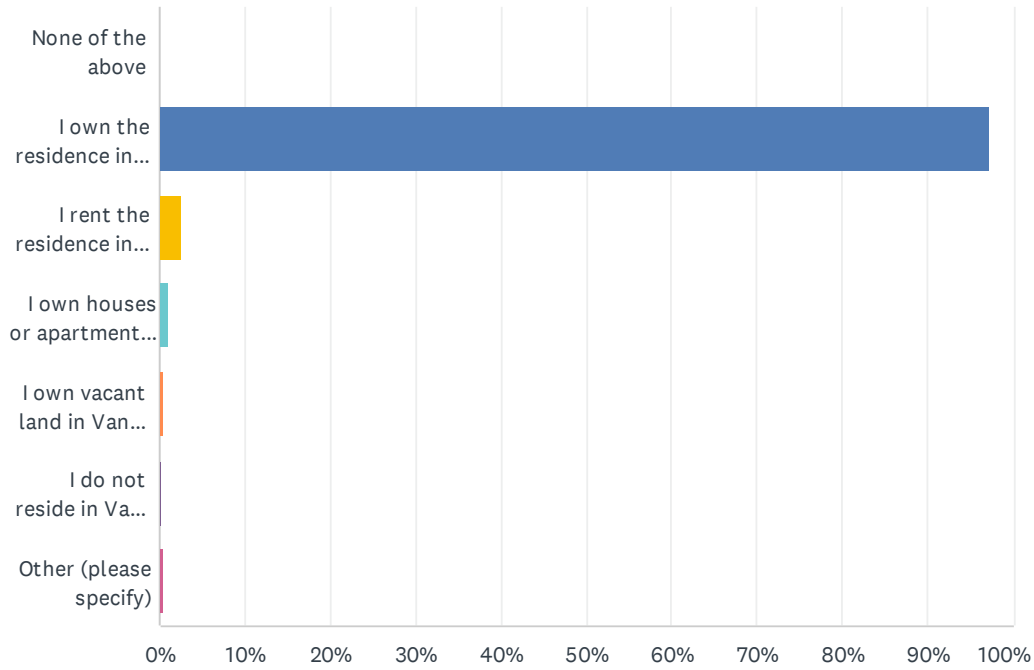


### Q1 Please Choose all that Apply:

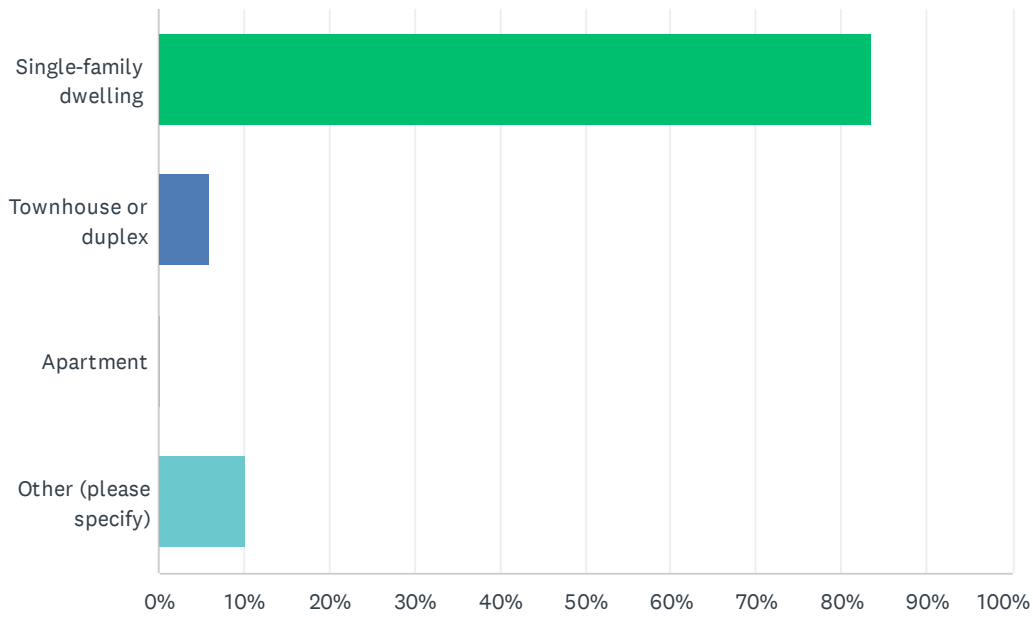
Answered: 594 Skipped: 1



ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
I own the residence in which I live in Van Buren Township	97.31%	578
I rent the residence in which I live in Van Buren Township	2.53%	15
I own houses or apartments that I rent to others in Van Buren Township	1.01%	6
I own vacant land in Van Buren Township	0.34%	2
I do not reside in Van Buren Township	0.17%	1
Other (please specify)	0.34%	2
Total Respondents: 594		

## Q2 Please select the term that best describes your residence.

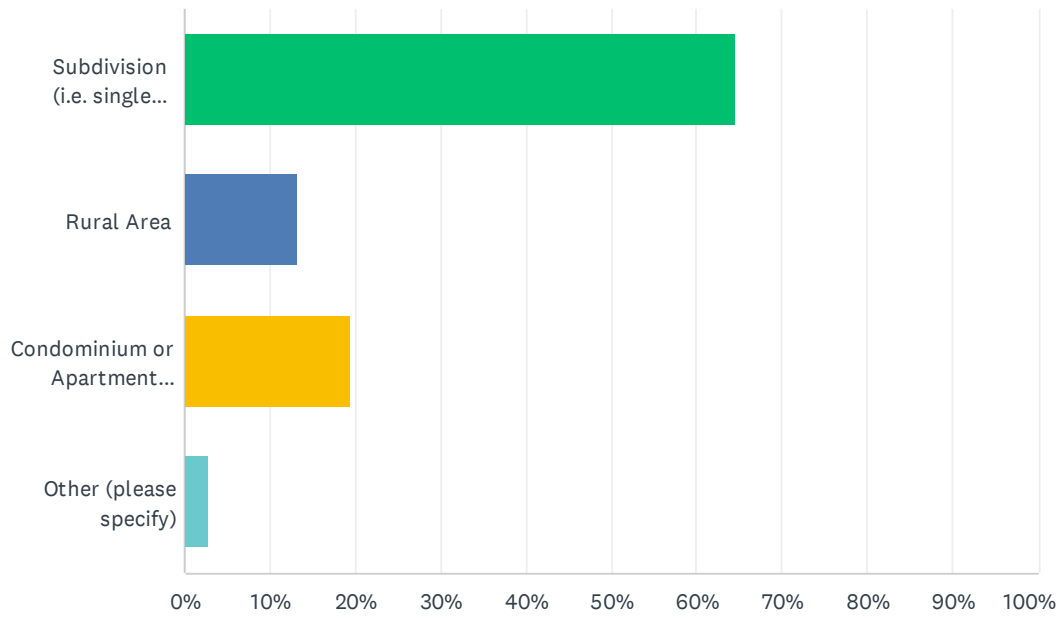
Answered: 595 Skipped: 0



ANSWER CHOICES	RESPONSES	
Single-family dwelling	83.53%	497
Townhouse or duplex	6.05%	36
Apartment	0.17%	1
Other (please specify)	10.25%	61
<b>TOTAL</b>		<b>595</b>

### Q3 What type of neighborhood do you live in?

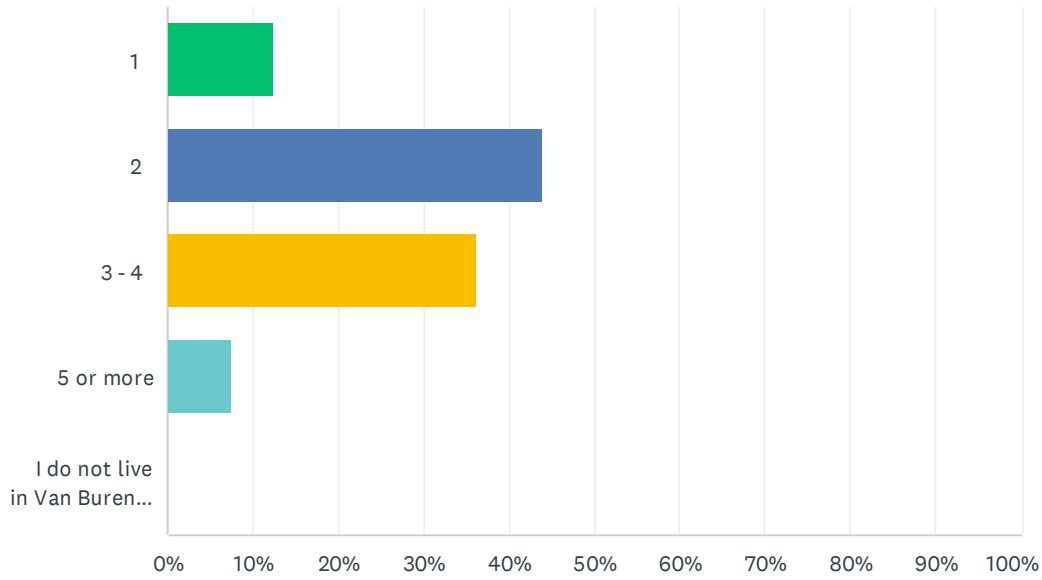
Answered: 595 Skipped: 0



ANSWER CHOICES	RESPONSES	
Subdivision (i.e. single family homes)	64.71%	385
Rural Area	13.28%	79
Condominium or Apartment Complex	19.33%	115
Other (please specify)	2.69%	16
<b>TOTAL</b>		<b>595</b>

## Q4 How many people live in your household?

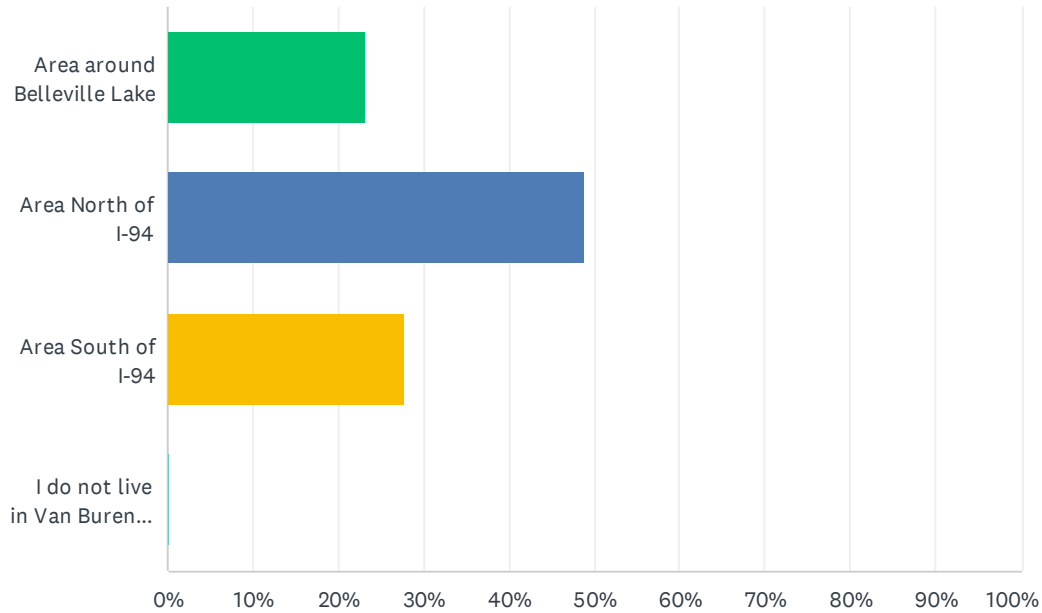
Answered: 591 Skipped: 4



ANSWER CHOICES	RESPONSES	
1	12.35%	73
2	43.99%	260
3 - 4	36.21%	214
5 or more	7.45%	44
I do not live in Van Buren Township	0.00%	0
<b>TOTAL</b>		<b>591</b>

## Q5 What location BEST describes the area of Van Buren Township you live in?

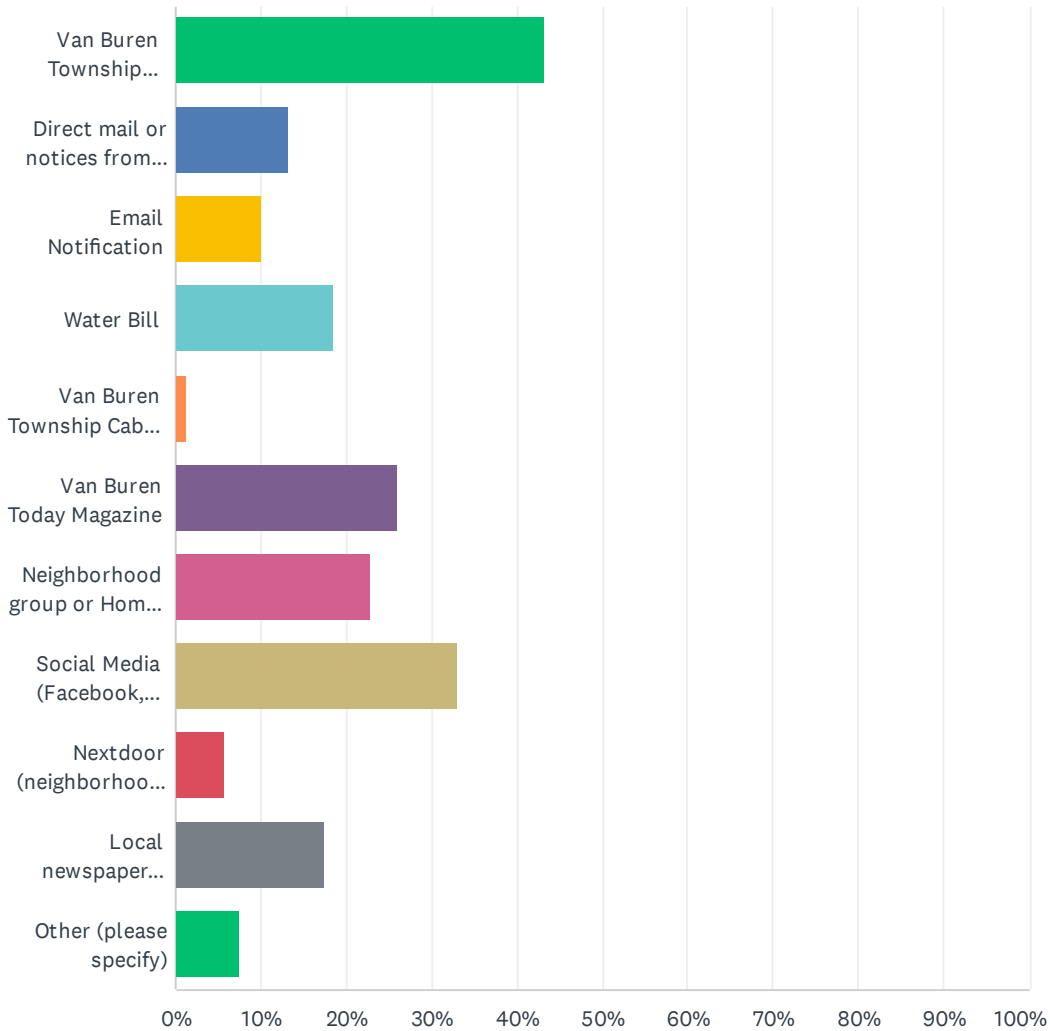
Answered: 593 Skipped: 2



ANSWER CHOICES	RESPONSES	
Area around Belleville Lake	23.27%	138
Area North of I-94	48.90%	290
Area South of I-94	27.66%	164
I do not live in Van Buren Township	0.17%	1
<b>TOTAL</b>		<b>593</b>

### Q6 How have you received information about Van Buren Township trash, recycling, or yard waste services? (Select all that apply)

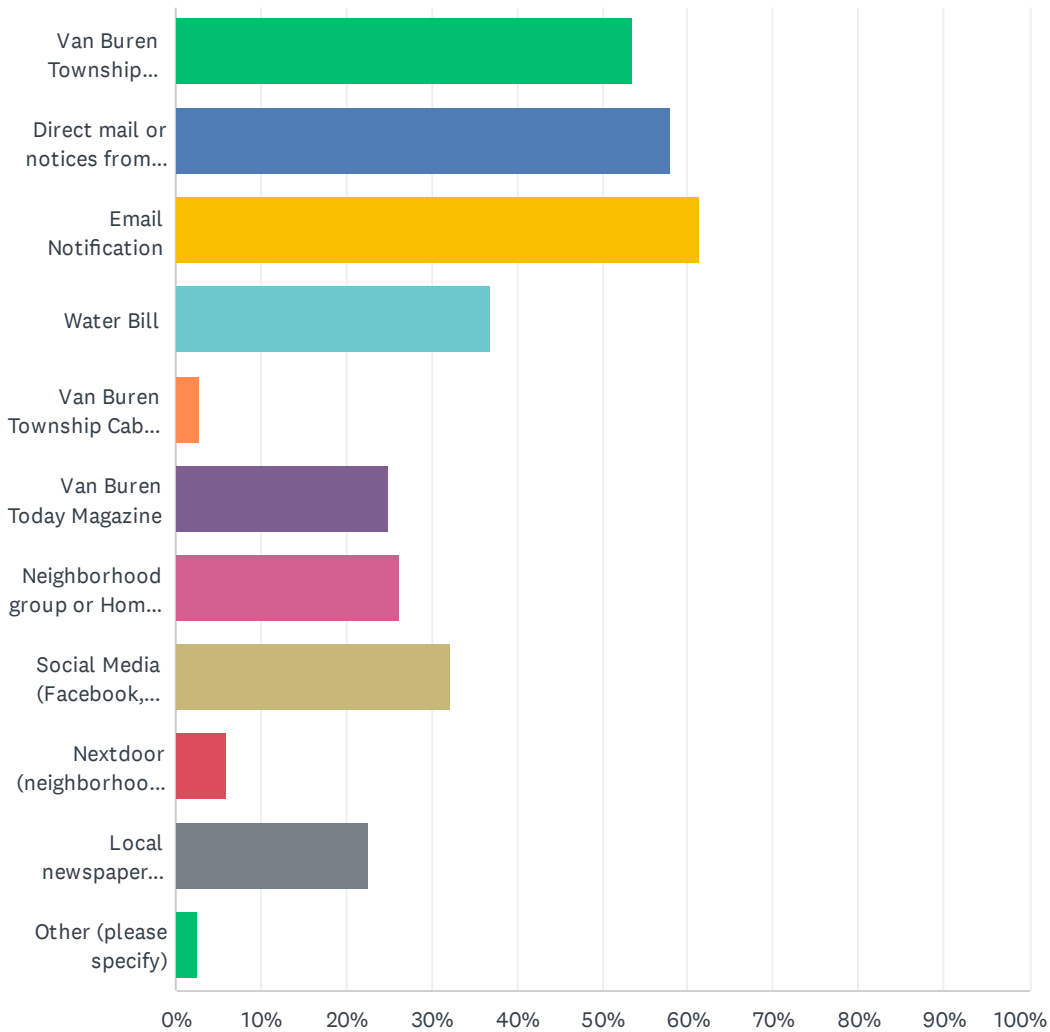
Answered: 594 Skipped: 1



ANSWER CHOICES	RESPONSES	
Van Buren Township Website	43.27%	257
Direct mail or notices from the trash collection company	13.30%	79
Email Notification	10.10%	60
Water Bill	18.52%	110
Van Buren Township Cable Channel	1.18%	7
Van Buren Today Magazine	25.93%	154
Neighborhood group or Home owner's association	22.73%	135
Social Media (Facebook, Twitter, etc.)	33.00%	196
Nextdoor (neighborhood social network)	5.72%	34
Local newspaper (Belleville Area Independent)	17.51%	104
Other (please specify)	7.41%	44
Total Respondents: 594		

### Q7 How would you prefer to receive information about Van Buren Township trash, recycling, or yard waste services? (Select up to 3 responses)

Answered: 595 Skipped: 0





ANSWER CHOICES	RESPONSES	
Van Buren Township Website	53.45%	318
Direct mail or notices from the trash collection company	57.98%	345
Email Notification	61.34%	365
Water Bill	36.81%	219
Van Buren Township Cable Channel	2.69%	16
Van Buren Today Magazine	25.04%	149
Neighborhood group or Home owner's association	26.22%	156
Social Media (Facebook, Twitter, etc.)	32.10%	191
Nextdoor (neighborhood social network)	6.05%	36
Local newspaper (Belleville Area Independent)	22.52%	134
Other (please specify)	2.52%	15
Total Respondents: 595		

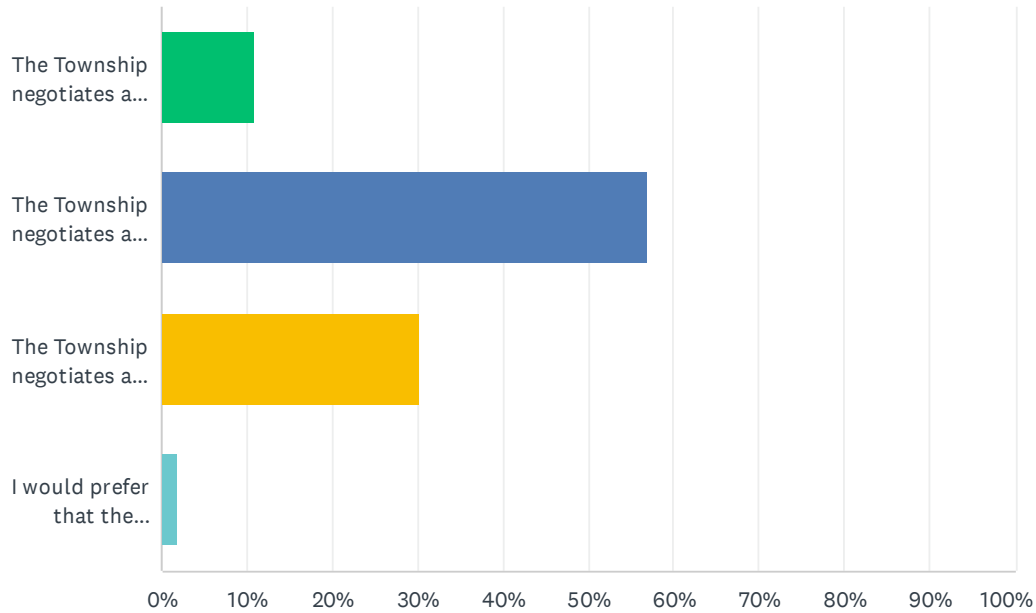
**Q8 If you are interested in receiving email notifications and information about trash, recycling, and/or yard waste services in Van Buren Township please provide your email address to be added to our mailing list.**

Answered: 482 Skipped: 113

ANSWER CHOICES	RESPONSES	
Name	0.00%	0
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	482
Phone Number	0.00%	0

### Q9 Which of the following scenarios do you MOST support regarding the billing of curbside pickup of trash, recycling, and yard waste?

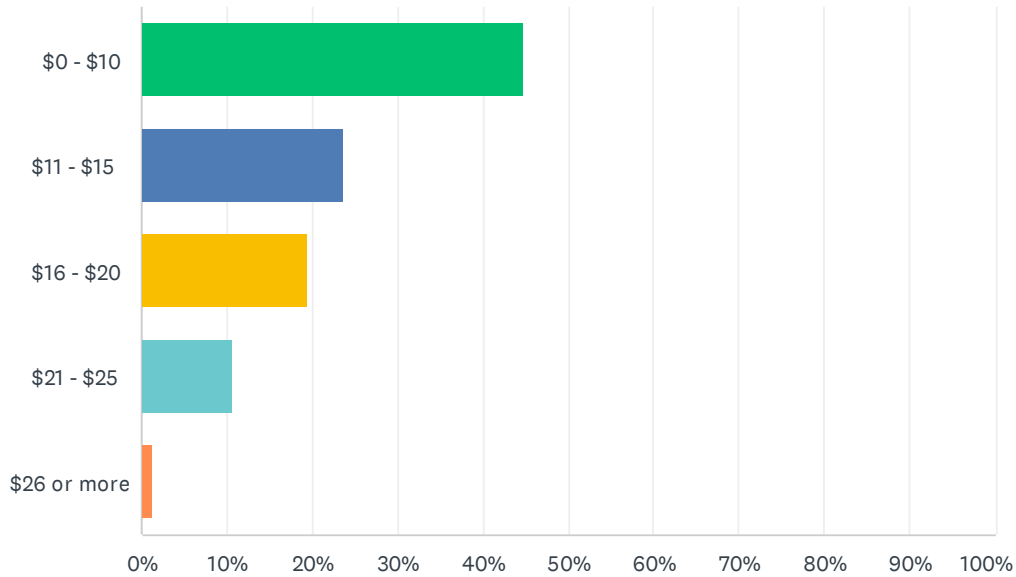
Answered: 583 Skipped: 12



ANSWER CHOICES	RESPONSES	
The Township negotiates a set household rate with a company and that company sends me a bill directly.	10.98%	64
The Township negotiates a set household rate with a company and the fees would be charged on my property tax bill.	56.95%	332
The Township negotiates a set household rate with a company and the fees would be charged on my water bill.	30.19%	176
I would prefer that the Township not be involved in curbside pick-up and allow me to negotiate directly with a company. I do not care if this option costs more.	1.89%	11
<b>TOTAL</b>		<b>583</b>

### Q10 What is a reasonable amount to pay PER MONTH for trash, recycling, and yard waste collection services?

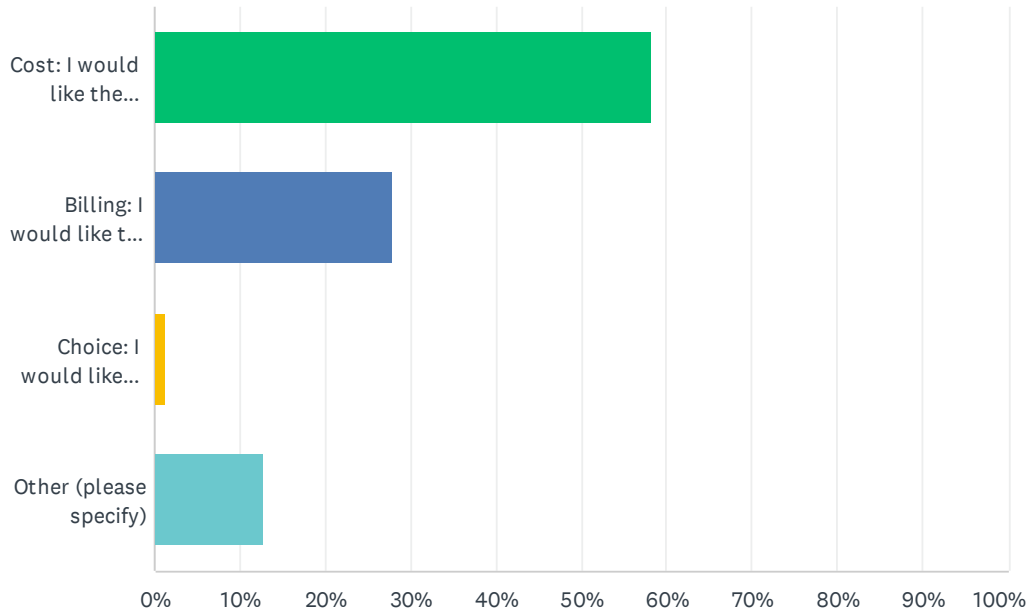
Answered: 586 Skipped: 9



ANSWER CHOICES	RESPONSES
\$0 - \$10	44.88% 263
\$11 - \$15	23.72% 139
\$16 - \$20	19.45% 114
\$21 - \$25	10.58% 62
\$26 or more	1.37% 8
<b>TOTAL</b>	<b>586</b>

# Q11 What is your BIGGEST concern regarding trash, recycling, and yard waste collection services?

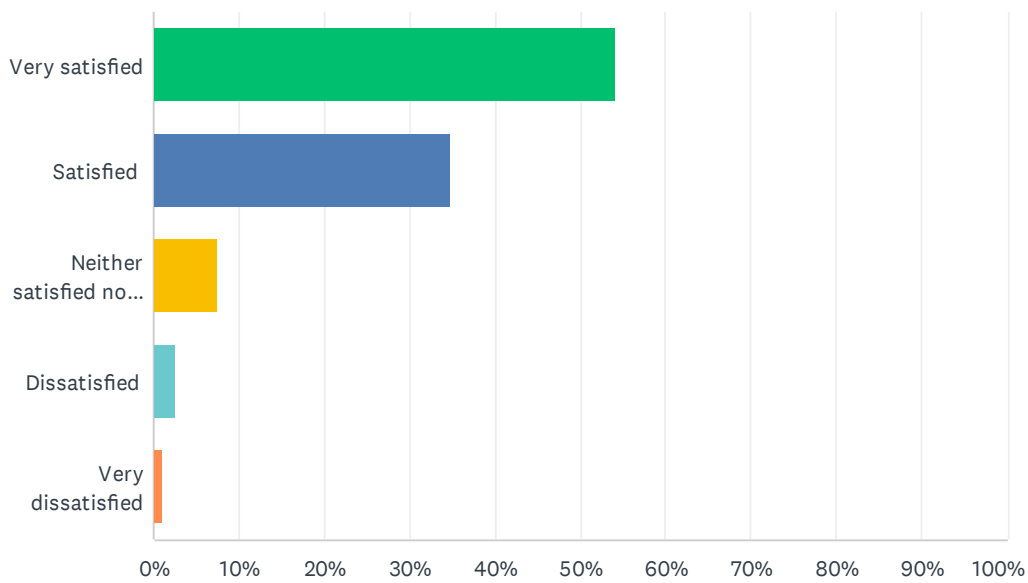
Answered: 592 Skipped: 3



ANSWER CHOICES	RESPONSES	
Cost: I would like the service which provides these services at the LOWEST price possible and do not care if this is paid on my taxes or a utility bill.	58.11%	344
Billing: I would like to have the costs for these services placed on my property taxes so I do not have an extra bill sent to me.	27.87%	165
Choice: I would like trash, recycling, and yard waste services that I negotiate as an individual. I do not care if this option costs more.	1.18%	7
Other (please specify)	12.84%	76
<b>TOTAL</b>		<b>592</b>

## Q12 Are you satisfied with the current trash collection service?

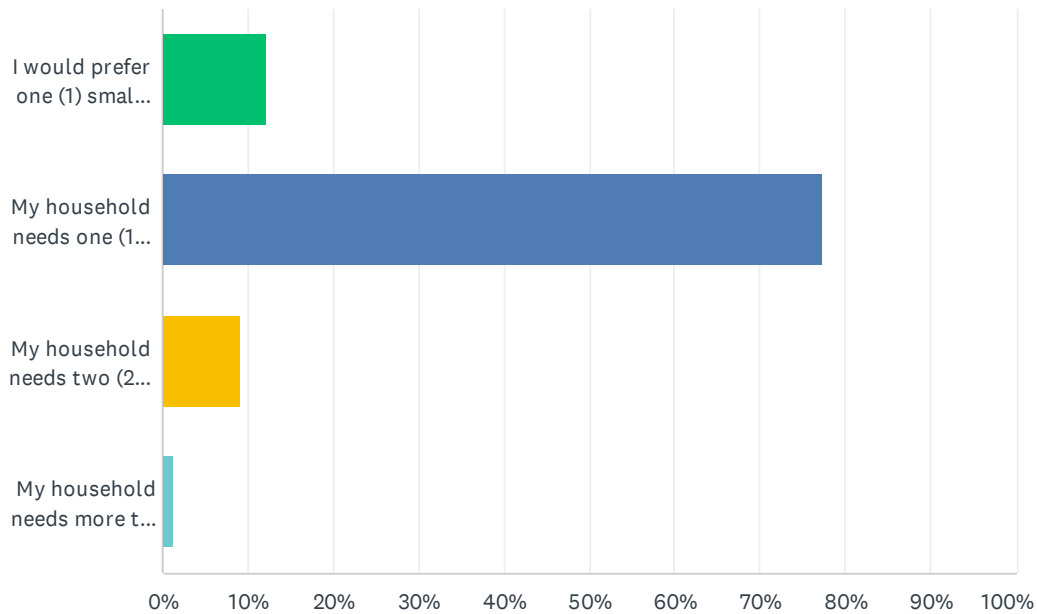
Answered: 594 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	54.21%	322
Satisfied	34.85%	207
Neither satisfied nor dissatisfied	7.41%	44
Dissatisfied	2.53%	15
Very dissatisfied	1.01%	6
<b>TOTAL</b>		<b>594</b>

### Q13 Please select the statement that you MOST agree with.

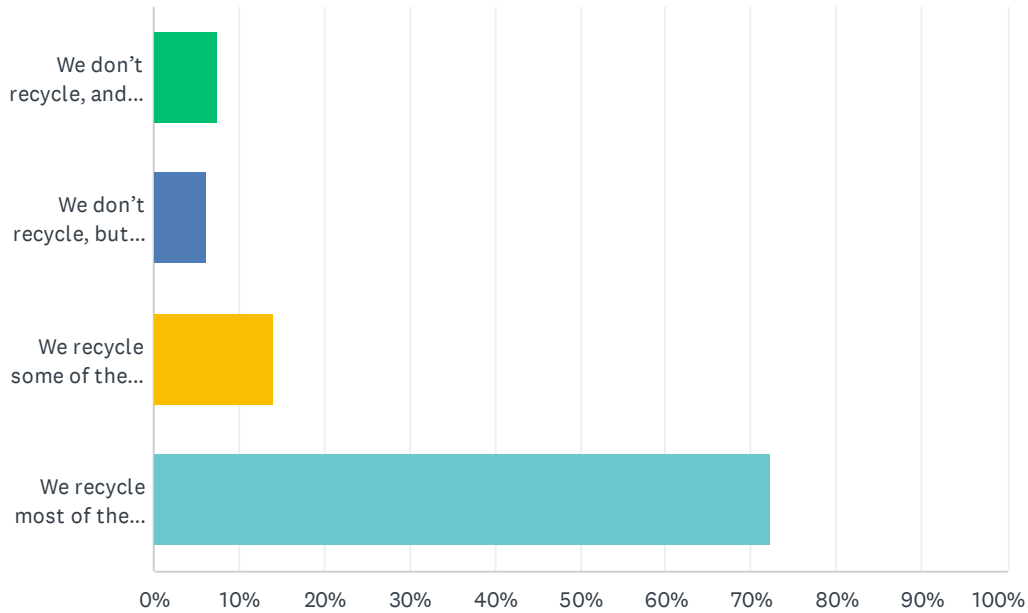
Answered: 593 Skipped: 2



ANSWER CHOICES	RESPONSES	
I would prefer one (1) smaller cart (less than 96 gallon) for weekly trash collection.	12.14%	72
My household needs one (1) large cart (96 gallon) for weekly trash collection. (Currently Provided)	77.40%	459
My household needs two (2) large carts (96 gallon) for weekly trash collection.	9.27%	55
My household needs more than two (2) large carts (96 gallon) for weekly trash collection.	1.18%	7
<b>TOTAL</b>		<b>593</b>

### Q14 Please choose a description which BEST fits your recycling status at home?

Answered: 593 Skipped: 2

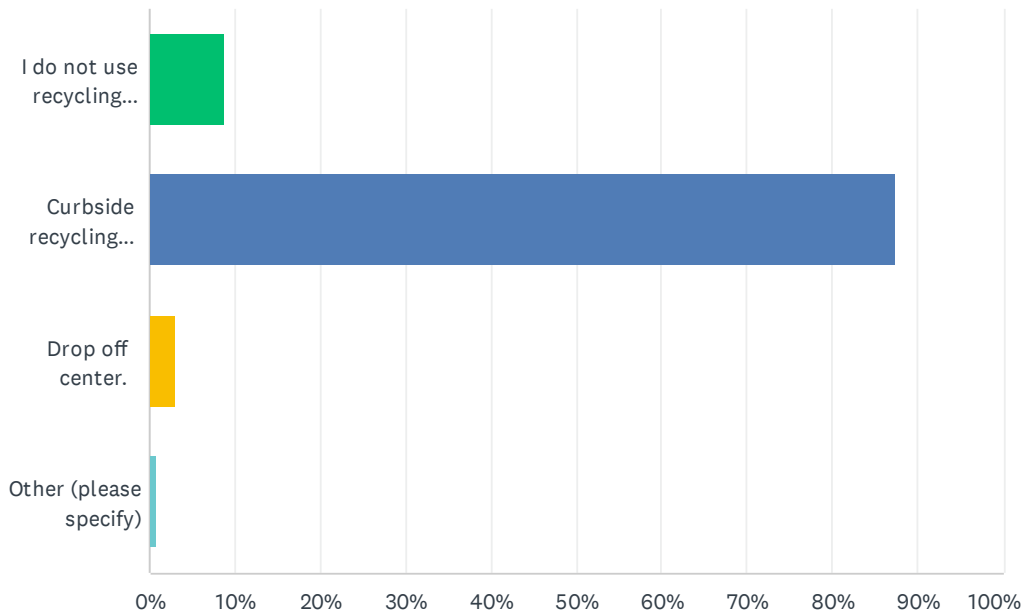


ANSWER CHOICES	RESPONSES	
We don't recycle, and are not interested.	7.42%	44
We don't recycle, but plan to begin.	6.24%	37
We recycle some of the time	14.00%	83
We recycle most of the time	72.34%	429
<b>TOTAL</b>		<b>593</b>



### Q15 Which of these recycling services do you use most?

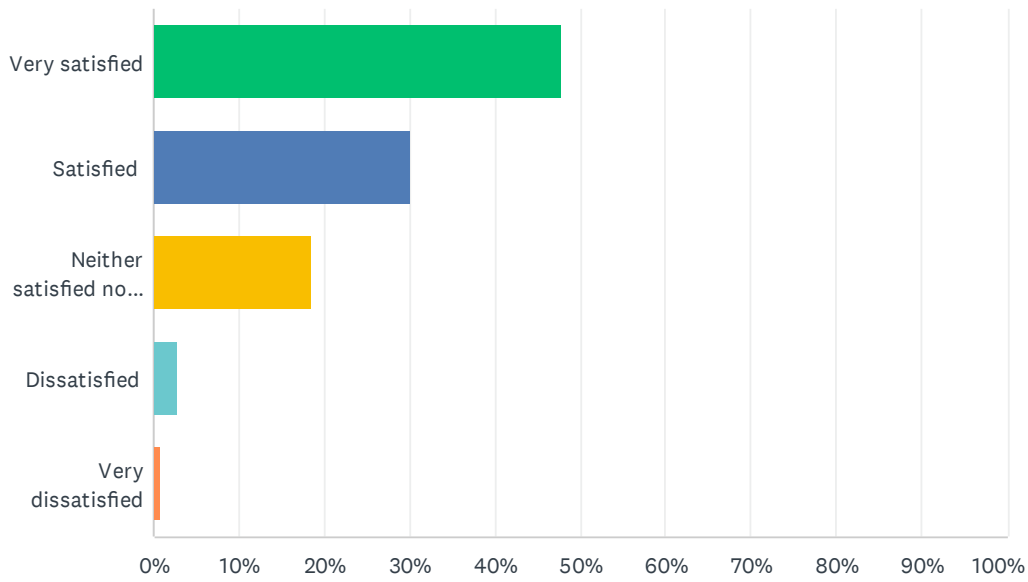
Answered: 594 Skipped: 1



ANSWER CHOICES	RESPONSES	
I do not use recycling services	8.75%	52
Curbside recycling collection.	87.37%	519
Drop off center.	3.03%	18
Other (please specify)	0.84%	5
<b>TOTAL</b>		<b>594</b>

## Q16 Are you satisfied with the current recycling collection service?

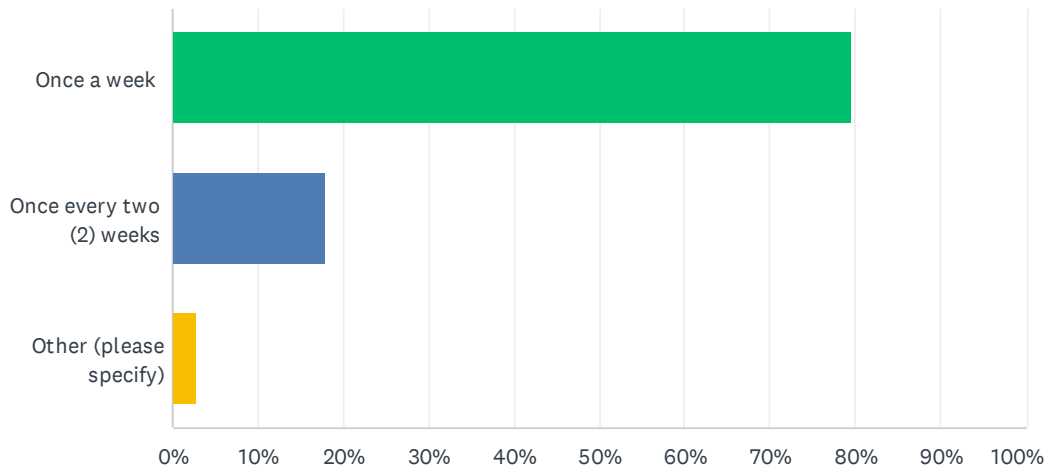
Answered: 593 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	47.72%	283
Satisfied	30.02%	178
Neither satisfied nor dissatisfied	18.55%	110
Dissatisfied	2.87%	17
Very dissatisfied	0.84%	5
<b>TOTAL</b>		<b>593</b>

## Q17 How often should recycling be collected curbside?

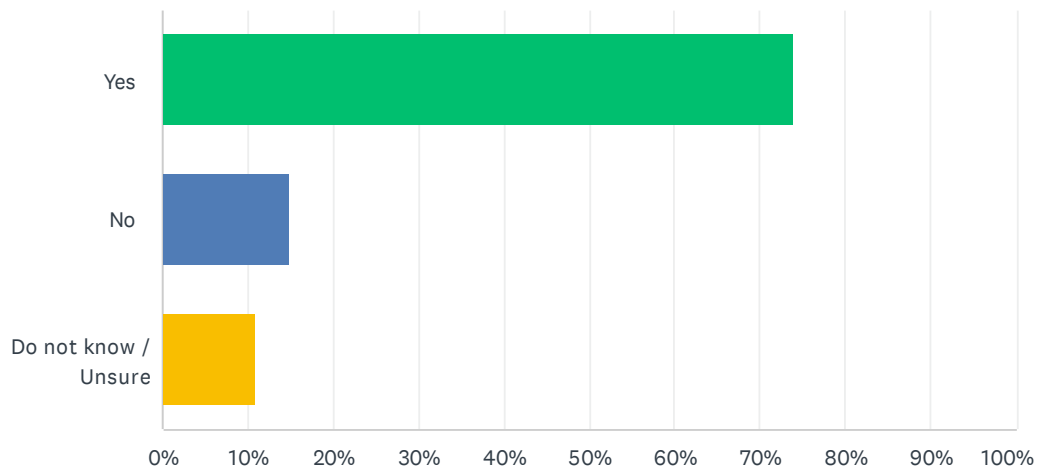
Answered: 594 Skipped: 1



ANSWER CHOICES	RESPONSES
Once a week	79.46% 472
Once every two (2) weeks	17.85% 106
Other (please specify)	2.69% 16
<b>TOTAL</b>	<b>594</b>

Q18 If your household was given a larger ninety-six (96) gallon recycling cart would you be willing to have recycling collected once every two (2) weeks if it reduced your overall cost for recycling services? A ninety-six (96) gallon cart is the same size as the cart currently provided for trash service.

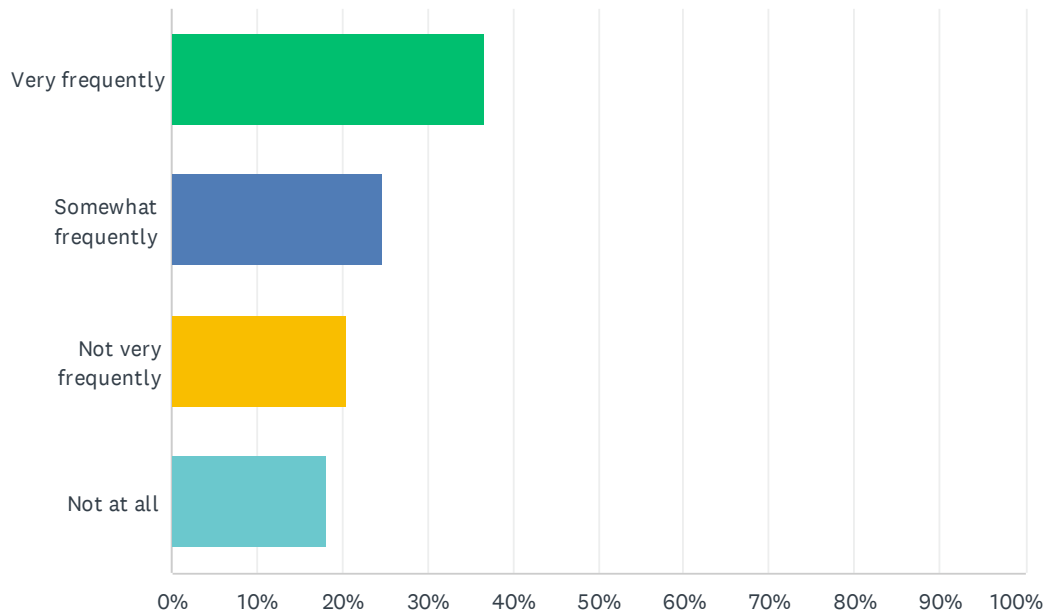
Answered: 594 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	74.07%	440
No	14.98%	89
Do not know / Unsure	10.94%	65
TOTAL		594

## Q19 How frequently do you use curbside yard waste collection?

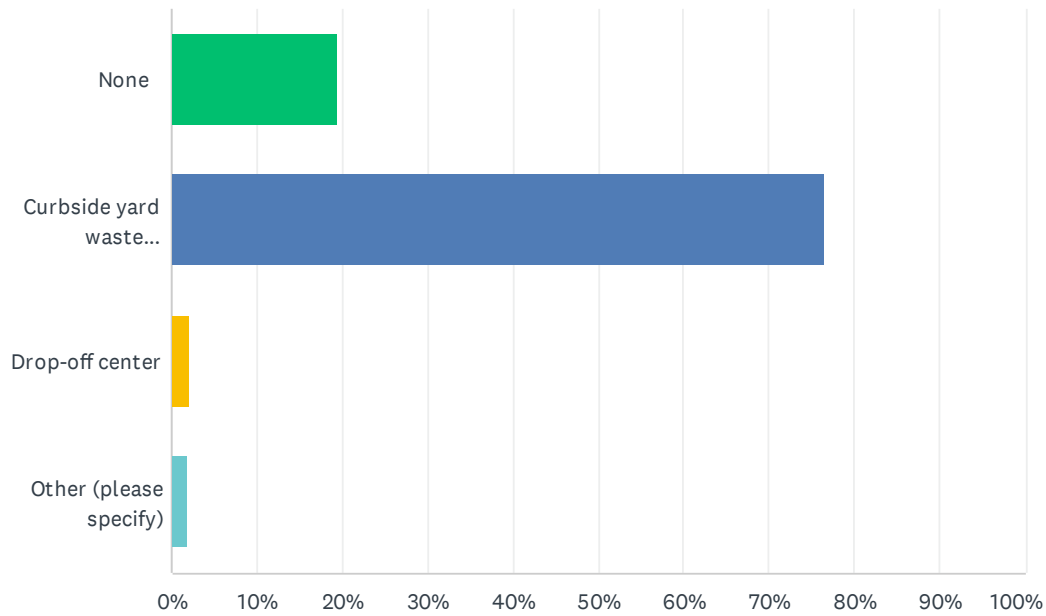
Answered: 595 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very frequently	36.64%	218
Somewhat frequently	24.71%	147
Not very frequently	20.50%	122
Not at all	18.15%	108
TOTAL		595

## Q20 What yard waste disposal service do you use most frequently?

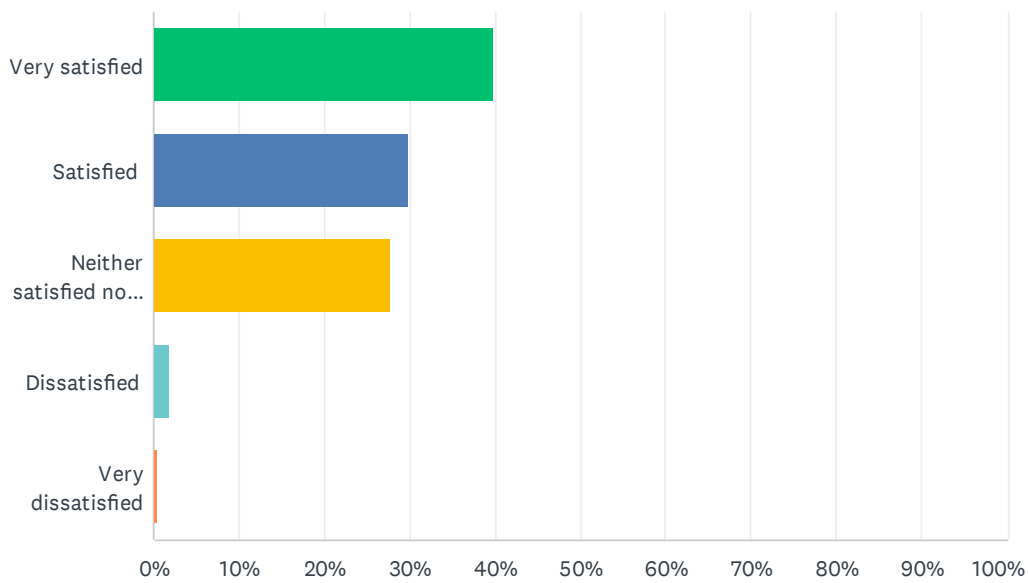
Answered: 591 Skipped: 4



ANSWER CHOICES	RESPONSES
None	19.46% 115
Curbside yard waste collection.	76.48% 452
Drop-off center	2.20% 13
Other (please specify)	1.86% 11
<b>TOTAL</b>	<b>591</b>

## Q21 Are you satisfied with the current yard waste collection service?

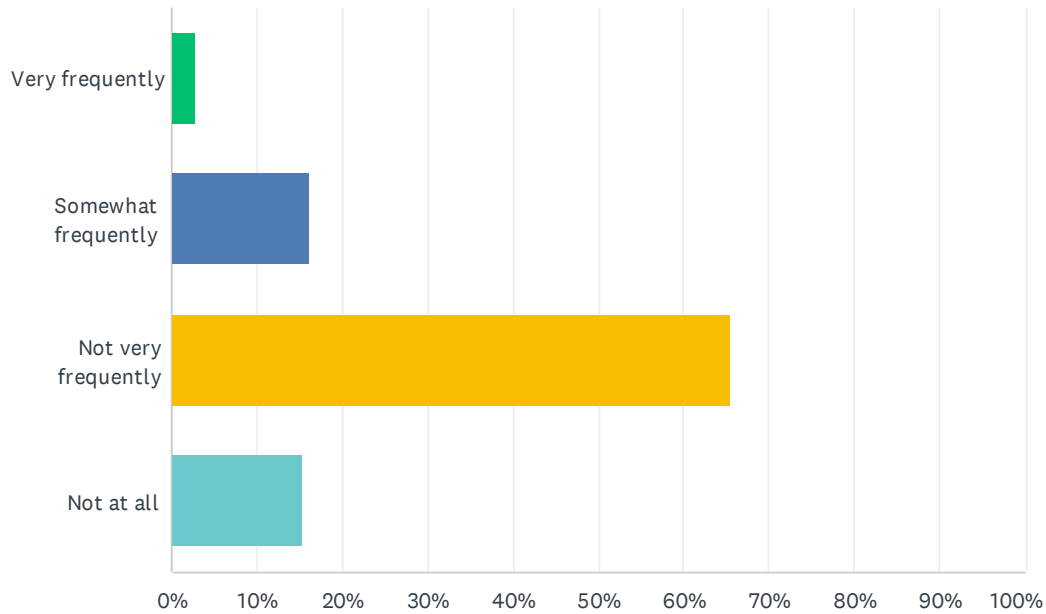
Answered: 593 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	39.80%	236
Satisfied	29.85%	177
Neither satisfied nor dissatisfied	27.82%	165
Dissatisfied	2.02%	12
Very dissatisfied	0.51%	3
<b>TOTAL</b>		<b>593</b>

**Q22 How frequently does your household dispose of bulk items? Bulk items are items which are too large to fit into a regular service container. Examples of bulk items include: sofas, mattresses, cabinets, or other large items.**

Answered: 595 Skipped: 0

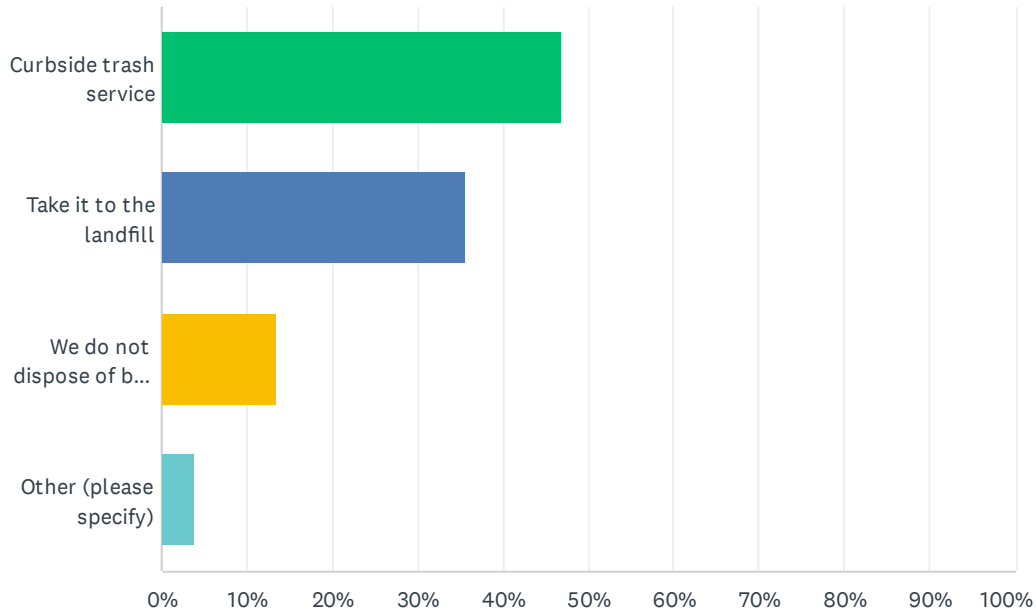


ANSWER CHOICES	RESPONSES	
Very frequently	2.86%	17
Somewhat frequently	16.30%	97
Not very frequently	65.55%	390
Not at all	15.29%	91
<b>TOTAL</b>		<b>595</b>



## Q23 How do you dispose of bulk items MOST frequently?

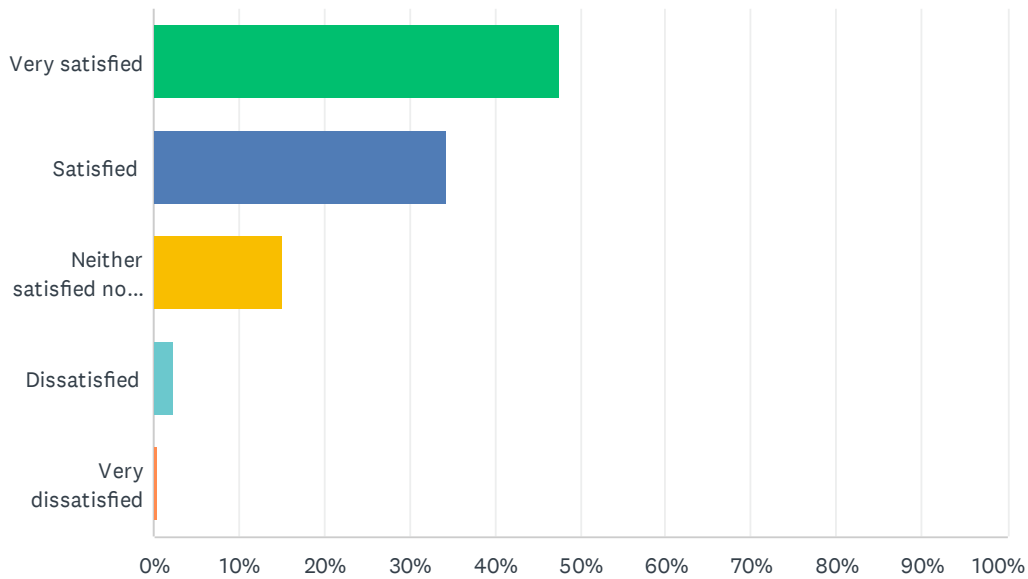
Answered: 592 Skipped: 3



ANSWER CHOICES	RESPONSES	
Curbside trash service	46.96%	278
Take it to the landfill	35.64%	211
We do not dispose of bulk items.	13.51%	80
Other (please specify)	3.89%	23
<b>TOTAL</b>		<b>592</b>

## Q24 Are you satisfied with the customer service that you have received regarding trash, recycling, and yard waste collection services?

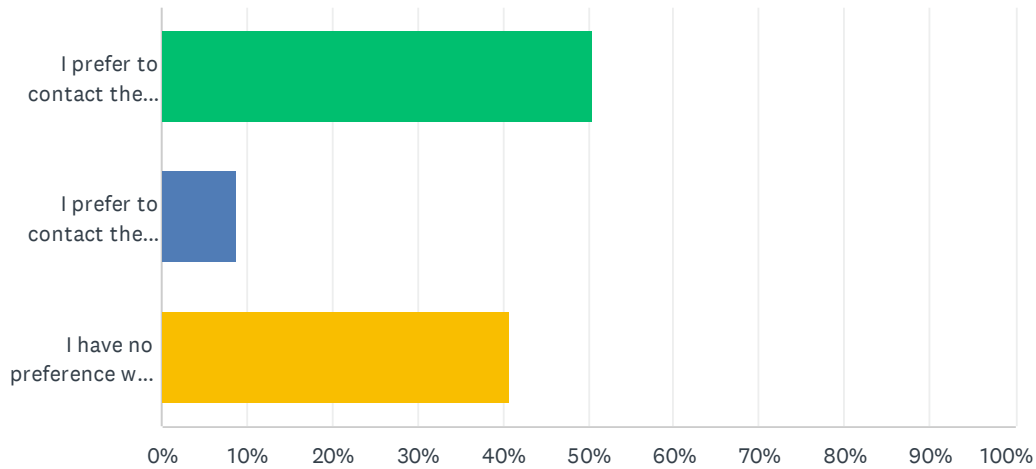
Answered: 593 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	47.55%	282
Satisfied	34.40%	204
Neither satisfied nor dissatisfied	15.18%	90
Dissatisfied	2.36%	14
Very dissatisfied	0.51%	3
<b>TOTAL</b>		<b>593</b>

## Q25 Please select the statement you MOST agree with regarding communicating questions or concerns regarding trash, recycling, and/or yard waste pickup.

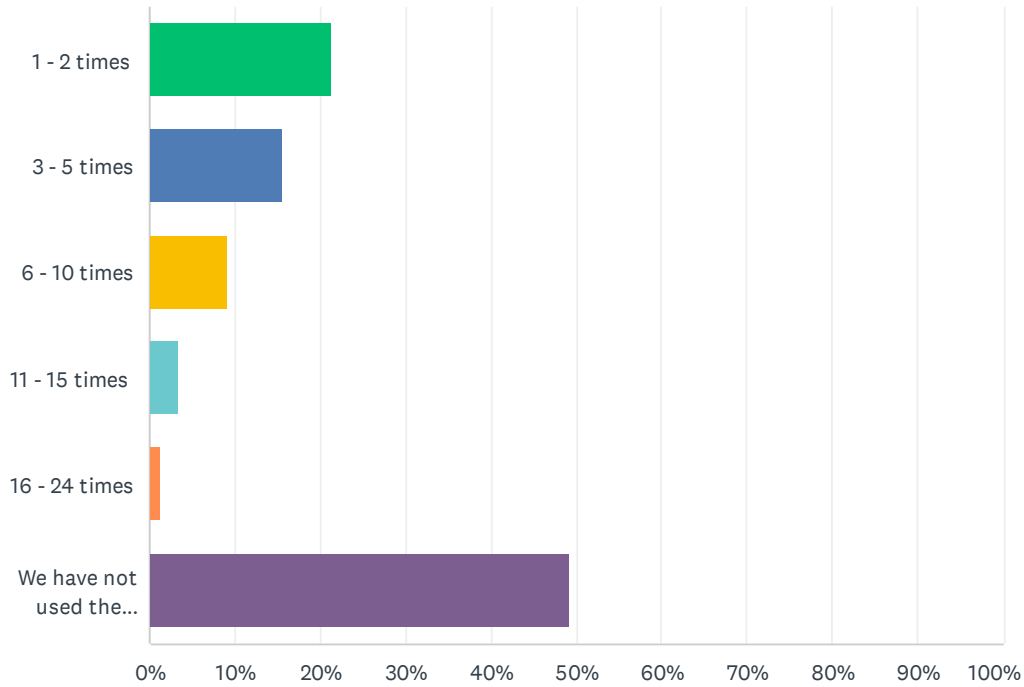
Answered: 592 Skipped: 3



ANSWER CHOICES	RESPONSES	
I prefer to contact the Township offices.	50.51%	299
I prefer to contact the company directly.	8.78%	52
I have no preference who I contact.	40.71%	241
<b>TOTAL</b>		<b>592</b>

## Q26 How often has your household used the Township Landfill Pass in the past year?

Answered: 594 Skipped: 1



ANSWER CHOICES	RESPONSES	
1 - 2 times	21.38%	127
3 - 5 times	15.66%	93
6 - 10 times	9.26%	55
11 - 15 times	3.37%	20
16 - 24 times	1.18%	7
We have not used the Township landfill pass this past year.	49.16%	292
<b>TOTAL</b>		<b>594</b>

Q27 Thank you for completing the survey and please let us know if you have any other comments you would like to add:

Answered: 172 Skipped: 423