St. Louis Park
MINNESOTA

Experience LIFE in the Park

2010
Solid Waste Customer Service Survey Results

March 14, 2011

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EXECUTIVE SUMMARY

A Solid Waste Customer Service Survey was conducted in November 2010 and sent to 933 randomly selected solid waste customers throughout the City. Analysis of the survey data identifies key points about customer service that can be used to strengthen and identify where program improvements are needed. Some of the observations include the following:

- Most residents indicated they are very satisfied overall with the customer service they received from the City, Waste Management, and Eureka.
- Many residents indicated they would like to see more plastics collected for recycling.
- Many residents have positive experiences with their drivers and view them favorably.
- A few residents commented on their dissatisfaction with city's overfilled cart policy.

INTRODUCTION

A Solid Waste Customer Service Survey was conducted in November 2010. The Solid Waste Customer Service Survey is conducted every 2 years. The purpose of the survey is to gauge resident satisfaction with the service they receive from the haulers and city.

Surveys were mailed to 933 solid waste customers during the first week in November. Surveys were addressed to 'Resident'. Of the surveys sent, 368 were completed and returned and 565 were not returned. The survey packet included a cover letter, a 4-page survey, and a postage paid return envelope (Appendix A). Participants were asked 12 solid waste customer service-related questions. The questions were broken down into sections for Eureka, Waste Management, St. Louis Park, and Overall Comments. Participants were asked to fill out the survey and mail it back by December 3, 2010.

Results of the survey will be used to identify areas of strength and identify where improvements to the solid waste customer service is needed.

A new incentive was added this year to increase the response rate. If respondents filled out and returned the survey, they were entered into a drawing for a chance to win a 2011 Chinook Book ($20 retail value). Of the 368 surveys that were sent back, 185 respondents chose to enter the contest, and 3 winners were randomly chosen by Public Works staff.

METHODOLOGY

The target audience for this survey was all solid waste customers in the City's residential collection program. Customers are defined as residents who set their garbage, yard waste and recycling out for collection regardless of who pays the utility bill. Customers are tracked using a GIS point layer that is based on Utility Billing information and updated when customers or addresses change. GIS data shows there were 12,359 customers as of December 2010. [1]

Distribution of solid waste customers between Wards is fairly consistent, with the largest percentage living in Ward 1.

Solid Waste Customers by Ward

Housing Type	Ward 1	Ward 2	Ward 3	Ward 4	Total
Apartments (4- to 8-plex)	16	55	8	0	79
Commercial	10	3	2	0	15
Condos	44	5	0	13	62
Duplexes	60	207	105	14	386
Townhome	34	0	0	112	146
Single Family	3,417	2,480	3,164	2,610	11,671
Total Units	**3,581**	**2,750**	**3,279**	**2,749**	**12,359**
Percent of City	29%	22%	27%	22%	100%

* Housing types are provided in number of units (customers), not number of buildings.

Customers were selected using a GIS tool that randomly selected parcels within each Ward. Parcels that did not have residential garbage service were excluded from the selection.

The sample size was determined by choosing a 95% confidence level with an error of 5% (e.g. you can be 95% sure that the survey results fall within 5% of the true value if you had surveyed all solid waste customers). Based on the desired confidence and error level, 933 solid waste customers were randomly selected and mailed surveys. A 40% response rate was desired (373 surveys) to ensure the 95% confidence level.

[1] Utility Billing records showed 12,297 customers and GIS data showed 12,359 as of December 2010. The difference of 62 customers is due to multi-unit dwellings (e.g. a 4-plex has 1 billing customer and GIS shows 4 customers).

RESPONSE RATE

368 solid waste customers (participants) returned surveys, resulting in a 39% response rate and a nearly 95% confidence level. Ward 4 had the highest response rate and Ward 3 had the lowest response rate. Detailed results are available upon request.

Response Rate by Ward

	Ward 1	Ward 2	Ward 3	Ward 4	Total
# of Surveys Mailed	270	208	247	208	933
# of Surveys Received	115	77	83	93	368
Response Rate	43%	37%	34%	45%	Avg. 39%

RESULTS

The results of this survey are projectable to all solid waste customers within ± %5 in 95 out of 100 cases. The annotated survey provides a snapshot of the results (Appendix B).

Eureka

Part A of the survey asked four recycling-related questions. The first question asked how many times respondents called Eureka Recycling in the past year. A majority (82%) said they have never called and of those that had called most had called less than 2 times. The second question asked if respondents to rank, on a scale of 1 to 5, how satisfied they were with Eureka's customer service in several different categories. Of those that had called, a majority indicated they were Very Satisfied. The third question asked respondents to rate the collection service they have received in the past year from Eureka Recycling. Of those that called, 54% indicated collection service was Excellent and 36% indicated it was Good and the remainder rated it as Average, Poor or left it blank. The last question asked respondents to rank on a scale of 1 to 5 how satisfied they were with Eureka's collections services in several different categories. Of those that had called, a majority said they were Very Satisfied.

Overall, respondents rated the service provided by Eureka as Excellent or Very Satisfied.

Waste Management

Part B of the survey asked five garbage-related questions. The first question asked how many times respondents called Waste Management in the past year. A majority (72%) said they have never called and of those that had called most had called less than 2 times. The second question asked if respondents to rank, on a scale of 1 to 5, how satisfied they were with Waste Management's customer service in several different categories. Of those that had called, a majority indicated they were Very Satisfied. The third question asked respondents to rate the collection service they have received in the past year from Waste Management. Of those that called, 55% indicated collection service was Excellent and 35% indicated it was Good and the remainder rated it as Average, Poor or left it blank. The fourth question asked if respondents had contacted Waste Management in the past year to schedule a pickup of large items or appliances and if that service was performed to their satisfaction. Of the 28% of respondents who had scheduled a pickup, 18% said it was performed to their satisfaction and 7% said it was not, and 3% left it blank. The last question asked respondents to rank on a scale of 1 to 5 how satisfied they were with Waste Management's collections services in several different categories. Of those that had called, a majority said they were Very Satisfied.

Overall, respondents rated the service provided by Waste Management as Excellent or Very Satisfied.

City of St. Louis Park

Part C of the survey asked two customer service-related questions. The first question asked how many times respondents called the city in the past year. A majority (84%) said they have never called and of those that had called most had called less than 2 times. The second question asked if respondents to rank, on a scale of 1 to 5, how satisfied they were with the city's customer service in several different categories. Of those that had called, a majority indicated they were Very Satisfied.

Overall Comments

The final question in the survey asked respondents to provide overall comments as they relate to customer service from Waste Management, Eureka Recycling, and the City of St. Louis Park. 190 comments were made and categorized into themes (subjects) so they were more manageable.

Waste Management received 30 direct comments:

- 8 general comments
- 9 yard waste comments
- 1 litter comment
- 12 overfilled cart comments

Eureka received 57 direct comments:

- 19 general comments
- 30 comments about collecting more plastics
- 4 litter comments
- 5 comments wanting single sort recycling

The City received 5 direct comments and 98 miscellaneous comments were made. Miscellaneous comments also include comments that a respondent made about both haulers. These comments were kept together instead of repeating separately under each hauler. A list of all the comments made can be found in Appendix C.

CONCLUSIONS

1. Eureka, Waste Management and the City are generally well regarded as service providers. Although a majority of respondents have never called or emailed, those that have called are very satisfied with the service they received. Less than 2% of the respondents who called were not satisfied.
2. Eureka, Waste Management and the City are generally regarded as being friendly, helpful and able to answer questions and resolve issues to the caller's satisfaction. Again, less than 2% of callers were not satisfied.
3. Overall satisfaction rates were high for Eureka, Waste Management and the City.

RECOMMENDATIONS

1. The 2012 survey should review the satisfaction scales and determine if a 3-point or 5-point scale should be used. Either way, Somewhat Satisfied should come before Satisfied.
2. Continue educating residents on why only certain plastics can be recycled at this time.
3. Continue educating residents about the city's overfilled cart policy.
4. Provide more education and information to residents about calling the hauler hotlines.

APPENDIX A

St. Louis Park
MINNESOTA

Experience LIFE in the Park

2010 Solid Waste Customer Service Survey

Recycling, Garbage, and Yard Waste

Solid Waste Program Overview

St. Louis Park provides weekly curbside recycling, garbage, and yard waste collection for single-family homes, duplexes, triplexes, fourplexes, and several small businesses. You are receiving this survey because your address is listed as being part of the city's solid waste program.

Purpose of Survey

St. Louis Park conducts a solid waste customer service survey every two years. This survey asks for feedback on issues related to solid waste customer service.

Your address was randomly drawn from a list of over 12,300 solid waste customers. **** Only 1 in 13 customers are participating in this survey; therefore, your answers and feedback are very important. ****

Survey results will be used to identify areas of strength and identify where improvements to the Solid Waste Program are needed.

Instructions to Respondents

1. Please provide only **one answer per question** unless instructed to do otherwise.

2. Please use a **ball-point pen** to complete the survey.

3. A self-addressed stamped envelope is provided with each survey. Fold completed surveys into the envelope, seal it, and drop it in the nearest mailbox.

4. If your envelope gets lost, **send completed surveys to** the following address:

   City of St. Louis Park
   Department of Public Works
   7305 Oxford St.
   St. Louis Park, MN 55426

5. **Questions?** Contact Shannon Hansen or Scott Merkley in Public Works at (952) 924-2555.

6. Your answers will remain **anonymous** and be given full consideration by the Solid Waste Program staff.

7. Please complete and return this survey by **December 3, 2010**.

PART A: EUREKA RECYCLING

CUSTOMER SERVICE

A1. How many times in the past year have you called Eureka Recycling?

☐ None (go to question A3)
☐ 1-2 times
☐ 3-5 times
☐ More than 5 times

A2. Please rank on a scale of 1 to 5 how satisfied you are with Eureka's customer service in the following categories. Please leave blank if not applicable or you are unsure.

	Not at all Satisfied	Not Very Satisfied	Satisfied	Somewhat Satisfied	Very Satisfied
	1	2	3	4	5
Service you received over the phone	☐	☐	☐	☐	☐
Service you received by email	☐	☐	☐	☐	☐
Friendliness of Eureka staff	☐	☐	☐	☐	☐
Helpfulness of Eureka staff	☐	☐	☐	☐	☐
Ability to answer questions/resolve issues	☐	☐	☐	☐	☐
Overall satisfaction with Eureka's customer service	☐	☐	☐	☐	☐

COLLECTION

A3. Please rate the collection service you have received in the past year from Eureka Recycling (pickup of recycling at the curb or alley).

☐ Excellent
☐ Good
☐ Average
☐ Poor

A4. Please rank on a scale of 1 to 5 how satisfied you are with Eureka's collections services in the following categories. Please leave blank if not applicable or you are unsure.

	Not at all Satisfied	Not Very Satisfied	Satisfied	Somewhat Satisfied	Very Satisfied
	1	2	3	4	5
Safe driver	☐	☐	☐	☐	☐
Friendly and helpful driver	☐	☐	☐	☐	☐
Service area left clean after collection	☐	☐	☐	☐	☐
Recycling bins placed back neatly in original location	☐	☐	☐	☐	☐

PART B: WASTE MANAGEMENT

CUSTOMER SERVICE

B1. How many times in the past year have you called Waste Management?

☐ None (go to question B3)
☐ 1-2 times
☐ 3-5 times
☐ More than 5 times

B2. Please rank on a scale of 1 to 5 how satisfied you are with Waste Management's customer service in the following categories. Please leave blank if not applicable or you are unsure.

	Not at all Satisfied	Not Very Satisfied	Satisfied	Somewhat Satisfied	Very Satisfied
	1	2	3	4	5
Service you received over the phone	☐	☐	☐	☐	☐
Service you received by email	☐	☐	☐	☐	☐
Friendliness of Waste Management staff	☐	☐	☐	☐	☐
Helpfulness of Waste Management staff	☐	☐	☐	☐	☐
Ability to answer questions/resolve issues	☐	☐	☐	☐	☐
Overall satisfaction with Waste Management's customer service	☐	☐	☐	☐	☐

COLLECTION

B3. Please rate the collection service you have received in the past year from Waste Management (pickup of garbage and yard waste at the curb or alley).

☐ Excellent
☐ Good
☐ Average
☐ Poor

B4. If you have contacted Waste Management in the past year to schedule pickup of large items or appliances, was the service performed to your satisfaction?

☐ Yes
☐ No
☐ Not Applicable (did not contact for special pickup)

B5. Please rank on a scale of 1 to 5 how satisfied you are with Waste Management's collections services in the following categories. Please leave blank if not applicable or you are unsure.

	Not at all Satisfied	Not Very Satisfied	Satisfied	Somewhat Satisfied	Very Satisfied
	1	2	3	4	5
Safe driver	☐	☐	☐	☐	☐
Friendly and helpful driver	☐	☐	☐	☐	☐
Service area left clean after collection	☐	☐	☐	☐	☐
Garbage carts placed back neatly in original location	☐	☐	☐	☐	☐
Yard waste containers placed back neatly in original location	☐	☐	☐	☐	☐

PART C: CITY OF ST. LOUIS PARK

CUSTOMER SERVICE

C1. How many times in the past year have you called the City of St. Louis Park for solid waste related issues?

☐ None (go to question B3)
☐ 1-2 times
☐ 3-5 times
☐ More than 5 times

C2. Please rank on a scale of 1 to 5 how satisfied you are with the City's customer service in the following categories. Please leave blank if not applicable or you are unsure.

	Not at all Satisfied	Not Very Satisfied	Satisfied	Somewhat Satisfied	Very Satisfied
	1	2	3	4	5
Service you received over the phone	☐	☐	☐	☐	☐
Service you received by email	☐	☐	☐	☐	☐
Friendliness of City staff	☐	☐	☐	☐	☐
Helpfulness of City staff	☐	☐	☐	☐	☐
Ability to answer questions/resolve issues	☐	☐	☐	☐	☐
Overall satisfaction with the City's customer service	☐	☐	☐	☐	☐

C3. Please share any overall comments as they relate to customer service from Waste Management, Eureka Recycling, and or the City of St. Louis Park.

_____

_____

_____

_____

_____

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Enter to win a 2011 Chinook Book - a $20 retail value!
Public Works Solid Waste Program staff will randomly draw 3 names from completed surveys for a chance to win a 2011 Chinook Book. The *Chinook Book* (formerly *Blue Sky Guide*) includes coupons for savings up to $3,000 with over 400 local coupons in the Twin Cities region.

If you would like to participate in the drawing, please fill out the following information:

Name: _____

Address: _____

Phone: _____

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Phase 1

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APPENDIX B

St. Louis Park
MINNESOTA

Experience LIFE in the Park

2010 Solid Waste Customer Service Survey

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Survey results will be used to identify areas of strength and identify where improvements to the Solid Waste Program are needed.

Instructions to Respondents

1. Please provide only **one answer per question** unless instructed to do otherwise.

2. Please use a **ball-point pen** to complete the survey.

3. A self-addressed stamped envelope is provided with each survey. Fold completed surveys into the envelope, seal it, and drop it in the nearest mailbox.

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   Department of Public Works
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   St. Louis Park, MN 55426

5. **Questions?** Contact Shannon Hansen or Scott Merkley in Public Works at (952) 924-2555.

6. Your answers will remain **anonymous** and be given full consideration by the Solid Waste Program staff.

7. Please complete and return this survey by **December 3, 2010**.

PART A: EUREKA RECYCLING

CUSTOMER SERVICE

A1. How many times in the past year have you called Eureka Recycling?

82% None (go to question A3) **(302)**
15% 1-2 times **(55)**
1% 3-5 times **(5)**
1% More than 5 times **(2)**
1% Blank **(4)**

A2. Please rank on a scale of 1 to 5 how satisfied you are with Eureka's customer service in the following categories. Please leave blank if not applicable or you are unsure.

	Blank	Not at all Satisfied	Not Very Satisfied	Satisfied	Somewhat Satisfied	Very Satisfied
	0	1	2	3	4	5
Service you received over the phone	**81% (299)**	**0% (0)**	**2% (6)**	**7% (25)**	**2% (8)**	**8% (30)**
Service you received by email	**94% (346)**	**0% (0)**	**0% (1)**	**3% (10)**	**0% (1)**	**3% (10)**
Friendliness of Eureka staff	**80% (295)**	**0% (1)**	**1% (5)**	**6% (23)**	**3% (9)**	**10% (35)**
Helpfulness of Eureka staff	**80% (295)**	**0% (0)**	**2% (6)**	**5% (18)**	**3% 10)**	**11% (39)**
Ability to answer questions/resolve issues	**81% (298)**	**1% (2)**	**2% (6)**	**5% (20)**	**2% (7)**	**10% (35)**
Overall satisfaction with Eureka's customer service	**78% (288)**	**1% (2)**	**2% (6)**	**7% (27)**	**2% (6)**	**11% (39)**

COLLECTION

A3. Please rate the collection service you have received in the past year from Eureka Recycling (pickup of recycling at the curb or alley).

54% Excellent **(198)**
36% Good **(132)**
6% Average **(22)**
2% Poor **(6)**
3% Blank **(10)**

A4. Please rank on a scale of 1 to 5 how satisfied you are with Eureka's collections services in the following categories. Please leave blank if not applicable or you are unsure.

	Blank	Not at all Satisfied	Not Very Satisfied	Satisfied	Somewhat Satisfied	Very Satisfied
	0	1	2	3	4	5
Safe driver	**30% (111)**	**1% (2)**	**1% (3)**	**21% (78)**	**7% (24)**	**41% (150)**
Friendly and helpful driver	**35% (127)**	**1% (3)**	**1% (4)**	**18% (66)**	**7% (26)**	**39% (142)**
Service area left clean after collection	**4% (15)**	**1% (3)**	**4% (14)**	**27% (99)**	**12% (45)**	**52% (192)**
Recycling bins placed back neatly in original location	**4% (13)**	**3% (10)**	**8% (29)**	**23% (85)**	**16% (58)**	**46% (167)**

PART B: WASTE MANAGEMENT

CUSTOMER SERVICE

B1. How many times in the past year have you called Waste Management?

72% None (go to question B3) **(264)**
24% 1-2 times **(89)**
3% 3-5 times **(10)**
0% More than 5 times **(1)**
1% Blank **(4)**

B2. Please rank on a scale of 1 to 5 how satisfied you are with Waste Management's customer service in the following categories. Please leave blank if not applicable or you are unsure.

	Blank	Not at all Satisfied	Not Very Satisfied	Satisfied	Somewhat Satisfied	Very Satisfied
	0	1	2	3	4	5
Service you received over the phone	**71% (261)**	**1% (2)**	**2% (7)**	**9% (32)**	**4% (14)**	**14% (52)**
Service you received by email	**90% (333)**	**0% (0)**	**0% (1)**	**4% (16)**	**1% (5)**	**4% (13)**
Friendliness of Waste Management staff	**70% (257)**	**0% (1)**	**1% (5)**	**9% (34)**	**4% (14)**	**15% (57)**
Helpfulness of Waste Management staff	**71% (262)**	**1% (4)**	**1% (3)**	**8% (29)**	**3% (10)**	**16% (60)**
Ability to answer questions/resolve issues	**72% (264)**	**2% (6)**	**1% (4)**	**7% (26)**	**4% (14)**	**15% (54)**
Overall satisfaction with Waste Management's customer service	**70% (256)**	**1% (2)**	**2% (7)**	**8% (28)**	**4% (16)**	**16% (59)**

COLLECTION

B3. Please rate the collection service you have received in the past year from Waste Management (pickup of garbage and yard waste at the curb or alley).

55% Excellent **(204)**
35% Good **(130)**
7% Average **(24)**
2% Poor **(8)**
1% Blank **(2)**

B4. If you have contacted Waste Management in the past year to schedule pickup of large items or appliances, was the service performed to your satisfaction?

18% Yes **(66)**
7% No **(25)**
72% Not Applicable (did not contact for special pickup) **(264)**
3% Blank **(13)**

B5. Please rank on a scale of 1 to 5 how satisfied you are with Waste Management's collections services in the following categories. Please leave blank if not applicable or you are unsure.

	Blank	Not at all Satisfied	Not Very Satisfied	Satisfied	Somewhat Satisfied	Very Satisfied
	0	1	2	3	4	5
Safe driver	**31% (113)**	**1% (2)**	**1% (2)**	**21% (77)**	**41% (151)**	**41% (151)**
Friendly and helpful driver	**33% (120)**	**1% (3)**	**2% (6)**	**17% (61)**	**6% (23)**	**42% (155)**
Service area left clean after collection	**6% (21)**	**1% (2)**	**4% (15)**	**25% (91)**	**15% (55)**	**50% (184)**
Garbage carts placed back neatly in original location	**5% (20)**	**3% (10)**	**7% (26)**	**25% (91)**	**15% (56)**	**45% (165)**
Yard waste containers placed back neatly in original location	**21% (77)**	**2% (6)**	**4% (14)**	**21% (78)**	**11% (40)**	**42% (153)**

PART C: CITY OF ST. LOUIS PARK

CUSTOMER SERVICE

C1. How many times in the past year have you called the City of St. Louis Park for solid waste related issues?

84% None (go to question B3) **(308)**
14% 1-2 times **(50)**
1% 3-5 times **(2)**
0% More than 5 times **(1)**
2% Blank **(7)**

C2. Please rank on a scale of 1 to 5 how satisfied you are with the City's customer service in the following categories. Please leave blank if not applicable or you are unsure.

	Blank	Not at all Satisfied	Not Very Satisfied	Satisfied	Somewhat Satisfied	Very Satisfied
	0	1	2	3	4	5
Service you received over the phone	**80% (295)**	**0% (0)**	**1% (4)**	**7% (24)**	**3% (12)**	**9% (33)**
Service you received by email	**93% (341)**	**0% (0)**	**0% (0)**	**3% (11)**	**1% (4)**	**3% (12)**
Friendliness of City staff	**80% (295)**	**0% (0)**	**0% (1)**	**7% (25)**	**3% (10)**	**10% (37)**
Helpfulness of City staff	**81% (297)**	**0% (0)**	**1% (3)**	**7% (24)**	**3% (10)**	**9% (34)**
Ability to answer questions/resolve issues	**80% (293)**	**0% (0)**	**2% (6)**	**7% (27)**	**3% (10)**	**9% (32)**
Overall satisfaction with the City's customer service	**77% (284)**	**0% (0)**	**1% (2)**	**7% (27)**	**3% (10)**	**12% (44)**

C3. Please share any overall comments as they relate to customer service from Waste Management, Eureka Recycling, and or the City of St. Louis Park.

190 comments were made and categorized into themes (subjects) so they were more manageable.

- **Waste Management received 30 direct comments,**
- **Eureka received 57 direct comments,**
- **The City received 5 direct comments, and**
- **98 miscellaneous comments were made.**

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Enter to win a 2011 Chinook Book - a $20 retail value!
Public Works Solid Waste Program staff will randomly draw 3 names from completed surveys for a chance to win a 2011 Chinook Book. The *Chinook Book* (formerly *Blue Sky Guide*) includes coupons for savings up to $3,000 with over 400 local coupons in the Twin Cities region.

If you would like to participate in the drawing, please fill out the following information:

Name: **185 survey respondents participated in the drawing.**

Address: **3 winners were chosen and sent a copy of the Chinook Book.**

Phone: _____

APPENDIX C

COMMENTS

This section includes all the comments to last question on the survey. 190 comments were made by respondents. The comments were categorized into manageable 'themes'. Themes allow a more structured way to analyze the data and find significant patterns within the comments. The sections follow the layout of the survey starting with Waste Management, Eureka, the City, and ending with miscellaneous comments. Survey respondents most frequently commented on their being very satisfied with collection services, wanting to recycle more materials, and the friendliness of the drivers.

Waste Management = 30

General = 8

1. The note postcards from Waste Management are very helpful!
2. The squirrels in my neighborhood eat right through plastic bins and I can't keep them out of it. In the winter I can keep it in the garage but all summer it was a huge mess. They replaced my can once and the next week, by the time they picked up (about 2 hrs) they had eaten another hole & they haven't replaced it since. All the cans on our block have holes.
3. Garbage can provided in poor shape. Need better notification regarding changes in garbage pickup policy.
4. Waste Management services have been excellent.
5. WM could use some help as far as friendly service. They seem very bothered when asked a question, and very disturbed if any requirement is outside of "their routine." I have received terrible service when I've called for special pick-ups, they did not relay the info to the driver. Only to receive a nasty note from the collectors.
6. WM is good except they keep smashing green bin into our siding.
7. Waste Management is great, too; Last week they didn't completely empty my garbage can (sad face).
8. There have been a couple of occasions when I have put an "extra refuse" sticker on bags of waste & they were not picked up & a tag was left saying I needed a sticker. I felt the collector did not look at the bags at all.

Yard Waste = 9

1. I would like to see the yard waste go longer than it is currently, weather permitting. 1st week of December maybe. With the new bags, what's going to happen with the one's not being picked up? Just an idea, you asked.
2. We have 3 heavy plastic containers and 2 large non ressicable [sic] (recyclable?) bags-during the heavy leaf drop we filled everything we had and got back the non recylibal [sic] bags complete with leaves - wouldn't it s…(seem?) reasonable to empty the leaves from the bag in the trucks "hopper" and put the mom recyctem [sic] bags - with note - in the other containers?
3. Yard waste pick up is horrible! I have a neat container that they cannot lift and they leave the waste I need pick up every week. Figure out a way to handle this. We pay enough money hire stronger employees!!

4. I do not like that w/the advent of compostable bags, it is still “OK” to tie up twigs w/non-compostable wire and plastic which is dangerous for wildlife and environment.
5. Paper bags for leafs don’t seem to hold much. Maybe a larger bag should be tried? I haven’t seen the clear plastic bag which might hold more leaves.
6. Other nearby cities (Golden Valley) handle yard waste so much better – particularly large branches. There must be a better way to deal w/the yard waste if other cities are doing it.
7. No problems experienced – the switch to paper bags for leaves was a good move!
8. Very happy with all waste issues – love that you pick up leaves and yard waste!
9. My only issue is sometimes the pick up of yard waste (leaves) is messy after collection.

Litter = 1

1. A little disappointed when I see some garbage on ground after pickup. Not a whole lot of extra effort to pick up fallen items.

Overfilled Carts = 12

1. Waste Management – Trouble – did not pick up my garbage 1 time. I had to jump on it to close – they said it was completely closed.
2. WM very strict rules, is anything is hanging out or pushing up door, they won’t pick up any garbage. What are you supposed to do with 2 weeks worth of garbage? Overall service is satisfactory.
3. How can a company be allowed to charge for service it doesn’t provide? A person has to pay for up to 5 wks of non-pickup. However, if your lid doesn’t close your garbage doesn’t get picked up at all. Do you expect less garbage the following week? The drivers “inspect” my garbage each week. They could move through the neighborhood faster if they didn’t.
4. We have had Waste Management not take our garbage because the lid on the can wouldn’t close all the way and that was a hassle. Otherwise, we can’t complain.
5. I was disappointed that one time the cover didn’t go all the way down by about 4” and they refused it – even though I don’t even put the thing out a third of the time.
6. Waste Mgt. is pretty darn picky about taking items that might make the lid “stick up”. Also, I accidentally had light bulbs in the can and instead of leaving just the bulbs, they left all the garbage, too. So I had a full can for a week (sad face).
7. Only issue I had was my lid didn’t close all the way and they didn’t take my garbage. So I was stuck with my garbage for 2-3 weeks before I could get rid of it all. Had to keep in my garage entere? Time. Not good! (summer too – yuck).
8. I think they are too picky if container is slightly too full – they should collect and leave a note not skip the pickup.
9. I’m very happy with the recycle/yard service. My tenants have had problems with Waste Management. It seems like the company is looking for reasons to not collect garbage. The trash then builds up. I have seen excessively loaded cans, but I think they should still pick up if the lid is slightly open (flinch).

10. Refusal to take canister when lid was ajar by 2 inches.
11. Some weeks my trash can is empty and the next week my lid on trash can may be a little open (2 or 3 inches) - they won't take trash – makes me mad as "hell" and I get a bad boy letter in the mail from St. Louis Park.
12. The "we won't collect your trash if your lid is not completely closed" rule is ridiculous/bogus.

Eureka = 57

General = 19

1. Satisfied with the service.
2. Was better before Eureka took over.
3. It would be neater and easier for collectors if plastic & glass could be left in a plastic bag. Now I dump them into a green box with the papers.
4. I'm very pleased recycling doesn't need to be separated by glass/plastic like Mpls.
5. We appreciate the notes left in our recycling bin when we've done a good job or when we've put something in there that is not recyclable!
6. There have been several occasions when our recycling was not picked up when they (bins) were placed correctly out on the curb. No notes left so I presume they were missed.
7. Bigger bins for recycling. Thanks for doing a great job!
8. Thank you for all you do! I value the printed information (was it USPS mailed?) about pick up dates (holidays) and recycling types. They are an easy size to post in closet and garage areas where trash is collected.
9. I really like the fact that Eureka collects old clothes but I think it would be helpful for people to know what happens to them. My understanding is that some clothes are sent on as donation if they can still be worn and that the rest is reused for fibers. I think if people understood that, they would put out more to be recycled instead of adding to their trash.
10. Helpful notes are left when we put non-recycle items in.
11. No complaints. We are satisfied with the services provided and hope City retains weekly recycling pickup and does elect to change to a bi-weekly recycling pickup schedule.
12. Didn't call Eureka recycling, but did use their website a number of times including email comments.
13. Regarding Eureka Recycling. It is my understanding that Eureka is one of the most expensive services. They do have the time to go through the recycling to ensure something is not included that does not meet their narrow acceptance of items. Why does the City continue with the more expensive service?
14. Eureka Recycling is doing a bad job, I think the City needs to get a new company to pick up recycling.

15. My recycling bin appears to have been hit by a car, but I think it may have been because of a windy day. Besides that, I have had no problems.
16. Why do we have Eureka Recycling with their big green truck? Waste Management did a good job.
17. Eureka is good but sometimes didn't pickup.
18. Eureka Recycling – They are OK. Recycle waste was dumped out because they could not pick up this item.
19. Like Eureka Recycling a lot – should continue using them. Missed recycling 3 weeks in a row, so I called.

Expand Recycling = 30

1. I do not like that lots of plastics w/ recycle numbers are not recyclable.
2. Questionable items, food containers, send out rules and regulations.
3. Eureka Recycling is almost draconian about sorting, and there are many types of plastics that they won't accept.
4. Eureka does not accept all containers with a #1 designation. Are we taking full advantage of our recycling efforts?
5. I wish Eureka would expand their list of plastic items they will accept.
6. Could you be able to expand the variety of plastic recycling? At least all the #1 plastic materials. Because more merchandise come in this type of packaging.
7. Would like more recycle opportunities such as plastic bowls, tubs, etc. Would like fee structure to "reward" recycling.
8. I would like to be able to recycle more plastic items like yogurt containers.
9. Wish more plastics could be recycled.
10. Confused about which plastic food carts Eureka will collect (ex. They take milk plastic bottles but throw out other dairy products).
11. I would like to be able to recycle additional plastics. It is too limiting to know what can be recycled and what can't.
12. Wish we could recycle more food plastic containers.
13. Wish they weren't so strict as to what recycling will be accepted. Other cities seem to accept more types of plastic.
14. I inquired as to why many plastic and paper items that are recycled in other municipalities are not recycled by Eureka. The question remains unanswered. I find them no better (or worse) than Waste Management. Come on SLP!! Let's get progressive with our recycling!! I'm disappointed.
15. Wish they would recycle more plastic items.
16. Eureka Recycling needs to recycle more plastic containers other that #1 and #2. Coming from another city, I was surprised as how limited they are with the accepted materials.

17. Please offer recycling to more plastics.
18. No problems. *Request: broader allowances for plastic recycling, please.
19. Why are some plastic and cardboard items not recyclable. Minneapolis has better recycle services.
20. It seems like Eureka recycling should be able to pickup a wider variety of plastic recyclables. Only # 1 bottles…Prior Recycling took a much wider variety. Throwing away a bunch more w/Eureka.
21. Would like to have more plastic recycled. Thanks for what you do.
22. To dam pickee [sic] on the plastics either take all the plastic or not at all.
23. Overall satisfied – hope they (in the future) collect more items.
24. I would like to be able to recycle more materials.
25. Eureka recycling doesn't accept many items that should be recycled. I'd rather have a recycling cart instead of bins since I recycle a lot of stuff (and wish I could recycle more). My friend in Westby, WI (small town) can recycle more than I can (and I live in a metro area.)
26. I would like to be able to recycle more types of items, including batteries and electronics.
27. Recycling is too limited. They refuse too much stuff.
28. The City and Waste Management have met or even exceeded my expectations. Eureka Recycling, however, has not. More than a few times they would leave items & a slip of paper that listed the items they do take. The problem is, the stuff they leave were items they were supposed to take. Also, they do not recycle as many items as other companies.
29. More recycling options would be great.
30. Just wish Eureka would take more varied types of plastics and batteries.

Litter = 4

1. Recycling could do better job of making sure stray pieces of paper aren't left lying near bins.
2. Overall, I'm happy with the services. May only concern is they are not always good about "cleaning up." For example, I will find a bottle in my driveway or alley. Or my bins will be left in my driveway (blocking garage access) instead of where I left them for pickup.
3. Sometimes bottles/cans/paper miss the truck & are left in the street. They need to be more careful & keep streets clean.
4. Just one time broken glass bottles in front of driveway. They are good. Thanks!

Single Sort =5

1. Would prefer to put all recyclables in one container instead of separating.
2. Instead of sorting recycling – I recommend that you go with combined recycling. It works great at our other house and we recycle more because of it. This recycling company (Eureka)

does not accept some items that are truly recyclable. We should be able to combine paper, plastic, glass, and cans all into same recycling container.

3. The only frustration we have is the sorting requirement for recyclables. Other cities allow you to mix recyclable materials in one bin – which would encourage more recycling.
4. Eureka Recycling – can we just put everything together instead of sorting? A lot of cities have this policy.
5. Please switch to single-sort recycling.

City of St. Louis Park = 5

1. Two areas of dissatisfaction: couldn't get a call back from City on yard waste question (2-3 times).
2. The City out to (or employees of City who answer phone) be informed about what Waste Mgt/Eureka accept.
3. Satisfied with the service, but not how much everything costs. You need to keep your increases to what your customer's raises are – 0 to 2%. Work harder to trim costs!
4. I am a new resident. Five additional coupons couldn't possibly deal with all the moving materials. Some of City staff were very helpful – others were less than helpful. I physically went to City offices.
5. It has always been a pleasure to work with City Reps.

Miscellaneous Comments = 98

General = 7

1. Snowplowing – drive too fast – push snow over bank onto walks – most overall services good. What can be done about electrical lines – power outages too often. Plant better trees on Avenue!
2. I would like, for how much we pay, to get a few complimentary "extra waste" stickers each year. There are always a couple of times a year (after a party, for example) where the bin isn't big enough. I don't think that' asking too much! Thanks! I appreciate the great work you do.
3. Really only need pickup every two weeks, would be nice to be charged accordingly.
4. EUREKA – Accept a wider range of recyclables than WM did. Eco-friendly. SLP resident of 26 years, best City Govt. on earth. I love SLP….keep up the good work!
5. I think utility rates have increased dramatically in the last three years – don't like that!
6. Lower the price
7. Wish all charges were less.

Overall Satisfied = 48

1. I am incredibly pleased with the garbage and recycling service in St. Louis Park, it is the best I've had in the 5 states I've lived.
2. Happy ☺
3. Satisfied with service.
4. I really have no complaints at this time.
5. All have been satisfactory in the past.
6. I have had excellent service!
7. Good
8. Overall, we have been very satisfied with our service.
9. Service has been very good.
10. Everything seems to be working well. No issues.
11. Overall, we've been very pleased w/both these services.
12. Happy with the opportunities (fall and spring) to recycle or dispose of larger items and hazardous waste items.
13. Very Satisfied.
14. I like the service of both. They have been clean, and forthright in providing info about how they pick-up, what they will and will not pick up. I tend to get more irritated with stupid neighbors who get the same info I did, but still mess up on what they, not Waste Mgmt or Eureka should do!! ☺.
15. We are lucky to be living here where we have your help.
16. All fine.
17. Good service.
18. I am fully satisfied with waste pickup and recycling.
19. Good.
20. The City of SLP, along with Waste Management & Eureka Recycling, provide the best service I have ever had in any city in which I have lived.
21. (Smiley Face)
22. No problems. I never called. Not sure which company I use.
23. Overall – extremely satisfied.
24. Very happy with recycling and garbage pickup. Also, yard waste pickup is very convenient.
25. All good!!
26. No complaints!
27. I am well satisfied with received service.

28. The service has been very good.
29. I can't find anything wrong with their service. I wish everything in our system worked as well. "Thanks for the steady service".
30. I think Waste Management & Eureka both do an Excellent job.
31. So far it's been great.
32. We are very satisfied with our city and services! (smiley face)
33. All do a wonderful service!
34. No problems, service has been fine!
35. They are doing an OK job. There have been a couple of times when they didn't pick up my recycles or trash.
36. No contact has been needed. Thank you for caring.
37. They do perform well. They are mostly on time. Always well picked up. Never any refuse in the area.
38. We appreciate the excellent work being done by the City staff and the contractors – Waste Management and Eureka Recycling.
39. They do a good job.
40. We have been pleased.
41. Very pleased with everyone's service.
42. Very satisfied with the services – phone person GREAT!
43. We have been very satisfied with their services.
44. Eureka and City staff are all terrific. "NEVER" an unpleasant experience.
45. Thank you for all you do. St. Louis Park is a great place to live.
46. Other than the squirrels that eat through our garbage containers, we seem satisfied.
47. Both companies do the job. Both have friendly and helpful drivers. I am satisfied, and that' fine – I don't know what would make me "very satisfied" with the overall service.
48. Excellent service. Prompt response when recently skipped (only twice).

Survey Form = 4

1. Why is #4 "Somewhat Satisfied" ranked higher than #3 "Satisfied"?
2. I think that the answer columns should be re-titled: 1) Very Unsatisfied; 2) Unsatisfied; 3) Somewhat Satisfied; 4) Satisfied; 5) Very Satisfied.
3. Thank you for asking our opinions! (Please see my comments on the design of this survey inside. I am a former Editor and current proofreader.)
4. Survey is poorly worded.

Cart / Bin Placement Comments = 17

1. I wish they could get people to go by the rules by putting their containers out the night before or early morning instead of the day before pick up. Also putting them away ASAP. It makes the neighborhood look pretty junkie.
2. Please have them return containers to the position left out vs. just anywhere.
3. Services are probably "good enough". My biggest "problem" with them is the drivers don't make much of an effort to return the containers to the location that I had placed them. I have a very small lot and it has caused me more work.
4. My trash can is 50/50 put back where I left it; sometimes in driveway, blocking so I cannot drive my car into my driveway.
5. Often leave receptacles in yard instead of driveway
6. I have only a single driveway, so container must not be returned to driveway. Then I need to get out of the car if I've been gone. Parking is okay. People helpful.
7. Would appreciate if green waste receptacle would be put back on pedestal since I am in a wheelchair. And it should be obvious with the ramp in back. Thank you.
8. Frequently the garbage bins are placed in the driveway after being emptied, not on the boulevard or snow bank where they were prior to emptying.
9. The only thing that is a little inconvenient is during the winter our garbage can sometimes gets put so it blocks the driveway. I have to hop out of the car & move it so I don't hit it. (We have a single car driveway.)
10. Overall good service. At one point we left our trash bin close to the garage & they even picked up the trash. However, there have been times when the trash cans were placed in strange spots or not close to our garage.
11. Every so often my garbage container is in my driveway when I come home, which is annoying. I have to get out and move it before driving in my driveway.
12. One of my major annoyances is coming time to find my garbage can blocking my driveway. This happens at least once a month. It's especially frustrating in winter when we've gone through the effort to clear a space in the snow (off the driveway) for the garbage container. This applies to WM.
13. My garbage can is not always placed on the side where it belongs – have a hard time getting in driveway. At least I don't have to get out of my car, before I entered the driveway. Not yet anyway.
14. Waste Management: My neighbors put their yard waste cans outside my house. I have asked the drivers to place the empty cans street side against the curb rather than in my yard because the leftovers fall into my yard. I am disabled and it is easier to sweep than rake.
15. If Waste Management tags my garbage can and tells me I cannot put in my driveway or in the street, then they should not leave it in the driveway or street when they are done with it!!!
16. Have been very satisfied with all services. There have been 5-10 instances where garbage cans were placed in driveway blocking my car from getting in. Annoying, yes, but still happy with services.

17. Recently, Waste Management put our garbage can up in the snow, we had it on the driveway.

Driver Comments = 22

1. The recycle and waste pick up drivers are very friendly, helpful and courteous. In the past (2+ years ago), we had drivers that entered our alley too fast, drove over curbs, etc. Very unsafe, especially in summer when children are out of school. Please remind drivers occasionally about above. We are watching!
2. We have found the drivers and service we've received to be very good. We are very satisfied with services received.
3. Drivers sometimes get off pavement in alley leaving deep tire tracks in ground.
4. I have been very pleased with all of my services. If I am in the yard, the drivers have always greeted me with a friendly comment. Thanks.
5. Good, very nice guys – they should all get a raise.
6. Our alley has a sharp turn. Between City snow plows & garbage trucks, all I see is mud. Let's rock this area.
7. Eureka's schedule of pickups is somewhat irregular – sometimes comes late in the day.
8. Over all, service is good. Recycling is always late. Never know when they come. First was early in morning not late afternoon. I recycle all things; bagged cans, papers, cardboard, and catalogs. I'm 80 years & one fixed income. Keep on thinking of ways that make it easier for resident to recycle.
9. Waste Management came hours before Eureka. Eureka often came after dark, making me decide to leave container at curb over night. This makes pickup chores grow to 3 days – a quality of life issue.
10. I really appreciate Eureka's drivers answering my questions. They are very knowledgeable, patient, and friendly.
11. Waste Management drivers are super nice, helpful, and friendly. I have seen them getting out of the car helping elderly neighbors or helping people when the car is stuck in snow. They are awesome.
12. Not sure which service is doing it, why do they have to leave tire skid marks on our roads!
13. The man who collects our garbage is THE BEST. The man who collects our garbage is a real gentleman and helpful – always has a friendly smile and a kind word. He noticed that I was on crutches for awhile after a n injury and would take the container from the street after it was emptied and bring it up the driveway to its place by the garage (A very nice man).
14. When my alley was paved, it was made too narrow for the garbage trucks. Therefore, the curbs are broken and the trucks hit my lawn. Oh well, when my kids are playing outside, the drivers are careful [and] often wave.
15. When I was pregnant and in labor, I could only get my trash can ½ way down. The driver came and got my can for me. Very nice.
16. 1 - In the past I've called Waste Mgmt. for a special pick up and I found them to be great – they make the process so easy. 2 – I did get one weird little note from the Waste Mgmt.

driver regarding something in our garbage can that needed a special pick up – it wasn't nasty but it turned out that someone else put it in our receptacle (those scoundrels!) – point – communication was pleasant and meant to instruct.

17. Waste drivers drive fast and break fast. Leave black skid mark. Squeak brakes.
18. The Waste Management collection guys are the greatest. They have a big smile on their faces and they do their job perfectly. It's a joy to see them come to our neighborhood.
19. My garbage men are great, happy-go-lucky guys. They are my G-Men. Very helpful and efficient.
20. 1) The drivers are very friendly! I have an 18 month son who loves garbage day plus they are so good to him! 2) One of the yard waste collectors is great! He empties my paper leaf bags so we can reuse them the following week! We really appreciate the extra time he takes so we don't constantly have to buy more bags!
21. WM – Super Friendly, regular collectors.
22. Waste Management route persons have improved somewhat in recent months. They still carry an "attitude."