

Recycling and Curbside Services

A set of questions was included in the survey to examine the respondent's satisfaction with recycling and curbside pickup services. A 9-point scale from very dissatisfied (1) to very satisfied (9) was used to rate these pickup services.

This set included questions that examined the respondent's satisfaction with curbside recycling and curbside garbage services. The curbside recycling service received a strong satisfaction mean of 7.74 which represents an increase from 7.56 in 2006 (Table 58). The percentages on the "satisfied" side (above 5) of the scale were very impressive at 90.0% this year compared to only 5.6% on the "dissatisfied" side (below 5) of the scale.

The level of satisfaction with the curbside garbage service was even higher than curbside recycling (Table 59). This year, the mean was 8.19. This represents a significant increase from the 2006 survey mean of 7.65 when 89.6% responded on the "satisfied" side. Note the very impressive numbers this year when 94.6% of the respondents were on the "satisfied" side of the scale versus only 1.5% on the "dissatisfied" side.

The respondents were also asked if they would support adding chipboard and junk mail to curbside recycling (Table 60). They were also informed that this could add as much as 50 cents to the monthly solid waste bill. There was a relatively solid level of support for implementing this proposal. The mean was 6.49 with 62.4% of the responses on the "support" side of the scale versus 19.1% on the "no support" side.

Table 58. Satisfaction with Curbside Recycling (n=372).

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
08	7.74	0.8	1.6	1.3	1.9	4.3	5.1	16.7	24.7	43.5	90.0
06	7.61	3.8	1.2	1.5	0.3	4.7	5.0	14.0	28.4	41.2	88.6
04	7.91	1.2	1.8	1.5	1.8	4.6	2.1	8.3	26.3	52.3	89.0

Table 59. Satisfaction with Curbside Garbage (n=379).

Year	Mean	Very Dissatisfied 1	2	3	4	Neutral 5	6	7	8	Very Satisfied 9	% Above 5
08	8.19	0.5	0.5	0.0	0.5	3.7	3.4	8.4	28.2	54.6	94.6
06	7.56	3.3	0.9	0.6	1.2	6.3	6.9	15.1	25.3	40.4	87.7
04	7.88	1.8	0.9	1.2	0.6	4.9	5.2	12.5	20.2	52.6	90.5

Table 60. Support for Adding Chipboard and Junk Mail to the Curbside Recycling Program.

Year	Mean	Not Supportive at All	1	2	3	4	Neutral	5	6	7	8	Very Supportive	9	% Above	5
08	6.49	16.5	1.0	0.8	0.8	18.6	1.6	8.0	7.8	45.0	62.4				

Recycling and Curbside Crosstabulations

Crosstabulations were conducted for age, housing type, and years in Cary for curbside collection set of questions. The crosstabulations for curbside recycling service are shown in Tables B346-B348. They were generally consistent and positive. The only subgroups with somewhat lower means were the younger and less tenured residents including 0-1 year Cary residents (7.06), 18-25 age group (7.30), and 2-5 year Cary residents (7.37). The crosstabulations for curbside garbage service are shown in Tables B349-B351. Similar to recycling service, the lowest means were from 18-25 age group (7.65), 0-1 year Cary residents (7.82), and townhouse/condo dwellers (7.83). Finally, the crosstabulations for support for adding chipboard and junk mail to curbside recycling are shown in Tables B352-B356. The lowest levels of support were from apartment dwellers (4.82), \$20,001-\$30,000 income level (5.27), 18-25 age group (5.50), \$30,001-\$50,000 income level (5.84), townhouse/condo dwellers (5.84), and those without a college degree (5.97).