



PMG Associates, Inc.

Economic, Marketing and Management Consultants

Deerfield Beach, FL

Miami, FL

Hendersonville, NC

2013

CITY OF PLANTATION

SINGLE FAMILY AND DUPLEX

GARBAGE AND RECYCLING SURVEY REPORT

**SINGLE FAMILY GARBAGE AND RECYCLING REPORT
2013
CITY OF PLANTATION**

Do you live in a single family home or duplex?

RESPONSE	NUMBER	PERCENT
Single	365	91.2
Duplex	35	8.8
TOTAL	400	100.0

1. How many years have you lived in Plantation?

RESPONSE	NUMBER	PERCENT
Less than one year	5	1.2
1-5 years	21	5.2
6-10 years	54	13.5
11-20 years	101	25.2
21-25 years	41	10.3
Over 25 years	177	44.3
Refused to answer	1	0.3
TOTAL	400	100.0

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

RESPONSE	NUMBER	PERCENT
Neighbor	74	18.5
Newspaper	10	2.5
City	166	41.5
Waste Management	14	3.5
Other	73	18.2
No answer/can't remember	63	15.8
TOTAL	400	100.0

Other:

Real estate agent	18	Online	3
Former owner	12	Welcome wagon	2
HOA	9	Construction company	1
Mail/letter	9	Country club	1
Flyer	6	Closing documents	1
Friends/family	5	Utility company	1
Water company	5		

12. 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	320	80.0
No	80	20.0
TOTAL	400	100.0

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

RESPONSE	NUMBER	PERCENT
Yes	20	5.0
No	374	93.5
No answer	6	1.5
TOTAL	400	100.0

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

Dumpster at work	6	E waste	1
Take to another city	4	Regulated dump site	1
Drop off a recycling center	2	Take to dumpster	1
Compacter	1	Tie a black bag to blue bag	1

15. 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 2008?

RESPONSE	NUMBER	PERCENT
Yes	320	80.0
No	69	17.2
No answer	11	2.8
TOTAL	400	100.0

16. If Yes, Did you find the information helpful?

RESPONSE	NUMBER	PERCENT
Yes	306	95.6
No	7	2.2
No answer	7	2.2
TOTAL	320	100.0

% based on 320 Respondents that answered "Yes" to question #15

17. Are you aware that valuable information is available online at www.plantation.org?

RESPONSE	NUMBER	PERCENT
Yes	273	68.3
No	122	30.5
No answer	5	1.2
TOTAL	400	100.0

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

RESPONSE	NUMBER	PERCENT
Once a month	24	6.1
Twice a month	94	24.0
Three times a month	19	4.9
Four times a month	251	64.2
No answer	3	0.8
TOTAL	391	100.0

% based on 391 Respondents that answered "Yes" to question # 7

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

RESPONSE	NUMBER	PERCENT
Yes	369	92.2
No	31	7.8
TOTAL	400	100.0

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

RESPONSE	NUMBER	PERCENT
Adequate	353	88.2
Too frequent	20	5.0
Not enough	27	6.8
TOTAL	400	100.0

11. If "Too frequent" or "not frequent enough", how many days (times) would you recommend

RESPONSE	AVERAGE
Too frequent (number of times)	5.1
Not enough (number of times)	24.6

Too frequent

6 times	13
4 times	5
3 times	1
1 time	1

Not Frequent enough

24 times	24
18 times	2
52 times	1

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

RESPONSE	NUMBER	PERCENT
Blue Bags	383	95.8
Carts	17	4.2
TOTAL	400	100.0

4. 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 \$30.00)?

RESPONSE	NUMBER	PERCENT
Yes	112	29.3
No	267	69.7
No answer	4	1.0
TOTAL	383	100.0

% based on 383 Respondents that answered “Yes” to question #3

5. Did 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	261	65.2
No	139	34.8
TOTAL	400	100.0

6. 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	336	84.0
No	64	16.0
TOTAL	400	100.0

7. Does your household participate in recycling?

RESPONSE	NUMBER	PERCENT
Yes	391	97.8
No	9	2.2
TOTAL	400	100.0

26. Was the issue resolved to your satisfaction?

RESPONSE	NUMBER	PERCENT
Yes	6	75.0
No	2	25.0
TOTAL	8	100.0

% based on 8 Respondents that answered "Yes" to question #23

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

RESPONSE	NUMBER	PERCENT
Excellent	206	51.5
Good	184	46.0
Fair	9	2.3
Poor	1	0.2
TOTAL	400	100.0

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

Problems with blue bags	4	Prefer carts	1
Late/missed pickup	2	Fees too high	1
Sees blue bags put in trash truck	1	No answer	1

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

Prefer carts	33	Pickup Hazmats	2
Lower cost of bags	21	Bulk pickup twice a month	1
Need cleaner pickups	5	Bulk pickup Mondays	1
Bigger and stronger recycling bags	5	Pickup trimmings every pickup	1
Get rid of blue bags	4	Pickup trash once a week	1
Pickup recycling twice a week	3	Prefer bins	1
Pickup recycling more often	3	Pickup clear yard bags more often	1
More bulk pickups	2	Keep clear bags for recycling	1
Let us use black bags for bulk	2	Stop people from putting out trash early	1
Don't change	2	Prefer trimming not put on curb	1
More recycling education	2	Don't change to carts	1
Pickup at same time every time	2	Don't drive over plants	1

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

Plantation Park	32	Plantation Harbor	3	Cedar Villas	1
Plantation Gardens	19	Plantation Palms	3	Country Estates	1
Chelsea (all)	14	West Point	3	Dahlia	1
Plantation Golf Estates	13	Country Club Circle	2	East Country Club Circle	1
Sunset Cove	13	Happy Dale	2	East Lake	1
Secluded Gardens	13	Hawthorne Village	2	Golf Estates	1
Royal Palm Estates	13	Jacaranda at Canterbury	2	Gulfview Heights	1
Quatraine (all)	10	Jacaranda Golf Club	2	Harbor	1
Country Club Estates	10	Jacaranda Royale	2	Heritage Gardens	1
Hawks Landing	10	Knob Hill Estates	2	Heritage Parks	1
Jacaranda	10	Lakeview	2	Jacaranda Estates	1
Lakes of Newport	10	Parc Court	2	Jacaranda Pointe	1
Nob Hill Estates	10	Park East	2	Lake Side Plantation	1
Plantation Hills	10	Plantation Landings	2	Landing Club	1
El Dorado	9	Plantation on Pine Ridge	2	Longwood Village	1
Plantation Isles	8	Plantation Park Lake Sites	2	Old Plantation Country Club	1
El Dorado Estates	7	Plantation Royal	2	Plantation East	1
Old Plantation	6	Plantation Secluded Gardens	2	Plantation Elementary	1
Patios in the Park	6	Royal Palm	2	Plantation Point	1
Royal Palm South	6	San Topez	2	Polynesia Villas	1
Plantation Park	5	The Landings	2	Rain Tree Forest	1
New Orleans Villas	5	Townhomes of Jacaranda	2	Rocky Park	1
Breeze Swept Park	4	Trellises	2	Somerset	1
Jacaranda Country Club	4	Tropical Estates	2	The Acres	1
Lakeview Estates	4	Waterways	2	Venatana	1
Bayberry Village	3	Beaumont Estates	1	Waterway Estates	1
Majestic View	3	Broadview Park	1	Wedgewood Estates	1
Plantation Acres	3	Breeze Park East	1	West Tree	1
Plantation Estates	3	Broward Park	1	Westgate Lake Manor	1

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

RESPONSE	NUMBER	PERCENT
Yes	82	20.5
No	318	79.5
TOTAL	400	100.0

20. If YES: What was the nature of the call?

Missed pickup	33	Full dumpster	1
Bulk pickup schedule	13	Holiday schedule	1
Messy pickup	4	How to dispose of paint	1
Missed bulk pickup	4	Large tree needed to be removed	1
Can't remember	4	Left bins on lawn	1
What items would not be picked up	4	Multiple missed pickups	1
Bulk pickup question	3	Ran out of twist ties	1
Pickup schedule	2	Recycling info	1
Question	2	Request more pickup days	1
Picked up unauthorized trash from neighbors	1	Tree trimmings not picked up	1
Bulk pickup damaged lawn	1	Neighbors put out trash early	1

21. Was the staff person courteous?

RESPONSE	NUMBER	PERCENT
Yes	80	97.6
No	2	2.4
TOTAL	82	100.0

% based on 82 Respondents that answered "Yes" to question #19

22. Was the issue resolved to your satisfaction?

RESPONSE	NUMBER	PERCENT
Yes	72	87.8
No	10	12.2
TOTAL	82	100.0

% based on 82 Respondents that answered "Yes" to question #19

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

RESPONSE	NUMBER	PERCENT
Yes	8	9.8
No	74	90.2
TOTAL	82	100.0

% based on 82 Respondents that answered "Yes" to question #19

24. IF YES: What was the nature of the inquiry?

Missed Pickup	3	Would not take certain items	1
Missed bulk pickup	1	Large tree needed to be removed	1
Tree trimmings not removed	1	Neighbors put out trash early	1

25. Was the City staff person courteous?

RESPONSE	NUMBER	PERCENT
Yes	8	100.0
TOTAL	8	100.0

% based on 8 Respondents that answered "Yes" to question #23