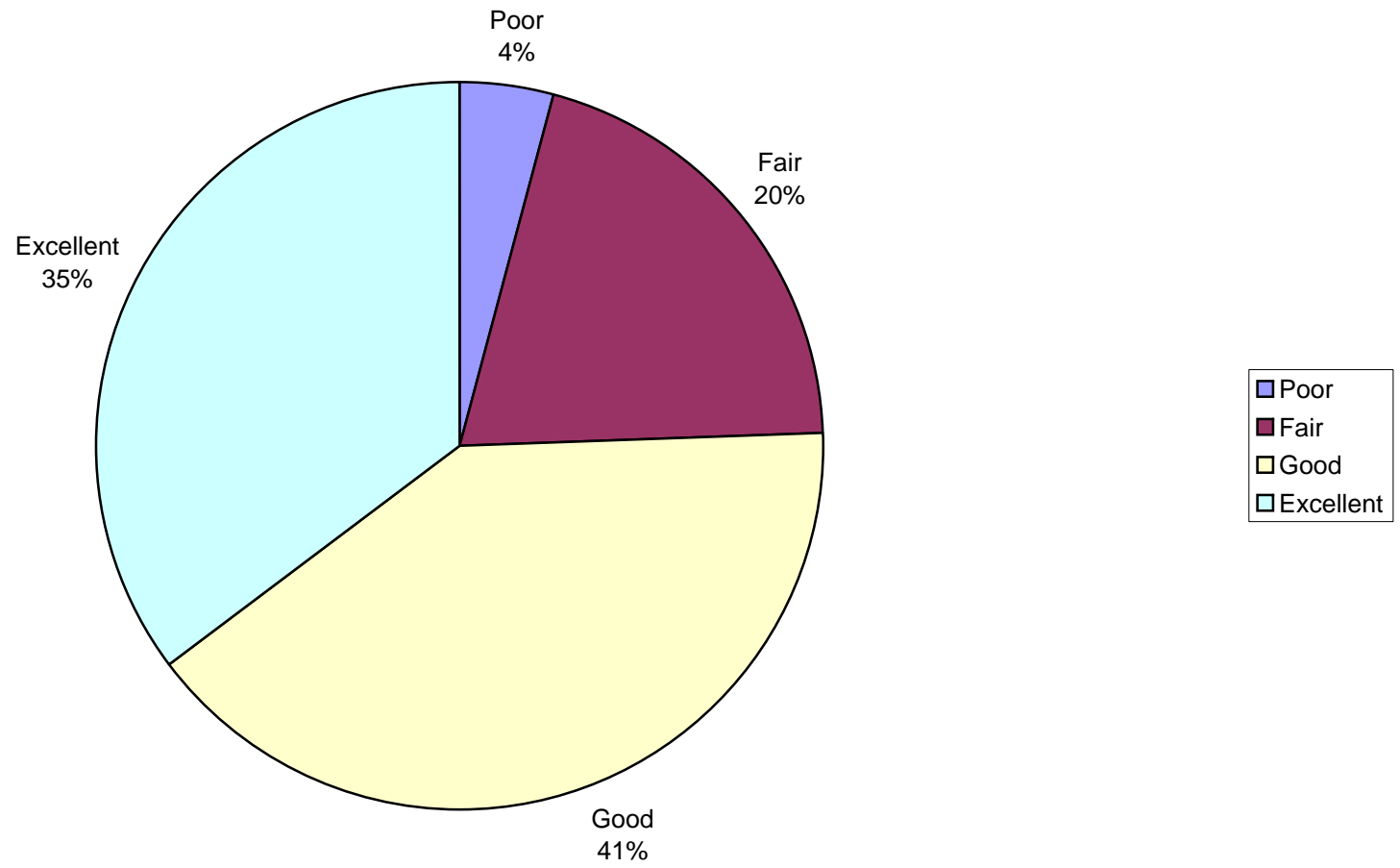


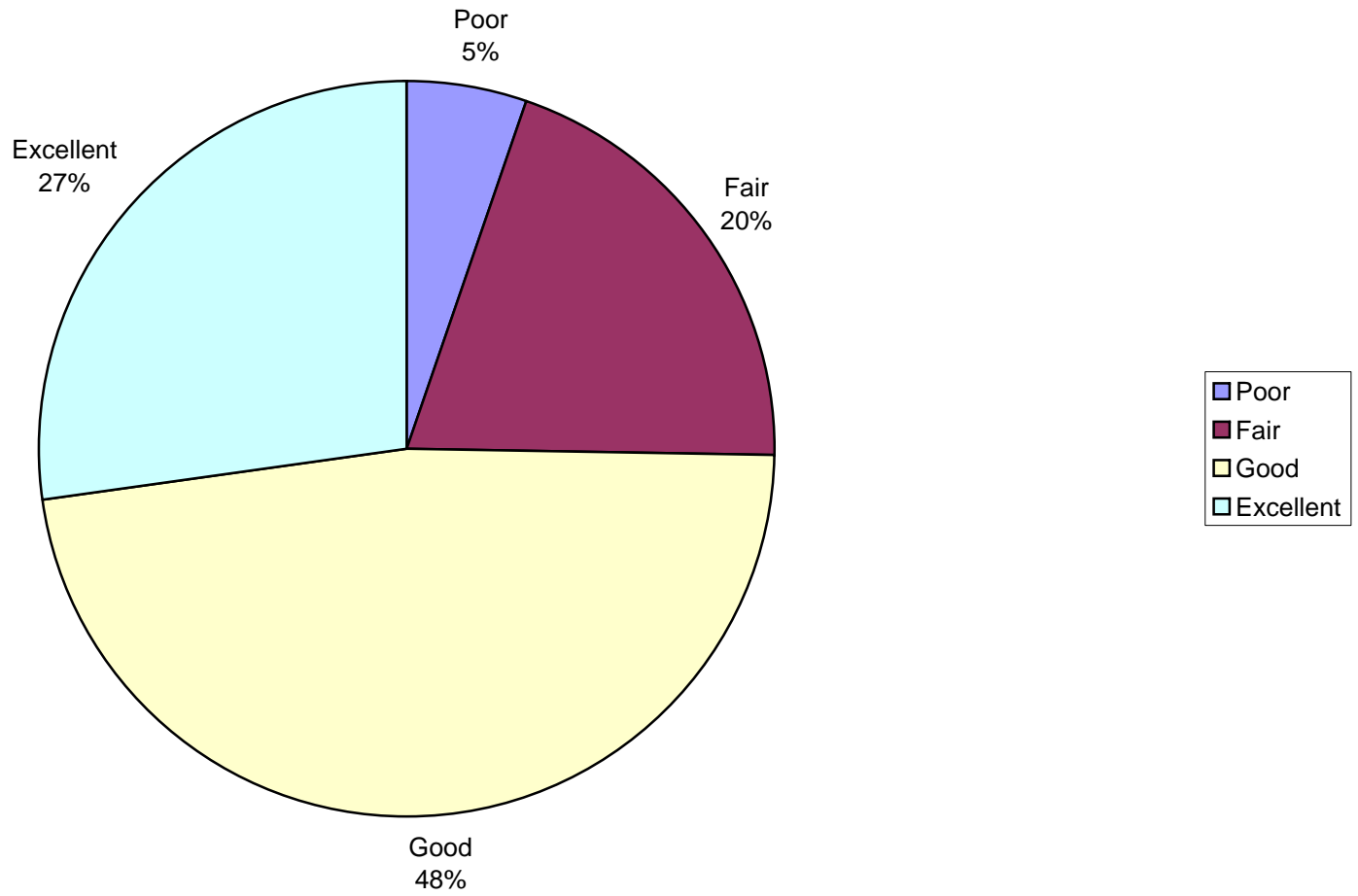
CITY OF EL MONTE
October 15, 2009
Waste Services Survey - E-mail Responses Only

TOTAL NUMBER OF SURVEYS SUBMITTED 323					
	Survey Question	Poor	Fair	Good	Excellent
1	How would you rate the responsiveness of picking up your trash and recyclables on you designated collection day?	4.2%	20.3%	40.1%	35.4%
2	How would you rate the convenience to you of the City's recycling program?	5.4%	20.0%	47.3%	27.3%
3	How would you rate the street sweeping services?	10.5%	20.9%	52.0%	16.6%
4	How would you rate the City's franchise hauler's ability to avoid spilling and/or scattering trash onto the street when picking up your trashcan?	16.3%	29.7%	48.1%	24.3%
5	How would you rate the overall quality of solid waste and recycling services provided to you in the City?	7.7%	17.8%	50.6%	23.9%
Preferred Frequency of Trash Collection					
				Once Per Week Pick Up	Twice Per Week Pick Up
6	Would you prefer once a week pick-up or twice a week pick up?			21.7%	78.3%

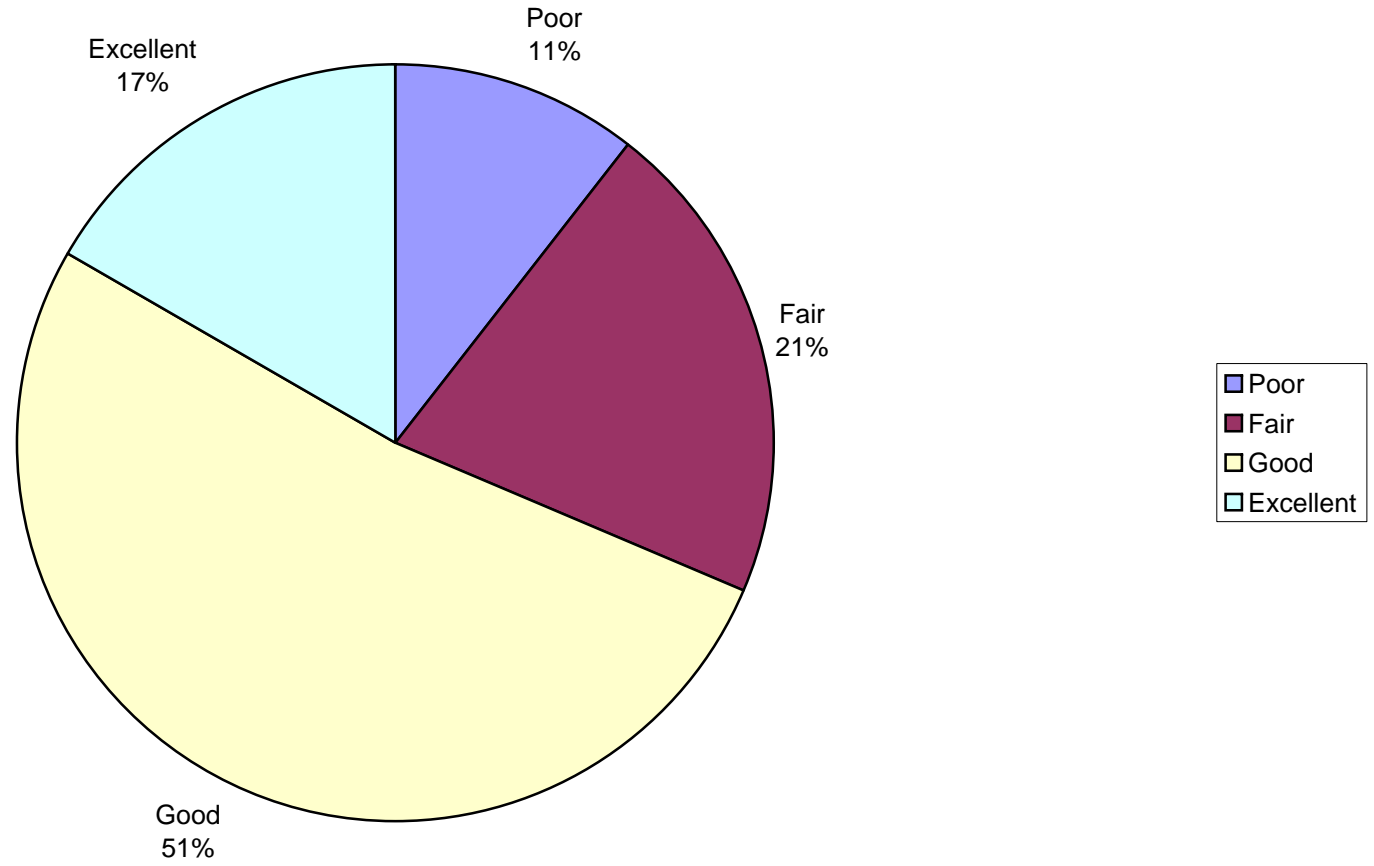
1 How would you rate the responsiveness of picking up your trash and recyclables on you designated collection day?



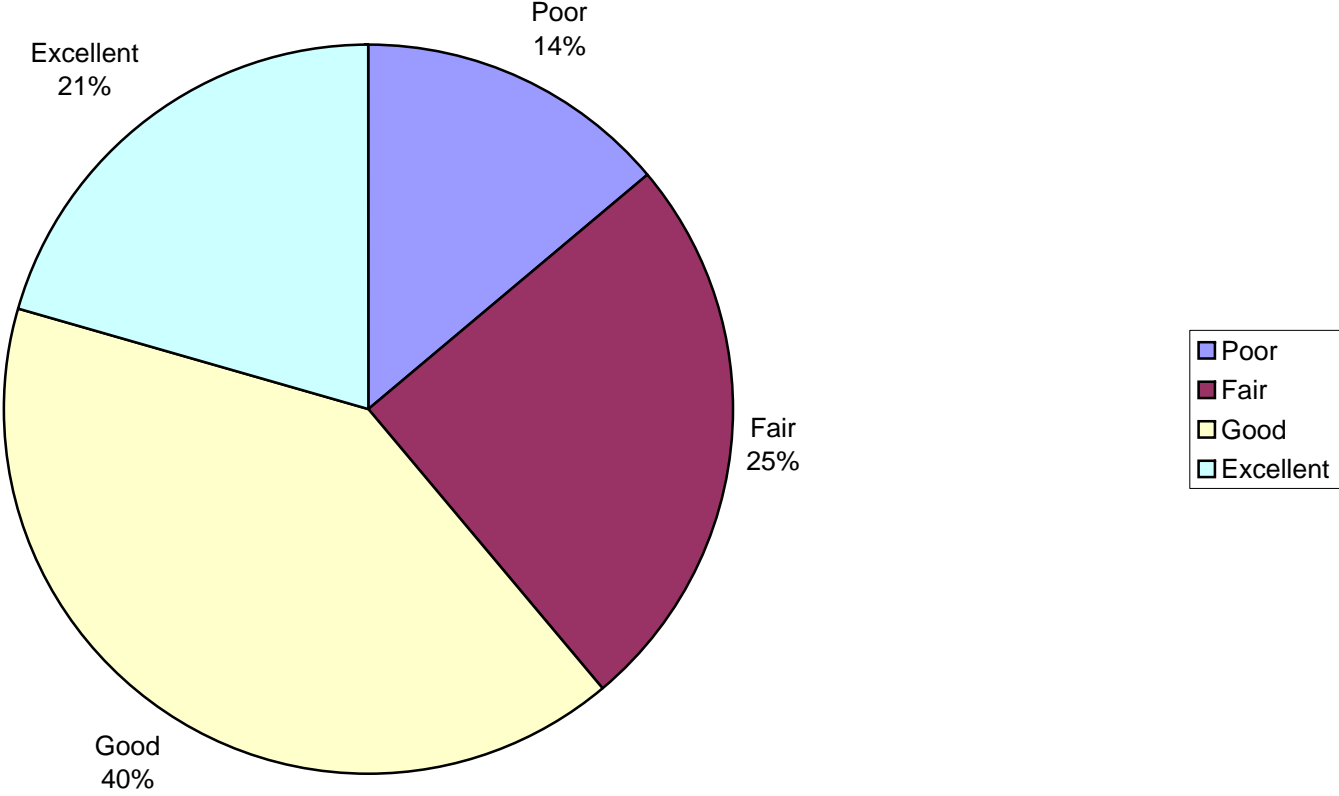
2 How would you rate the convenience to you of the City's recycling program?



3 How would you rate the street sweeping services?



4 How would you rate the City's franchise hauler's ability to avoid spilling and/or scattering trash onto the street when picking up your trashcan?



5 How would you rate the overall quality of solid waste and recycling services provided to you in the City?

