

Ardrossan Recycle Station User Survey

DATE: April 26, 2021



During the spring of 2020, Ardrossan recycling station was changed to a gated site with operating hours and an on-site attendant. Previously the site was open 24 hours. This spring users were surveyed to discover their opinion on this change.

Engagement / Survey Results

This past spring, users at the Ardrossan recycling station were invited to complete a short survey about the recent changes to the site which included adding operating hours and on-site staff. The on-site intercept survey ran from Wednesday, February 17 to Monday, March 1, and again from Thursday, March 4 to Monday, March 8. We received 122 responses. The survey invited feedback on users' opinions on the new site hours as well as awareness of new materials accepted at the site.

HOURS

- 73% of respondents said the new hours were "just right"
- 23% of respondents said the new hours could be "open earlier"
 - 6% would prefer the site to open at 7:00 a.m.
 - 19% would prefer the site to open at 8:00 a.m.
 - 6% would prefer the site to open at 8:30 a.m.
 - 59% would prefer the site to open at 9:00 a.m.

 **96%** OF RESPONDENTS AGREE THE SITE SHOULD REMAIN GATED AND STAFFED

TETRA PAC COLLECTION

Tetra pak collection began at the site January 18, 2021.

- 26% of respondents didn't know tetra paks were accepted at the site
- 7% of respondents said they don't recycle this material

STYROFOAM COLLECTION

Styrofoam collection began at the site February 10, 2021.

- 53% of respondents didn't know Styrofoam was accepted at the site
- 3% of respondents said they don't recycle this material

SITE CLEANLINESS

- 87% of respondents noticed a difference in site cleanliness since staffing and gating
- 11% of respondents said they were unsure

What's Next?

The survey responses will be used to determine the support for keeping the site gated and staffed on an ongoing basis. The requests for an earlier opening time will be reviewed for operational feasibility.

More Information

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