

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

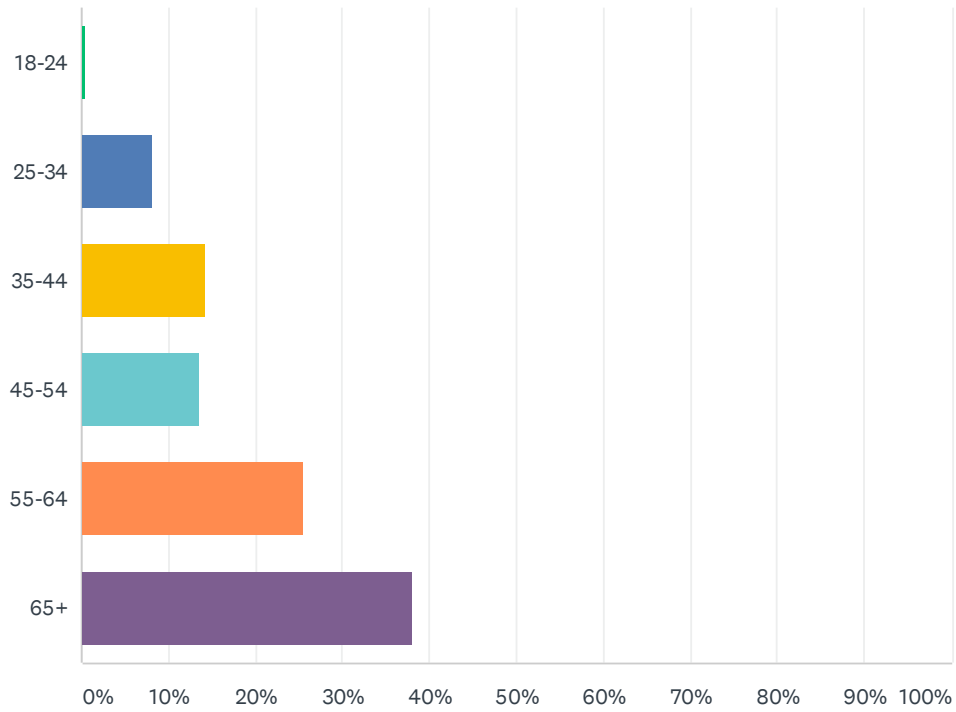
18 Questions

723 Respondents

Demographics

Q1 How old are you?

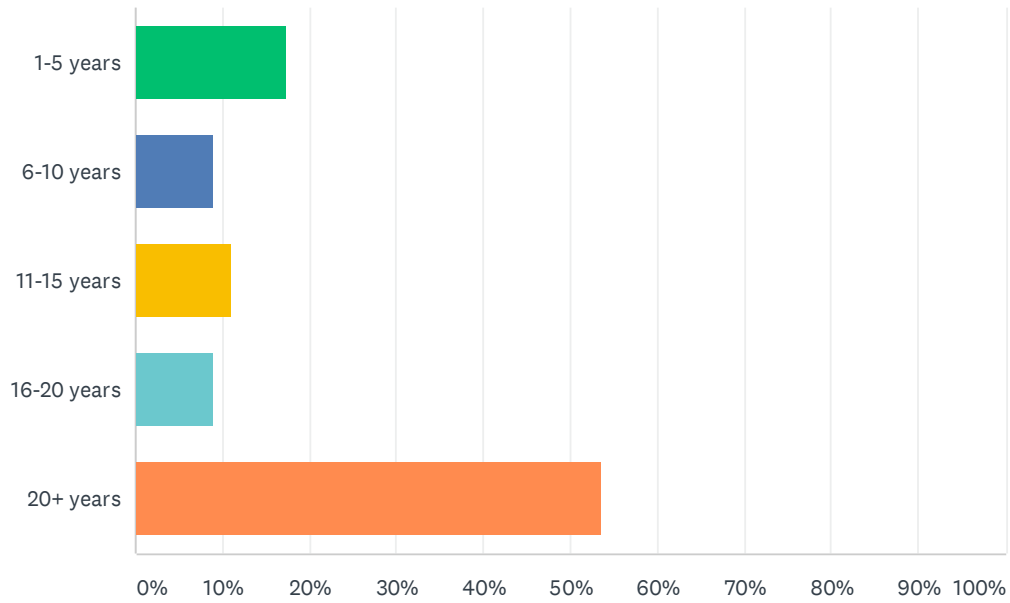
Answered: 718 Skipped: 5



| 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?

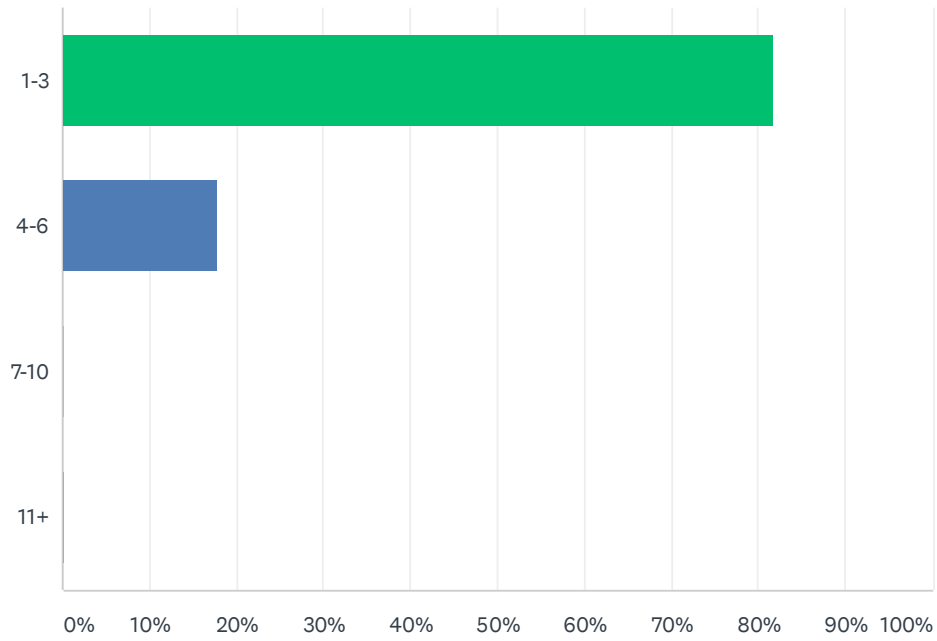
Answered: 718 Skipped: 5



| 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?

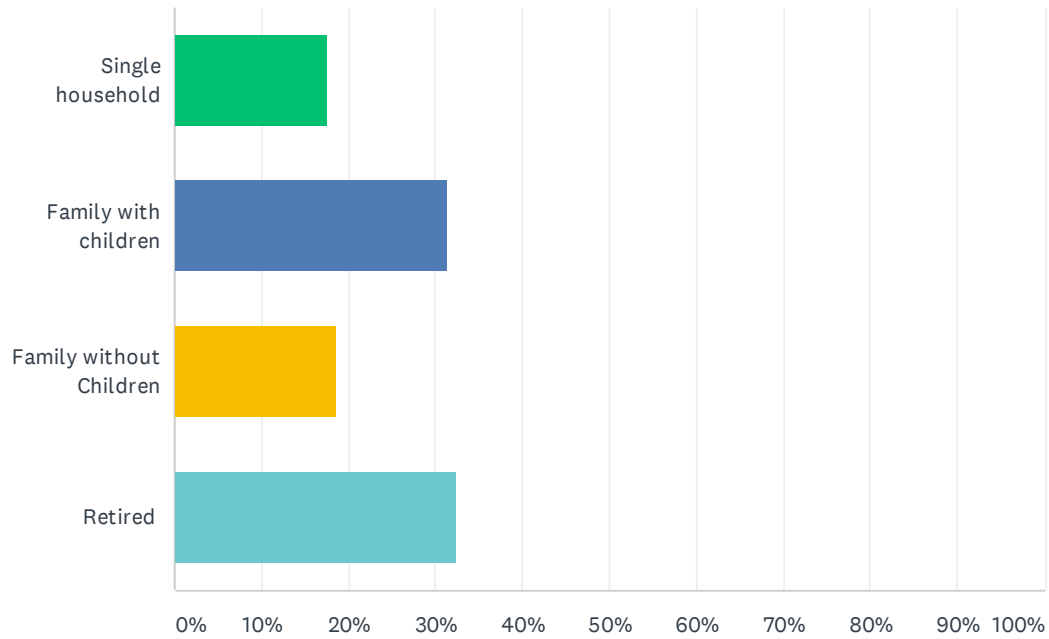
Answered: 718 Skipped: 5



| 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

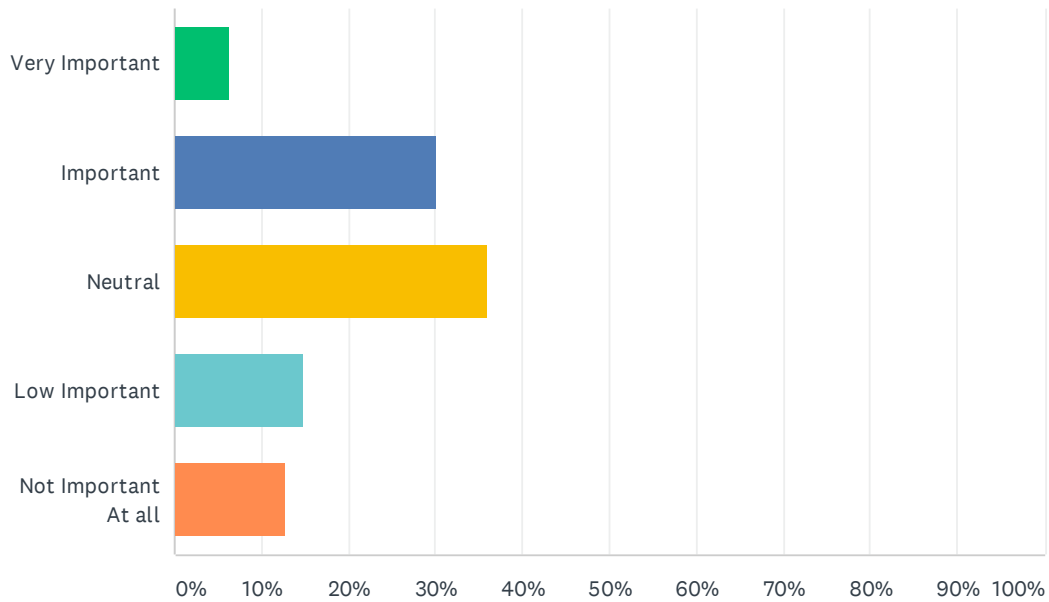


| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|------------|
| Single household | 17.50% | 126 |
| Family with children | 31.39% | 226 |
| Family without Children | 18.61% | 134 |
| Retired | 32.50% | 234 |
| TOTAL | | 720 |

Refuse & Recycling

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

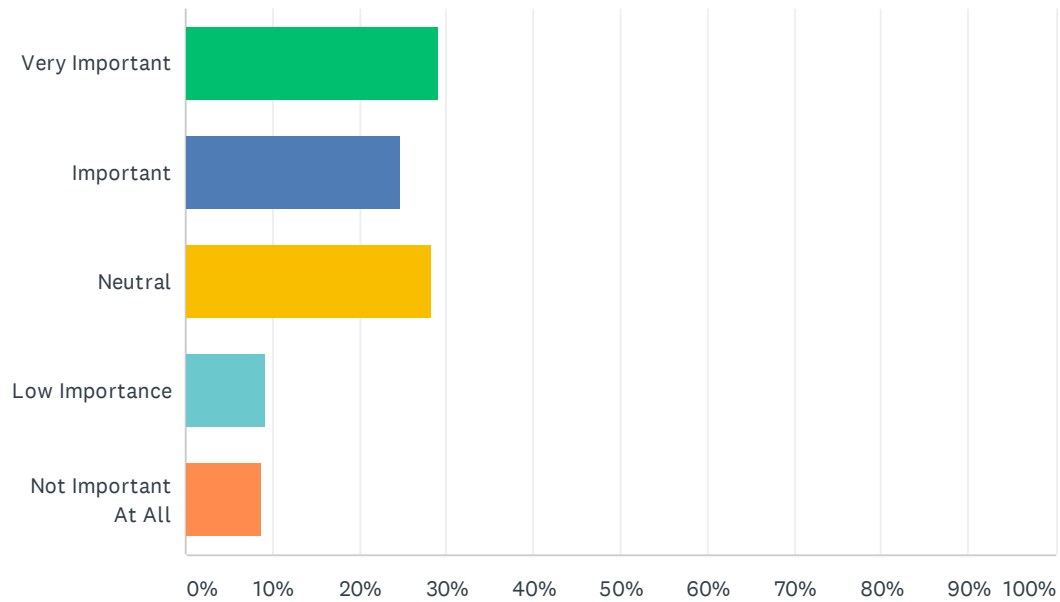
Answered: 721 Skipped: 2



| 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?

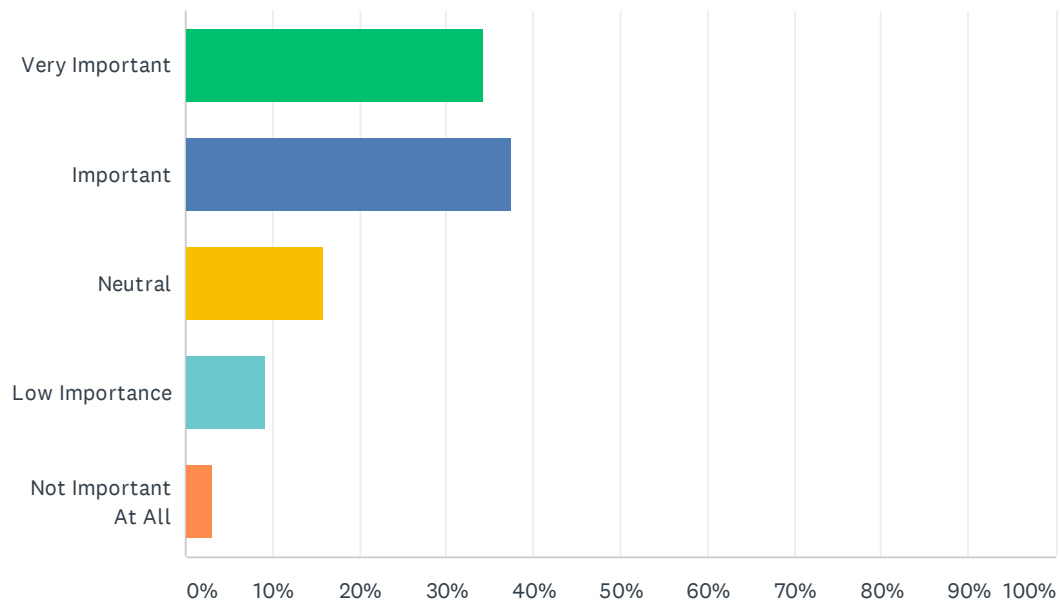
Answered: 720 Skipped: 3



| 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?

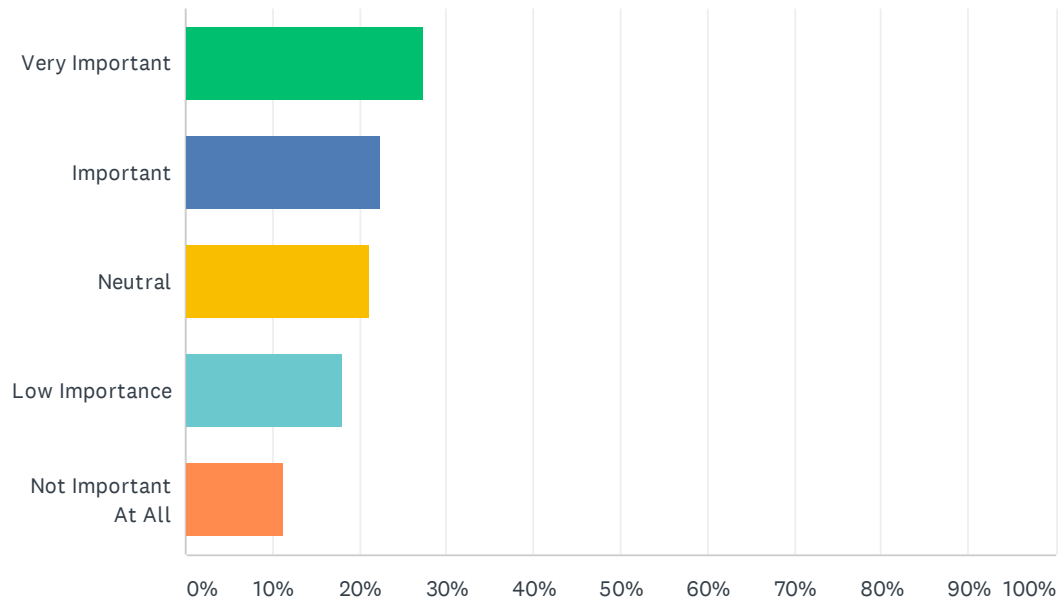
Answered: 720 Skipped: 3



| 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)

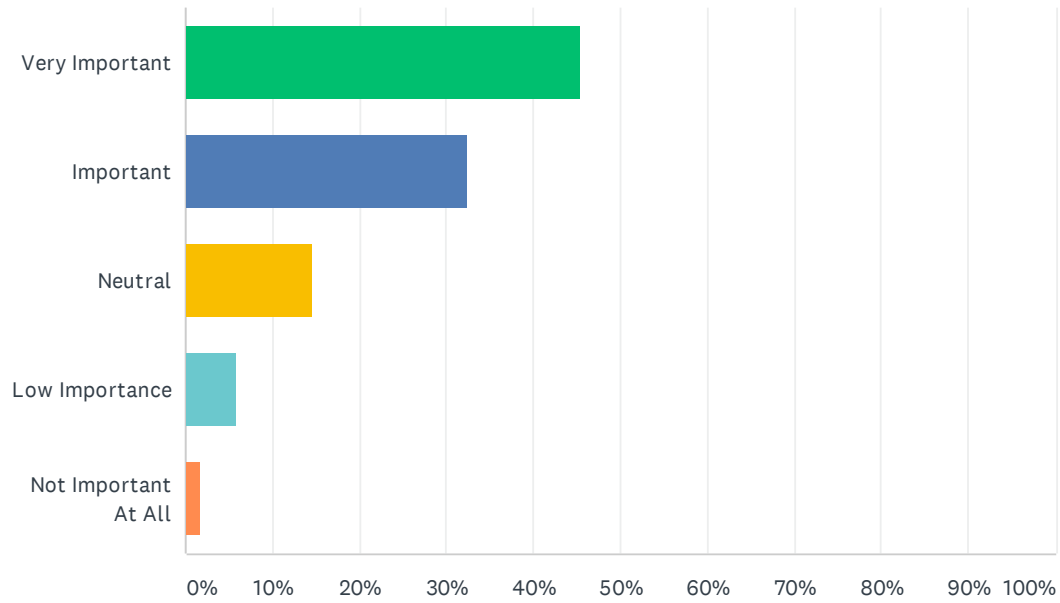
Answered: 721 Skipped: 2



| 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?

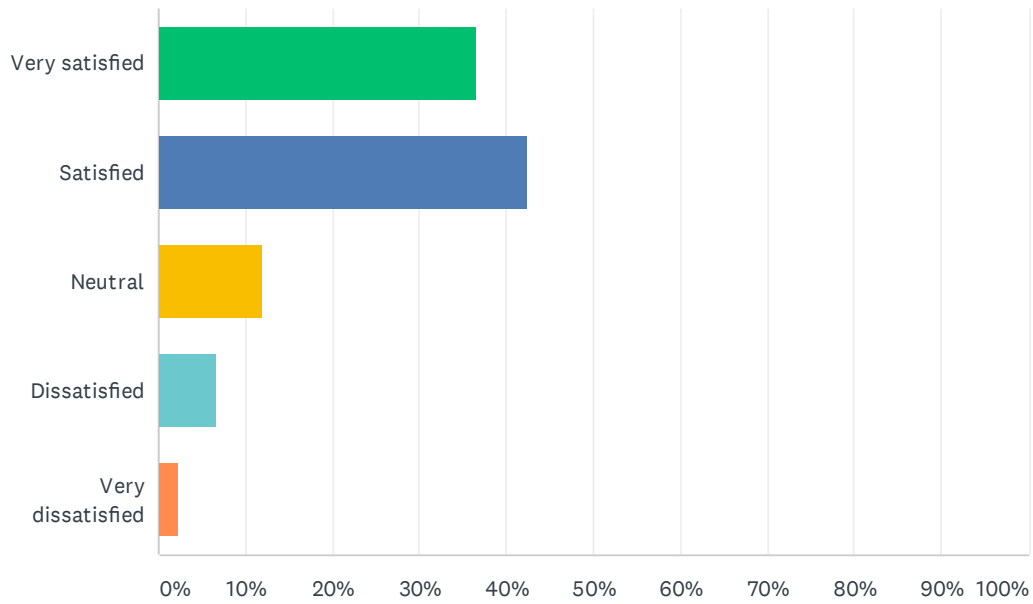
Answered: 722 Skipped: 1



| 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)

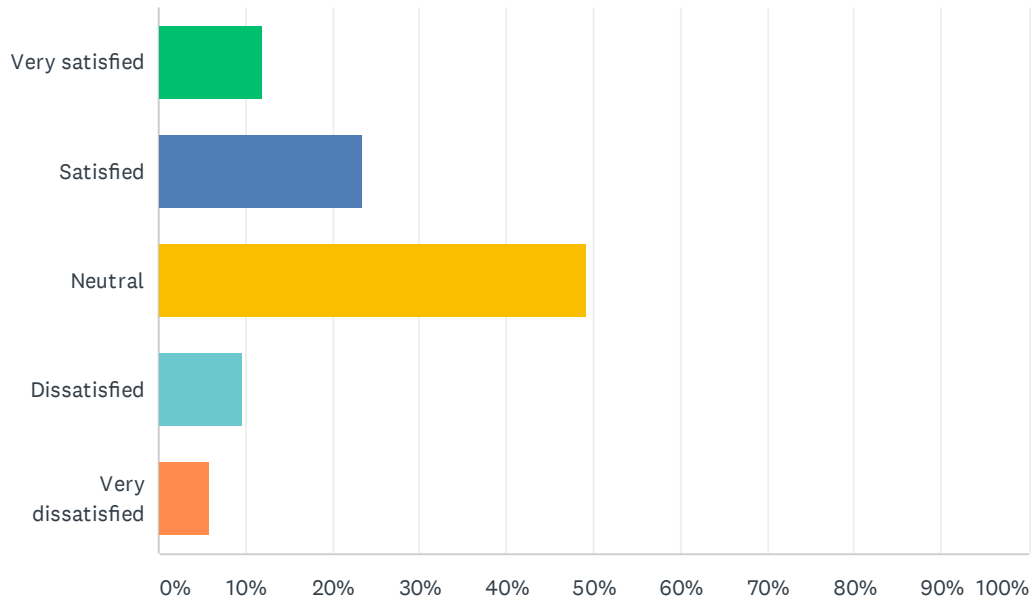
Answered: 719 Skipped: 4



| 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)

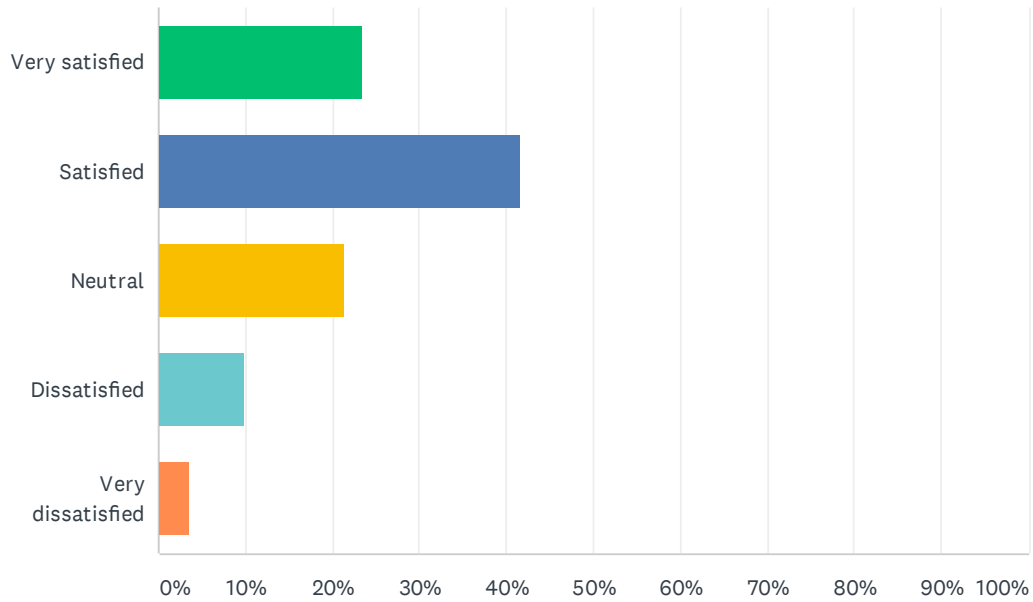
Answered: 714 Skipped: 9



| 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)

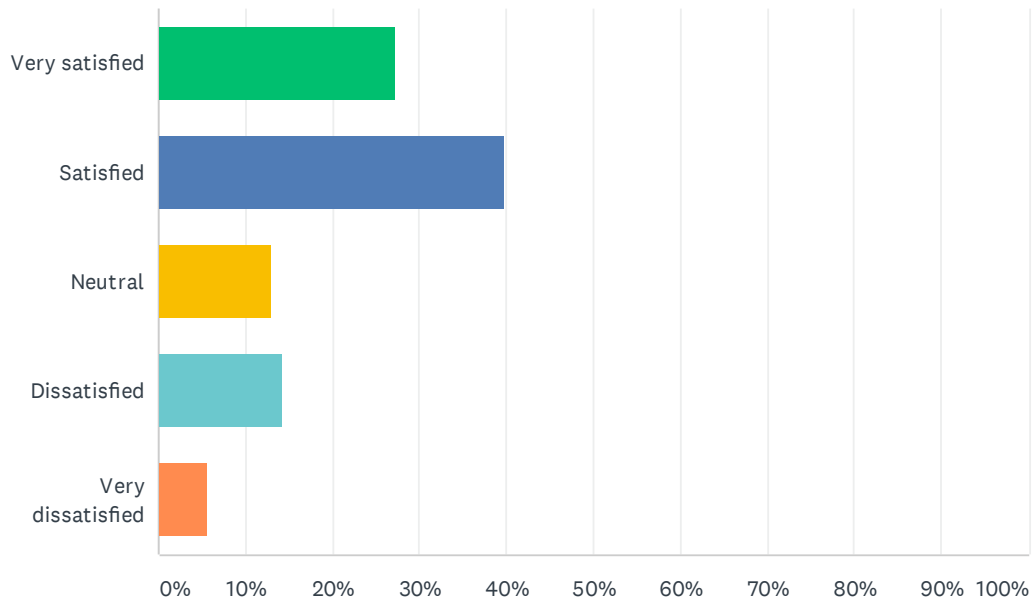
Answered: 719 Skipped: 4



| 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

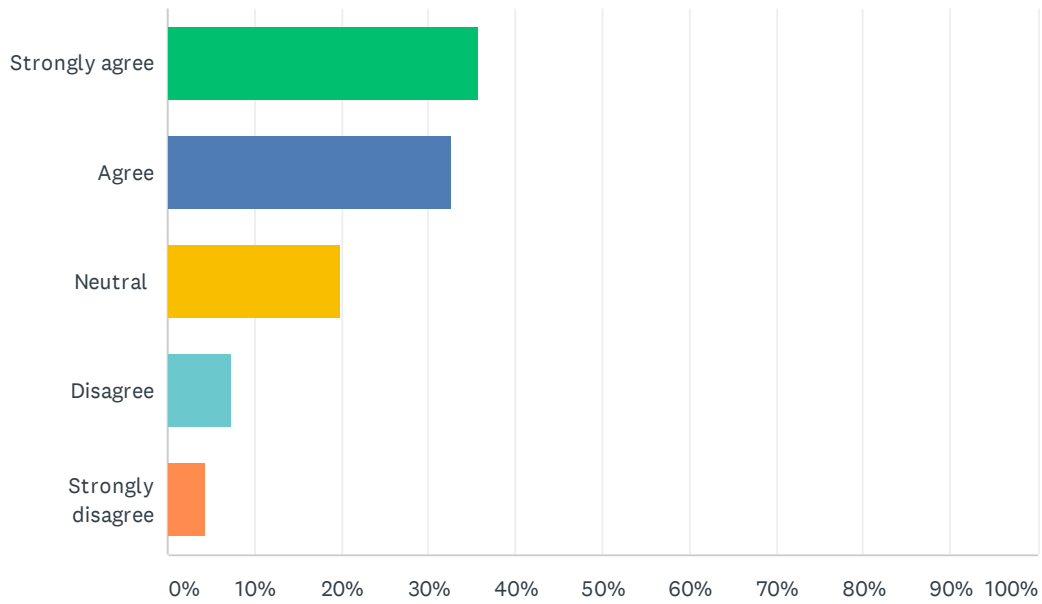


| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|-----|
| Very satisfied | 27.12% | 195 |
| Satisfied | 39.78% | 286 |
| Neutral | 13.07% | 94 |
| Dissatisfied | 14.33% | 103 |
| Very dissatisfied | 5.70% | 41 |
| TOTAL | | 719 |

Green Initiatives

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

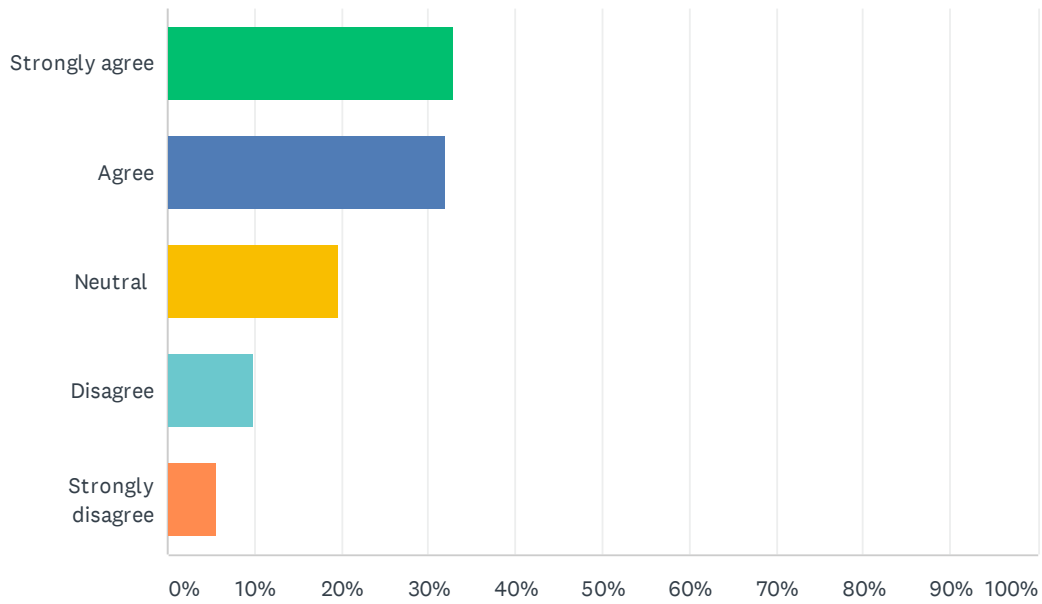
Answered: 720 Skipped: 3



| 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

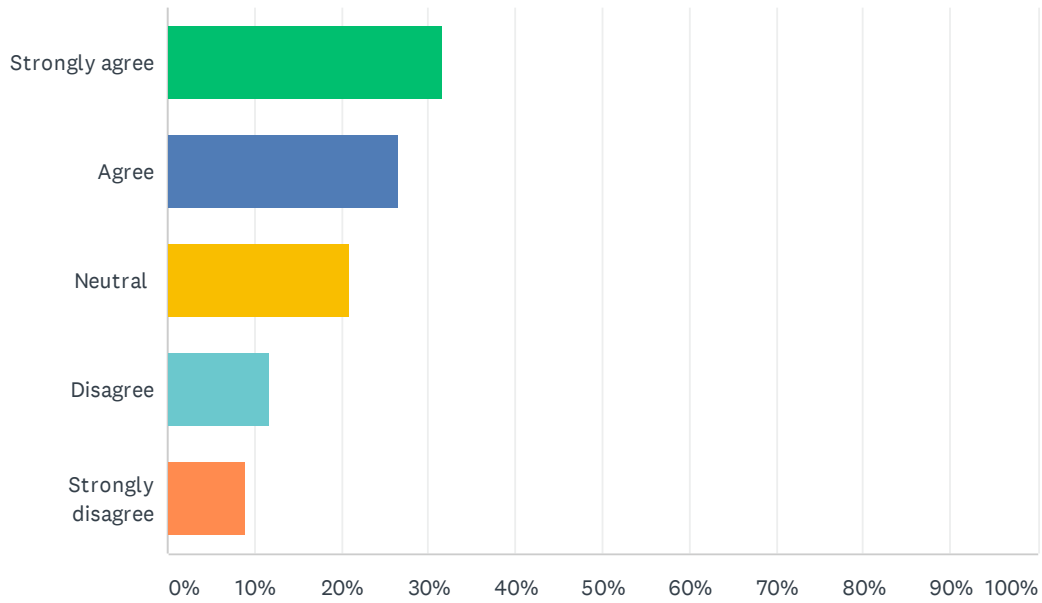
Answered: 717 Skipped: 6



| 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

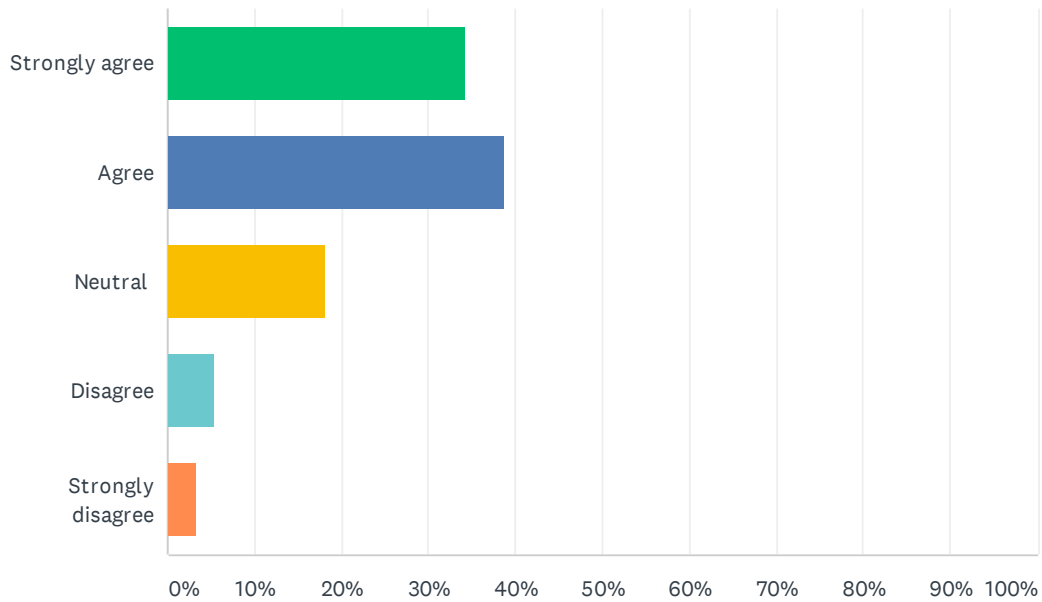
Answered: 720 Skipped: 3



| 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 |