



MEMORANDUM

TO: Bruce Walden, Chief Administrative Officer
FROM: Rod Fletcher, Environmental Manager
Courtney Rushforth, Environmental Aide
DATE: October 11, 2002
RE: Commercial Recycling Survey - Report of Results

Discussion

Results of the commercial recycling survey sent out in July 2002 are presented below. Surveys were sent to 660 businesses that appear on a listing provided by Community Development. *Of those, 122 businesses responded. Nearly 1 in 5 businesses responded, with a response rate of 18.5%. (A list of those businesses that responded is attached.)*

Survey Purpose

To gather information on the extent of recycling in Urbana's commercial sector and receive feedback from businesses regarding the possible development of a commercial recycling program.

Results

Focus Group Interest

Twenty businesses expressed interest in serving on a focus group.

Bulk of Waste Generated

The top three materials that comprise the bulk of waste generated at the businesses that responded were:

Material	Percent	Number of Respondents
Paper/Fiber	69.7%	85
Corrugated Cardboard	63.1%	77
Aluminum	24.6%	30

On-site Recycling Service

Of the respondents, there was nearly an even split between businesses that have on-site recycling and those without. However, those businesses without on-site recycling prevailed by 3.3%.

- ❑ Currently have on-site recycling: 46.7% (57 respondents)
- ❑ No current on-site recycling: 50.0% (61 respondents)
- ❑ Eight of these respondents (6.6%) had on-site recycling service but stopped. The majority of respondents stated that the main reason they stopped recycling was that it became too costly. Several respondents said that the hauler stopped picking up.
- ❑ Unanswered: 2.5% (3 respondents)
- ❑ Not sure: 0.8% (1 respondent)

Length of Time Service Provided to Businesses with On-site Recycling

Of the 57 respondents, the majority had on-site recycling service more than one year.

- ❑ 73.7% had service more than one year (42 respondents)
- ❑ 5.5% had service less than one year (3 respondents)
- ❑ 22.2% did not respond (12 respondents)

Materials Collected from Businesses with On-site Recycling

Material	Percent	Number of Respondents
Corrugated Cardboard	73.7%	42
Paper/Fiber	50.9%	29
Aluminum	36.8%	21
Glass	22.2%	12
PETE Plastic	18.5%	10
Other (yard waste, batteries, concrete/asphalt, bulbs)	14.8%	8
Oils/Grease	10.5%	6
Steel/Tin	9.3%	5
Unspecified Plastic	9.3%	5
HDPE Plastic	7.4%	4
Wood Products	7.4%	4
Other Metals	3.7%	2

Based on this data, corrugated cardboard comprises the bulk of material collected with a rate of 73.7%, followed by paper/fiber at 50.9% and aluminum at 36.8% from the 57 businesses that have on-site recycling.

According to the first report of commercial recycling activities in Urbana, three local waste haulers --- Community Resources, Inc., Area Disposal Service and Central Waste Services reported that corrugated cardboard is the single largest item in the commercial waste stream, followed by paper/fibers. This data reflects that report.

Haulers

Of the 57 businesses that have on-site recycling, 54 respondents listed their hauler. *Nine haulers were named with the top three named as the following:*

- ❑ Central Waste Services: 42.6% (23 respondents)
- ❑ Community Resources, Inc.: 16.7% (9 respondents)
- ❑ Area Disposal Service: 13.0% (7 respondents)

How Materials are Collected

Of the 57 businesses that have on-site recycling...

- ❑ 15 respondents stated that materials are separated
- ❑ 1 respondent stated that materials are commingled
- ❑ 41 respondents did not answer

First Choice of Options to Establish a Commercial Recycling Program

Overwhelmingly, the number one choice of the 122 respondents was to allow businesses to voluntarily determine whether to recycle or not. 47.5% of the businesses surveyed (58 businesses) selected this option.

Two options listed tied at 11.8%. Those options included having all businesses required to have service by a hauler of choice, and having commercial recyclers/haulers be required to provide service to all businesses.

The breakdown is as follows:

- ❑ Businesses voluntarily determine whether to recycle or not: 47.5% (58 respondents)
- ❑ All businesses required to have service by a hauler of choice: 11.8% (14 respondents)

- ❑ Commercial recyclers/haulers be required to provide service to all businesses: 11.8% (14 respondents)
- ❑ Single city contractor to provide service funded by businesses: 8.4% (10 respondents)
- ❑ 20 businesses did not respond (16.8%)
- ❑ Six businesses provided other comments (5.0%):
 - Drop-off site available for businesses to use: 2 respondents
 - Prefer no action taken on this proposal: 1 respondent
 - Common recycling containers in alleys usable by all businesses: 2 respondents
 - Don't know enough after the costs and details: 1 respondent

Several Comments/Concerns from Businesses

- ✓ “If a drop-off site was located in Urbana, we would recycle shredded office paper, cardboard, newspapers and aluminum cans, which is 90% of our wastes.”
- ✓ “We used to recycle, it became more expensive to recycle than to discard.”
- ✓ “If the City of Urbana provided free pick-up up of recyclable materials, we would be happy to participate. As a not-for-profit organization, we would not be in a position to pay for recycling services.”
- ✓ “We are 100% behind recycling for city businesses. Currently our staffers volunteer to recycle when needed; however, this is not sustainable long-term. We want to see recycling brought to downtown businesses immediately.”
- ✓ “Forming cooperatives or partnerships in higher density areas (malls, downtown) could help minimize duplication and reduce costs.”
- ✓ “I strongly feel that a serious and well done commercial recycling program can help reduce costs for Urbana’s businesses and help to promote and advance over the ‘doing the right thing’ image.”
- ✓ “Economically, my business makes so little profit that being forced to pay for recycling would be a real negative.”
- ✓ “I want it! [commercial recycling program] Environment needs it!”
- ✓ “I support this effort 100%”

Below is a summary of general comments/concerns from businesses regarding the possible establishment of a commercial recycling program:

- ❑ Cost concerns

- ❑ Don't want tax increase
- ❑ Would like a central drop-off location in Urbana
- ❑ Forming cooperatives with businesses (lower costs for businesses)
- ❑ "Should be up to individual businesses"

Observation Summary

The results of the survey indicate:

- ❑ Many businesses have concerns regarding the potential cost of the program, if implemented.
- ❑ The vast majority of businesses stated as their first option, the preference of voluntarily determining whether to recycle or not.
- ❑ Some businesses wanted additional information about this potential program before making further comments.
- ❑ Several smaller downtown businesses support the implementation of a commercial recycling program.
- ❑ Nine haulers are currently providing various levels of recycling services to businesses.
- ❑ That the most common items being recycled also comprise the bulk of wastes generated.

Business Survey Respondents

10/11/2002

ID	PIN	BUSINESS	ADDRESS
383	91-21-09-379-012	A Woman's Place *	1304 E. Main St.
59	91-21-06-401-007	Airborne Express *	1304 Cardinal Court
294	91-21-05-301-016	All Creatures Animal Hospital *	2001 N. Linview Ave.
90	91-21-08-280-034A	Allstate Insurance Company *	909 N. Cunningham Ave.
410	91-15-31-400-021A	Apcon Corp. *	2906 N. Oak St.
606	91-21-09-477-001	Armstrong Cash & Carry Lumber Co. *	1705 E. University Ave.
83	91-21-08-426-005	Arrow Glass *	608 N. Cunningham Ave.
274	92-21-17-212-016L	Art Mart *	127 Lincoln Square
45	91-21-08-402-008	Bank Illinois *	410 N. Broadway
177	91-21-07-412-001	Barber & DeAtley Inc. *	611 N. Goodwin Ave.
113	91-21-09-103-001	Beaumont Small Animal Clinic *	1304 N. Cunningham Ave.
97	91-21-08-279-006	Blossom Basket Inc. *	1002 N. Cunningham Ave.
650	92-21-16-327-005	Bob Leach Jeweler *	1403 E. Washington St.
497	91-21-08-458-010	Brown, Hobbs, & McMurray *	118 S. Race St.
194	92-21-16-182-007	Bruno & Associates *	301 W. Green St.
344	91-21-06-227-004	Busey Bank *	201 W. Main St.
139	91-21-07-276-016	Bush Brothers Inc. *	1111 W. Eads St.
250	91-21-07-282-021	Care Centre of Urbana *	907 N. Lincoln Ave.
424	91-21-08-310-001	Carle Foundation Hospital *	611 W. Park St.
478	93-21-21-180-010	Carle Southeast Urbana Clinic *	2003 S. Philo Rd.
160	92-21-16-178-012	Central Illinois Produce *	500 S. Glover Ave.
386	92-21-16-200-003	Champaign County CASA *	1601 E. Main St.
504	92-21-17-212-005	Children's Center The *	304 S. Race St.
326	92-21-17-202-017	Cinema Art Gallery *	120 W. Main St.
618	91-21-08-478-015	Classic Tan *	114 N. Vine St.
523	92-21-17-131-014	Codesmiths Inc. *	407 W. Springfield Ave.
665	91-21-08-458-002A	Colbert & Barnhart Accountants *	121 W. Water St.
233	91-21-05-353-004	Comfort Supply *	803 Kettering Pkwy
202	92-21-17-111-011	Cooperative Nursery School of C-U *	602 W. Green St.
476	93-21-21-126-040	County Market *	1819 S. Philo Rd.
632	91-21-08-460-002	Courtesy Motel *	403 N. Vine St.
512	93-21-17-330-016	Creative Images Photography *	1101 S. Race St.
433	91-21-07-405-003	Crisis Nursery *	1409 W. Park St.

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ID	PIN	BUSINESS	ADDRESS
498	93-21-21-200-037G	Denny's Professional Cleaners *	119 N. Race St.
486	93-21-21-200-037G	Denny's Professional Cleaners & Launderers *	2024 S. Philo Rd.
614	92-21-17-285-009	Designer Kitchens and Baths *	714 S. Urbana Ave.
56	92-21-17-276-006	Downtown Colorworks *	304 E. California
585	91-21-07-431-025	Durst Cycle *	1112 W. University Ave.
389	91-21-08-480-004	East Central FBFM *	304 N. Maple St.
673		Eastern Illinois Foodbank *	2405 North Shore Dr.
134	91-21-04-301-999	Eastland Suites *	1907 N. Cunningham Ave.
452	93-21-21-126-032	Edward Jones Investments *	1717 S. Philo Rd. #12
619	91-21-08-478-015	Edward Jones Investments *	114 N. Vine St.
563	91-21-09-351-021	Emulsicoat *	705 E. University Ave
275	92-21-17-212-016	Fannie May *	151 Lincoln Square
598	91-21-09-403-001	Flex-n-Gate *	1306 E. University Ave.
2	92-21-17-254-005	Frasca International Inc. *	906 E. Airport Rd.
37	91-21-08-459-005	Gill Athletics *	400 N. Broadway Ave.
252	91-21-07-226-010	Girl Scouts *	1405 N. Lincoln Ave.
162	92-21-16-178-023	Glover Street Warehouses *	602 Glover Ave.
216	91-21-08-383-003	Griggs Street Potters *	305 W. Griggs St.
314	92-21-17-202-015C	Heel to Toe/Birkenstock Concepts *	104 W. Main St.
456	93-21-21-126-032	Heights Finance Corp. *	1717 S. Philo Rd.
492	92-21-17-206-001	ISEN *	110 S. Race St.
521	92-21-17-131-014	Jacobsen Dermatology Center *	407 W. Springfield Ave.
483	93-21-21-200-000	Jerry's IGA *	2010 S. Philo Rd.
67	93-21-21-176-016	KinderCare Learning Center *	1101 E. Colorado Ave.
674		Lang Distribution South, Inc. *	2505 North Shore Dr.
539	91-21-08-455-012A	Lil' Porgy's Bar-B-Que *	101 W. University Ave.
286	92-21-17-212-016	Lincoln Square Office *	Lincoln Square
127	91-21-04-352-022	Longhorn Smokehouse *	1706 N. Cunningham Ave.
441	93-21-21-126-019	Lucky Star Chinese Restaurant *	1703 S. Philo Rd.
411	91-15-31-400-021A	MACC of Illinois Inc. *	2906 N. Oak St.
667	92-21-16-103-023	Marilyn Queller Child Care Center *	108 S. Webber St.
271	92-21-17-212-016D	McCandless Photography *	8 Lincoln Square
443	93-21-21-126-031	McDonald's *	1705 S. Philo Rd.

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87	91-21-08-429-003	Meineke Discount Mufflers *	712 N. Cunningham Ave.
412	91-15-31-400-021A	Mid America Recycling *	2906 N. Oak St.
553	91-21-08-329-005	Midas Muffler Shop *	304 W. University Ave.
29	91-21-08-461-002	Middleton Craver & Keller Law Offices *	210 N. Broadway Ave.
159	92-21-16-178-008	Millers Garage *	400 S. Glover Ave.
340	92-21-17-202-003	Novak Weaver Solberg Law Office *	130 W. Main St.
415	91-21-09-151-011	Oakland Avenue Storage *	609 E. Oakland
622	91-21-08-478-015	Papa Murphy's Pizza *	114 N. Vine St.
215	91-21-08-383-004	Parasol *	303 W. Griggs St.
135	91-21-04-251-001	Park Inn International *	2408 N. Cunningham Ave.
331	92-21-17-206-006D	Pavia & Marsh Attorneys *	123 W. Main St.
218	92-21-17-137-009	Perkin's Construction Ltd. *	308 W. High St.
257	91-21-05-353-018	Personal Performance *	1804 N. Lincoln Ave.
583	91-21-07-431-004	Pho Tran *	1106 W. University Ave.
71	93-21-21-201-005	Piccadilly *	1508 E. Colorado Ave.
121	91-21-09-103-020	Piccadilly *	1508 N. Cunningham Ave.
359	91-21-08-384-011	Piccadilly's *	306 W. Main St.
322	92-21-17-206-007	Prairie City Computing *	115 W. Main St., Suite 40
94	91-21-08-280-034C	Press Seven Printing *	909 N. Cunningham Ave.
355	92-21-17-139-003	Prillaman & Moore, Ltd. *	220 W. Main St.
431	91-21-07-405-007	Provena Covenant Medical Center *	1400 W. Park St.
193	92-21-17-141-005	Ray M. Marro Jr., Architect/Planner *	212 W. Green St.
540	91-21-08-403-010	Red's Muffler Shop *	102 W. University Ave.
369	91-21-09-353-015	Redwood Law Office *	804 1/2 E. Main
372	92-21-16-104-001	Second Hand Rose *	901 E. Main St.
648	92-21-16-327-004	Silver Bullet Bar *	1401 E. Washington St.
145	91-21-06-401-009	Squad-Fitters Inc. *	1811 N. Federal Dr.
264	91-21-06-226-001	SuperValu *	2611 N. Lincoln Ave.
351	92-21-17-201-001A	The Laser's Edge *	216 W. Main St.
350	92-21-17-201-002	The Office *	214 W. Main St.
270	92-21-17-212-016	The Reading Group *	6 Lincoln Square
435	91-21-04-352-017	TK Service Center *	806 E. Perkins Rd.
509	91-21-08-455-999	Troy's Uniforms *	408 N. Race St.

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ID	PIN	BUSINESS	ADDRESS
69		True Value Hardware *	1303 E. Colorado Ave.
416	93-21-17-307-029	Trusted Systems Services Inc. *	1107 S. Orchard St.
21	91-21-08-458-006	Tummelson, Bryan, & Knox *	115 N. Broadway Ave.
639	92-21-17-280-011	Union Planters Bank *	602 S. Vine St.
277	92-21-17-212-016	Unique Baby Gifts *	115A Lincoln Square
31	91-21-08-457-017B	United States Geological Survey *	221 N. Broadway
25	92-21-17-212-004	United States Postal Service *	202 S. Broadway Ave.
413	91-15-31-400-021A	University Construction *	2906 N. Oak St.
173	92-21-16-181-009	Upkeep Maintenance Svc. *	811 S. Glover Ave.
317	92-21-17-206-021	Urbana Business Association *	111 W. Main St.
675		Urbana Free Library *	201 S. Race St.
241	91-21-05-302-001	Urbana Garden Family Restaurant *	810 Killarney
49	91-21-08-201-003	Urbana Park District *	901 N. Broadway Ave.
26	92-21-17-212-004	Urbana Postal Credit Union *	202 S. Broadway Ave.
502	91-21-08-453-001	Urbana School District 116 *	205 N. Race St.
354	92-21-17-201-001	Urbana-Champaign Independent Media Center	218 W. Main St.
382	92-21-16-128-002	VFW #630 *	1303 E. Main St.
414	91-15-31-400-021A	Vulcan Materials Co. Quality Control Lab *	2906 N. Oak St.
192	92-21-17-136-002	Weiner Companies Ltd. *	211 E. Green St.
380	91-21-09-379-018	Widick Foot Clinic *	1208 E. Main St.
656	92-21-16-327-005	Wisecarver Accounting *	1403 E. Washington St.
522	92-21-17-131-014	Yoga Institute of C-U *	407 W. Springfield Ave.
526	92-21-17-104-002	Zarback Chiropractic Clinic *	711 W. Springfield Ave.