

Citizen Survey Report for: Waste Management Services

Executive Report



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council



Economic Development Office
Dublin City Council

Report Date: 10/11/2023

Survey Fieldwork: October 2023

Report by:



Delve Research
Survey Research & Analysis

www.delve-research.com

Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
IV.	Recycling Facilities Closest to Home	15
V.	Recycling Facilities Used	18
VI.	Satisfaction with DCC Recycling Facilities	21
VII.	Frequency of Using Recycling Facilities	23
VIII.	Mode of Transport to get to Recycling Facilities	25
IX.	Time Taken to Get to Recycling Facilities	27
X.	Open to New Bring Bank within 100m of Home	29
XI.	Neighbourhood Bring Centre Used Most Often	31
XII.	Satisfaction with Neighbourhood Bring Centre	33
XIII.	Days and Times Using Recycling Facilities	35
XIV.	Recycling Centre Used Most Often	38
XV.	Satisfaction with Recycling Centre	40
XVI.	Materials Recycled (Free)	42
XVII.	Materials Recycled (Paid)	44
XVIII.	Reasons for Recycling	46
XIX.	Familiarity with MyWaste.ie	48
XX.	Finding Out About the Location of Recycling Facilities	50
XXI.	Suggestions for Improving Public Recycling Facilities	52
XXII.	Access to Different Bins	54

Life Satisfaction

- **6.7 out of 10** is the average life satisfaction score among respondents. This is in line with the level measured in August 2023.

Recycling Facilities Closest to Home

- Bring Banks were the recycling facility closest to home for 71% of respondents.

Recycling Facilities Used

- 81% of respondents used a Bring Bank in Dublin
- 49% used a Recycling Centre in Dublin
- 42% used a Neighbourhood Bring Centre in Dublin
- 9% used none of these facilities in Dublin
- The most common reasons given for not using recycling facilities in Dublin were that recycling was handled in an apartment / development setting or that the nearest facilities were not in Dublin

Satisfaction with Recycling Facilities

- 74% of users were satisfied with Bring Bank facilities in Dublin
- 75% of users were satisfied with Neighbourhood Bring Centres in Dublin
- 75% of users were satisfied with Recycling Centres in Dublin

Frequency of Using Recycling Facilities

- 78% of users used Bring Bank facilities once a month or more often
- 36% of users used Neighbourhood Bring Centres once a month or more often
- 14% of users used Recycling Centres once a month or more often

Modes of Transport Used to Get to Recycling Facilities

- To get a to a Bring Bank - 68% used Private Car as a mode of transport, 43% walked, and 13% cycle at least sometimes.
- To get to a Neighbourhood Bring Centre - 75% used Private Car as a mode of transport, 26% walked, and 13% cycled at least sometimes.
- To get to a Recycling Centre - 90% used Private Car as a mode of transport, 7% walk, and 4% used a Car Club at least sometimes.

Time to Get to Recycling Facilities

- The average time taken to get to the Bring Bank was 7.8 minutes
- The average time taken to get the Neighbourhood Bring Centre was 11.6 minutes
- The average time taken to a Recycling Centre was 18.3 minutes

Location of Facilities Used Most Often

- The most commonly used Neighbourhood Bring Centres were **Oscar Traynor Road, Coolock** (20%), **Grangegorman** (19%) and **Windmill Road, Crumlin** (17%).
- 21% used the **North Strand Recycling Centre** most often, 15% used **Ringsend Recycling Centre** most often, and 12% used the **Ballymun Recycling Centre** most often.

Satisfaction with Aspects of Neighbourhood Bring Centres and Recycling Centres

- 77% of respondents were satisfied with the range of materials accepted at Neighbourhood Bring Centres while 86% were satisfied with this at Recycling Centres.



Days of Week and Times of Day

- The most common day for using the Neighbourhood Bring Centres and Recycling Centres was **Saturday** (45% and 43% respectively)
- The most common time of day for using Neighbourhood Bring Centres and Recycling Centres was **11am-1pm** (28% and 25% respectively)

Materials Recycled (Free)

- The most commonly recycled items (free of charge) in the past 12 months were:
 - Glass bottles / jars – 75% of respondents
 - Clothes – 53%
 - Batteries – 51%
 - Electronic / IT equipment / WEEE / Vapes

Materials Recycled (Paid)

- The most commonly recycled items (paid) in the past 12 months were:
 - Household Priority Waste (e.g. paints, aerosols, pesticides) – 30% of respondents
 - Green garden waste – 30%
 - Bulky items (e.g. furniture, curtains) – 27%
 - Polystyrene – 18%

Reasons for Recycling

- 91% of respondents selected “It’s good for the environment” in their top 2 reasons for recycling
- 30% selected “It’s cheaper than other forms of disposal” in the top 2 reasons for recycling

Familiarity with MyWaste.ie

- 23% of respondents had used the website MyWaste.ie in the past. A further 30% had heard of the website but never used it, while 47% had not heard of the website.

Finding Out About the Location of Recycling Facilities

- The most common ways that respondents found out about the location of recycling facilities were via internet search (45%), using Google Maps (33%), by word of mouth (31%), coming across them (30%) and via the Dublin City Council website (26%).

Suggestions for Improving Recycling Facilities in Dublin

- The most common suggestions for improving public recycling facilities in Dublin related to “More facilities / locations” (23% of suggestions), “Longer opening hours” (17%), “Facility cleanliness / maintenance / safety” (16%), “Range of materials accepted” (15%) and “Accessibility / transport options” (15%) among many others.

Access to Different Bins

- 77% of respondents had access to a Brown Bin (food waste), 94% had access to a Green Bin (plastic, paper etc.) and 94% had access to a Blank Bin (non-recyclable)

Open to a New Bring Bank within 100m of Home

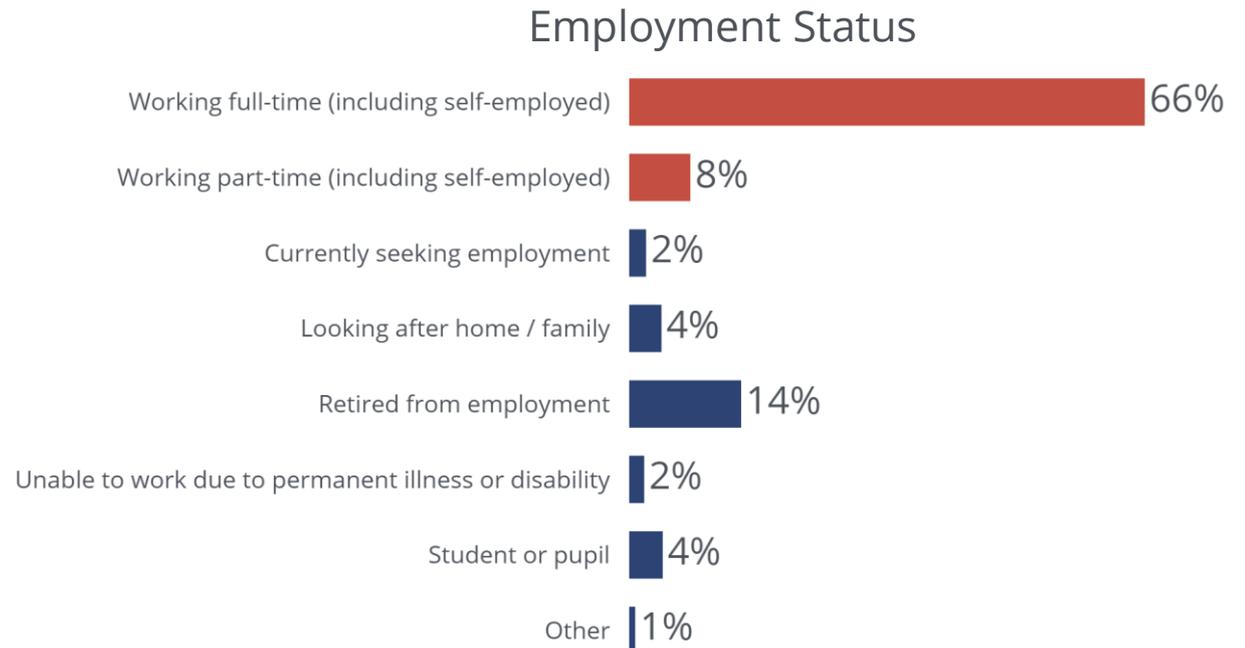
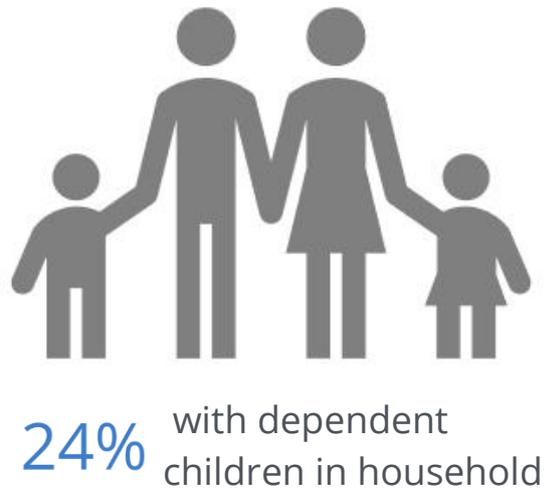
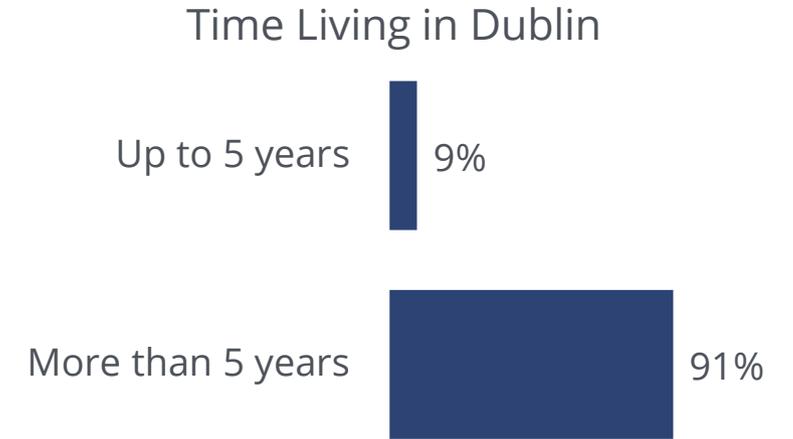
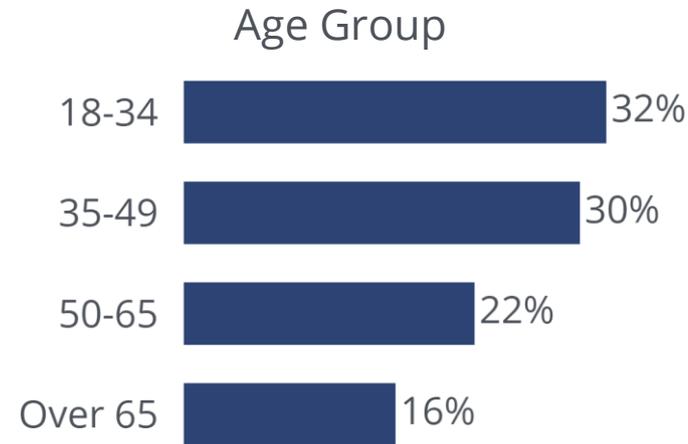
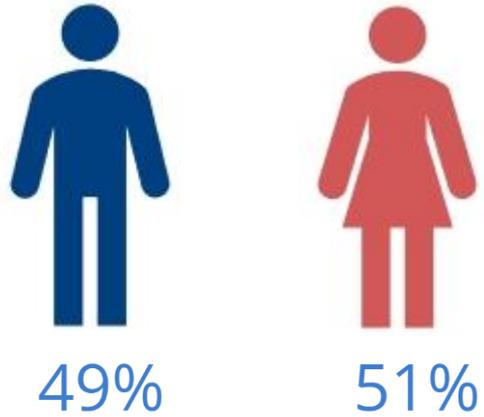
- 59% of respondents indicated that they would be open to having a new Bring Bank within 100 metres of their home.

Agenda

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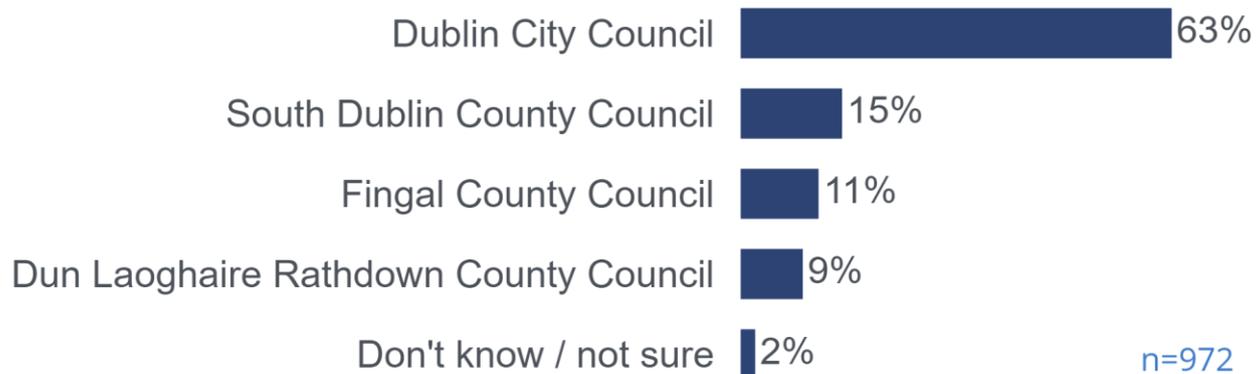
- Online survey, 10th October - 25th October 2023
- 1,028 respondents from the "Your Dublin, Your Voice" opinion panel
- 22% response rate
- Margin of error +/- 3.0%
- Robust panel in existence since 2010, recruitment through various channels



39 nationalities represented on this survey, 90% Irish



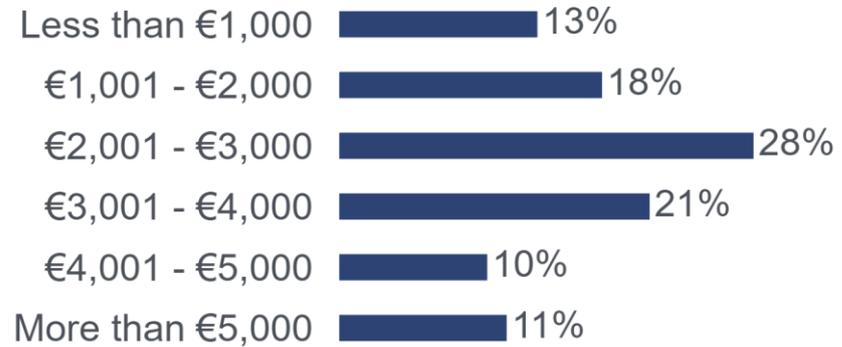
Local Authority



Current Area of Residence

	%
Outside County Dublin	4%
Dublin 1	2%
Dublin 2	2%
Dublin 3	6%
Dublin 4	3%
Dublin 5	4%
Dublin 6	4%
Dublin 6W	3%
Dublin 7	10%
Dublin 8	9%
Dublin 9	7%
Dublin 10	1%
Dublin 11	5%
Dublin 12	8%
Dublin 13	3%
Dublin 14	4%
Dublin 15	3%
Dublin 16	2%
Dublin 17	2%
Dublin 18	2%
Dublin 20	1%
Dublin 22	1%
Dublin 24	3%
County Dublin	11%
NET	100%

Monthly Income After Taxes, Before Bills



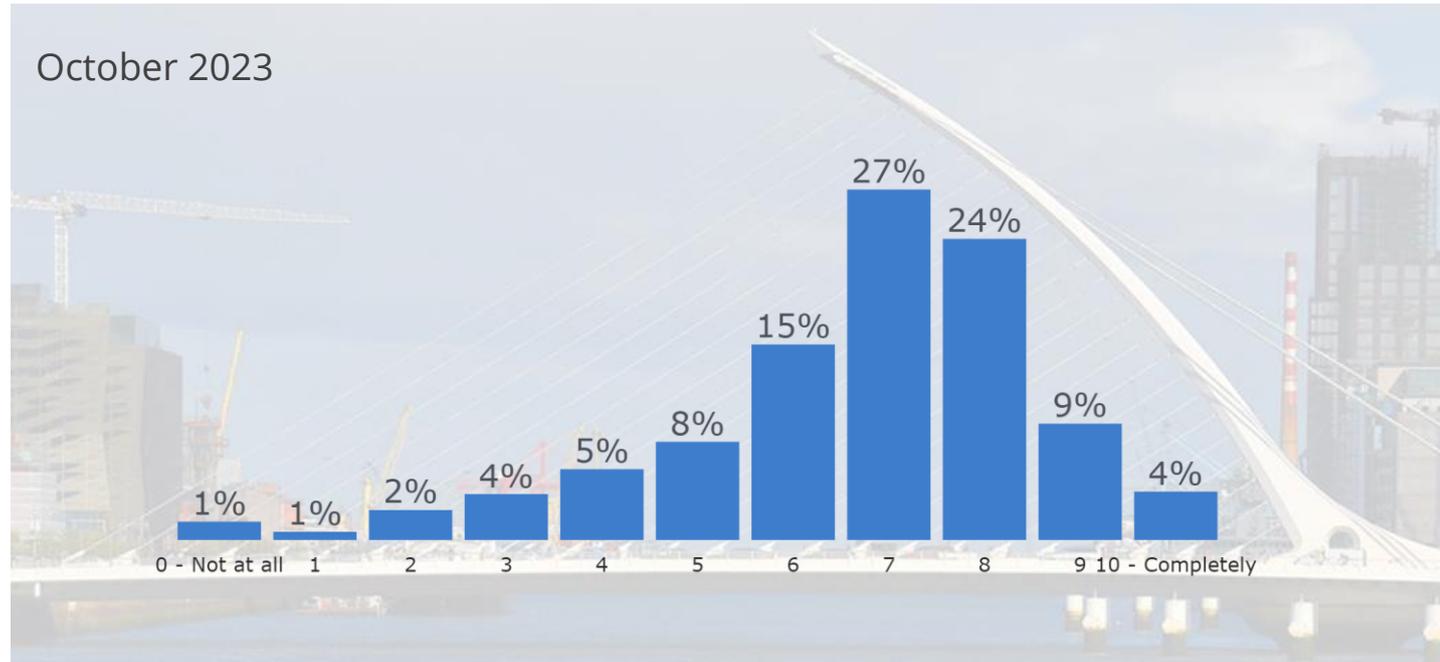
Monthly Disposable Income After Bills Are Paid



Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
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IV.	Recycling Facilities Closest to Home	15
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On a scale of 0 to 10, overall how satisfied are you with your life nowadays?



6.7
is the average life
satisfaction score out of 10

This is in line with the level
measured in August 2023



Base: 1028

Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
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At the start of the next section of the survey questionnaire, the following definitions were provided:

The next section of the survey deals with **recycling in Dublin**.

Dublin City Council provide the following public recycling facilities for residential households:

• 84 Bring Banks



These small public facilities are located in a carpark or roadside. They accept glass bottles for recycling. Locations with greater space also contain clothing recycling banks. There are no staff at Bring Banks.

• 8 Neighbourhood Bring Centres



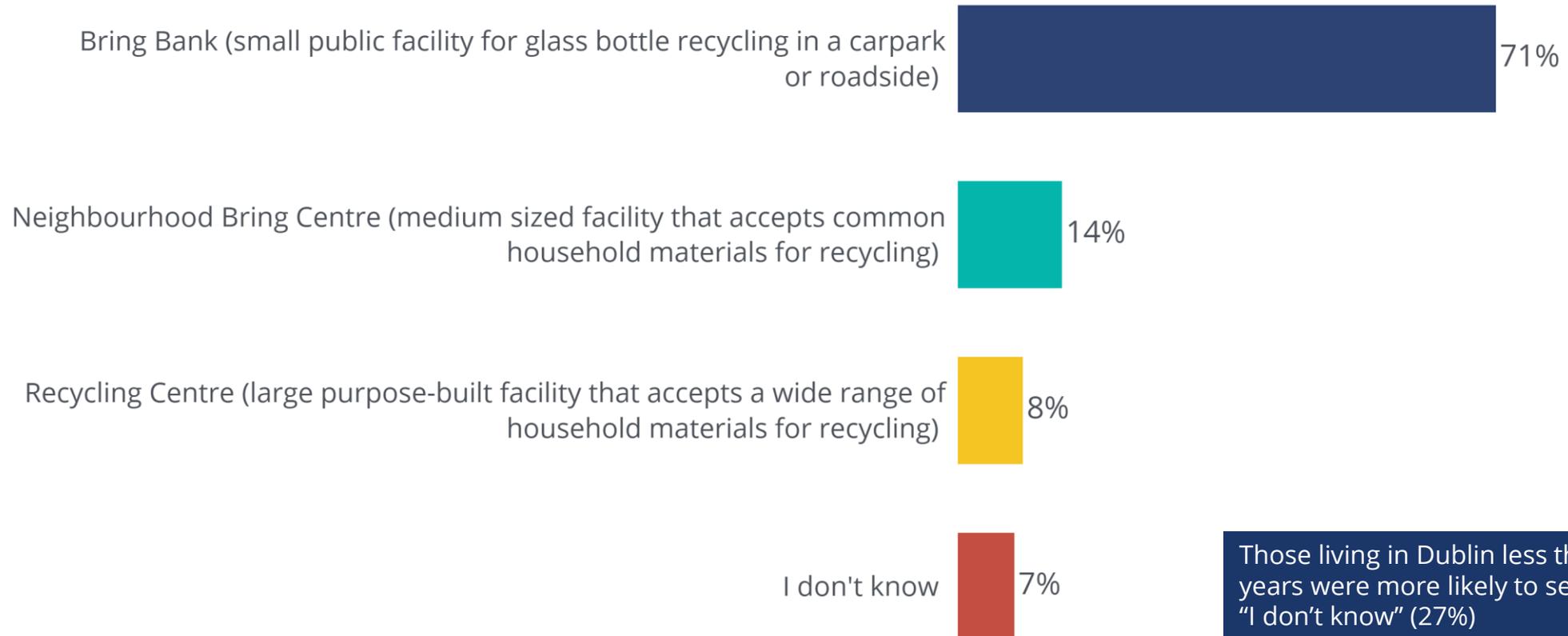
These are medium sized purpose-built facilities with set opening hours. Bring Centres accept a range of common household recyclable materials including plastics, cardboard, clothes, glass, small electrical items etc. Most Bring Centres are staffed.

• 3 Recycling Centres



These large purpose-built facilities have set opening hours from Monday to Saturday. Recycling Centres accept a wide range of recyclable materials including chargeable items such as gas cylinders, bulky household furniture, timber, chemicals and paints from households etc. All Recycling Centres are staffed.

Which of the following recycling facilities is closest to your home?

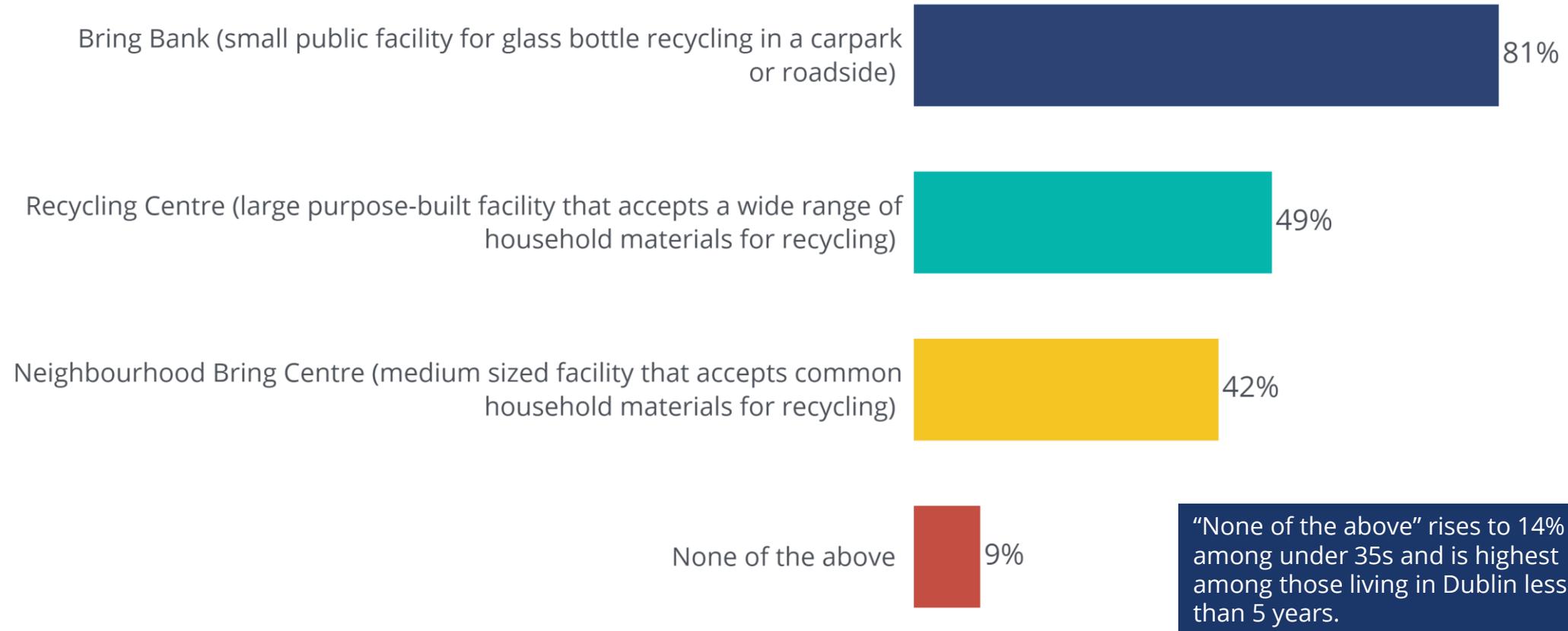


Base: 1027

Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
IV.	Recycling Facilities Closest to Home	15
V.	Recycling Facilities Used	18
VI.	Satisfaction with DCC Recycling Facilities	21
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XXI.	Suggestions for Improving Public Recycling Facilities	52
XXII.	Access to Different Bins	54

Which of the following recycling facilities do you ever use in Dublin?



Reasons not using Dublin Recycling Facilities



Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
IV.	Recycling Facilities Closest to Home	15
V.	Recycling Facilities Used	18
VI.	Satisfaction with DCC Recycling Facilities	21
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XIX.	Familiarity with MyWaste.ie	48
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XXII.	Access to Different Bins	54

Thinking about the public recycling facilities provided by Dublin City Council for households, how satisfied are you with:
% satisfied or very satisfied

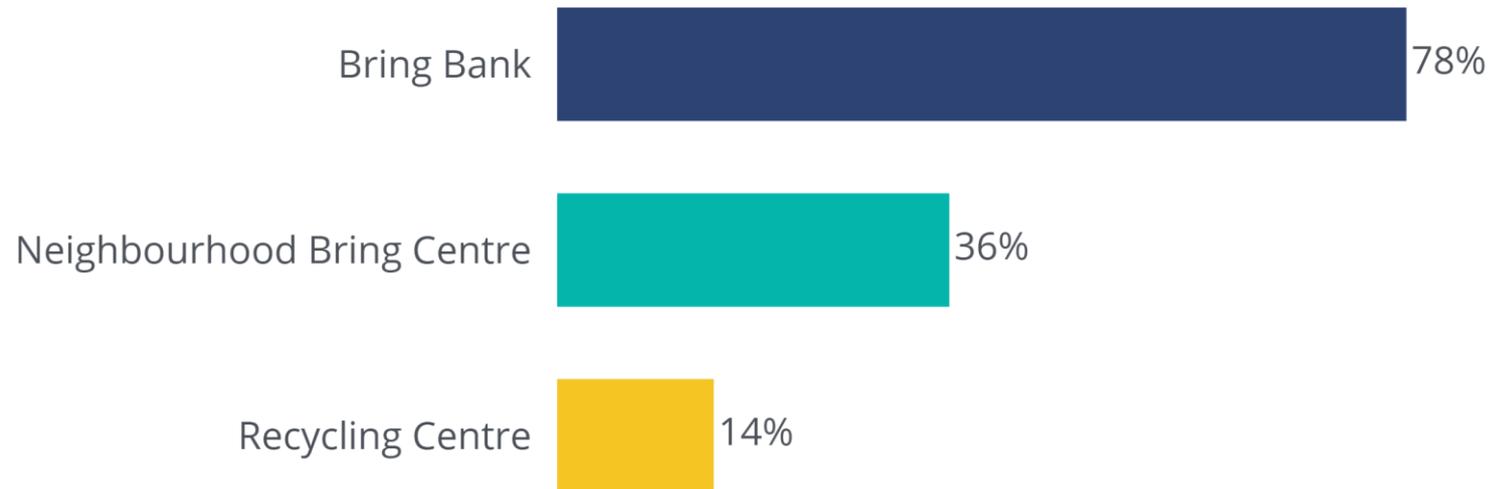


Satisfaction with "Recycling Centre" was highest among over 65s at 83%.

Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
IV.	Recycling Facilities Closest to Home	15
V.	Recycling Facilities Used	18
VI.	Satisfaction with DCC Recycling Facilities	21
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XXI.	Suggestions for Improving Public Recycling Facilities	52
XXII.	Access to Different Bins	54

How often do you use each of the following recycling facilities?
% once a month or more often



Frequency of use of Neighbourhood Bring Centres and Recycling Centres is highest among over 65s.
Bring Bank use is highest among 50-65 year-olds.

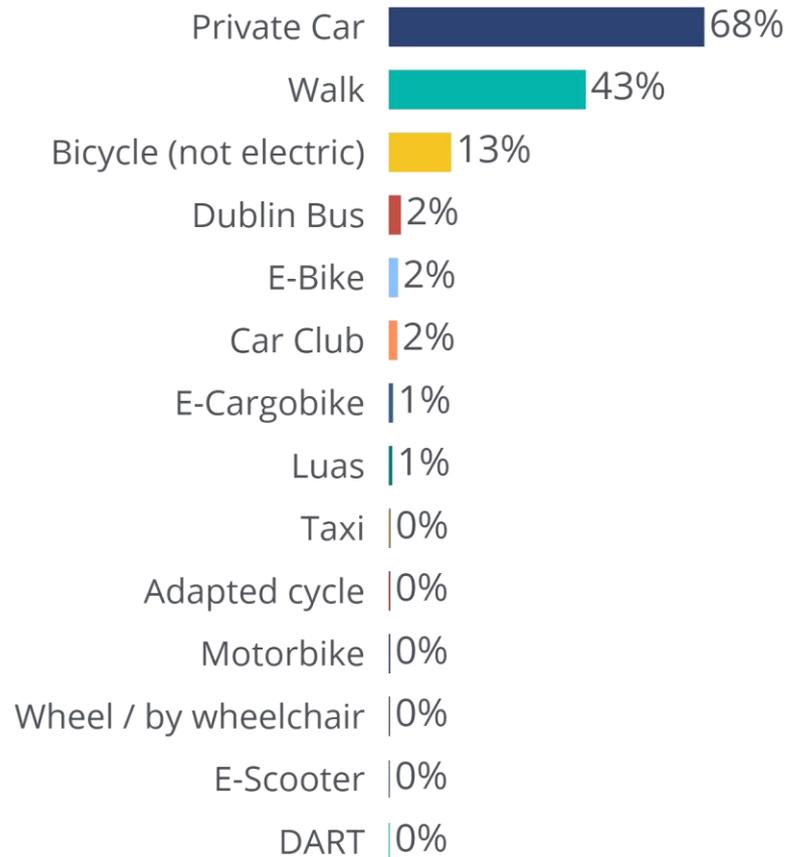
Bring Bank use is significantly lower among those in Dublin less than 5 years (55% using this facility).

Agenda

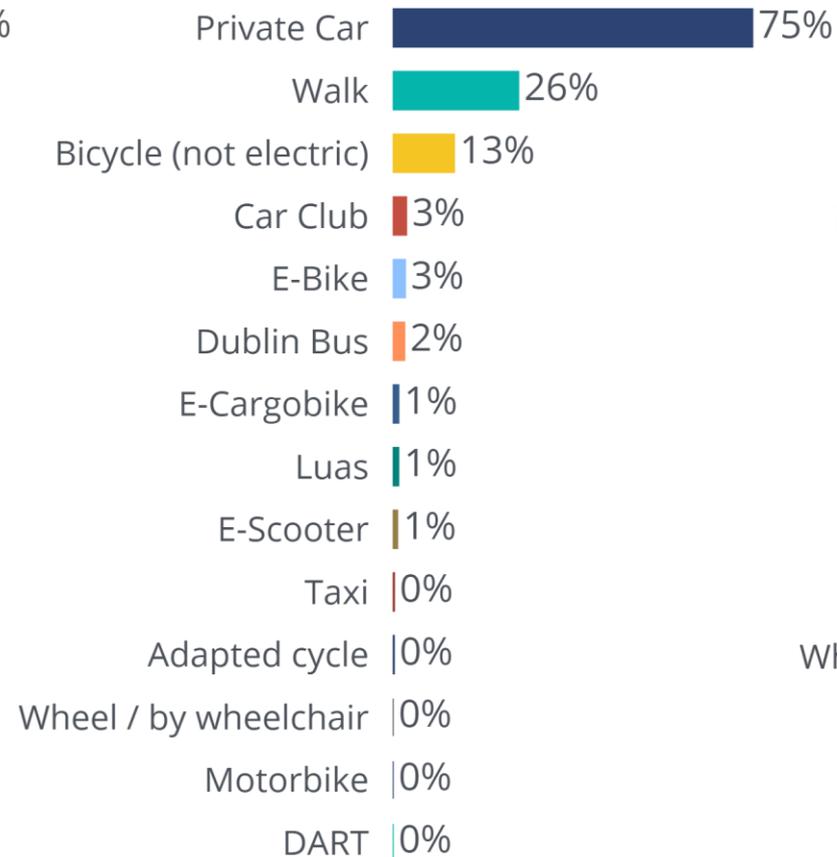
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II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
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How do you usually travel to get to the:

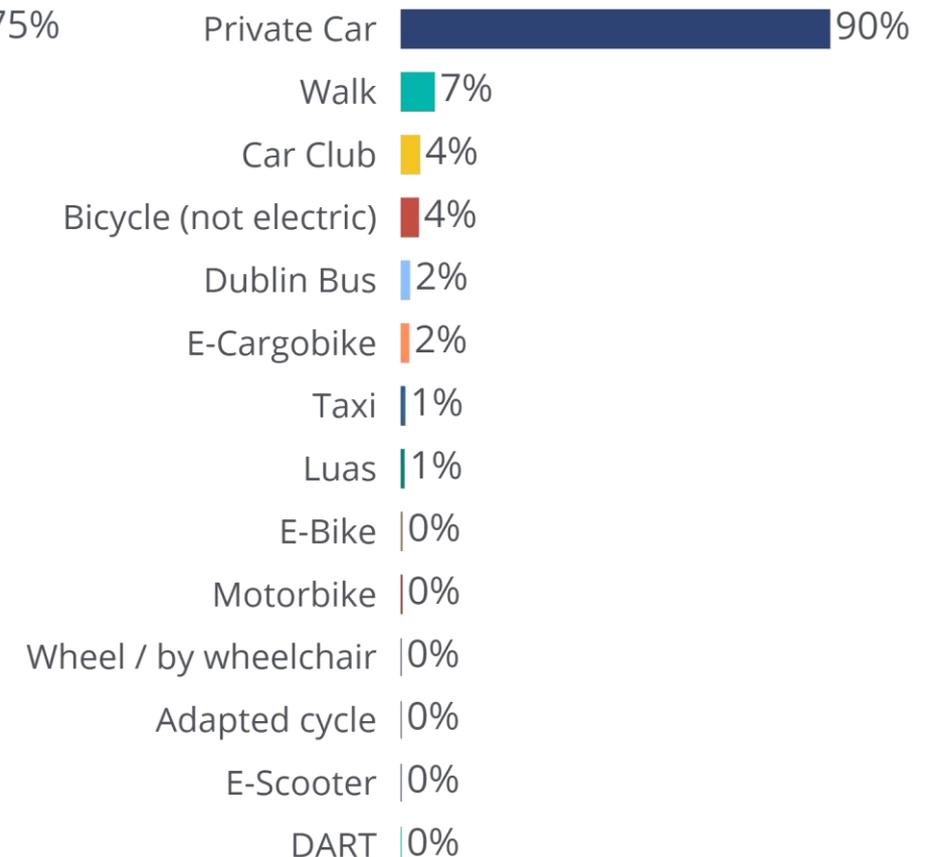
Bring Bank



Neighbourhood Bring Centre



Recycling Centre

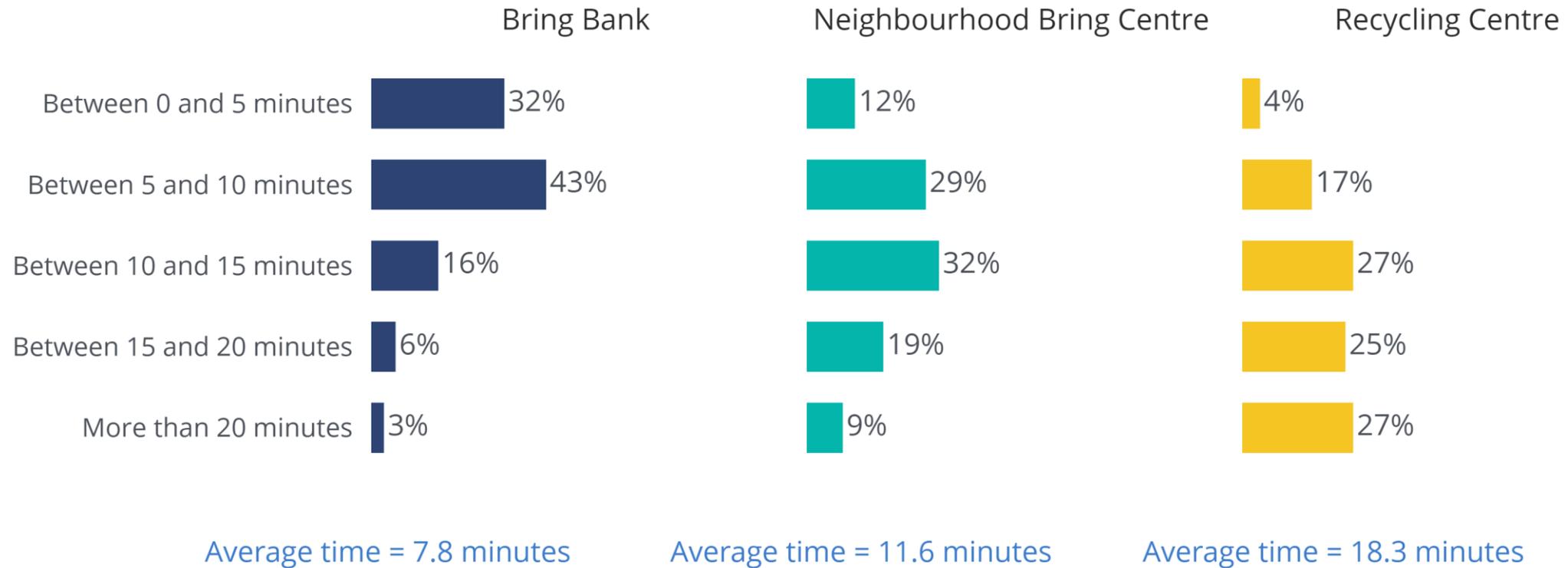


Private car is the most commonly used mode of transport to get to the facilities. Walking and biking are higher among the under 35s.

Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
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V.	Recycling Facilities Used	18
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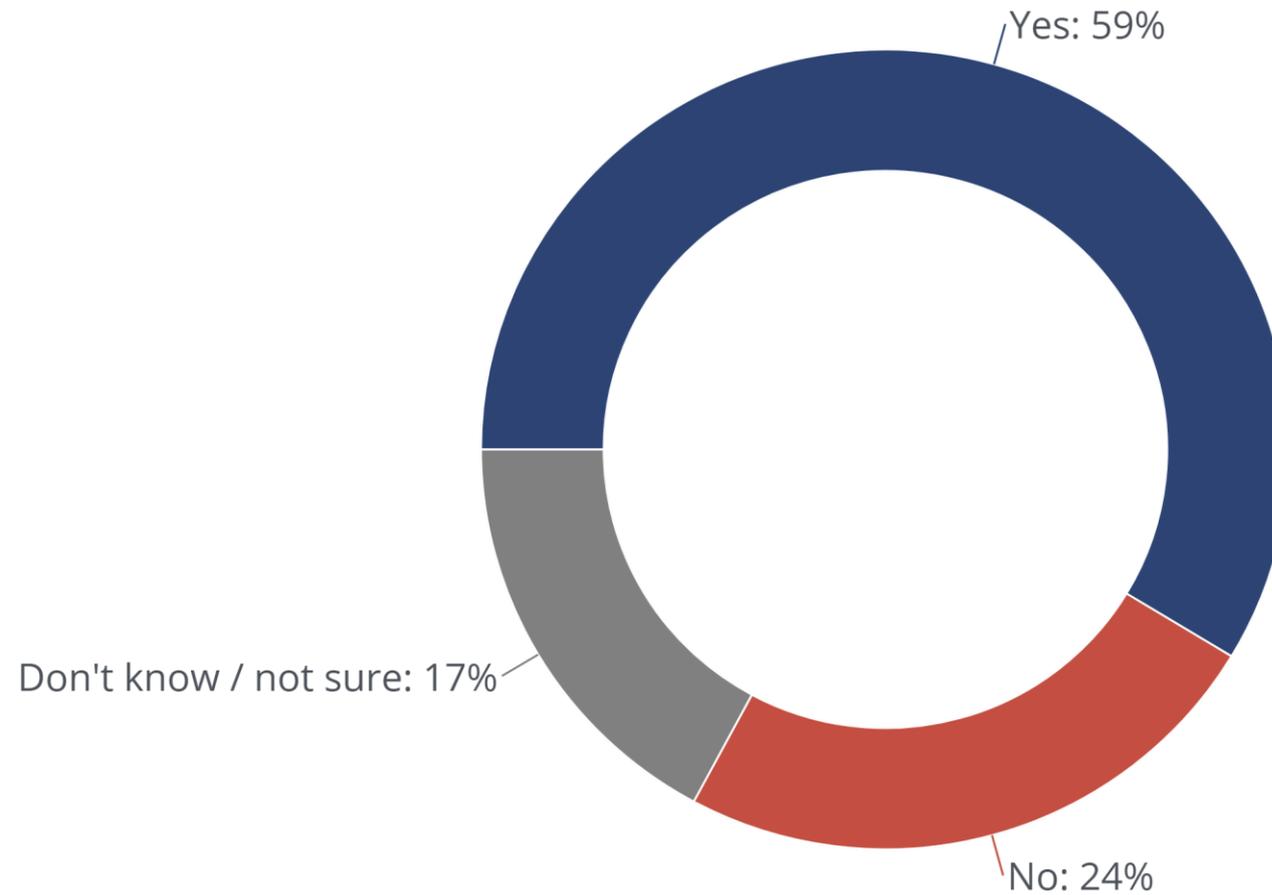
Thinking about your main mode of travel, how long does it usually take you to get to:



Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
IV.	Recycling Facilities Closest to Home	15
V.	Recycling Facilities Used	18
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Would you be open to having a new Bring Bank within 100 metres of your home?



Under 35s were most open to having a new Bring Bank within 100 metres of their home (73%).

Agenda

I.	Summary	2
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Which of the following Neighbourhood Bring Centres do you use most often?



Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
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Thinking about the Neighbourhood Bring Centre that you use most often, please indicate your level of satisfaction / dissatisfaction with each of the following:
% satisfied or very satisfied

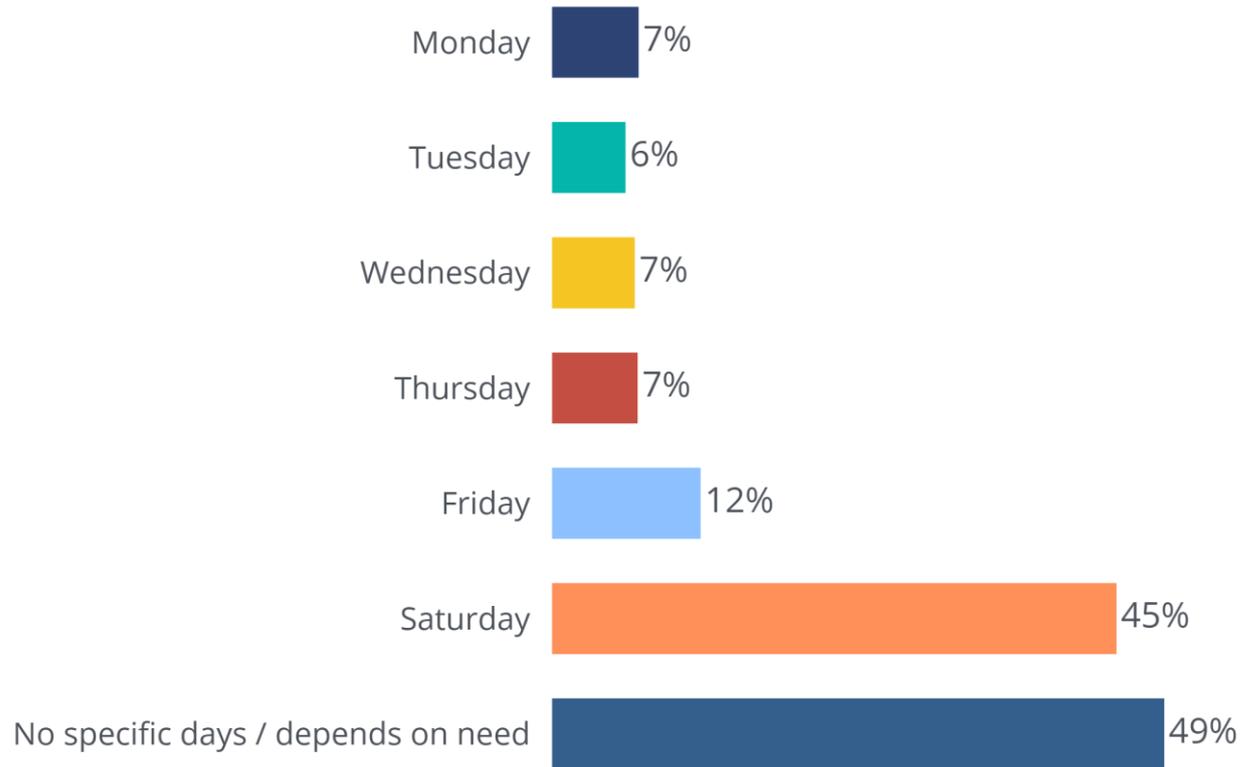


A number of suggestions were made for opening hours outside of normal working hours.

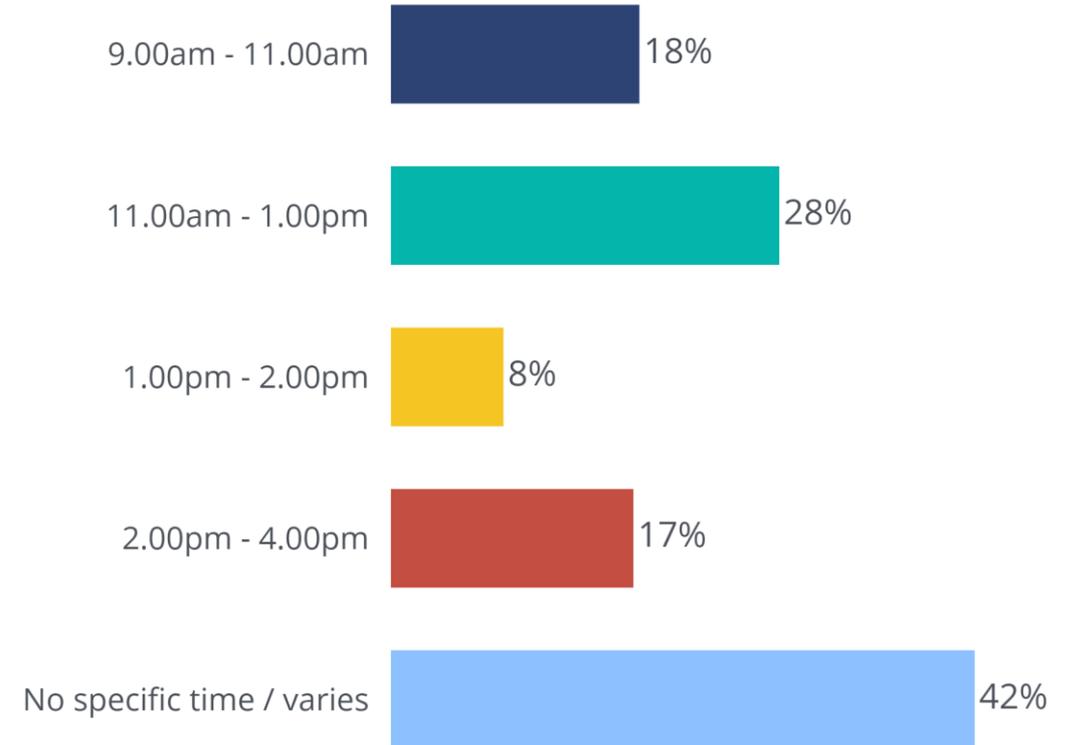
Agenda

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XVII.	Materials Recycled (Paid)	44
XVIII.	Reasons for Recycling	46
XIX.	Familiarity with MyWaste.ie	48
XX.	Finding Out About the Location of Recycling Facilities	50
XXI.	Suggestions for Improving Public Recycling Facilities	52
XXII.	Access to Different Bins	54

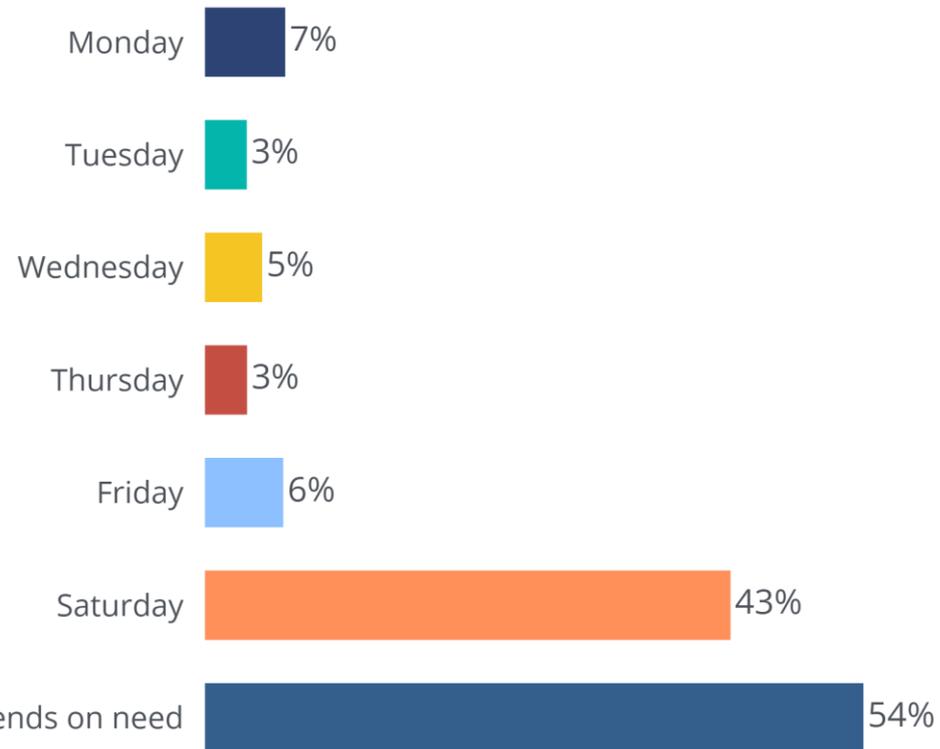
What days of the week do you usually visit your Neighbourhood Bring Centre? Please select as many as apply.



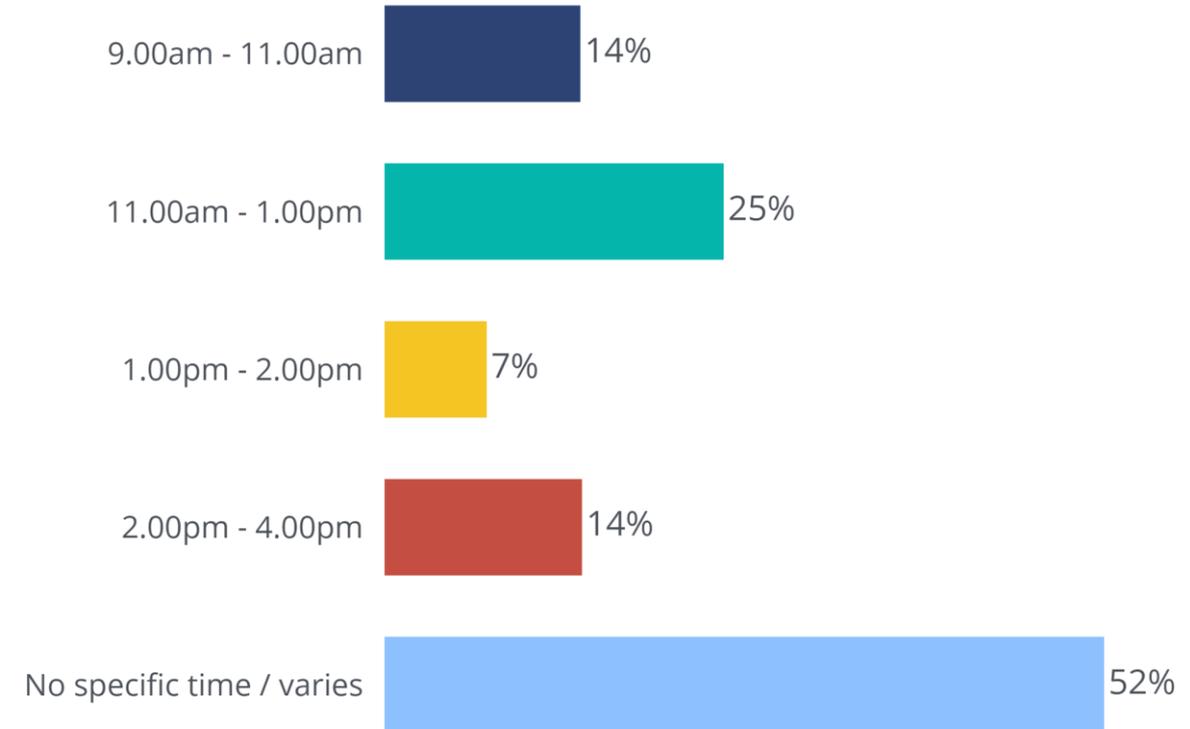
What times of day do you usually visit your Neighbourhood Bring Centre? Please select as many as apply.



What days of the week do you usually visit the Recycling Centre? Please select as many as apply.



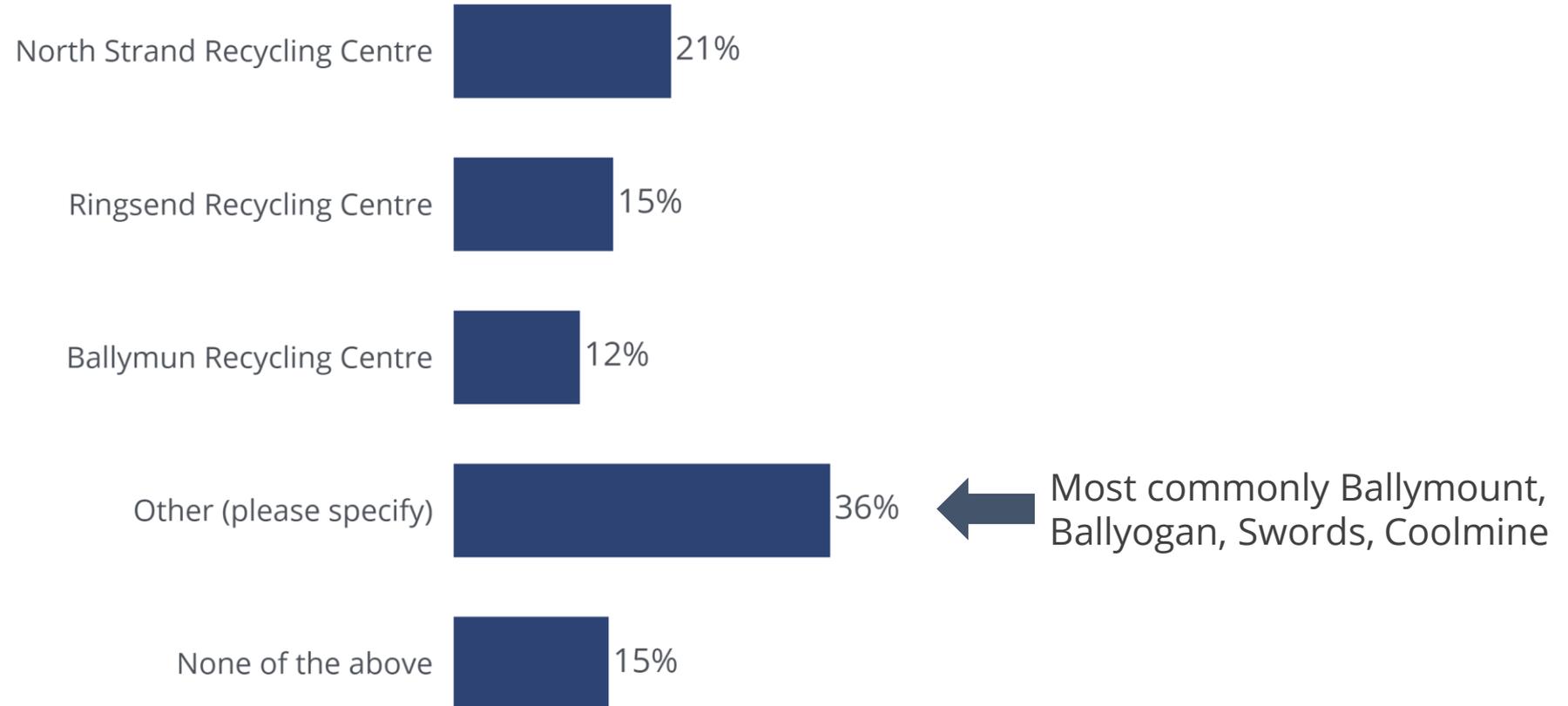
What times of day do you usually visit the Recycling Centre? Please select as many as apply.



Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
IV.	Recycling Facilities Closest to Home	15
V.	Recycling Facilities Used	18
VI.	Satisfaction with DCC Recycling Facilities	21
VII.	Frequency of Using Recycling Facilities	23
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X.	Open to New Bring Bank within 100m of Home	29
XI.	Neighbourhood Bring Centre Used Most Often	31
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XXII.	Access to Different Bins	54

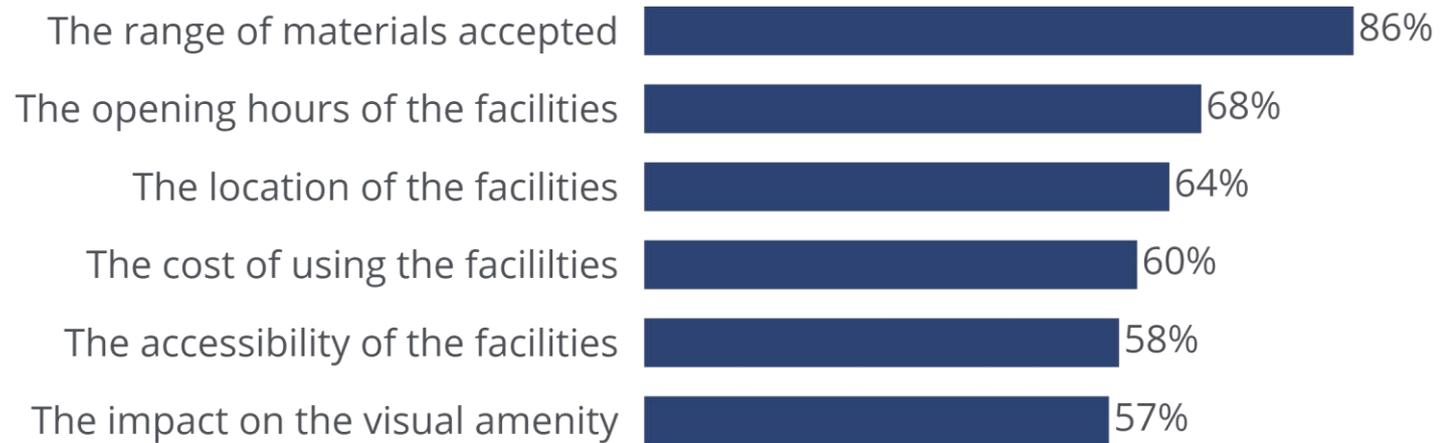
Which of the following Recycling Centres do you use most often?



Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
IV.	Recycling Facilities Closest to Home	15
V.	Recycling Facilities Used	18
VI.	Satisfaction with DCC Recycling Facilities	21
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XXII.	Access to Different Bins	54

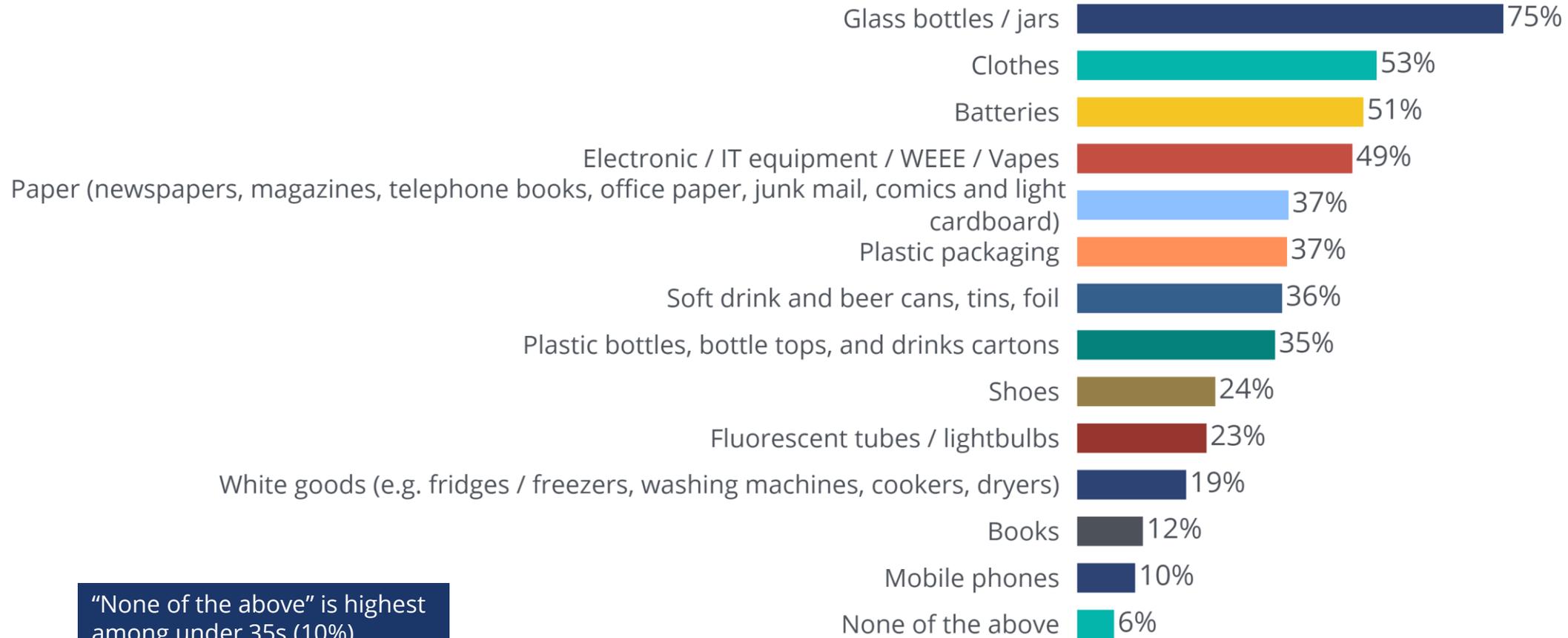
Thinking about the Recycling Centre that you use most often, please indicate your level of satisfaction / dissatisfaction with each of the following:
% satisfied or very satisfied



Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
IV.	Recycling Facilities Closest to Home	15
V.	Recycling Facilities Used	18
VI.	Satisfaction with DCC Recycling Facilities	21
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Which of the following materials have you brought to any recycling facility in the past 12 months? Please select as many as apply or "none of the above"

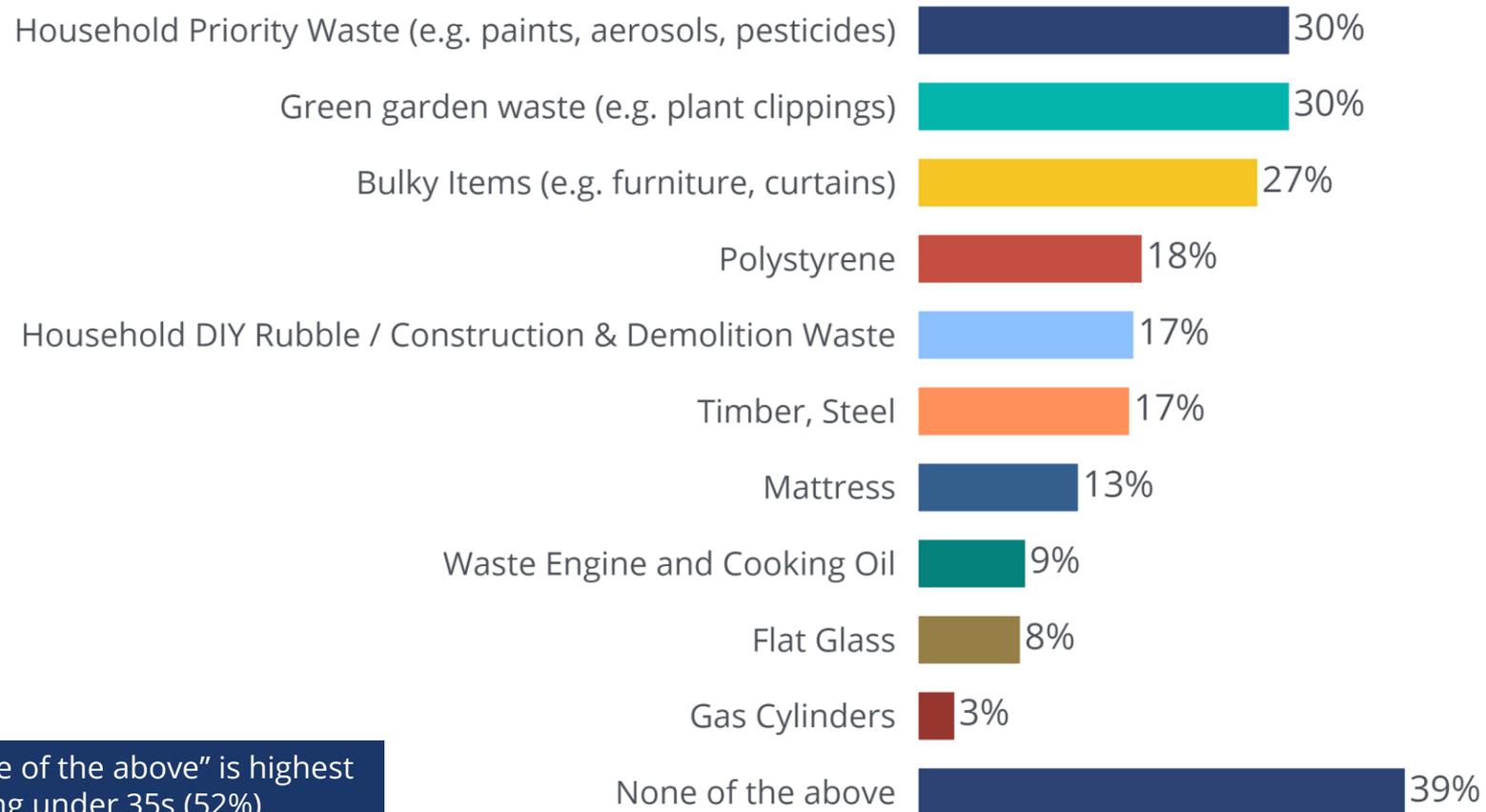


"None of the above" is highest among under 35s (10%)

Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
IV.	Recycling Facilities Closest to Home	15
V.	Recycling Facilities Used	18
VI.	Satisfaction with DCC Recycling Facilities	21
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XXII.	Access to Different Bins	54

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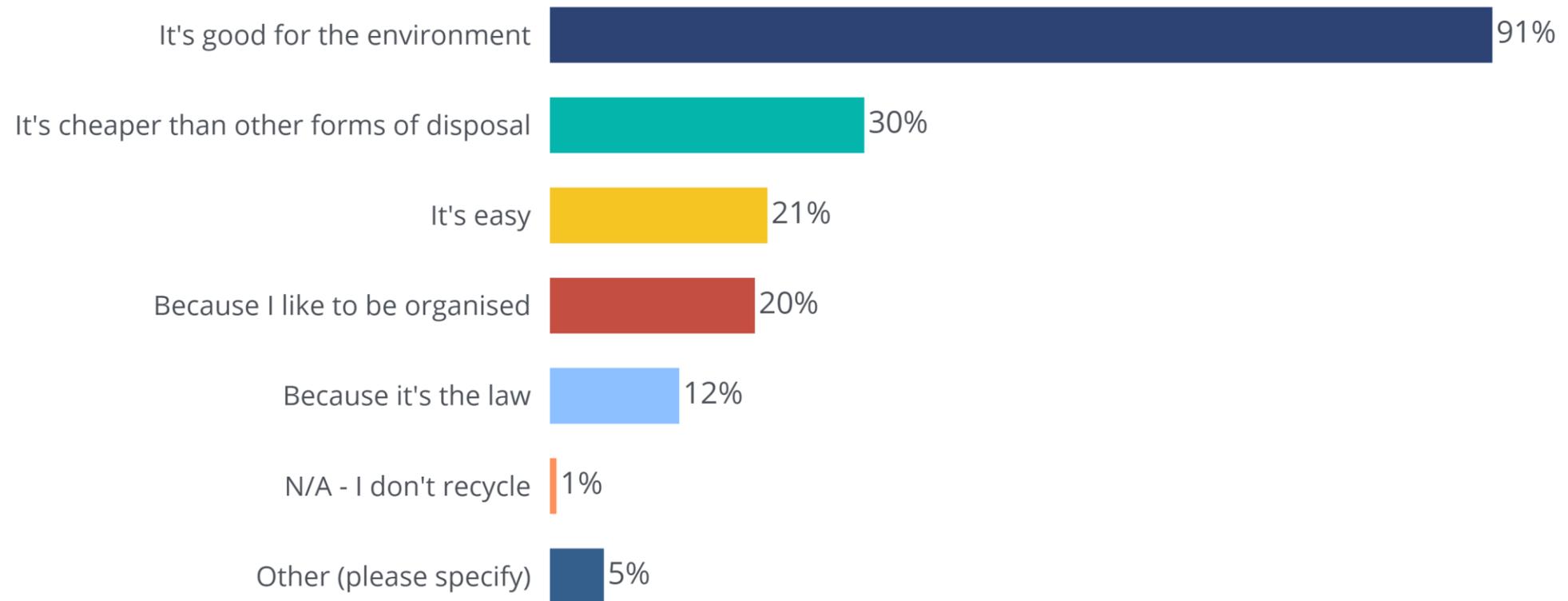


"None of the above" is highest among under 35s (52%)

Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
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V.	Recycling Facilities Used	18
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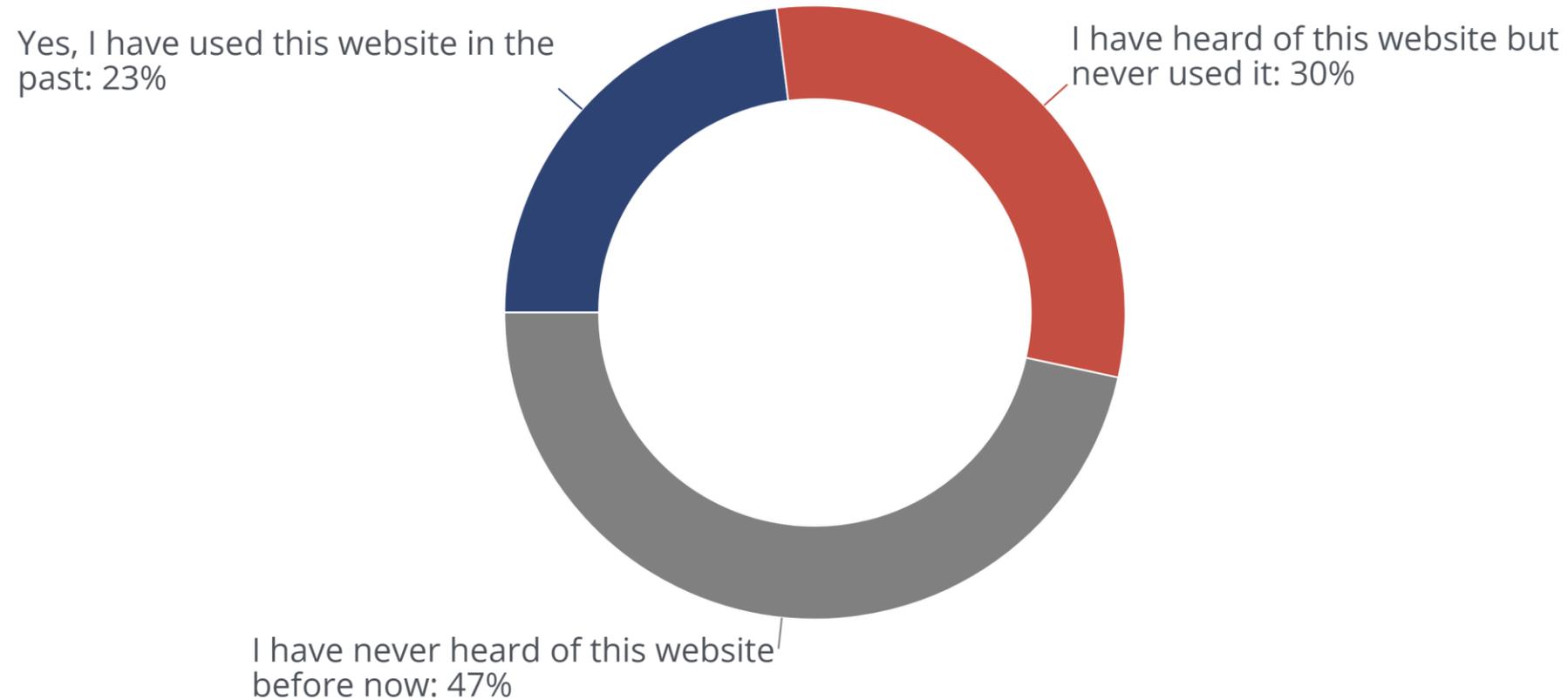
People recycle items for many reasons. From the following list, please select the top 2 main reasons that you recycle items:



Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
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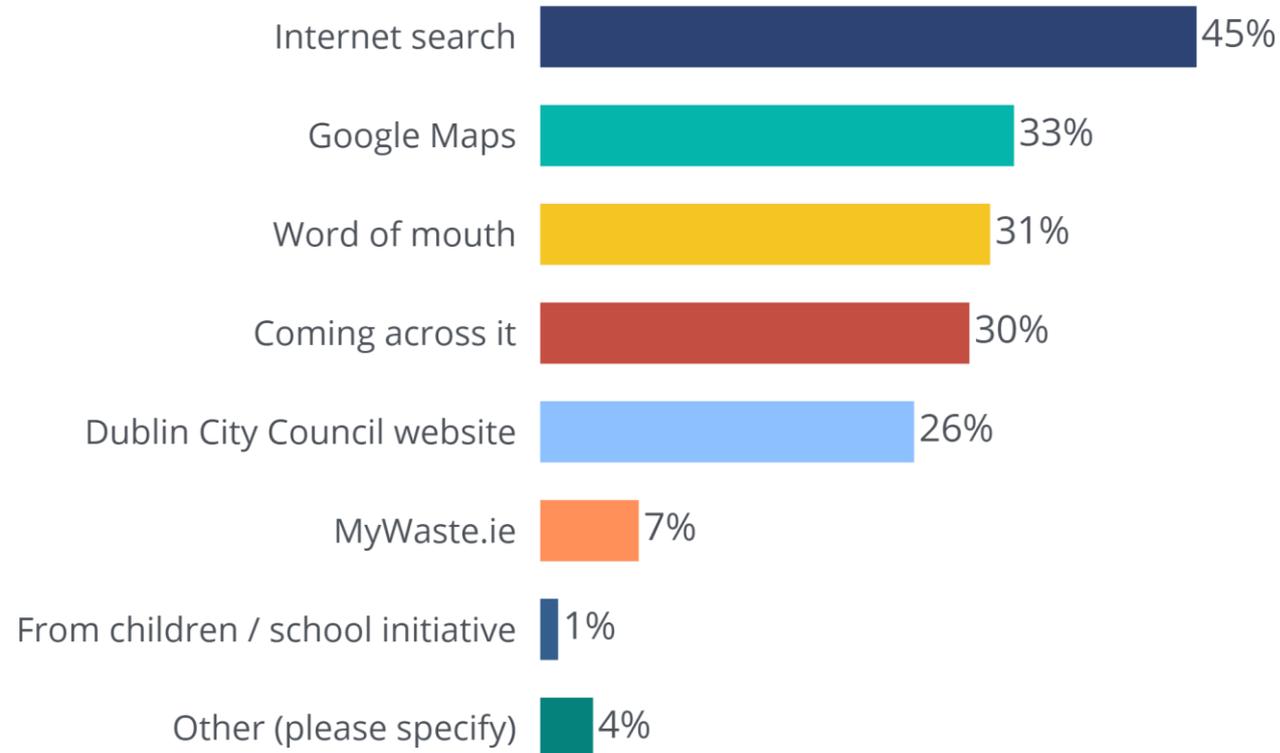
Before today, were you familiar with the website MyWaste.ie?



Agenda

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II.	Introduction and Respondent Profile	8
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How do you usually find out about the location of recycling facilities? Please select as many as apply.

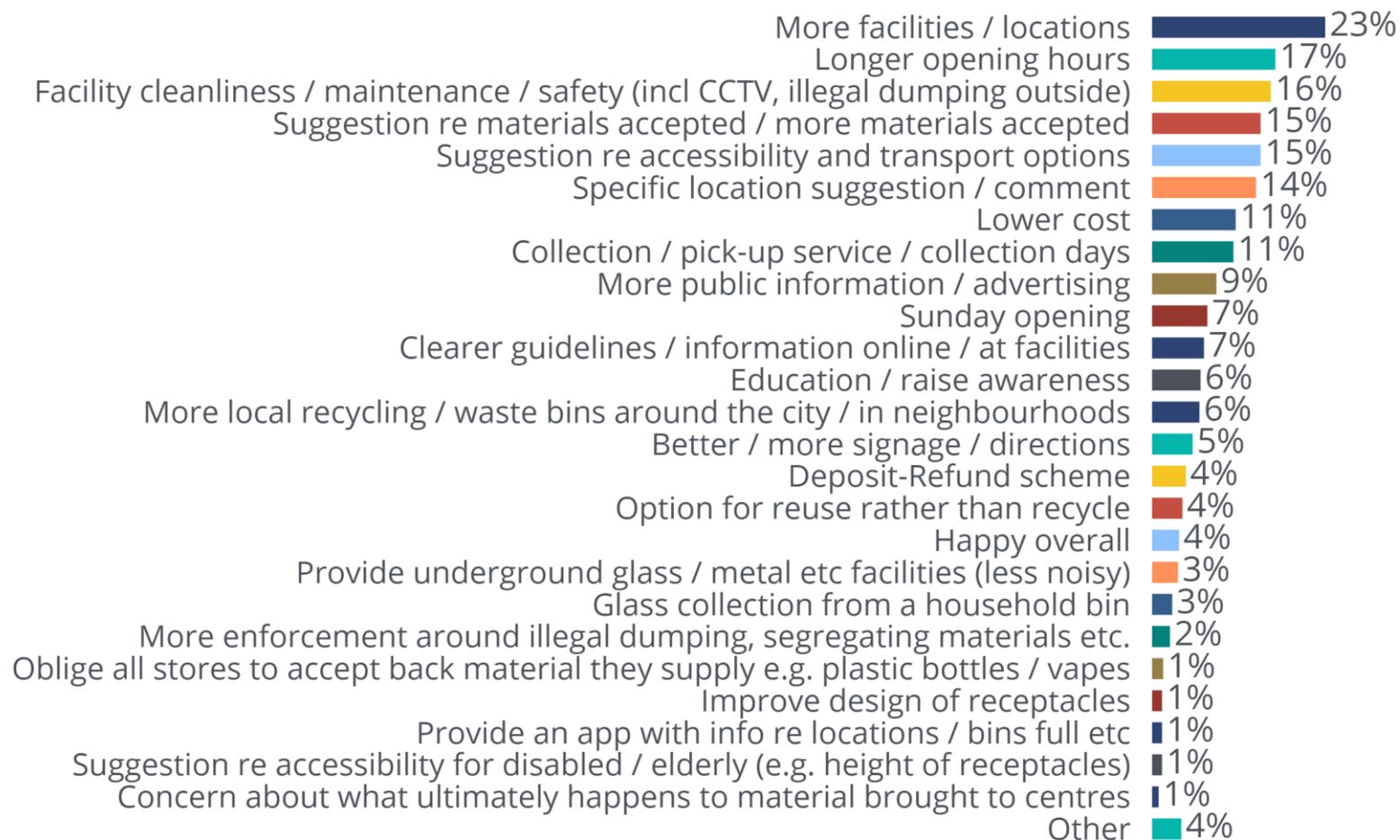


Under 50s and those living in Dublin less than 5 years were more likely to use Google Maps, while use of the DCC website rises to 33% among over 65s.

Agenda

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XXII.	Access to Different Bins	54

Do you have any suggestions to improve public recycling facilities in Dublin, or any further comments on this topic?



n = 650

Agenda

I.	Summary	2
II.	Introduction and Respondent Profile	8
III.	Life Satisfaction	13
IV.	Recycling Facilities Closest to Home	15
V.	Recycling Facilities Used	18
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Where you live, which of the following bins do you have access to for your household waste / recycling? Please select as many as apply. Brown bin (food waste)



For further information please
contact:

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Dublin City Council
01 222 5611
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