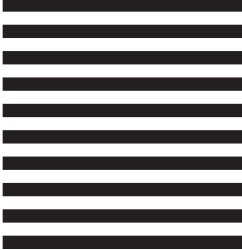




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How Are We Doing?

In recent years, recycling in Central Contra Costa County has slowly but steadily dropped. Recent recycling rates show most member cities falling short of the 50% goal mandated by the state.

There is another mandate, of course, and that is from you, our customers. Your satisfaction with the CCCSWA's services is our ultimate yardstick. Are we delivering on our commitment to provide disposal and recycling services that are environmentally sound, cost-effective and of high quality?

In this issue of *Diversions*, we're asking for your input. Please take a few moments to complete the enclosed anonymous survey and mail it back to us. The results will guide future improvements and help us measure up to both the state's and your expectations.

Many thanks in advance.



Paul Morsen,
Executive Director

Instructions: Please fill in the circle next to your selected answer in blue or black ink.

1. Which of the following communities do you currently reside in?

- ₁ Danville ₂ Lafayette ₃ Moraga ₄ Orinda ₅ Walnut Creek
- ₆ Unincorporated Areas (Alamo, Blackhawk, Diablo, etc.)

2. And which of the following describes the type of home you currently live in?

- ₁ Single family home ₂ Townhouse with yard waste collection service ₃ Townhouse without yard waste collection service

3. The CCCSWA, among others, sponsors recycling and refuse services for your community. Please rate your overall satisfaction with all the recycling and refuse services you have received in the past year.

Extremely Satisfied **Not at All Satisfied**

5 4 3 2 1

4. We have listed below several different services offered in your area. For each, please tell us if you were aware of it **prior to receiving this survey**, and, if so, how often you have participated in it during the past year.

	Previously Aware?		If yes, how often have you used the service in the past year?			
	<u>Yes</u>	<u>No</u>	<u>Frequently</u>	<u>Sometimes</u>	<u>Never</u>	<u>N/A</u>
a. Curbside recycling collection (burgundy cart) ..	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	---
b. Curbside yard waste collection (green cart)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
c. On-call curbside used motor oil collection.....	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
d. On-call collection of excess materials (household recycling and yard waste)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆

5. Several different types of materials are listed below. For each material, please tell us if **prior to receiving this survey** you were aware that it could be recycled in your burgundy recycling cart, and, if so, how much of the material generated was recycled by your household in the past year.

	Previously Aware?		If yes, how much of the material has your household recycled in the past year?			
	<u>Yes</u>	<u>No</u>	<u>All of It</u>	<u>Some of It</u>	<u>None of It</u>	<u>Don't Generate Material</u>
a. Cardboard	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
b. Newspaper	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
c. Magazines	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
d. Junk mail	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
e. White paper	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
f. Colored paper	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
g. Paper bags	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
h. Paperboard (e.g. cereal boxes)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
i. Glass bottles or jars	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
j. Beverage cartons and boxes (e.g. juice)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
k. Aluminum cans	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
l. Aluminum foil (e.g. foil wrap or pie pans).....	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
m. Non-Aluminum metal cans	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
n. Plastic bottles (e.g. water bottles)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆
o. Plastic tubs (e.g. yogurt cups)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₆

6. We have listed additional services offered in your area below. For each, please tell us if you were aware of each service **prior to receiving this survey**, and, if so, whether or not you have participated or used it during in the past year.

	Previously Aware?		If yes, have you used the service in the past year?	
	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>
a. Free backyard composting classes	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₂
b. Free backyard composting videos	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₂
c. Discounted backyard composting bins	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₂
d. Garbage bill discount for certified backyard compostors	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₂
e. Bi-annual Reuse and Cleanup Days	<input type="radio"/> ₁	<input type="radio"/> ₂ (Go to Q9)	<input type="radio"/> ₁ (Go to Q8)	<input type="radio"/> ₂ (Go to Q7)

Continue on Reverse Side

