

TOWN of CARY

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Solid Waste and Recycling

Solid Waste and Recycling Services

A set of 9 questions was included in the survey to examine the respondent's satisfaction with various solid waste and recycling services. A nine-point scale from "very dissatisfied" to "very satisfied" was used to rate these services.

This set included three questions that examined the respondent's satisfaction with curbside services including curbside garbage, curbside recycling, and curbside yard waste. The curbside garbage service received a mean of 7.61 which represents a slight decline compared to 7.91 in 2004 (Table 52). However, the percentages responding above the midpoint of 5 were virtually identical (88.6% versus 89.0%). The level of satisfaction with the curbside recycling service is shown in Table 53. This year the mean was 7.56 with 87.7% responding above 5. This also represents a decline from the 2004 survey mean of 7.88 when 90.5% responded above 5. It appears a few respondents had a poor experience with curbside garbage and curbside recycling and rated these services low. This is evident in the 3.8% and 3.3% "very dissatisfied" responses for curbside garbage and recycling, respectively. This served to pull the means down this year as compared to 2004. However, the percentages above the midpoint of 5 remained very high and similar in both. A more positive response from these few individuals would have resulted in similar means to 2004. Finally, curbside yard waste service received a rating similar to 2004. The mean was 7.65 (7.72 in 2004) with 89.6% (89.4% in 2004) responding above the midpoint of 5 (Table 54).

Table 52. Satisfaction with Curbside Garbage Service (n=342).

Year	Mean	Very Dissatisfied		3	4	Neutral		7	8	Very Satisfied	
		1	2			5	6			9	Above 5
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 53. Satisfaction with Curbside Recycling Service (n=332).

Year	Mean	Very Dissatisfied		3	4	Neutral		7	8	Very Satisfied	
		1	2			5	6			9	Above 5
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 54. Satisfaction with Curbside Yard Waste Service (n=301).

Year	Mean	Very Dissatisfied		3	4	Neutral		7	8	Very Satisfied	
		1	2			5	6			9	Above 5
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

This section also included three questions that examined the respondent's satisfaction with several call-in services including computer recycling, used motor oil recycling, and bulky trash. The means for all three improved this year. Call-in computer recycling received a mean of 7.03 (6.37 in 2004) with 74.6% (58.3% in 2004) responding above the midpoint of 5 representing a significant improvement from the last survey (Table 55). The same is true for used motor oil recycling service with a mean of 6.31 (5.82 in 2004) and 62.7% (46.1% in 2004) responding above 5 (Table 56). Finally, call-in bulky trash received good marks showing slight improvement from 2004. The mean was 7.47 (7.38 in 2004) with 84.9% (81.4% in 2004) responding above 5 (Table 57). Overall, the call-in services were judged by the respondents to have improved this year.

Table 55. Satisfaction with Call-In Computer Recycling Service (n=87).

Year	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	%
		1				5				9	Above 5
06	7.03	4.6	1.1	2.3	5.7	11.5	3.4	14.9	23.0	33.3	74.6
04	6.37	1.3	5.1	8.9	1.3	25.3	6.3	8.9	20.3	22.8	58.3

Table 56. Satisfaction with Call-In Used Motor Oil Recycling Service (n=75).

Year	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	%
		1				5				9	Above 5
06	6.31	8.0	4.0	6.7	6.7	12.0	4.0	14.7	14.7	29.3	62.7
04	5.82	6.4	6.4	7.7	2.6	30.8	6.4	3.8	12.8	23.1	46.1

Table 57. Satisfaction with Call-In Bulky Trash Service (n=199).

Year	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	%
		1				5				9	Above 5
06	7.47	1.0	2.0	2.5	0.5	9.0	6.5	18.6	20.6	39.2	84.9
04	7.38	1.6	1.1	1.1	1.1	13.7	9.8	12.0	20.8	38.8	81.4

The respondents were also asked to rate Christmas tree and leaf collection services and both garnered good ratings. Table 58 shows Christmas tree collection earned a mean of 7.60 (7.70 in 2004). This slight drop in the mean is offset by the higher percentage responding above 5 this year (89.6% versus 86.7%). Leaf collection registered a slight improvement receiving a mean of 7.49 (7.40 in 2004) with 86.6% (86.1% in 2004) responding above 5 (Table 59). One final question examined the level of satisfaction for the Citizen Convenience Center (Table 60). This year there was a decrease in that level of satisfaction. The mean was 7.48 (8.01 in 2004) with 85.8% (93.0% in 2004) responding above 5.

Table 58. Satisfaction with Christmas Tree Collection Service (n=215).

Year	Mean	Very Dissatisfied	2	3	4	Neutral	6	7	8	Very Satisfied	%
		1				5				9	Above 5
06	7.60	1.3	1.0	1.3	1.3	5.3	5.6	19.6	24.9	39.5	89.6
04	7.70	1.6	1.2	1.2	1.6	7.7	6.1	10.9	22.7	47.0	86.7

Table 59. Satisfaction with Leaf Collection Service (n=281).

Year	Mean	Very Dissatisfied				Neutral				Very Satisfied	%
		1	2	3	4	5	6	7	8	9	Above 5
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

Table 60. Satisfaction with the Citizen Convenience Center (n=170).

Year	Mean	Very Dissatisfied				Neutral				Very Satisfied	%
		1	2	3	4	5	6	7	8	9	Above 5
06	7.48	1.8	0.0	2.9	1.2	8.2	8.2	14.1	28.2	35.3	85.8
04	8.01	0.0	0.9	0.9	0.0	5.3	5.3	12.3	26.3	49.1	93.0

Curbside Services Crosstabulations

Crosstabulations were conducted for housing type, income, years in Cary, and zip code for this set of questions. The crosstabulations for curbside garbage service are shown in Tables B340-B343. They were generally consistent and positive. None of the means were exceptionally low in this case. The crosstabulations for curbside recycling service also were similar (B344-B347). Finally, the crosstabulations for curbside yard waste service are shown in Tables B348-B351. The means for this question were also consistent and positive across groups.

Call-In Services Crosstabulations

The next set of crosstabulations was for the call-in services. Since fewer residents used these services over the two-year window, the sample sizes for the breakdowns were smaller. The call-in computer recycling crosstabulations (Tables B352-B355) were generally consistent and high. The only lower means were for 6-10 year residents (5.90) and 27513 zip code (6.46). The crosstabulations for call-in used motor oil recycling were also consistent (Tables B356-B359). Just as for computer recycling, the lower means were for the 6-10 year residents (5.08) and 27513 zip code (5.50). The crosstabulations for call-in bulky trash service were also generally high and consistent (Tables B360-B363). There were slightly lower means from \$20,001-\$30,000 income level (7.14), townhouse/condo residents (7.18), and 27513 zip code (7.18).

Collection Services Crosstabulations

The final crosstabulations for this set were for the two collections services and the Cary Citizen Convenience Center. The breakdowns for Christmas tree collection are shown in Tables B364-B367. Most of the means were high and consistent. The only lower ones were for townhouse/condos residents (7.00) and 6-10 year residents (7.35). The leaf collection crosstabulations (Tables B368-B371) were also positive and similar. The exception was for the somewhat lower means for over \$100,000 income level (7.24), over 10 year residents (7.26), and townhouse/condo residents (7.29). Finally, the crosstabulations for the Cary Convenience Center are shown in Tables B372-B375. These means were generally high and consistent with only 6-10 year residents (7.19) and 27513 zip code (7.23) being slightly lower.

