

Utility Services

Key Findings

Residents are most satisfied with residential trash collection, drinking water, and yardwaste removal services

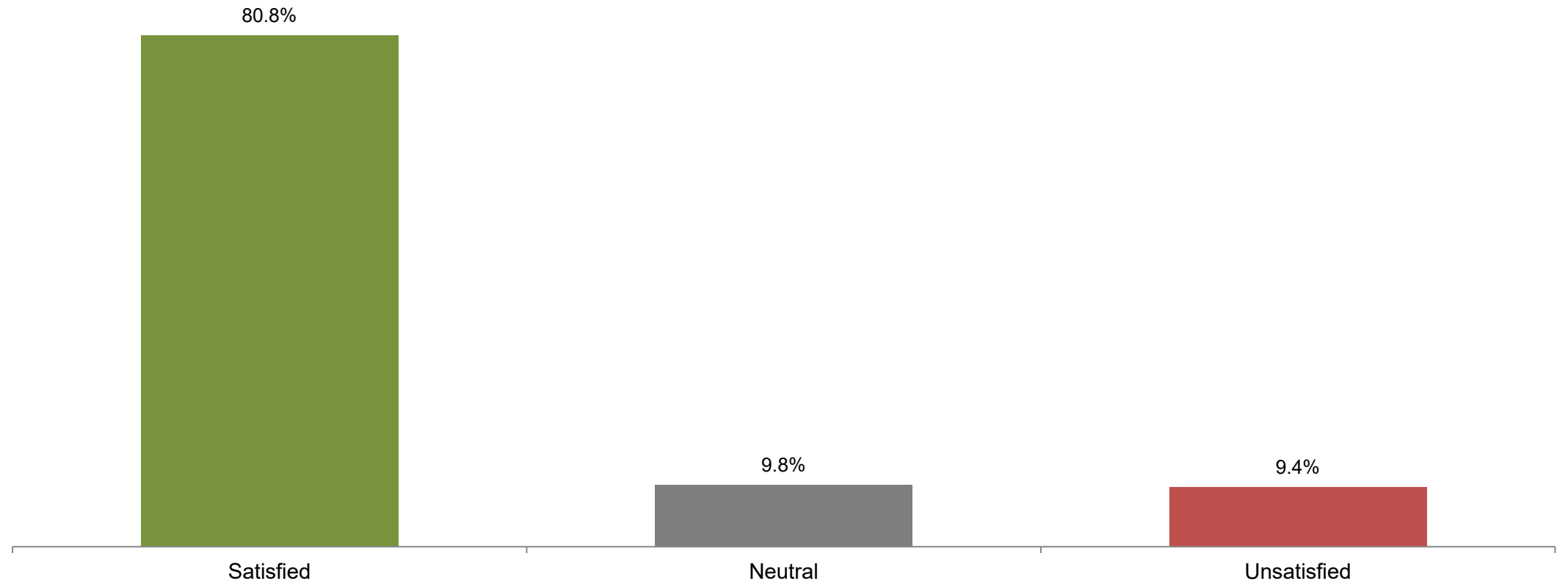
- 81% are satisfied with residential trash collection services – among those satisfied, 67% are very satisfied
- 76% are satisfied with drinking water services– among those satisfied, 62% are very satisfied
- 74% are satisfied with yardwaste removal services– among those satisfied, 70% are very satisfied

Areas of Opportunity

- Stormwater infrastructure

81% are satisfied with residential trash collection services

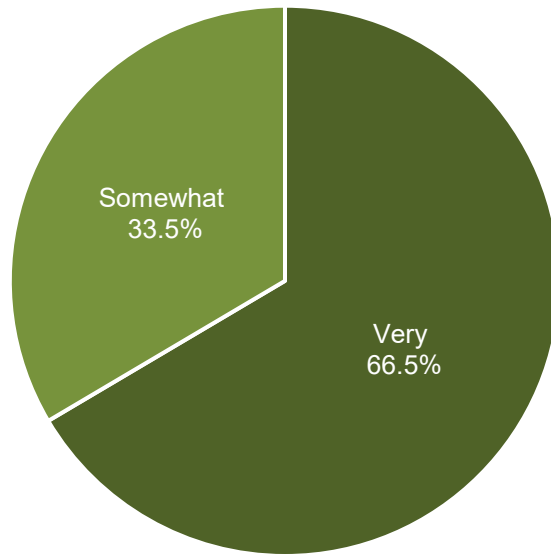
Question 16_A: Please indicate how satisfied or unsatisfied you are with residential trash collection services



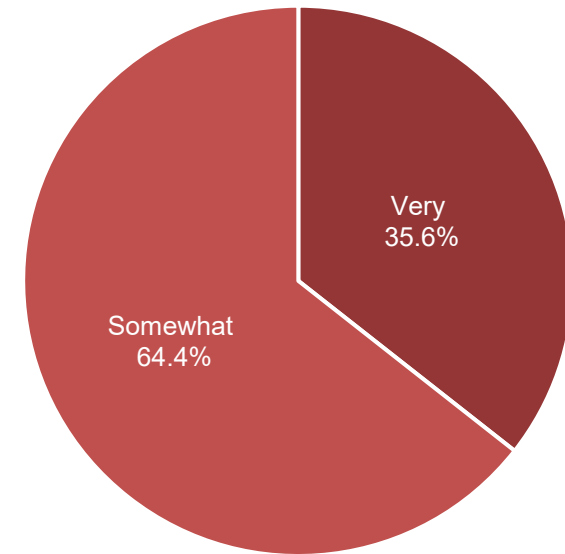
Among those who are satisfied, 67% are very satisfied

Question 16_A: Please indicate how satisfied or unsatisfied you are with residential trash collection services

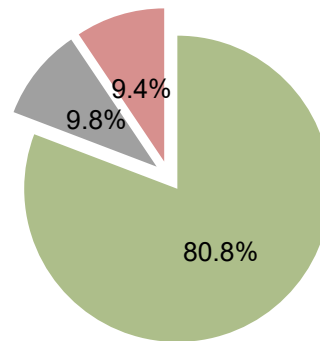
Among those who said satisfied



Among those who said unsatisfied

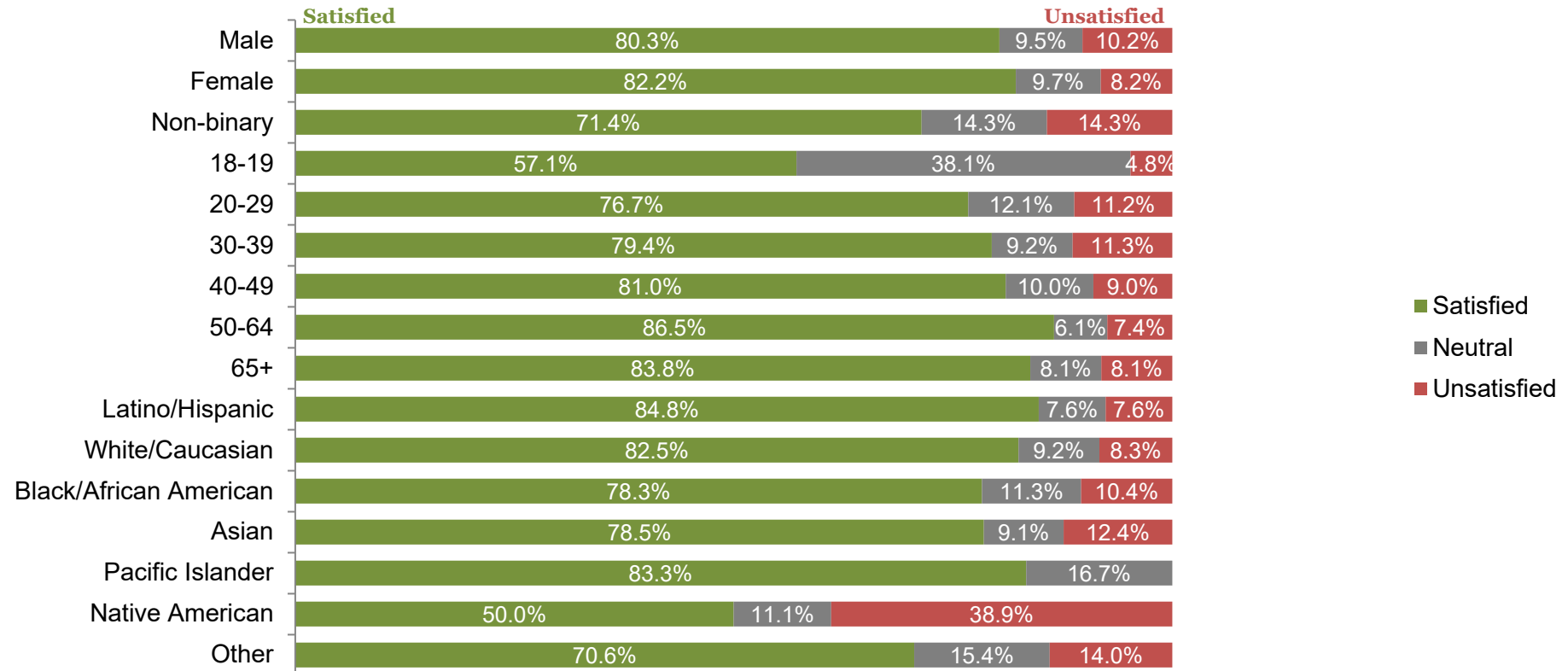


Total



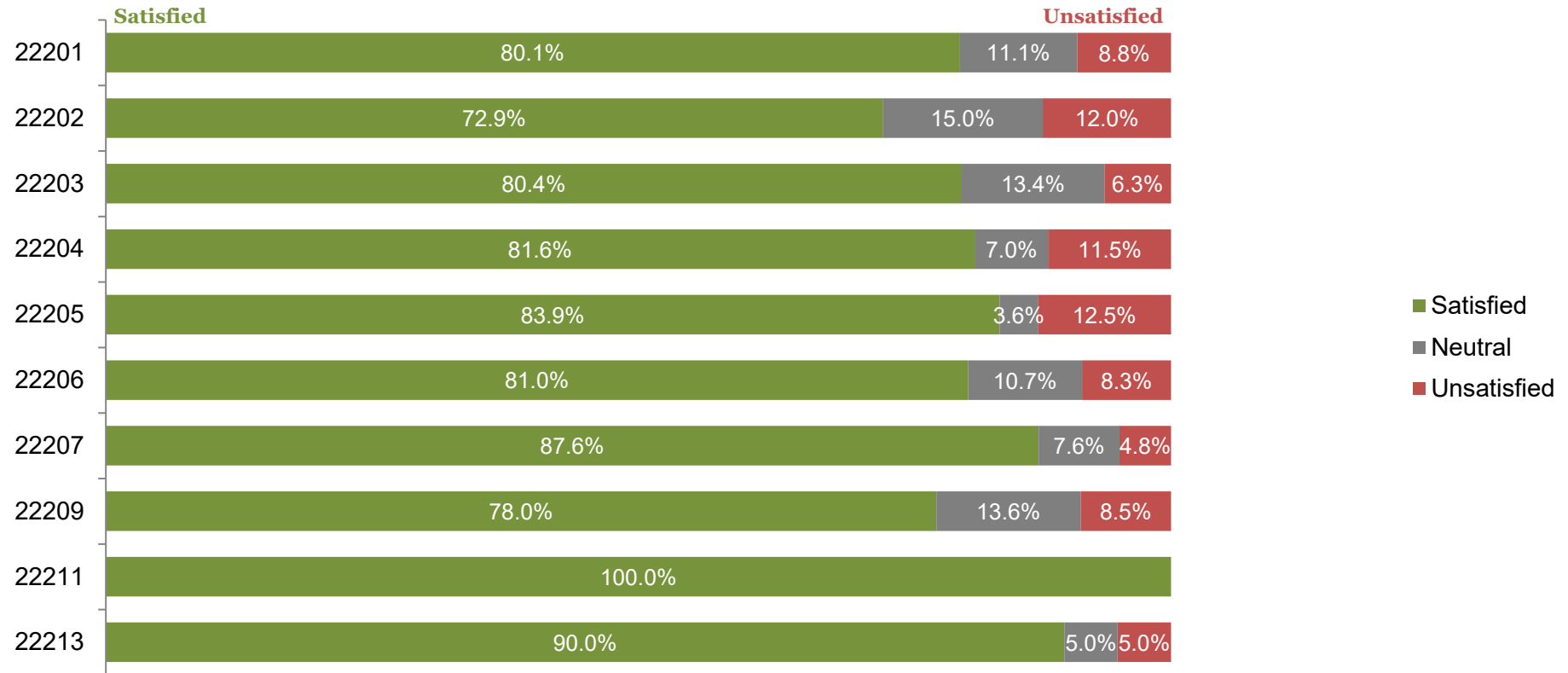
Results by gender, age group, and ethnicity

Question 16_A: Please indicate how satisfied or unsatisfied you are with residential trash collection services



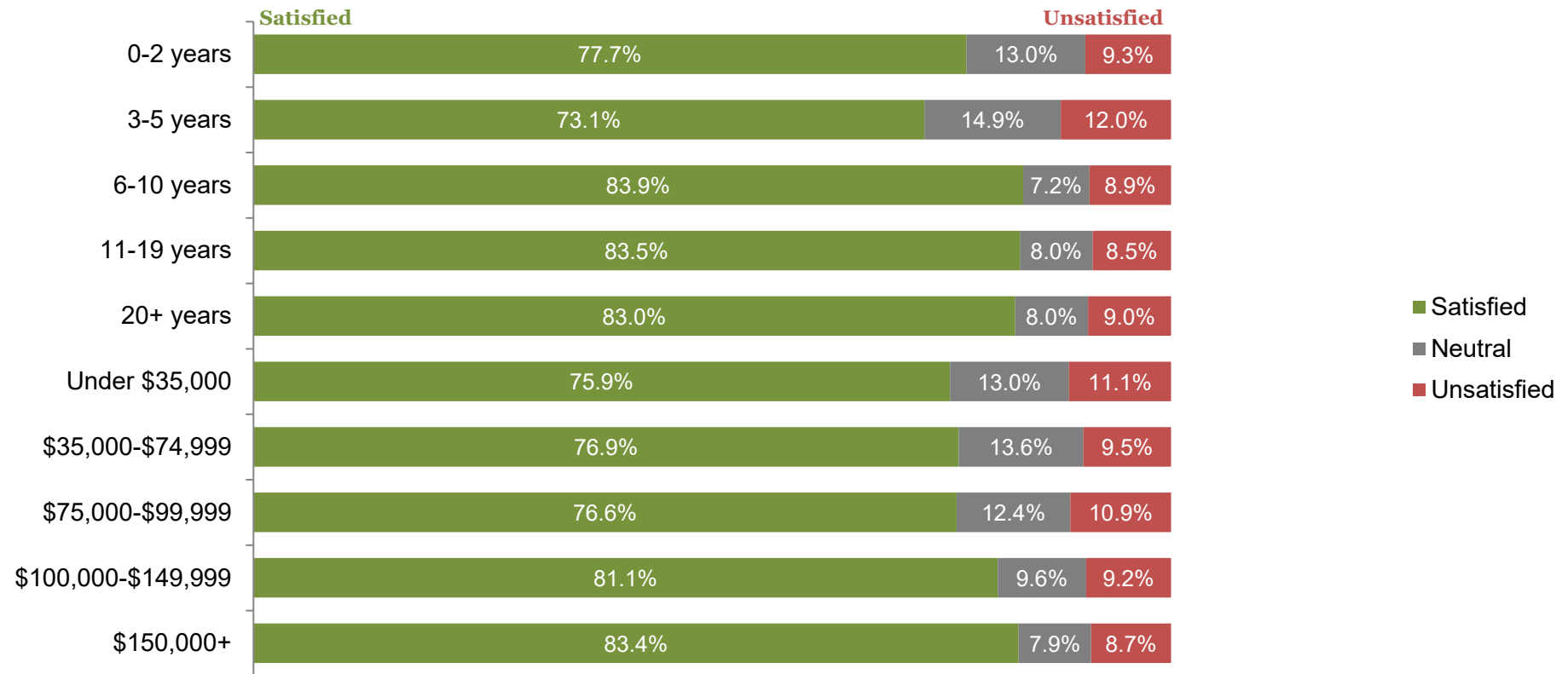
Results by zip code

Question 16_A: Please indicate how satisfied or unsatisfied you are with residential trash collection services



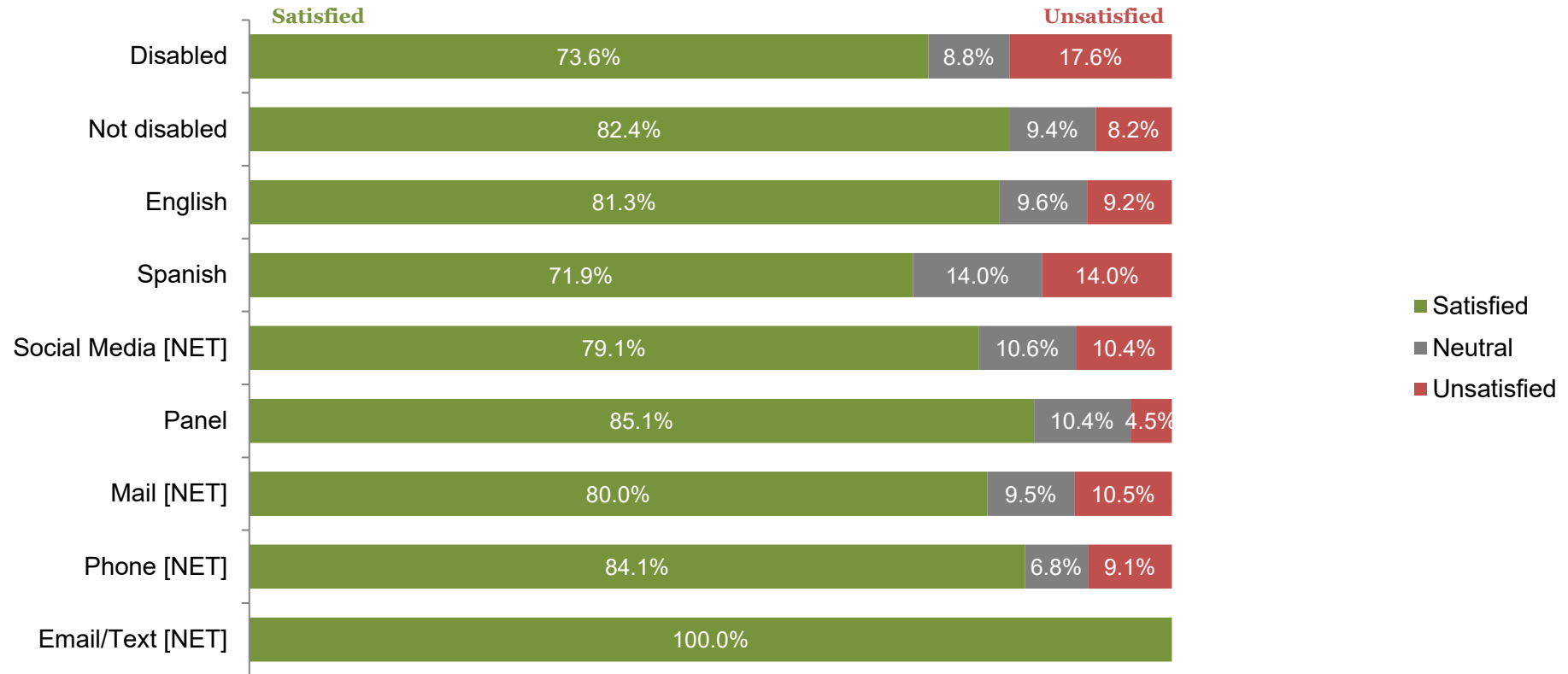
Results by years of residency and household income

Question 16_A: Please indicate how satisfied or unsatisfied you are with residential trash collection services



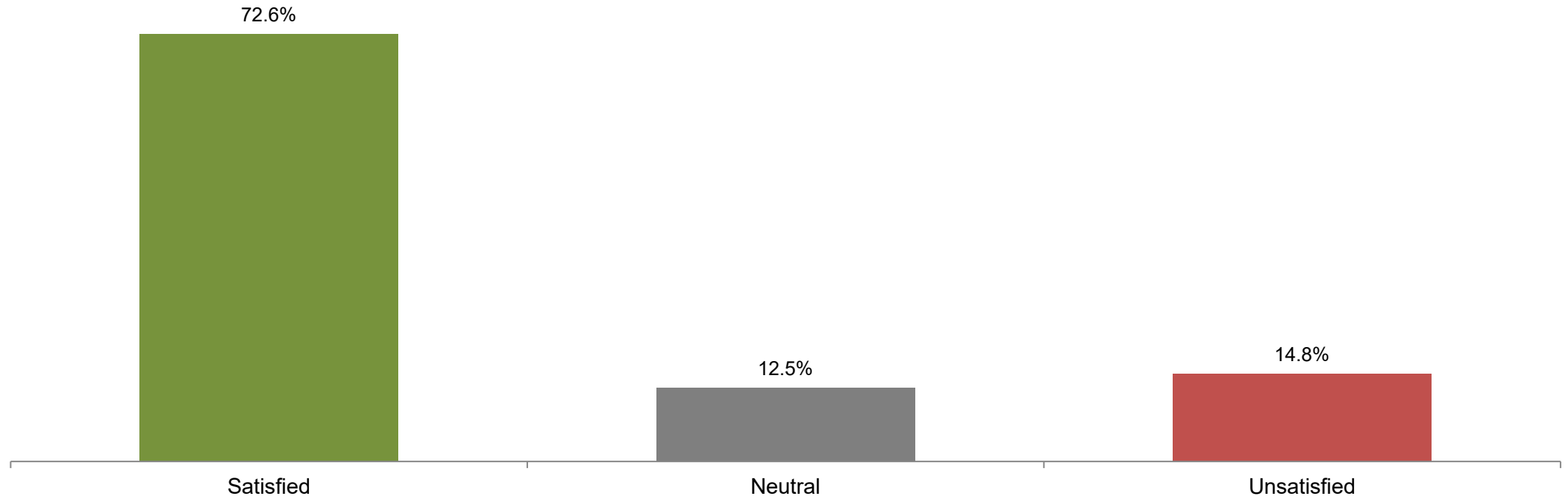
Results by disability status, survey language, and survey mode

Question 16_A: Please indicate how satisfied or unsatisfied you are with residential trash collection services



73% are satisfied with curbside recycling services

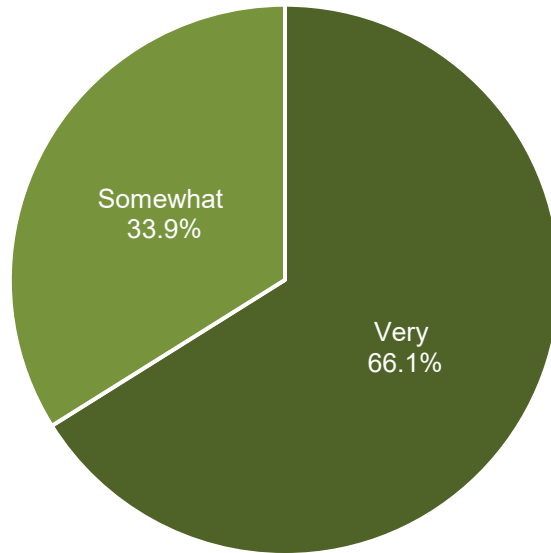
Question 16_B: Please indicate how satisfied or unsatisfied you are with curbside recycling services



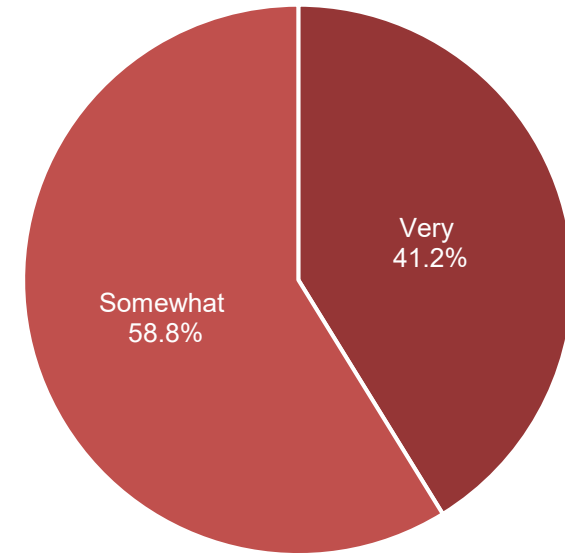
Among those who are satisfied, 66% are very satisfied

Question 16_B: Please indicate how satisfied or unsatisfied you are with curbside recycling services

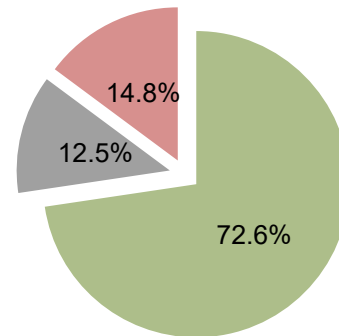
Among those who said satisfied



Among those who said unsatisfied

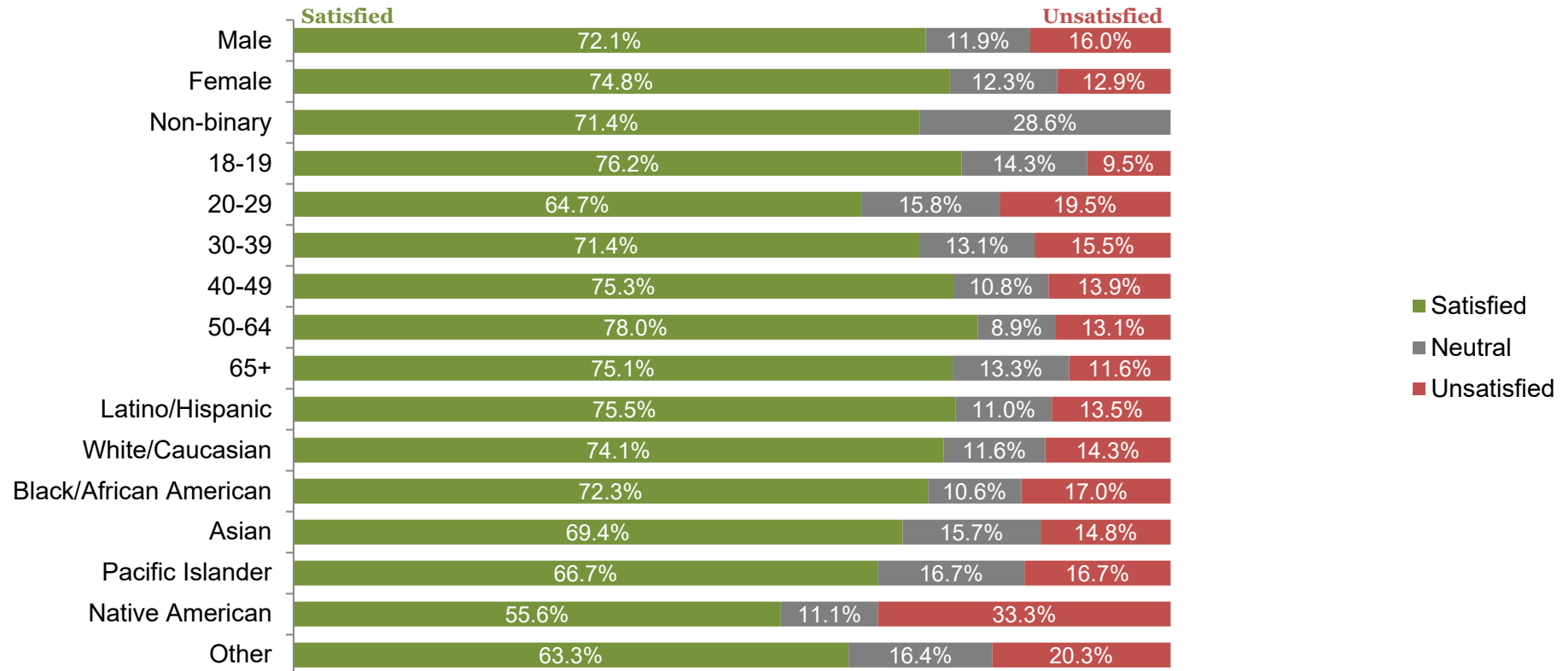


Total



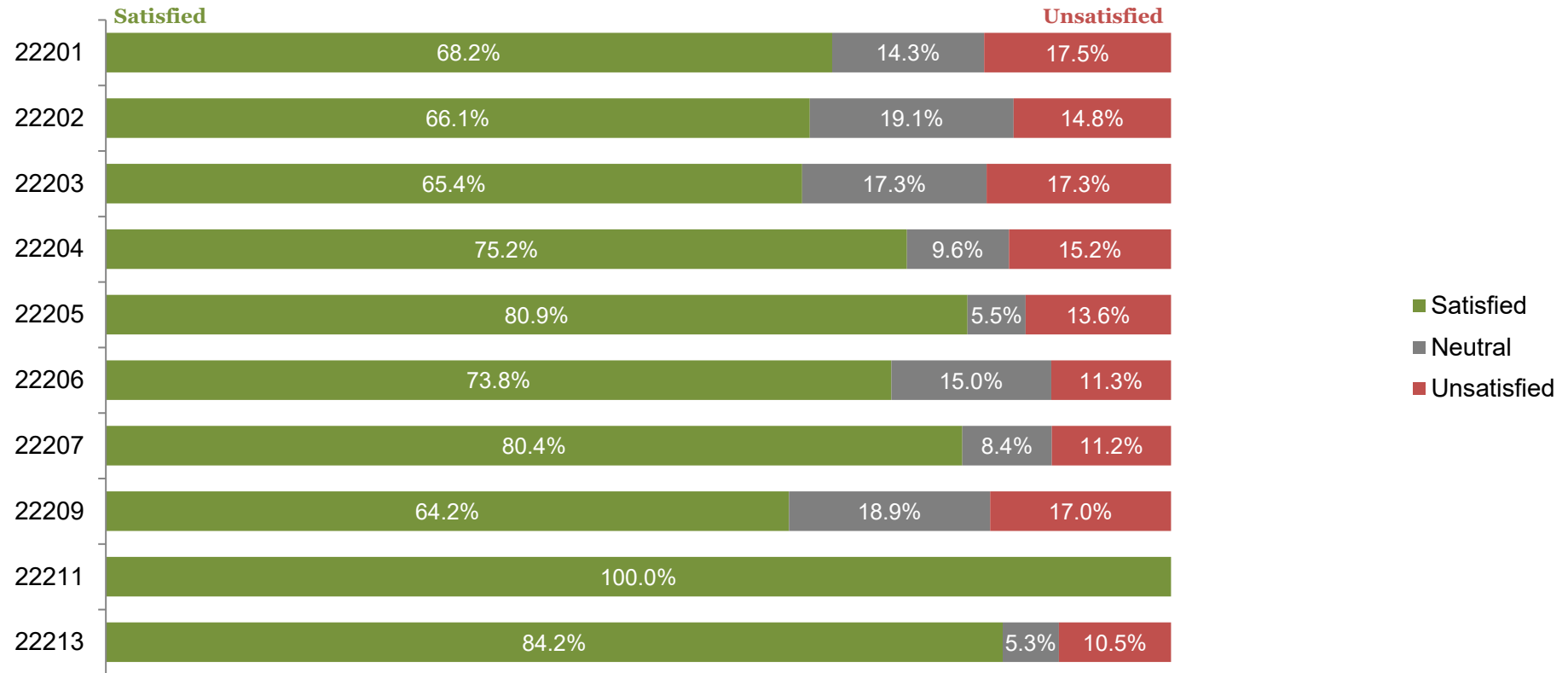
Results by gender, age group, and ethnicity

Question 16_B: Please indicate how satisfied or unsatisfied you are with curbside recycling services



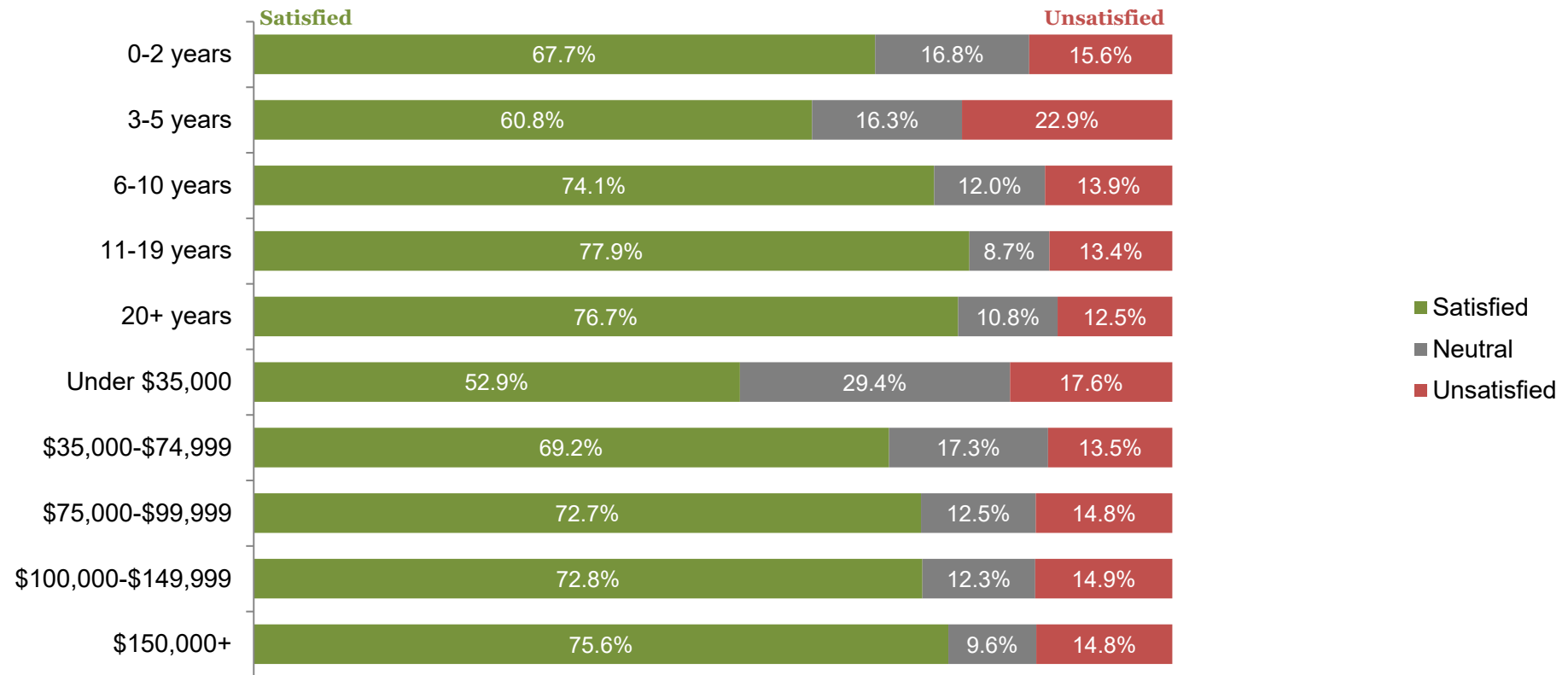
Results by zip code

Question 16_B: Please indicate how satisfied or unsatisfied you are with curbside recycling services



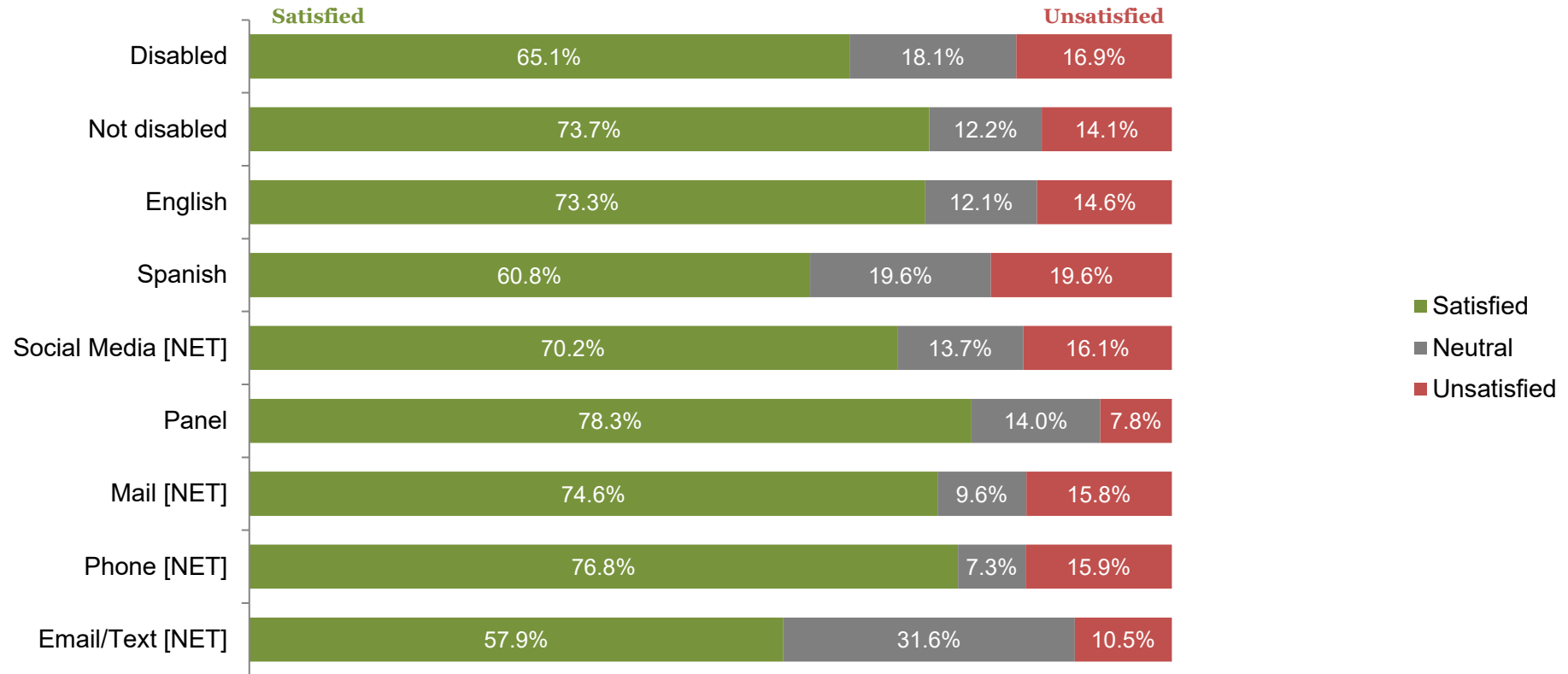
Results by years of residency and household income

Question 16_B: Please indicate how satisfied or unsatisfied you are with curbside recycling services



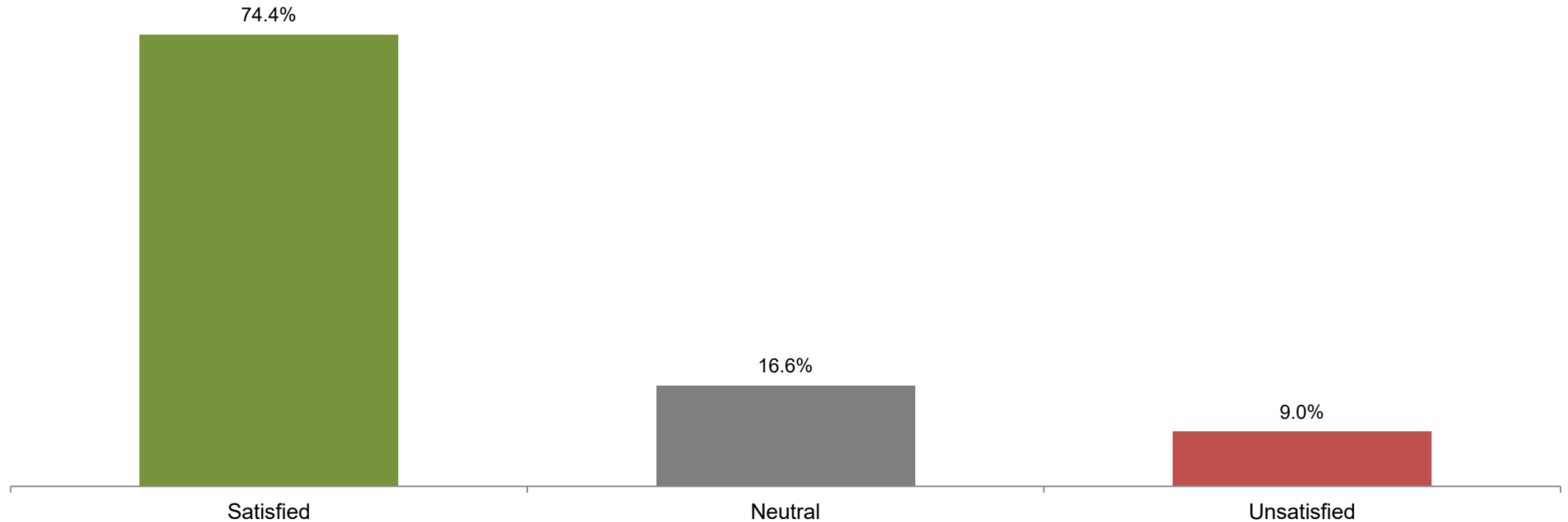
Results by disability status, survey language, and survey mode

Question 16_B: Please indicate how satisfied or unsatisfied you are with curbside recycling services



74% are satisfied with yard waste removal services

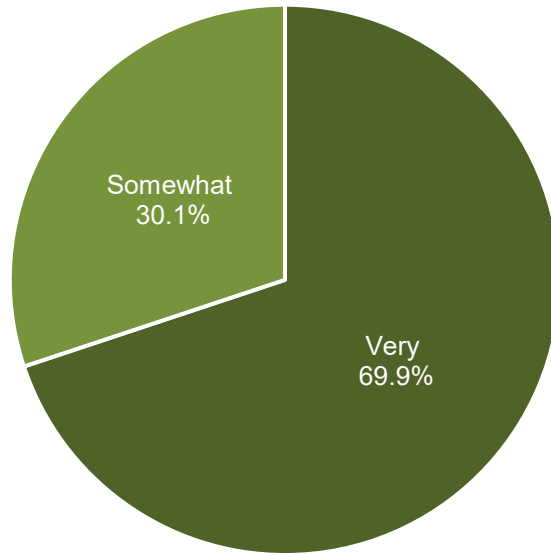
Question 16_C: Please indicate how satisfied or unsatisfied you are with yardwaste removal services



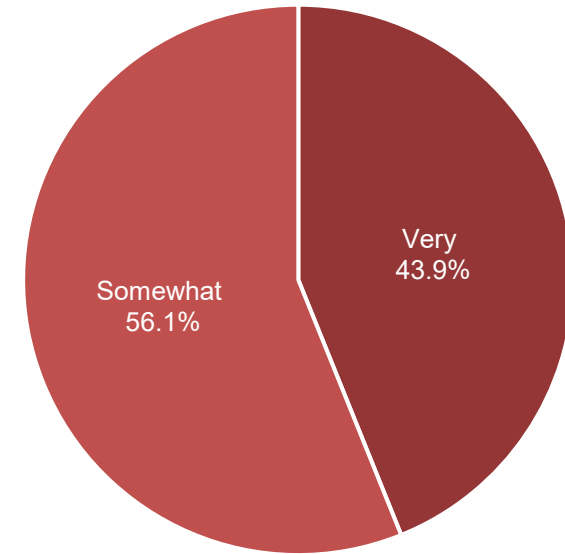
Among those who are satisfied, 70% are very satisfied

Question 16_C: Please indicate how satisfied or unsatisfied you are with yardwaste removal services

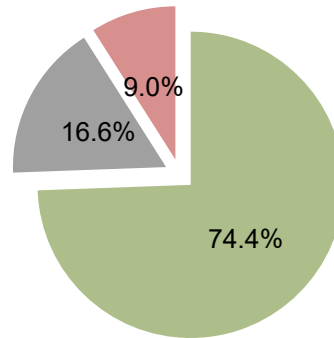
Among those who said satisfied



Among those who said unsatisfied

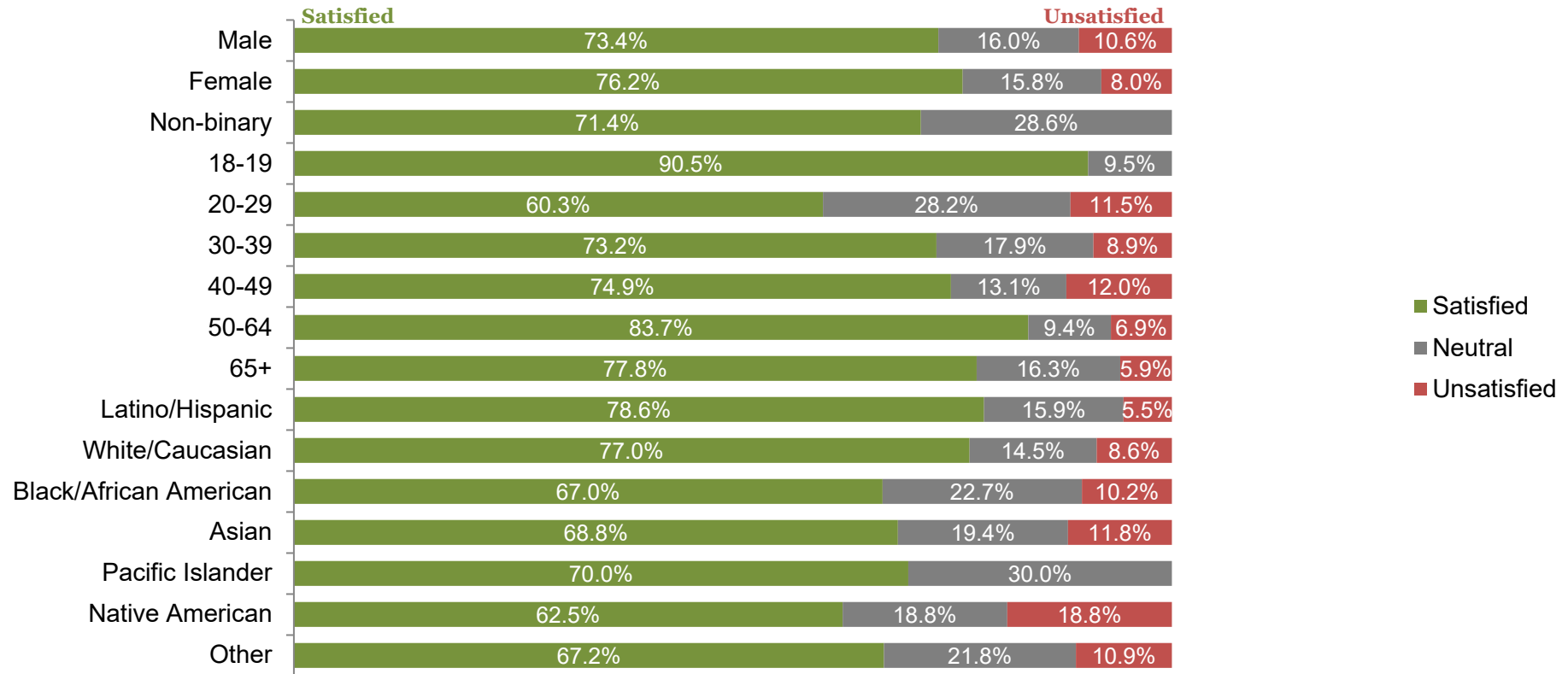


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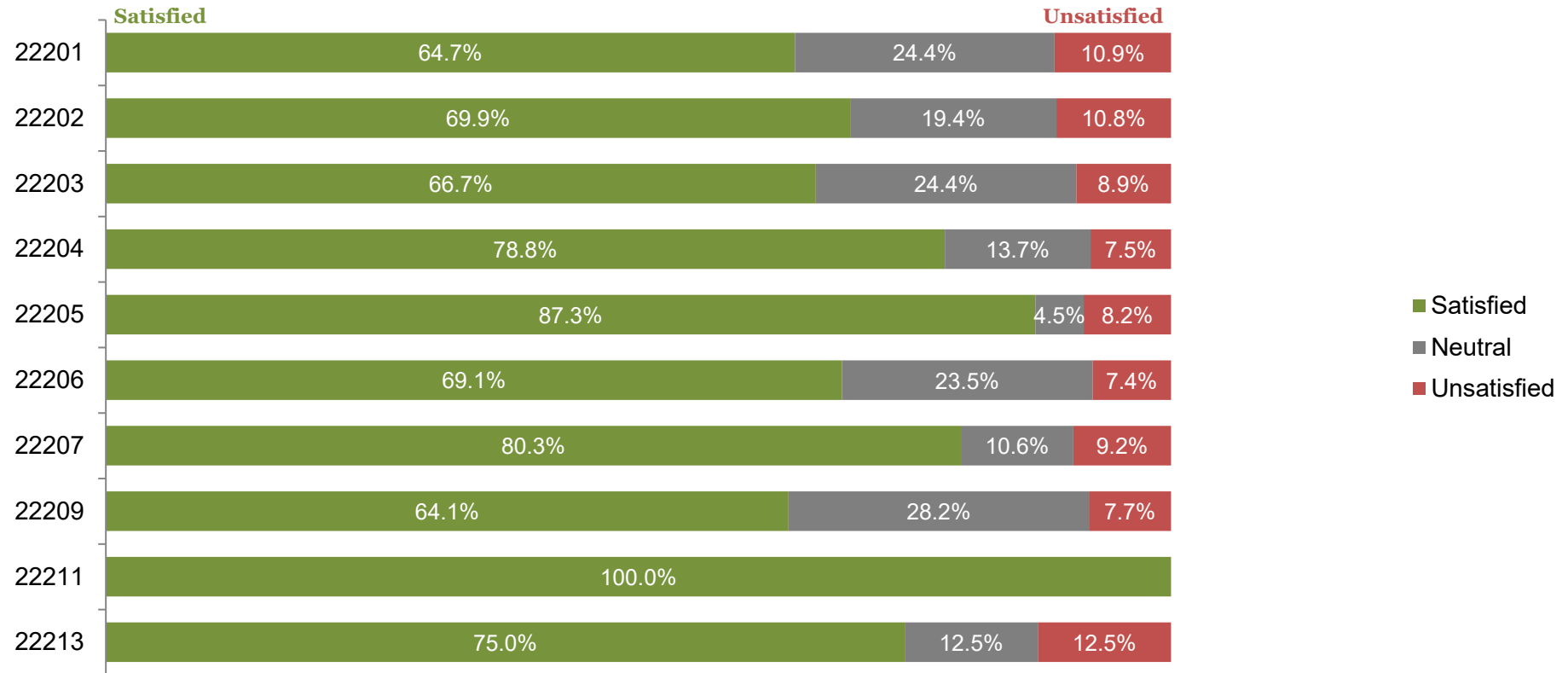
Results by gender, age group, and ethnicity

Question 16_C: Please indicate how satisfied or unsatisfied you are with yardwaste removal services



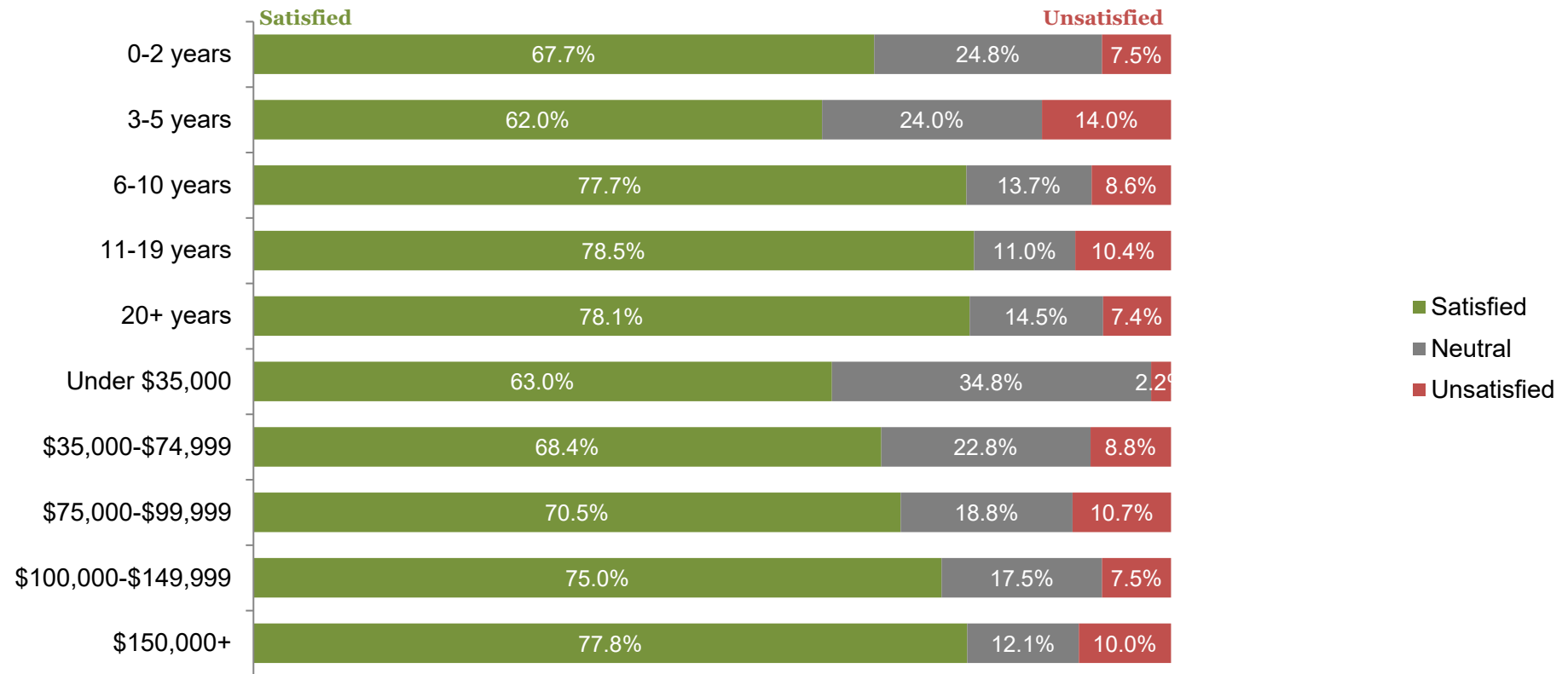
Results by zip code

Question 16_C: Please indicate how satisfied or unsatisfied you are with yardwaste removal services



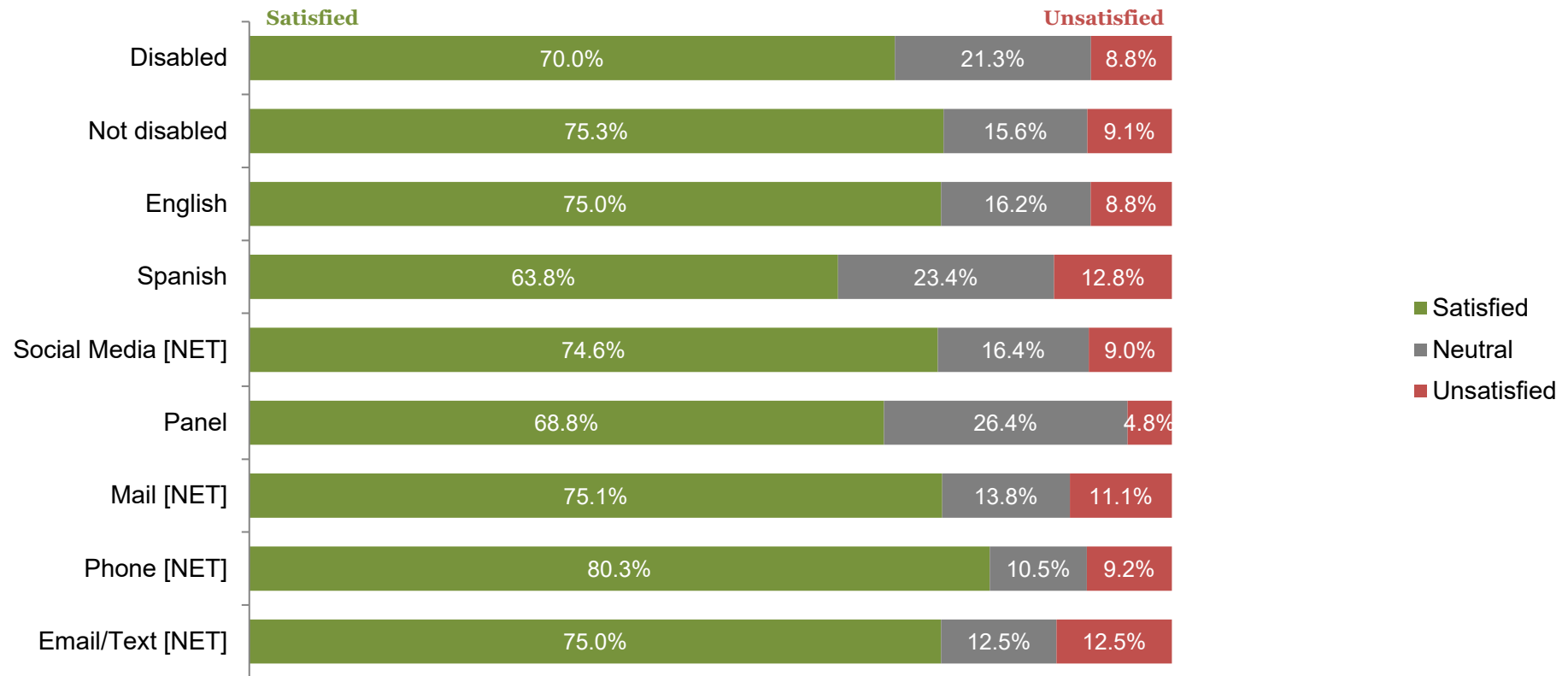
Results by years of residency and household income

Question 16_C: Please indicate how satisfied or unsatisfied you are with yardwaste removal services



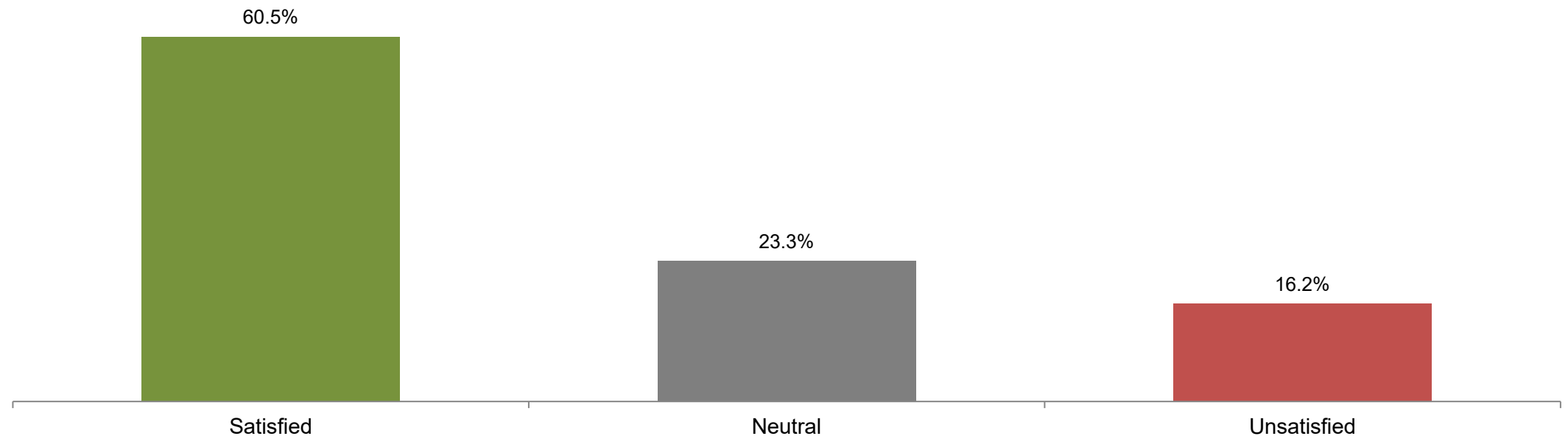
Results by disability status, survey language, and survey mode

Question 16_C: Please indicate how satisfied or unsatisfied you are with yardwaste removal services



61% are satisfied with food waste recycling services

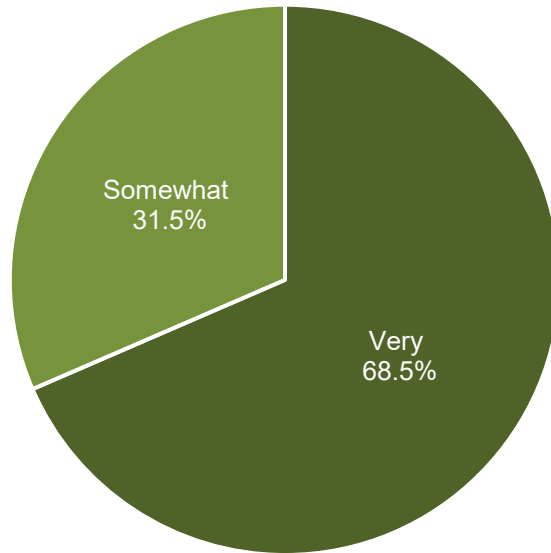
Question 16_D: Please indicate how satisfied or unsatisfied you are with foodwaste recycling services



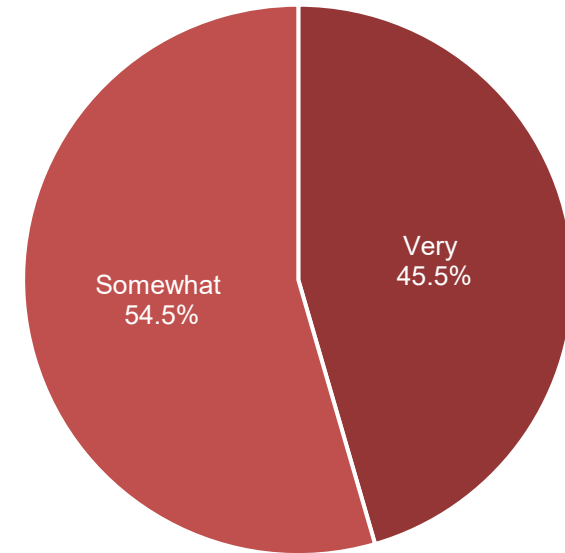
Among those who are satisfied, 69% are very satisfied

Question 16_D: Please indicate how satisfied or unsatisfied you are with foodwaste recycling services

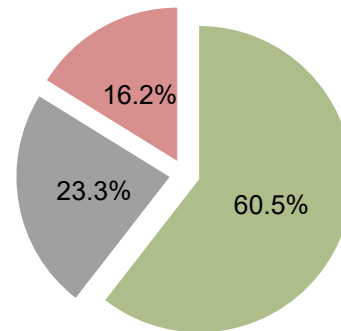
Among those who said satisfied



Among those who said unsatisfied

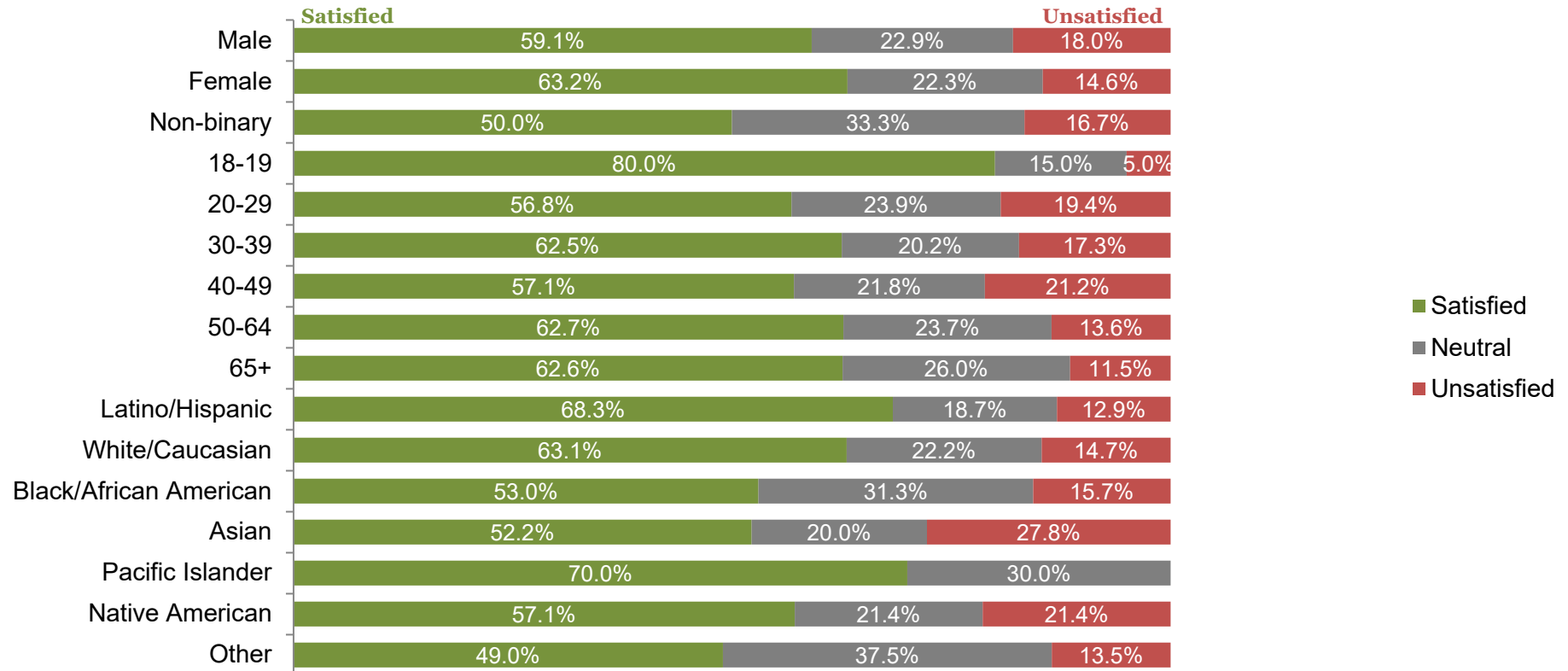


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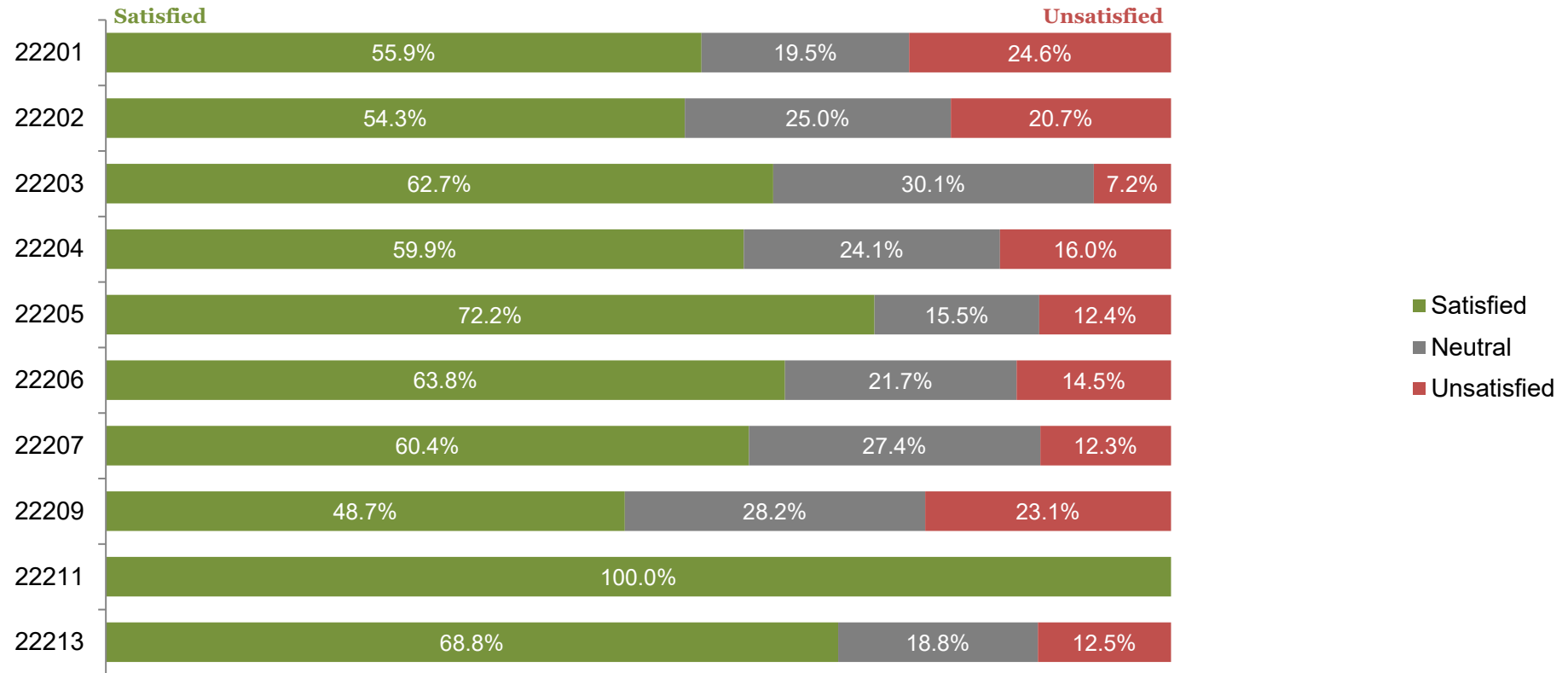
Results by gender, age group, and ethnicity

Question 16_D: Please indicate how satisfied or unsatisfied you are with foodwaste recycling services



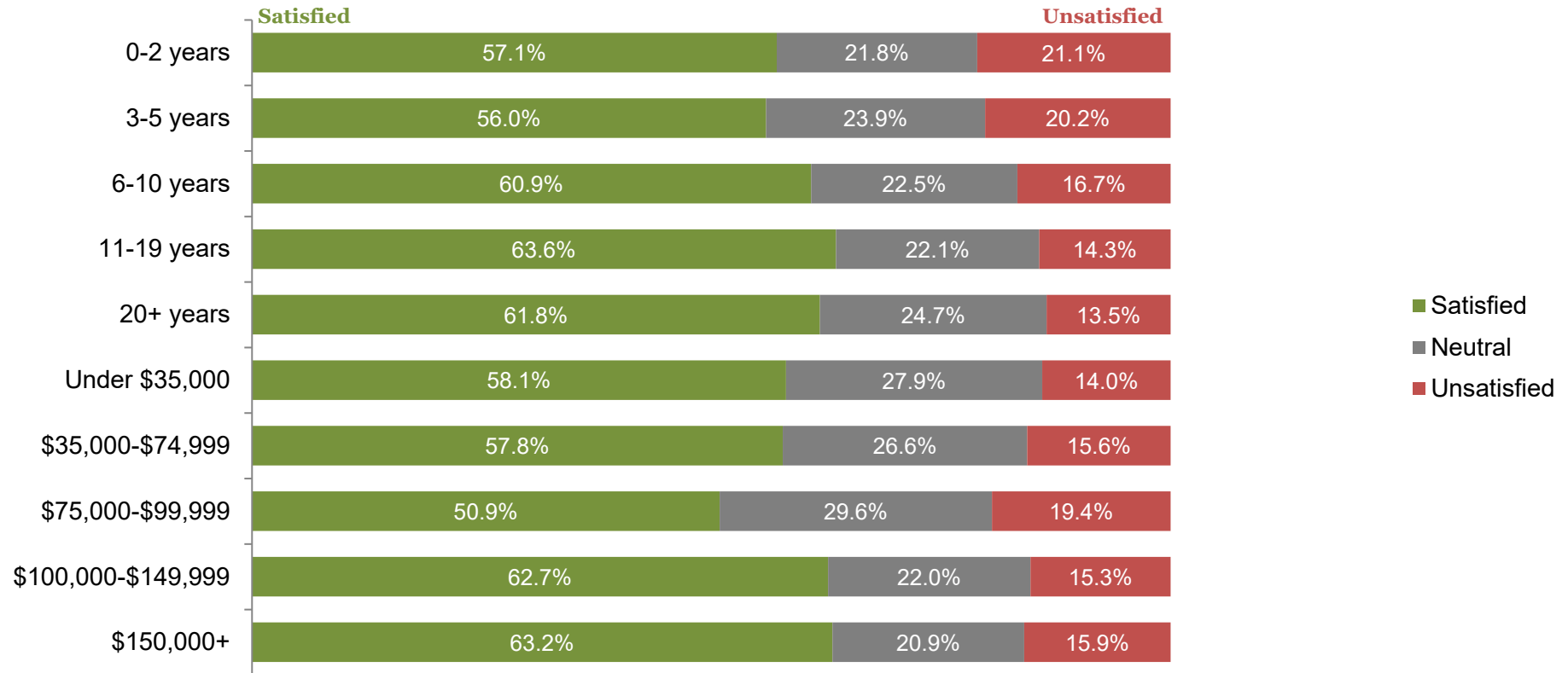
Results by zip code

Question 16_D: Please indicate how satisfied or unsatisfied you are with foodwaste recycling services



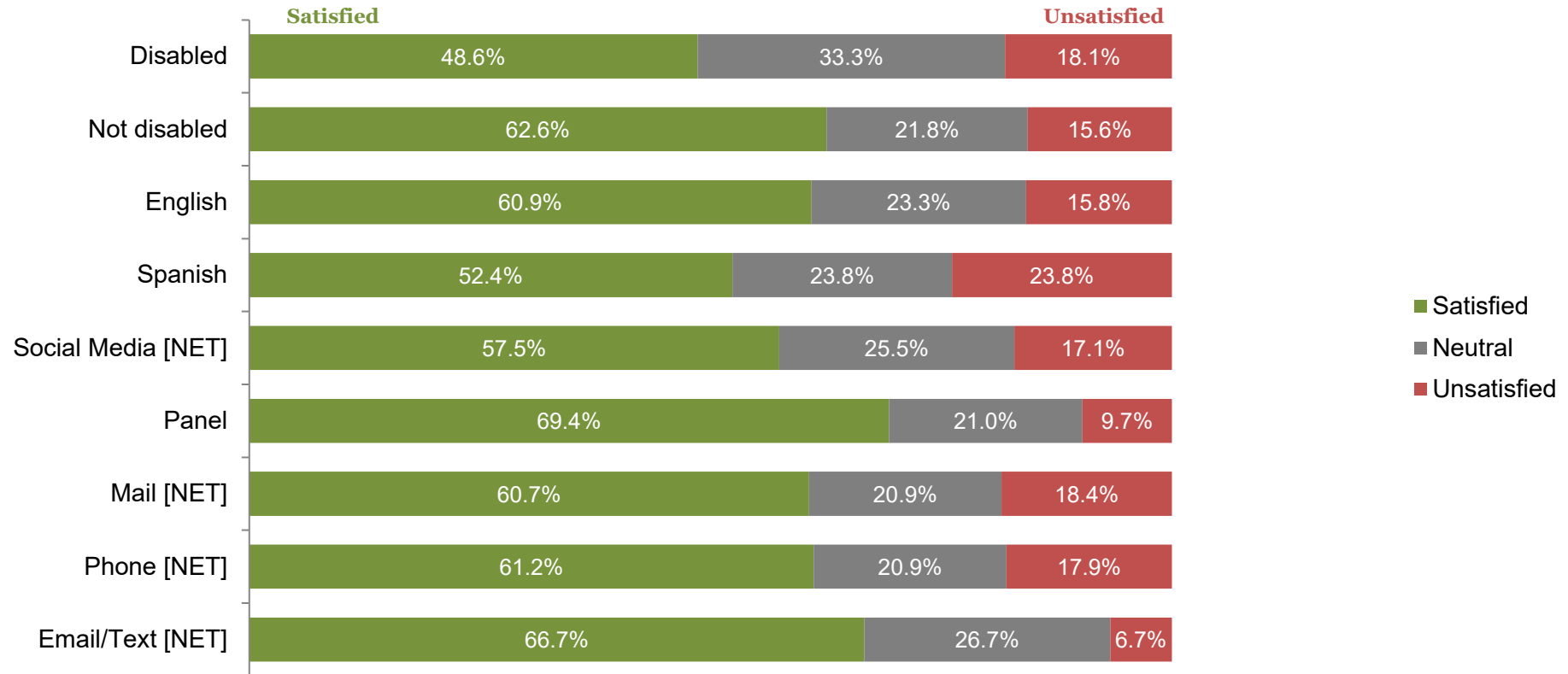
Results by years of residency and household income

Question 16_D: Please indicate how satisfied or unsatisfied you are with foodwaste recycling services



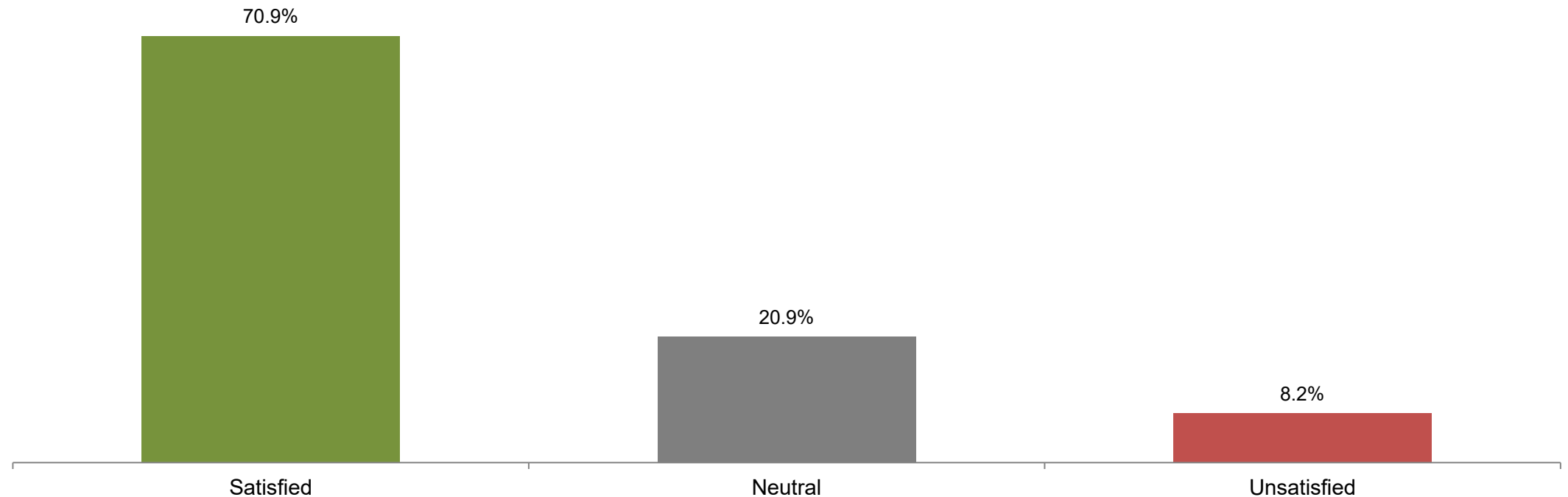
Results by disability status, survey language, and survey mode

Question 16_D: Please indicate how satisfied or unsatisfied you are with foodwaste recycling services



71% are satisfied with wastewater and sewage treatment services

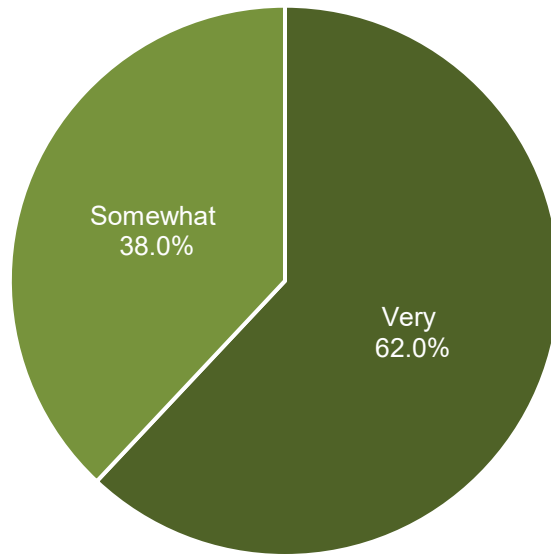
Question 16_E: Please indicate how satisfied or unsatisfied you are with wastewater and sewage treatment services



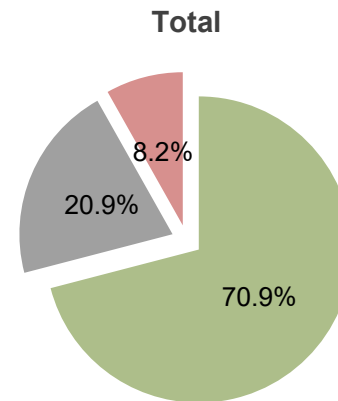
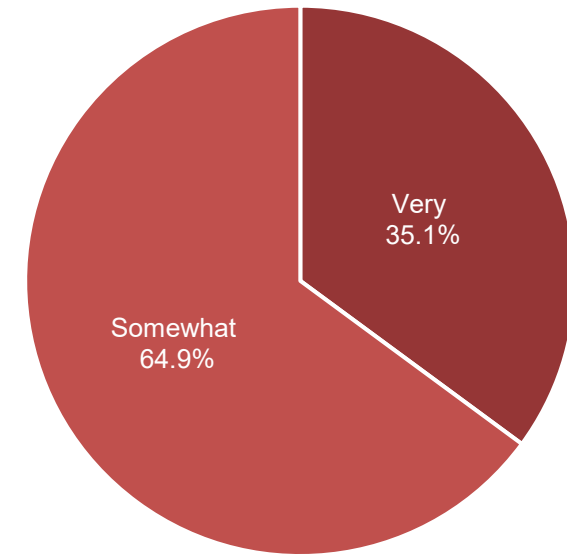
Among those who are satisfied, 62% are very satisfied

Question 16_E: Please indicate how satisfied or unsatisfied you are with wastewater and sewage treatment services

Among those who said satisfied

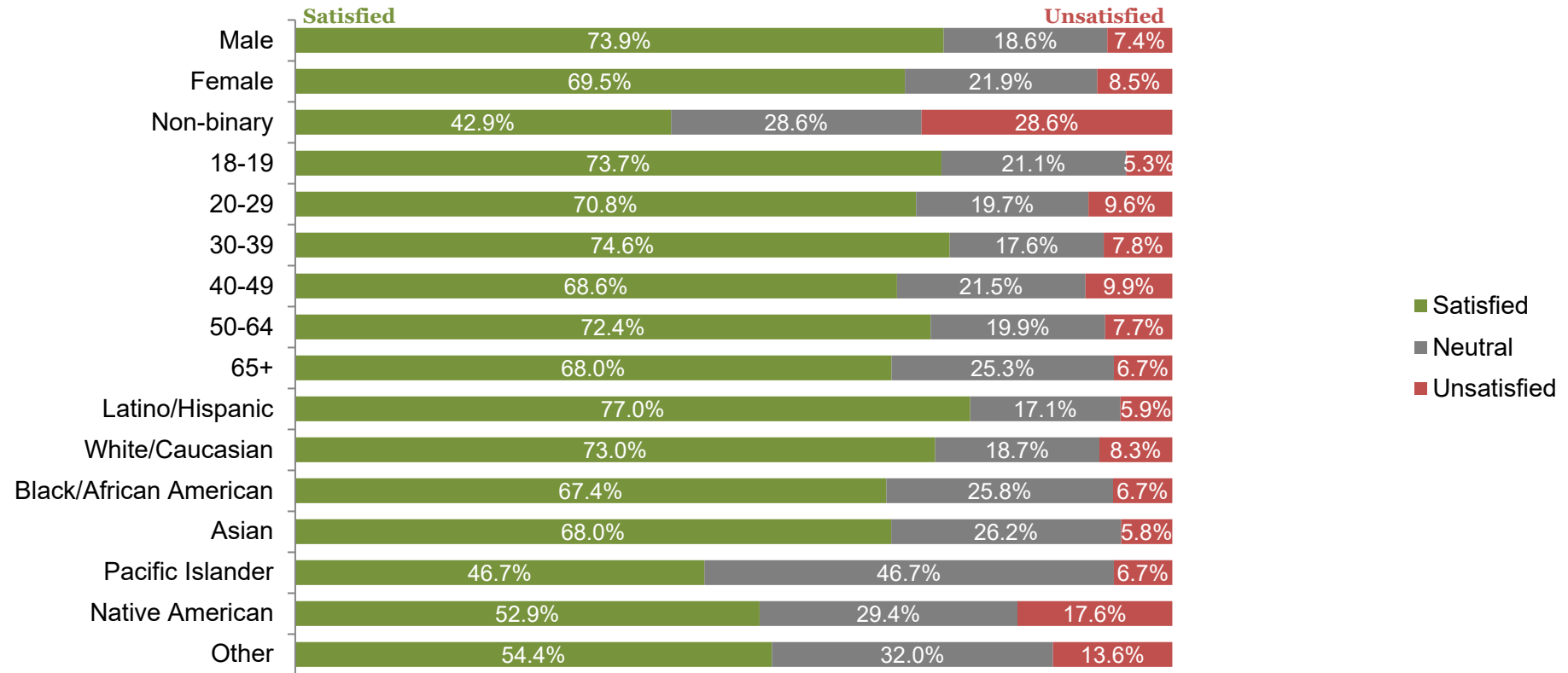


Among those who said unsatisfied



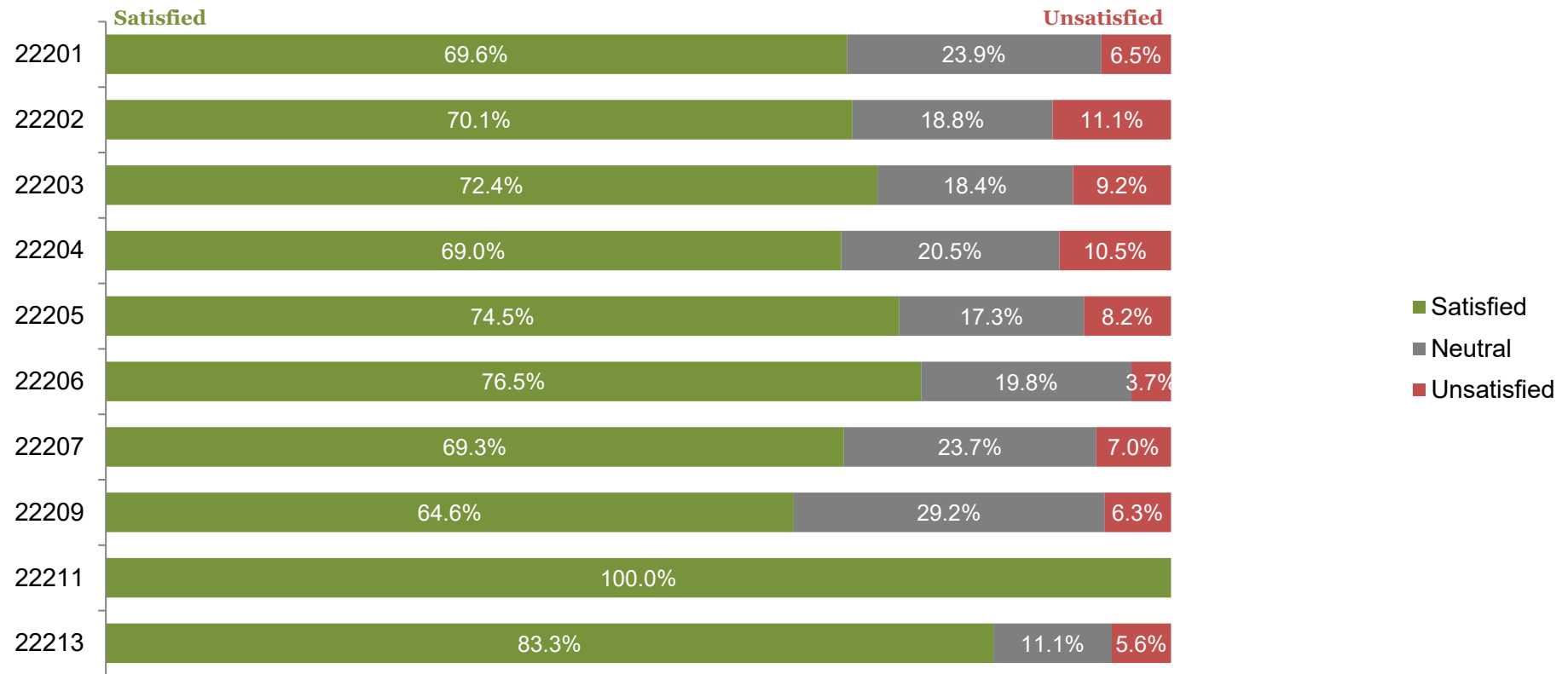
Results by gender, age group, and ethnicity

Question 16_E: Please indicate how satisfied or unsatisfied you are with wastewater and sewage treatment services



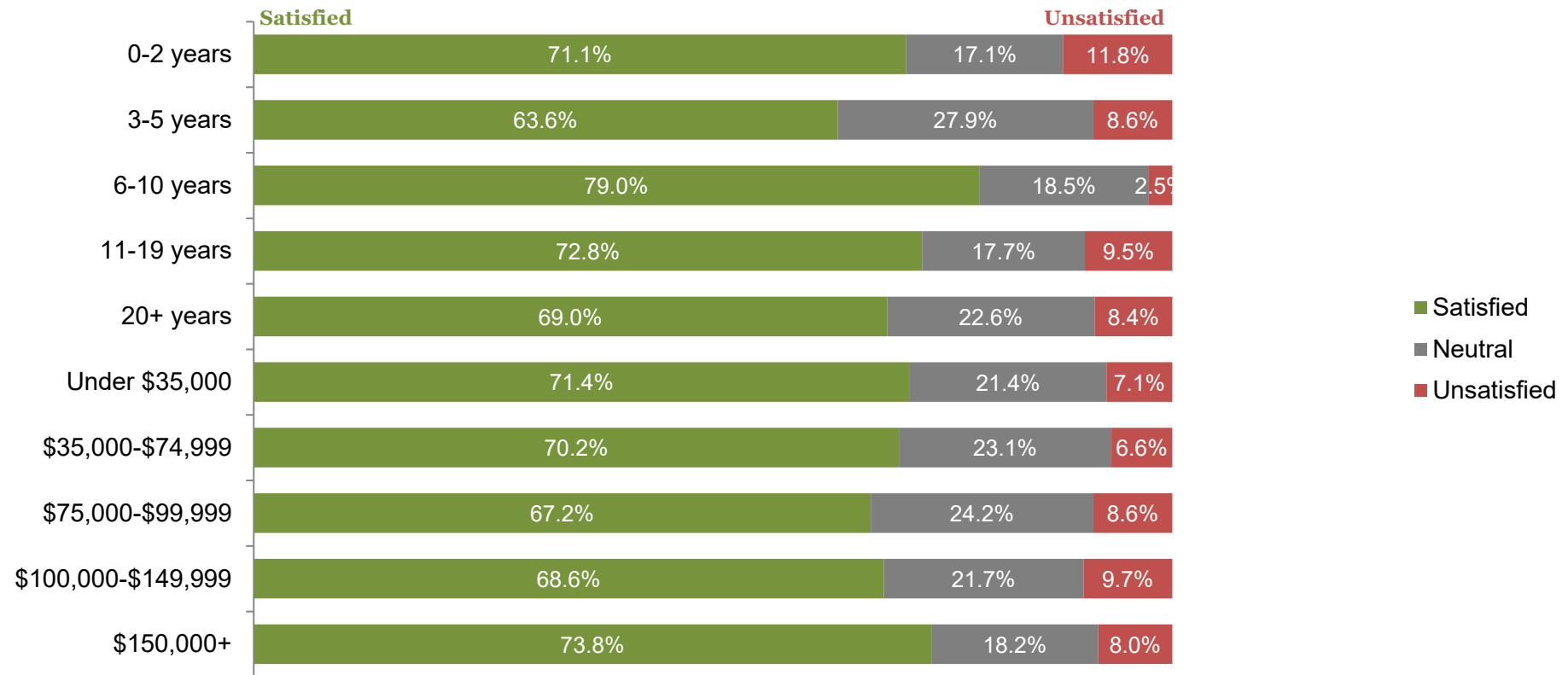
Results by zip code

Question 16_E: Please indicate how satisfied or unsatisfied you are with wastewater and sewage treatment services



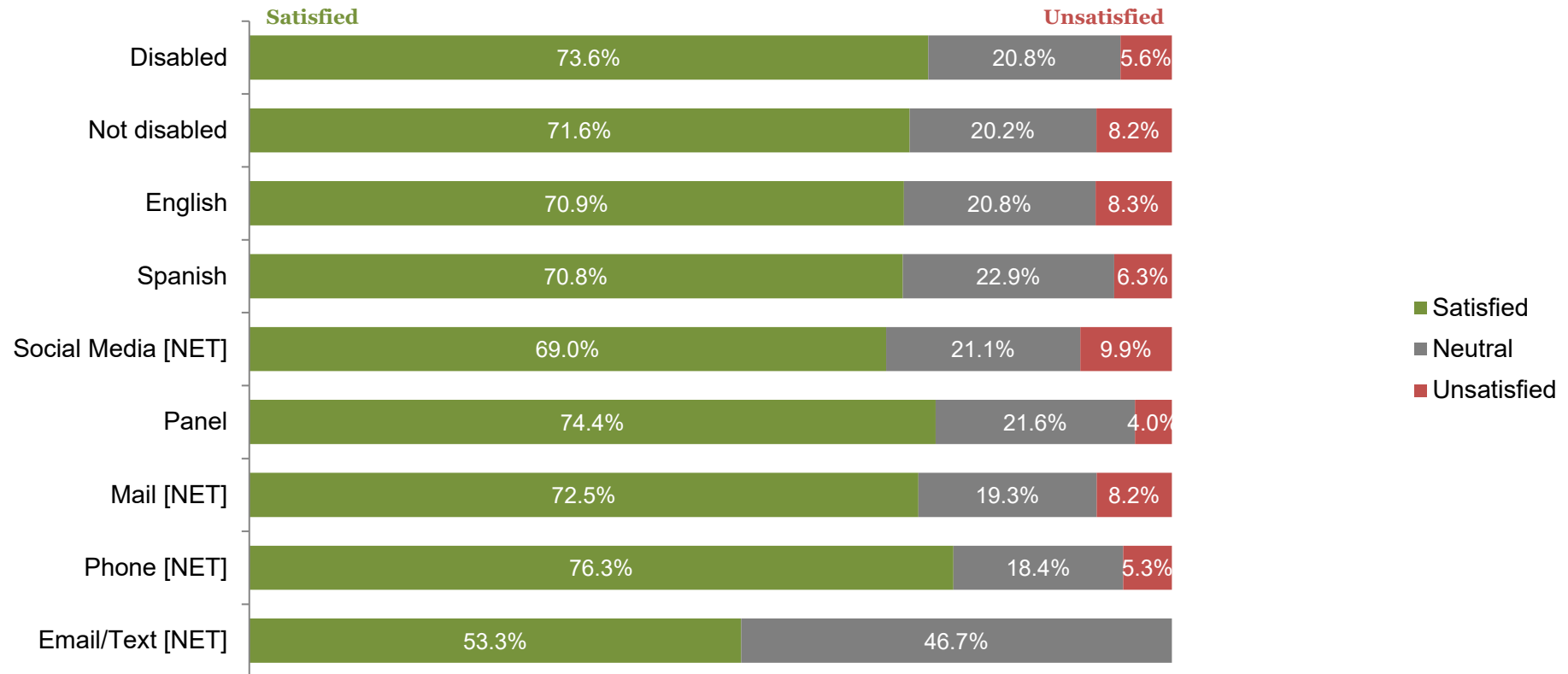
Results by years of residency and household income

Question 16_E: Please indicate how satisfied or unsatisfied you are with wastewater and sewage treatment services



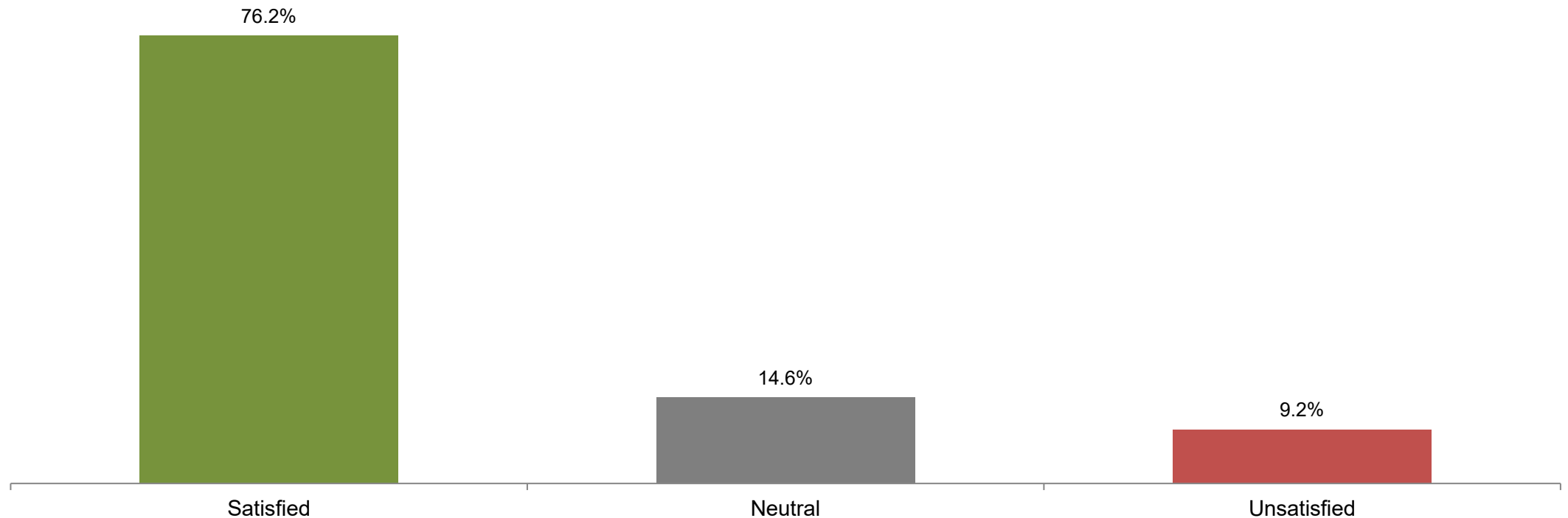
Results by disability status, survey language, and survey mode

Question 16_E: Please indicate how satisfied or unsatisfied you are with wastewater and sewage treatment services



76% are satisfied with drinking water services

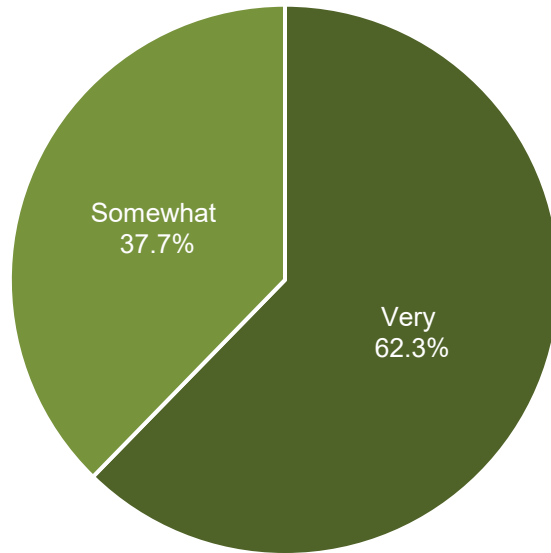
Question 16_F: Please indicate how satisfied or unsatisfied you are with drinking water services



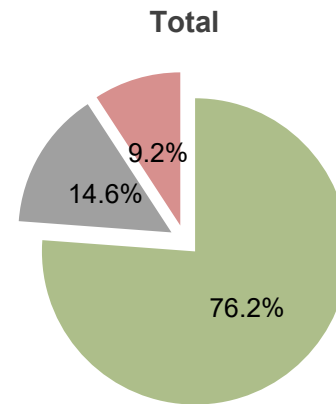
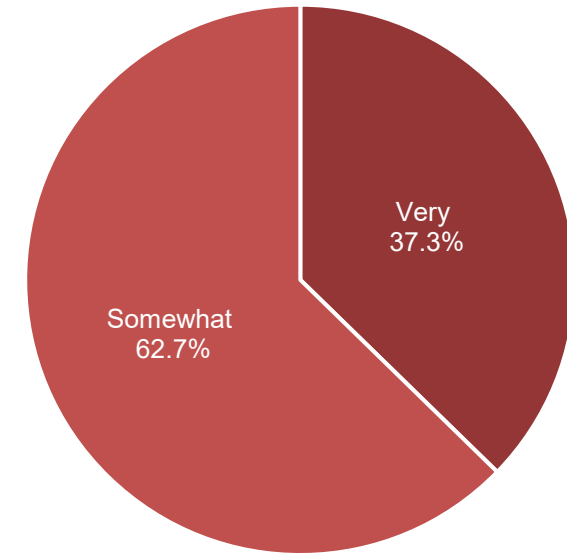
Among those who are satisfied, 62% are very satisfied

Question 16_F: Please indicate how satisfied or unsatisfied you are with drinking water services

Among those who said satisfied

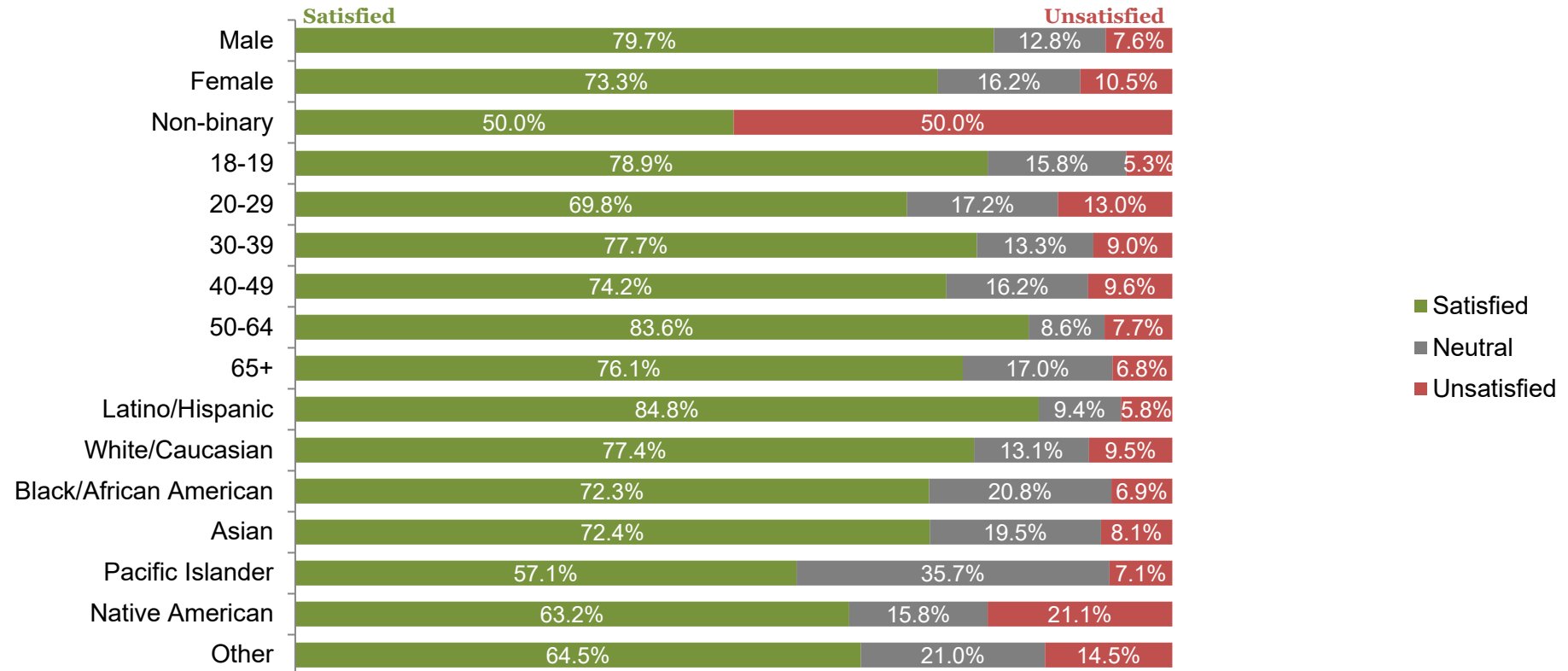


Among those who said unsatisfied



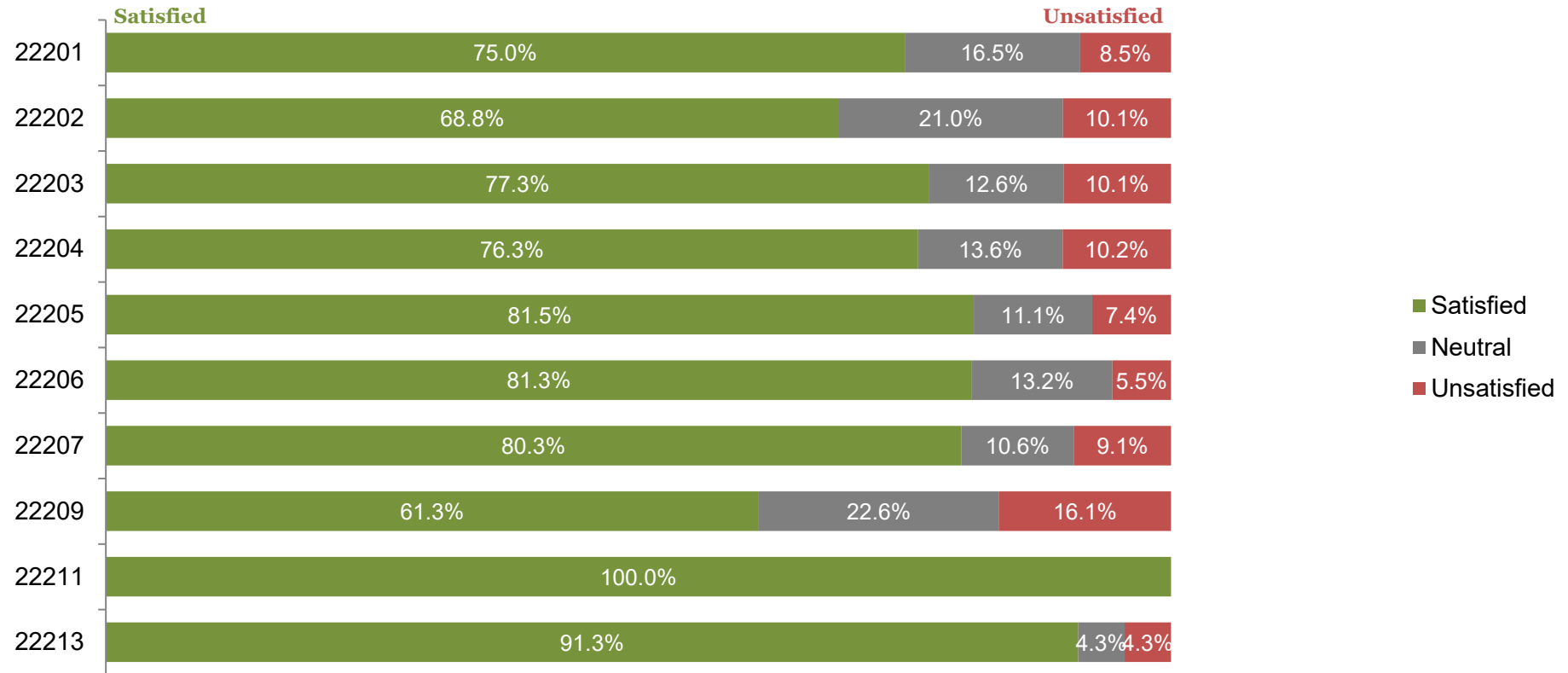
Results by gender, age group, and ethnicity

Question 16_F: Please indicate how satisfied or unsatisfied you are with drinking water services



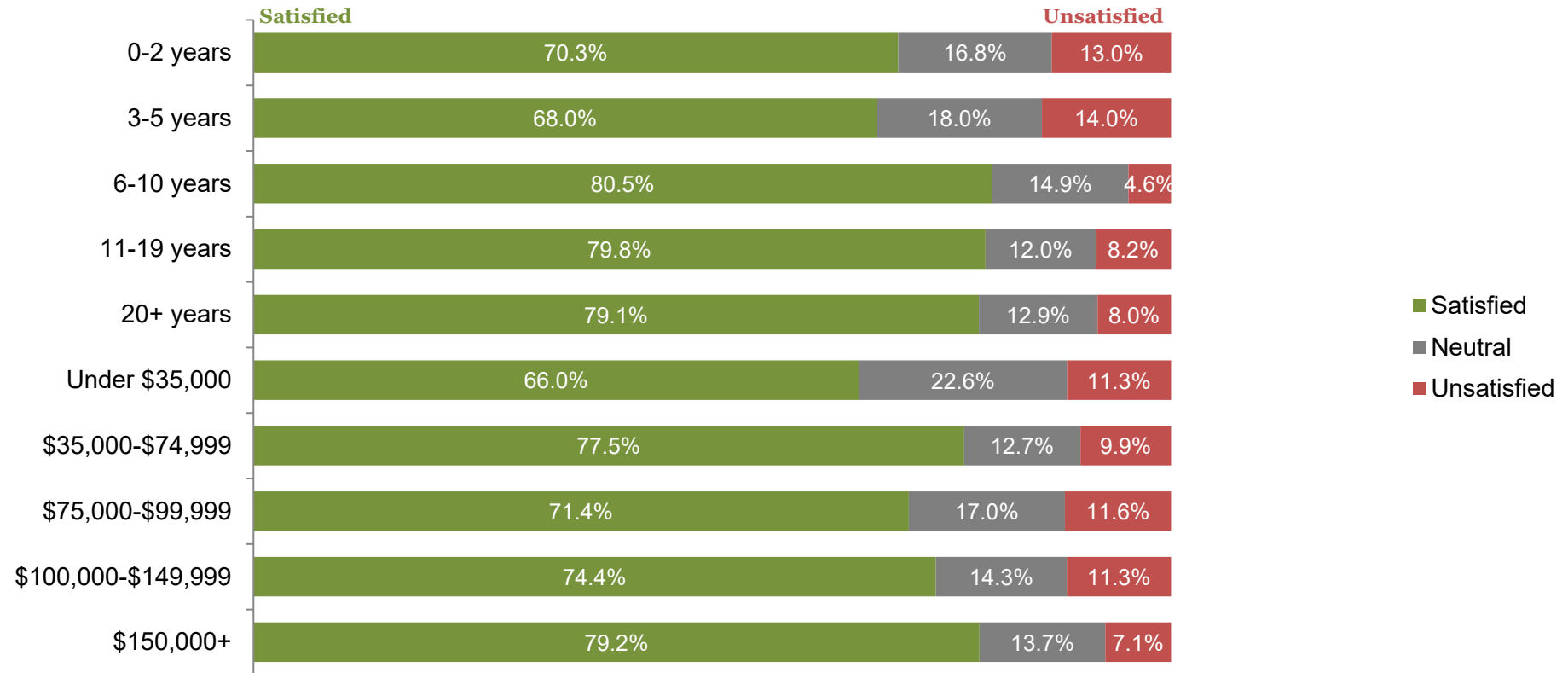
Results by zip code

Question 16_F: Please indicate how satisfied or unsatisfied you are with drinking water services



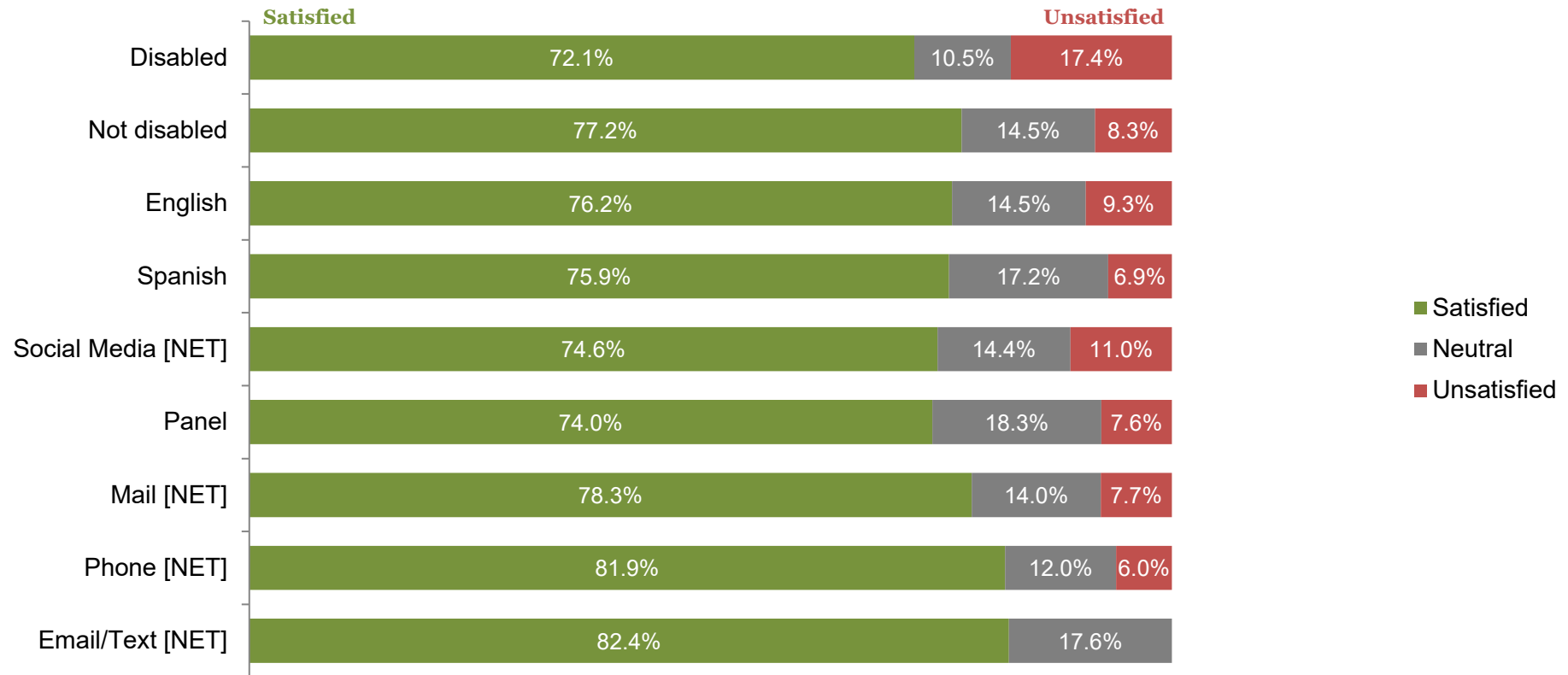
Results by years of residency and household income

Question 16_F: Please indicate how satisfied or unsatisfied you are with drinking water services



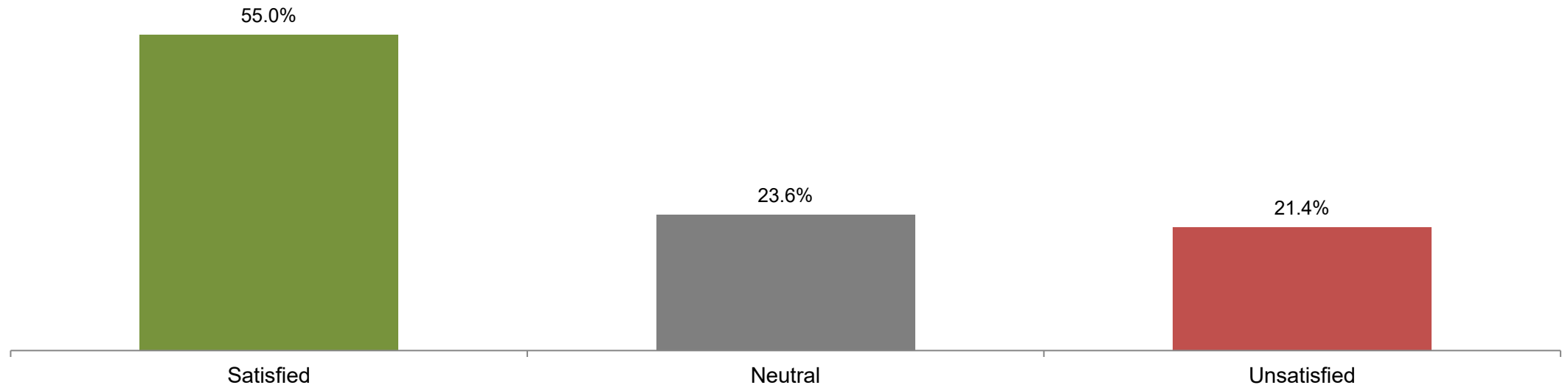
Results by disability status, survey language, and survey mode

Question 16_F: Please indicate how satisfied or unsatisfied you are with drinking water services



55% are satisfied with stormwater infrastructure

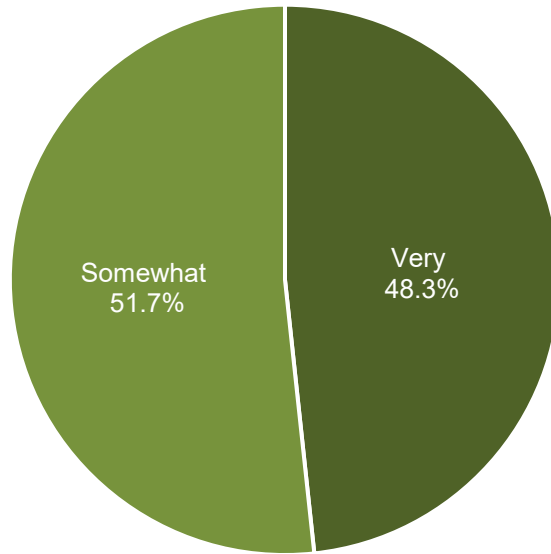
Question 16_G: Please indicate how satisfied or unsatisfied you are with stormwater infrastructure



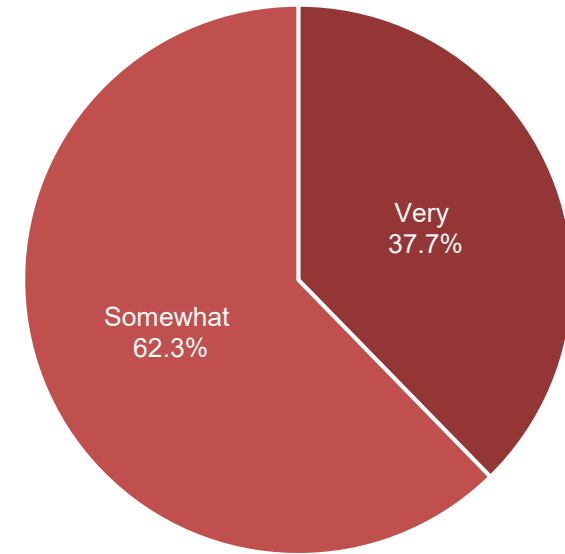
Among those who are satisfied, 52% are somewhat satisfied

Question 16_G: Please indicate how satisfied or unsatisfied you are with stormwater infrastructure

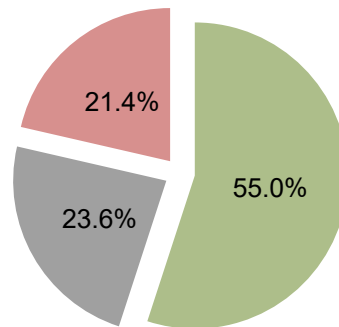
Among those who said satisfied



Among those who said unsatisfied

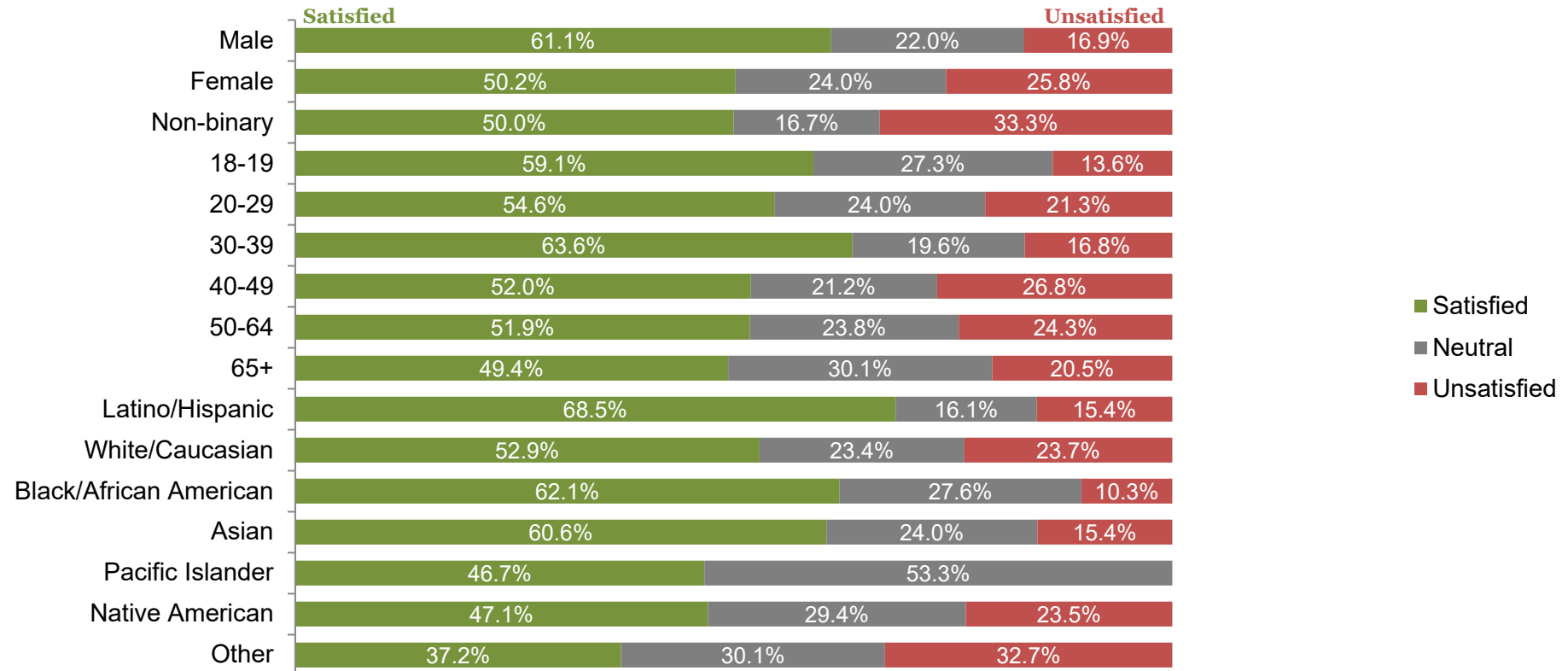


Total



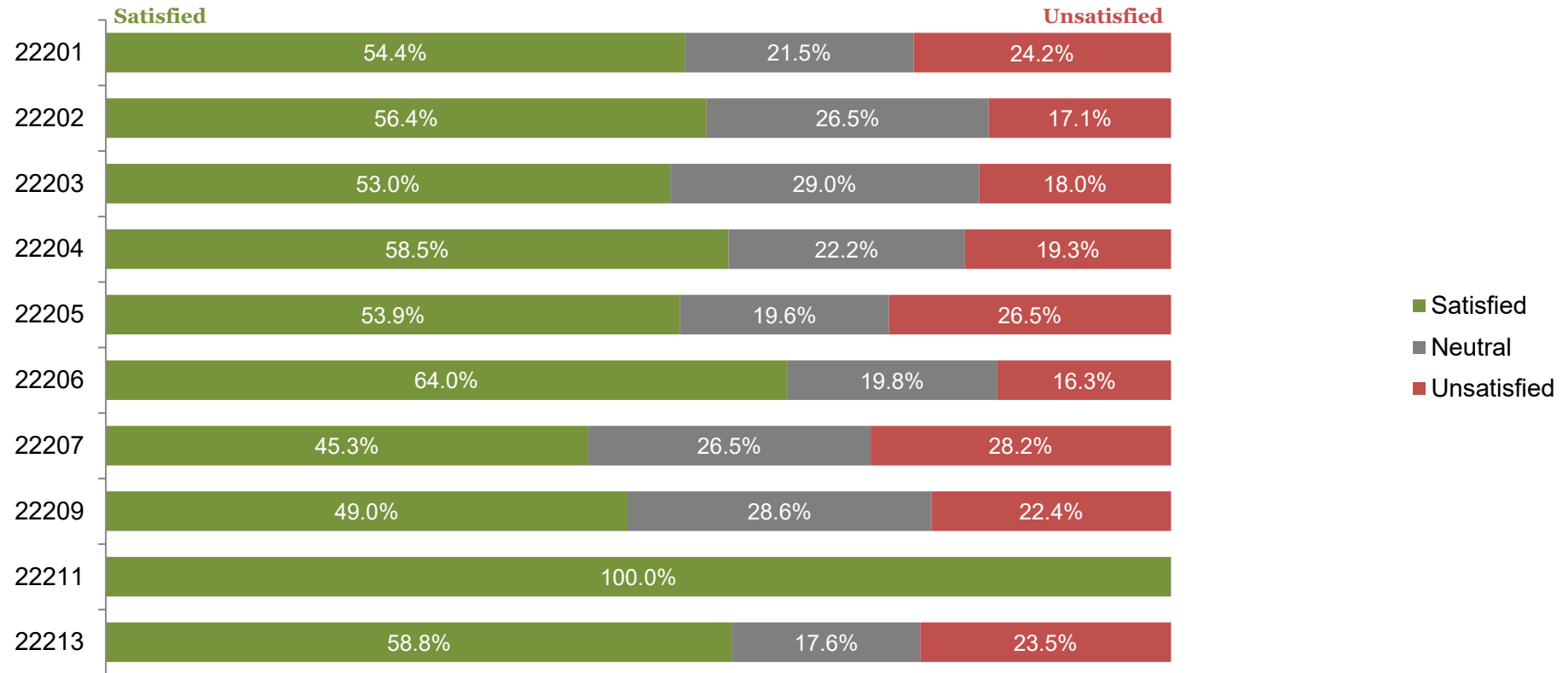
Results by gender, age group, and ethnicity

Question 16_G: Please indicate how satisfied or unsatisfied you are with stormwater infrastructure



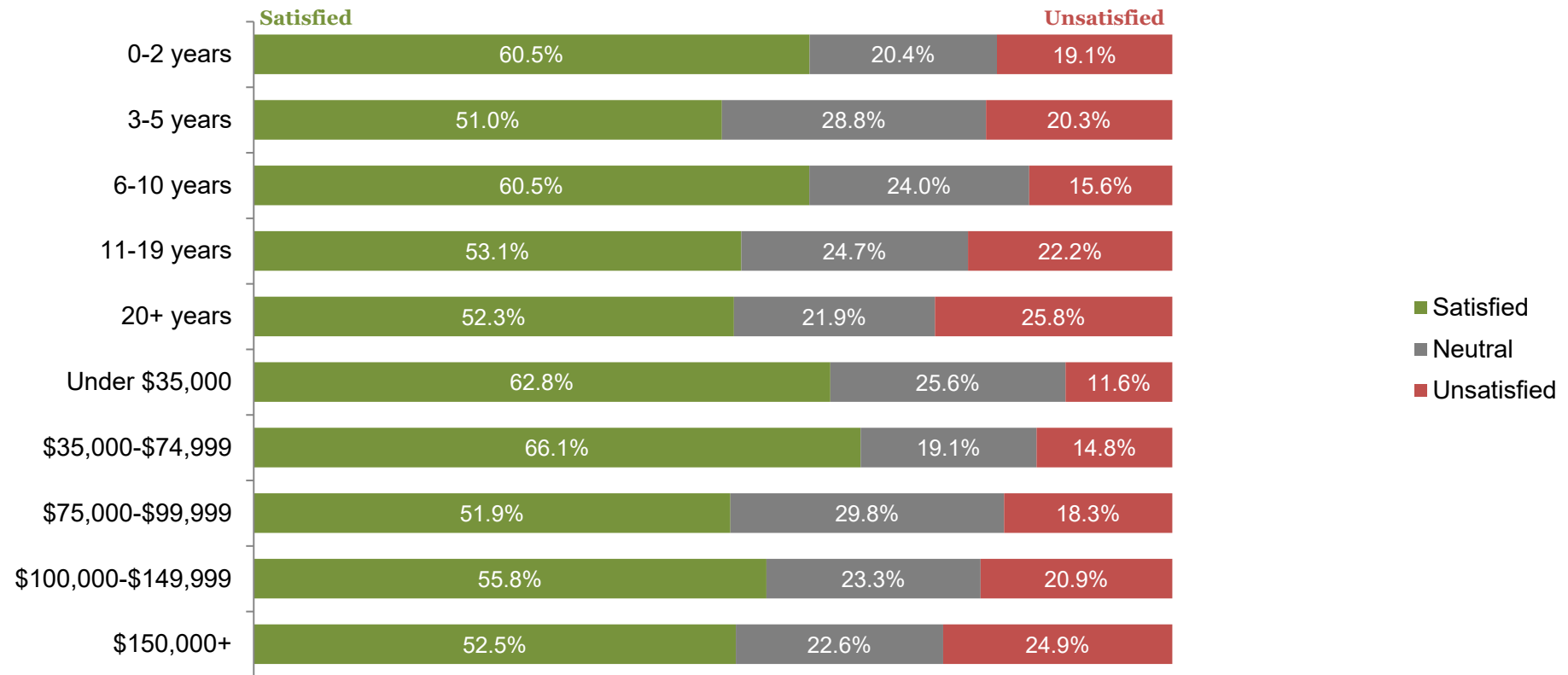
Results by zip code

Question 16_G: Please indicate how satisfied or unsatisfied you are with stormwater infrastructure



Results by years of residency and household income

Question 16_G: Please indicate how satisfied or unsatisfied you are with stormwater infrastructure



Results by disability status, survey language, and survey mode

Question 16_G: Please indicate how satisfied or unsatisfied you are with stormwater infrastructure

