

Summary of Split-Cart Survey Results

Split-Cart Pilot Program Community Feedback

The Pilot program was very significant, as it included 25 percent of the City's residential customers, and represented a changed approach to solid waste collection. Staff maintained detailed records of service issues/complaints received and performed comprehensive outreach and technical assistance to customers participating in the pilot split-cart program.

Below is a high-level summary:

- (a) Staff has conducted 188 in-person technical assistance site visits to customers to help ease the transition to the split-cart program and has provided complimentary upgrades for 122 customers to mitigate capacity issues.
- (b) Customer satisfaction surveys were conducted in December 2017 (53 percent satisfied or somewhat satisfied) and June 2018 (57 percent satisfied or somewhat satisfied).
- (c) The percentage of residents using the food scraps side of the container dropped from 86 percent in December 2017 to 82 percent in June 2018.
- (d) From October 2017 through December 11, 2019, staff received 510 contacts for complaints/service issues from the 5,000-pilot split-cart program customers. The majority of complaints consisted of:
 - a. loss of garbage capacity
 - b. broken carts
 - c. the carts are too large and difficult to maneuver, particularly for senior citizens.