

SOLID WASTE SERVICES



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A SET OF QUESTIONS WAS INCLUDED IN THE SURVEY TO EXAMINE THE RESPONDENT'S SATISFACTION WITH FIVE CURBSIDE SOLID WASTE COLLECTION SERVICES.

The curbside services examined include **recycling collection, garbage collection, yard waste collection, loose leaf collection, and special collections**. 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 which is unchanged from 2020 (Table 58). This represents the second highest rating earned by the department since 8.58 in 2010. Figure 11 shows the percentages on the “satisfied” side (above 5) of the scale were 98.1%

versus only 0.9% on the “dissatisfied” side. Note that 71.9% responded they were very satisfied with **curbside garbage collection** this year which is up from 70.2%. If this mean were converted into a grade, then **curbside garbage collection** would earn an impressive mark of A again.

Figure 11. Garbage Collection Satisfaction

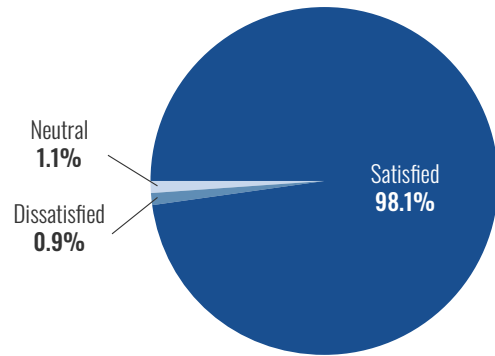


Table 58. Satisfaction with Curbside Garbage Collection

YEAR	MEAN	1	2	3	4	5	6	7	8	9	%
2022	8.55	0.3	0.3	0.3	0.0	1.1	1.4	6.1	18.7	71.9	98.1
2020	8.55	0.3	0.0	0.3	0.0	1.1	1.6	5.2	21.3	70.2	98.3
2018	8.41	0.5	0.0	0.0	0.3	0.8	1.6	6.5	32.0	58.3	98.4
2016	8.38	0.0	0.5	0.5	0.3	1.6	1.4	6.8	29.6	59.2	97.0
2014	8.41	0.0	0.0	0.3	0.0	2.1	1.6	9.7	25.0	61.3	97.6
2012	8.46	0.3	0.3	0.3	0.0	0.8	2.9	6.7	23.5	65.3	98.4
2010	8.58	0.0	0.0	0.0	0.0	2.4	1.6	4.6	18.2	73.2	97.6
2008	8.19	0.5	0.5	0.0	0.5	3.7	3.4	8.4	28.2	54.6	94.6
2006	7.61	3.8	1.2	1.5	0.3	4.7	5.0	14.0	28.4	41.2	88.6
2004	7.91	1.2	1.8	1.5	1.8	4.6	2.1	8.3	26.3	52.3	89.0

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The respondents indicated a continued high level of satisfaction with **curbside yard waste collection**. However, the mean has fallen slightly from 2020. This year’s mean was 8.27 versus 8.37 two years ago (Table 59). This decrease was not statistically significant. There were 95.4% of the responses on the “satisfied” side of the scale which is virtually unchanged from 95.6% in 2020. The “dissatisfied” side was also mostly unchanged going from 2.0% to 2.2% this year (Figure 12). The biggest difference was in the percentage of very satisfied respondents dropping from 68.5% to 63.5%. If converted to a grade, then the grade for **curbside yard waste collection** would equate to an A- unchanged from 2020.

Figure 12. Yard Waste Collection Satisfaction

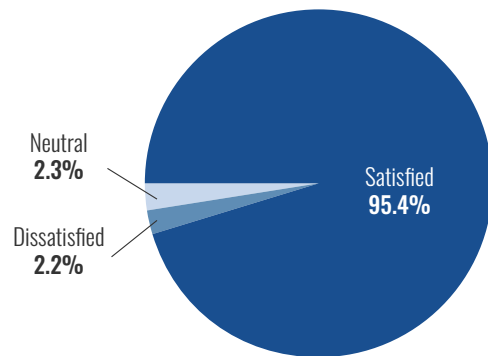


Table 59. Satisfaction with Curbside Yard Waste Collection

YEAR	MEAN	1	2	3	4	5	6	7	8	9	%
2022	8.27	0.3	0.3	1.3	0.3	2.3	4.9	7.8	19.2	63.5	95.4
2020	8.37	0.4	0.8	0.4	0.4	2.4	3.1	7.1	16.9	68.5	95.6
2018	8.00	1.1	0.4	0.7	1.5	3.4	6.7	11.2	19.9	55.1	92.9
2016	8.32	0.3	0.6	0.3	0.3	2.5	0.9	9.4	25.7	59.9	95.9
2014	8.19	0.3	1.3	0.3	0.6	2.8	3.8	10.0	22.2	58.8	94.8
2012	8.25	0.0	0.3	0.0	0.3	3.0	3.4	11.1	26.9	54.9	96.3
2010	8.37	0.0	0.9	0.0	0.3	3.8	2.3	8.1	17.1	67.6	95.1
2008	-	-	-	-	-	-	-	-	-	-	-
2006	7.65	1.3	1.0	1.3	1.3	5.3	5.6	19.6	24.9	39.5	89.6
2004	7.72	1.4	0.6	1.4	2.0	5.2	8.0	12.9	23.2	45.3	89.4

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Special collections service was included in the survey for the first time this year. This would include items such as bulky trash, white goods, and cooking oil. The initial rating for this service was very good. The mean was 8.27 with 92.4% of the respondents on the “satisfied” side of the scale (Table 60). There were only 2.8% on the “dissatisfied” side of the scale with 4.8% “neutral” shown in Figure 13. Driving the high rating was the 63.4% of the respondents who were very satisfied with this service. If the **special collections** mean was converted to a grade, then the grade would be an A-.

Figure 13. Special Collections Satisfaction

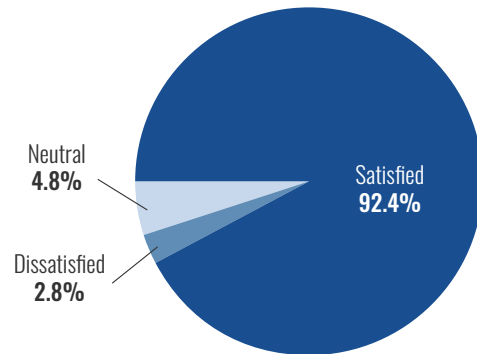
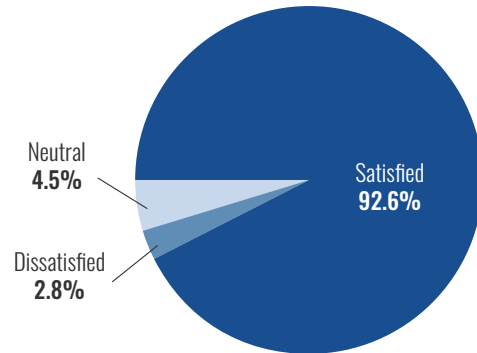


Table 60. Satisfaction with Special Collections — Bulky Trash, White Goods, Cooking Oil

YEAR	MEAN	1	2	3	4	5	6	7	8	9	%
2022	8.27	0.0	0.0	1.4	1.4	4.8	2.1	5.5	21.4	63.4	92.4

Curbside recycling collection continued to earn a very good rating this year. The mean has fallen somewhat from 2020; however, the grade remained unchanged. The mean decreased from 8.33 to 8.22 this year but this level of decline was not statistically significant (Table 61). Figure 14 shows 92.6% of the respondents were on the “satisfied” side of the scale which is down from 96.2% in 2020. In addition, the percentages on the “dissatisfied” side increased slightly from 1.2% to 2.8% this year. Driving the solid rating was the 62.7% of the respondents who were very satisfied with the service (down from 64.2% in 2020). If the **curbside recycling collection** mean was converted to a grade, then the grade would remain a very solid A-.

Figure 14. Recycling Collection Satisfaction



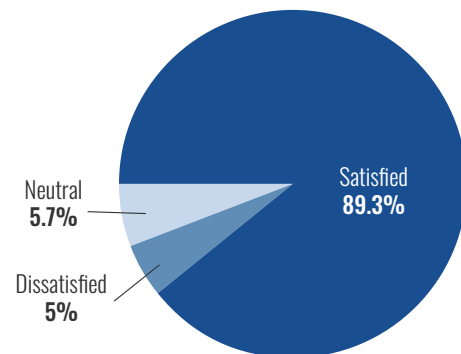
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Table 61. Satisfaction with Curbside Recycling Collection

YEAR	MEAN	1	2	3	4	5	6	7	8	9	%
2022	8.22	0.6	0.3	0.8	1.1	4.5	2.5	8.1	19.3	62.7	92.6
2020	8.33	0.0	0.3	0.6	0.3	2.6	3.8	10.3	17.9	64.2	96.2
2018	8.03	0.3	0.3	1.4	1.1	2.9	5.7	13.2	23.6	51.4	93.9
2016	8.11	0.3	0.6	1.8	0.6	3.6	3.6	9.8	24.3	55.6	93.3
2014	8.12	0.5	0.0	1.1	0.3	4.0	3.8	12.3	23.9	54.2	94.2
2012	8.24	0.3	0.8	0.3	0.5	3.5	2.7	10.4	21.1	60.4	94.6
2010	8.37	0.5	0.0	0.5	0.3	3.8	2.4	7.2	17.7	67.6	94.9
2008	7.74	0.8	1.6	1.3	1.9	4.3	5.1	16.7	24.7	43.5	90.0
2006	7.56	3.3	0.9	0.6	1.2	6.3	6.9	15.1	25.3	40.4	87.7
2004	7.88	1.8	0.9	1.2	0.6	4.9	5.2	12.5	20.2	52.6	90.5

Finally, the rating for **curbside loose leaf collection** has garnered the largest decline in the satisfaction ratings among any of the curbside services. The mean fell from 8.27 to 7.84 and this level of decline was statistically significant (Table 62). Figure 15 shows there were 89.3% on the “satisfied” side of the scale down from 96.5% in 2020. The percentages on the “dissatisfied” side increased from 1.6% to 5.0% this year. The respondents who answered they were very satisfied has also dropped sharply from 61.7% to 48.3%. If this mean were converted into a grade, then it would earn the mark of B+ this year down from A- in 2020.

Figure 15. Loose Leaf Collection Satisfaction



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Table 62. Satisfaction with Curbside Loose Leaf Collection

YEAR	MEAN	1	2	3	4	5	6	7	8	9	%
2022	7.84*	1.0	0.7	1.3	2.0	5.7	4.7	12.1	24.2	48.3	89.3
2020	8.27	0.4	0.0	1.2	0.0	2.0	5.1	10.3	19.4	61.7	96.5
2018	7.73	1.6	0.4	1.2	2.0	7.8	5.9	13.3	19.5	48.4	87.1
2016	8.24	0.3	0.7	0.3	1.3	2.7	2.0	8.6	25.9	58.1	94.6
2014	8.11	0.6	1.0	1.0	0.3	3.9	3.5	10.3	22.6	56.8	93.2
2012	7.95	0.4	0.7	0.4	1.4	5.1	5.8	12.6	24.9	48.7	92.0
2010	8.18	0.3	0.0	0.9	1.6	3.2	4.4	12.0	15.8	61.8	94.0
2008	-	-	-	-	-	-	-	-	-	-	-
2006	7.49	0.9	0.9	4.7	2.3	4.7	5.1	16.3	20.5	44.7	86.6
2004	7.40	1.9	1.9	1.6	2.3	6.1	9.4	16.2	24.6	35.9	86.1

In summary, the curbside collection of Solid Waste Services earned excellent marks with a small degree of decline. All the means remained at their high levels this year. The only grade to decline was for curbside loose leaf collection from A- to B+. See Appendix B for selected Solid Waste Services cross tabulations (B415–B444).

