



2020 Customer Satisfaction Survey

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Executive Summary

Wasatch Front Waste and Recycling District (WFWRD) provides services to approximately 85,973 residences in the cities of Cottonwood Heights, Herriman, Holladay, Millcreek, Taylorsville; portions of Murray and Sandy; the Town of Brighton; as well as the Metro Townships of Copperton, Emigration Canyon, Kearns, Magna, and White City. The unincorporated areas of Salt Lake County are also included in the service area.

During November 2020, WFWRD conducted the annual Customer Satisfaction Survey for the year of 2020. There were 3,101 responses received via SurveyMonkey resulting in a **94.92% satisfaction rate**.

The results report the following:

- **94.92% of the customers are satisfied with the services we provide.**
- 96.19% of the customers were satisfied with their garbage collection services.
- 93.77% of the customers were satisfied with their recycling collection services.
- 26.12% Subscribe to weekly Curbside Green Waste collection.
 - 95.98% of Curbside Green Waste customers would recommend the program.
 - 93.83% satisfaction with the service.
- 9.2% of customers used the Green Waste Trailer Rental Program in 2019.
 - 90.3% of these customers were satisfied with the length of the trailer rental.
 - 90.71% of these customers were satisfied with the trailer reservation process.
 - 89.73% of these customers were satisfied with the trailer rental costs.
 - 92.38% of these customers had a positive experience with the Green Waste Trailer Rental Program.
 - 90.71% of these customers would recommend the program.
- 14.71% of customers used the Bulk Waste Trailer Rental Program in 2019.
 - 89.0% of these customers were satisfied with the length of the trailer rental.
 - 88.97% satisfaction with the trailer reservation process.
 - 93.28% of these customers were satisfied with the trailer rental costs.
 - 82.61% of these customers had a positive experience with the Bulk Waste Trailer Rental Program.
 - 89.71% of these customers would recommend the program.
- 37.6% of the customers were satisfied with the Area Cleanup Program services.
- 46.52% of customers were familiar with community glass recycling drop-off locations.
- 5.88% of customers subscribe to Curbside Glass Recycling collections
 - 93.6% satisfaction with the program.
 - 13.43% of these customers would recommend the program.
- Customer feedback/observations regarding District Drivers in their area:
 - 97.67% of District drivers obey traffic laws.
 - 97.11% of District drivers collect waste and recycling cans each week.
 - 96.31% of District drivers are courteous.
 - 93.28% of District drivers are approachable.

- 94.46% of District drivers are responsive and helpful.
- 25.84% of customers spoke with a District staff member in 2019.
 - 93.28% of customers indicate that the staff member was courteous.
 - 92.19% of customers indicate that the staff member was knowledgeable.
 - 93.28% of customers indicate that the staff member was professional.
 - 89.32% of customers indicate that the staff member was timely in response to concerns.
 - 87.3% of customers indicate that the staff member was helpful.
 - 84.46% of customers were satisfied with the resolution of their concern.
- 58.88% of customers accessed the District website (<https://wasatchfrontwaste.org>).
 - 93.21% of customers were able to find needed information.
 - 89.28% of customers indicated that the website was easy to navigate.
 - 43.69% of customers regularly use the website to pay their bill.
 - 92.3% overall satisfaction with the District website.

926 comments were left as the final question of the survey. 29.9% of customers chose to leave a comment. The most common comments themes include:

- Expanded Annual Area Cleanup services
- Expanded Recycling services (including glass and plastic bags) and education
- Fees for services
- Consistency of Waste pickup times and minimized spillage

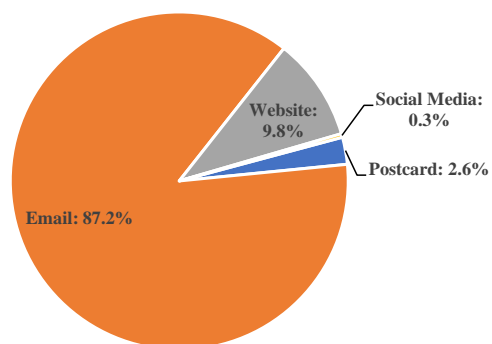
The following information depicts the results of the 2020 survey

Survey Administration

From November 9 to November 22, 2020, WFWRD administered the 2020 Customer Satisfaction Survey. Of the 85,973 residences, WFWRD had 37,859 unique email addresses on file (some email addresses were attached to multiple resident addresses – duplicate email addresses were removed). These residents were emailed invitations to complete the Customer Satisfaction Survey via SurveyMonkey. Of the remaining 44,548 customer addresses, 10,000 were randomly emailed postcards inviting them to complete the survey online. The breakdown of how the postcards were distributed is illustrated in the following chart:

	Non-emails	Percentage	# of Surveys to Send
4B Lane	2	0.00%	0
Big Cottonwood Canyon	13	0.03%	3
Brighton	452	1.01%	101
Copperton	188	0.42%	42
Cottonwood Heights	5,073	11.39%	1,139
Emigration	310	0.70%	70
Granite	220	0.49%	49
Herriman	3,952	8.87%	887
Holladay	4,715	10.58%	1,058
Kearns	6,087	13.66%	1,366
Little Cottonwood Canyon	23	0.05%	5
Magna	4,252	9.54%	954
Millcreek	7,404	16.62%	1,662
Murray	1,586	3.56%	356
North County	18	0.04%	4
Sandy Hills	545	1.22%	122
Southwest	122	0.27%	27
Taylorsville	7,886	17.70%	1,770
White City	1,094	2.46%	246
Willow Canyon	128	0.29%	29
Willow Creek	478	1.07%	107
TOTALS	44,548	100%	10,000

In addition to direct communication, notifications were posted on the District website and social media platforms, such as Facebook and Twitter, inviting customers to partake in the survey. 87.2% of responses were directly from email invitations, while 9.8% were from the links to our website, 2.6% were from our postcard mailing, and 0.3% came from our social media referrals.



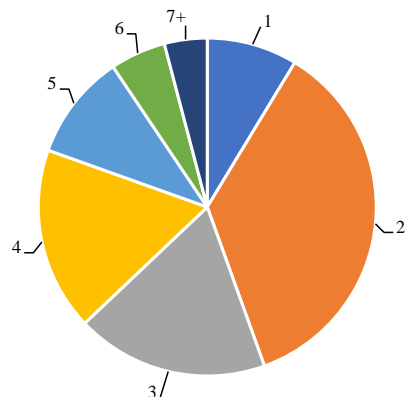
Question 1: In what area are you located?

ANSWER CHOICES	RESPONSES	
4B Lane	2	0.06%
Copperton	9	0.29%
Cottonwood Heights	347	11.19%
Emigration	32	1.03%
Granite	17	0.55%
Herriman	430	13.87%
Holladay	356	11.48%
Kearns	284	9.16%
Little Cottonwood	6	0.19%
Magna	189	6.09%
Millcreek	673	21.70%
Murray	97	3.13%
North County	2	0.06%
Sandy Hills	43	1.39%
Southwest	6	0.19%
Taylorsville	505	16.29%
White City	73	2.35%
Willow Canyon	8	0.26%
Willow Creek	22	0.71%
TOTAL	3,101	

*There are 97 additional respondents from Big Cottonwood Canyon. A separate survey was administered due to differing service levels and the unique circumstances of the canyon.

Question 2: What is your household size?

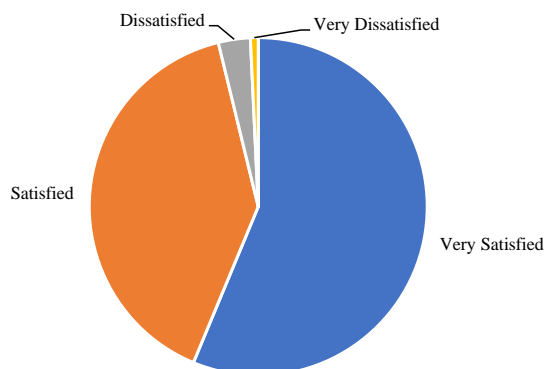
This question was asked to help with statistics in other questions on this survey.



ANSWER CHOICES	RESPONSES	
1	8.67%	269
2	35.83%	1,111
3	18.41%	571
4	17.54%	544
5	10.13%	314
6	5.32%	165
7+	4.10%	127
TOTAL		3,101

Question 3: How satisfied are you with the weekly garbage collection services?

Customers reported a 96.19% satisfaction rate with their garbage collection services. This is a decrease of -0.27% from 2019.

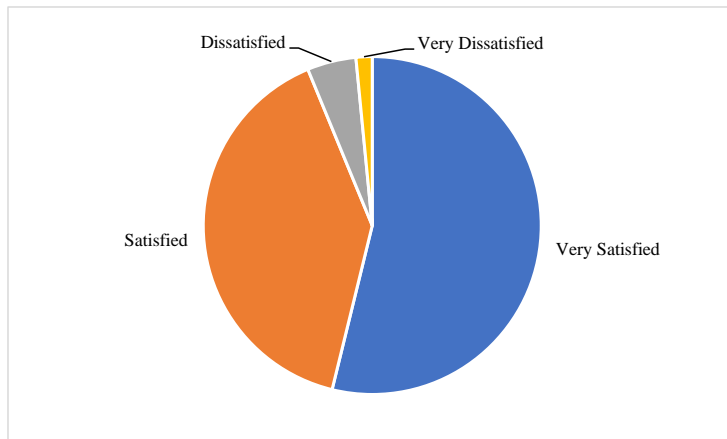


ANSWER CHOICES	RESPONSES	
Very Satisfied	56.27%	1,745
Satisfied	39.92%	1,238
Dissatisfied	3.06%	95
Very Dissatisfied	0.74%	23
TOTAL		3,101

Many comments stated that customers would like more consistent pickup times. Some customers also indicated that they were unhappy with cans being knocked over after pickup. Respondents also mentioned that trash sometimes blew out of the truck as it drove away.

Question 4: How satisfied are you with the weekly recycling collection services?

Customers reported a 93.77% satisfaction rate with their weekly recycling collection services. This is an increase of 3.52% from 2019.

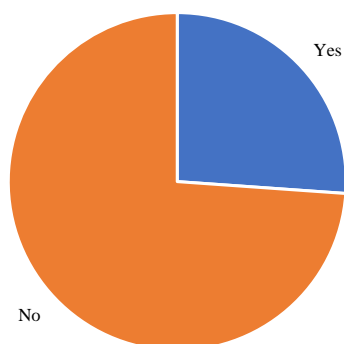


ANSWER CHOICES	RESPONSES	
Very Satisfied	53.82%	1,669
Satisfied	39.95%	1,239
Dissatisfied	4.68%	145
Very Dissatisfied	1.55%	48
TOTAL		3,101

Common comments included the desire for expanded glass and plastic bag recycling practices. Many customers also appreciated the educational outreach and would like more. Again, residents mentioned inconsistent pickup times and waste being blown out of the trucks. Some respondents presented skepticism about the program as a whole.

Question 5: Do you subscribe to weekly curbside green waste collection?

Of these subscribed customers, 93.83% expressed satisfaction with this service. This is a decrease of -1.95% from 2019.

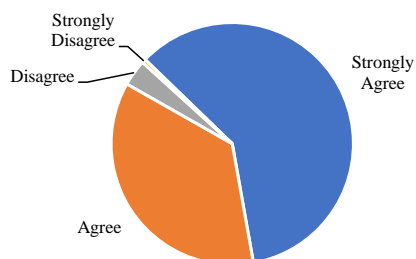


ANSWER CHOICES	RESPONSES	
Yes	26.12%	810
No	73.88%	2,291
TOTAL		3,101

Many of the comments made about curbside green waste collection were concerning the fee associated with the service, customers frequently expressed the desire to enroll in the service but were prevented from doing so by the cost of the service. Some comments indicated that the curbside green waste collection should be included with the standard fee.

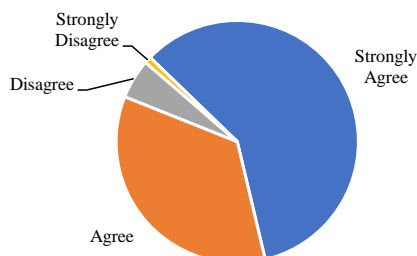
Question 6: How much do you agree with the following statements regarding weekly curbside green waste collection? (Separate fee.)

I would recommend the curbside green waste collection service to my neighbors.



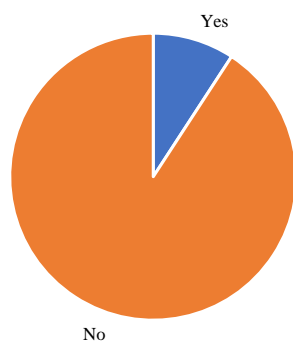
ANSWER CHOICES	RESPONSES	
Strongly Agree	59.97%	478
Agree	36.01%	287
Disagree	3.51%	28
Strongly Disagree	0.50%	4
TOTAL		797

Overall, I am satisfied with my weekly green waste collection service.



ANSWER CHOICES	RESPONSES	
Strongly Agree	59.07%	469
Agree	34.76%	276
Disagree	5.29%	42
Strongly Disagree	0.88%	7
TOTAL		794

Question 7: Have you used the green waste trailer rental in the last 12 months?



ANSWER CHOICES	RESPONSES	
Yes	9.20%	284
No	90.80%	2,804
TOTAL		3,088

Common comments about the green waste trailer rental service included customers desire to include green waste trailers with annual area cleanup in order to reduce the amount of yard waste going into area cleanup trailers. Some customers expressed the desire to rent a green waste trailer but were unable to do so due to availability.

Question 8: How satisfied are you with the green waste trailer rental program? (Separate fee.)

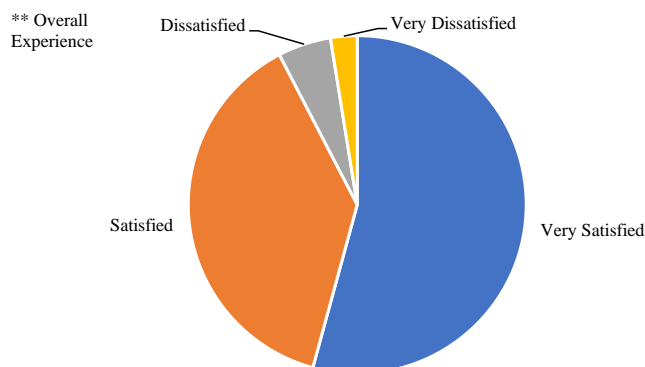
This question was only asked to those respondents who replied that they used the green waste trailer rental in the last 12 months, from Question 7. Of those who rented a green waste trailer, in 2020, 92.38% expressed satisfaction with this service. This is a decrease of (-2.63%) from 2019.

Length of Green Waste Trailer Rental		
ANSWER CHOICES	RESPONSES	
Very Satisfied	56.12%	133
Satisfied	34.18%	81
Dissatisfied	6.33%	15
Very Dissatisfied	3.38%	8
TOTAL		237

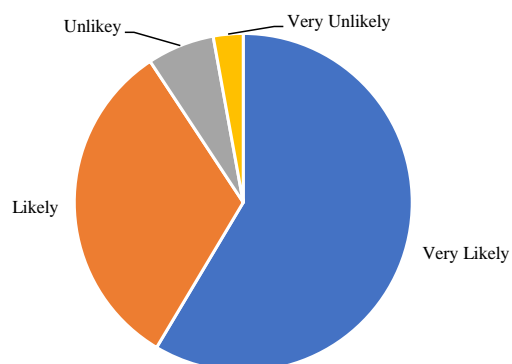
Reservation Process		
ANSWER CHOICES	RESPONSES	
Very Satisfied	46.02%	104
Satisfied	44.69%	101
Dissatisfied	6.19%	14
Very Dissatisfied	3.10%	7
TOTAL		226

Cost of Green Waste Trailer Rental		
ANSWER CHOICES	RESPONSES	
Very Satisfied	52.23%	117
Satisfied	37.50%	84
Dissatisfied	8.04%	18
Very Dissatisfied	2.23%	5
TOTAL		224

** Overall Experience		
ANSWER CHOICES	RESPONSES	
Very Satisfied	54.24%	128
Satisfied	38.14%	90
Dissatisfied	5.08%	12
Very Dissatisfied	2.54%	6
TOTAL		236

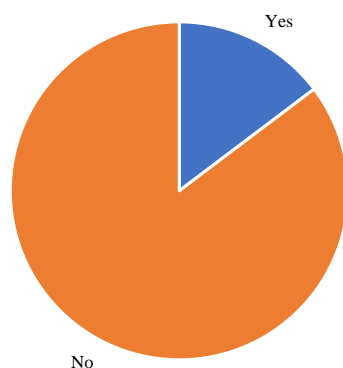


Question 9: How likely are you to recommend the green waste trailer rental program to your neighbors?



ANSWER CHOICES	RESPONSES	
Very Likely	58.57%	164
Likely	32.14%	90
Unlikely	6.43%	18
Very Unlikely	2.86%	8
TOTAL		280

Question 10: Have you used the bulk waste trailer rental in the last 12 months?



ANSWER CHOICES	RESPONSES	
Yes	14.71%	452
No	85.29%	2,620
TOTAL		3,072

Common comments about the bulk waste trailer rental included customers expressing satisfaction with the service and the drivers. Some comments expressed that the fee associated with the rental is too high. A few customers commented on issues resolving additional charges associated with the rental.

**Question 11: How satisfied are you with the bulk waste trailer rental program?
(Separate fee.)**

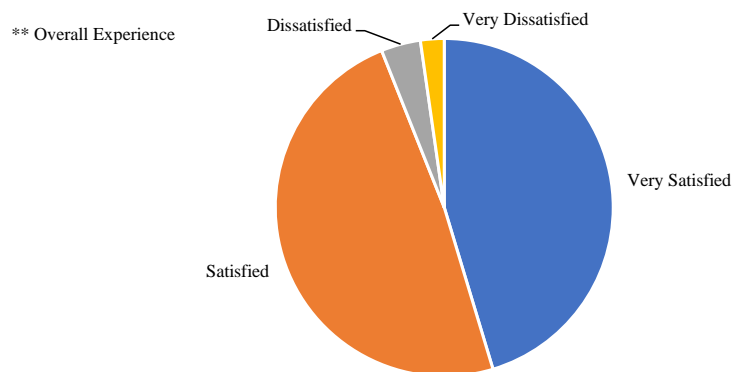
This question was only asked to those respondents who replied that they used the bulk waste trailer rental in the last 12 months, from Question 10. Of those who rented a bulk waste trailer, in 2020, 93.95% 90.69% expressed satisfaction with this service. This is an increase of 3.26% from 2019.

Length of Bulk Waste Trailer Rental		
ANSWER CHOICES	RESPONSES	
Very Satisfied	45.50%	182
Satisfied	43.50%	174
Dissatisfied	7.25%	29
Very Dissatisfied	3.75%	15
TOTAL		400

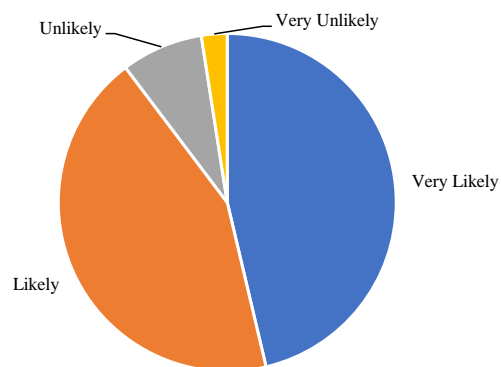
Reservation Process		
ANSWER CHOICES	RESPONSES	
Very Satisfied	44.88%	171
Satisfied	44.09%	168
Dissatisfied	8.14%	31
Very Dissatisfied	2.89%	11
TOTAL		381

Cost of Bulk Waste Trailer Rental		
ANSWER CHOICES	RESPONSES	
Very Satisfied	47.06%	168
Satisfied	46.22%	165
Dissatisfied	4.20%	15
Very Dissatisfied	2.52%	9
TOTAL		357

** Overall Experience		
ANSWER CHOICES	RESPONSES	
Very Satisfied	45.34%	180
Satisfied	48.61%	193
Dissatisfied	3.78%	15
Very Dissatisfied	2.27%	9
TOTAL		397

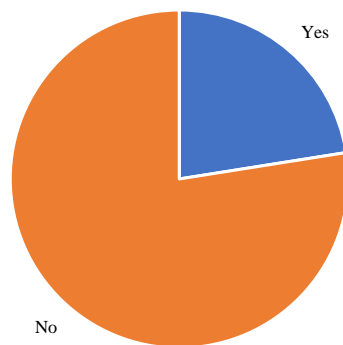


Question 12: How likely are you to recommend the bulk waste trailer rental program to your neighbors?



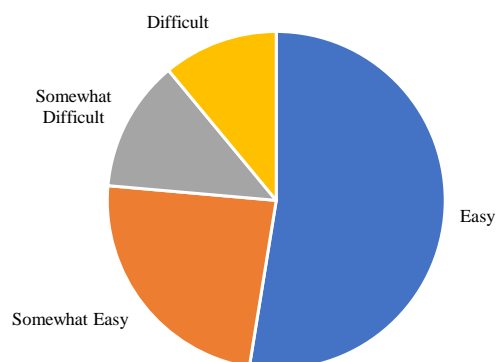
ANSWER CHOICES	RESPONSES	
Very Likely	46.31%	207
Likely	43.40%	194
Unlikely	7.83%	35
Very Unlikely	2.46%	11
TOTAL		447

Question 13: Due to staffing and social distancing, the Area Cleanup Program was conducted by online reservation of container. Did you reserve a container for area cleanup this year?



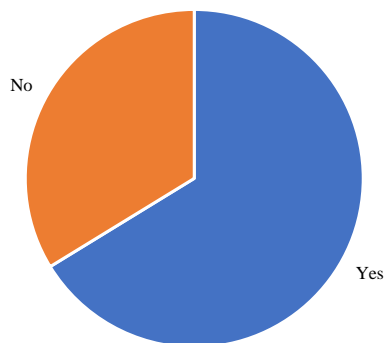
ANSWER CHOICES	RESPONSES	
Yes	22.50%	671
No	77.50%	2,311
TOTAL		2,982

Question 14: How easy did you find the reservation process for the Area Cleanup Program?



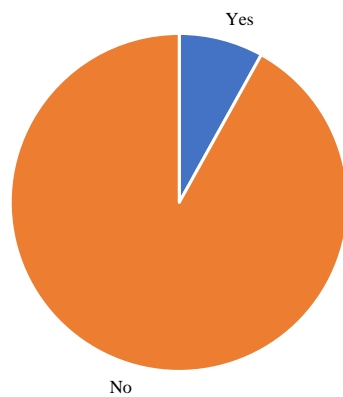
ANSWER CHOICES	RESPONSES	
Easy	52.55%	463
Somewhat Easy	23.84%	210
Somewhat Difficult	12.60%	111
Difficult	11.01%	97
TOTAL		881

Question 15: Did you allow neighbors or family members to use your reserved Area Cleanup container?



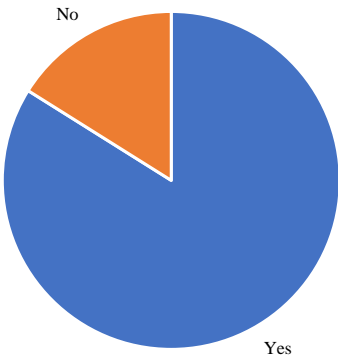
ANSWER CHOICES	RESPONSES	
Yes	66.26%	593
No	33.74%	302
TOTAL		895

Question 16: To your knowledge, did anyone, who you did not authorize, use your reserved Area Cleanup container?



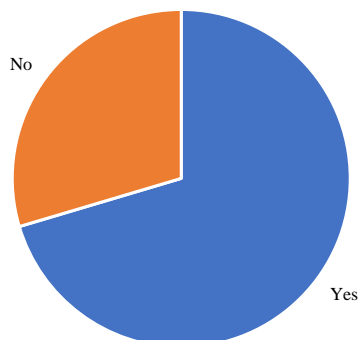
ANSWER CHOICES	RESPONSES	
Yes	8.07%	72
No	91.93%	820
TOTAL	892	

Question 17: Did you understand which dates were available to you for your reservation?



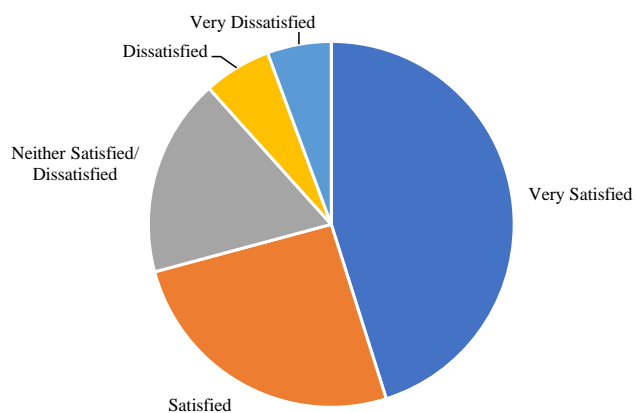
ANSWER CHOICES	RESPONSES	
Yes	83.91%	772
No	16.09%	148
TOTAL		920

Question 18: Were you satisfied with the time frame for use of the reserved Area Cleanup container?



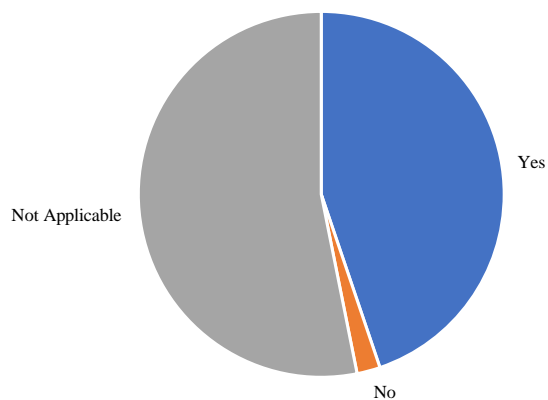
ANSWER CHOICES	RESPONSES	
Yes	70.40%	635
No	29.60%	267
TOTAL		902

Question 19: How satisfied were you with the drop off and pick up of the reserved Area Cleanup container?



ANSWER CHOICES	RESPONSES	
Very Satisfied	45.14%	399
Satisfied	25.68%	227
Neither Satisfied/ Dissatisfied	17.53%	155
Dissatisfied	6.00%	53
Very Dissatisfied	5.66%	50
TOTAL		884

Question 20: Was the driver that delivered and picked up your reserved Area Cleanup container courteous and helpful?

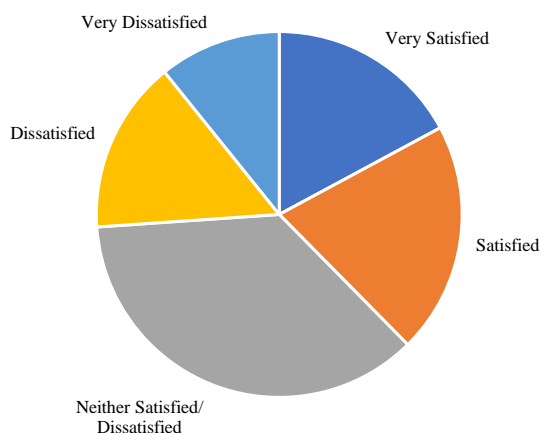


ANSWER CHOICES	RESPONSES	
Yes	44.80%	392
No	2.06%	18
Not Applicable	53.14%	465
TOTAL		875

Question 22: Overall, were you satisfied with the reserved Area Cleanup program this year?

Customers reported an 81.6% satisfaction rate with the annual Area Cleanup services. This is a decrease of (-2.5%) from 2018.

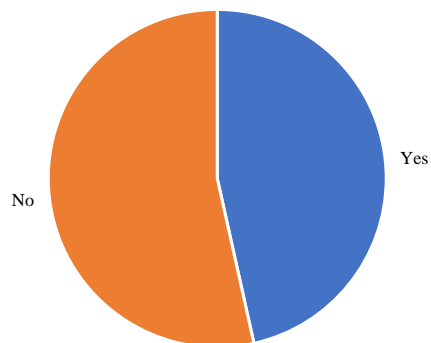
Commented [AA1]: We didn't have a "Neither Satisfied/Dissatisfied" option last year, so I'm not sure how to address the plummet in overall satisfaction.



ANSWER CHOICES	RESPONSES	
Very Satisfied	17.14%	475
Satisfied	20.46%	567
Neither Satisfied/ Dissatisfied	36.30%	1,006
Dissatisfied	15.30%	424
Very Dissatisfied	10.79%	299
TOTAL		2,771

Many of the comments made about area cleanup program included the desire to have multiple cleanups in the year (spring and fall). Many customers expressed that trailers needed to be placed more frequently and left for longer periods of time. Some customers expressed that the hours that the trailers are left conflict with regular work hours, leaving them unable to participate in area cleanup. Several customers indicated that they had not receive enough notice about when the area cleanup would take place and were unable to prepare. Several customers indicated that debris was left after the area cleanup. A few comments were regarding the desire to include recycling, green waste and hazardous material (Paint, batteries, etc.) trailers included in area cleanup.

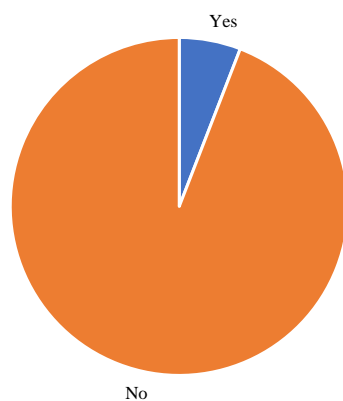
Question 21: Are you familiar with the community glass recycling drop-off locations?



ANSWER CHOICES	RESPONSES	
Yes	46.52%	1,376
No	53.48%	1,582
TOTAL		2,958

Several customers indicated that they would like access to information regarding community glass recycling drop off locations included on the website.

Question 23: Do you subscribe to curbside glass recycling collection (separate fee)?

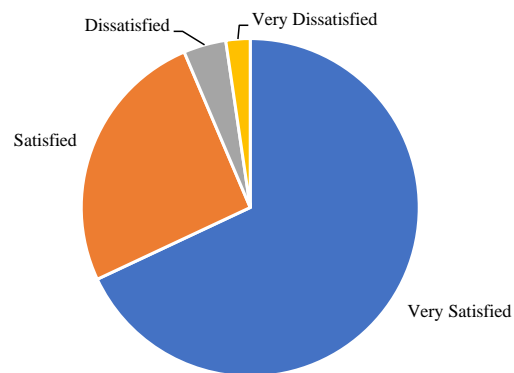


ANSWER CHOICES	RESPONSES	
Yes	5.88%	174
No	94.12%	2,784
TOTAL		2,958

Many comments made about the curbside glass recycling service were concerning the fees associated with the service. Some customers indicated they were eager to participate but could not afford the additional fee. Some customers indicated that glass recycling should be included in standard fees associated with the recycling program. A few customers indicated they were not receiving notices to remind them when pickup was taking place.

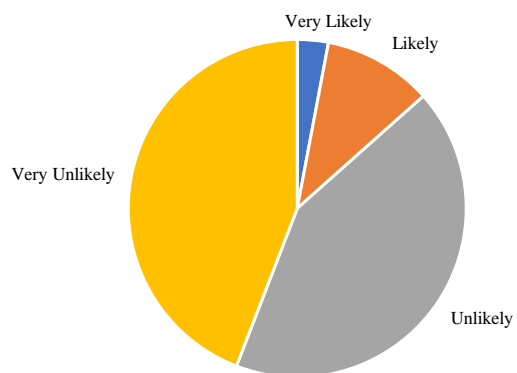
Question 24: How satisfied are you with the curbside glass collection service?

This question was only asked to those respondents who replied that they subscribe to the Curbside Glass Collection service from Question 23. Of those who subscribed to this service in 2020, 93.6% expressed satisfaction with this service. This is an increase of 1.57% from 2019.



ANSWER CHOICES	RESPONSES	
Very Satisfied	68.02%	117
Satisfied	25.58%	44
Dissatisfied	4.07%	7
Very Dissatisfied	2.33%	4
TOTAL		172

Question 25: How likely are you to subscribe to the curbside glass collection service?

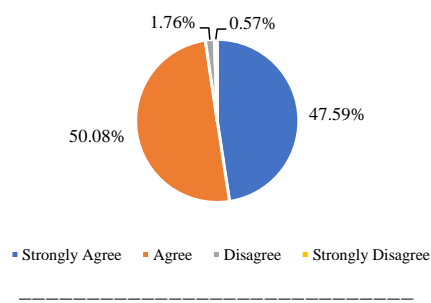


ANSWER CHOICES	RESPONSES	
Very Likely	2.97%	82
Likely	10.46%	289
Unlikely	42.44%	1,173
Very Unlikely	44.14%	1,220
TOTAL		2,764

Question 26: How much do you agree with the following statements regarding District drivers in your area?

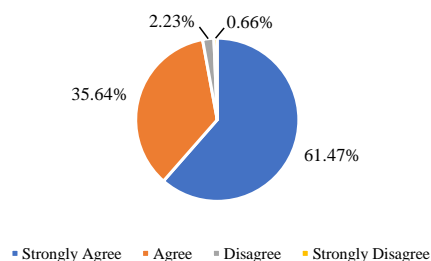
District drivers in my area obey traffic laws.		
ANSWER CHOICES	RESPONSES	
Strongly Agree	47.59%	1,243
Agree	50.08%	1,308
Disagree	1.76%	46
Strongly Disagree	0.57%	15
TOTAL		2,612

District drivers in my area obey traffic laws.



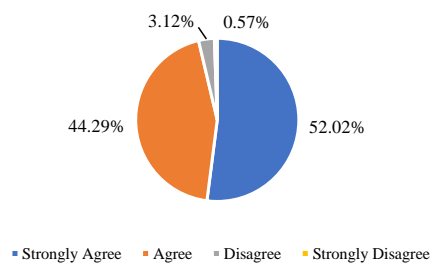
District drivers collect my waste/ recycling each week.		
ANSWER CHOICES	RESPONSES	
Strongly Agree	61.47%	1,766
Agree	35.64%	1,024
Disagree	2.23%	64
Strongly Disagree	0.66%	19
TOTAL		2,873

District drivers collect my waste/recycling each week.



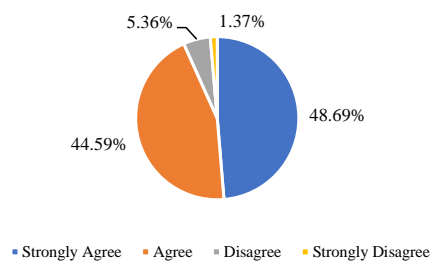
<i>District drivers in my area are courteous.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	52.02%	1,285
Agree	44.29%	1,094
Disagree	3.12%	77
Strongly Disagree	0.57%	14
TOTAL		2,470

District drivers in my area are courteous.



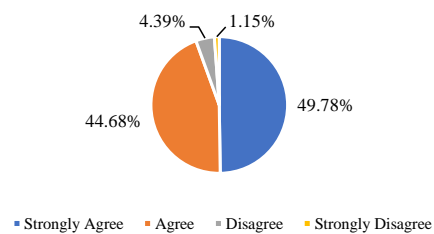
<i>District drivers in my area are approachable.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	48.69%	927
Agree	44.59%	849
Disagree	5.36%	102
Strongly Disagree	1.37%	26
TOTAL		1,904

District drivers in my area are approachable.



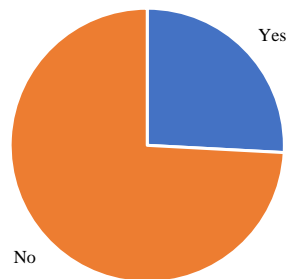
<i>District drivers in my area are responsive and helpful.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	49.78%	997
Agree	44.68%	895
Disagree	4.39%	88
Strongly Disagree	1.15%	23
TOTAL		2,003

District drivers in my area are responsive and helpful.



Common comments made about drivers included expressions of gratitude for drivers being friendly and helpful to customers. Some comments indicated that drivers were not following local traffic laws. Several customers indicated that they held drivers responsible for damage to cans. A few indicated that they held drivers responsible for debris being left behind after collection or flying out of the truck as it drove away.

Question 27: Have you spoken with a District staff member in the last 12 months?



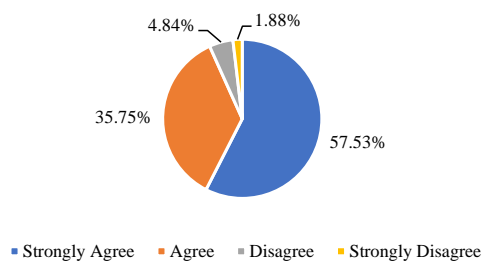
ANSWER CHOICES	RESPONSES	
Yes	25.84%	758
No	74.16%	2,175
TOTAL	2,933	

Common comments made about the office staff included issues concerning professionalism or friendliness over the phone. Other comments made about office staff included statements of gratitude for their services and praise for instances when office staff resolved customer issues with high customer satisfaction.

Question 28: How much do you agree with the following statements regarding the District staff member you spoke to?

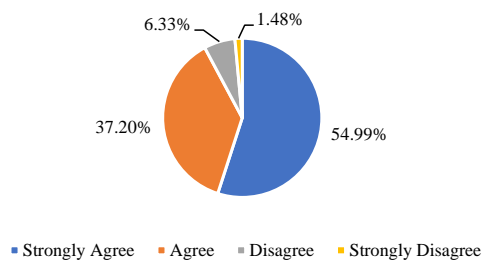
The staff member was courteous.		
ANSWER CHOICES	RESPONSES	
Strongly Agree	57.53%	428
Agree	35.75%	266
Disagree	4.84%	36
Strongly Disagree	1.88%	14
TOTAL		744

The staff member was courteous



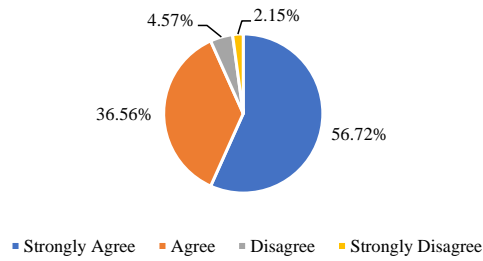
The staff member was knowledgeable.		
ANSWER CHOICES	RESPONSES	
Strongly Agree	54.99%	408
Agree	37.20%	276
Disagree	6.33%	47
Strongly Disagree	1.48%	11
TOTAL		742

The staff member was knowledgeable



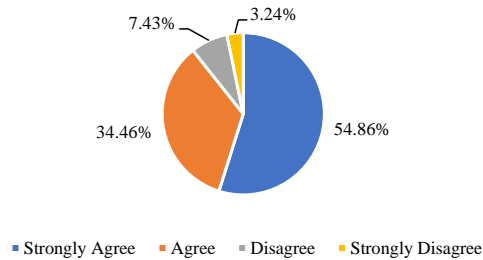
<i>The staff member was professional.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	56.72%	422
Agree	36.56%	272
Disagree	4.57%	34
Strongly Disagree	2.15%	16
TOTAL		744

The staff member was professional



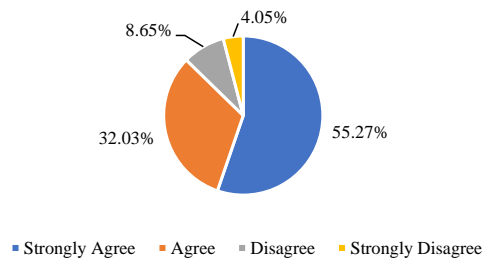
<i>The staff member was timely in response to my concern.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	54.86%	406
Agree	34.46%	255
Disagree	7.43%	55
Strongly Disagree	3.24%	24
TOTAL		740

The staff member was timely in response to my concern



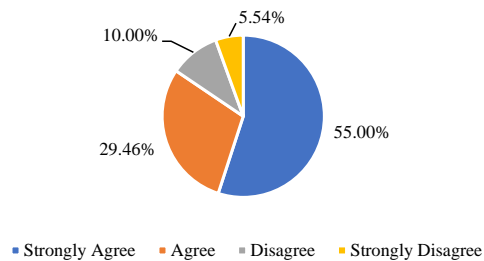
<i>The staff member was helpful.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	55.27%	409
Agree	32.03%	237
Disagree	8.65%	64
Strongly Disagree	4.05%	30
TOTAL		740

The staff member was helpful

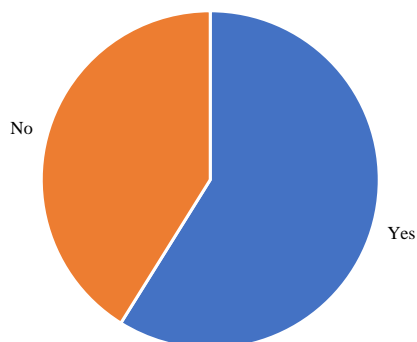


<i>Overall, I am satisfied with the resolution of my concern.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	55.00%	407
Agree	29.46%	218
Disagree	10.00%	74
Strongly Disagree	5.54%	41
TOTAL		740

Overall, I am satisfied with the resolution of my concern.



Question 29: Have you accessed the District website (<https://wasatchfrontwaste.org>) in the last 12 months?



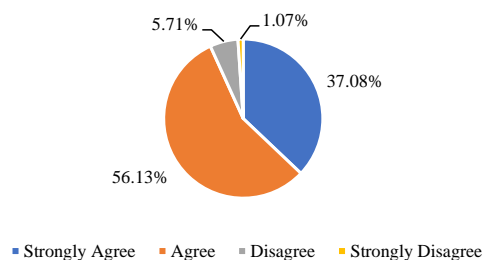
ANSWER CHOICES	RESPONSES	
Yes	58.88%	1,721
No	41.12%	1,202
TOTAL		2,923

Many comments made about the website were concerning the organization of information which made it difficult to navigate, customers indicated that they could not find the information they were seeking. Some customers indicated they would like more accessible information regarding acceptable materials for the recycling program, community glass recycling location, schedules for area cleanup, information about acceptable materials for area cleanup, hazardous material drop off locations and notifications about curbside glass recycling pick up times.

Question 30: How much do you agree with the following statements regarding website access?

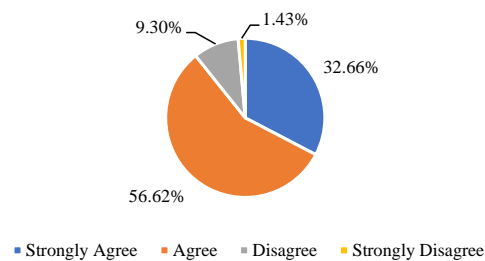
<i>I was able to find the information that I needed.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	37.08%	623
Agree	56.13%	943
Disagree	5.71%	96
Strongly Disagree	1.07%	18
TOTAL		1,680

I was able to find the information that I needed



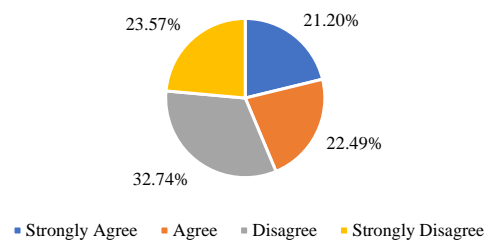
<i>The website was easy to navigate.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	32.66%	548
Agree	56.62%	950
Disagree	9.30%	156
Strongly Disagree	1.43%	24
TOTAL		1,678

The website was easy to navigate



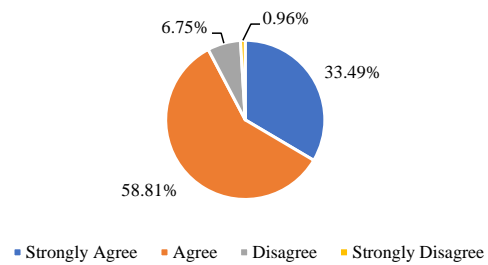
<i>I regularly use the website to pay my bill.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	21.20%	312
Agree	22.49%	331
Disagree	32.74%	482
Strongly Disagree	23.57%	347
TOTAL		1,472

I regularly use the website to pay my bill



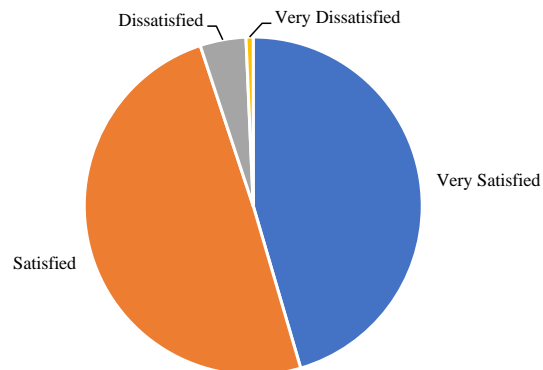
<i>Overall, I am satisfied with the District website.</i>		
ANSWER CHOICES	RESPONSES	
Strongly Agree	33.49%	561
Agree	58.81%	985
Disagree	6.75%	113
Strongly Disagree	0.96%	16
TOTAL	1,675	

Overall, I am satisfied with the District website



Question 31: Overall, how satisfied are you with the services we provide?

Across the entire board, WFWRD customers reported a 94.92% satisfaction rate in 2020. This is a decrease of -0.44% from 2019.

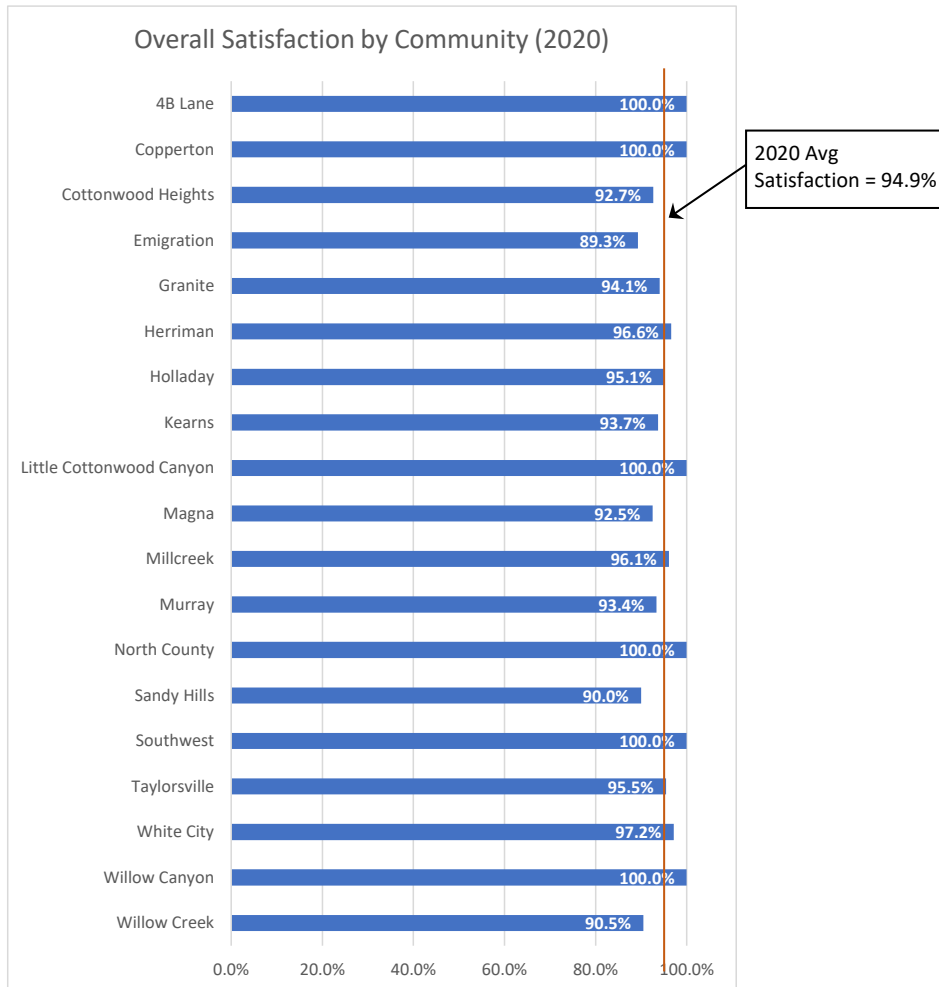


ANSWER CHOICES	RESPONSES	
Very Satisfied	45.47%	1,315
Satisfied	49.45%	1,430
Dissatisfied	4.39%	127
Very Dissatisfied	0.69%	20
TOTAL		2,892

Overall satisfaction divided by community is illustrated on the following chart:

Area	Overall Satisfaction	Change from 2019
4B Lane	100.0%	N/A
Copperton	100.0%	+0%
Cottonwood Heights	92.7%	-2.6%
Emigration	89.3%	+2.3%
Granite	94.1%	-5.9%
Herriman	96.6%	+1.5%
Holladay	95.1%	-1.9%
Kearns	93.7%	+0.1%
Little Cottonwood Canyon	100.0%	+0%
Magna	92.5%	-5.1%
Millcreek	96.1%	+1.1%
Murray	93.4%	+0.9%
North County	100.0%	+50%
Sandy Hills	90.0%	-10%
Southwest	100.0%	+0%
Taylorsville	95.5%	+0%
White City	97.2%	+1.8%
Willow Canyon	100.0%	+0%
Willow Creek	90.5%	-3.3%

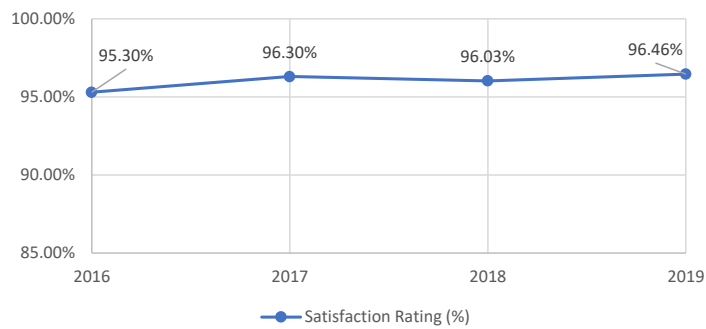
* Data has been rounded to the nearest tenth.



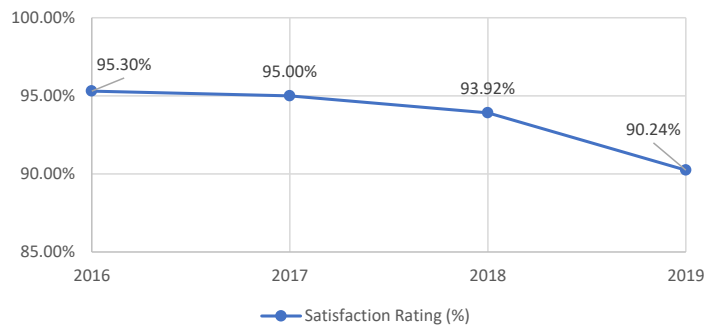
Trends

*The omitted questions in this segment did not have an exact comparison to previous surveys.

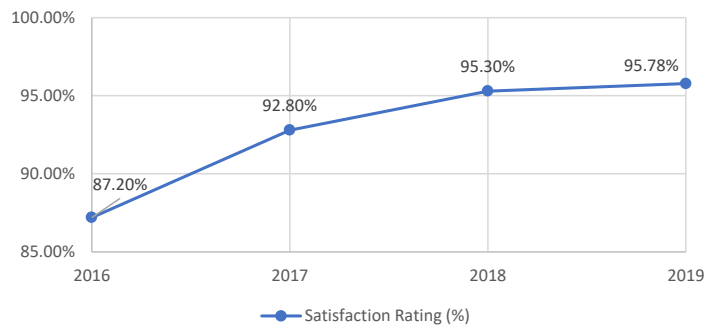
Question 3: How satisfied are you with the weekly garbage collection services?



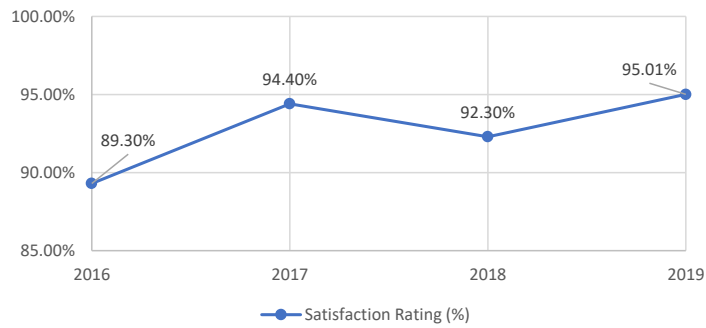
Question 4: How satisfied are you with the weekly recycling collection services?



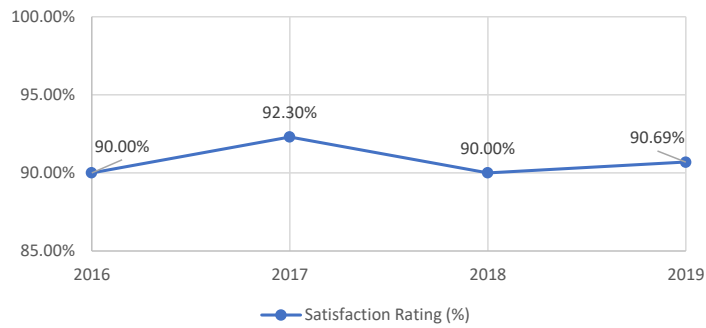
Question 6: How satisfied are you with the weekly recycling collection services?



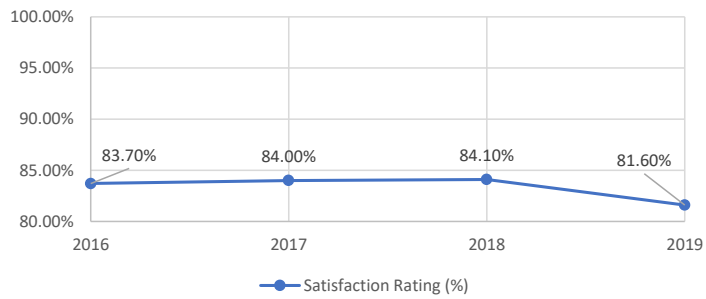
Question 8: How satisfied are you with the Green Waste Trailer rental program?



Question 8: How satisfied are you with the Green Waste Trailer rental program?



Question 13: Overall, how satisfied are you with the annual Area Cleanup services? (Part of your fees.)



b

Question 23: Overall, how satisfied are you with the services we provide?

