

This sample contains excerpts from the PowerPoint presentation. Some of the graphics and 'visuals' included have been modified to protect the student. Their original PowerPoint also contained additional 'visual' elements which are excluded.

Waste Management Customer Satisfaction And Participation Survey

The City
Analysis of Findings
July 200█

Executive Summary

➤ Overall Satisfaction with Collection Services

- Overall satisfaction with collection services remains high (92% satisfied in 200█ vs. 92% in 200█).
- Satisfaction is higher among females (65% vs. 56%), home owners and those whose garbage is collected on the front street.
- Although overall satisfaction with collection services remains high, a small (though not statistically significant) decline is seen in the percentage who are very satisfied (61% in 200█ vs. 66% in 200█).

Executive Summary

➤ Value for Money

- Perceptions that waste services are provided at a good value remain high (77% agree in 2001 comparable to 81% in 2002).
- 70% agree that fee for waste services is reasonable, compared to other utility services. Agreement is higher among residents aged 18 to 34 years, and those with children in the household.
- The challenge is to decrease the percentage of respondents (20%) who do not agree their fee is reasonable compared to fees for other utilities. (10% did not know.) There is an opportunity to increase residents' awareness of the services included in the fee for waste services.

Executive Summary

➤ Recycling

- Participation in Blue Bag recycling: 89%, comparable to 88% in 200█.
- Use of Recycling Depots in 200█ (61%) remains consistent with previous years (65% in 200█).
- Use of Blue Bins at multi-family sites decreased (81% in 200█, 91% in 200█).

➤ Eco Stations

- Overall satisfaction with the City's Eco Stations is consistent with previous years, although gradually trending upward (95% satisfied in 200█ vs. 90% in 200█ and 85% in 200█) with a relatively high 75% of respondents in 200█ indicating they are very satisfied.

Executive Summary

➤ Composting

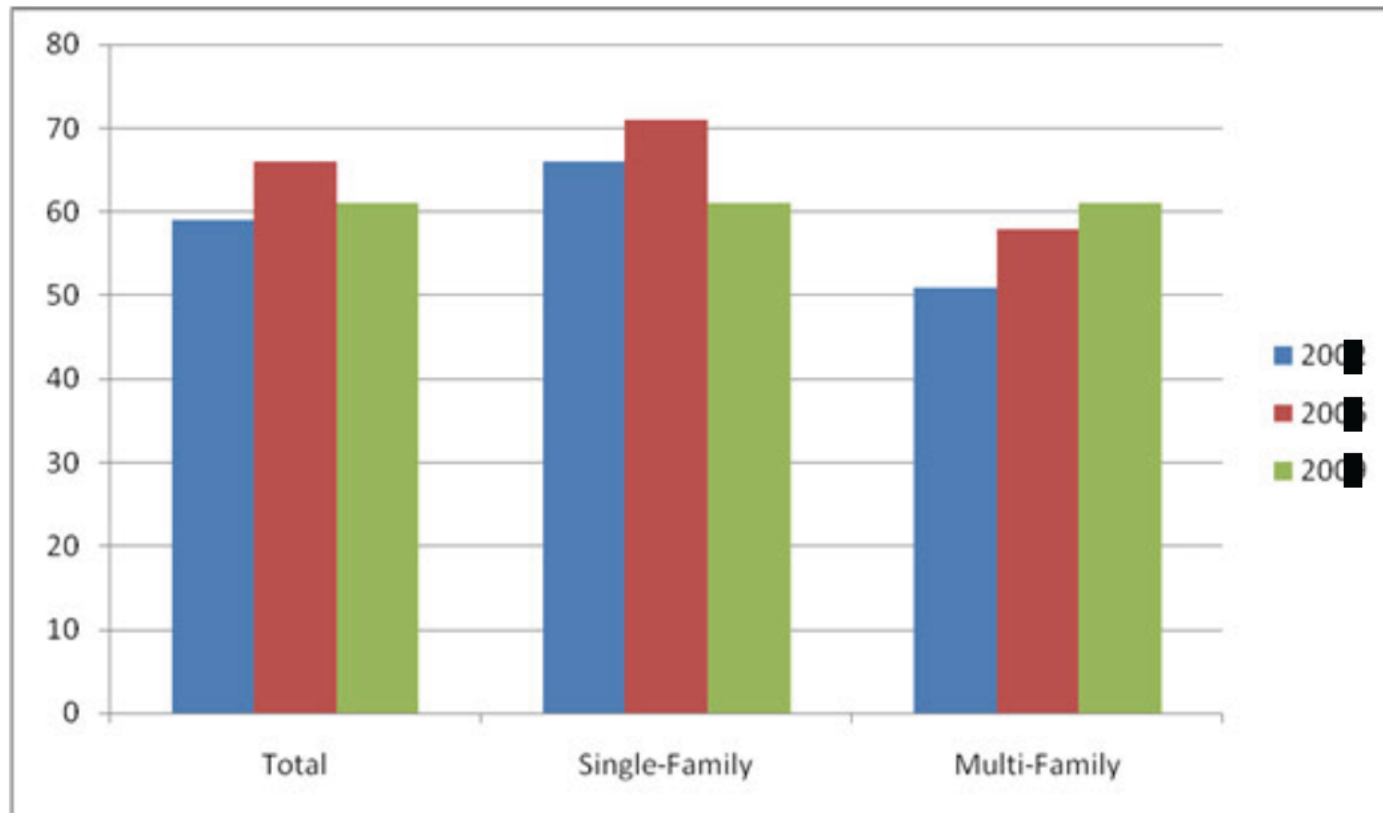
- Twenty-nine percent (29%) of single family residents compost waste, including 24% who compost at least once a month. This is consistent with 2008 (31%).
- With no increase in the percentage of respondents composting since 2008, the challenge exists to increase the level of participation.
- Participation is higher among residents who own their home or have household income greater than \$50,000.

➤ Grasscycling

- 36% of households with lawns grasscycle all or most of the time they mow, similar to 2008 (39%).
- The proportion who set out grass clippings for garbage collection is gradually decreasing (63% in 2008 vs. 65% in 2007 and 71% in 2006).

Overall Satisfaction with Garbage and Recycling Collection

(Scale: 1 = Not at all satisfied; 4 = Satisfied; 7 = Completely satisfied)



Very Satisfied (6,7 Ratings)

Use of Eco Station in Past 12 Months

Respondents who completed the survey	Total			Single-Family			Multi-Family		
Yes, have brought materials to an Eco Station	-	-	53%	-	-	60%	-	-	38%
Yes, brought hazardous waste such as cleaning products, paint, or fertilizers	31%	38%	36%	41%	47%	45%	19%	21%	21%
Yes, but not hazardous waste	-	-	16%	-	-	15%	-	-	18%
No, have not brought materials to an Eco Station	68%	62%	47%	57%	53%	40%	80%	78%	60%
Don't know	1%	1%	1%	2%	*	-	*	1%	2%

* Less than 1% of respondents