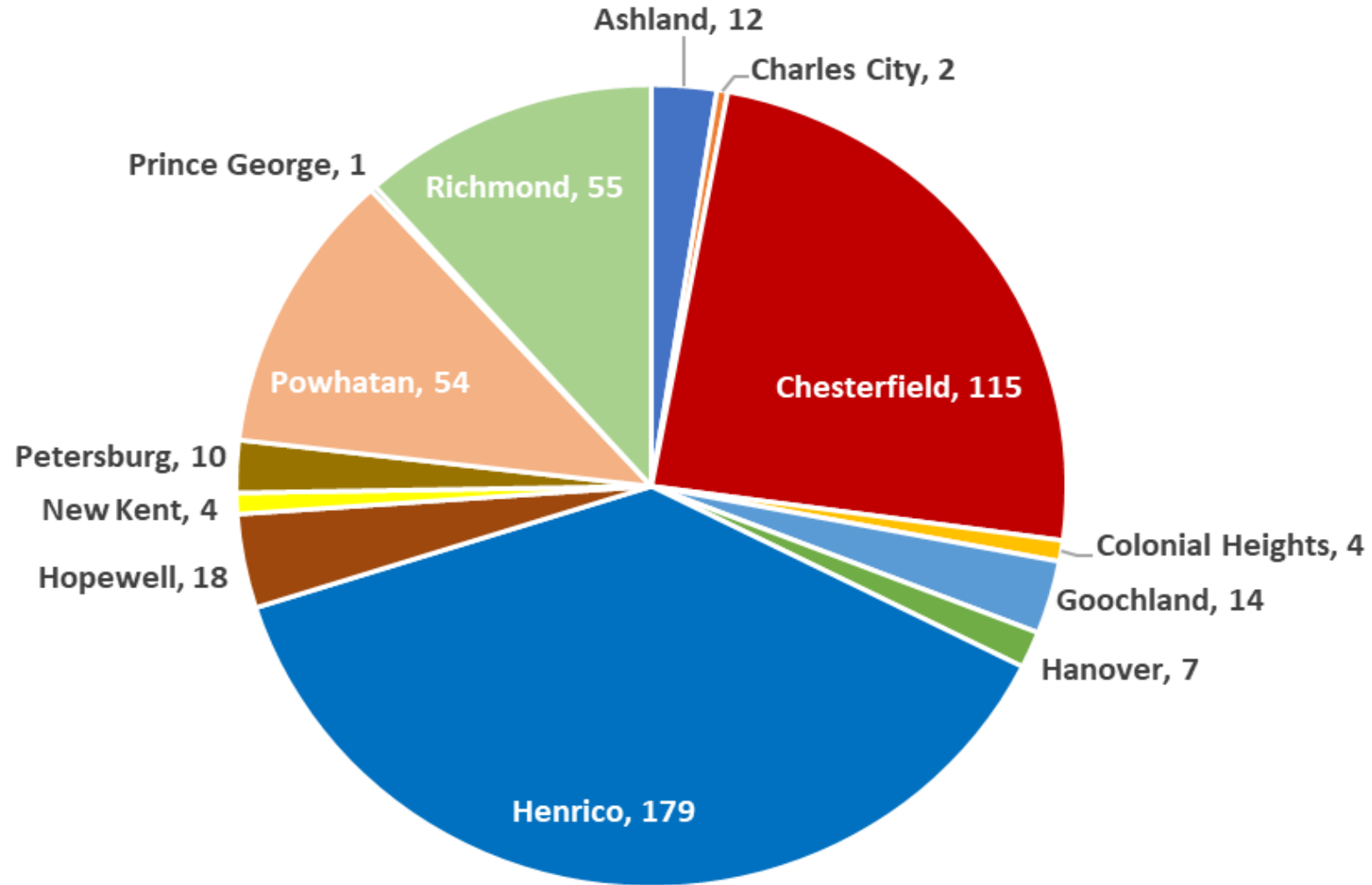


5. Customer Service Survey

Number of Participants by Locality



5. Customer Service Survey

Do you recycle?

No, 22

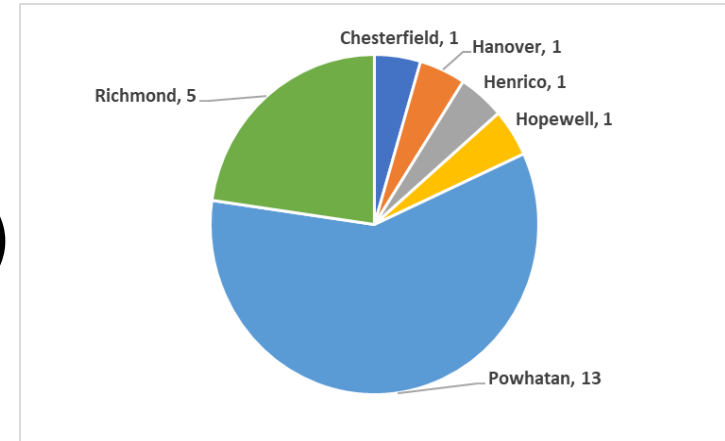


Yes, 453

5. Customer Service Survey

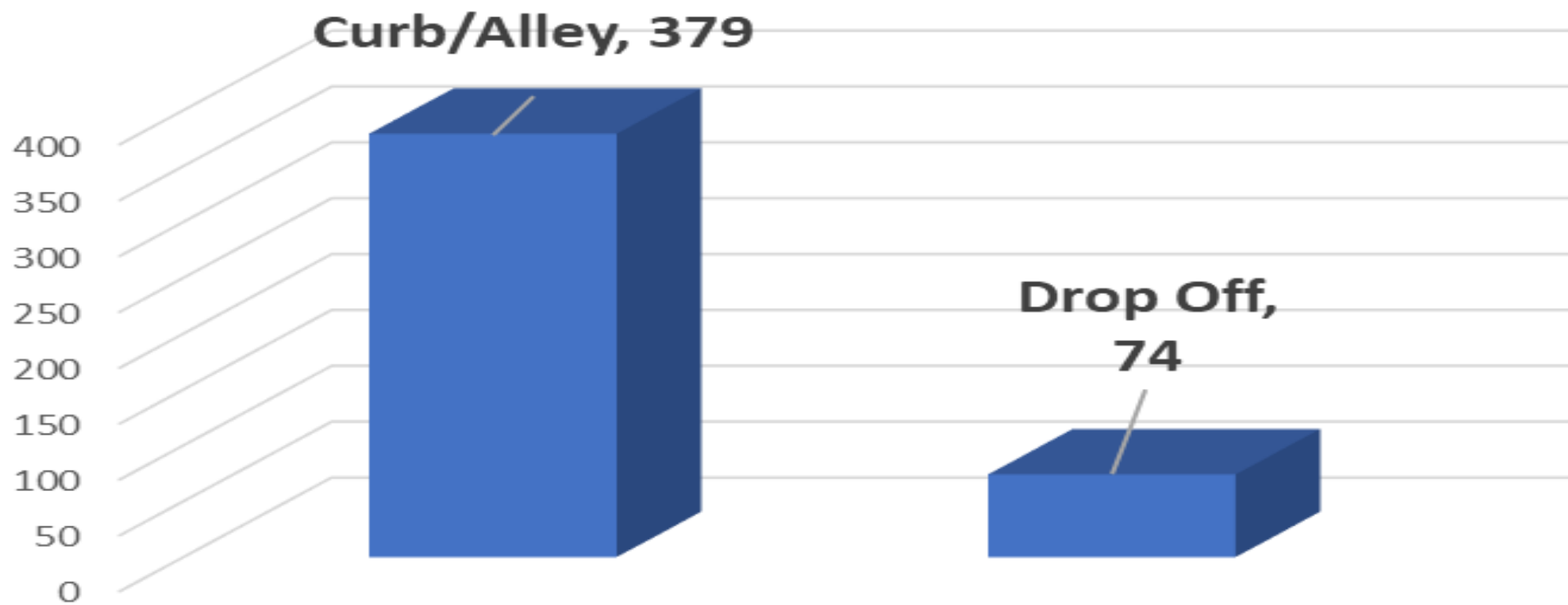
If No, Why?

- Not convenient or no curbside pick up – 4 (Powhatan)
- Don't know how or who to contact – 3 (Pow/Rich)
- Too confusing – 2 (Powhatan)
- Don't want to pay fee – 2 (Powhatan, Richmond)
- Have been trying to get a cart or problem with service -2 (Richmond/Hopewell)
- Time/Waste and cause pollution to drive 30 minutes round trip – 3 (Powhatan)– 2 (Pow)
- Doesn't do any good – 1 (Henrico)
- Contaminated Cart – 1 (Richmond)
- Not interested – 1 (Richmond)
- No reason provided – 2 (Hanover/Chesterfield)



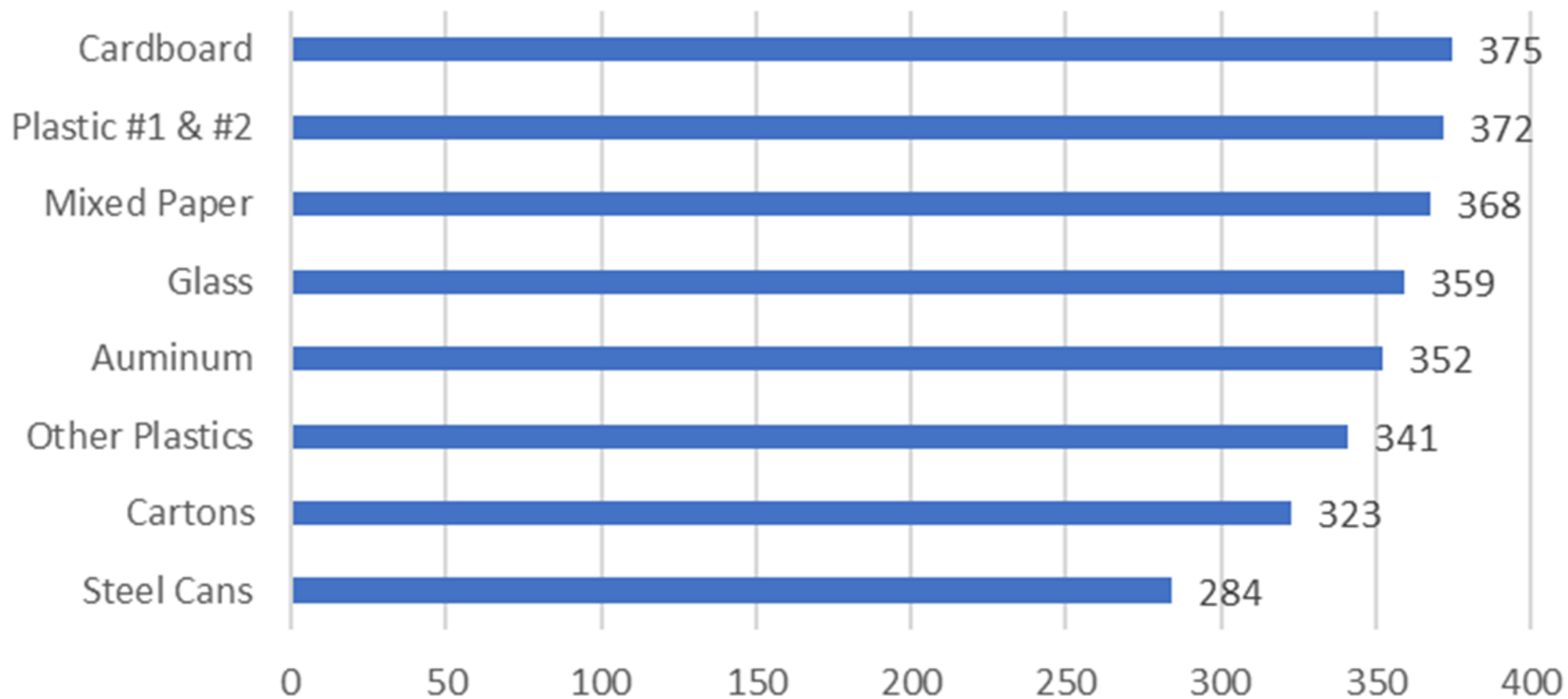
5. Customer Service Survey

If yes, where?



What do you Recycle?

453 recycle



Recycling at Events - Convenience Centers

Appliances Scrap Meta

Electronics

Paints, Solvents

Used Oil

Yard Waste

Textiles

Tires

Other

Lead Acid Batteries

Propane Tanks

0

10

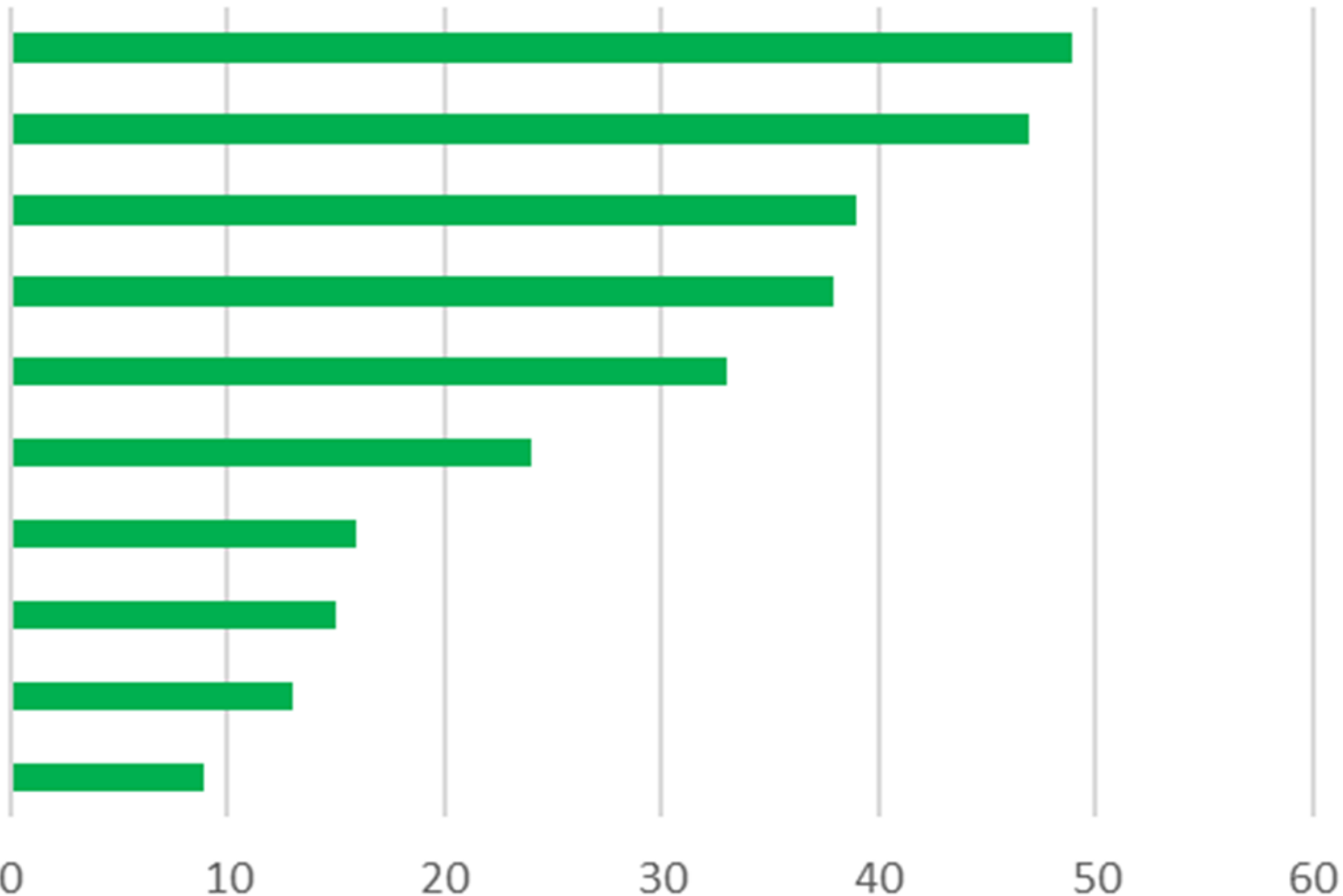
20

30

40

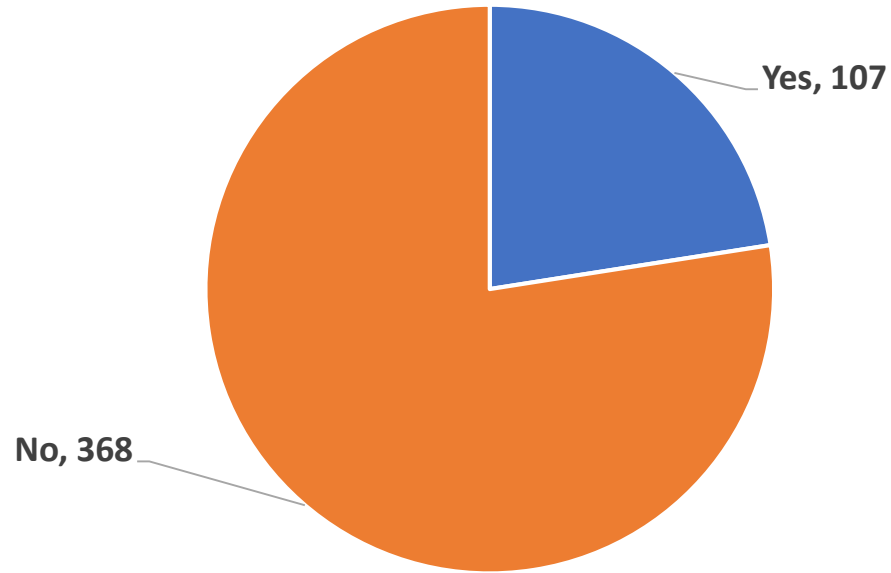
50

60

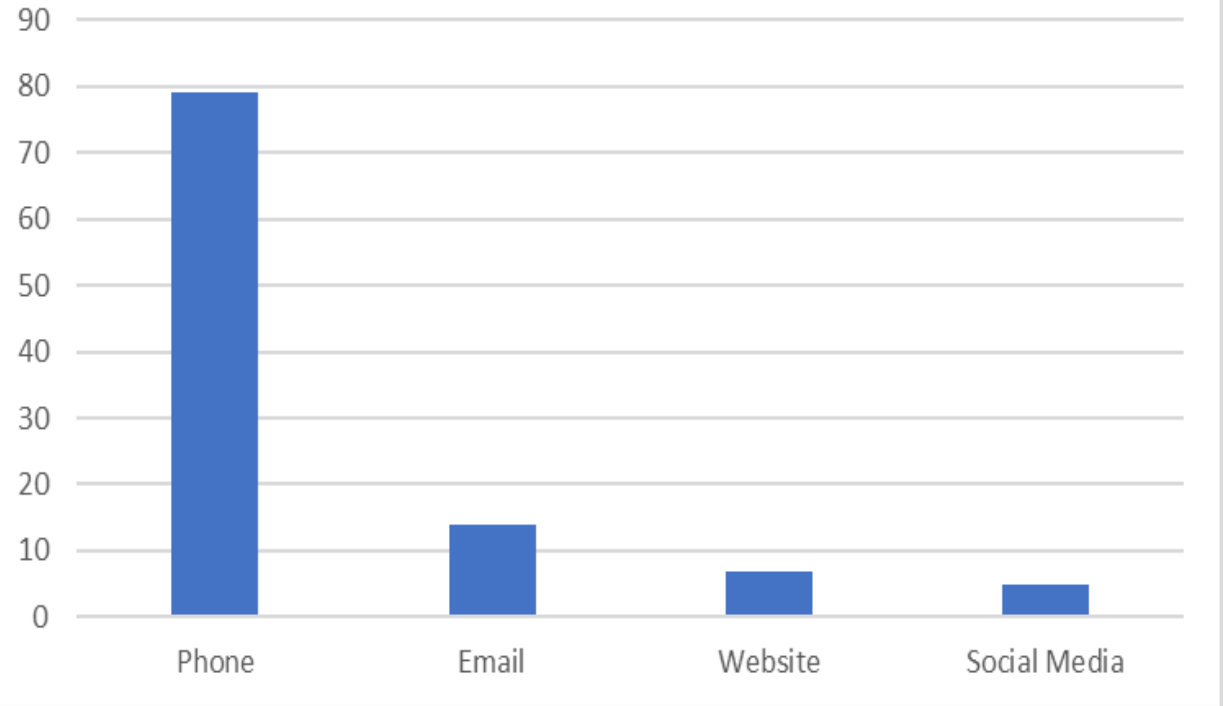


Customer Service

Have You Contacted CVWMA in past 6 months?

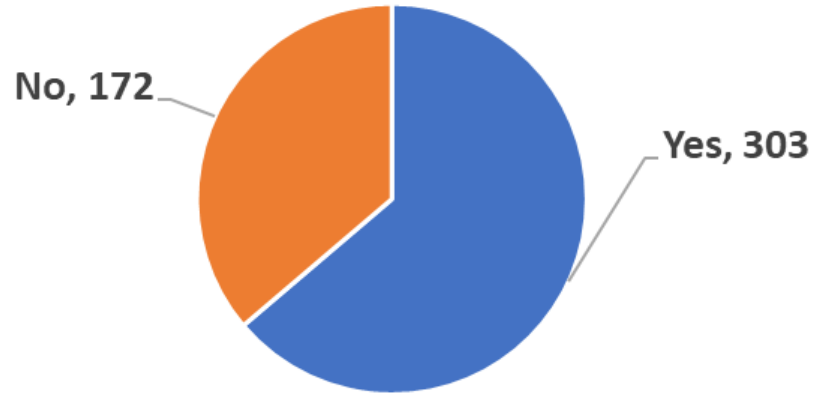


If so, how did you contact CVWMA?



Public Information

Do you regularly Communicate or receive Communications?



If so, how?

