

### SOLID WASTE SERVICES

A set of questions was included in the survey to examine the respondent’s satisfaction with four curbside solid waste collection services. The services examined include curbside recycling collection, curbside garbage collection, curbside yard waste collection and curbside loose leaf collection. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used to rate these collection services. The solid waste services are discussed in order of ratings from highest to lowest in order of means.

The results indicate the respondents continue to be very satisfied with curbside garbage collection. The mean this year was 8.41. This represents a slight increase from 8.38 in 2016 (Table 57). This represents one of the highest ratings earned by the department to date. Figure 13 shows the percentages on the “satisfied” side (above 5) of the scale were 98.4% with only 0.8% on the “dissatisfied” side. If this mean were converted into a grade, then curbside garbage collection would continue to earn the same A- grade as in 2016. However, the mean of 8.41 borders very closely on moving to a grade of A.

Figure 13. Garbage Collection Satisfaction

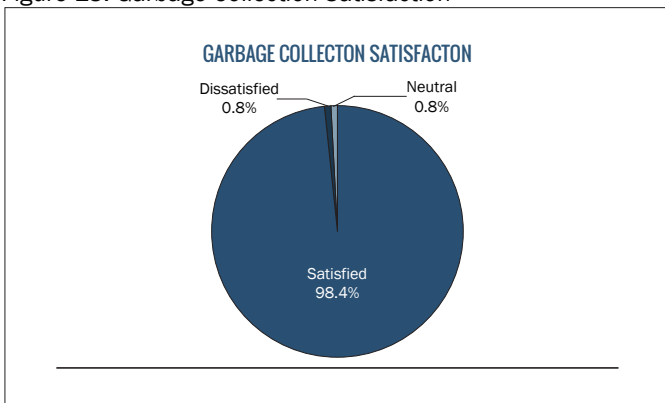


Table 57. Satisfaction with Curbside Garbage Collection

YEAR	MEAN	% ABOVE 5
18	8.41	98.4
16	8.38	97.0
14	8.41	97.6
12	8.46	98.4
10	8.58	97.6
08	8.19	94.6
06	7.61	88.6
04	7.91	89.0

The respondent’s level of satisfaction with curbside recycling collection declined slightly from 2016. The mean was 8.03 this year versus 8.11 two years ago (Table 58). There were 93.9% of the responses on the “satisfied” side of the scale, which actually improved from 93.3% in 2016. The “dissatisfied” side also improved from 3.3% to 3.1% this year (Figure 14). The reduction in the mean came from the “very satisfied” responses dropping from 55.6% to 51.4%. If converted to a grade, then the grade for curbside recycling collection would equate to a B+. This represents a decline in the grade from an A- in 2016.

Figure 14. Recycling Collection Satisfaction

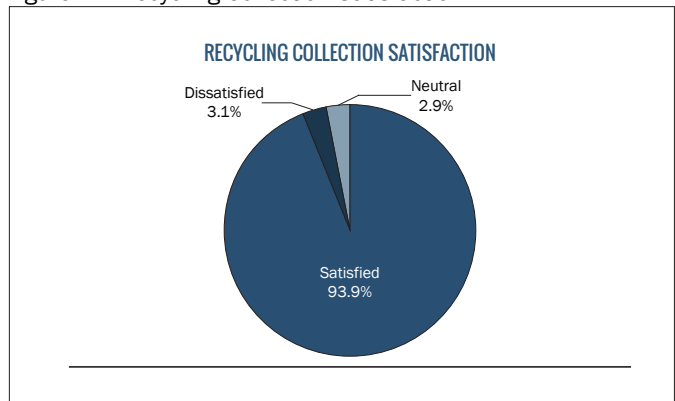


Table 58. Satisfaction with Curbside Recycling Collection

YEAR	MEAN	% ABOVE 5
18	8.03	93.9
16	8.11	93.3
14	8.12	94.2
12	8.24	94.6
10	8.37	94.9
08	7.74	90.0
06	7.56	87.7
04	7.88	90.5

Table 59. Satisfaction with Curbside Yard Waste Collection

YEAR	MEAN	% ABOVE 5
18	8.00*	92.9
16	8.32	95.9
14	8.19	94.8
12	8.25	96.3
10	8.37	95.1
08	--	--
06	7.65	89.6
04	7.72	89.4

The Town continues to earn very good marks for curbside yard waste collection. However, there has been a rather large decline in the ratings since 2016. The mean has decreased from 8.32 to 8.00 this year, and this level of decrease was statistically significant (Table 59). Figure 15 shows there were 92.9% of the respondents on the “satisfied” side of the scale down from 95.9% in 2016. The percentages on the “dissatisfied” side increased from 1.5% to 3.7% this year. Driving the decrease was the drop off in the number of respondents answering with a 9 or “very satisfied” from 59.9% to 55.1%. In addition, there was also a reduction in respondents answering with 8 on the scale from 25.7% to 19.9%. It appears more of the respondents were answering with a lower rating of 6 or 7 this year. If the yard waste collection mean was converted to a grade, then the grade would have been a B+. In 2016, the grade would have translated to an A-.

The rating for curbside loose leaf collection has declined to a large degree this year. The mean decreased from 8.24 to 7.73, and this was statistically significant (Table 60). This represents the third lowest mean this service has earned. There were 87.1% on the “satisfied” side of the scale, down from 94.6% in 2016. The percentages on the “dissatisfied” side increased from 2.6% to 5.2% (Figure 16). Note the respondents who answered with “very satisfied” has fallen sharply from 58.1% to 48.4%. If this mean were converted into a grade, then it would earn the mark of B this year. The grade in 2016 equated to an A-.

Figure 15. Yard Waste Collection Satisfaction

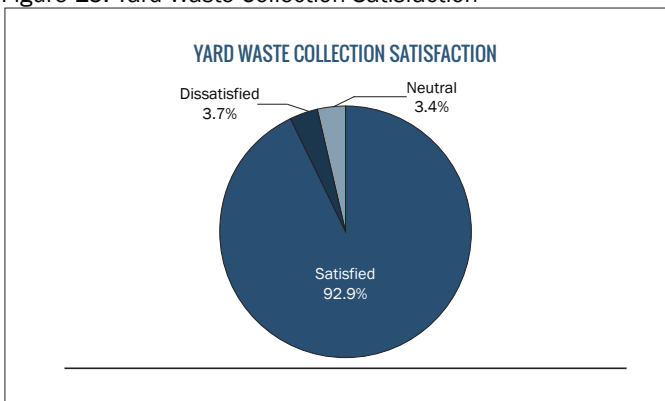


Figure 16. Loose Leaf Collection Satisfaction

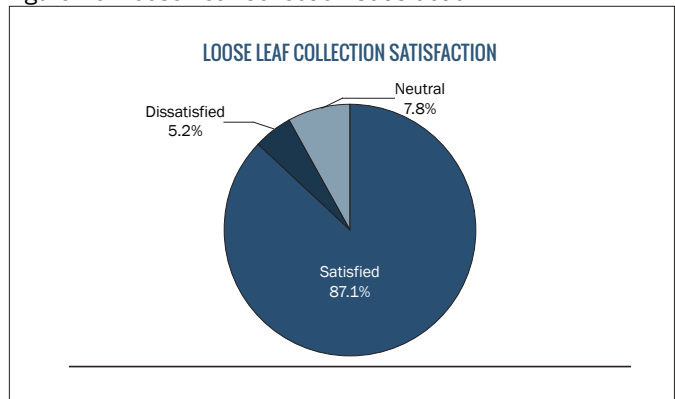


Table 60. Satisfaction with Curbside Loose Leaf Collection

YEAR	MEAN	% ABOVE 5
18	7.73*	87.1
16	8.24	94.6
14	8.11	93.2
12	7.95	92.0
10	8.18	94.0
08	--	--
06	7.49	86.6
04	7.40	86.1

In summary, the curbside collection of Solid Waste Services continued to earn very good overall marks. However, there is concern that the means decreased for three of the services, including curbside recycling collection, curbside yard waste collection and curbside loose leaf collection. This resulted in the grades declining for all three of these services. On the positive side, the mean for curbside garbage collection (A-) increased slightly. Even with the decline, the ratings remained at a very good level. See Appendix B for selected Solid Waste Services crosstabulations (B331-B354).

Table 57. Satisfaction with Curbside Garbage Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
18	8.41	0.5	0.0	0.0	0.3	0.8	1.6	6.5	32.0	58.3	98.4
16	8.38	0.0	0.5	0.5	0.3	1.6	1.4	6.8	29.6	59.2	97.0
14	8.41	0.0	0.0	0.3	0.0	2.1	1.6	9.7	25.0	61.3	97.6
12	8.46	0.3	0.3	0.3	0.0	0.8	2.9	6.7	23.5	65.3	98.4
10	8.58	0.0	0.0	0.0	0.0	2.4	1.6	4.6	18.2	73.2	97.6
08	8.19	0.5	0.5	0.0	0.5	3.7	3.4	8.4	28.2	54.6	94.6
06	7.61	3.8	1.2	1.5	0.3	4.7	5.0	14.0	28.4	41.2	88.6
04	7.91	1.2	1.8	1.5	1.8	4.6	2.1	8.3	26.3	52.3	89.0

Table 58. Satisfaction with Curbside Recycling Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
18	8.03	0.3	0.3	1.4	1.1	2.9	5.7	13.2	23.6	51.4	93.9
16	8.11	0.3	0.6	1.8	0.6	3.6	3.6	9.8	24.3	55.6	93.3
14	8.12	0.5	0.0	1.1	0.3	4.0	3.8	12.3	23.9	54.2	94.2
12	8.24	0.3	0.8	0.3	0.5	3.5	2.7	10.4	21.1	60.4	94.6
10	8.37	0.5	0.0	0.5	0.3	3.8	2.4	7.2	17.7	67.6	94.9
08	7.74	0.8	1.6	1.3	1.9	4.3	5.1	16.7	24.7	43.5	90.0
06	7.56	3.3	0.9	0.6	1.2	6.3	6.9	15.1	25.3	40.4	87.7
04	7.88	1.8	0.9	1.2	0.6	4.9	5.2	12.5	20.2	52.6	90.5

Table 59. Satisfaction with Curbside Yard Waste Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
18	8.00*	1.1	0.4	0.7	1.5	3.4	6.7	11.2	19.9	55.1	92.9
16	8.32	0.3	0.6	0.3	0.3	2.5	0.9	9.4	25.7	59.9	95.9
14	8.19	0.3	1.3	0.3	0.6	2.8	3.8	10.0	22.2	58.8	94.8
12	8.25	0.0	0.3	0.0	0.3	3.0	3.4	11.1	26.9	54.9	96.3
10	8.37	0.0	0.9	0.0	0.3	3.8	2.3	8.1	17.1	67.6	95.1
08	--	--	--	--	--	--	--	--	--	--	--
06	7.65	1.3	1.0	1.3	1.3	5.3	5.6	19.6	24.9	39.5	89.6
04	7.72	1.4	0.6	1.4	2.0	5.2	8.0	12.9	23.2	45.3	89.4

Table 60. Satisfaction with Curbside Loose Leaf Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
18	7.73*	1.6	0.4	1.2	2.0	7.8	5.9	13.3	19.5	48.4	87.1
16	8.24	0.3	0.7	0.3	1.3	2.7	2.0	8.6	25.9	58.1	94.6
14	8.11	0.6	1.0	1.0	0.3	3.9	3.5	10.3	22.6	56.8	93.2
12	7.95	0.4	0.7	0.4	1.4	5.1	5.8	12.6	24.9	48.7	92.0
10	8.18	0.3	0.0	0.9	1.6	3.2	4.4	12.0	15.8	61.8	94.0
08	--	--	--	--	--	--	--	--	--	--	--
06	7.49	0.9	0.9	4.7	2.3	4.7	5.1	16.3	20.5	44.7	86.6
04	7.40	1.9	1.9	1.6	2.3	6.1	9.4	16.2	24.6	35.9	86.1