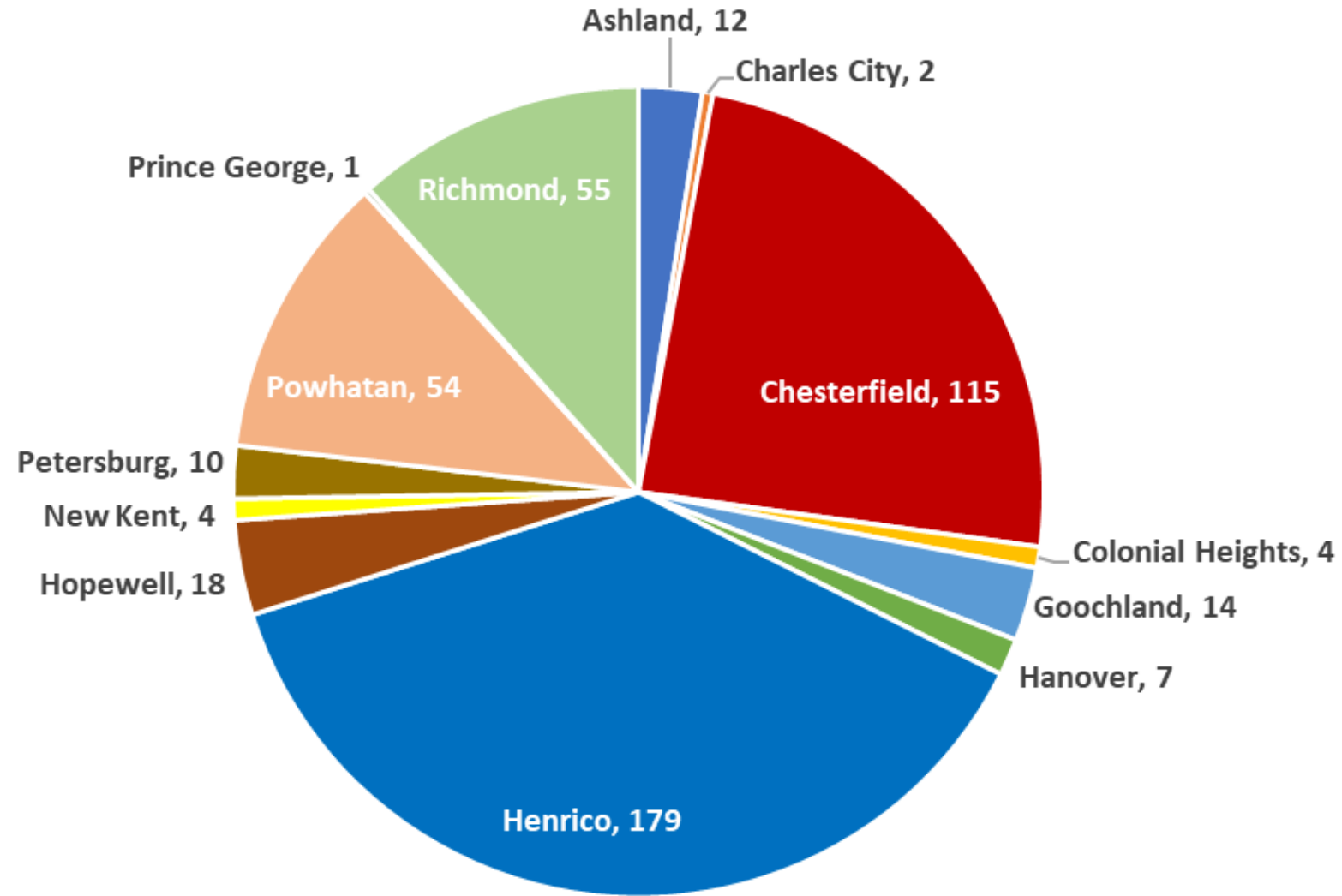


# CVWMA Customer Service Survey Results

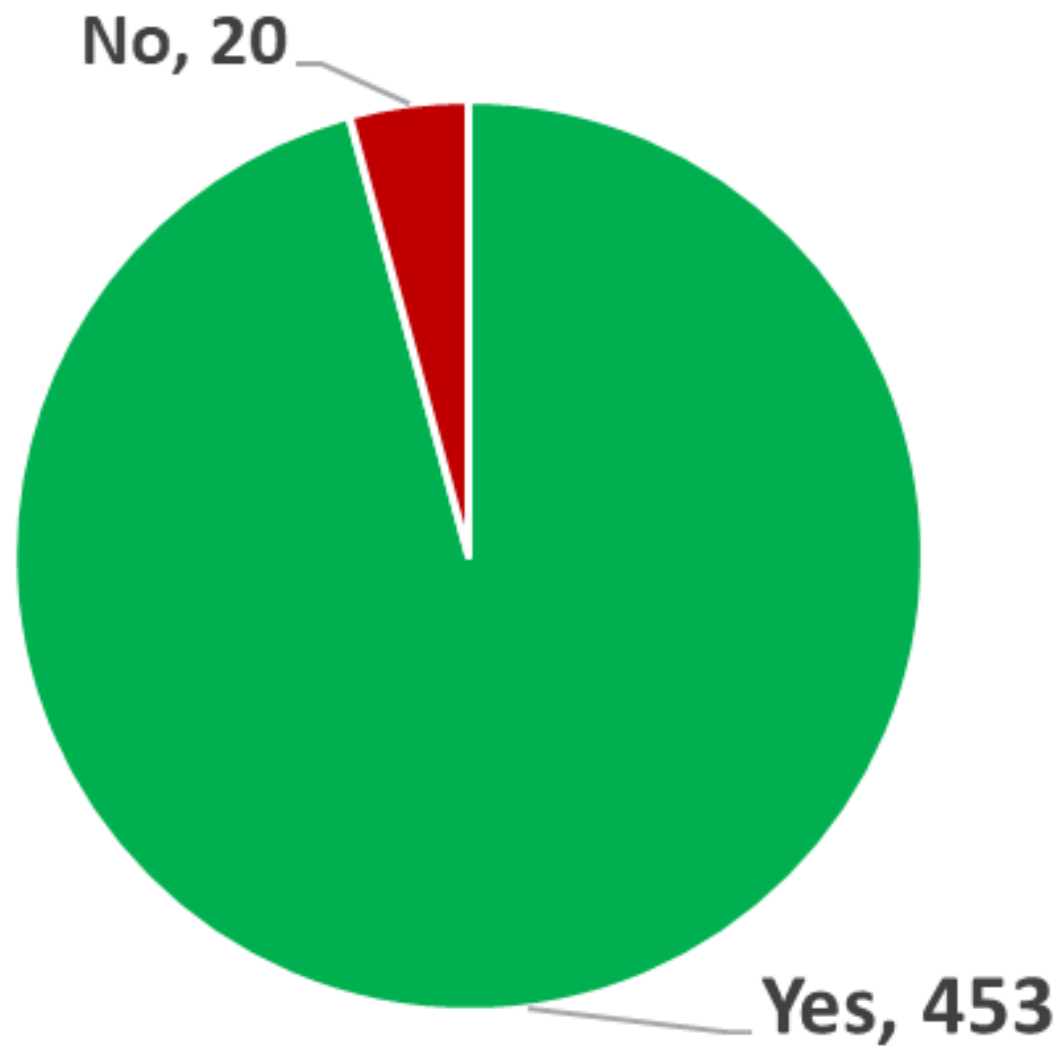
**January 19, 2018**



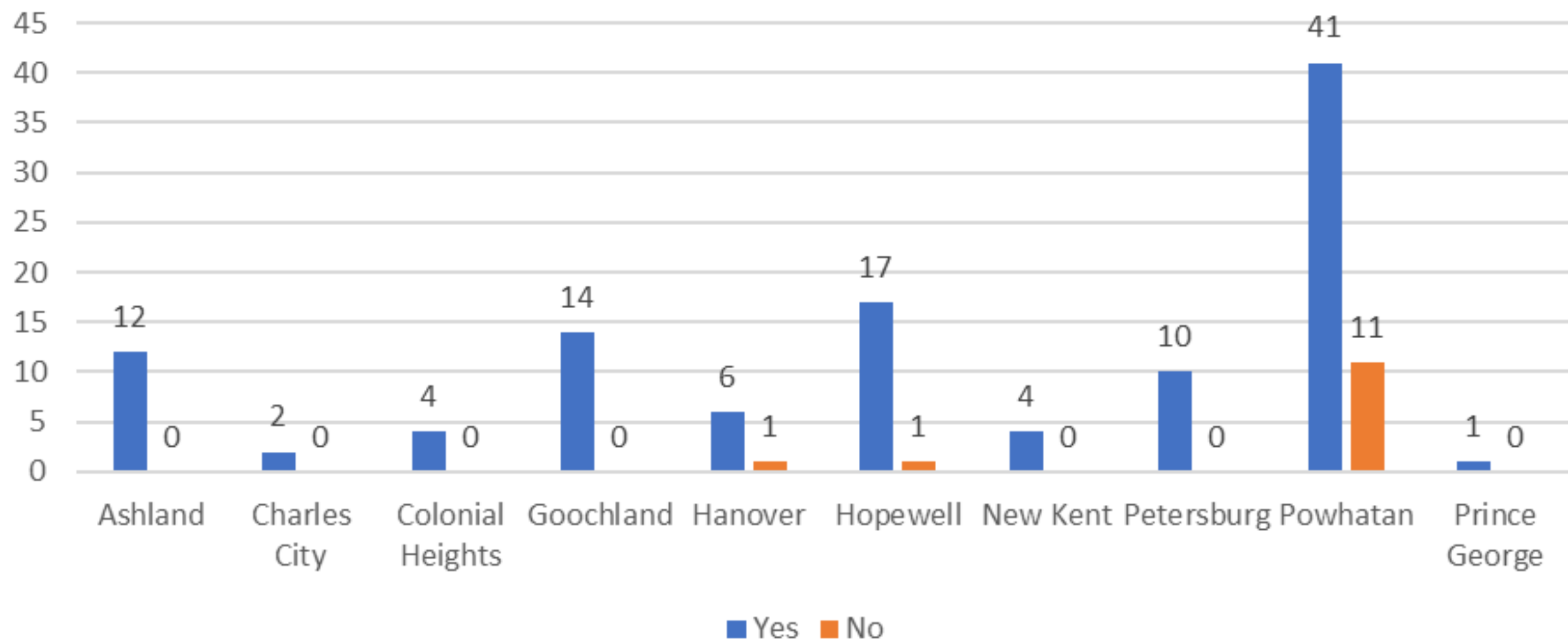
## Number of Participants by Locality



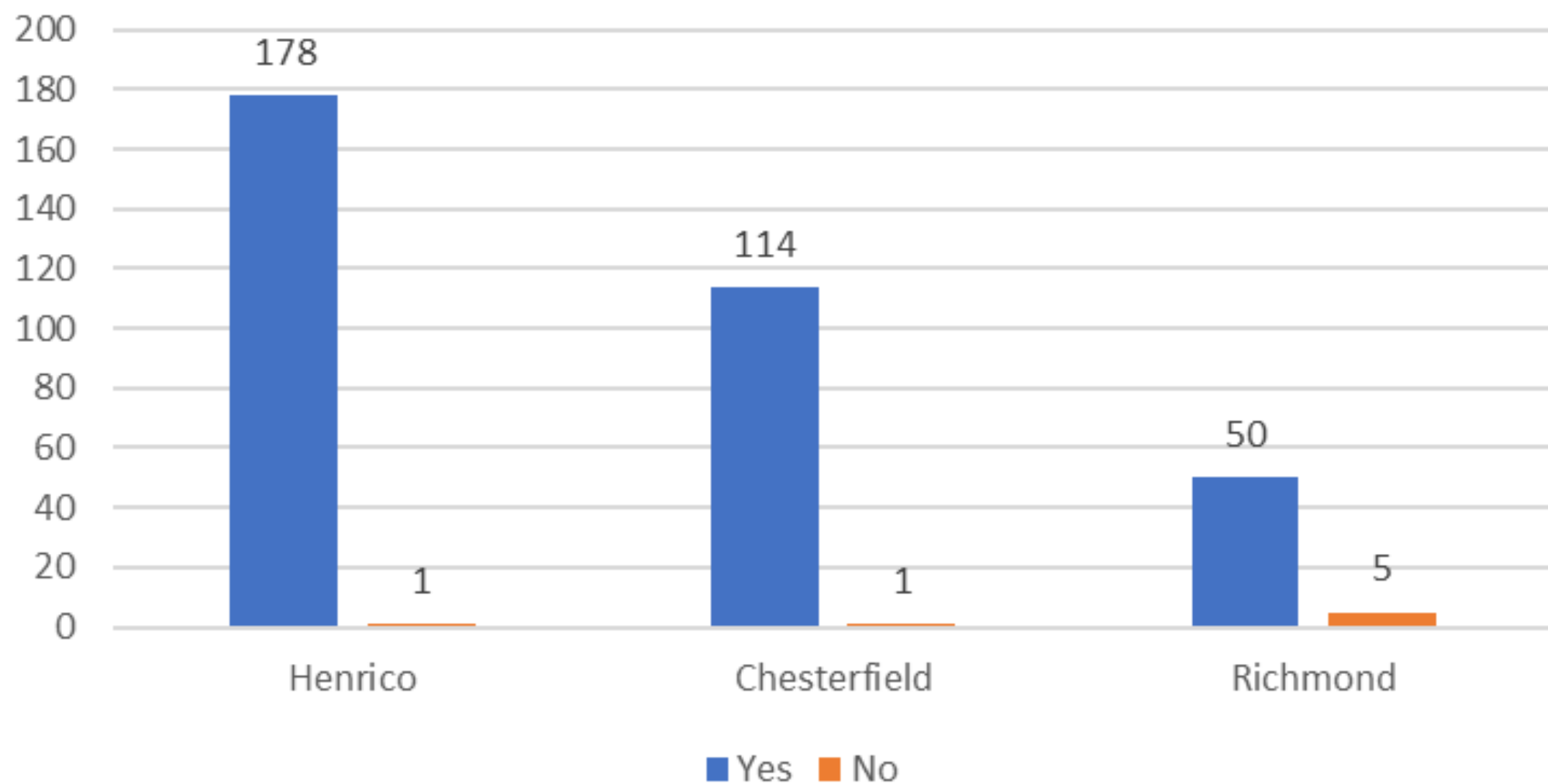
# Do you recycle?



Recycle Yes vs. No by Locality

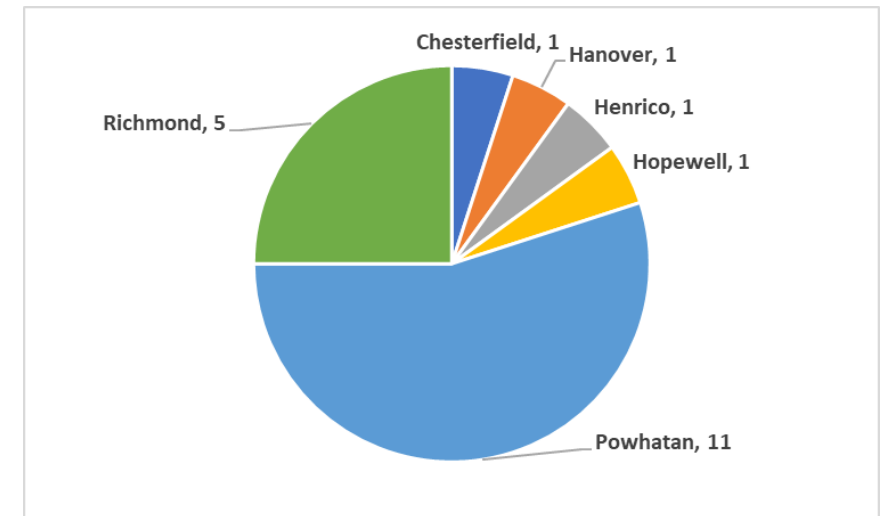


# Recycle Yes vs. No by Locality

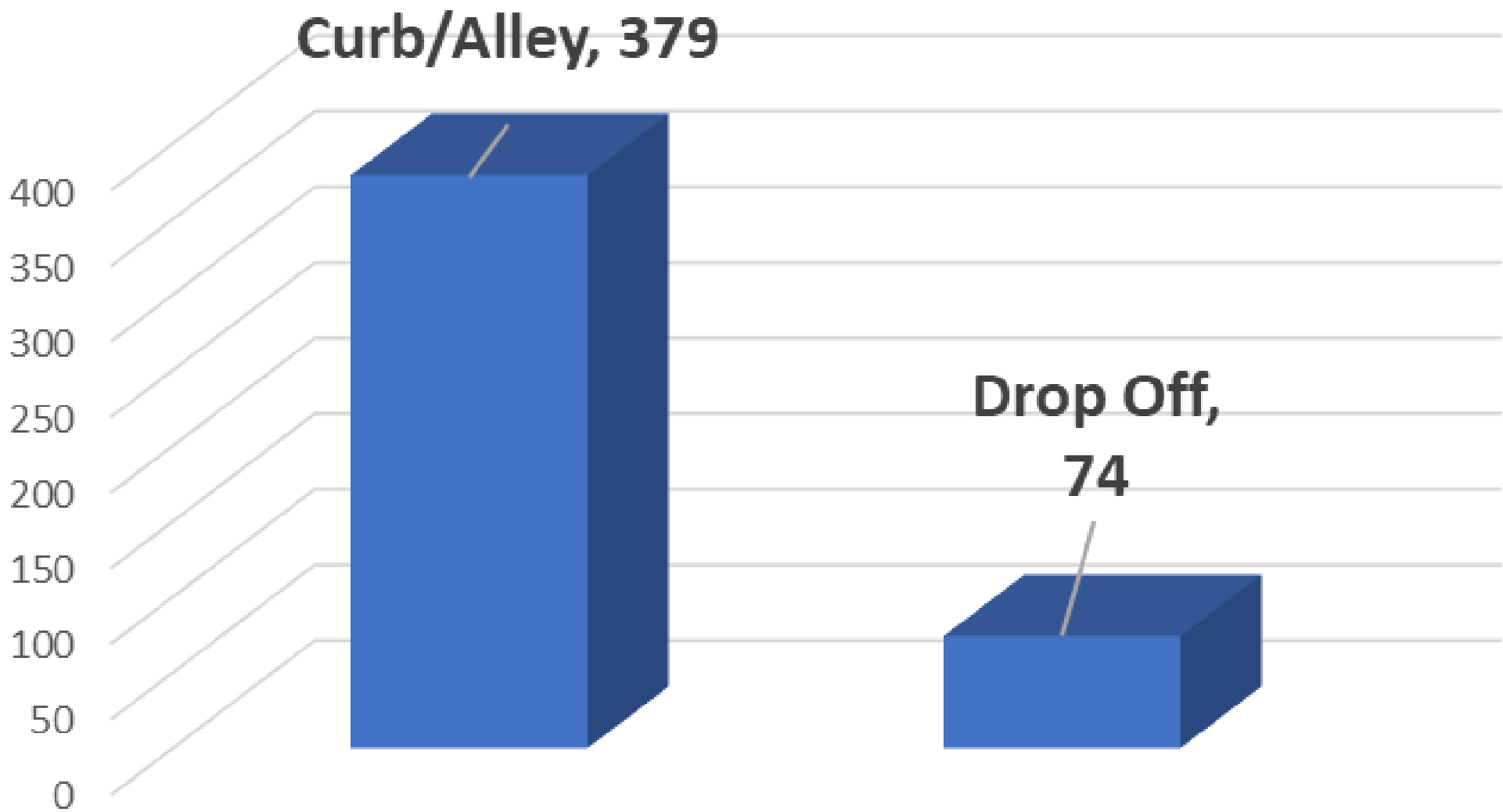


# If No, Why?

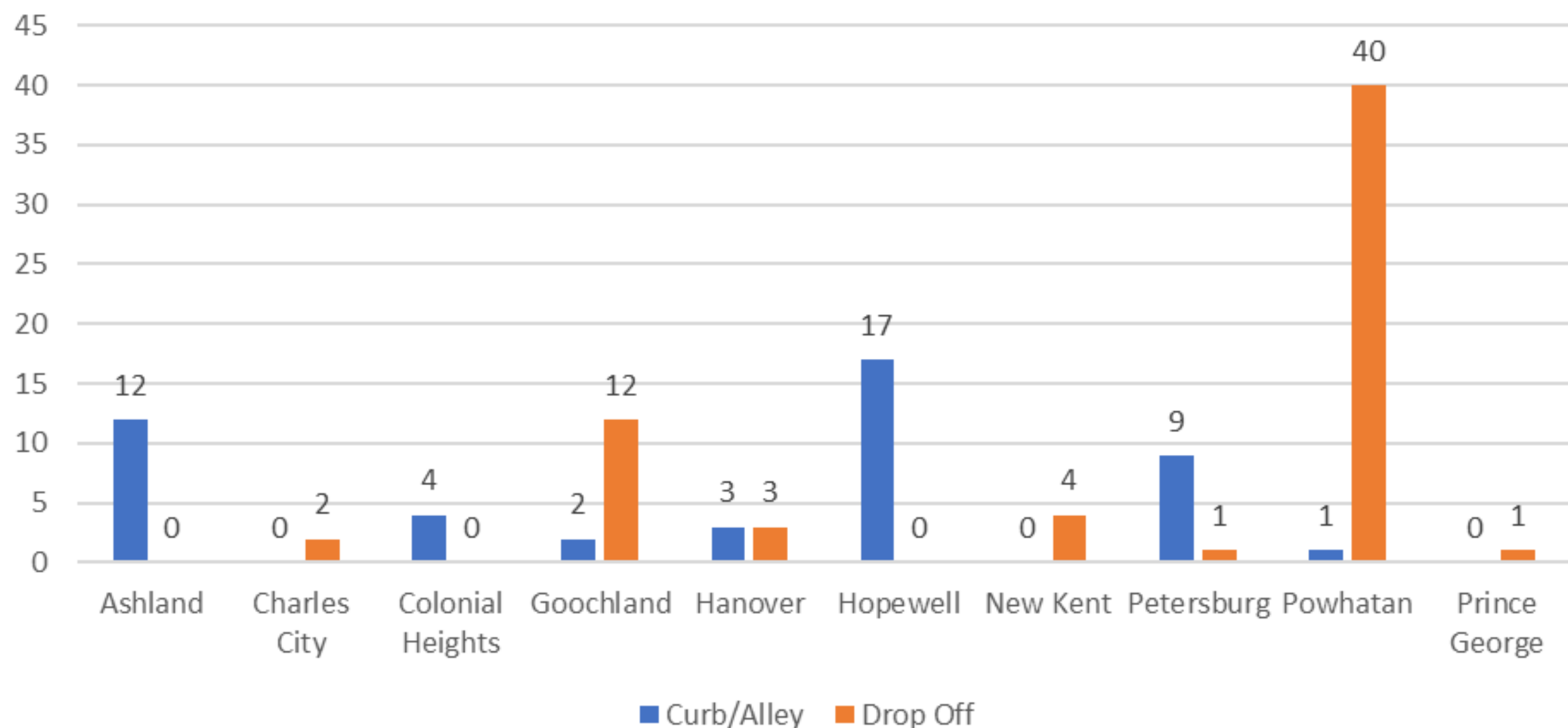
- Not convenient or no curbside pick up – 4 (Powhatan)
- Don't know how or who to contact – 3 (Pow/Rich)
- Waste and cause pollution to drive 30 minutes round trip – 1 (Powhatan)
- Too confusing – 2 (Powhatan)
- Don't want to pay fee – 2 (Powhatan, Richmond)
- Have been trying to get a cart or problem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



# If yes, where?

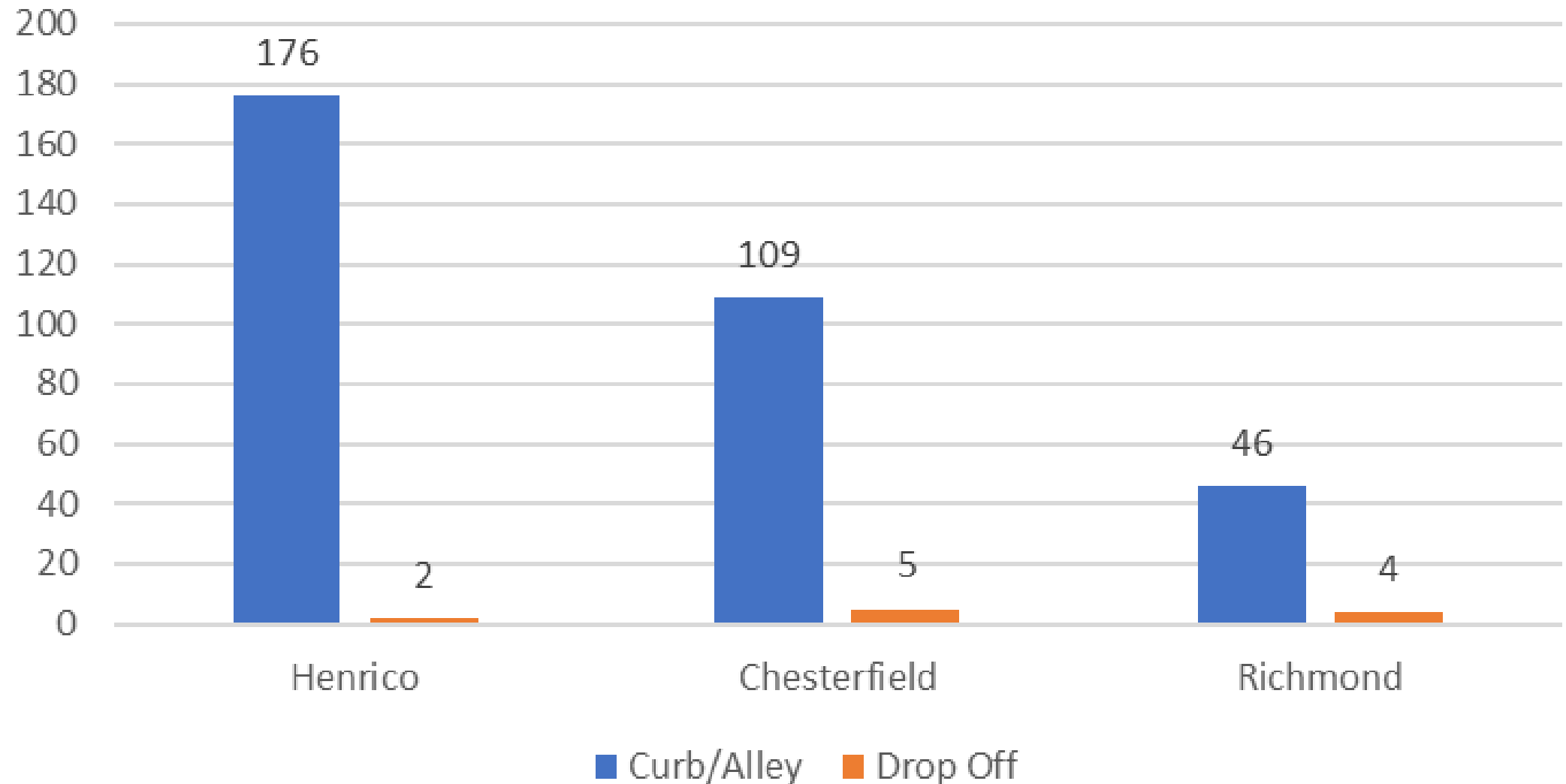


## Curb vs. Drop Off by Locality



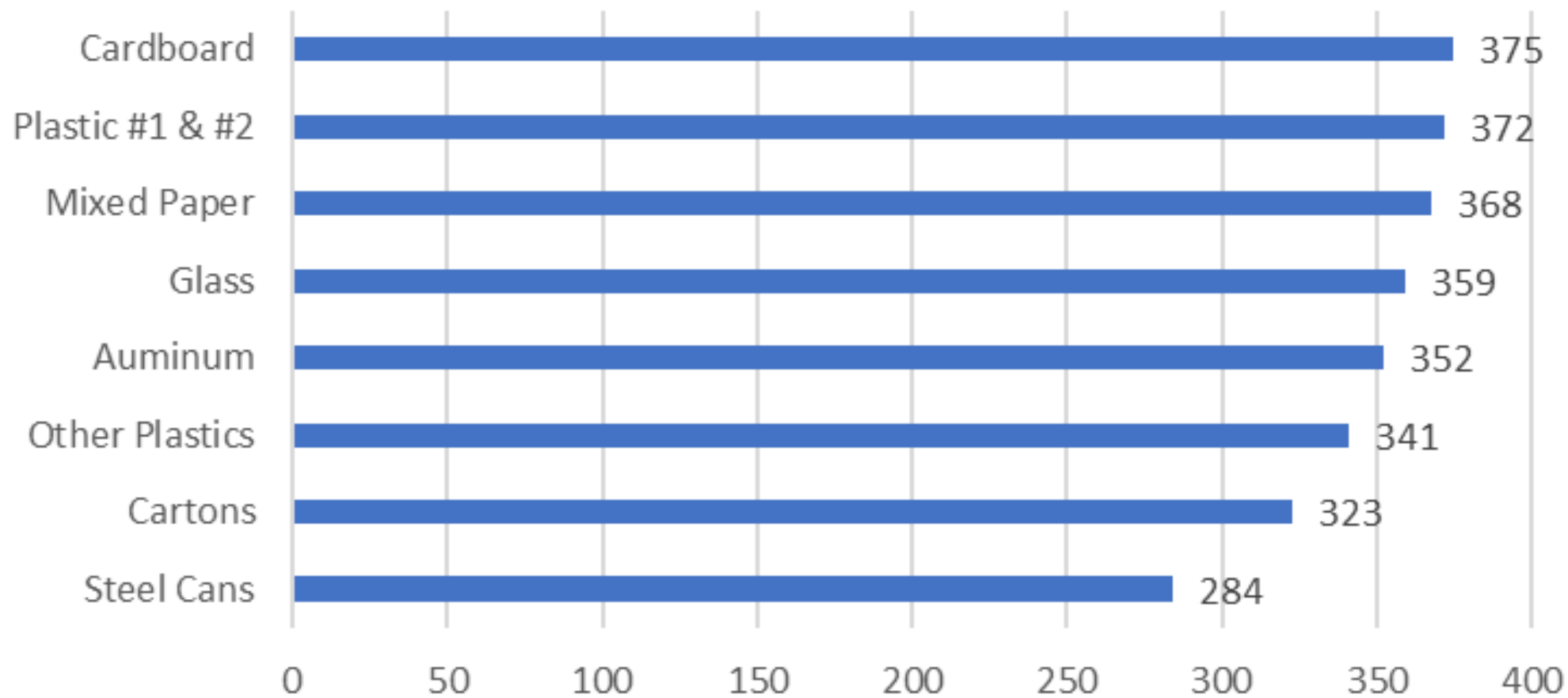


## Curb vs. Drop Off by Locality

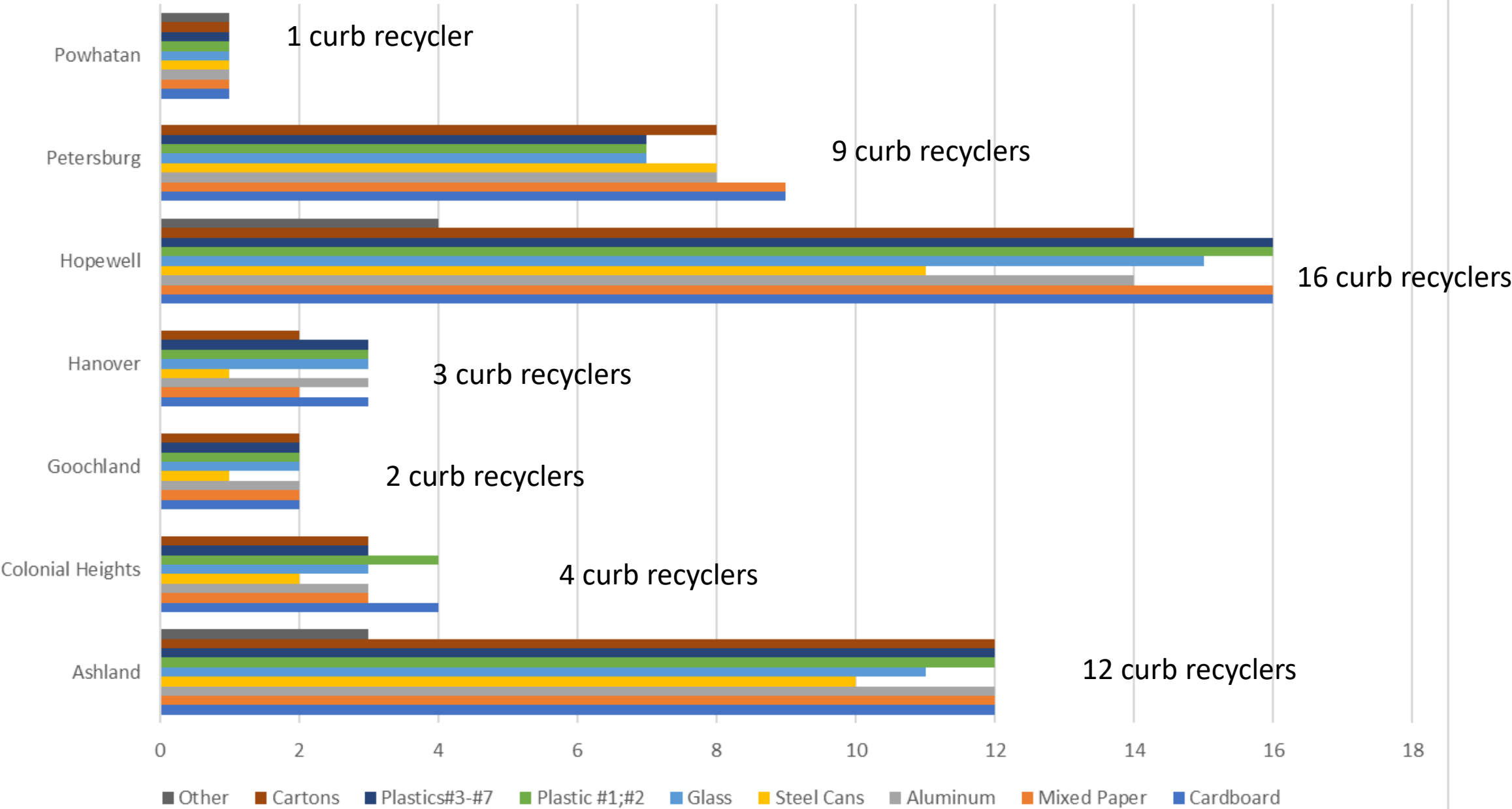


# What do you Recycle?

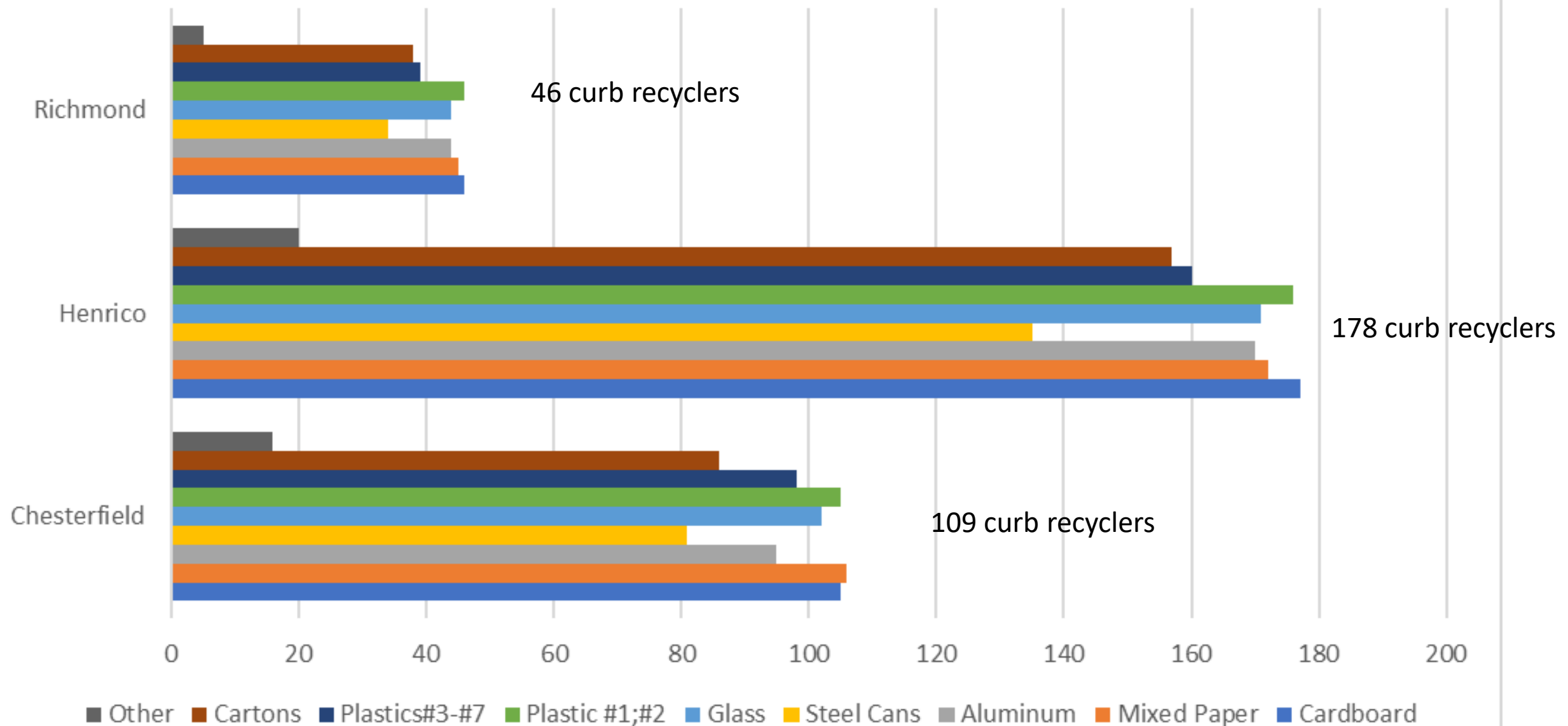
453 recycle



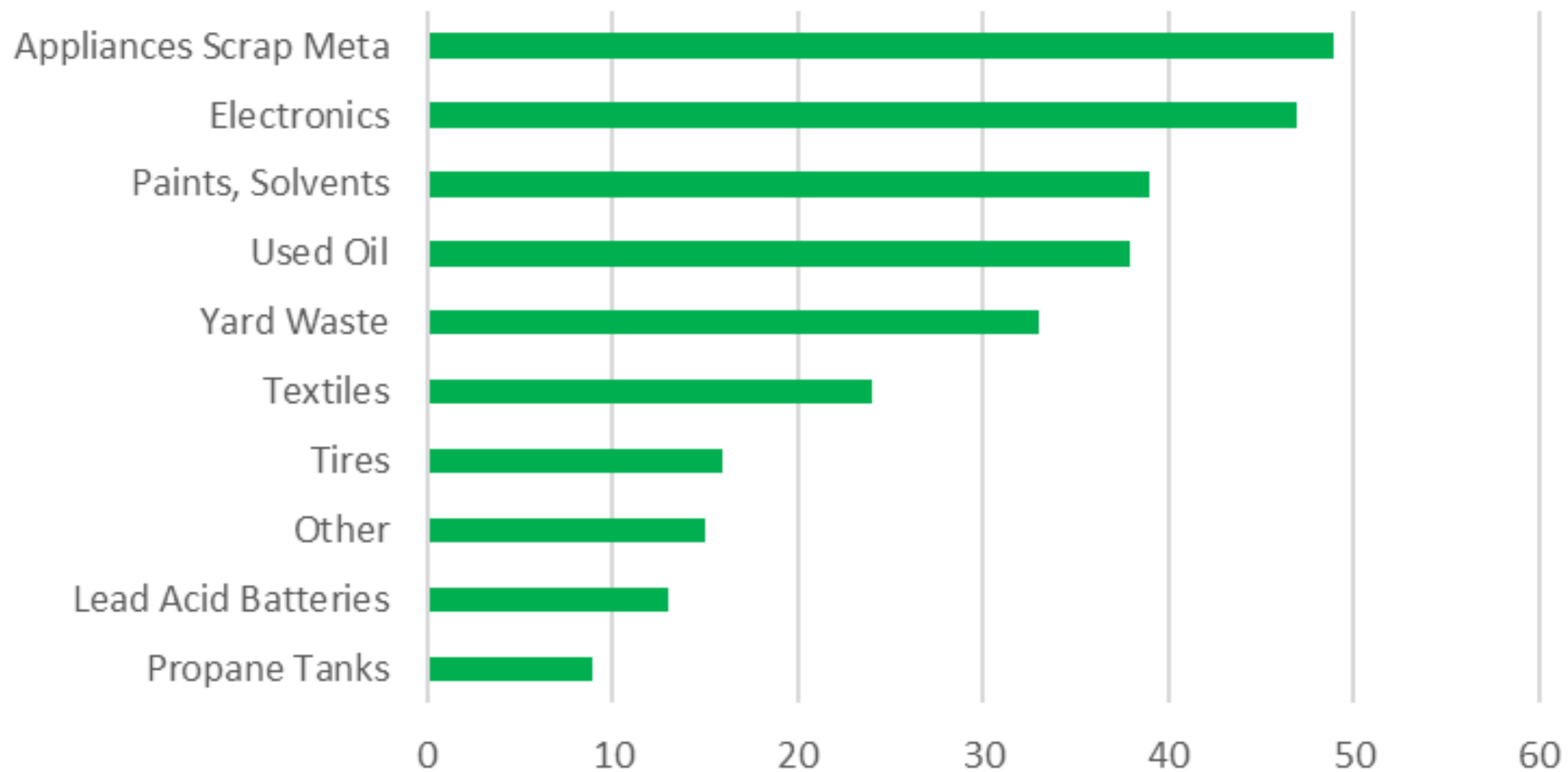
What do you recycle at the Curb?



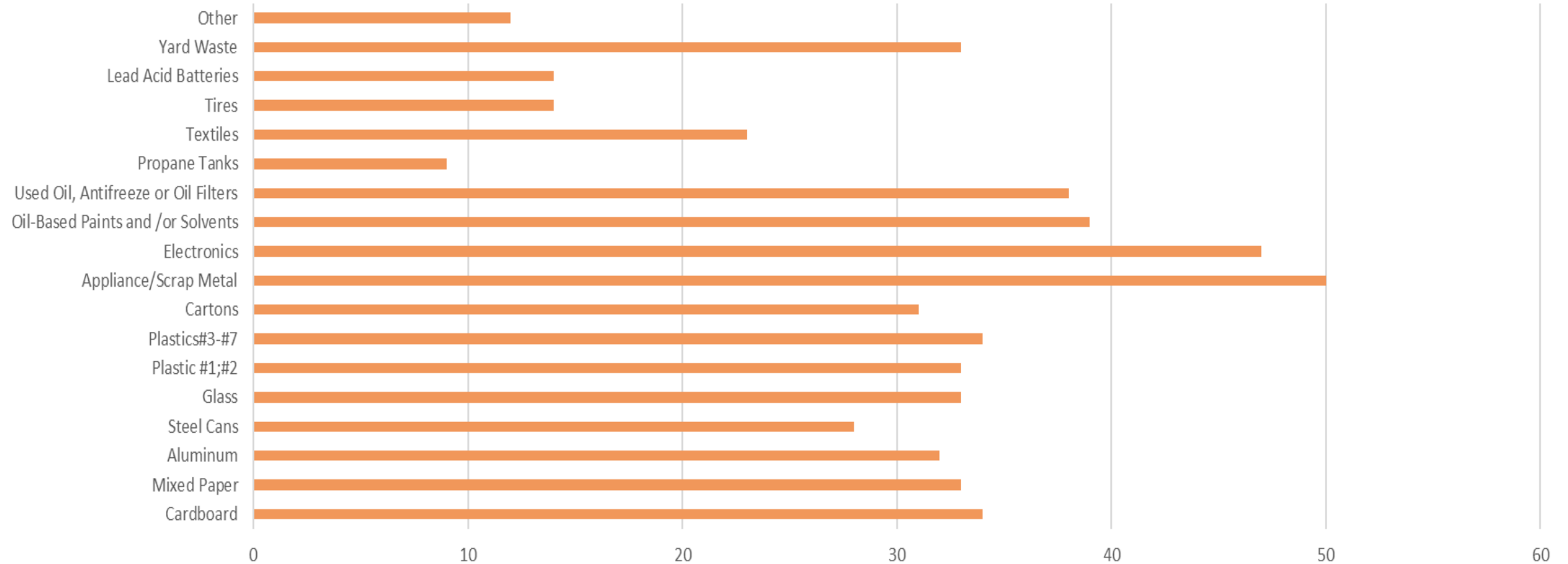
## What do you recycle at the Curb?



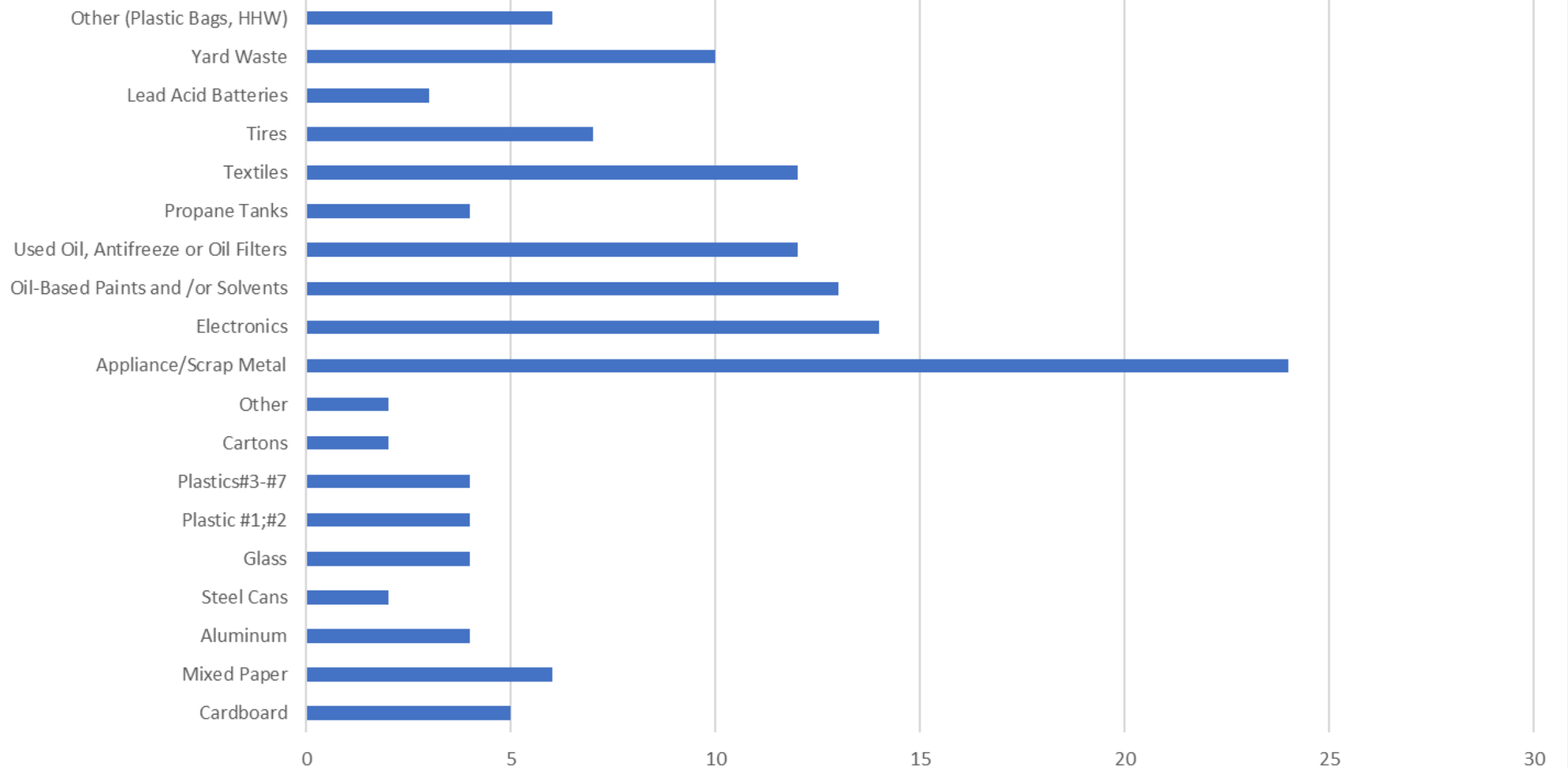
## Recycling at Events - Convenience Centers



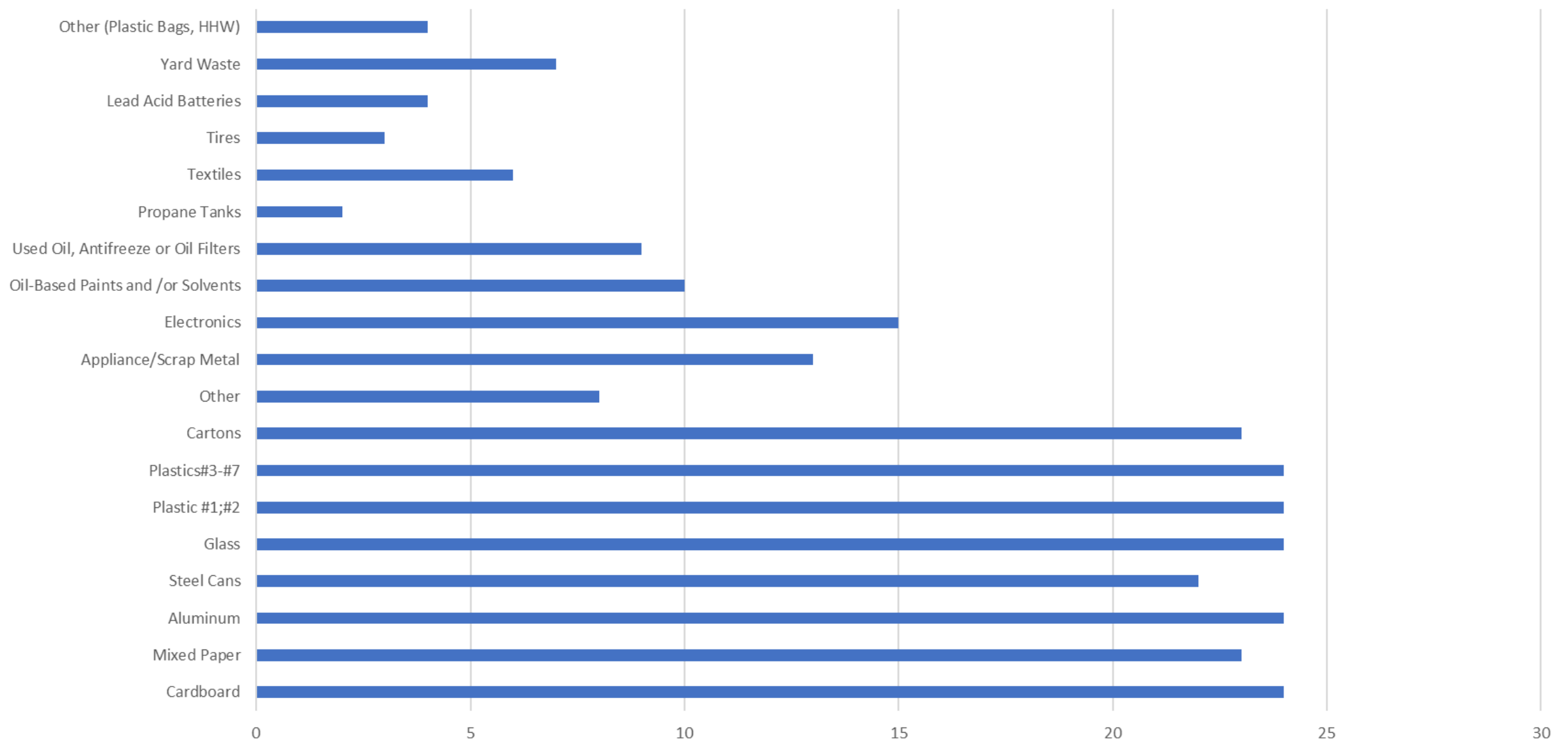
Recycling at Drop Off Centers - 100 respondents  
29 use both curb and drop to recycle paper, cans, bottles & containers



# Powhatan -40 respondents (1 uses curbside recycling for paper, cans, bottles & containers)

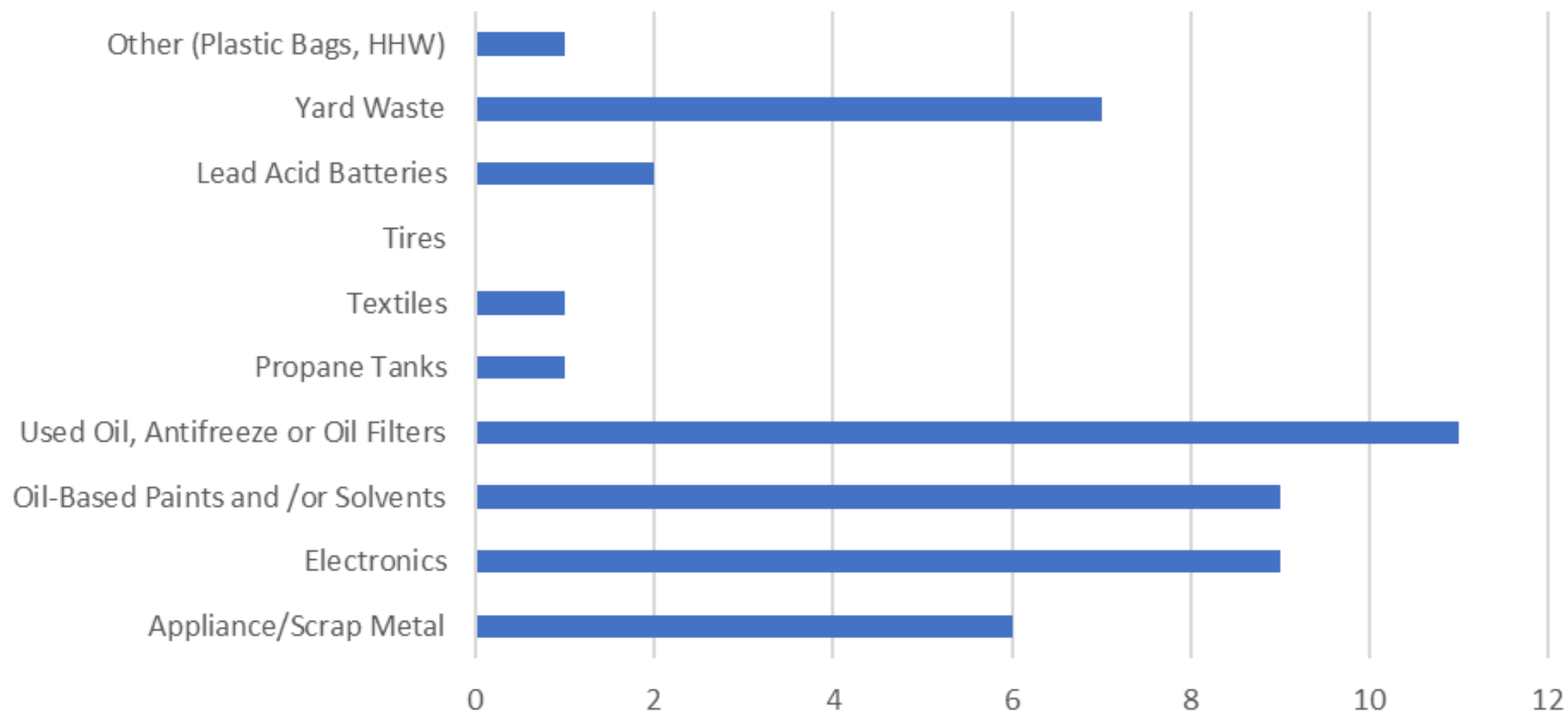


# Henrico - 26 respondents; 24 utilize both Curb and Drop Off Programs for paper, cans, bottles & containers

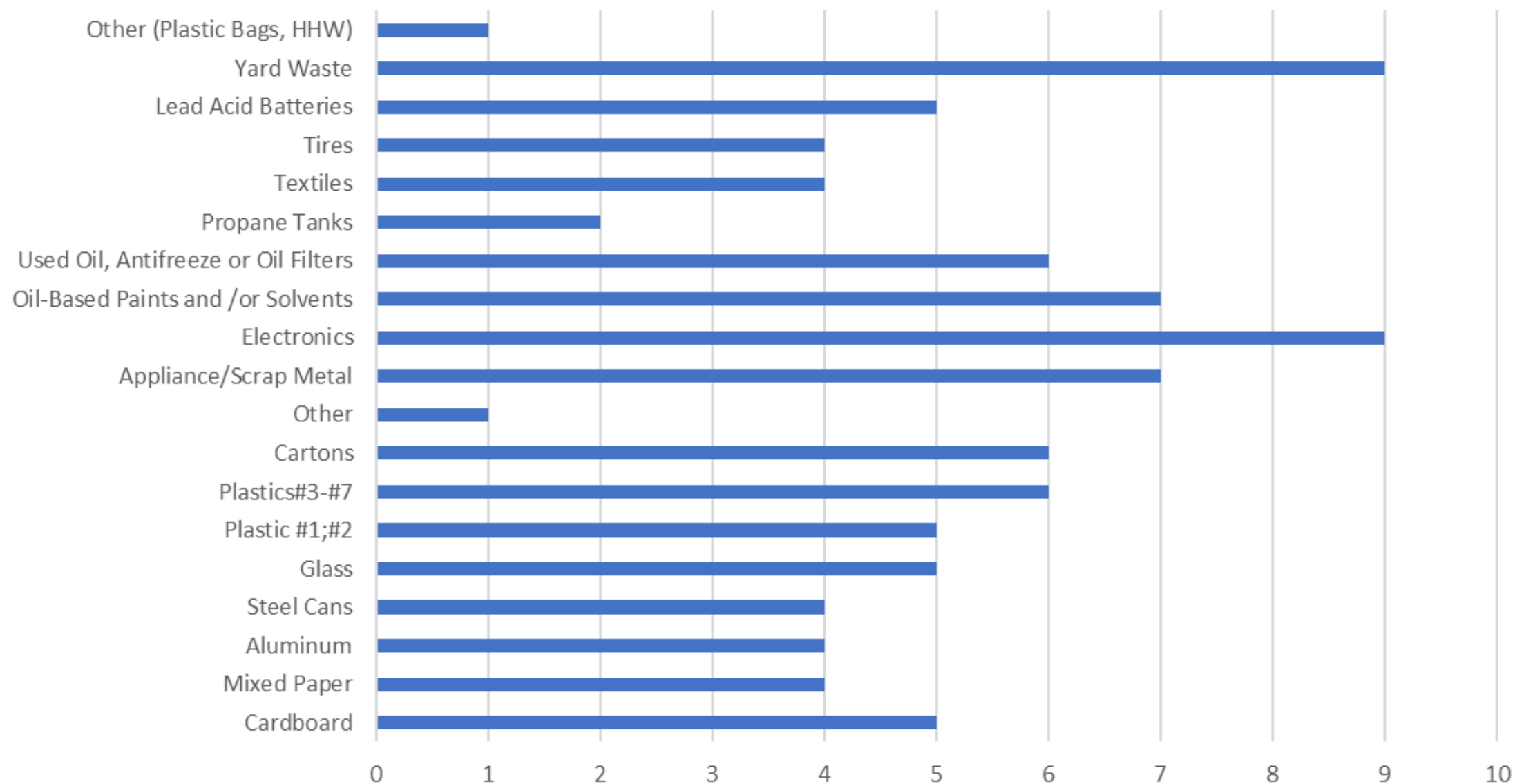




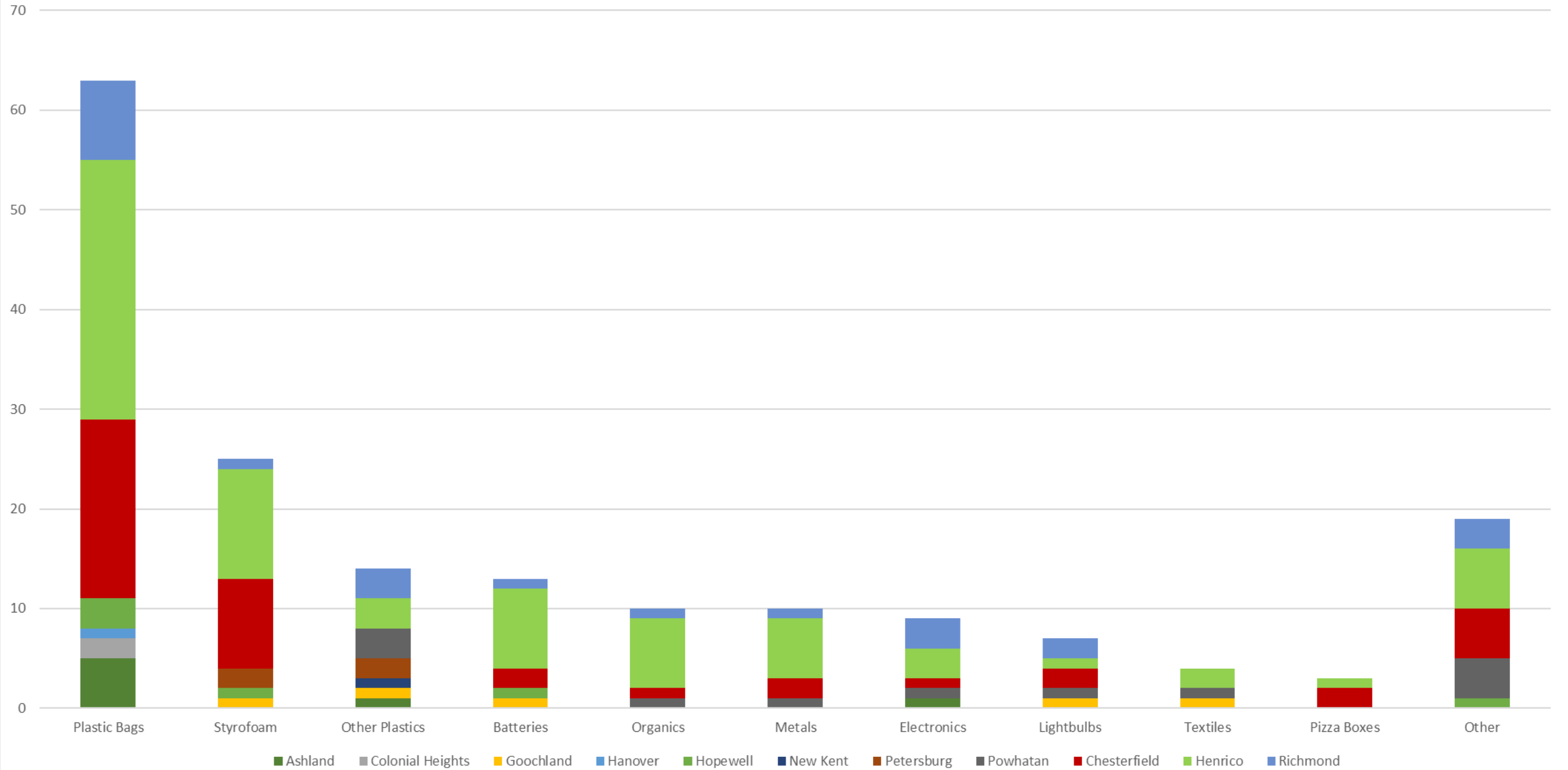
## Goochland - 12 responses - no overlap curb/drop-off



Remaining 22 responses - 4 use curb/drop-off  
(3 Chesterfield and 1 Hopewell)



# What would you like to Recycle?

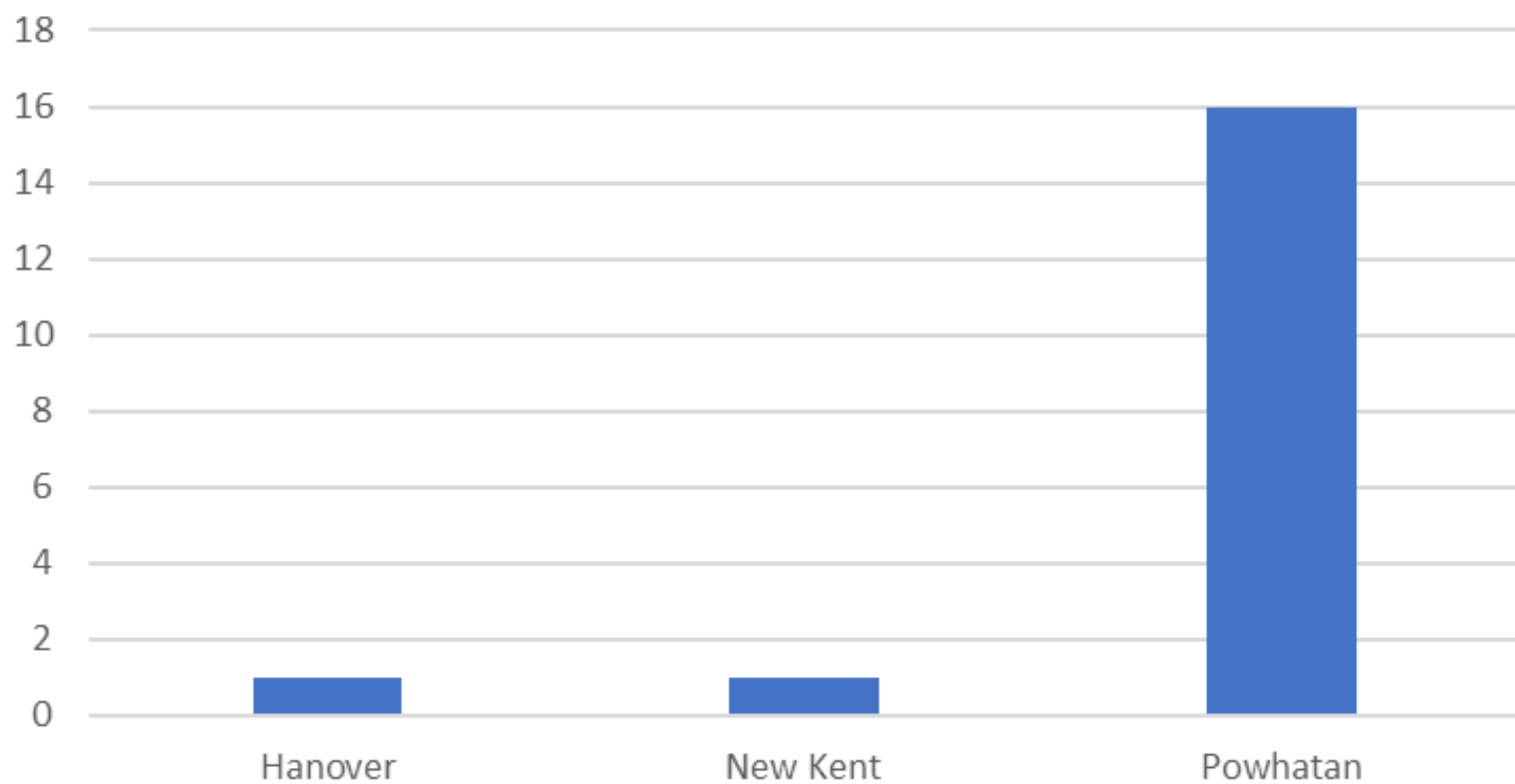


# Other Items to Recycle

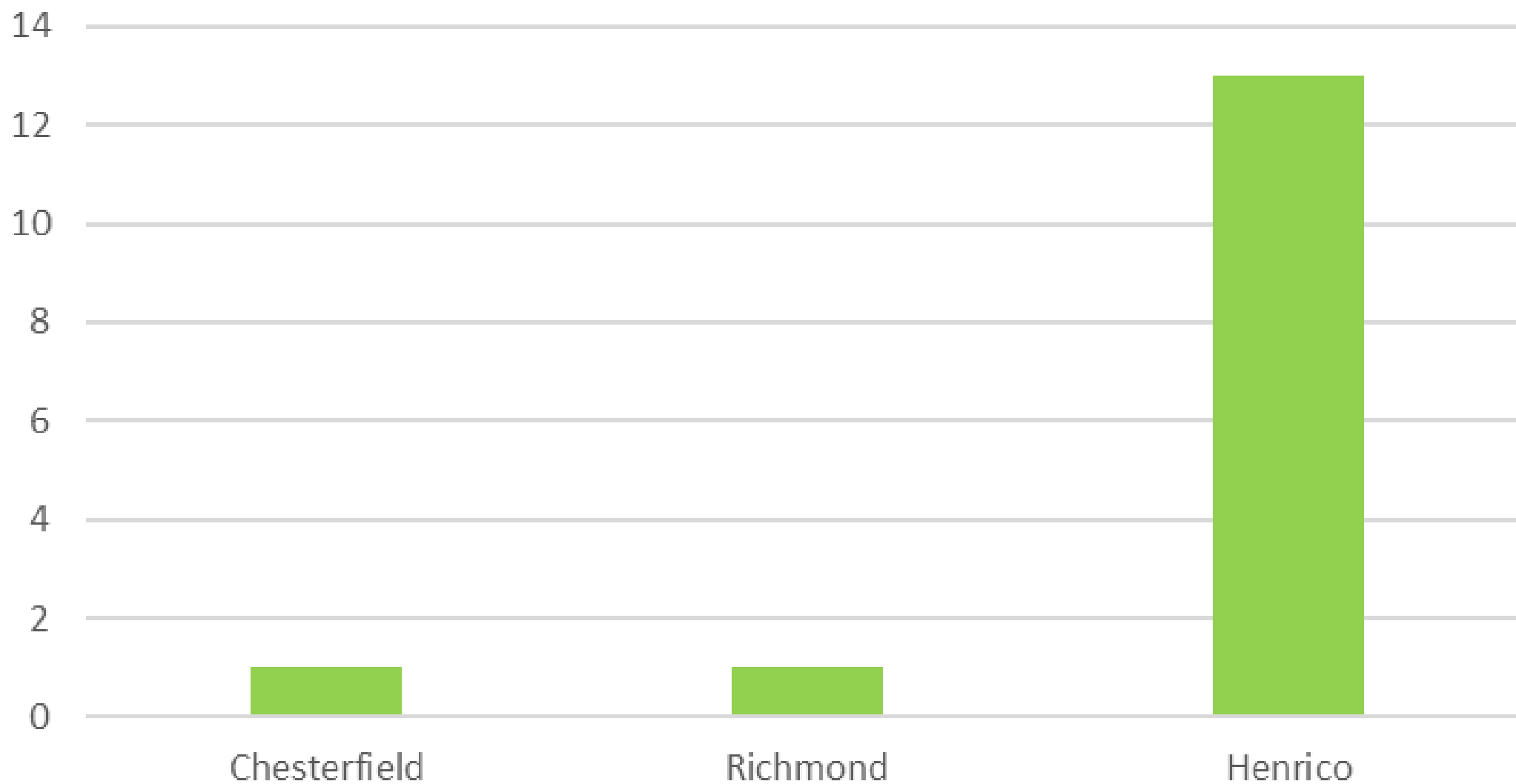
Baby food pouches  
Candy wrappers  
Hangers (plastic and metal)  
Furniture  
Wood  
Dog Food Bags  
Other Chemicals, such as paint  
Aerosol Cans  
Kuerig Single Cup Coffee Containers

Shredded Paper  
Carpet  
Cooking Oil  
Document Shredding  
Metal Lids on glass jars  
Straws  
Oil  
Pharmaceuticals  
Pesticides  
Glass  
Animal Waste

## Want Curbside Recycling



## Want Carts and/or Weekly Collection



# Other Operational Comments

## **Chesterfield**

- A way to make money instead of pay for service
- Make it a law
- What else is there? Doing Great!

## **Richmond**

- A means of securely recycling paper from home or lockable bins
- Pay for trash, but not for recycling – like Charlottesville

## **Goochland**

- The facility is often full bins and they are arranged in a way that makes it difficult for older people to lift into the bins

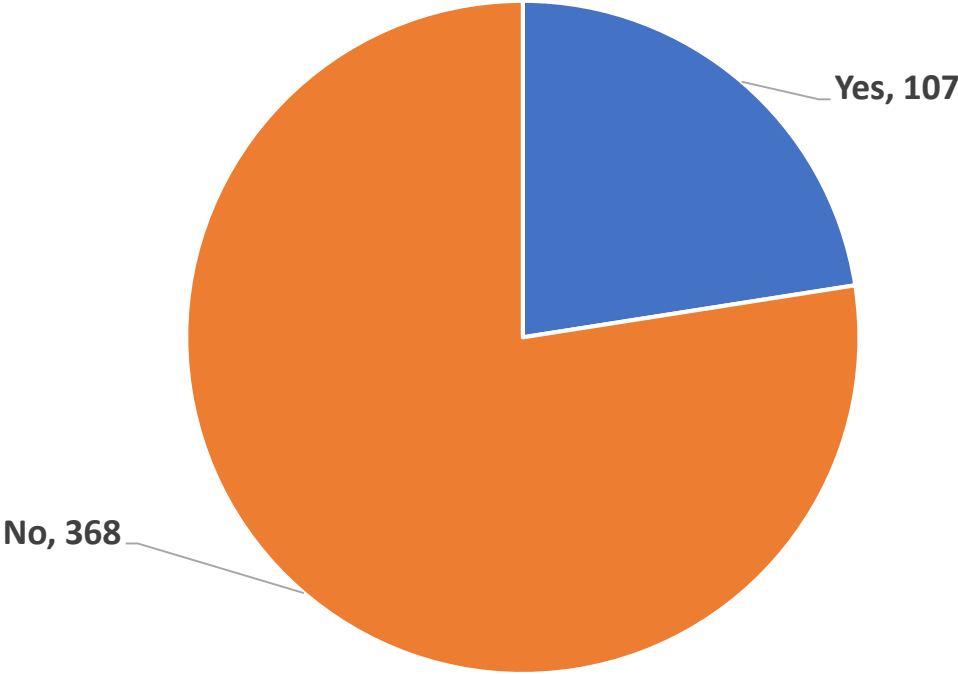
## **Hopewell**

- Wish people who don't recycle are penalized

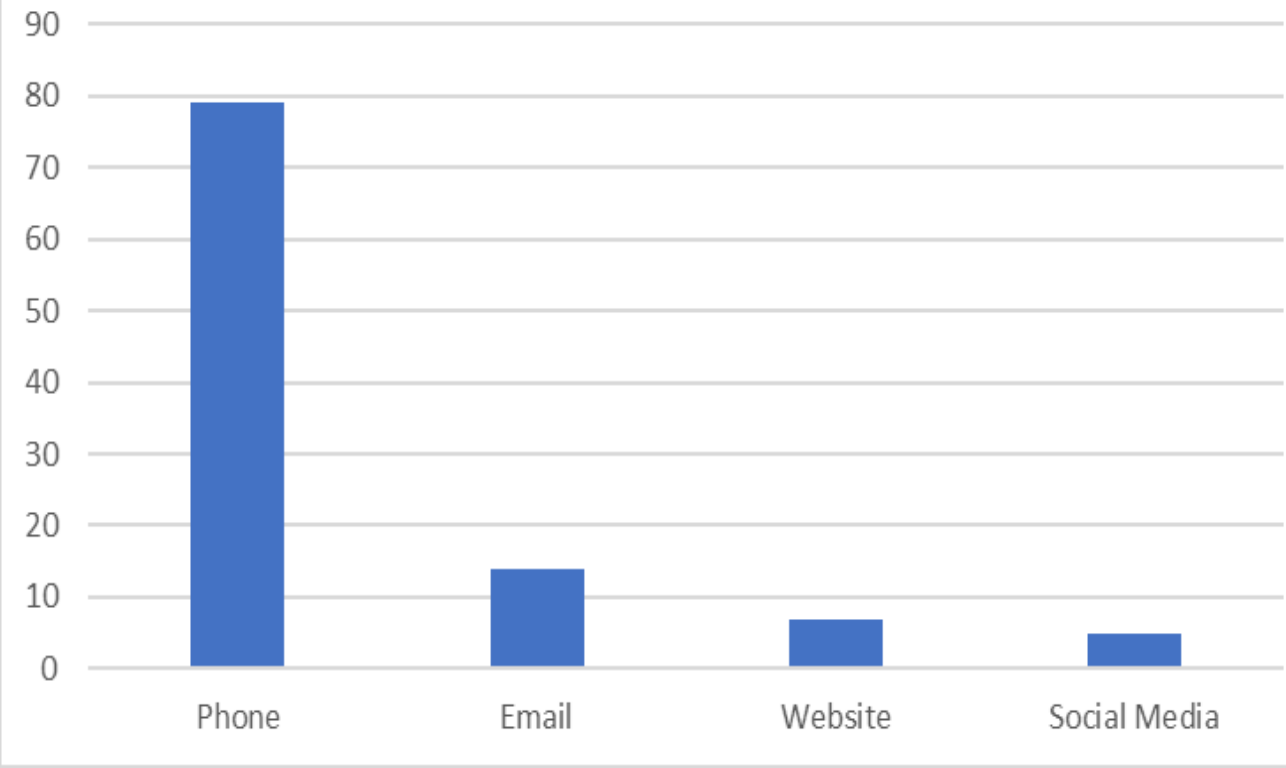
## **Henrico**

- Mandatory recycling for everyone
- Awareness program to get more people to recycle. Not many people on my street do recycle. I have had to encourage many of them
- Bulk Pick Up @ no charge
- Locations of drop off for batteries, oil, paint printed on the curbside reminder calendar.
- I WANT THE RECYCLE DRIVERS/ATTENDANTS TO AKE SURE MY CONTAINER IS FULLY EMPTIED. I HAVE A 65-GALLON BIN AND IT WAS NOT FULLY EMPTIED DURING THE LAST RECYCLE RUN!!
- Adding milk/juice cartons has been so helpful. Thank you for adding that!

Have You Contacted CVWMA in past 6 months?



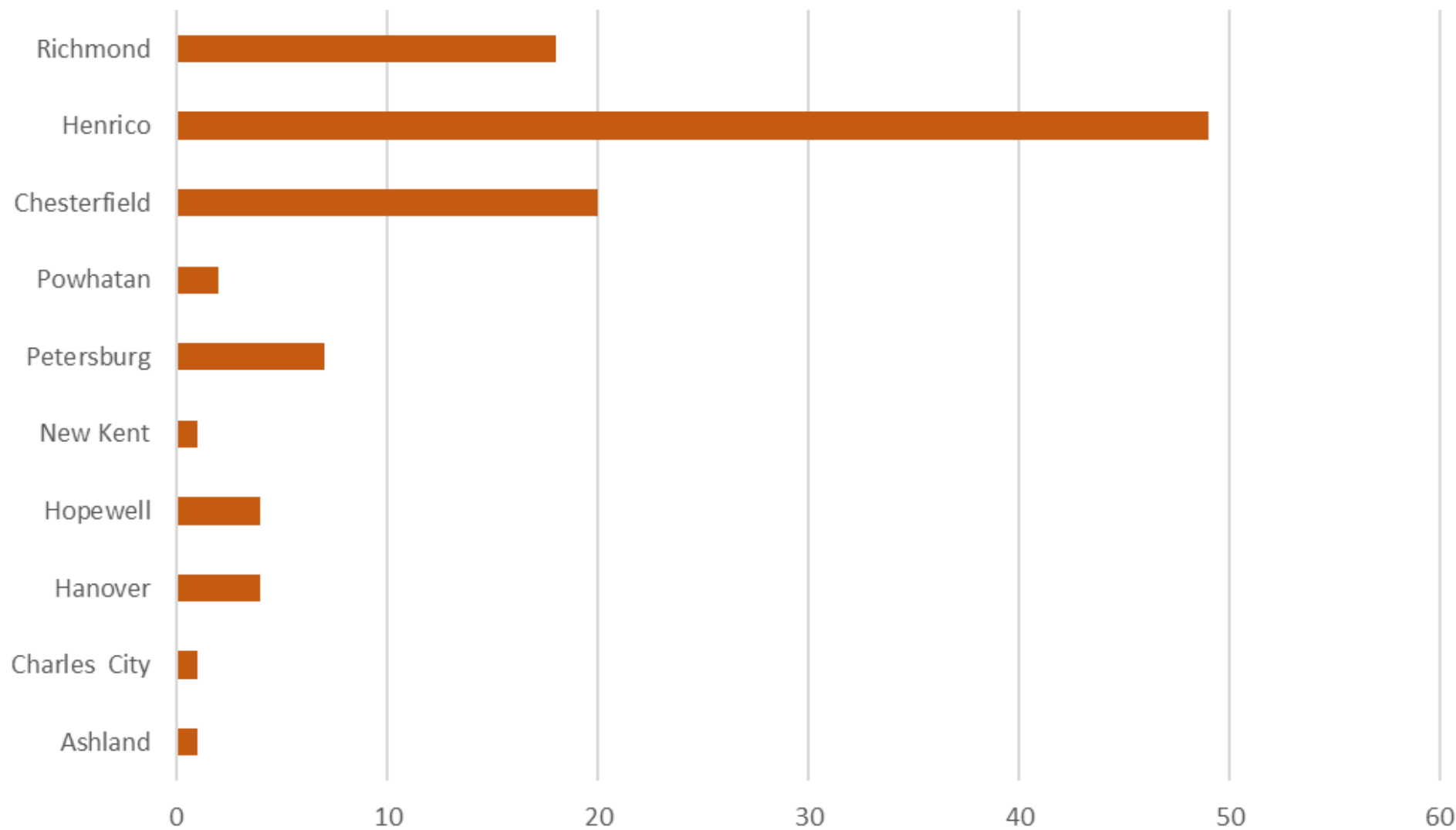
If so, how did you contact CVWMA?



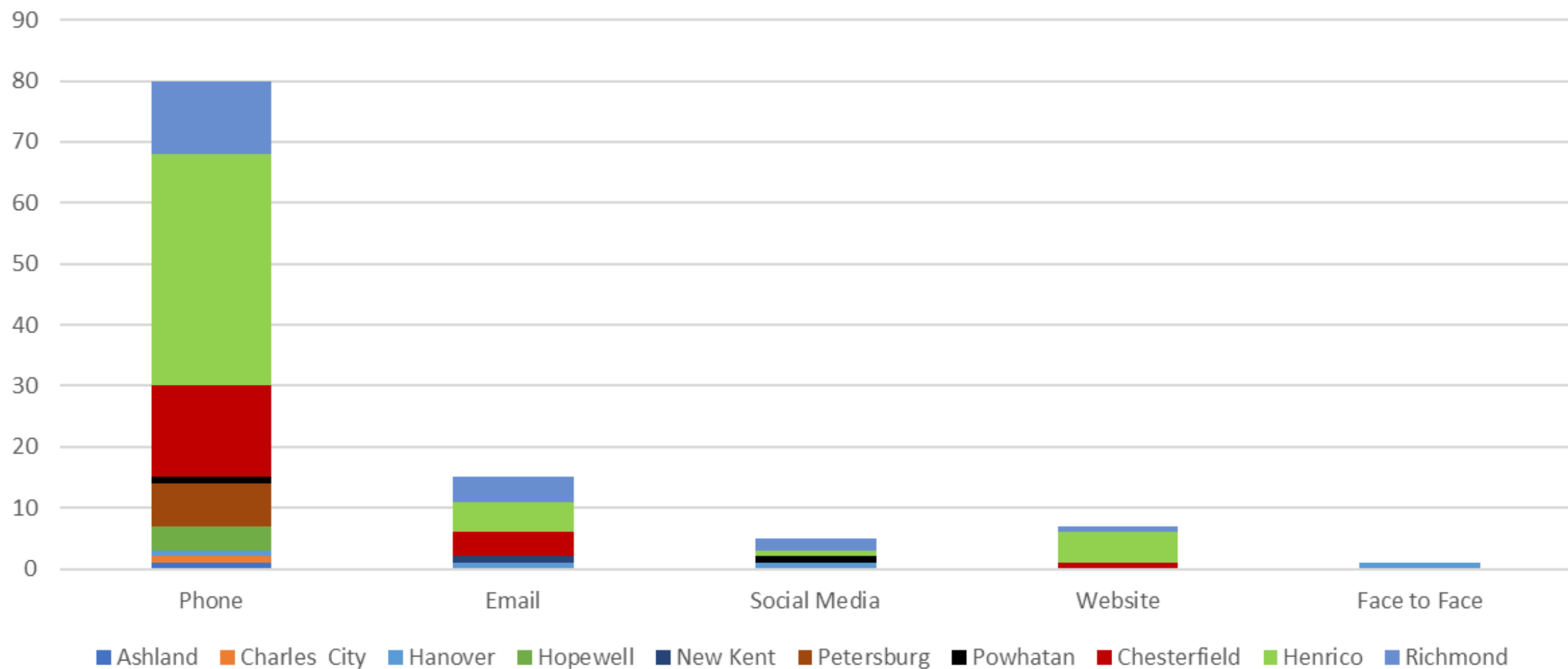


# Have Contacted CVWMA in past 6 months

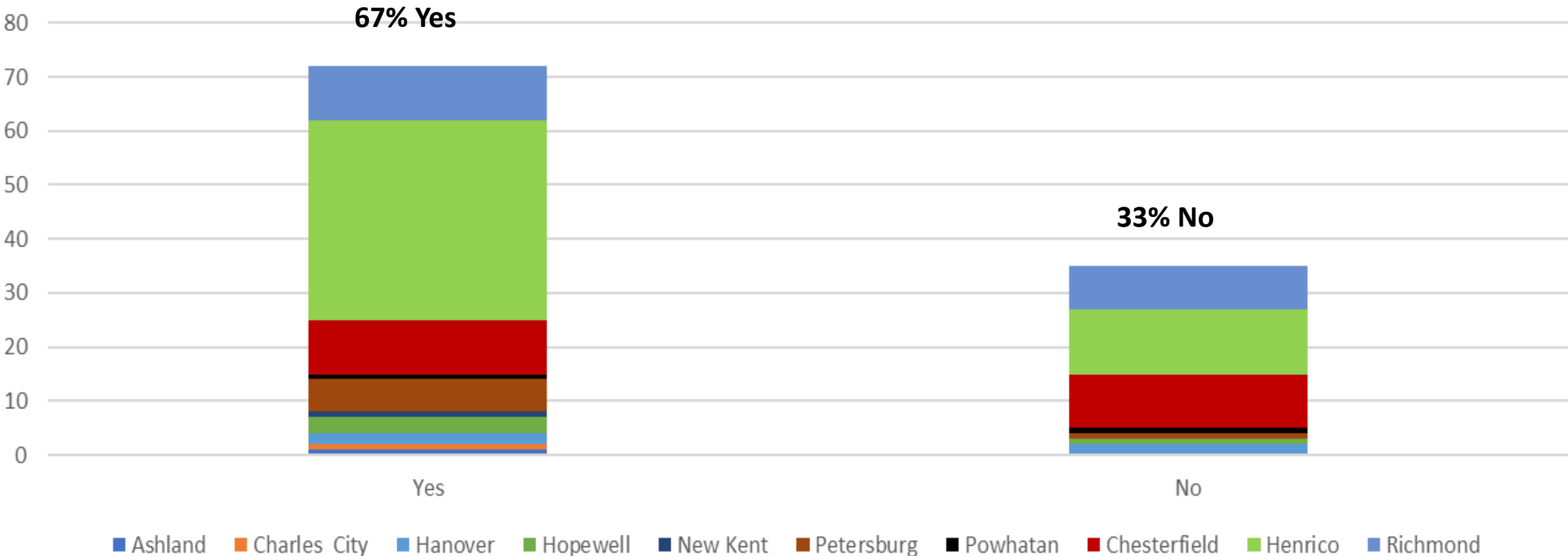
by locality



## How Did you Contact Us?

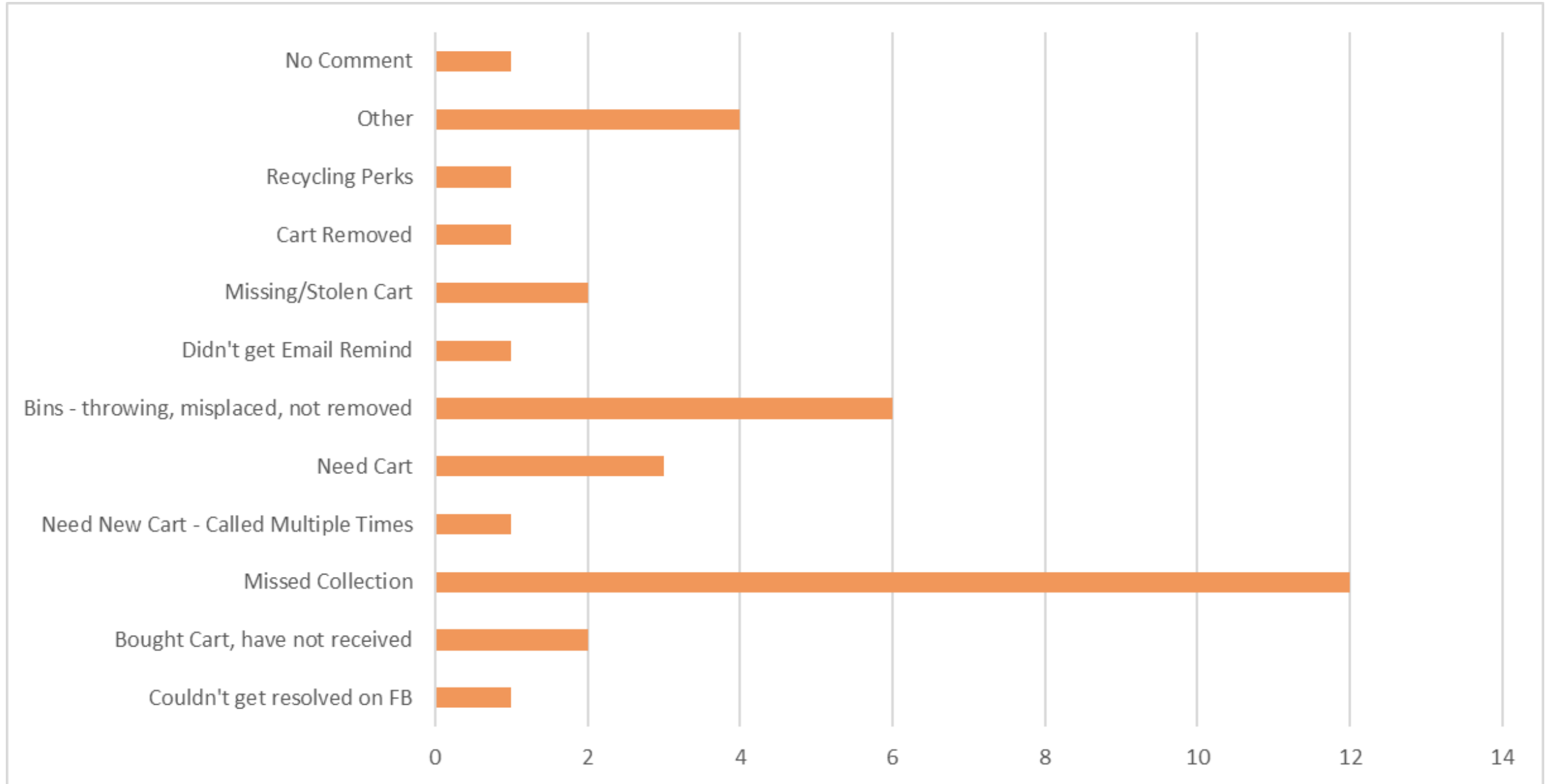


# Was Your Concern Resolved on First Contact?

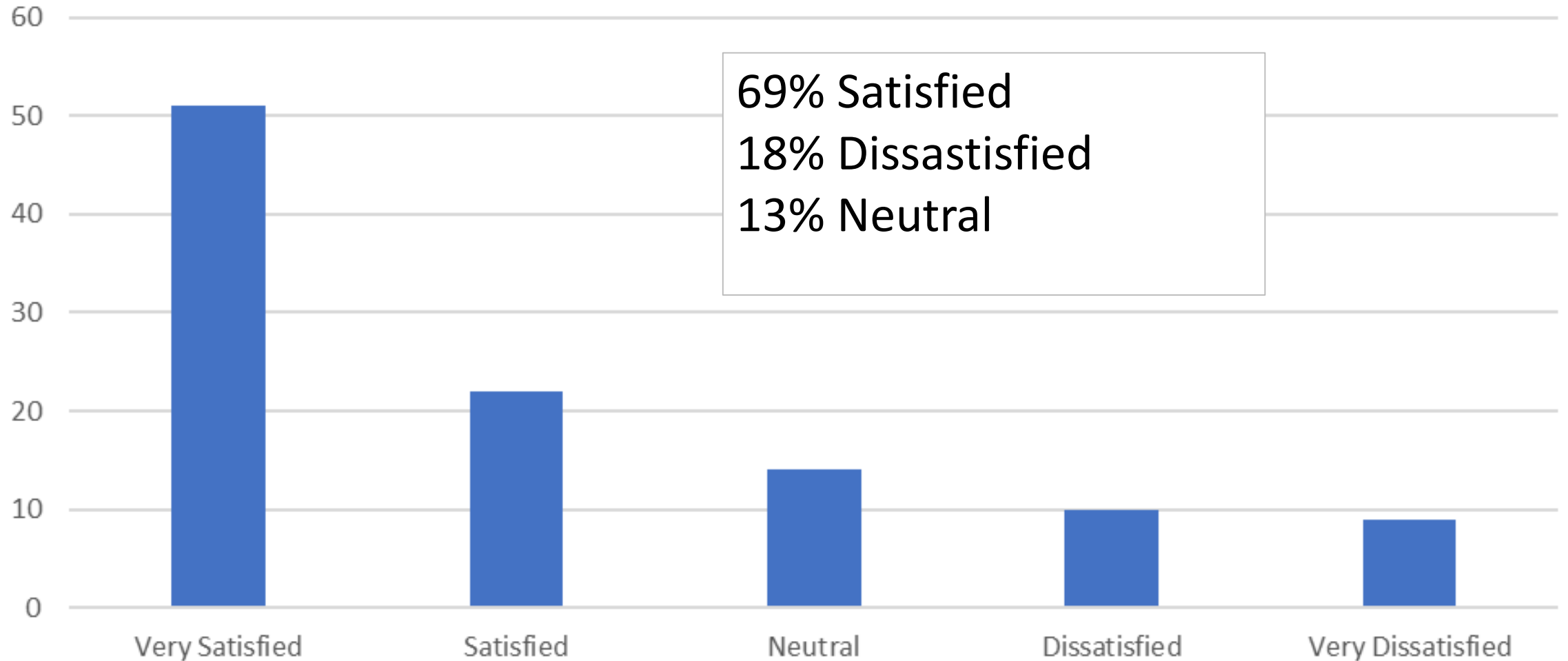


# Was your Concern Resolved on the First Contact? 35 Said No

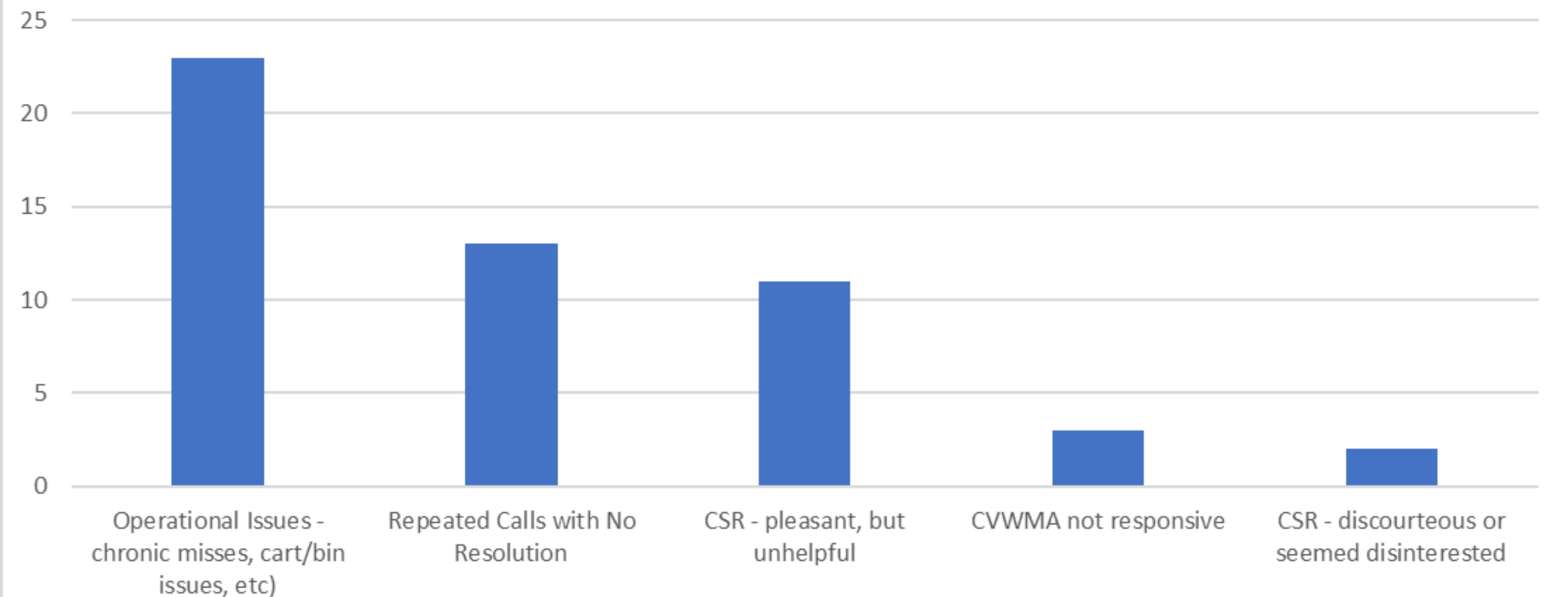
## Briefly Describe Your Issue or Concern.



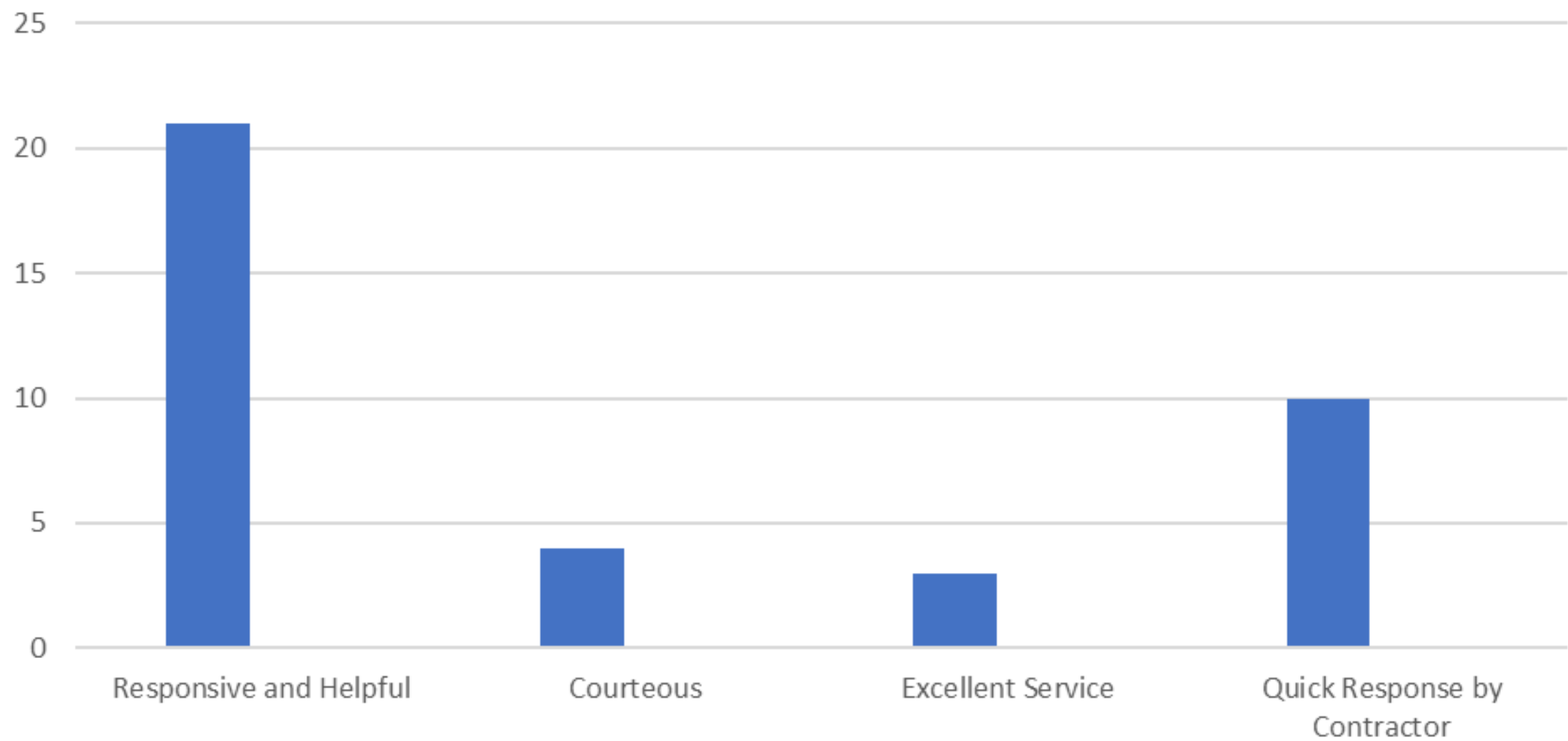
## How Satisfied Were You With the Assistance You Received from our Customer Service Team?



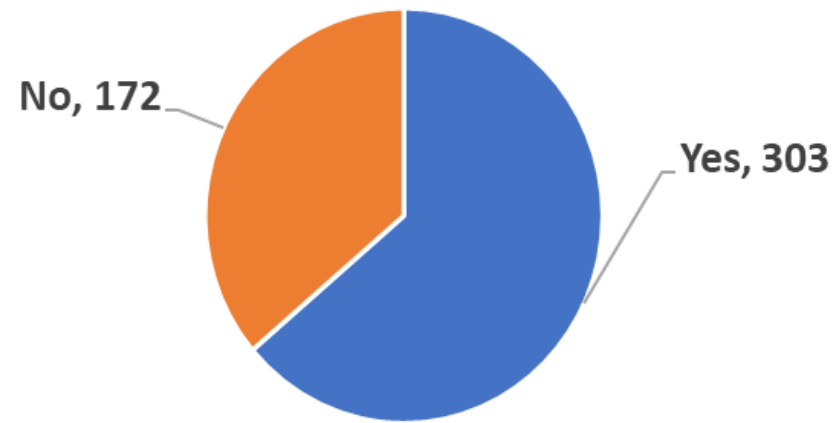
## Comments - Dissatisfied, Very Dissatisfied & Neutral



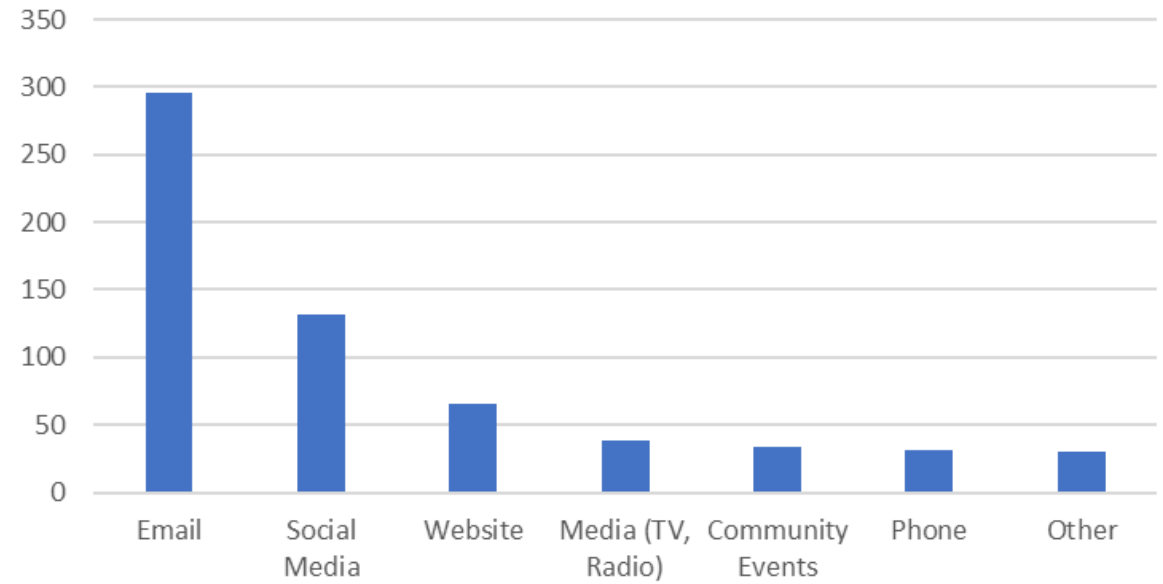
## Comments - Satisfied & Very Satisfied



### Do you regularly Communicate or receive Communications?

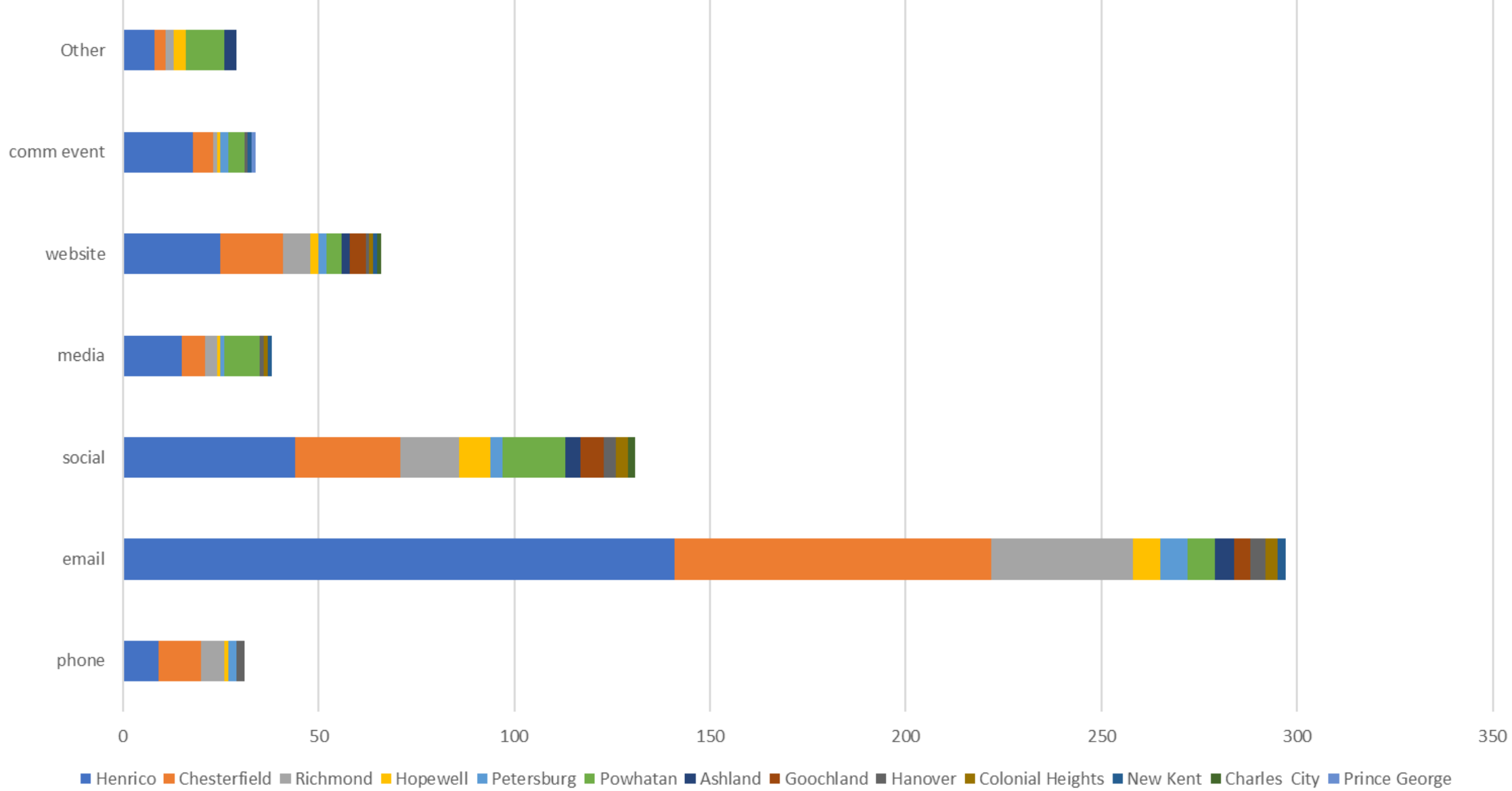


### If so, how?





# How Do You Communicate by Locality



## How Would You Prefer to Receive Updates, Special Announcement and Any Information from CVWMA

