



## 2011 Garbage & Recycling Survey Results

<b>No. of Surveys Sent</b>	<b>4851</b>
<b>No. of Respondents</b>	<b>2128</b>
<b>Response Rate</b>	<b>43.9%</b>

<b>Question 1 - Please rate the following priorities that are important to your household as regards garbage pickup</b> (every respondent replies to each sub-question)	<b>Very Important</b>	<b>Important</b>	<b>Neutral</b>	<b>Not Important</b>
Lowering costs even if trash amount is limited	41.15%	20.30%	24.16%	14.39%
Lowering costs even if yard waste bags have a fee	36.14%	17.89%	24.95%	21.01%
Having larger wheeled carts for recycling at no additional fee	34.40%	26.39%	18.10%	21.11%
Unlimited amount of garbage placed at the curb or alley weekly	37.93%	20.36%	19.41%	22.30%
Bulk items removed during weekly pickup	38.44%	26.98%	19.72%	14.85%
Yard waste included in weekly trash pickup	46.61%	26.81%	16.00%	10.59%

<b>Question 2</b>	<b>Weekly</b>	<b>Every Other Week</b>	<b>Occasionally</b>	<b>Never</b>
How often do you have more household trash than will fit in your cart?	10.25%	7.75%	45.68%	36.32%

<b>Question 3</b>	<b>None</b>	<b>One</b>	<b>Two</b>	<b>More Than Two</b>
How many bulk items, such as furniture or appliances, do you dispose of each year?	37.57%	34.25%	17.83%	10.36%

<b>Question 4</b>	<b>Yes</b>	<b>No</b>	<b>Only As Needed</b>
Do you use your recycling bins each week?	68.40%	9.83%	21.77%

<b>Question 5</b>	<b>Yes</b>	<b>No</b>
Would your household prefer to use a 64-gallon recycling cart with wheels instead of the current 18-gallon recycling bins?	51.02%	48.98%

<b>Question 6</b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
Do you think a larger, 64-gallon recycling bin would increase your household's recycling?	38.66%	40.52%	20.81%



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<b>Question 7</b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
Would you recycle more if you knew it would reduce your costs?	70.82%	17.03%	12.16%

<b>Question 8</b>	<b>Weekly</b>	<b>Every Other Week</b>	<b>Occasionally</b>	<b>Never</b>
How often do you place bags of yard waste at the curb for pick up during the yard waste pick up season?	39.49%	23.74%	28.97%	7.81%

<b>Question 9 - Please rate how your household would feel about the following service options:</b> (every respondent replies to each sub-question)	<b>Strongly Support</b>	<b>Somewhat Support</b>	<b>Neutral</b>	<b>Somewhat Disagree</b>
Retain the current services with a 64-gallon recycling cart, unlimited trash removal weekly, including bulk items and yard waste at approximately the same fee level.	49.21%	14.31%	15.69%	8.84%
Receive a 64-gallon recycling cart, with unlimited trash removal weekly, but pay a nominal fee (approx. \$2.00) for removal of each bag of yard waste, decreasing the monthly garbage fee.	20.09%	17.04%	17.98%	20.02%
Receive service that would include weekly trash removal of one 95-gallon cart only, unlimited bags of yard waste, a 64-gallon recycling cart and a nominal sticker fee (approx. \$2.00) for waste that exceeds the 95-gallon cart with a decrease in the garbage fee.	26.41%	12.88%	14.12%	12.93%

<b>Question 10</b>	<b>Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Neutral</b>	<b>Somewhat Dissatisfied</b>
How satisfied are you with the current waste removal services?	58.72%	26.49%	8.44%	3.79%