

# City of Roseville – Environmental Utilities Residential Customer Telephone Tracking Survey

## Summary Report of Survey Results, January 2014

The information below is an excerpt from the City of Roseville – Environmental Utilities Residential Customer Survey conducted in January 2014. The survey results are statistically valid.

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### Pharmaceutical Waste *Current Results*

- ❖ ***Almost half (48%) of all respondents use acceptable methods of disposing of expired or unused medicines, including taking them to a Take Back event, a recycle center, a pharmacy, hospital or doctor’s office.***

Three new questions were added to the 2014 questionnaire to inquire what respondents do with unexpired or unused pharmaceuticals, such as prescription and over the counter medicines. They were read the following response options: flush them down the toilet through them in household trash, take them to a Take Back event or something else. Other responses were captured, reviewed and categorized. Six percent said they do not have any leftover medicine because they use it up or they do not take any to start with. These responses were removed and the percentages were recalculated.

As shown in the following table, about half are disposing of their pharmaceuticals properly. The most common response was to take them to a Take Back event, with 43% reporting this disposal method. However, almost a quarter (22%) of respondents throw them in the garbage and 8% flush them down the toilet. Seventeen percent were unsure of how to get rid of this type of waste.

**Table 8**

DISPOSAL METHODS OF PHARMACEUTICALS, SUCH AS PRESCRIPTION OR OVER THE COUNTER MEDICINES....	PERCENT
Take them to a Take Back event	43%
Return to pharmacy	2%
Return to MD or hospital	2%
Take to recycle drop-off site	1%
<b>Throw it in household trash</b>	<b>22%</b>
<b>Flush down the toilet</b>	<b>8%</b>
<b>Keep/store at home</b>	<b>2%</b>
<b>Bury it in the ground</b>	<b>1%</b>
<b>Don't know</b>	<b>17%</b>

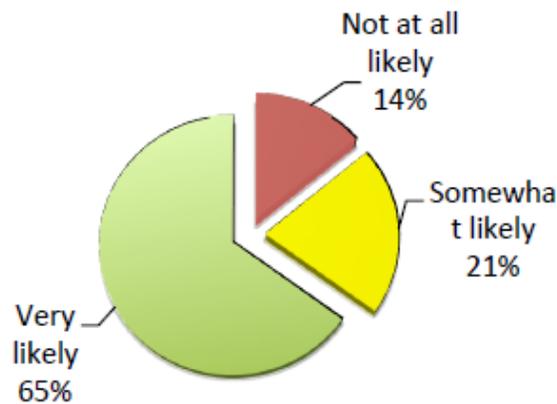
- ❖ **The vast majority of respondents support the concept of a Take Back program, with 65% saying they would be “very” likely to use it, coupled with the 21% who said they would be “somewhat” likely for a total of 86% likelihood to use. In terms of the funding, opinions were split between having the drug manufacturers sponsor it and having it be a shared cost by all, both getting 32% support.**

Then respondents were read the following description of a possible program and asked, based on concept alone, how likely would they be to take their expired and excel pharmaceuticals to a drop-off site.

*The City is considering establishing a program for residents to safely drop off their unwanted medications and pharmaceuticals in collection bins that would be located in local pharmacies, hospitals, long-term care facilities, and law enforcement agencies.*

The vast majority supported the program in concept, with 65% saying they would be “very” likely and an additional 21% saying they would be “somewhat” likely for a total of 86% support. Only 14% said that they would be “not at all” likely.

**Figure 33**  
**Likelihood to Use Pharmaceutical Drop-Off Site**  
(excluding undecided responses)



The final question of the series asked about financial responsibility. The question read: If a medication take-back program were to be established, how do you think it should be funded? Respondents were read the following possible options: The users via a surcharge added to your monthly bill, the local pharmacies and hospitals, drug manufacturing companies, that it be a shared cost by all parties, or something other than what has been mentioned.

**Table 9**

HOW SHOULD A TAKE BACK PROGRAM BE FUNDED?	PERCENT
Drug manufacturing companies	32%
Shared cost by all parties	32%
Local pharmacies and hospitals	8%
Users via surcharge added to monthly bill	5%
Other – it should be free	1%
Other – charge the user (at the time)	2%
Other – unable to categorize	2%
Don't know	18%