

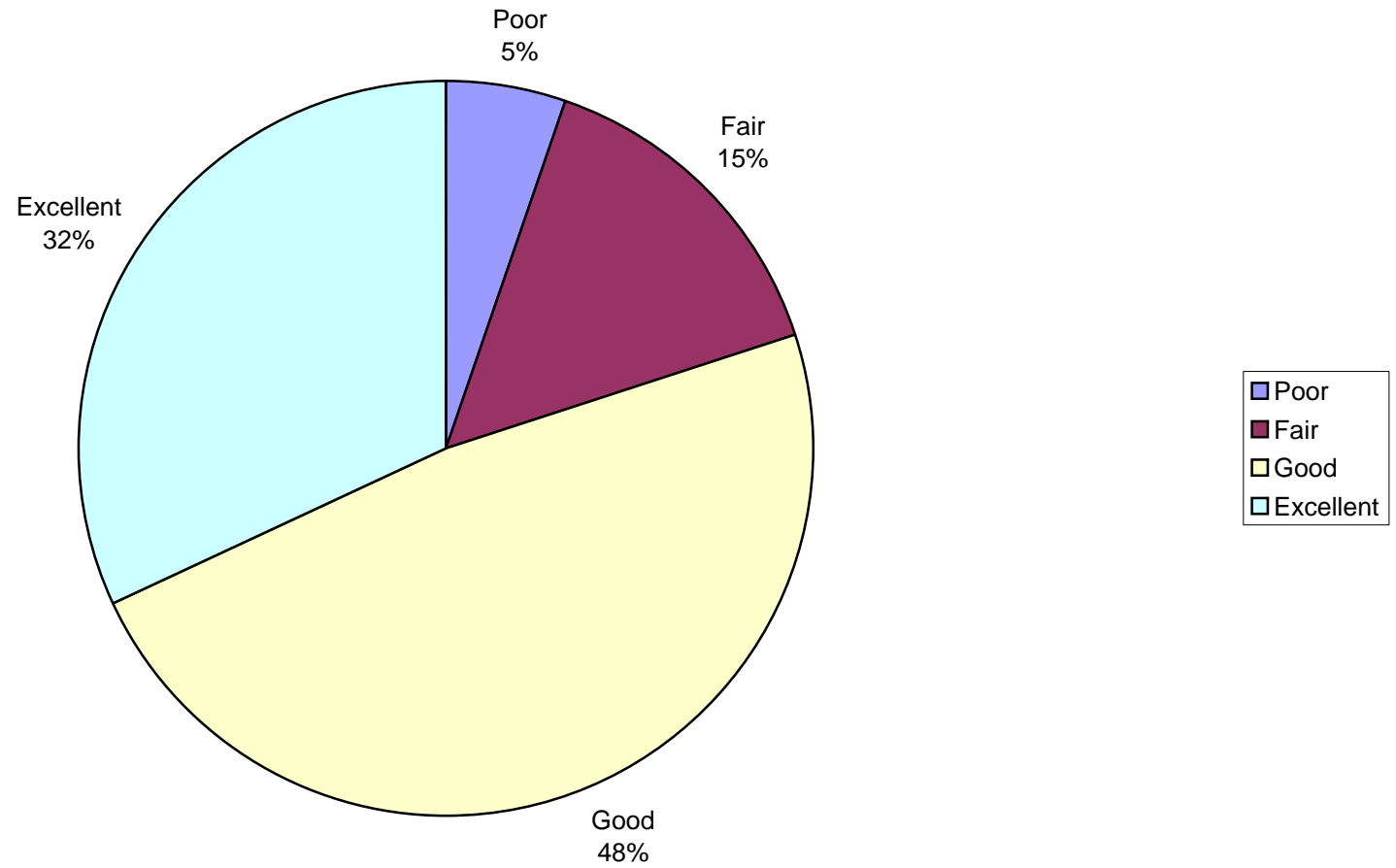
CITY OF EL MONTE

October 15, 2009

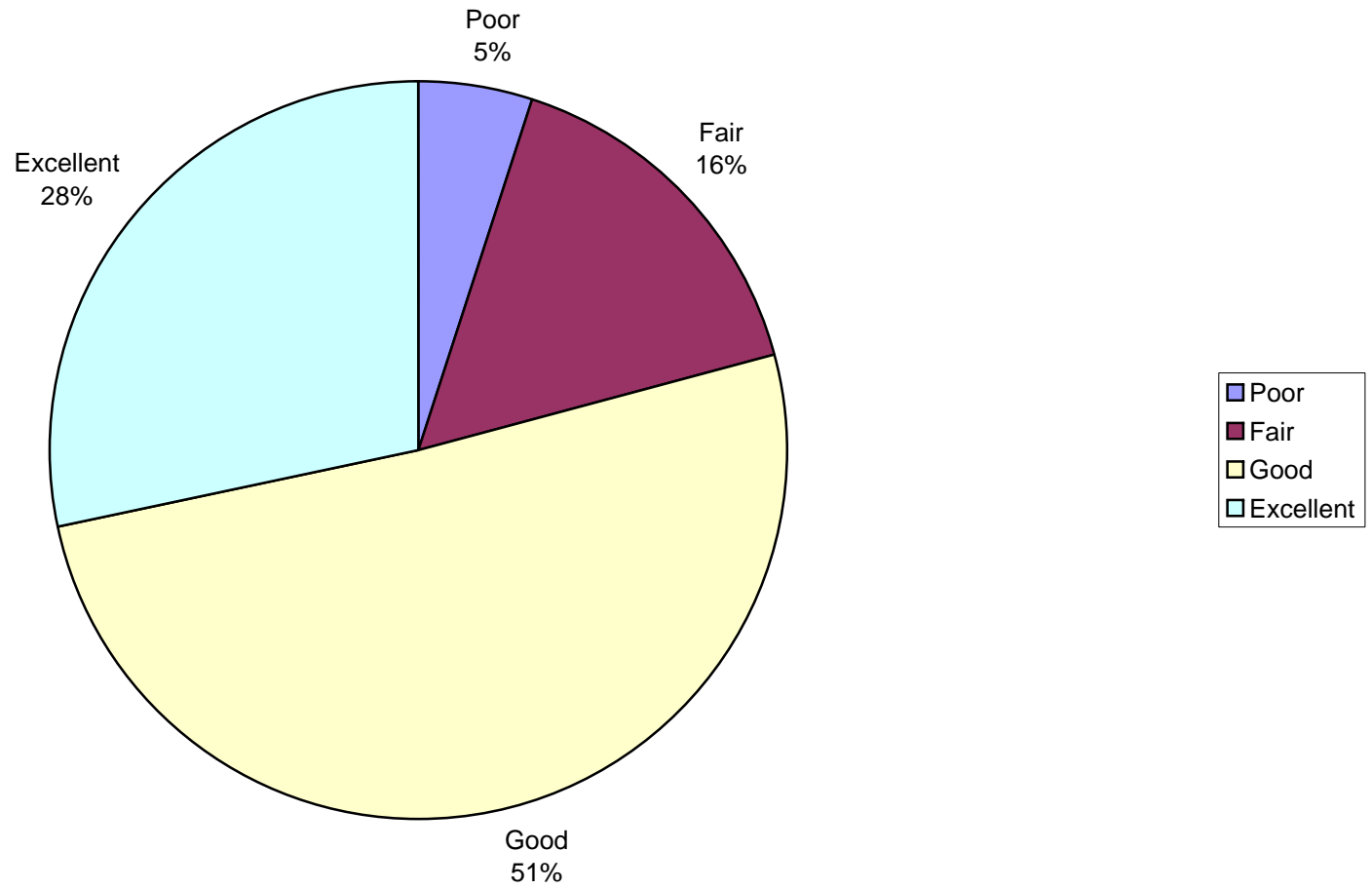
Waste Services Survey (Combined Mailed Responses and E-mail Responses)

TOTAL NUMBER OF SURVEYS SUBMITTED 1234					
	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?	5.2%	14.7%	48.1%	31.9%
2	How would you rate the convenience to you of the City's recycling program?	4.9%	16.0%	50.9%	28.2%
3	How would you rate the street sweeping services?	10.6%	20.2%	48.8%	20.3%
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?	11.9%	24.1%	41.1%	23.0%
5	How would you rate the overall quality of solid waste and recycling services provided to you in the City?	5.7%	28.2%	45.5%	20.6%
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?			43.1%	56.9%

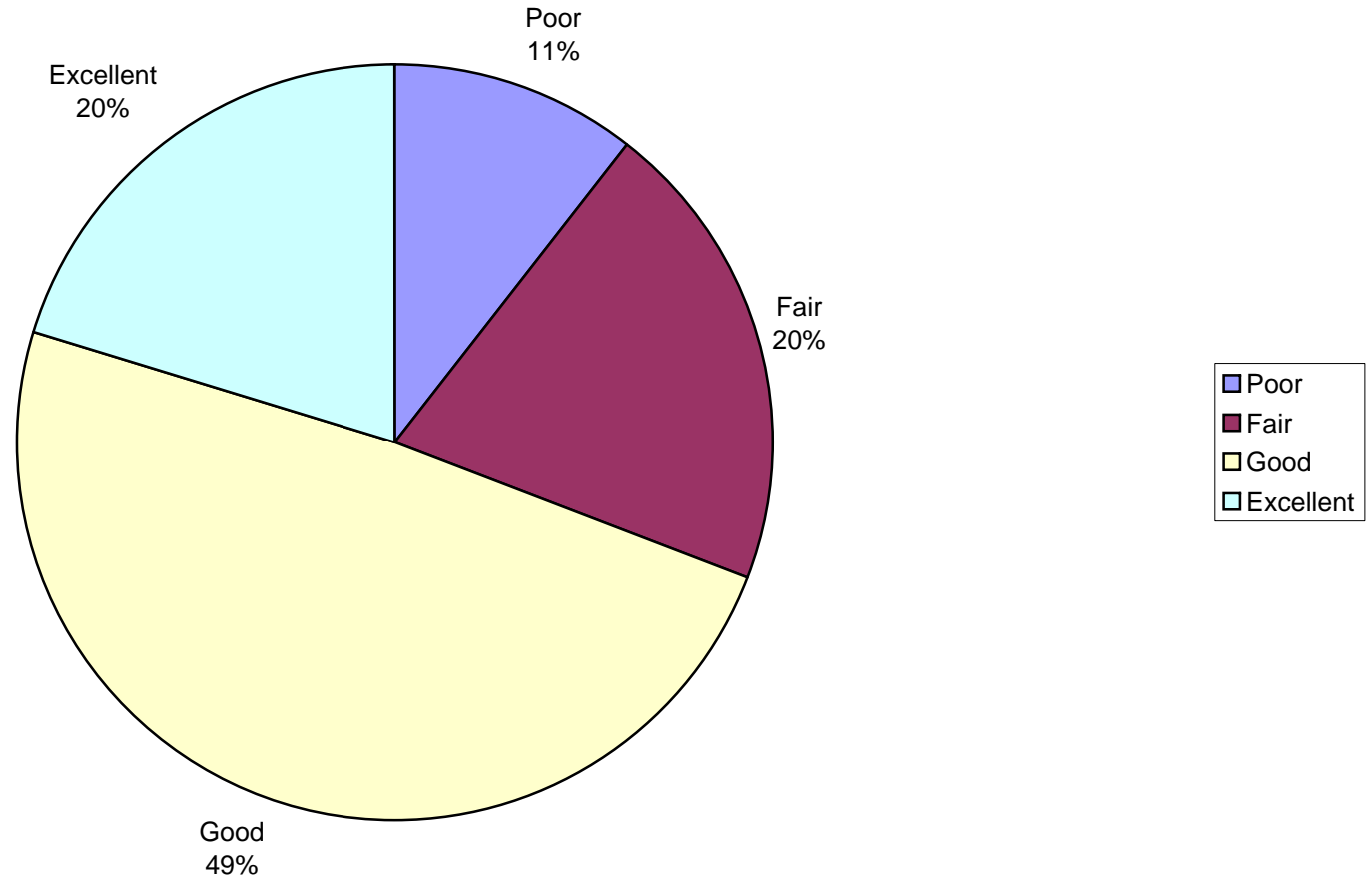
1 How would you rate the responsiveness of picking up your trash and recyclables on you designated collection day?



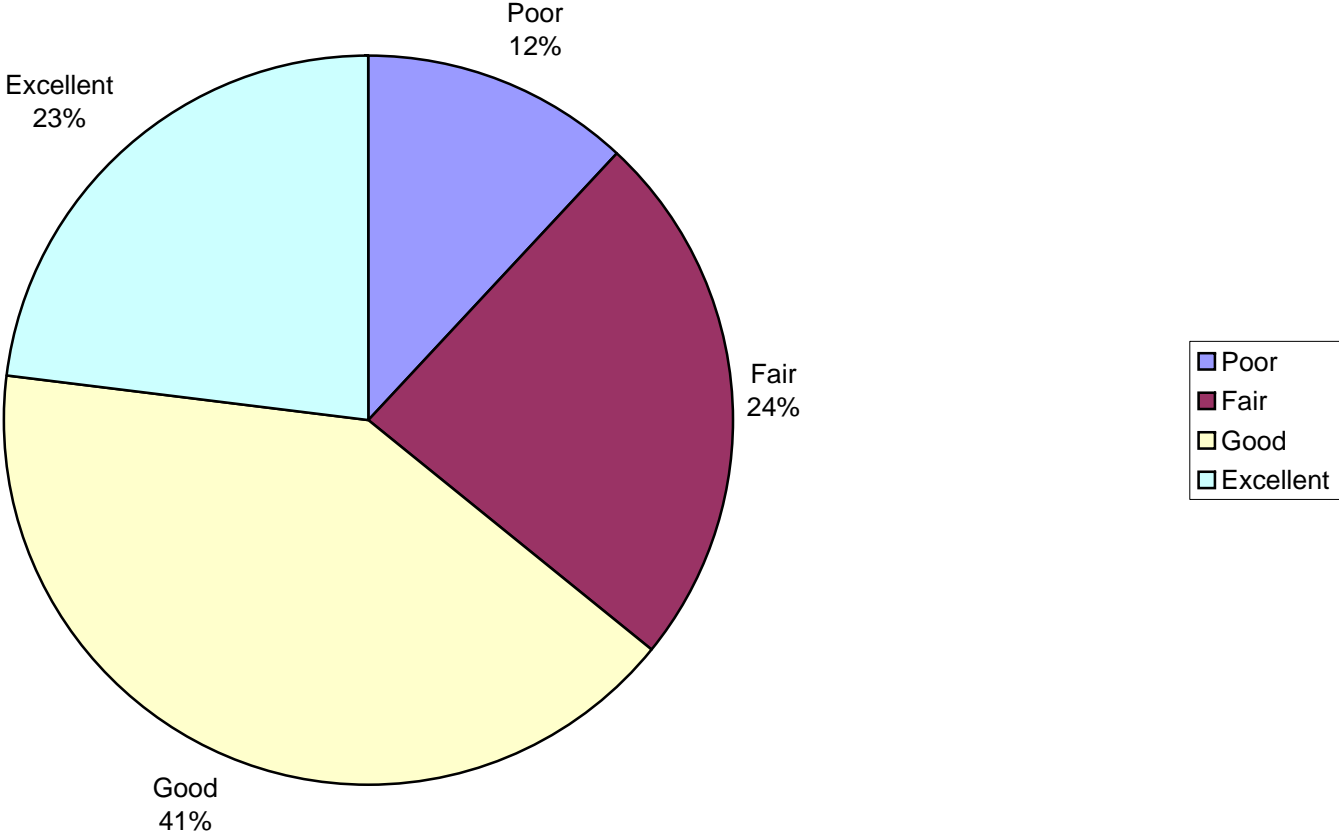
2 How would you rate the convenience to you of the City's recycling program?



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?

