly increased.





<b>Thanks for Service</b>	First, I want to commend the city for trying. Waste management is a huge component in any city, and an aspect that is rarely brought to the public light. Most people take for granted this service and goes unnoticed (until there is a problem of course). So thank you for your service! I understand the idea of collecting food waste, but I can see it will be a challenge: the collection container should be very strong and close perfectly to avoid animals and odors. Considering our city's climate and environment, this feels almost impossible. I strongly support mandatory recycling at apartment complexes. I also like the idea of community composting sites to deal with food waste. In my opinion, ANY WASTE MANAGEMENT EFFORT SHOULD BE AGGRESSIVELY PAIRED WITH AN EDUCATION COMPONENT. Ideally at all levels: schools, worksites, households, worship places, businesses, etc. The current infrastructure is there, but if the residents are not educated (or not pushed to do "the right thing"), then there is no point in throwing money to new facilities or expanding programs. There are several experts in education and human behavior (including those at universities in our city) that could help develop environmental/waste management education programs.
<b>Thanks for Service</b>	I would like to see more transparency and accountability within the department. I'd also like to see the solid waste workers spotlighted more. They work hard!
<b>Thanks for Service</b>	Thank you for keeping our communities safe and clean.
<b>Thanks for Service</b>	The department does a good job at collecting anything that I put out on the curb.
<b>Thanks for Service</b>	The city does a fantastic job with solid wasted management
<b>Compost &amp; Organics</b>	strongly encourage the COH to implement curbside composting. enforcement of recycling sorting should be implemented...i see contaminated bins constantly. most folks just don't know how to recycle properly.
<b>Compost &amp; Organics</b>	The only allowed compostable bags are utterly useless for the job and split open if they're stressed in any way.
<b>Compost &amp; Organics</b>	This subject is very important to me. If we are to reduce greenhouse gases we have to get organic materials out of the landfill. And getting them back into the soil is also very important. I visit other cities and am very disappointed in and ashamed of Houston's efforts. We could also provide compost distribution to residents who want to pick it up for their own garden and yard uses. We have to do better!
<b>Compost &amp; Organics</b>	I'm interested in compostable recycling as part of a 'quid pro quo' arrangement like the city of Austin
<b>Compost &amp; Organics</b>	Lawn services need to be held accountable for how they handle yard waste
<b>Compost &amp; Organics</b>	The city's biobags for yard waste are too expensive and do not hold up. The bags rip apart when I try to fill them with leaves and twigs, and the twigs and small branches often poke holes in the bags.



<b>Compost &amp; Organics</b>	Offer the following service: a cart/container ("trash can") for YARD WASTE, that is picked up like trash and recycling. A much better solution than requiring the purchase of compostable bags. Many of my neighbors throw yard waste in the regular trash can on a routine basis, because purchasing the special (and expensive) bags is too much trouble.
<b>Compost &amp; Organics</b>	I'd need more info before leaving food at the curb. Bugs? Rodents? Smell? Container?
<b>Compost &amp; Organics</b>	PLEASE offer a food scrap compost service! Please please please!!!!!!
<b>Compost &amp; Organics</b>	I think grass clippings and tree waste should be able to be in the black can and do away with the required "special" bags currently mandated. Food waste, yard clippings and other general waste in the black can will eventually compost. The extra trucks required to pick up the bags is an extra cost that could be eliminated.
<b>Compost &amp; Organics</b>	After nine years in Austin taking care of my mother, I am back home. I miss the compost recycling. It allowed me to put no food wrappings etc in trash in home. If I opened a package of fresh meat, I put the absorbent in a used ziploc in freezer until next trash day. For two people, every other week on trash worked, but every week on compost. I put compost in freezer when bag was full. I bought bags at Costco for about seven cents per bag. Used two a week. Much less water went into waste water through garbage disposal. I considered this a great asset to the city of Austin.
<b>Compost &amp; Organics</b>	Would love to have curbside composting and weekly recycling. Love the idea of paying more for trash to encourage people to compost and recycle! Go Houston!
<b>Compost &amp; Organics</b>	It would be great to have a can to recycle only green/tree waste. You could make the standard black can smaller
<b>Compost &amp; Organics</b>	1)Please provide containers for yard waste that is picked up weekly and composted separately from landfills. I know people who routinely fill their trash containers with yard clipping and trimming. 2) Provide people with info about composting yard clippings in their own backyard
<b>Compost &amp; Organics</b>	I don't use composting yard waste bags because we NEVER bag anything. We compost all our yard waste.
<b>Compost &amp; Organics</b>	Very few people in my area participate in yard waste collection. Many who do, do not properly bundle or bag waste. Thus it is not picked up. Conduct a area survey to determine percentage of households participating in yard waste collection. If low, e.g., <50%, reduce collection to 1 or 2 times a month. Eliminate the use of stickers to be place on trash bags. This waste can be picked up during heavy trash days. Ensure the COH is providing current services adequately before expanding. This is not always the case.
<b>Compost &amp; Organics</b>	I don't put out disposable bags because they are never picked up.



<b>Compost &amp; Organics</b>	I would like the city to pick up yard waste placed in cardboard boxes and paper bags as well as in the compostable plastic bags. Cardboard and paper disintegrate very well and cost nothing to the consumer. I think it is important to have neighborhood depositories or pick ups for different recyclable streams, instead of having them all together in the green cans. Cities that segregate their recyclable waste streams are far more successful at actually recycling materials. My recollection is that mixed stream recycling like we have in Houston is only about 30% effective. This will require education of the consumer, to learn to separate recyclable streams. It would be fabulous if the City could collect different single streams, but a neighborhood depository might be the only economical way, and participation could be poor. It would be interesting to see if any of the recyclable streams could be economical as raw material feedstocks, so that separate curbside collection would be worth offering.
<b>Compost &amp; Organics</b>	The compostible bags should: Not have to have City Seal (to save money), businesses audited to make sure they only sell proper ASTM certified bags and fined if they have others labeled compostible on their shelves, continue working on durability of these bags. Other major cities including environmentally conscious Seattle and San Francisco do not put a City seal on bags, they enforce at retailer level and have handlers just look for ASTM certification. Handlers are experienced and can tell which ones are ASTM, too many times the bags prupurchased are completely acceptable and sold at retail in Houston but do not have City seal and they are not picked up. This is not right!! Why does our City feel they must require the seal when these bags are universal and other City's don't.
<b>Illegal Dumping</b>	If you make it complicated. don't bother. People are not going to study the R's as much as activists think they will
<b>Illegal Dumping</b>	The city of Houston must crack down on construction sites and violators to collect fines to pay for services that have already been paid.
<b>Illegal Dumping</b>	Any plans to enhance the solid waste management system should take into account - Dump site locations and known truck routes, to provide a 'clean the green space' on a regular basis - Heavily used dumpsites should be open 6 days per week to allow for dumping between 9 a.m. – 7 p.m. - Personnel should adhere to standard rules and regulations - There should be clearly identified cameras at the disposal sites and major routes to dumpsites to deter illegal dumping
<b>Illegal Dumping</b>	Heavy trash dumping is a big concern in our area. There are lots of abandoned lots with heavy trash buildup. This needs to be part of the long term plan.
<b>Illegal Dumping</b>	An information campaign around contractor waste and illegal dumping needs to be initiated,
<b>Illegal Dumping</b>	illegal dumping especially in 77021 i think is that zip code and 77009 at the dead end of booth street. have neighbors or groups adopt an area know to be a hot spot for dumping or partying and leaving cans and bottles - put cans for them to use? clean up debris like after harvey there is still so much debris along the bayou if u enter from booth street at the end on left also on the right side too
<b>Illegal Dumping</b>	The fines for not following the heavy trash schedule needs to increase to prevent the daily heavy trash dumping on city streets.



<b>Illegal Dumping</b>	Employing members of the community to clean up their own neighborhoods and do education in their own areas enriches community development. The person gets an economic boost and the neighbors trust the familiar face and will listen to the interests of the City.
<b>Illegal Dumping</b>	#1 Create a solid Waste citizen academy and allow super neighborhood reps and civic club leaders to issue heavy trash violations warnings in their neighborhoods. #2 Set up heavy trash container pop ups in areas like district B & D that experience an abundance of illegal dumping. #3 Suspend odd & even and pick up heavy trash & tree waste monthly in district B & D.
<b>Illegal Dumping</b>	We really need a more hands on approach to address the Illegal dumping issue in Northeast Houston.
<b>Illegal Dumping</b>	More DON inspectors are needed to enforce violations in a timely manner. Junk waste and tree waste is put out too early.
<b>Illegal Dumping</b>	Real Time Security Cameras for City of Houston need to be installed in areas known to be regular illegal dumping sites and linked directly with HPD.
<b>Illegal Dumping</b>	City should aggressively enforce fines and fees for bandit signs, trash dumping and DON regulations. These seem to be ignored by judges when collecting and forgiven when new owners are buying properties
<b>Illegal Dumping</b>	Can the city execute programs for paroles to pick up trash outside of neighborhoods. Noticed recently that there is an enormous amount of trash/litter dumped or placed near neighborhood entrances. Could be homeless people but I really think that people are just getting lazy.
<b>Illegal Dumping</b>	Please refer to comments in Question 21 above. You encourage people to illegally dump because of your onerous rules and regulations before one can dump. No ID/No Utility Bill/Too late past closing time! All should be allowed to dump at anytime!!
<b>Other</b>	You need to put together citizen committees to help give you ideas on how to improve the services.
<b>Other</b>	Incinerate items that can be burned
<b>Other</b>	Fix the fire fighter pensions so the city has more money to deal with things like solid waste and recycling. HFD employees are spoiled and want to earn as much salary as the HPD but work less hours per week and have a better pension than HPD. HFD and it's militant union leaders are holding the entire city budget hostage with their unreasonable pension and compensation demands. We should do what President Reagan did with the air traffic controllers - fire them all and hire replacements.
<b>Other</b>	311 service is a great way for us to report litter in public rights-of-way.
<b>Other</b>	Provide for citizens to obtain can when they are stolen or damaged.



<b>Other</b>	Tag people's trash who can't get it right. Do more pick-up of shit that can't go in the trash can (e.g. furniture, appliances, etc) and charge people for it. Let them call 311 and order the pick-up on demand and charge a fee. Don't haul away shit for people that they would otherwise have to pay to dump elsewhere plus move it themselves. Unlike with trash, which can end up in a neighbor's yard, inside the city of Houston the likelihood of having an overturned refrigerator in your yard is slim (although not necessarily impossible). The city should capitalize on this. Charge people for their excess. Not basic services.
<b>Other</b>	- Additional transfer stations for trash and recycling would improve efficiency. - Auditing communities using public service that do not meet criteria like the higher density townhomes. - Offering PAYT with option for a smaller cart. - Allowing for cans or carts for yard waste in addition to the bags. When city misses service, bags rot and fall apart. - Opening City to a 5-day service schedule vs. current 4-day. The capital required is only growing and return on taxpayer dollars is greatly increased with the added capacity. Would also mean fewer routes per day which would open the door for other initiatives discussed in this survey.
<b>Other</b>	Information creates education
<b>Other</b>	I live in apartment and wish all apartments would recycle. I still get the newspaper and do not like throwing it in trash.
<b>Other</b>	I only answered question 8-9 because it wouldn't let me move on otherwise. They were not applicable to me. My neighborhood does have a good recycling program though.
<b>Other</b>	Tracking bin assignment would make it easier to identify which citizens are violating guidelines. For example, I am in a gated community and everyone puts their bins outside of gate for pickup. On NUMEROUS occasions, we have called 311 to report bins left on curb for over a week at a time. Nothing can be done because we are not able to identify who bin is assigned to in the community. I don't think adding fees is always the solution. Processes, including the people, technology and the actual process should be changed for efficiency and scalability.
<b>Other</b>	No I don't have any other feedback that I would like to share
<b>Other</b>	City should offer various size bins for various recycling materials with weekly pick up. Mandate deconstruction over demolition for houses built before 1940.
<b>Other</b>	We have alleys. Your trucks are too large for us to use.
<b>Other</b>	Other people add trash to our trash bin so we don't always know what is in there.
<b>Other</b>	Eliminate the process of collecting tree waste on a different day than junk waste. Have one scheduled day of the month for both to eliminate the confusion of what to put out when. When we had one day we did not have as much illegal dumping. The junk and tree waste was nothing near what we see on the streets day after day prior to the implementation of tree waste pick up days.



<b>Other</b>	Black can need to be picked up more than one day a week. Presently it's one can one day a week.
<b>Other</b>	When we lived in the suburbs, we had trash service two days a week, and recycling once a week. That was really nice. If our can wasn't full, we didn't put it out.
<b>Other</b>	I think that the COH should get rid of junk/tree waste months. They should go back to picking up whatever is on the curb every month.
<b>Other</b>	Incentivize good behaviors. Tax credits for businesses, carbon points for residents to be used against city utilities or toward community services.
<b>Other</b>	The city must become more transparent when it comes to budgets, spending. All city workers should be held accountable for the role they have. My perception is most city employees and don't care if they do a good job. they have no accountability to spend money wisely, nor save the city money.
<b>Other</b>	Home or rental property owner need to be more responsible to provide information to tenants including on their contract the guidelines on how to utilize City Services for their benefit. Thanks
<b>Other</b>	The City never picks up our yard waste, even though it is in the required City bags. I have to call 311 for them to be picked up. In my opinion, the City services that I pay for with my taxes are not being managed well. There needs to be oversight and supervision to make sure that City employees are doing the job.
<b>Other</b>	Please collaborate with the Harris County bike lanes program and the City of Houston Vision Zero program to keep sidewalks clear of trash bins, so they can be used by pedestrians. Most new bike lanes include buffer zones that would be ideal for trash bin placement on pick-up day. Dense neighborhoods with narrow streets (like Freedmen's Town) could replace individual trash bins with shared on-street dumpsters.
<b>Other</b>	City needs to make it easier for townhome communities to qualify and take advantage of the solid waste tax reimbursement program for communities where the city can't pick up waste for whatever reason, but we still pay into municipal waste taxes.
<b>Other</b>	People need both more information and more incentives to do the right things re: recycling.
<b>Other</b>	Need a more frequent heavy curbside pickup program for furniture, appliances, mattresses, et.c
<b>Other</b>	I lived in Houston until I was 18 then I moved to another city that is right outside the 610 loop for about 30 years. In the other city the heavy trash was picked up every week. And the city had several places to recycle glass and plastic because they didn't do curbside recycling. I have been back in Houston for 18 months. I currently live in an apartment, which is a change for me ( I have always lived in a house) and I am shocked at the amount of furniture and mattresses that are just left next to the dumpsters. How can we better get these items to the dump or recycle them?
<b>Other</b>	Only pickup on one side of street would reduce the routes



<b>Other</b>	I would like to see an increase in solid waste employees and vehicles. I would also appreciate it if services have to be reduced in order for the department to thrive for it to be considered.
<b>Other</b>	I would also like to see more DEA drug drop off days in Kingwood. A LOT of people just dispose of old medications in either the garbage or disposal.
<b>Other</b>	There need to be special crews that only pickup tires, weekly for commercial and none tires, the biggest issues in low income communities along with furniture that need more frequent pickup due to all the renters and landlords who discard monthly again especially in our low income communities. There need to be more Solid Waste inspectors to especially address home builders, developers and construction home remodelers that put they discarded and repaired materials out for heavy trash when they suppose to be hauling it off themselves. There's -Lenny new construction and remodeling going on where this is happening but not being addressed unless somebody calls into Solid Waste's attention.
<b>Other</b>	Please start planning for a transition to 100% renewable energy powered trash trucks; either battery electric or fuel cell.
<b>Other</b>	Yes. This city needs to already be well into the planning to become a green city resulting in the total elimination of landfill waste disposal. All waste is convertible to energy that is used to run the city agencies and equipment. Rain water is required to be collected on roofs of all commercial building to use for non-drinking uses such as flushing toilets. Routing AC condensation into this recycle system is essential also. Require all buildings more than 4 stories tall to install roof gardens and self-maintaining systems to produce oxygen that off-sets carbon emissions if any and cools the building from above. These are only a few recommendations for being serious about waste management and ecological conservation going forward into the future.
<b>Other</b>	You need a better systems in collecting fees for recycling, Seniors citizen that do require or those that simply do not want a recycling bin should not be force to pay the bin fee.
<b>Other</b>	Consider food waste pickup at apartments and condominiums as a pilot project.
<b>Other</b>	Trash pick should be at a minimum twice per week. Recycling should be once per week.
<b>Other</b>	possibility budget city funds to construct an incinerator that turns all solid waste into ash. conscience with construction not polluting environment and ash could be mixed with road material repairing all potholes within city limits of Houston. Would resolve solid waste crisis and repairing all potholes.
<b>Other</b>	While all this is useful, the city seems to have completely lost sight of how undermanned HPD is. There are fewer officers on the streets of Houston today than there were 10 years ago....and there weren't enough 10 years ago either.
<b>Other</b>	Contact the city of Cambridge, Massachusetts. They are doing better things with their recycling that may help us here. Look into different programs that turn plastic bottles into shopping bags and other useful items like sandals (jobs for homeless and teens). Hire a company willing to expand their process and create more local jobs, build better processing plants and work with other local manufacturers expand the recycling chain.



<b>Other</b>	To eliminate issues with trash/junk waste, have all items picked up within the same month. Less trash and illegal dumping was much better before we switched to different months for junk waste and tree waste
<b>Other</b>	The city first needs to do a better job of it's heavy trash collection prior to focusing on recycling. Smaller neighborhoods such as ours that cannot afford to provide our own heavy trash pick up relies heavily on the city and it is often a guessing game as to whether or not they will show up on the designated day or at all. This sends a bad message to those in the neighborhood who abide by the correct day and creates issues with pests and dumping when things do not get picked up. If you really want to clean up neighborhoods you should address this problem first in my view. People are angry right now and many are hurting due to lack of work or layoffs etc. Trying to institute a fee for recycling or other efforts is not helpful right now and frankly does nothing for confidence or morale from the public. We already pay quite a bit in our water bill and utilities; the city needs to step up their services for what we already pay for in our taxes. Asking us to pay more is not acceptable.
<b>Other</b>	How can the city help where there are areas that are heavily polluted with trash, litter and the homeless? Can we get volunteers involved? I will help and would like to become part of your team!
<b>Other</b>	Tuscany had a very good waste system. If you did not properly separate waste you got a very visible note basically saying you are being a bad resident
<b>Other</b>	Littering is a problem, but no campaign will educate people who throw trash on the ground...this is a family. Parenting issue. If you are not willing to address the real issue(family and parenting) for this and almost every other issue Houston has, then do not waste tax dollars on a do not trash Houston campaign....it is a waste of money.
<b>Other</b>	All it takes is will, effort, and not being scared of corporations and special interest groups that do not have all of Houston's interests at heart. Thousands of tons could be removed from roads and ditches a month, but they are allowed to build up flooding our neighborhoods any time it rains. Other cities in America can do it. Other cities in Texas can do it. Why can't Houston? Because it's too hard? Because it would suggest that people don't actually care about the city? Because there's no attempts to keep people from driving around dumping everywhere? Because the city is scared of enforcing the law? Because it is being paid to look the other way?
<b>Other</b>	The city have rules that is never enforced .such as garbage cans being out of public view which is never enforced. Heavy trash out before time give tickets
<b>Other</b>	Smaller trash bins for empty nesters.
<b>Other</b>	We need heavy trash/Junk to be available each month. Not every other.





<b>Other</b>	Hate neighbors who put out heavy-trash too early. Also do not like neighbors who do not prevent their bins from spilling trash into street or neighbors who do not pick up trash that falls out of bin when it is dumped. Your employees are all friendly. I wave a "thank-you" each time I can and they all smile and wave back. They are dedicated but seem over-worked, due to the lateness of some pick-ups
<b>Other</b>	I know nothing about food waste recycling so that's why I'm not sure about it, however "do not know" or "don't understand" was not an option I could choose. Also there was just some discussion about a garbage can fee... not clear how that relates to the questions here about garbage fees. Would that be another fee or the same one? I like the idea of paying less if I generate less trash... but I'm not sure how that would be enforced and if I would agree with the method of enforcement.
<b>Other</b>	This survey is entirely too long just too many questions.

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