

PAYT and UR Outreach Summary

2/18/22

HC3 began public outreach in January to on proposed Pay as You Throw and Universal Recycling programs. HC3 created a [PAYT-specific webpage](#) and hosted three forums, two for residents and one for businesses, HOAs and property managers. The forums were promoted through extensive outreach including print ads, radio, social media, Summit Chamber of Commerce newsletter and many other targeted emails to reach businesses and HOAs.

The forums were initially planned as in-person events but were changed to Zoom webinars due to COVID. The forums were well attended, with 81 attendees at the residential forums and 66 attendees at the business, HOA and property manager forum. Forum videos are also [posted on HC3's website](#) for anyone who missed the live webinars, resulting in almost 300 additional views of the forum videos.

HC3 also created a survey that was live for almost four weeks asking residents and businesses for their input on perceived program benefits, concerns and recommendations for HC3/local governments to make the programs more effective. The survey asked both resident-specific PAYT questions and business/HOA-specific Universal Recycling questions. HC3 received 275 resident responses and 63 responses from businesses, HOAs and property managers.

Residents cited environmental stewardship as the primary program benefit, with many comments advocating for reducing carbon pollution and extending the life of the landfill. Resident concerns included potential increases in costs, lack of proper recycling, short-term renters not understanding guidelines, and overall recycling contamination. Residents recommended the following actions for HC3 and local governments to make the program successful. They requested extensive education and outreach including clear recycling guidelines, and they would like to see decreased costs when the program rolls out – especially if they choose a smaller trash can size.

Businesses, property managers and HOAs mentioned both environmental protection and increased convenience as program benefits. Concerns included cost increases, lack of space to add recycling, short-term renters not understanding guidelines and recycling contamination. The ways that businesses and HOAs believe local governments and HC3 can help include comprehensive outreach and marketing campaigns as well as a multitude of ways to make it easier for them to comply. Specifically, they requested that HC3 work directly with HOAs and businesses by offering technical assistance including site visits to determine dumpster enclosure layout with recycling, help improve signage, assist with recycling bins within businesses, and provide other suggestions to increase recycling and decrease contamination. There were also multiple comments about wanting to add glass collection, which is currently an option for businesses and HOAs. Finally, there were several concerns regarding the haulers' current poor service and their ability to add on more accounts. The comments received by both businesses and residents were mostly constructive and actions that seem achievable by Town of Frisco and HC3.