



## SOLID WASTE SERVICES

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A set of questions was included in the survey to examine the respondent’s satisfaction with four curbside solid waste collection services. The curbside services examined include recycling collection, garbage collection, yard waste collection, and 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 from highest to lowest ratings in order of means.

The results indicate the respondents continue to be very satisfied with curbside garbage collection. The mean this year was 8.55 increasing from 8.41 in 2018 (Table 56). This represents the second highest rating earned by the department since 8.58 in 2010. In addition, this increase was statistically significant. Figure 12 shows the percentages on the “satisfied” side (above 5) of the scale was 98.3% versus only 0.6% on the “dissatisfied” side. If this mean were converted into a grade, then curbside garbage collection would earn an impressive mark of A up from A- in 2018.

Figure 12. Garbage Collection Satisfaction

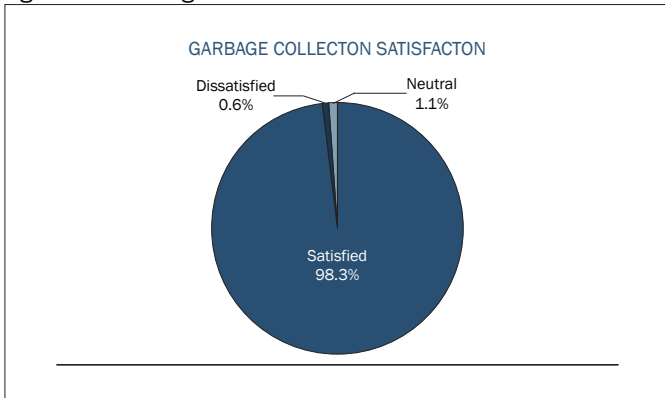


Table 56. Satisfaction with Curbside Garbage Collection

YEAR	MEAN	% ABOVE 5
20	8.55*	98.3
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 yard waste collection has also increased from 2018. The mean was 8.37 this year versus 8.00 two years ago (Table 57). This increase was also statistically significant. There were 95.6% of the responses on the “satisfied” side of the scale which improved from 92.9% in 2018. The “dissatisfied” side also decreased from 3.7% to 2.0% this year (Figure 13). Note the very large increase in the “very satisfied” responses improving from 55.1% to 68.5%. If converted to a grade, then the grade for curbside yard waste collection would equate to an A-. This represents an improvement from a B+ in 2018.

Figure 13. Recycling Collection Satisfaction

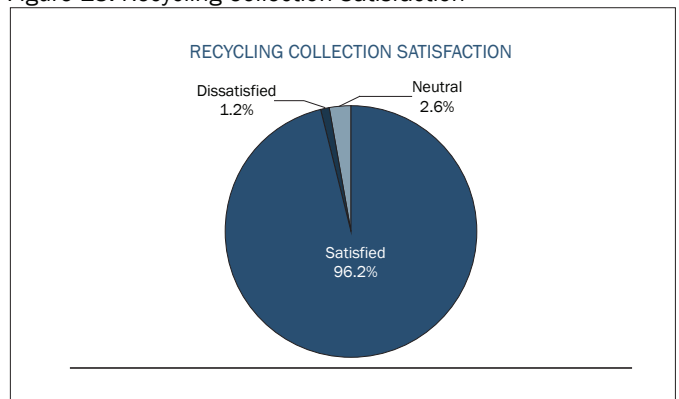


Table 57. Satisfaction with Curbside Yard Waste Collection

YEAR	MEAN	% ABOVE 5
20	8.37*	95.6
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

Continuing the trend of improvement for Solid Waste Services, there has been a large increase in the level of satisfaction for curbside recycling collection. The mean has improved to 8.33 from 8.03 in 2018 and this level of mean increase was statistically significant (Table 58). This represents the second highest mean earned by the department since 8.37 in 2010. Figure 14 shows there were 96.2% of the respondents on the “satisfied” side of the scale up from 93.9% in 2018. The percentages on the “dissatisfied” side decreased from 3.1% to only 1.2% this year. Driving the large level of improvement was the increase in the percentage of respondents answering they were “very satisfied” from 51.4% to 64.2%. If the curbside recycling collection mean was converted to a grade, then the grade would be an A-. In 2018, the grade would have translated to a B+.

Figure 14. Recycling Collection Satisfaction



Table 58. Satisfaction with Curbside Recycling Collection

YEAR	MEAN	% ABOVE 5
20	8.33*	96.2
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

Finally, the rating for curbside loose leaf collection has demonstrated the largest increase in satisfaction ratings among any of the curbside services. The mean increased from 7.73 to 8.27 and this mean increase was statistically significant (Table 59). This represents the highest mean this service has earned. Figure 15 shows there were 96.5% on the “satisfied” side of the scale up from 87.1% in 2018. The percentages on the “dissatisfied” side decreased from 5.2% to only 1.6%. Note the respondents who answered with “very satisfied” has increased sharply from 48.4% to 61.7% this year. If this mean were converted into a grade, then it would earn the mark of A- this year up from B in 2018.

Figure 15. Loose Leaf Collection Satisfaction

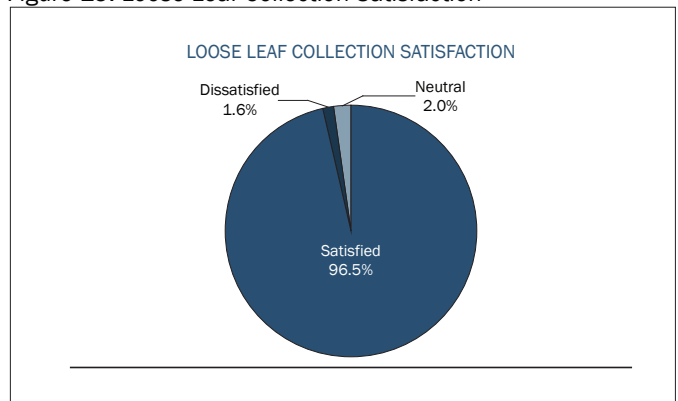


Table 59. Satisfaction with Curbside Loose Leaf Collection

YEAR	MEAN	% ABOVE 5
20	8.27*	96.5
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 earned excellent marks that represent the highest the department has earned. See Appendix B for selected Solid Waste Services crosstabulations (B325-B348).

Table 56. Satisfaction with Curbside Garbage Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	8.55*	0.3	0.0	0.3	0.0	1.1	1.6	5.2	21.3	70.2	98.3
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 57. Satisfaction with Curbside Yard Waste Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	8.37*	0.4	0.8	0.4	0.4	2.4	3.1	7.1	16.9	68.5	95.6
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 58. Satisfaction with Curbside Recycling Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	8.33*	0.0	0.3	0.6	0.3	2.6	3.8	10.3	17.9	64.2	96.2
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 Loose Leaf Collection

YEAR	MEAN	VERY DIS-SATISFIED 1	2	3	4	NEUTRAL 5	6	7	8	VERY SATISFIED 9	GRADE
20	8.27*	0.4	0.0	1.2	0.0	2.0	5.1	10.3	19.4	61.7	96.5
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