



APRIL 5, 2018

CONSOLIDATED MUNICIPALITY OF CARSON CITY
SOLID WASTE SERVICES QUESTIONNAIRE

PRESENTED BY: SloanVAZQUEZMcAFEE
MUNICIPAL SOLID WASTE ADVISORS

QUESTIONNAIRE RESULTS: Solid Waste Services Questionnaire

<p>1. I am a:</p>	<p>94% Residential Customer</p> <p>01% Commercial (Business) Customer</p> <p>05% Both</p> <p>N with answer = 476</p>
<p>2. <u>Overall satisfaction</u> with weekly trash collection:</p>	<p>83% Satisfied</p> <p>17% Have had issues (please describe)</p> <p>N with answer = 450</p>
<p>3. <u>Overall satisfaction</u> with bi-weekly recycling collection (yellow and green crates for aluminum and glass):</p>	<p>58% Satisfied</p> <p>42% Have had issues (please describe)</p> <p>N with answer = 396</p>
<p>4. Satisfaction with recycling collection <u>program</u> (items that can be recycled and type of container used for collecting the recyclables) and <u>frequency</u>:</p>	<p>15% I am satisfied with <u>aluminum and glass</u> collection using crates on a <u>bi-weekly</u> basis.</p> <p>02% I am satisfied with <u>aluminum and glass</u> collection, but would like to have crates collected on a <u>weekly</u> basis.</p> <p>49% I would like the recycling collection program expanded to a "Single-Stream Recycling" program, where aluminum, glass, plastic, paper, cardboard, etc. are placed in a single cart for collection, but I am satisfied with collection of the <u>cart</u> occurring on a <u>bi-weekly</u> basis.</p> <p>34% I would like the recycling collection program expanded to a "single-stream recycling" program, where aluminum, glass, plastic, paper, cardboard, etc. are placed in a single cart for collection, and I would like to have the <u>cart</u> collected on a <u>weekly</u> basis.</p> <p>N with answer = 406</p>

<p>5. Costs associated with Recycling collection <u>program</u> and <u>frequency</u>:</p>	<p>02% I would be willing to pay an addition \$1-to-\$2 per month for <u>weekly</u> recycling collection of <u>aluminum and glass using crates</u>.</p> <p>01% I would be willing to pay an additional \$0.05- to \$0.99 per month for <u>weekly</u> recycling collection of <u>aluminum and glass using crates</u>.</p> <p>10% I am only interested in <u>weekly aluminum and glass crate</u> recycling collection services if the monthly rates are not increased as a result.</p> <p>47% I would be willing to pay an addition \$1-to-\$2 per month for a <u>weekly "single-stream recycling"</u> program, where aluminum, glass, plastic, paper, cardboard, etc. are placed in a single cart for collection.</p> <p>18% I would be willing to pay an additional \$0.05- to \$0.99 per month for <u>weekly "single-stream Recycling"</u> program, where aluminum, glass, plastic, paper, cardboard, etc. are placed in a single cart for collection.</p> <p>21% I am only interested in <u>weekly "single-stream recycling"</u> program, where aluminum, glass, plastic, paper, cardboard, etc. are placed in a single cart for collection if the monthly rates are not increased as a result.</p> <p>N with answer = 393</p>
<p>6. Overall satisfaction with number of bags of "yard waste" (i.e. leaves and yard debris) placed curbside for collection with trash:</p>	<p>72% Satisfied</p> <p>13% Have had issues (please describe)</p> <p>15% N/A</p> <p>N with answer = 444</p>
<p>7. "Yard waste" service needs:</p>	<p>26% Yard waste collection should be unlimited.</p> <p>43% Yard waste collection should include seasonal variations in the number of bags allowed.</p> <p>31% I don't have a preference.</p> <p>N with answer = 413</p>

<p>8. Costs associated with increased “yard waste” collection services:</p>	<p>25% I would be willing to pay an additional \$0.05- to \$0.99 per month for unlimited or seasonal increases in the number of “yard waste” bags allowed to be set out for collection.</p> <p>15% I would be willing to pay an addition \$1-to-\$2 per month for unlimited or seasonal increases in the number of “yard waste” bags allowed to be set out for collection.</p> <p>60% I am only interested in unlimited or seasonal increases in the number of “yard waste” bags allowed to be set out for collection if the monthly rates are not increased as a result.</p> <p>N with answer = 355</p>
<p>9. Overall satisfaction with “bulky item” (i.e. sofas, chairs, washers, dryer, etc.) collection:</p>	<p>31% Satisfied</p> <p>13% Have had issues (please describe)</p> <p>56% N/A</p> <p>N with answer = 450</p>
<p>10. Overall satisfaction with safety of services:</p>	<p>79% Satisfied</p> <p>07% Have had issues (please describe)</p> <p>14% N/A</p> <p>N with answer = 455</p>
<p>11. Overall satisfaction with customer service (i.e. calling to set up service, schedule a bulky item pick-up, report a missed pick-up):</p>	<p>54% Satisfied</p> <p>18% Have had issues (please describe)</p> <p>28% N/A</p> <p>N with answer = 449</p>
<p>12. Overall satisfaction with community involvement (i.e. sponsoring and/or donating to community events, etc.):</p>	<p>34% Satisfied</p> <p>06% Have had issues (please describe)</p> <p>60% N/A</p> <p>N with answer = 435</p>
<p>13. Additional seasonal yard waste collection input:</p>	<p>73% I would like to transport additional yard waste to designated collection points for no additional charge.</p>

	<p>27% I would be like to see the following solution offered for seasonal yard waste (please describe).</p> <p>N with answer = 320</p>
14. I would be interested in the option to request a smaller trash cart for a reduced rate.	<p>68% Yes 32% No</p> <p>N with answer = 360</p>
15. I agree that participation in the Carson City trash collection services should be mandatory for all residents.	<p>59% Yes 41% No</p> <p>N with answer = 434</p>
16. I would be willing to pay additional surcharges or increased rates for the following programs/services: (check all that apply)	<p>7% Sharps drop-off program 4% Sharps mail-in program 9% E-waste drop-off program 4% E-waste curbside collection program 19% Household Hazardous Waste drop-off program 14% Household Hazardous Waste curbside collection program 12% Organics/Food Waste collection 30% No Answer</p> <p>N with answer = 264 (703 selections)</p>
17. Costs associated with adding new environmental programs and/or additional recycling services:	<p>54% I would be willing to pay additional surcharges or increased rates for adding new environmental programs and/or additional recycling services</p> <p>36% I would be interested in adding new environmental programs and/or additional recycling services if the monthly rates are not increased as a result.</p> <p>N with answer = 345</p>