



**PMG Associates, Inc.**

Economic, Marketing and Management Consultants

Deerfield Beach, FL

Miami, FL

Hendersonville, NC

**2015**

**CITY OF PLANTATION**

**SINGLE FAMILY AND DUPLEX**

**GARBAGE AND RECYCLING SURVEY REPORT**

**SINGLE FAMILY GARBAGE AND RECYCLING REPORT  
2015  
CITY OF PLANTATION**

**Do you live in a single family home or duplex?**

<b>RESPONSE</b>	<b>NUMBER</b>	<b>PERCENT</b>
Single	370	92.5
Duplex	30	7.5
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

**1. How many years have you lived in Plantation?**

<b>RESPONSE</b>	<b>NUMBER</b>	<b>PERCENT</b>
Less than one year	4	1.0
1-5 years	42	10.5
6-10 years	61	15.2
11-20 years	122	30.5
21-25 years	59	14.8
Over 25 years	112	28.0
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

**2. How did you find out about Garbage and Recycling services provided by Waste Management, in the City of Plantation?**

<b>RESPONSE</b>	<b>NUMBER</b>	<b>PERCENT</b>
Neighbor	87	21.8
Newspaper	12	3.0
City	174	43.5
Waste Management	39	9.8
Other	75	18.7
No answer/can't remember	13	3.2
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

**Other:**

HOA	39	Family	2
Realtor	17	Utilities Department	1
Previous Owner	7	Community Service	1
Landlord	3	Maintenance	1
Builder	3	Other Media	1

3. Do you use the curbside collection of City authorized Bags or curbside collection of "Roll-Out" Carts?

RESPONSE	NUMBER	PERCENT
Blue Bags	349	87.2
Carts	51	12.8
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

4. How many blue bags do you use in an average month?

AVERAGE
7.1

5. Would you prefer to have blue bags with draw strings rather than "twist ties"?

RESPONSE	NUMBER	PERCENT
Draw Strings	163	46.7
Twist Ties	158	45.3
Neither	7	2.0
No Answer/preference	21	6.0
<b>TOTAL</b>	<b>349</b>	<b>100.0</b>

% based on 349 Respondents that used Blue Bags

6. Would you prefer to eliminate the "blue bag" system for a city wide roll-out cart program and pay a flat rate per month (approximately \$25.00)?

RESPONSE	NUMBER	PERCENT
Yes	120	34.4
No	226	64.7
No answer/preference	3	0.9
<b>TOTAL</b>	<b>349</b>	<b>100.0</b>

% based on 349 Respondents that used Blue Bags

7. Do you know that all corrugated cardboard moving boxes generated from moving into a residence will be removed on a one-time basis when properly bundled and tied?

RESPONSE	NUMBER	PERCENT
Yes	280	70.0
No	120	30.0
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

8. Did you know that horticultural debris resulting from the care of your property will be removed with your regular weekly collection when properly bundled, tied and accompanied by a paid blue bag?

RESPONSE	NUMBER	PERCENT
Yes	333	83.2
No	67	16.8
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

9. Does your household participate in recycling?

RESPONSE	NUMBER	PERCENT
Yes	375	93.8
No	25	6.2
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

10. If YES, how many times do you set out a recycling bag each month?

RESPONSE	NUMBER	PERCENT
Once a month	37	9.9
Twice a month	83	22.1
Three times a month	32	8.5
Four times a month	222	59.2
No answer	1	0.3
<b>TOTAL</b>	<b>375</b>	<b>100.0</b>

% based on 375 Respondents that recycled

11. Do you use the curbside collection of "Bulk" trash as scheduled?

RESPONSE	NUMBER	PERCENT
Yes	344	86.0
No	56	14.0
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

12. Bulk waste removal services are offered 12 times per year (once per month). Do you feel this is:

RESPONSE	NUMBER	PERCENT
Adequate	343	85.8
Too frequent	13	3.2
Not enough	40	10.0
No answer	4	1.0
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

13. If "Too frequent" or "Not frequent enough", how many days (times) would you recommend?

RESPONSE	AVERAGE
Too frequent (number of times)	5.66
Not enough (number of times)	26.35

Too frequent		Not Frequent enough	
4 times	4	24 times	36
6 times	4	16 times	1
8 times	2	18 times	1
10 times	1	52 times	1
2 times	1	104 times	1

14. Did you know that leaves and grass clippings, placed in a clear yard bag and securely tied at the top, not exceeding 50 pounds will be removed on bulk pick up dates?

RESPONSE	NUMBER	PERCENT
Yes	331	82.8
No	69	17.2
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

15. Do you dispose of your garbage and /or recyclables in another manner to avoid purchasing bags?

RESPONSE	NUMBER	PERCENT
Yes	27	6.8
No	373	93.2
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

16. If Yes, how do you dispose of the recyclables and or garbage?

Take to a dumpster	7	Put in carts next door	1
Take to Friends/Family	5	Garbage disposal	1
Bring to work	4	Incinerator	1
Composting	3	Put in trash bag	1
Bring to Recycling Center	1	No answer	3

17. An annual Solid Waste and Recycling brochure that outlines the programs and options available is mailed to residents at the end of the year. Did you receive a copy last year in 2014?

RESPONSE	NUMBER	PERCENT
Yes	322	80.5
No	78	19.5
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

**18. If Yes, Did you find the information helpful?**

<b>RESPONSE</b>	<b>NUMBER</b>	<b>PERCENT</b>
Yes	306	95.0
No	16	5.0
<b>TOTAL</b>	<b>322</b>	<b>100.0</b>

% based on 322 Respondents that received a brochure

**19. Would you like to have Solid Waste and Recycling information mailed to you?**

<b>RESPONSE</b>	<b>NUMBER</b>	<b>PERCENT</b>
Yes	338	84.5
No	62	15.5
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

The addresses of those that would like to be contacted can be found at the end of this report

**20. Are you aware that valuable information is available online at [www.plantation.org](http://www.plantation.org)?**

<b>RESPONSE</b>	<b>NUMBER</b>	<b>PERCENT</b>
Yes	297	74.2
No	103	25.8
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

**21. What is the name of your subdivision (where you live)?**

Planation Park	32	Plantation Harbor	3	Heritage Park	1
Hawks Landings	26	Plantation	3	Historic Plantation	1
Plantation Gardens	22	Plantation Acres	3	Historic Plantation Gardens	1
Jacaranda Country Club	19	Park East	3	Los Haciendas	1
Westport	16	New Orleans Villas	3	Longwood Village	1
Country Club Estates	16	Lake View Estates	3	Malibu Townhouses	1
Breezeswept Park	15	Jacaranda Cay	3	New Port Lakes	1
Broadview Park	15	Royal Palm South	3	Park Estates	1
Plantation Isles	11	Westgate Lake Manors	2	Park South	1
Jacaranda	10	Winds of Jacaranda	2	Patios in the Park	1
Chelsea I	10	Royal Palm	2	Plantation East	1
Sunset Cove	9	Polynesian Gardens/Villas	2	Plantation Historical Acres	1
Plantation Hills	9	Planation Park East	2	Plantation Lakeside	1
Jacaranda Pointe	7	Old Plantation	2	Plantation Landings	1
Secluded Gardens	7	Parc Court	2	Plantation Palms	1
Royal Palm Estates	7	New Orleans	2	Plantation Park Lake	1
Waterford Courtyard	7	Hawthorne Village	2	Plantation Park West	1
Vineyard of Plantation	6	Jacaranda Estates	2	Plantation Terrace	1
Canterbury	6	Happy Dale	2	Plantation Tropical Way	1
Townhouses at Jacaranda	6	Golfview Estates	2	Quatrain	1
Waterway Estates	5	Fairview Cove	2	Royal Palm South	1
Wimbledon @ Jacaranda	5	Bayberry Village	1	Royal Palm Estates South	1
Ventana	5	Beaumont Estates	1	St. Tropez	1
Nob Hill Estates	5	Chatham Town	1	Town Square	1
Lakes of Newport	5	Covenant Village	1	Tropical Estates	1
Plantation Manor	4	East Park	1	Vineyard Lake Plantation	1
Las Brisas	4	East Plantation	1	West Gate	1
Plantation Golf Estates	4	Floral Heights	1	West Tree	1
Bayberry Pointe	3	French Quarter	1	Westgate Lake	1
Plantation Second	3	Golfview Heights	1	Don't know/refused	12

**22. Have you ever called Waste Management's Customer Service Department with a question or concern?**

RESPONSE	NUMBER	PERCENT
Yes	73	18.2
No	327	81.8
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

**23. If YES: What was the nature of the call?**

Missed pickup	16	Ask about getting carts	2
Bulk pickup schedule	13	Recycling question	2
Bulk pickup questions	11	Ask about cutting down tree	1
Missed bulk pickups	5	Complain about bags	1
General Info	4	Hurricane question	1
Needed schedule	3	Left bundled branches behind	1
Messy pickups	3	Missed recycling pickup	1
Needed new bin/cart	3	New address for transfer station	1
Hazardous waste disposal	2	Question about cardboard	1
Don't remember	2		

**24. Was the staff person courteous? (if yes to #22)**

RESPONSE	NUMBER	PERCENT
Yes	72	98.6
No	1	1.4
<b>TOTAL</b>	<b>73</b>	<b>100.0</b>

% based on 73 Respondents that answered "Yes" to question #22

**25. Was the issue resolved to your satisfaction? (if yes to #22)**

RESPONSE	NUMBER	PERCENT
Yes	67	91.8
No	6	8.2
<b>TOTAL</b>	<b>73</b>	<b>100.0</b>

% based on 73 Respondents that answered "Yes" to question #22

**26. Have you ever had to call the City to resolve an issue that Waste Management could not handle?**

RESPONSE	NUMBER	PERCENT
Yes	1	1.4
No	72	98.6
<b>TOTAL</b>	<b>73</b>	<b>100.0</b>

% based on 73 Respondents that answered "Yes" to question #22

**27. If YES: What was the nature of the inquiry?**

Left bundled branches behind 1

**28. Was the City staff person courteous? (if yes to #26)**

RESPONSE	NUMBER	PERCENT
Yes	1	100.0
No	0	0.0
<b>TOTAL</b>	<b>1</b>	<b>100.0</b>

% based on 1 Respondent that answered "Yes" to question #26

**29. Was the issue resolved to your satisfaction? (if yes to #26)**

RESPONSE	NUMBER	PERCENT
Yes	1	100.0
No	0	0.0
<b>TOTAL</b>	<b>1</b>	<b>100.0</b>

% based on 1 Respondent that answered "Yes" to question #26

**30. Overall, how would you rate your current garbage and recycling service provided by Waste Management?**

RESPONSE	NUMBER	PERCENT
Excellent	228	57.0
Good	149	37.3
Fair	18	4.5
Poor	5	1.2
<b>TOTAL</b>	<b>400</b>	<b>100.0</b>

**31. If you rated the above service as "Fair" or "Poor", please tell us why.**

Hate blue bags	5	Concerned about City management	1
Prefer carts	4	Just remove everything at once	1
Just ok	3	Worker quality has declined	1
Missed pickups	2	Messy Pickups	1
Bags are too expensive	2	Won't take A/C filter	1
Neighbors don't follow rules/freeload	2		

**30. Do you have any suggestions on how Waste Management can improve the garbage and recycling services?**

Prefer carts	27	Bags are poor quality	1
Lower prices	10	Clarify bulk rates	1
Do not like blue bags	9	Don't dig up grass	1
Allow bins/cans	6	Have different sized bags	1
More frequent bulk pickup	5	Larger bins for odd sized items	1
Like the bag system	3	Less expensive/more durable bags	1
Prefer self-tie bags	3	Mail out schedule more often	1
More recycling pickups	3	Notify before hurricane season	1
More reliable pickups	3	One large container	1
Bags are expensive	2	Pickup debris during hurricane season	1
Want cheaper carts	2	Prefer brown paper bags	1
Want recycling bins	2	Pickup old paint cans and electronics	1
Pickup everything on bulk days	2	Upgrade/quieter trucks	1
More pickups	2	Revamp whole system	1
Want stronger bags	2	Sturdier carts	1
Provide more recycling info	2		

**Respondents that would like to be contacted with additional Solid Waste and Recycling information**

Alexander Munroe, 4817 NW 8 Street, 33317  
Anne Linkous, 6601 NW 9 Street, 33317  
Bartley Husbands, 9528 NW 8 Circle, 33324  
Bret Fischer, 287 Jacaranda Drive, 33324  
Charles Taylor, 4832 NW 8 Court, 33317  
Chris McKyle, 5511 SW 6 Street, 33317  
Christine Wemby, 6001 Banyan Terrace, 33317  
Daniel Doonan, 813 Orchid Drive, 33317  
Daniella Waton, 9101 Jacaranda Lane #105, 33324  
David Smith, 540 Beachwood Lane, 33317  
Debra Lau, 401 Sweet Bay Avenue, 33324  
Donald Sutton, 148 NW 42 Avenue, 33317  
Donna McWilliams, 5931 SW 8 Street, 33317  
Elva John, 841 NW 67 Avenue, 33317  
Eric Sterman, 9834 Fairway Cove Lane, 33324  
Eva Reynolds, 881 Renmar Drive, 33317  
Francis Schopp, 811 NW 72 Terrace, 33317  
Gary Dufrene, 5175 SW 6 Court, 33317  
George Duffy, 6701 Cypress Road, 33317  
Gloria Polisi, 731 NW 71 Avenue, 33317  
Gloria Walker, 890 NW 65 Avenue, 33317  
Hector Gardia, 7451 Plantation Road, 33317  
Helen Smith, 6721 Peters Road, 33317  
Homer Smith, 6199 SW 2 Court, 33317  
Howard Schwartz, 9801 Weathervane Manor, 33324  
James Greene, 191 SW 101 Avenue, 33324  
Jane Tate, 850 SW 57 Avenue, 33317  
Jeff Schmidlin, 880 SW 56 Avenue, 33317  
Joan Tinsky, 560 Beachwood Lane, 33317  
Joe Williams, 6791 NW 9 Street, 33317  
John Haney, 332 Bayberry Drive, 33317  
Joni Bravo, 10211 Key Plum Street, 33324  
June Schram, 5361 SW 2 Court, 33317  
Larry Silverman, 9000 Vineyard Lake Drive, 33324  
Lawrence Stewart, 5791 Pine Terrace, 33317  
Libera Baptiste, 4748 NW 2 Court, 33317  
Malcolm Schelong, 950 Renmar Drive, 33317  
Maria Mascioni, 315 NW 49 Avenue, 33317  
Mark Morgenstern, 8253 NW 9 Court, 33324  
Mary Gilbert, 613 Orchid Drive, 33317  
Michele Lodico, 9980 NW 5 Court, 33324  
Michelle Wilcox, 5201 SW 18 St, 33317  
Mike Kenney, 7080 SW 20 Street, 33317  
Nellie McLean, 861 NW 72 Terrace, 33317  
Orna Amar, 10400 Golden Eagle Court, 33324  
Patrick McDonald, 9542 NW 8 Circle, 33324  
Richard Dean, 9829 NW 2 Street, 33324  
Risa Bandkey, 4105 SW 4 Street, 33317  
Rob Haynes, 6541 NW 4 Street, 33317

Sam Sunshine, 1800 SW 55 Avenue, 33317  
Sean Buck, 6320 SW 5 Place, 33317  
Sean Christensen, 780 Pine Ridge Drive, 33317  
Stella Alvarez, 522 West Tree Lane, 33324  
Susan Demay, 9285 Chelsea Drive North, 33324  
Thais Jacob, 10221 Blue Palm Street, 33324  
Tim Ziegler, 1300 SW 55 Avenue, 33317  
Tom James, 1781 SW 69 Avenue, 33317  
Tyler Tyson, 574 NW 46 Terrace, 33317  
Walter Bioni, 5840 SW 16 Court, 33317  
Whitney Carr, 6140 SW 15 Street, 3117  
Yvonne Bachman, 1721 SW 69 Avenue, 33317  
Zenobia Young, 264 NW 102 Terrace, 33324