

SOUTH WHITEHALL TOWNSHIP

Resident Feedback

Refuse/Recycling & Green Initiatives

Summer 2019

Collected for One Month (June 21, 2019 to July 21, 2019)

Advertised on Website and link included in Utility Bills

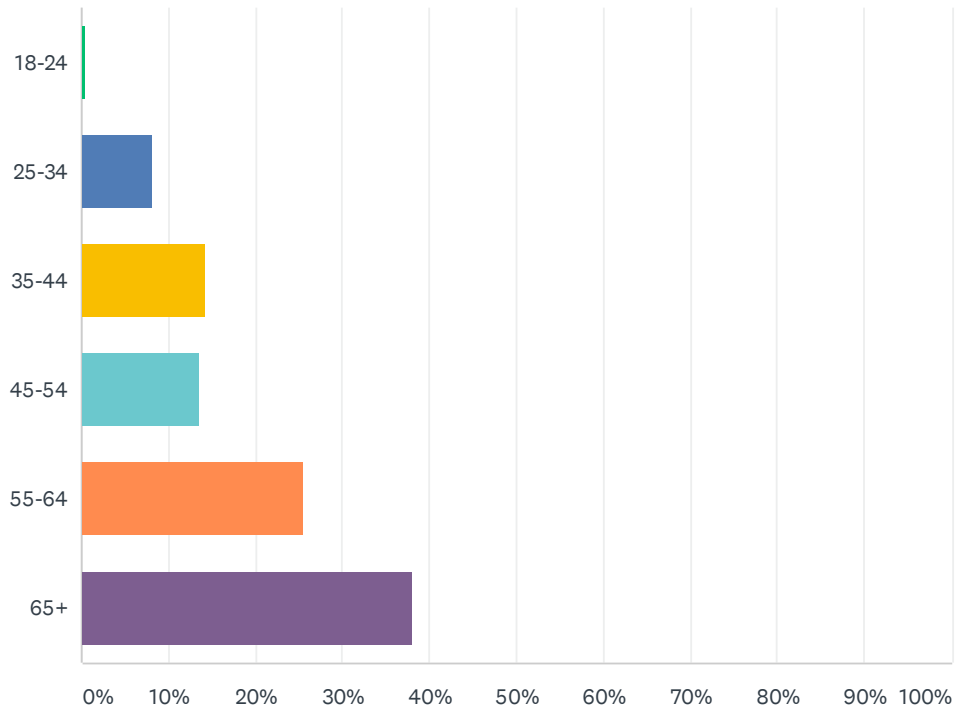
18 Questions

723 Respondents

Demographics

Q1 How old are you?

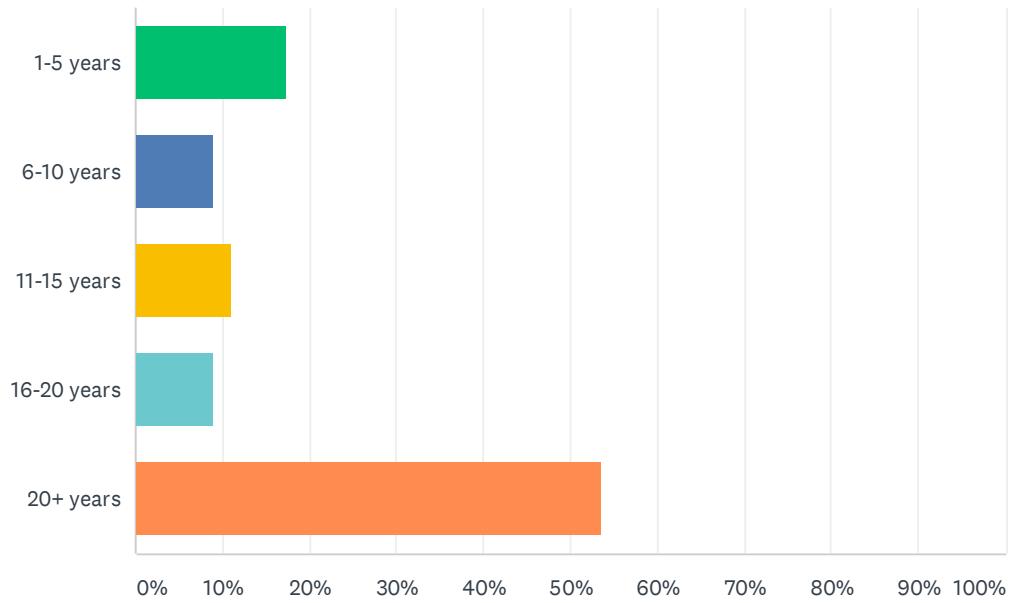
Answered: 718 Skipped: 5



ANSWER CHOICES	RESPONSES
18-24	0.42% 3
25-34	8.08% 58
35-44	14.21% 102
45-54	13.65% 98
55-64	25.63% 184
65+	38.02% 273
TOTAL	718

Q2 How many years have you lived in South Whitehall Township?

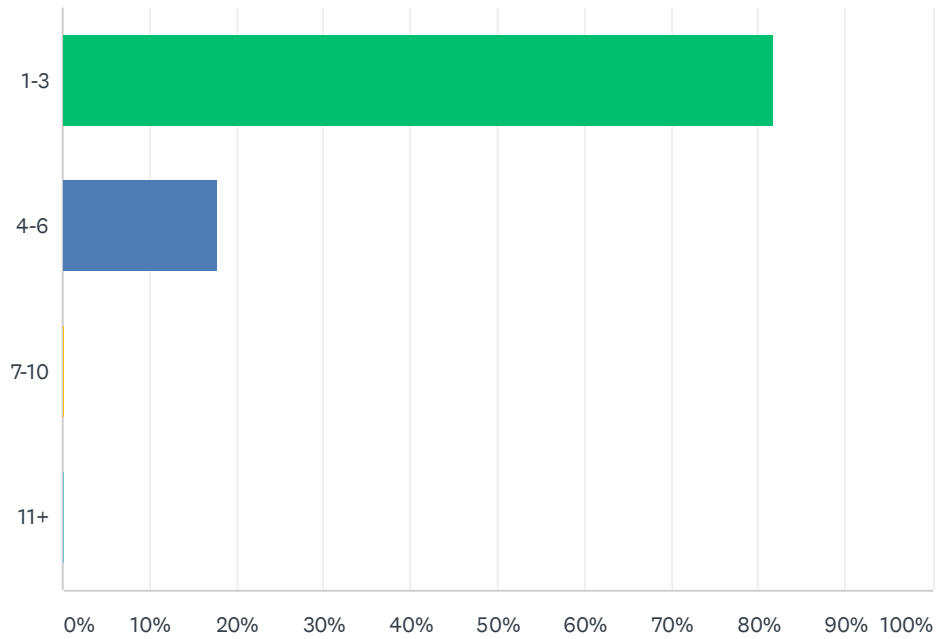
Answered: 718 Skipped: 5



ANSWER CHOICES	RESPONSES	
1-5 years	17.27%	124
6-10 years	9.05%	65
11-15 years	11.00%	79
16-20 years	9.05%	65
20+ years	53.62%	385
TOTAL		718

Q3 Including yourself, how many residents live within you home?

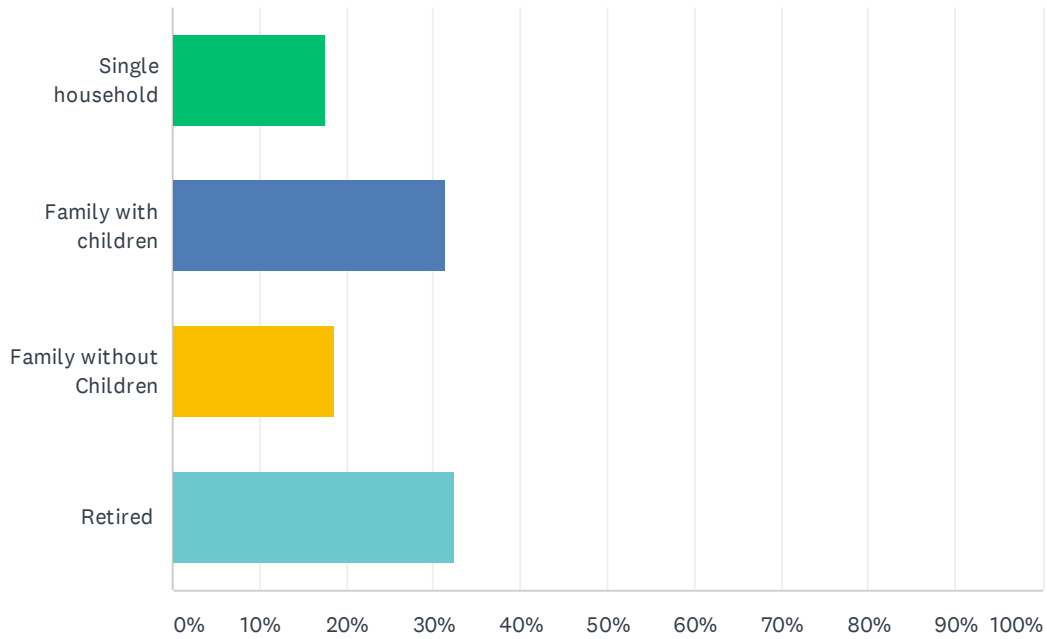
Answered: 718 Skipped: 5



ANSWER CHOICES	RESPONSES	
1-3	81.89%	588
4-6	17.83%	128
7-10	0.14%	1
11+	0.14%	1
TOTAL		718

Q4 Which of the following best describe your household?

Answered: 720 Skipped: 3

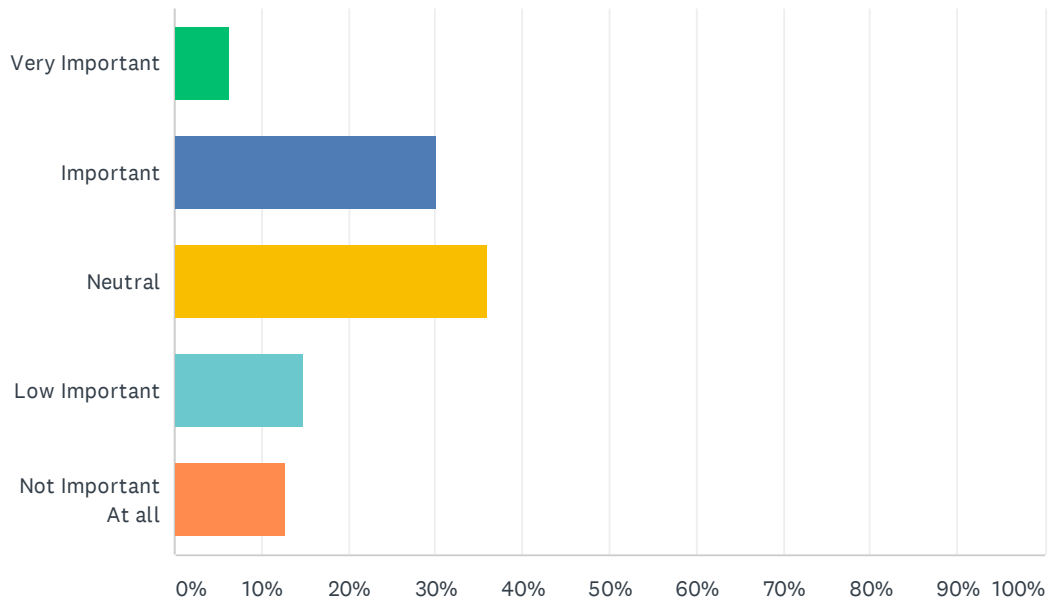


ANSWER CHOICES	RESPONSES	
Single household	17.50%	126
Family with children	31.39%	226
Family without Children	18.61%	134
Retired	32.50%	234
TOTAL		720

Refuse & Recycling

Q5 How important is the visual appearance and condition of the trash hauler vehicle fleet?

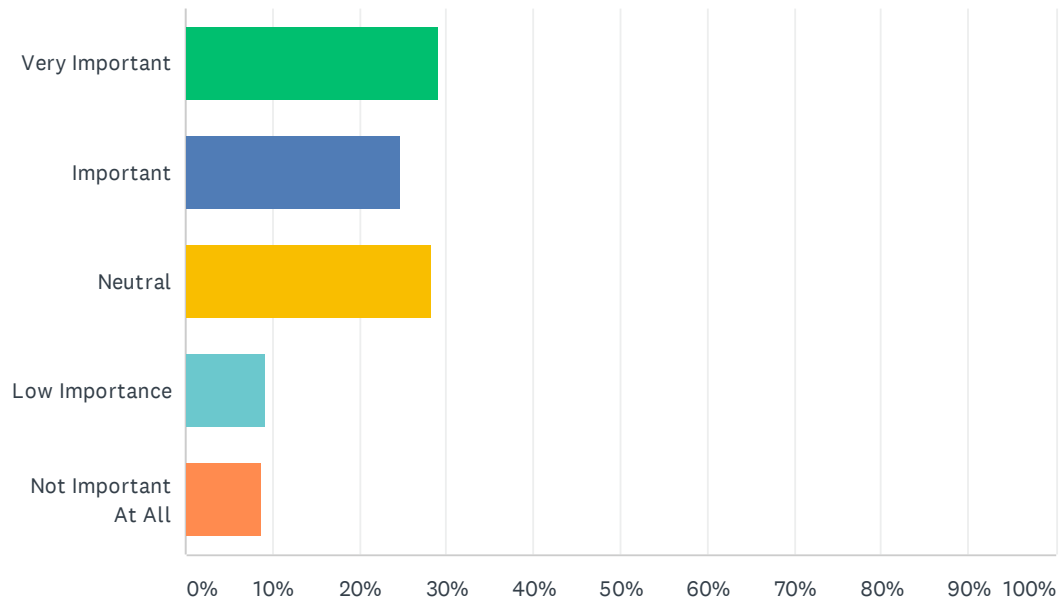
Answered: 721 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Important	6.24%	45
Important	30.10%	217
Neutral	36.06%	260
Low Important	14.84%	107
Not Important At all	12.76%	92
TOTAL		721

Q6 How important is the use of trucks with mechanical arms to empty trash cans/toters?

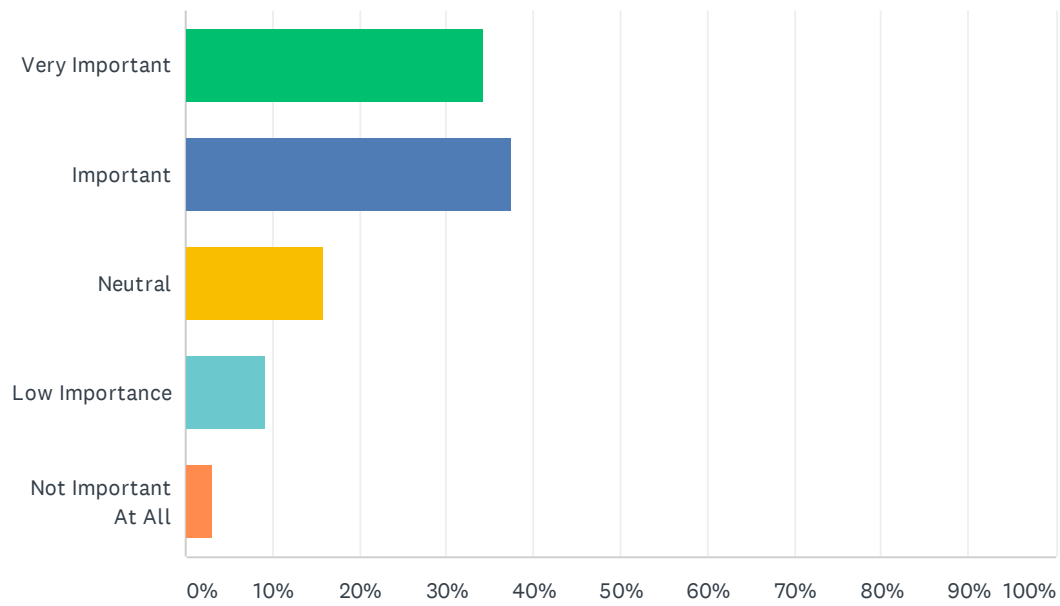
Answered: 720 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Important	29.03%	209
Important	24.72%	178
Neutral	28.19%	203
Low Importance	9.31%	67
Not Important At All	8.75%	63
TOTAL		720

Q7 How important is receiving communication (voice or text) from the trash hauler about pick-up changes/delays due to holiday or weather?

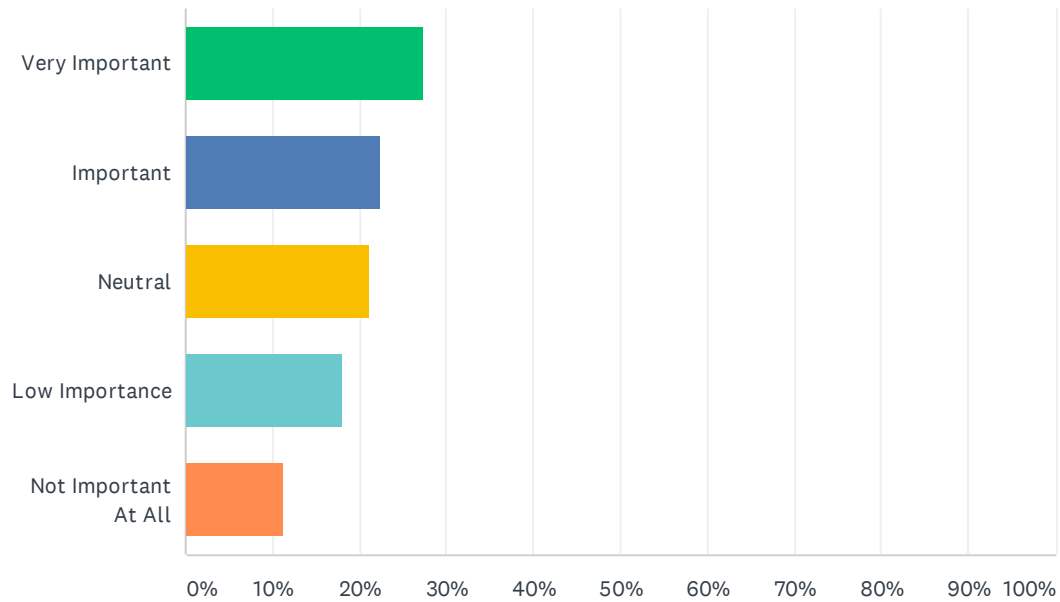
Answered: 720 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Important	34.31%	247
Important	37.36%	269
Neutral	15.97%	115
Low Importance	9.17%	66
Not Important At All	3.19%	23
TOTAL		720

Q8 How important is a Spring leaf collection? (The Township currently only collects leaves curbside in the fall)

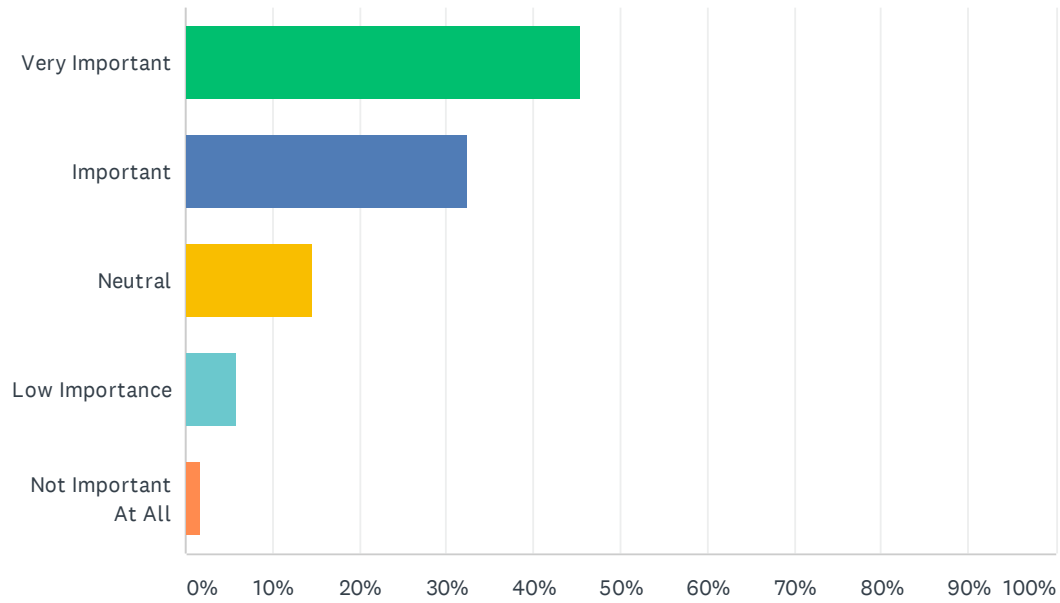
Answered: 721 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Important	27.32%	197
Important	22.33%	161
Neutral	21.08%	152
Low Importance	18.03%	130
Not Important At All	11.23%	81
TOTAL		721

Q9 How important is an annual resident electronic recycling event?

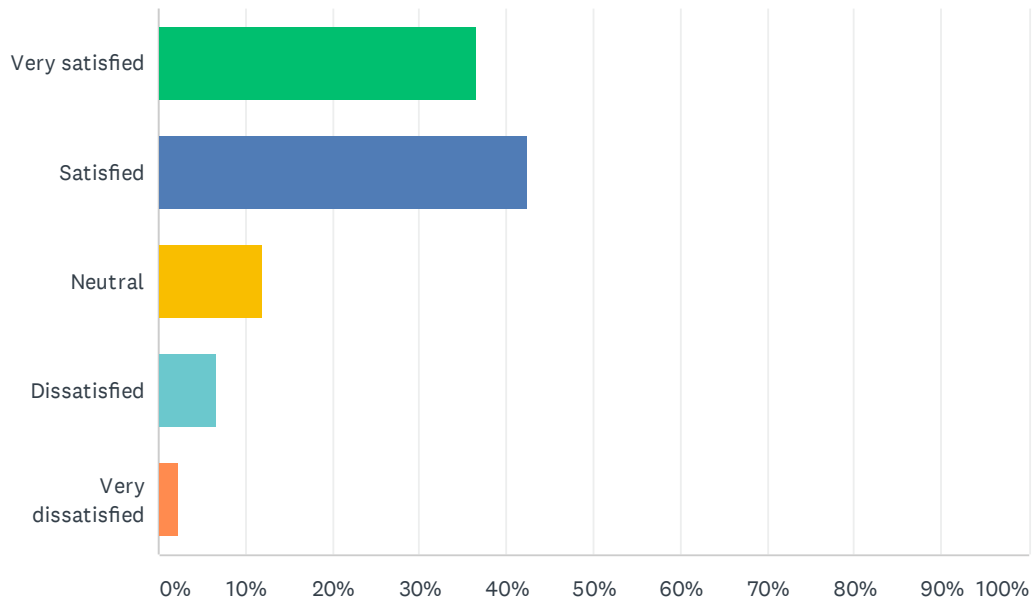
Answered: 722 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Important	45.43%	328
Important	32.41%	234
Neutral	14.54%	105
Low Importance	5.96%	43
Not Important At All	1.66%	12
TOTAL		722

Q10 How satisfied are you with the current curbside pick up collection hours? (6am-7pm)

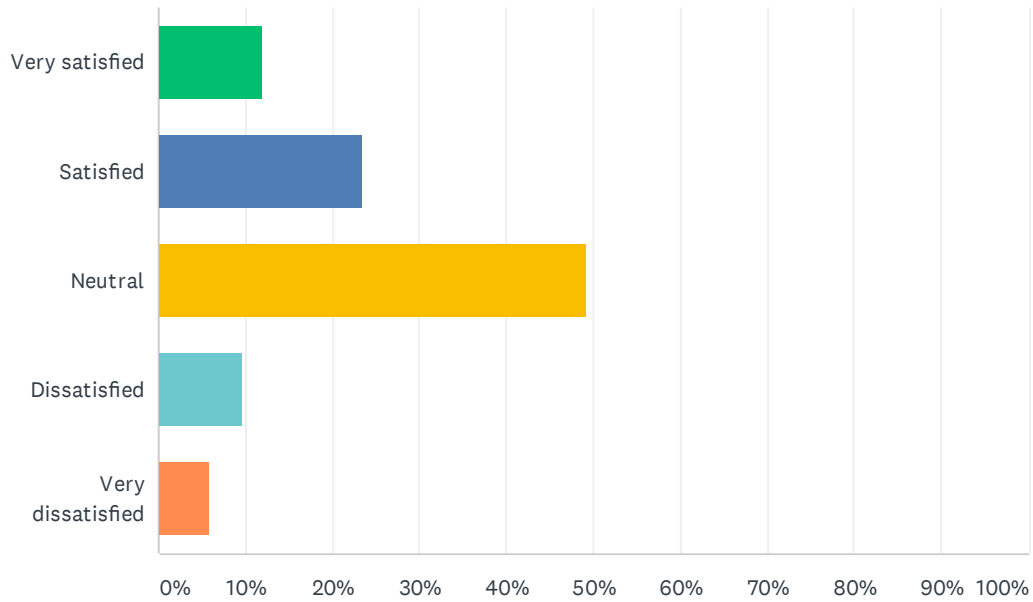
Answered: 719 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very satisfied	36.58%	263
Satisfied	42.56%	306
Neutral	11.82%	85
Dissatisfied	6.68%	48
Very dissatisfied	2.36%	17
TOTAL		719

Q11 How satisfied are you with the current grass clipping collection and sticker process? (1 container per week, April-October, with opportunity to purchase additional stickers)

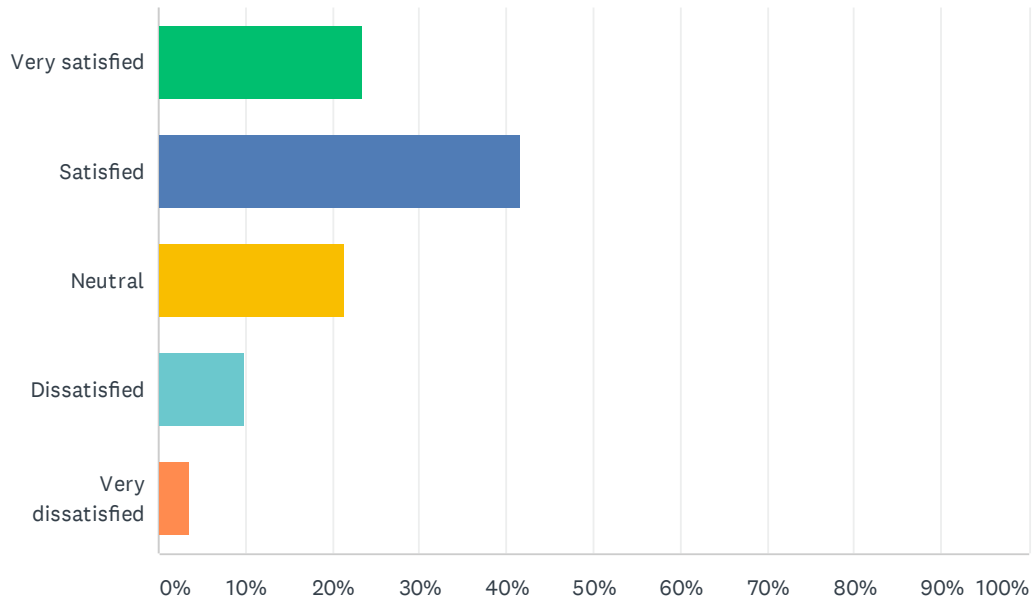
Answered: 714 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very satisfied	11.90%	85
Satisfied	23.39%	167
Neutral	49.16%	351
Dissatisfied	9.66%	69
Very dissatisfied	5.88%	42
TOTAL		714

Q12 How satisfied are you with the current curbside bulk item pick-up and sticker process? (1 bulk item per week, with opportunity to purchase additional stickers)

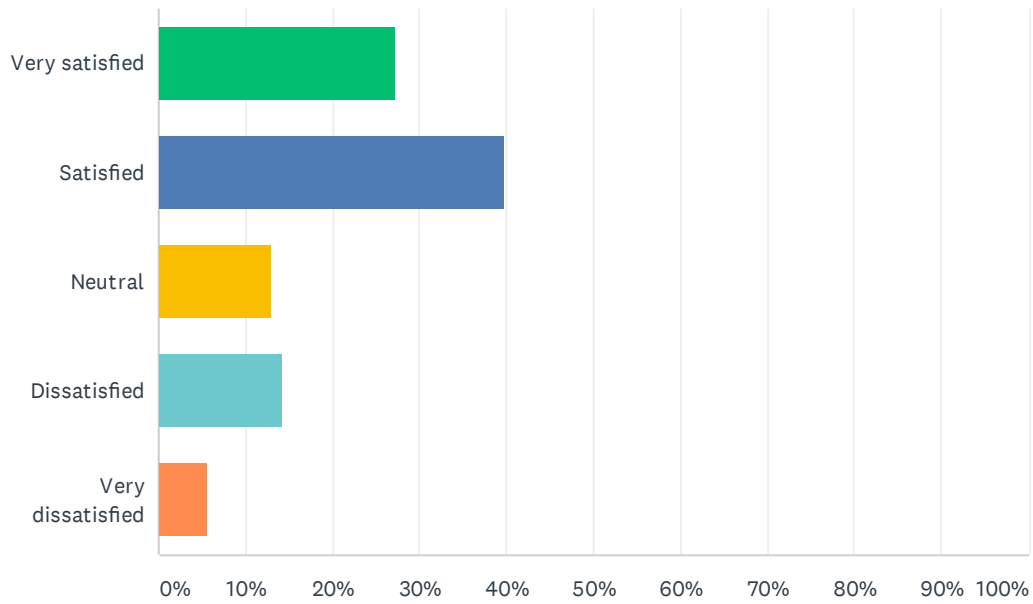
Answered: 719 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very satisfied	23.37%	168
Satisfied	41.72%	300
Neutral	21.42%	154
Dissatisfied	9.87%	71
Very dissatisfied	3.62%	26
TOTAL		719

Q13 Overall, how satisfied are you with your current level of service for refuse and recycling?

Answered: 719 Skipped: 4

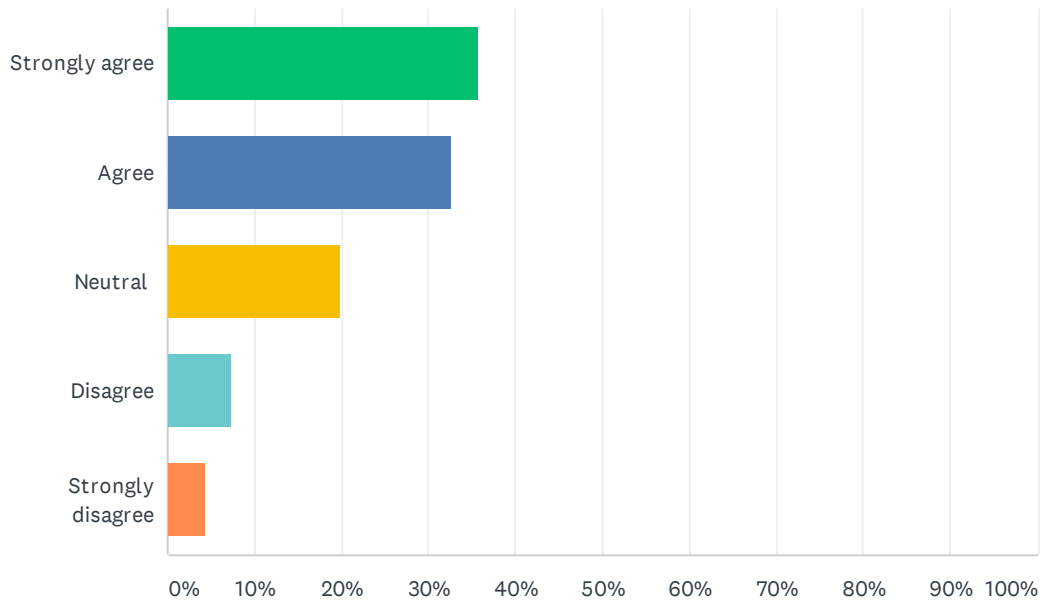


ANSWER CHOICES	RESPONSES	
Very satisfied	27.12%	195
Satisfied	39.78%	286
Neutral	13.07%	94
Dissatisfied	14.33%	103
Very dissatisfied	5.70%	41
TOTAL		719

Green Initiatives

Q14 I support efforts to reduce the use of single-use plastic shopping bags

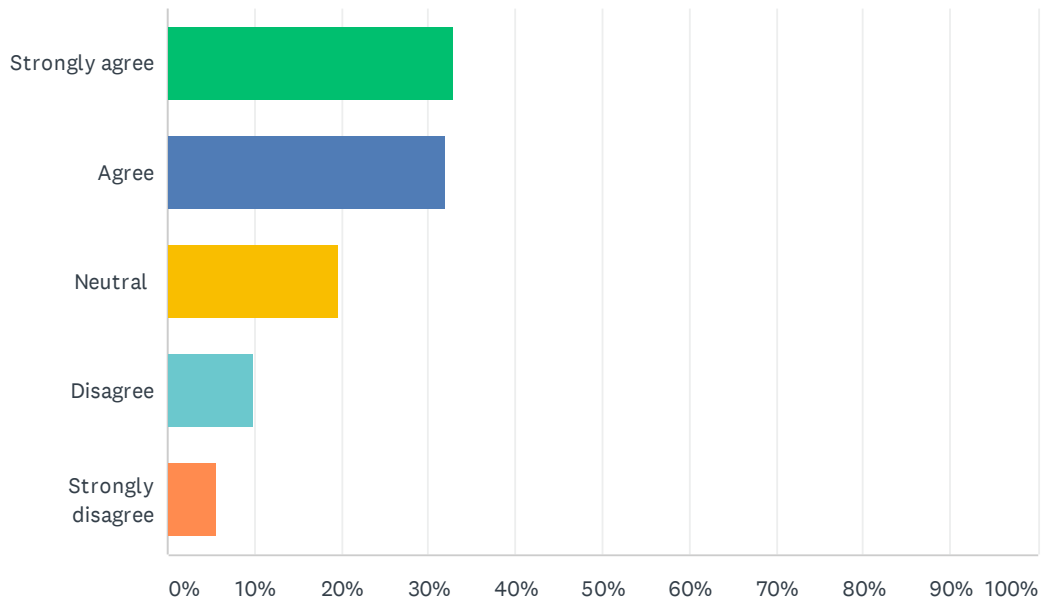
Answered: 720 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly agree	35.83%	258
Agree	32.64%	235
Neutral	19.86%	143
Disagree	7.22%	52
Strongly disagree	4.44%	32
TOTAL		720

Q15 I support major retailers phasing out the use of single-use plastic bags

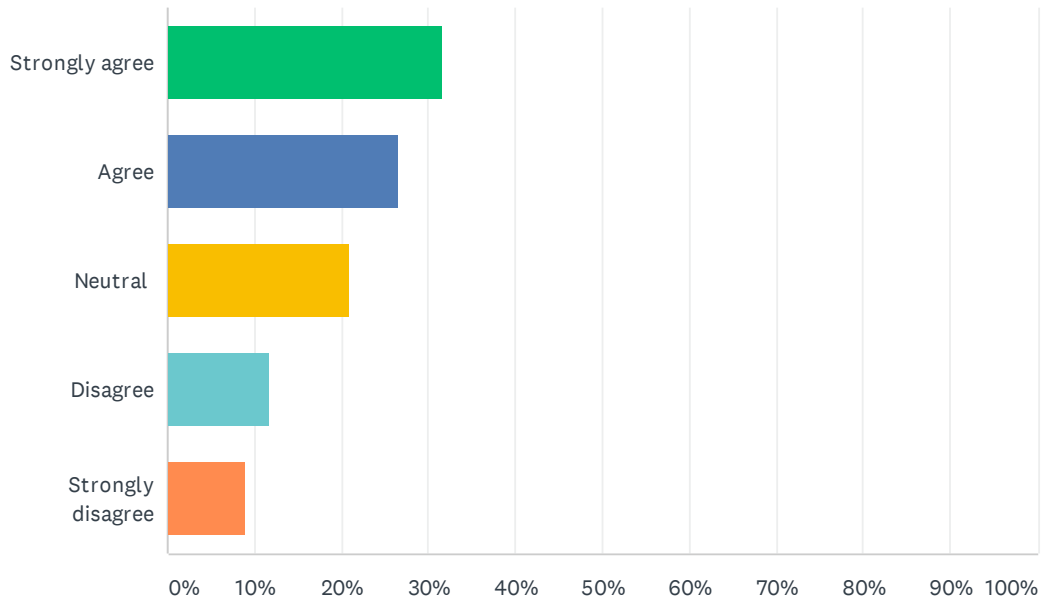
Answered: 717 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly agree	32.91%	236
Agree	31.94%	229
Neutral	19.67%	141
Disagree	9.90%	71
Strongly disagree	5.58%	40
TOTAL		717

Q16 I support restaurants phasing out the use of single-use plastic straws

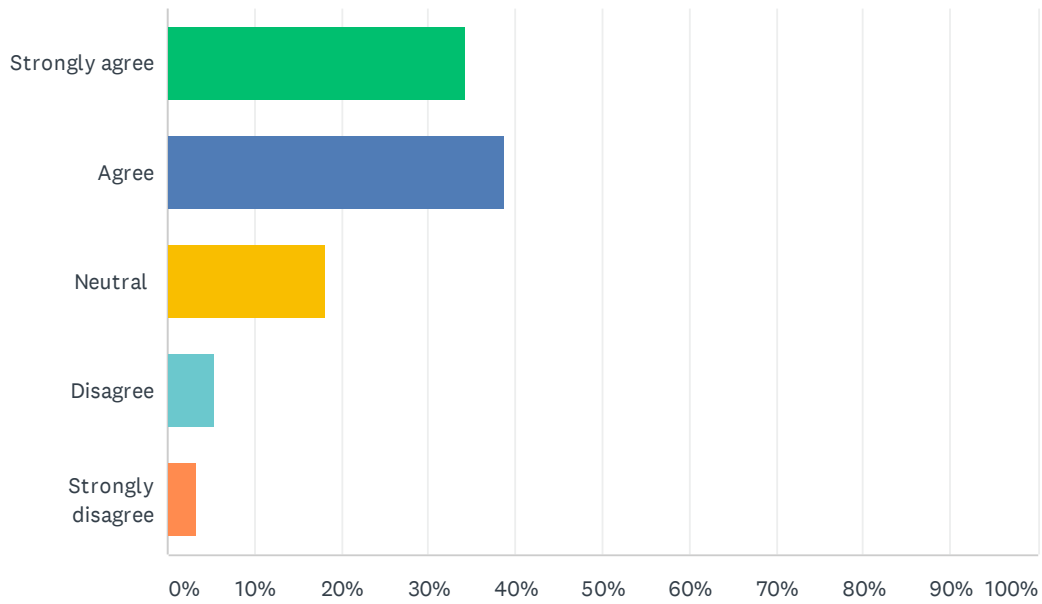
Answered: 720 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly agree	31.67%	228
Agree	26.67%	192
Neutral	20.83%	150
Disagree	11.81%	85
Strongly disagree	9.03%	65
TOTAL		720

Q17 Overall, I support green initiatives (ex. renewable energy, avoiding the use of plastics, etc.)

Answered: 720 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly agree	34.31%	247
Agree	38.75%	279
Neutral	18.19%	131
Disagree	5.42%	39
Strongly disagree	3.33%	24
TOTAL		720