

TallahasseeVoices Solid Waste Survey

Overview

This study addresses opinions and experiences of City of Tallahassee and Leon County residents regarding solid waste services. Results from City residents are presented first, followed by results from the County residents.

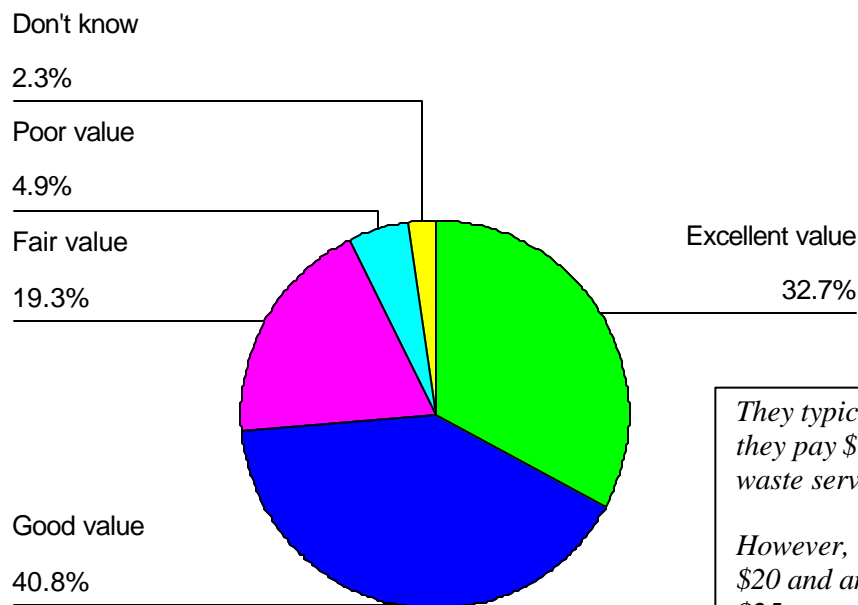
TallahasseeVoices panelists were first asked to share their opinions about the value of their solid waste services including what services they *believe* they are supposed to receive and how much they *believe* it costs per month.

They were then given information regarding what the City *really* is required to provide plus accurate information about costs. Panelists were then asked their opinions again.

Value of Services – Before Receiving Information

Responses to this question reflect residents' opinions previous to hearing accurate information regarding what solid waste services the City is supposed to provide.

Residents were asked: "Given what you pay and what you receive, how would you rate the value of the solid waste services (garbage, trash, bulky items, yard waste, recyclables) you receive?"



They typical city resident believes they pay \$15 a month for solid waste services.

However, 11% believe the cost is \$20 and another 12% believe it is \$25.

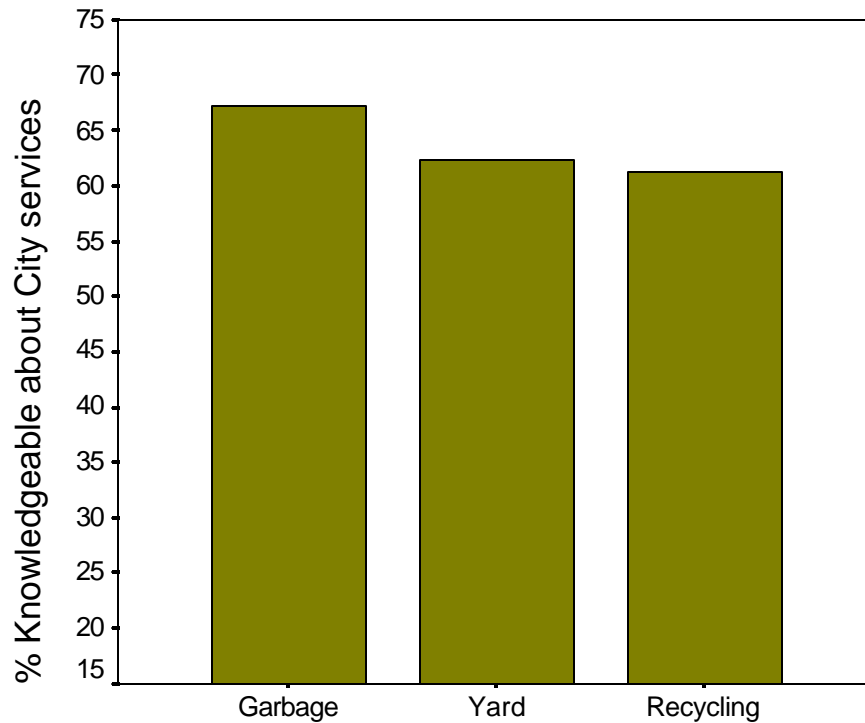
18% believe it costs less than \$15.

Perceived or Expected Frequency of Services

The survey asked residents to share how frequently they believe they are supposed to receive various types of solid waste service.

44 % of City residents were able to accurately report how frequently they are supposed to receive all solid waste services (garbage pickup, yard waste, and recycling.)

However, certain misconceptions are prevalent regarding the frequency and types of services City residents are supposed to receive. The following graphs depict how knowledgeable residents are based on service type.



Value of Services – After Information

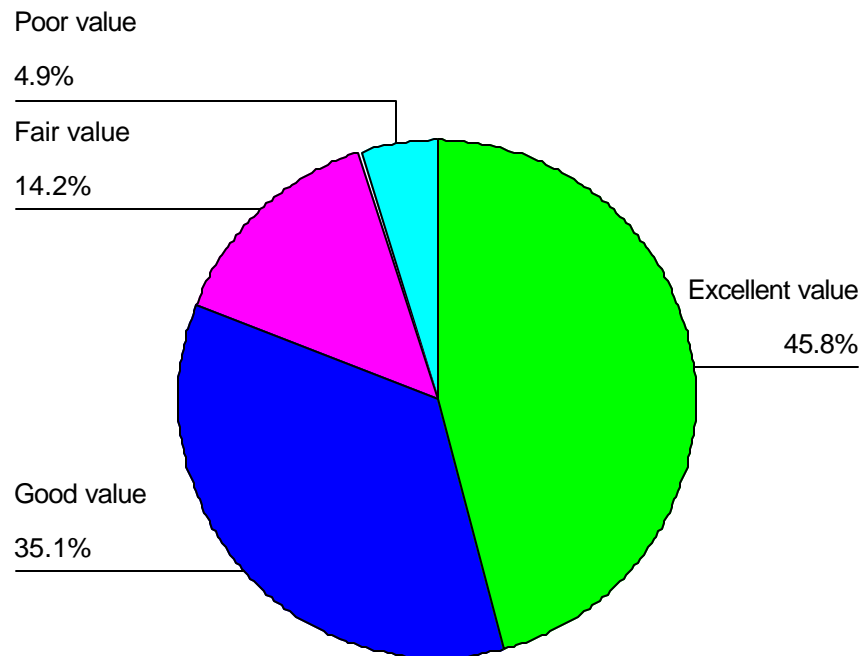
After answering the first set of questions, residents were then given the following set of facts regarding the services they should receive from the City:

You are supposed to receive, either directly from the City or from Waste Management contracting with the City, the following solid waste services:

- ?? 1 “backdoor” and 1 “curbside” garbage collection *each week*
- ?? 1 “curbside” yard trash and bulky item pick-up *every other week*
- ?? 1 “curbside” recycling pick-up *every other week*

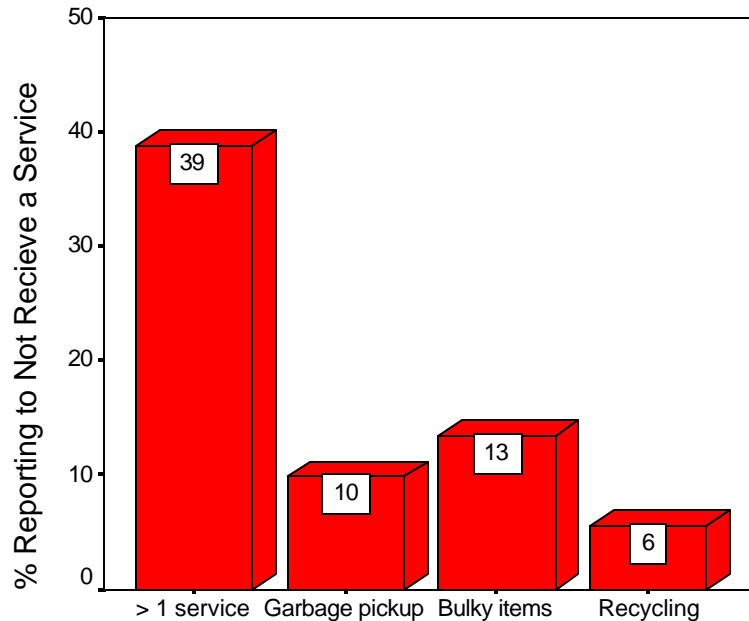
This service costs \$15.30 *per month*

Then, they were asked again: “Now that you are certain what you are supposed to receive and what you actually pay, how would you rate the value of the solid waste services you are supposed to receive?”



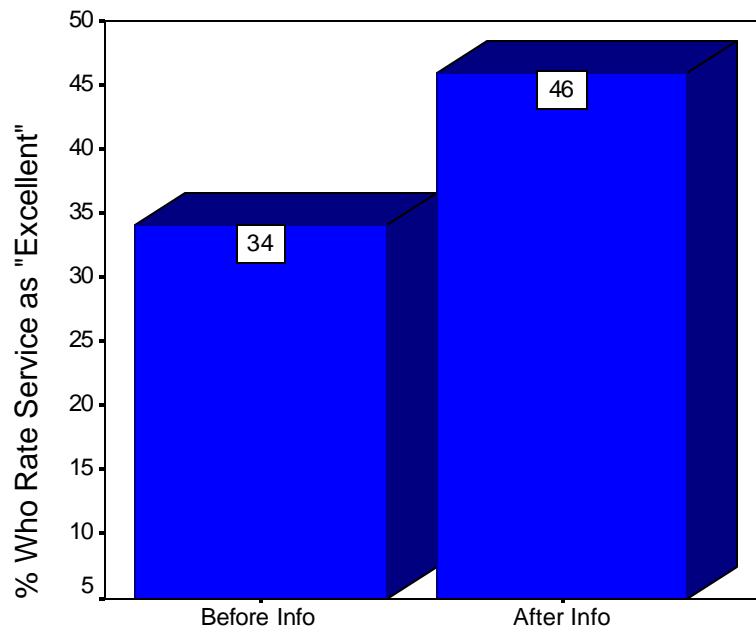
Services that Residents Report Not Receiving from the City

After being told what types and frequency of services they are supposed to receive from the City, residents were asked if they do in fact get these services. By and large, residents receive waste services as expected. However, about 40% claim to be missing at least one service.



Differences in Opinion Before and After the Information

Differences clearly exist in the opinions of residents before and after they were presented with accurate information regarding city services.



Differences in satisfaction between residents in different types of residences.



Residents who live in duplex, triplex, or quadraplex residences report to receive fewer of the required services than those who live in single-family homes. Yet residents living in multi-family housing express higher levels of satisfaction with solid waste services.

Differences in “services received” between residence types

