

Resident Satisfaction Survey

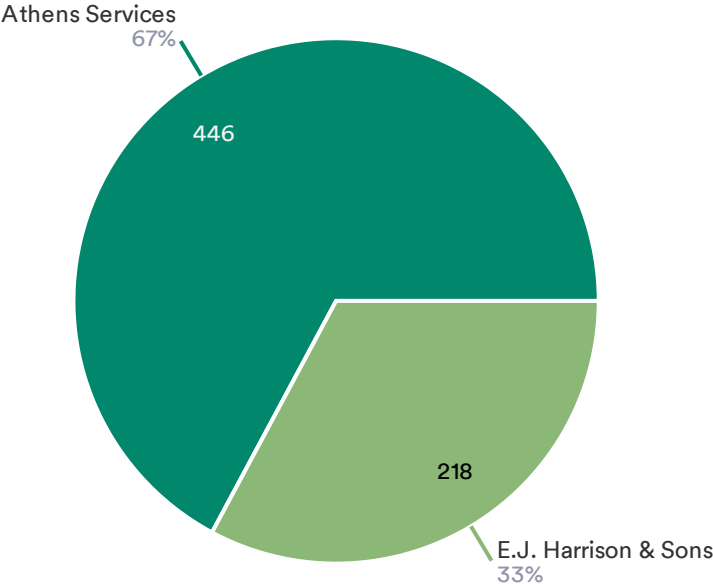
Trash, Recycling and Organics Collection Services

Responses Collected: March 20, 2024 - May 9, 2024



Which company collects trash, recycling and organics from your residence?

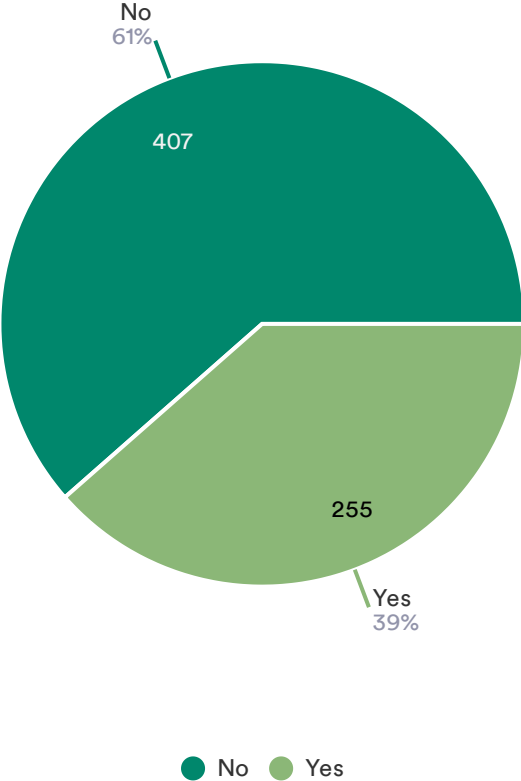
664 Responses



● Athens Services ● E.J. Harrison & Sons

Were you receiving service from this company prior to January 1, 2024?

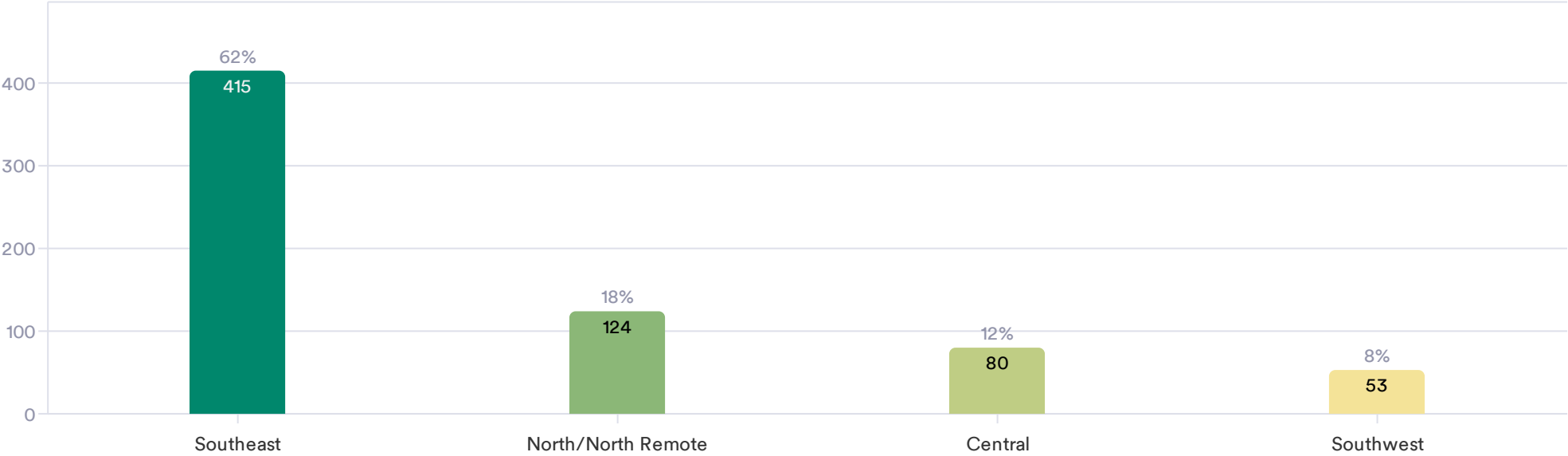
662 Responses



Resident Satisfaction Survey

Where is your residence located?

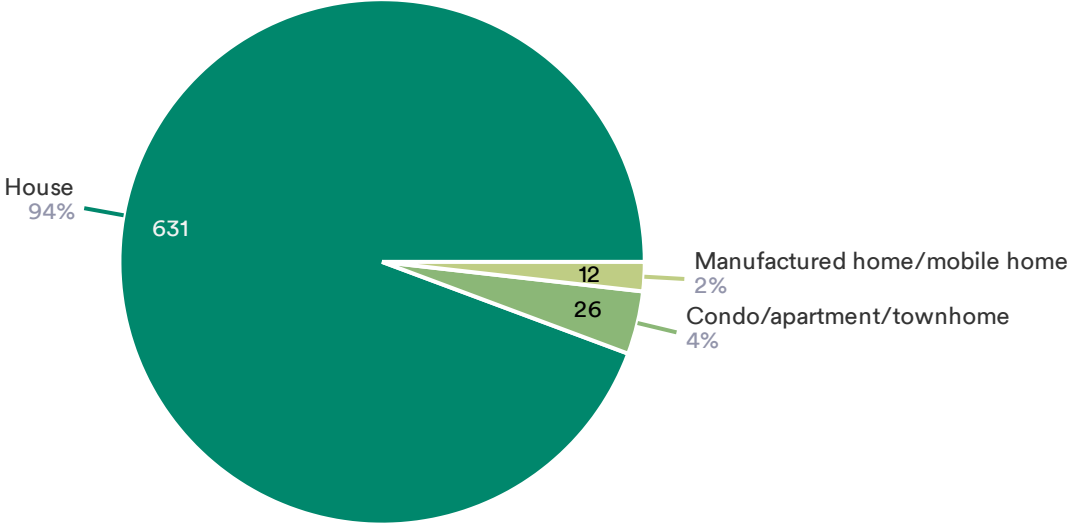
672 Responses



| Data | Response | % |
|--------------------|----------|-----|
| Southeast | 415 | 62% |
| North/North Remote | 124 | 18% |
| Central | 80 | 12% |
| Southwest | 53 | 8% |

How would you describe your residence?

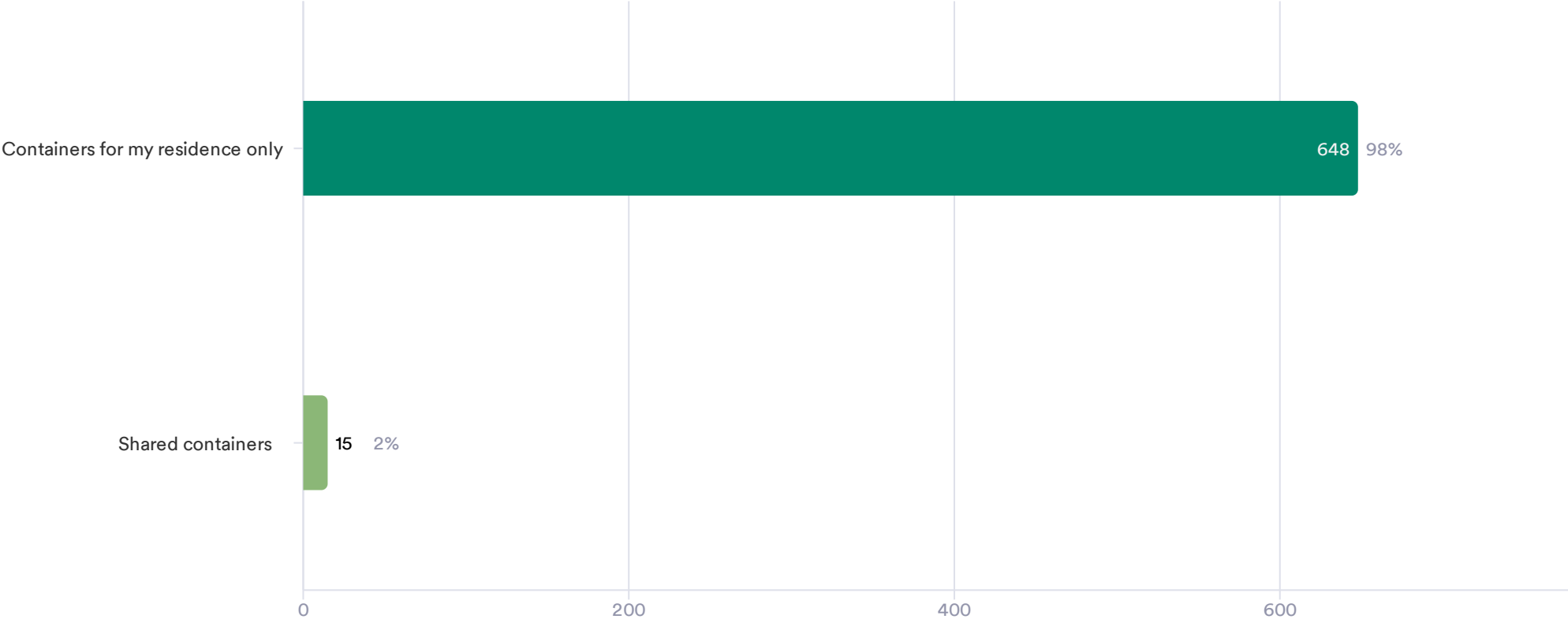
669 Responses



● House ● Condo/apartment/townhome ● Manufactured home/mobile home

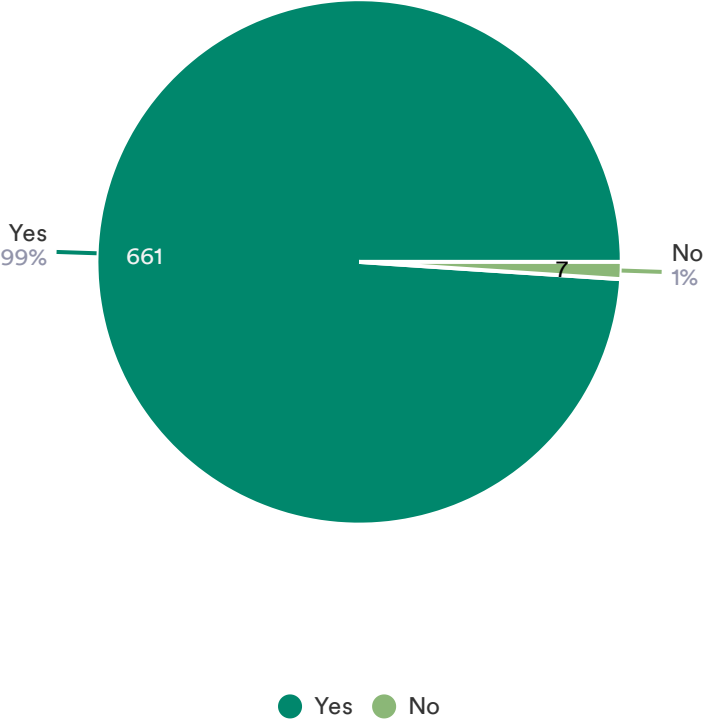
How would you describe collection services at your residence?

663 Responses



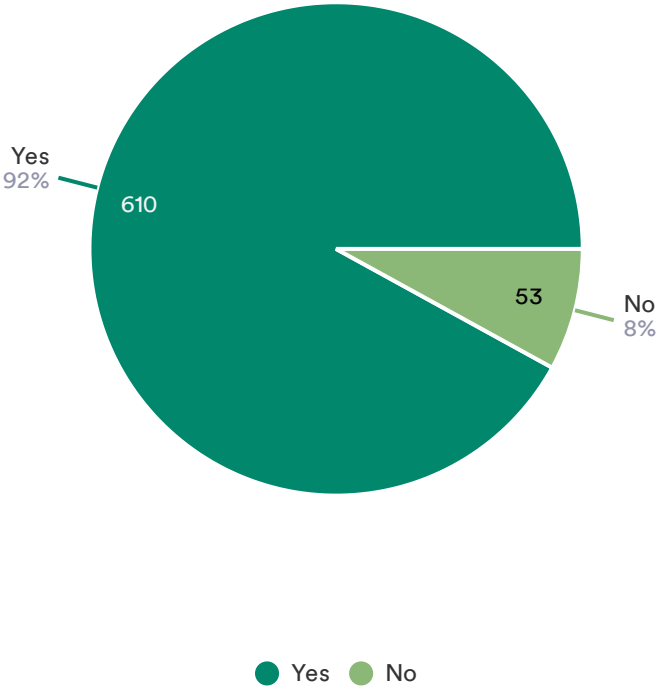
Recycling is a local requirement. Do you have a container for recycling collection at your residence?

668 Responses



Organics collection is now a state requirement. Do you have an organics collection container at your residence? (Organics include yard waste + food scraps)

663 Responses



Resident Satisfaction Survey

What is your overall satisfaction with the company collecting trash, recycling and organics from your residence?

664 Responses

Best Response

5

63%
Percentage

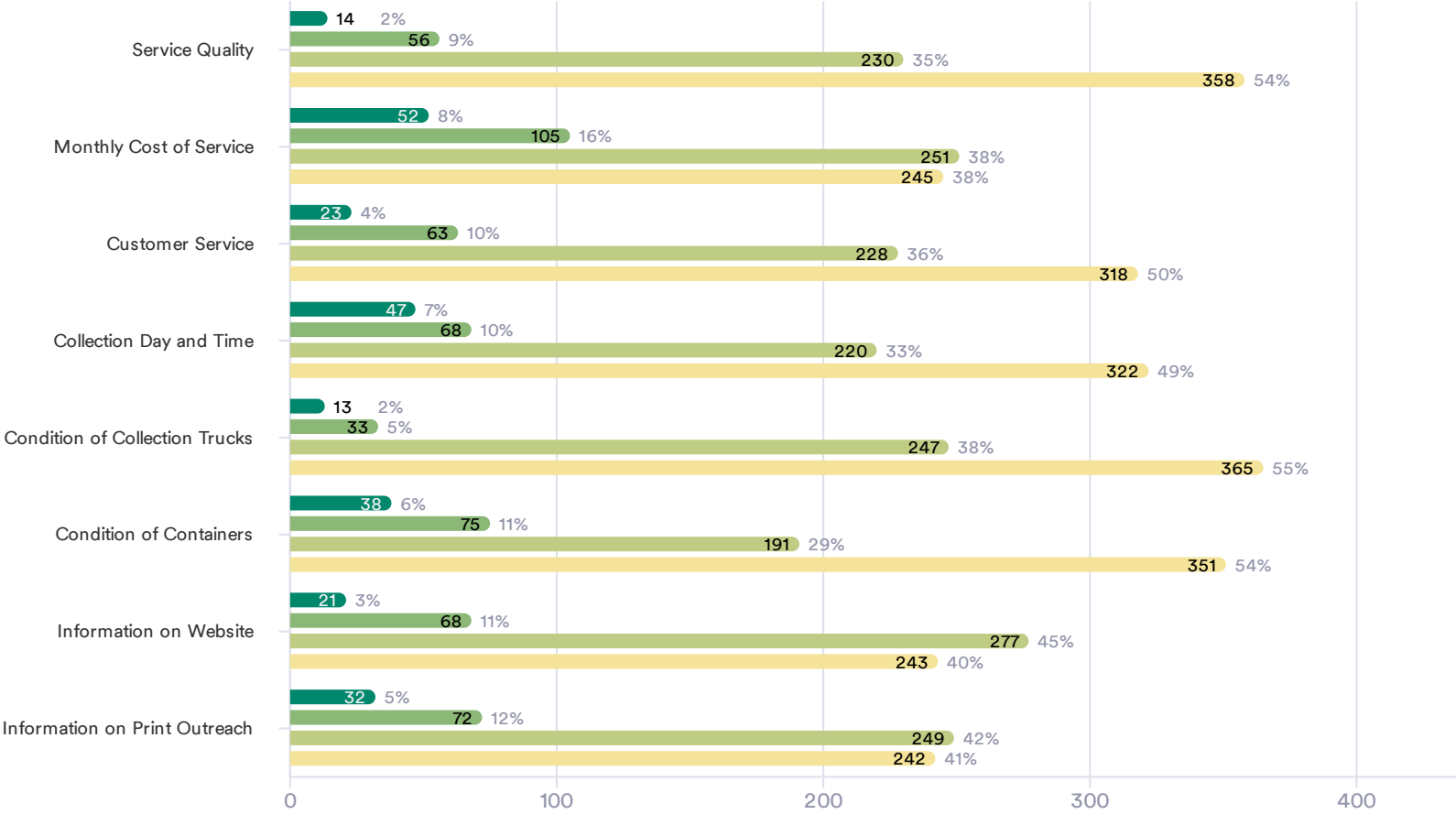
664
Responses

| Data | Response | % |
|------|----------|-----|
| 5 | 421 | 63% |
| 4 | 151 | 23% |
| 3 | 64 | 10% |
| 2 | 18 | 3% |
| 1 | 10 | 2% |

Resident Satisfaction Survey

How satisfied are you with the service you receive?

661 Responses

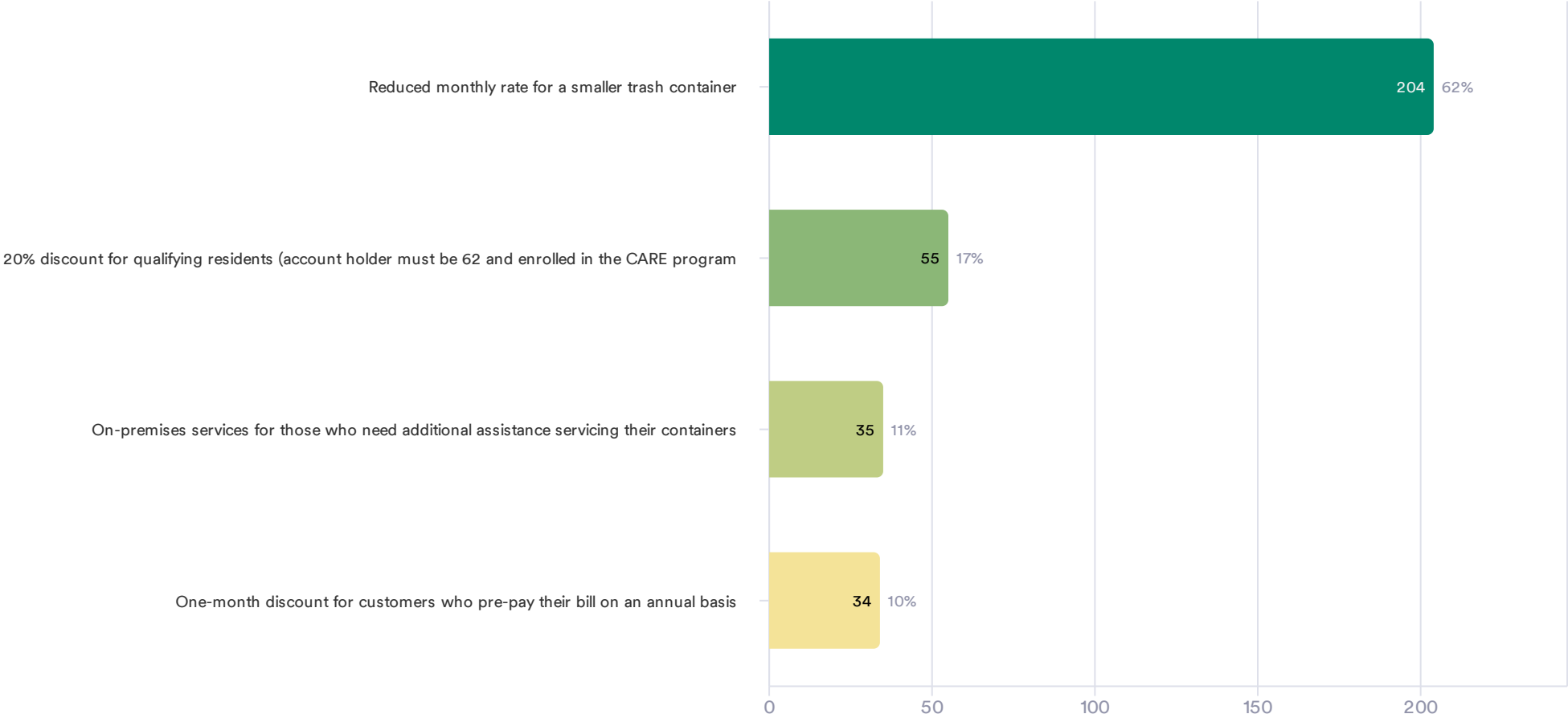


● Not Satisfied ● Somewhat Satisfied ● Satisfied ● Very Satisfied

Resident Satisfaction Survey

Are you aware of or have you utilized one of the discount programs? (click all that apply)

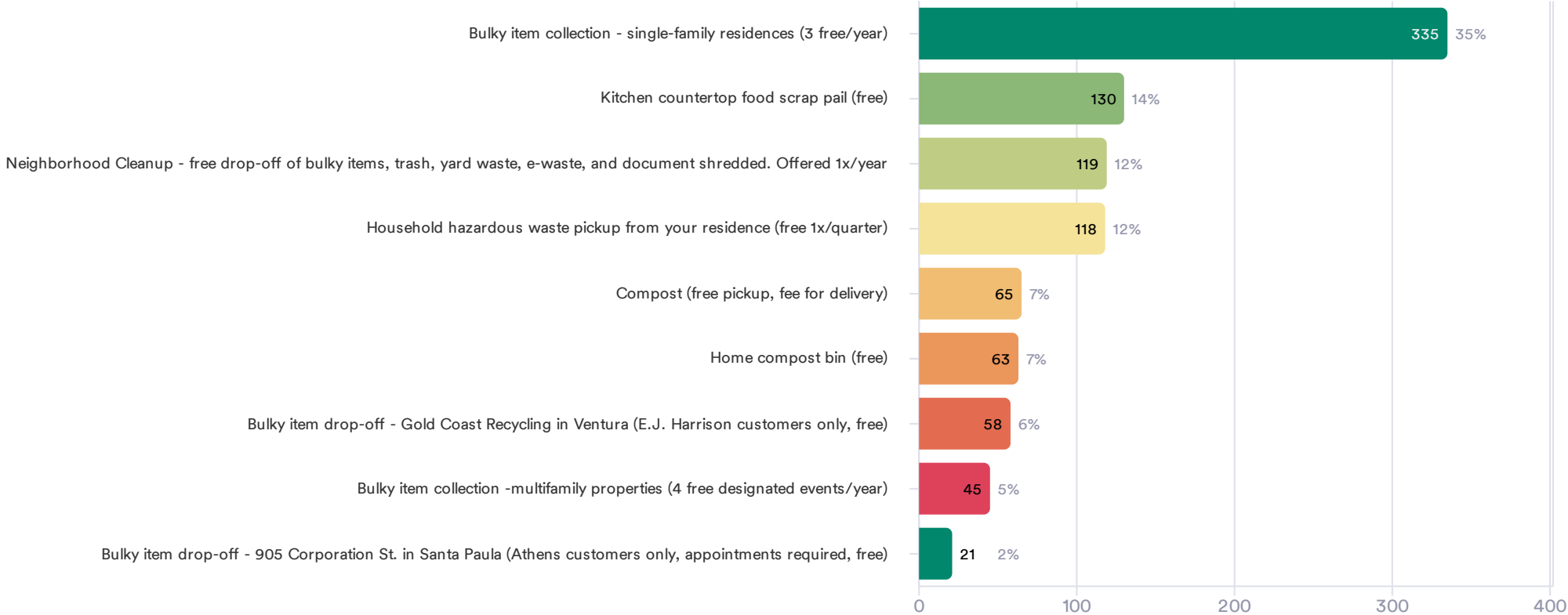
328 Responses



Resident Satisfaction Survey

Are you aware of these services available to you as a residential customer? (click all that apply)

954 Responses



E.J. Harrison**Sample of 93 Customer Comments Received**

Lots of perks I didn't know about!!

I never get to see our driver, but I still want to thank him and wish him well. Hello and thank you from Aviano Dr. in Camarillo

I love having the compost and mulch program. It's SO awesome!!! I feel so lucky to have it! Thank you!

We live in Upper Ojai (Santa Paula address) We are impacted by the Mupu landslide. EJ Harrison never missed a trash pick up day even though they have to drive around through Ventura and Ojai. That impresses all the residents up here.

After reading the survey, it seems as though there are a bunch of services that are offered that I was not aware of. I guess I'll go look at their website because I think I could use some of these services.

Many of the discount programs I was not aware of like one-month discounted service if pay a year in advance. Also, I have not seen information on the service providers website how to schedule a household waste pickup.

Hard to see how Harrison could do it better. While not them (Harrison), what can we do to get the organic recycle facility open in Ojai?

You do a wonderful, wonderful job every week ! Thank you for your great service!!

Better communication would be helpful.

How do I get the kitchen countertop food scrap pail?

I am hoping we can find even better ways of eliminating trash altogether and creating environmentally effective ways of disposing of same.

We have received no information regarding the services listed in the last question above. Why not mail out this info?

Athens Services

Sample of 175 Customer Comments Received

Totally pleased with Athens' service and the ease of contacting a living human being at your phone number.

Excellent service. Friendly employees.

Helpful customer service.

Newer quieter pick up vehicles.

The transition to Athens went as smoothly as it could have! Great job!

So far, I have been very happy with Athens, & their lower pricing. I love the fact that I can put out all 3 cans every week instead of rotating the ones I tend to fill the most every other week. Bins were brand new & sturdy, and I also just got the kitchen scrap pail that I really like and use daily.

The pick -up time is a bit early sometimes before 7 am. A bit later would be better.

Athens is the trashiest waste collection company ever! And by trashiest, I mean classiest! =D

I was not aware of all of those services-- thank you for letting me know. Hopefully they're on the website for when I need to make use of one or more.

Pickup times have been very irregular, changing nearly every week among the cans. Pickup starts very early and makes a lot of noise early in the morning.

Excellent service, excellent customer service, and excellent & personable drivers servicing my pickup.

I would love to know about the above-mentioned programs. I think Athens is doing a very good job.

Welcome to the neighborhood! Glad to have you.

Please send out a brochure about available services such as described above.
