



2022 Solid Waste Services Customer Service Survey

The Solid Waste Services, a division within the Public Works and Utilities Department, is committed to providing our residents with safe, reliable and cost-effective services. We are dedicated to do so in a courteous, professional, timely and productive manner. We are continually searching for ways to improve and are asking for feedback from those that receive these services.

How would you rate your satisfaction of the City's Solid Waste programs and services?	Excellent	Good	Neutral	Fair	Poor	N/A
Trash and Recycling Collection	66%	28%	3%	2%	1%	0%
Curbside Bulk Pick Up	53%	18%	6%	2%	1%	20%
Scheduling Bulk On-line	38%	17%	9%	3%	1%	32%
Recycling-Solid Waste Collection Center	40%	20%	7%	1%	1%	31%
Household Hazardous Waste Collection Facility	27%	14%	8%	2%	2%	47%
Backyard Compost Workshop	8%	5%	9%	0%	1%	77%
Recycling Presentation	14%	8%	11%	1%	1%	65%
How would you rate the customer service you received when speaking on the telephone with Solid Waste Customer Service staff over the past 12 months?	Excellent	Good	Neutral	Fair	Poor	
	76%	21%	2%	1%	0%	
During your last call to Solid Waste customer service, how would you rate the following categories?	Excellent	Good	Neutral	Fair	Poor	

Wait Time to Speak with an Representative	46%	40%	8%	4%	2%	
Question answered and/or service scheduled properly	74%	21%	3%	1%	1%	
Professionalism of customer service agent	78%	17%	3%	1%	1%	
How would you rate the customer service you received when visiting the Recycling-Solid Waste Collection Center over the past 12 months?						
	Excellent	Good	Neutral	Fair	Poor	
	67%	27%	3%	2%	1%	
During your last visit how would you rate the following categories of the Recycling-Solid Waste Collection Center?						
	Excellent	Good	Neutral	Fair	Poor	N/A
Wait time for the attendant at check-in	58%	33%	5%	3%	1%	0%
Clear information and/or direction given	62%	30%	4%	3%	1%	0%
Questions answered	58%	24%	5%	1%	0%	12%
Professionalism of Solid Waste staff	65%	27%	4%	3%	1%	0%
How would you rate the customer service you received in the last 12 months at the Household Hazardous Waste Center?						
	Excellent	Good	Neutral	Fair	Poor	
	65%	23%	10%	2%	0%	
During your last visit how would you rate the following categories of the Household Hazardous Collection Facility?						
	Excellent	Good	Neutral	Fair	Poor	N/A

Wait time for the attendant at check-in	58%	31%	7%	1%	1%	2%
Clear information and/or direction given	59%	30%	6%	2%	1%	2%
Questions answered	57%	23%	5%	3%	0%	12%
Professionalism of Solid Waste staff	64%	29%	5%	2%	0%	0%
How would you rate the customer service you received from Solid Waste Field staff over the past 12 months?						
	Excellent	Good	Neutral	Fair	Poor	
	60%	33%	4%	2%	1%	
During your last interaction with Solid Waste field, how would you rate the following categories?						
	Excellent	Good	Neutral	Fair	Poor	N/A
Wait Time to for field staff to arrive at home	50%	24%	10%	0%	1%	15%
Question answered and/or problem resolved	53%	27%	5%	3%	0%	12%
Professionalism of Solid Waste field staff	60%	24%	5%	2%	1%	8%
How would you rate your satisfaction with the trash and recycling collection truck drivers?						
	Excellent	Good	Neutral	Fair	Poor	N/A
Safe driving practices	65%	25%	5%	2%	0%	3%
Cleanliness of area surrounding recycling and trash containers after collection	57%	28%	6%	5%	2%	2%
Placement of recycling and trash containers after collection	56%	29%	5%	6%	3%	1%

How do you learn about the City's solid waste services (recycling, bulk collection, household hazardous waste disposal, etc.)?	
Solid Waste Customer Service line (480-782-3510)	20%
City Scope (newsletter in the City utility bill)	46%
Utility Bill Insert (separate from the newsletter)	37%
Direct Mail (postcard, letter)	16%
City's website (www.chandleraz.gov)	53%
ReNews - Solid Waste electronic newsletter	2%
Information stapled on recycling or trash container	8%
Information distributed at the Recycling-Solid Waste Collection Center	1%
Information distributed at a special event	3%
Recycle Coach mobile app	2%
Social Media	16%
Neighbors and friends	15%
Other	4%