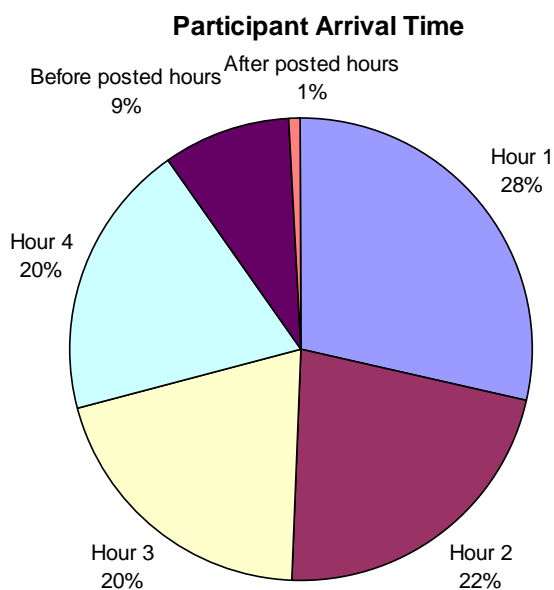


Medicine Collection Survey Results: Richfield

Thursday, June 2, 2011

Participation

Arrival	6/2/11 Richfield 3 p.m. – 7 p.m.	4/30/11 Brooklyn Center 10 a.m. – 2 p.m.	9/25/10 St. Louis Park 10 a.m. – 2 p.m.	Total
Before posted hours	68	10	48	126
Hour 1	140	107	164	411
Hour 2	77	71	170	318
Hour 3	78	75	140	293
Hour 4	77	62	143	282
After posted hours	2	0	11	13
Total	442	325	676	1,443

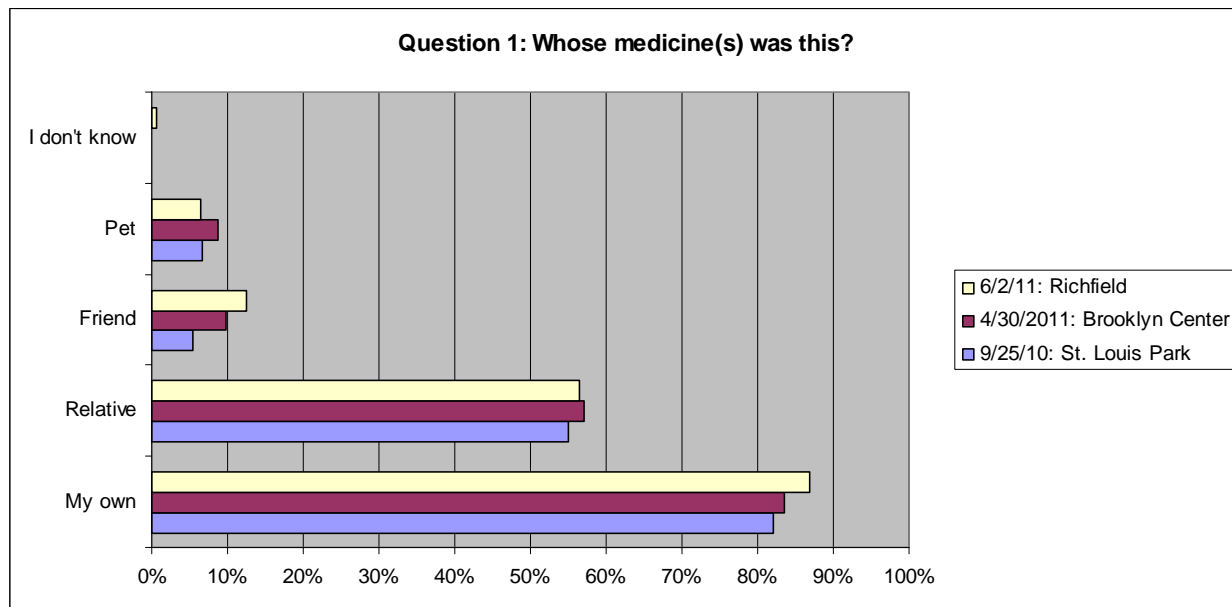


Surveys Returned

	6/2/11 Richfield	4/30/11 Brooklyn Center	9/25/10 St. Louis Park
Response Rate	66.1%	69.5%	66.1%

Question 1. Whose medicine(s) was this? (Check all that apply)

Answer Options	Richfield Response Percent	Richfield Response Count
My own	86.9%	253
Relative	56.4%	164
Pet	12.4%	36
Friend	6.5%	19
I don't know	0.7%	2
<i>answered question</i>		291
<i>skipped question</i>		1



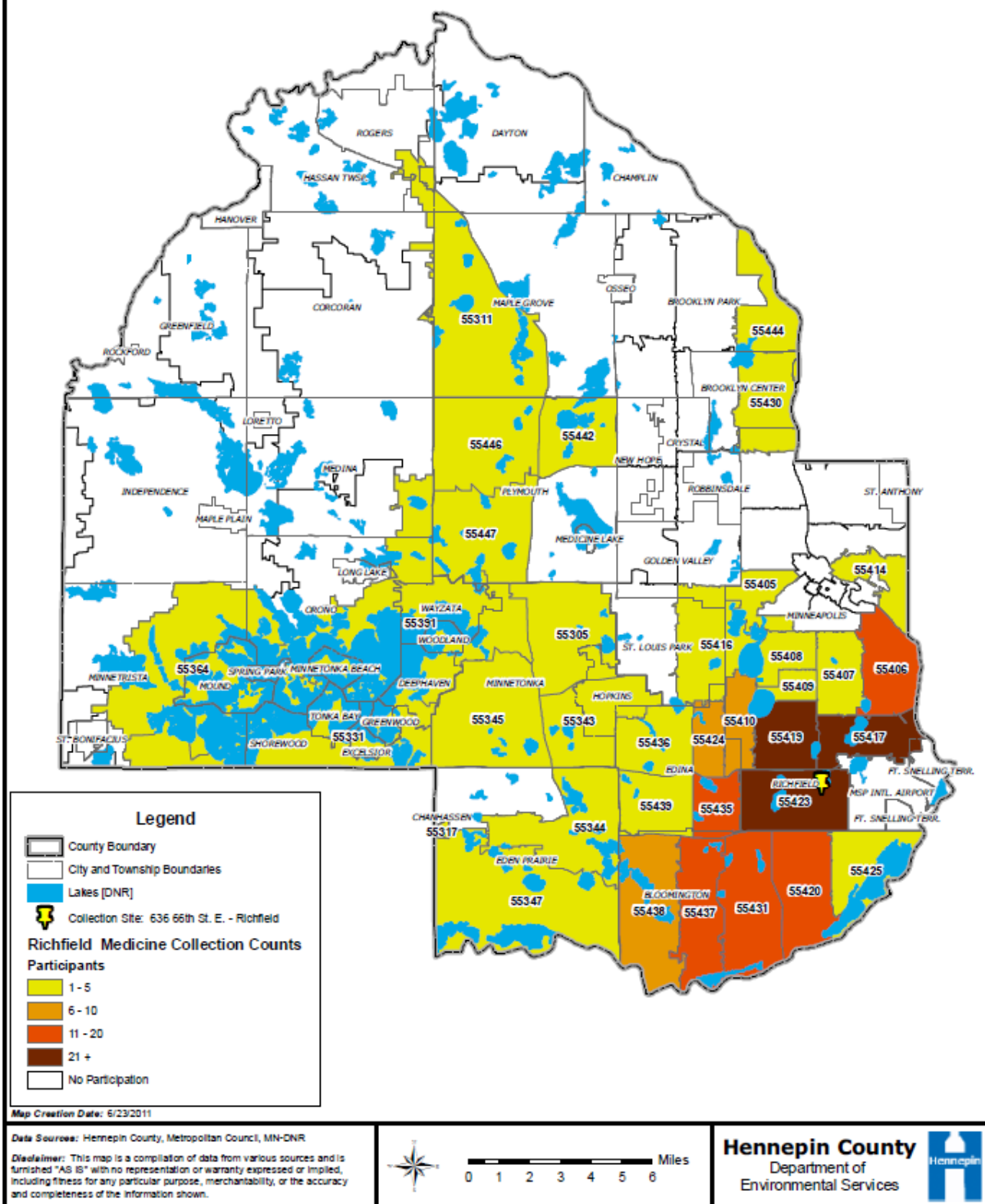
2. Home ZIP code of the Richfield event participants (see the map on following page)

ZIP Code	Count	Cities included in ZIP code
55423	86	Richfield, Edina, Minneapolis
55417	36	Minneapolis
55419	28	Minneapolis
55420	12	Bloomington
55406	11	Minneapolis
55431	11	Bloomington
55435	11	Bloomington, Edina
55437	11	Bloomington
55410	10	Edina, Minneapolis
55438	7	Bloomington
55424	6	Edina, St. Louis Park, Minneapolis
55344	5	Eden Prairie
55407	5	Minneapolis
55425	5	Bloomington
55436	5	Edina, St. Louis Park
55347	4	Eden Prairie
55416	4	Edina, Golden Valley, St. Louis Park
55305	3	Hopkins
55439	3	Edina
55447	3	Plymouth
55124	2	Apple Valley, St. Paul
55311	2	Osseo, Maple Grove
55408	2	Minneapolis
55414	2	Minneapolis

ZIP Code	Count	Cities included in ZIP code
55101	1	St. Paul
55105	1	St. Paul
55108	1	Falcon Heights, Lauderdale, St. Paul
55120	1	Eagan, Mendota Heights, St. Paul
55121	1	Eagan, St. Paul
55122	1	Eagan, St. Paul
55317	1	Chanhassen
55331	1	Excelsior, Greenwood, Minnetrista
55343	1	Hopkins, Eden Prairie, Minnetonka
55345	1	Minnetonka, Hopkins
55364	1	Mound, Minnetrista
55386	1	Victoria
55391	1	Wayzata
55405	1	Minneapolis
55409	1	Minneapolis
55430	1	Brooklyn Center, Brooklyn Park, Minneapolis
55442	1	Plymouth
55444	1	Brooklyn Center, Brooklyn Park
55446	1	Plymouth
Total	293	

Richfield Medicine Collection Event - 6/02/2011

Participants by Zip Code

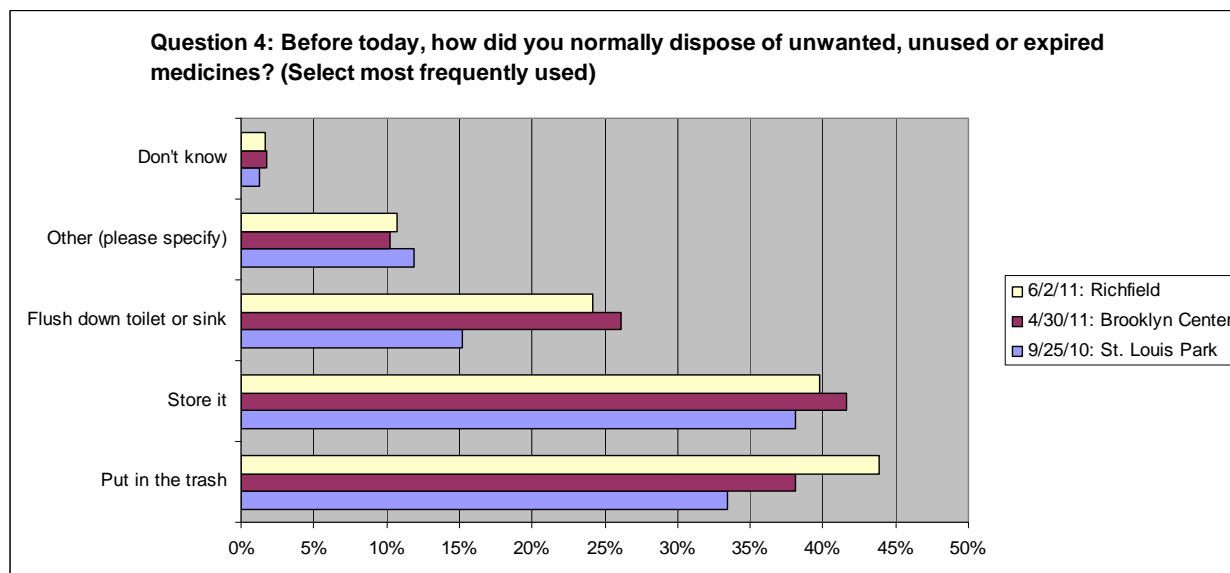


3. Age

	6/2/11 Richfield	4/30/11 Brooklyn Center	9/30/10 St. Louis Park
Average age	65	61	64
Oldest	95	91	93
Youngest	26	31	27

4. Before today, how did you normally dispose of unwanted, unused or expired medicines? (Select most frequently used)

Answer Options	Richfield Response Percent	Richfield Response Count
Put in the trash	43.9%	127
Store it	39.8%	115
Flush down toilet or sink	24.2%	70
Other (please specify)	10.7%	31
Don't know	1.7%	5
<i>answered question</i>	289	289
<i>skipped question</i>	3	3



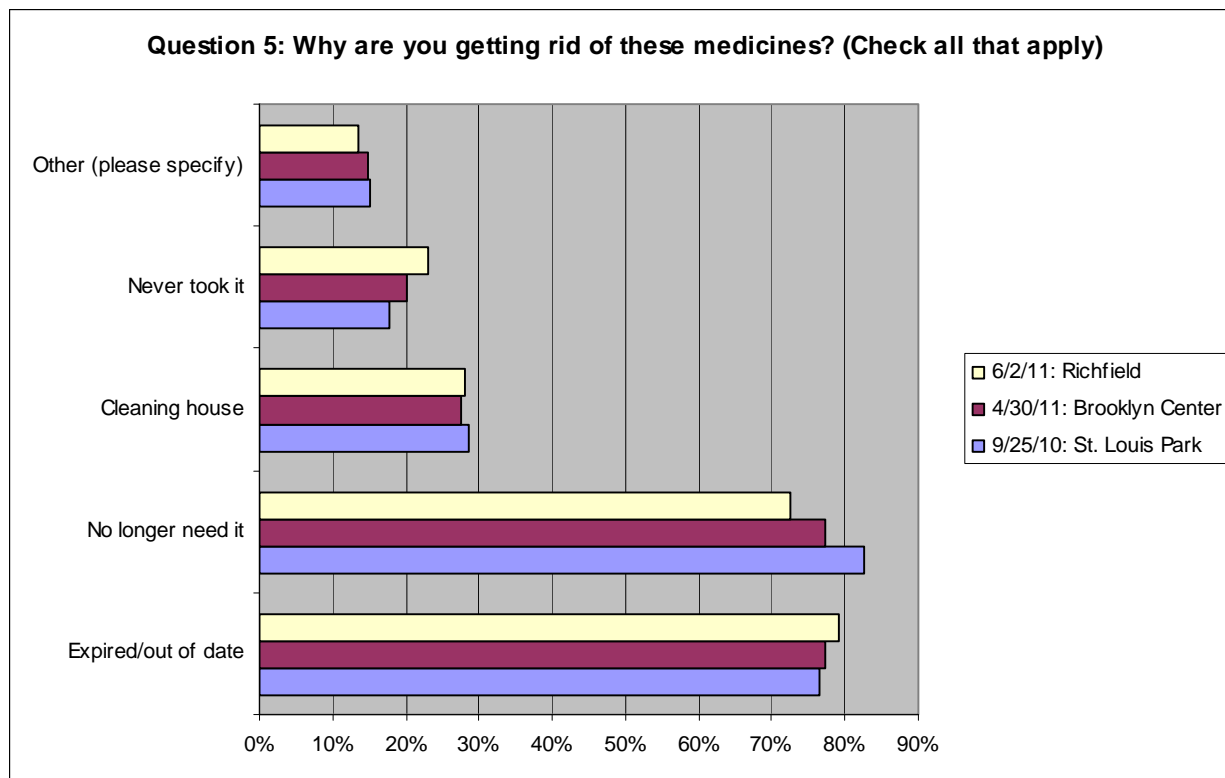
4. Other answers from Richfield participants:

1. Per the pharmacy advice, I put my meds down the sink.
2. burned
3. put in jar with water and put in trash
4. Been holding for up to 5 years. Kept asking when events like this would happen.
5. stored it
6. mix with water and put in trash
7. depended on type
8. used to flush
9. didn't
10. flush on occasion but mostly let accumulate
11. to recycle like you
12. retained in closet ad infinitum

13. I held these pills for over 5 yrs waiting for a drop off event by my home.
14. burn
15. just kept it
16. tried to recycle
17. Waiting for a year!
18. Drug store took
19. I crushed it and placed in the trash
20. Just kept it.
21. pile up in the cupboard
22. waited several years for a convenient collection site
23. tried to return at pharmacy but they didn't have that service
24. or put in sealed bag w/water
25. Put it in cottage cheese container, duct taped-labels blacked out, then in trash
26. OTC meds put in trash, RX meds follow pharmacy instructions for disposal.
27. Put in bottle and water and sealed bottle
28. Pharmacist suggested adding water to the vial and putting in the trash.
29. put in coffee grounds and then in garbage
30. Referring to putting in trash: after washing and diluting and sealing up
31. Held onto it for years, not wanting to flush or throw.

5. Why are you getting rid of these medicines? (Check all that apply)

Answer Options	Richfield Response Percent	Richfield Response Count
Expired/out of date	79.1%	231
No longer need it	72.6%	212
Cleaning house	28.1%	82
Never took it	22.9%	67
Other (please specify)	13.4%	39
<i>answered question</i>		292
<i>skipped question</i>		0



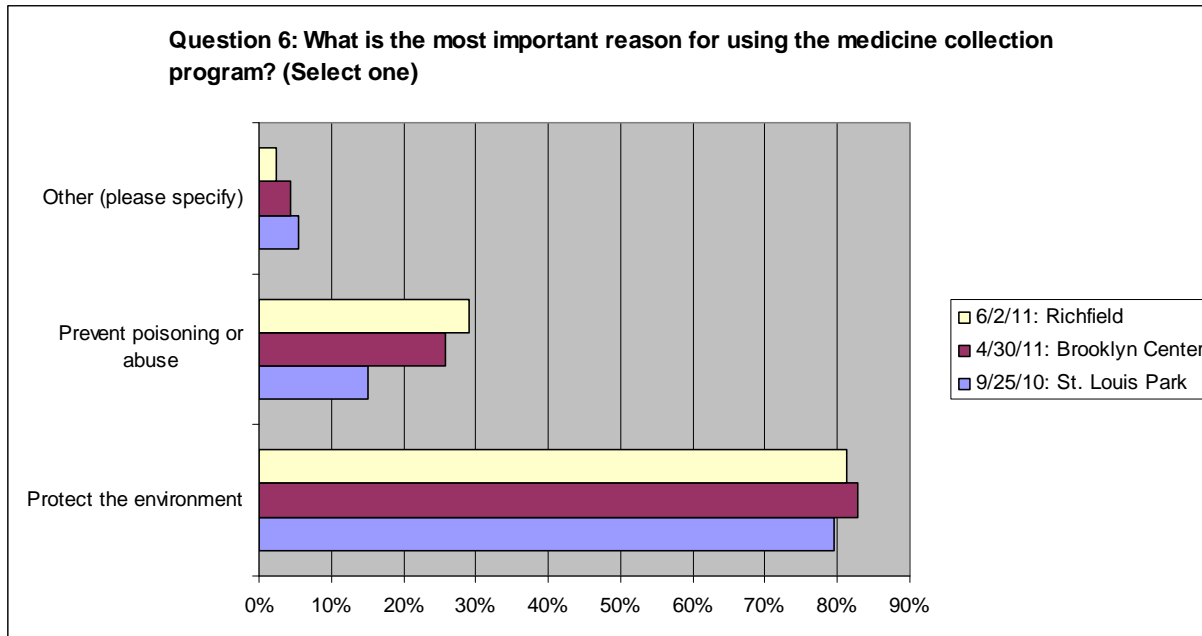
5. Other answers from Richfield participants:

1. Children in the house-trying to prevent poisoning
2. husband deceased
3. death of brother
4. Get it out of house
5. Prescription changed
6. Doctor changed Rx
7. Disposal method in question
8. to keep it out of water supply or landfill
9. deceased relative
10. relative is now deceased
11. death of user of scripts
12. Moving to Panama
13. My dad died recently.
14. Lost and found @ work

15. collection event prompted me to clean out
16. Husband died
17. father passed away-left over meds
18. Much of the prescription medication was my mother's and she died in Feb 2011.
19. my father passed
20. referring to cleaning house: parents
21. Relative passed away
22. Recall (e.g. kids Tylenol)
23. syringes needed to be destroyed
24. Chg of medication
25. cleaning house for deceased person
26. Found it. Not mine.
27. diabetic cat died
28. Most was my sister's who died Feb 2011. Over a 9 year illness she had kept many out of date, not needed any longer. Meds kept being changed by MD's.
29. For husband who died
30. allergic
31. Person passed away
32. Husband died
33. Deceased
34. safe disposal event
35. Couldn't tolerate
36. Mother passed away
37. Mother died
38. Death of mother
39. opportunity to dispose of safely and environmentally

6. What is most important reason for using the medicine collection program? (Select one)

Answer Options	Richfield Response Percent	Richfield Response Count
Protect the environment	81.2%	237
Prevent poisoning or abuse	29.1%	85
Other (please specify)	2.4%	7
<i>answered question</i>		292
<i>skipped question</i>		0

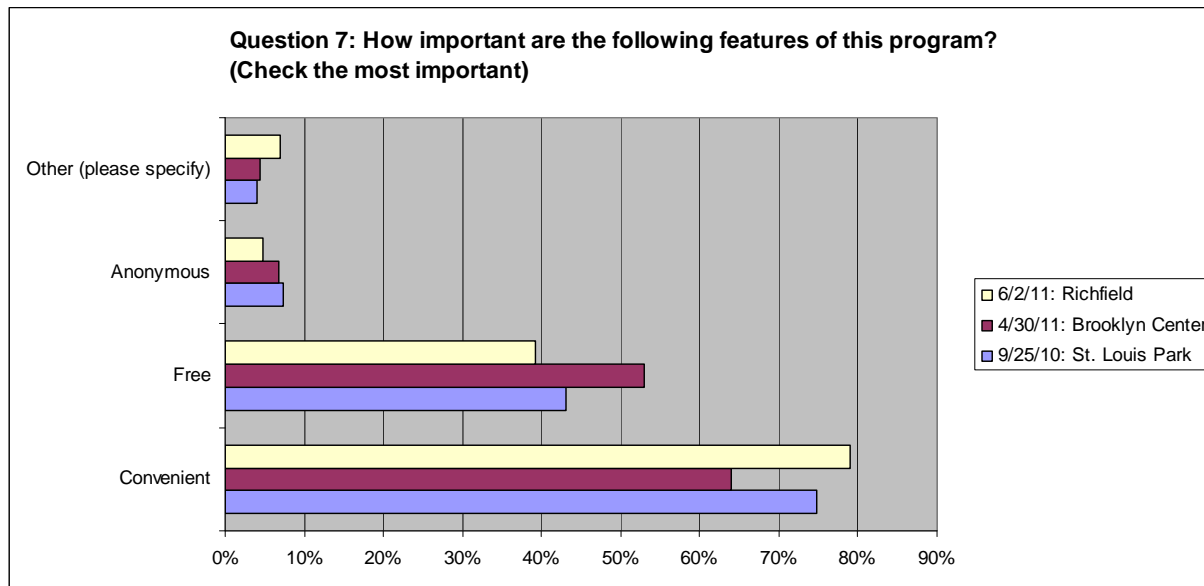


6. Other answers from Richfield participants:

1. both
2. convenient disposal with no risk
3. all of above
4. Pill bottles
5. I am very concerned about proper disposal.
6. Get rid of unused drugs so they don't get misused
7. referring to prevent poisoning or abuse: personally for families of teenagers

7. How important are the following features of the program? (Please check the most important)

Answer Options	Richfield Response Percent	Richfield Response Count
Convenient	79.0%	230
Free	39.2%	114
Anonymous	4.8%	14
Other (please specify)	6.9%	20
<i>answered question</i>		291
<i>skipped question</i>		1

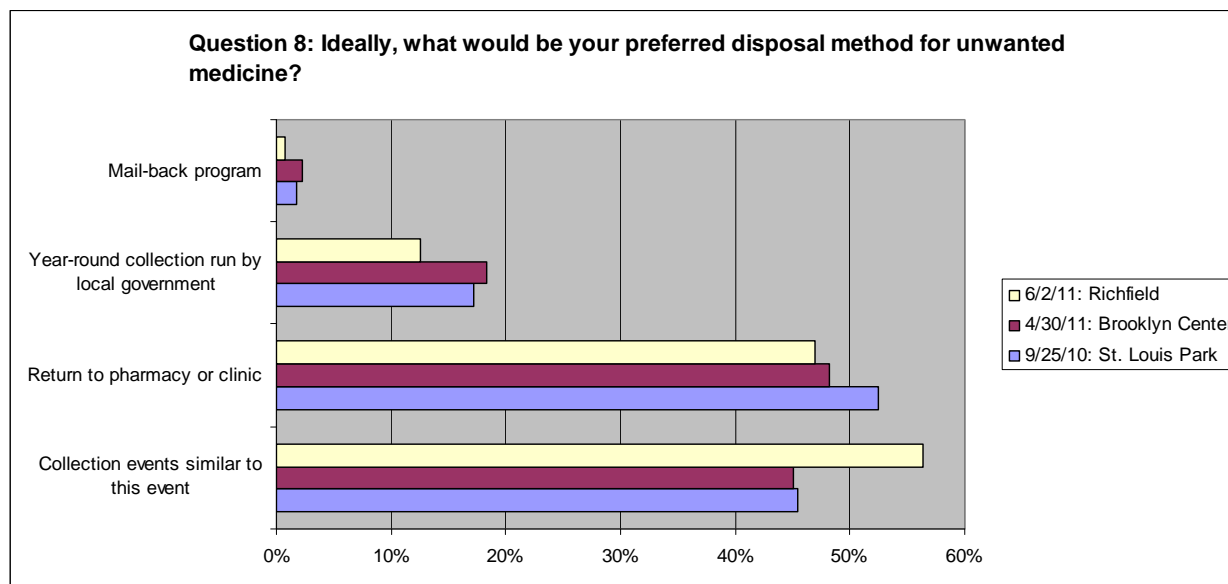


7. Other answers from Richfield participants:

1. all of the above
2. protect environment
3. place to dispose of
4. Environmental
5. responsible way to get rid of unwanted medications
6. it exists
7. all of above
8. Safe and smart idea
9. Environmentally friendly disposal
10. fast
11. better than alternatives
12. To dispose of medicine in a safe way that doesn't harm the environment or get into the hands of someone who would abuse it.
13. Responsible way to dispose of medicines.
14. trustworthy
15. No other game in town!
16. I am glad to know that these drugs will be disposed of properly.
17. Location and time
18. all the above
19. solves the problem of how to dispose of unused medicines
20. secure

8. Ideally, what would be your preferred disposal method for unwanted medicine?

Answer Options	Richfield Response Percent	Richfield Response Count
Collection events similar to this event	56.3%	162
Return to pharmacy or clinic	46.9%	135
Year-round collection run by local government	12.5%	36
Mail-back program	0.7%	2
<i>answered question</i>		288
<i>skipped question</i>		4



9. What can we do to improve this collection program? (Responses from Richfield participants)

1. This was so simple and a wonderful solution for us. Thank you!
2. It ran great! Very easy.
3. Maybe a little more publicity.
4. My first time, I think this was great!
5. This was a well organized event. It took me only minutes to go through the line. I am grateful I was able to dispose these medications safely.
6. Nothing! I was surprised at how big of an event it was. Very well run.
7. Make it easier to find out about the events.
8. Better publicity.
9. Thank you for offering this event.
10. Thank you for offering this event.
11. Schedule annually in similar locations.
12. More often. More advertisement. I only saw it on Hennepin County website.
13. It was very simple and quick, but the time of day was not very convenient. During the middle of rush hour.
14. This is great.
15. I liked the notice sent to my home.
16. Very impressed with program the way it is now.
17. Keep up the good work. I went to event last fall too. Thank you.
18. It was very efficient and easy.

19. It was great
20. Traffic restrictions-only a right turn-seemed ridiculous.
21. Thank you for the service-easy-well run!!
22. More media coverage just prior to collection date. (1-2 weeks)
23. It was very easy-but not in my neighborhood.
24. I thought it was great.
25. Continue as is
26. Advertise more.
27. Collect more often
28. Was really impressed how this was organized and run! Great! We have a teenager in household-so this was a good service for us.
29. Very well executed
30. Any of the options in #8 would be fine but I would like the most cost-effective method to be used.
31. More communication-TV outlets?
32. No improvement needed. It was easy, quick and convenient!
33. Do them more often
34. I thought it was very well organized.
35. Inform public of dates & times
36. Easy enough as is. Advertise more vigorously? Cool program. Thanks. Keep everyone safe.
37. It was fast, easy, and convenient. Great job!
38. It worked well!
39. Better advertising!
40. Don't use tax dollars! Make the drug companies pay - it's their responsibility.
41. It was great! Efficient and effortless.
42. The Richfield collection event was efficient, orderly, secure - great job done!
43. Thanks
44. Worked great!
45. I thought the collection was very efficient and a great program.
46. I thought it very efficient.
47. Hold more events. Really want to protect the environment. I don't want my neighbors throwing it out or flushing down the toilet!
48. More frequent. Otherwise, was run very effectively, smoothly, very courteous staff.
49. ???
50. Nothing! I was very impressed with how organized it was!
51. Advertise better- I heard about it from my Pastor who heard about it from someone in congregation.
52. More frequently?
53. A more regular basis. Lots more notice of event.
54. It was extremely efficient! Great job!
55. I have some concerns about my name and address being on the bottles
56. Publicity-TV, newspapers, auto phone messages (similar to snow parking alerts)
57. More drop offs. Thanks
58. More often!
59. Longer span of time like noon-8 pm
60. Way too much staff
61. Every 6 months. More locations.
62. More publicity
63. Take needles and syringes. Have them more often during the year.
64. It's a great program. Thanks! Maybe have a collection in western Hennepin next-like Eden Prairie or Minnetonka.
65. Have it local and annual collections or semi annual collections.
66. Do it more often - put it on t.v. about the time and dates of collection.
67. Require pharmacies to accept medicine disposal (they sell them, so they should take them back)! This is only fair.
68. Better advertising for events like this; held at certain intervals.

69. It seems okay and I hope it continues.
70. Thanks so much for offering this.
71. See #8.
72. Public service t.v. announcement.
73. It was well organized and publicized
74. Frequency, more locations.
75. Nothing-it was easy and well organized
76. Looked very well organized to me! 66th Street Entrance. Richfield.
77. Make it annual
78. It was fast and trouble free. Great!
79. I think you did a great job
80. Once a year have it in an area favorable to my zip code (55419).
81. More frequent. Collection sites within Minneapolis.
82. I came early-2:45 and all was set up to go-I went right through in about 2 min-no waiting-great!
83. Better notification of pick up
84. Nothing
85. Offer it monthly. Thank you!
86. Have more often
87. More publicity-I just happened to see a flyer at a local pharmacy the before the event.
88. Have more sites for collection
89. It was so efficient and well run-perfect as is! (I arrived at 3:30-3:45 pm)
90. More suburb locations, even if that means shorter collection times. Better advertising.
91. It was great - quick, easy and very polite and helpful staffing.
92. It was excellent. Very well organized Thank You!!
93. More locations
94. I thought it was handled very well and am so glad you're having these collections.
95. More often. More publicity
96. good question
97. I'm just so grateful to be able to dispose of drugs safely.
98. This was wonderful-thank you!
99. It was great! But more advertising/publicity would be good.
100. More locations to increase convenience for more people.
101. Have the collection programs in the South Suburbs more often.
102. You're doing a great job providing an important service. Thank You!
103. Simple and well organized. Keep it up.
104. Better advertise. Add notice to utility bills? To car registration renewals?
105. I was very impressed by the organization - efficiency and ease of today's collection on 6/2/11.
106. Nothing. It was convenient and easy.
107. Participated in both St. Louis Park and Richfield. Both went well.
108. More publicity regarding event.
109. Very well handled. Thank you.
110. It worked really well! I appreciated a way to dispose of medications. Thank you!
111. Advertise it in additional venues.
112. Well run today 6/2
113. Website (Hennepin County) said black markers would be provided to black out patient's name. I was not offered a marker and instead had to rip Rx labels off of items I dropped off.
114. It went smoothly. I went early so it wasn't too busy.
115. It could not have been simpler or easier. Thank you for doing it.
116. I think this was very well done. Easy-convenient and quick. Thank you.
117. It was great!
118. It was very organized and well run.
119. Since the pharmacy will no longer dispose of old medication, your collection event with notice is a good way with a reminder to clean out old meds.
120. offer it annually

121. More frequent events
122. More notice in advance.
123. Well organized - thank you.
124. Keep it up! Thank you, thank you, thank you!
125. Advertise it more.
126. I came early - it was very smooth. Thank you!
127. This program was not marketed well enough. I heard because I have signed up for alerts from Hennepin County Sheriff.
128. It seemed that there was an over supply of police - we need them out and about.
129. Have them more often. Otherwise, everything was perfect: easy!
130. Have it again in October-so it is twice a year.
131. Make the public aware of drop off. Our school sent a flyer home with students-otherwise I wouldn't know.
132. Post the hours of collection-It took 3 stops by the collection area to find a live person working.
133. Very efficient-need decentralize, more frequent. Legislation to allow return to a pharmacy.
134. Offer on a regular basis. Otherwise, it was fast, convenient, free and well-organized. Thanks!!!
135. For reuse by those that can't pay. Better publicize. I saw notice (Star Tribune) for first collection and wrote down June 2 date but never saw any additional reports in media about today's (6/2/11) event.
136. Great program, thank you.
137. More locations.
138. It was very convenient and well organized.
139. It was easy to find and fast-It's pretty good now
140. Get the word out when they occur. Thanks!
141. Felt it was very easy the way this program worked!
142. I thought today's program (6/2 Richfield) was great!
143. I was in Richfield for the 6/2 collection-it was well run. I really appreciate this chance to dispose of these items the best way possible.
144. Nothing. This was extremely well organized and very convenient. It moved along smoothly and quickly. Thank you for helping organize this.
145. This was great event-well organized and efficient. It seemed perfect to me! Thank you for doing it!
146. Unknown
147. Set this program up to return to a neighborhood location. Thanks for having the program.
148. More publicity
149. I am very pleased with every phase of the service. No changes are needed. Thank you!
150. Better advertisement. I saw it on StarTrib website.
151. This one was very well organized. Took only a few minutes to go thru line. Not an hour or hours. Thank you.
152. Have on-going drop-sites whether inside pharmacy (participating) or local govt facility (police, fire station). Thank you!
153. This was very well organized.
154. This was great!
155. I found it well run. Nothing it was great-fast
156. More advertising of it, maybe!
157. I appreciated the efficiency and convenience of the program.
158. This was very convenient and well run. Have more events like it.
159. It was very efficient! Thanks!
160. Heard about program in newspaper, but it did not include address, just a building name.
161. Other mode of communication. (Marketing)
162. It was very well organized!
163. It went really smooth-I can't think of anything better.
164. It appeared to be well-organized but too infrequent.
165. It was great. Thank you!
166. Was very efficient
167. It was very efficient. More often, perhaps?
168. Collect two times a year

169. Have at least once a year and advertise it more (I learned of it through my church. :))
170. Schedule regularly-twice a year?
171. Nothing! It was wonderful fast-easy- well organized I love it-I would do it again in a heart beat.
172. It was great, well organized-keep doing what you're doing
173. This was run very good-lots of people aware of it
174. The time and dates were confusing one paper said 6/23/11 another said 6/3/11. I called Richfield City Hall they said 6/2/11. That is date I used. Get dates out correctly.
175. It was very convenient as a drive thru! It would be nice for people to go closer to their home and recycle thru our pharmacy.
176. Advertise more--I just happened to notice small article in paper...My husband never would see it-Our 40+ kids don't read papers...
177. The collection was smooth and efficient. Coodos!
178. More sites-longer time period to drop off.
179. First time, appeared organized, I hope people participated.
180. We found it quick and easy-I liked the way it was set up.
181. A+ Great job!
182. I thought it was very good.
183. Well run
184. Nothing; well-organized and fast- thanks
185. More advertising
186. This was great-Thank you so much
187. More collections in more metro locations. It is a great service. Thank you
188. It was very efficient-66th and Portland Richfield advertize date and place
189. Increase public awareness of program. We saw the article in the Bloomington Sun Newspaper. Thank you!!
190. Do it annually!! Thank you.
191. Setup was great-very organized and efficient!
192. I was impressed with the efficiency of the program as it is. So-nothing!
193. It looked like it was set up for complete efficiency!
194. Satisfied with the way it was conducted
195. It's great!
196. It went very well.
197. It was well organized, friendly and speedy. Good job-thanks.
198. Nothing. It was perfect!
199. Worked well for me!
200. Referring to mail back: Don't trust this one
201. Referring to Year-round: I think this one would be most secure and the most convenient.
202. Get the word out! Stress environmental and to prevent abuse.
203. Continue as is. It was well org.
204. More info. I just saw a 2" article in the Strib.