

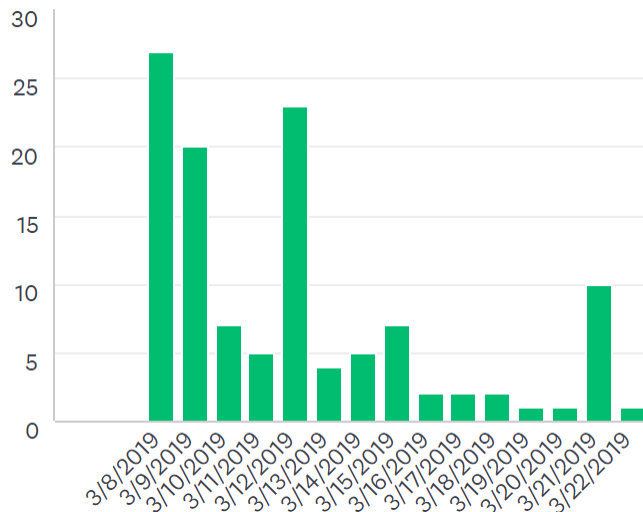


## Lake Dallas Waste Services Survey

302 S. Shady Shores Rd., Lake Dallas, TX 75065  
(940) 497-3566 · www.lakedallas.com

Between March 8 and March 22, the City of Lake Dallas conducted a Waste Services Survey to receive input from Lake Dallas customers regarding the waste services that have been provided for the last five years. Paper and digital access to the survey was provided to residents through the City’s website and social media accounts (Facebook and NextDoor) and at City Facilities, including City Hall, the Animal Shelter, and the Library.

The City received 100% of its survey responses through online survey collection. The total number of responses totaled 119; however, two of those respondents were not Lake Dallas residents, property owners, or businesses owners. For the sake of this survey, those two responses were omitted from the following results.

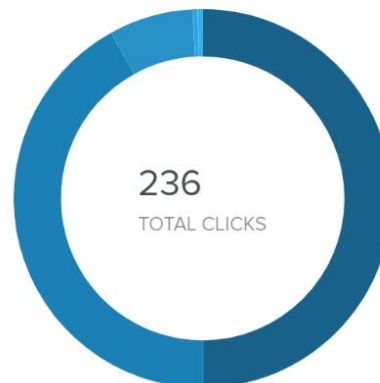


Of the remaining 117 responses from Lake Dallas residents, business owners, and property owners, there was a 98% completion rate (answering every question), and the survey took roughly 3 minutes and 18 seconds for each respondent to complete. Most of the responses took place on the date the survey became available (March 8, 2019), with a final strong push of responses on the day before it was set to expire (March 22, 2019). See the graph to the left for a breakdown of the responses per day, with the X-Axis representing the date and the Y-Axis representing the number of individuals responding to the survey.

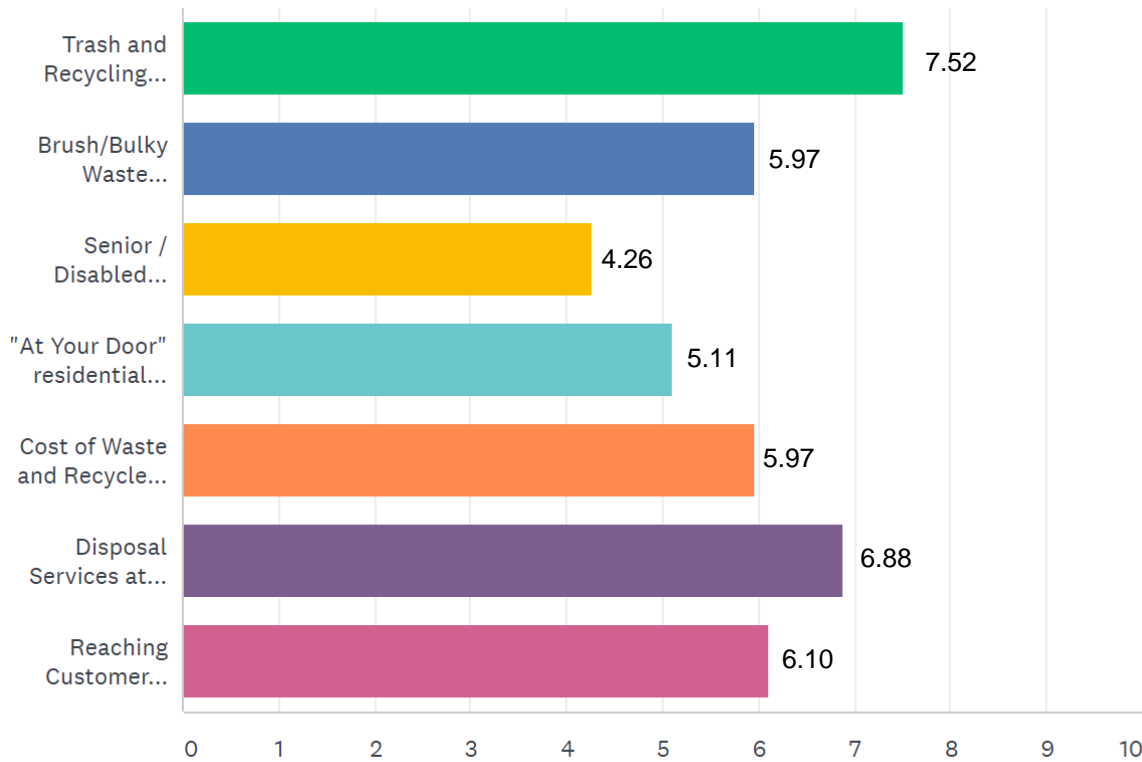
### REFERRERS

The Bit.ly link that City Staff created for the survey was clicked on 236 times with most of those clicks originating from the City’s Facebook postings. The one click originating from bit.ly was from staff, bringing the total number of residents utilizing the link to access the survey to 235.

|                    |     |
|--------------------|-----|
| Facebook           | 118 |
| Email, SMS, Direct | 99  |
| www.lakedallas.com | 17  |
| lakedallas.com     | 1   |
| bit.ly             | 1   |



On a scale of 0 – 10 with 0 being not satisfied and 10 being most satisfied, please rate the following services. Select N/A if you did not or do not use the service.



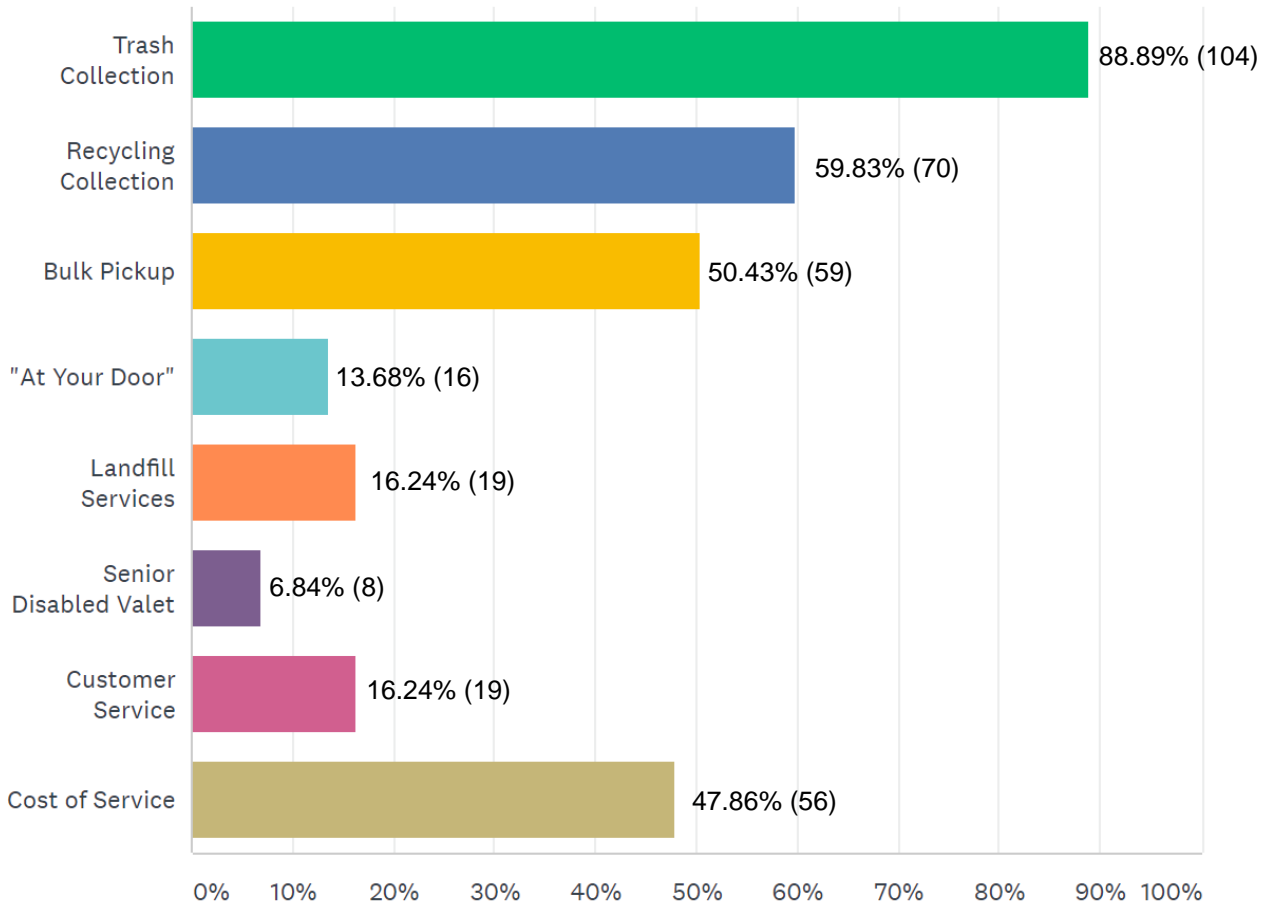
(Chart shows average rating)

times waste collection bulk pick call times years items bulk  
 Republic bill pick years trash left service  
 bulk pickup need pickup recycle leave trash  
 landfill appreciated WM days take trash pick

Comments relating to:

- Bulk Pickup: 13
- Contract Change Information: 4
- Cost/Billing: 1
- Not Aware of Services: 7
- Recycling: 4
- Various Complaints: 8

Please select the three current services that you value the most.



What services are you not currently receiving that you would like to receive and pay for?

recycling know N pay None electronic services pickup

Comments relating to:

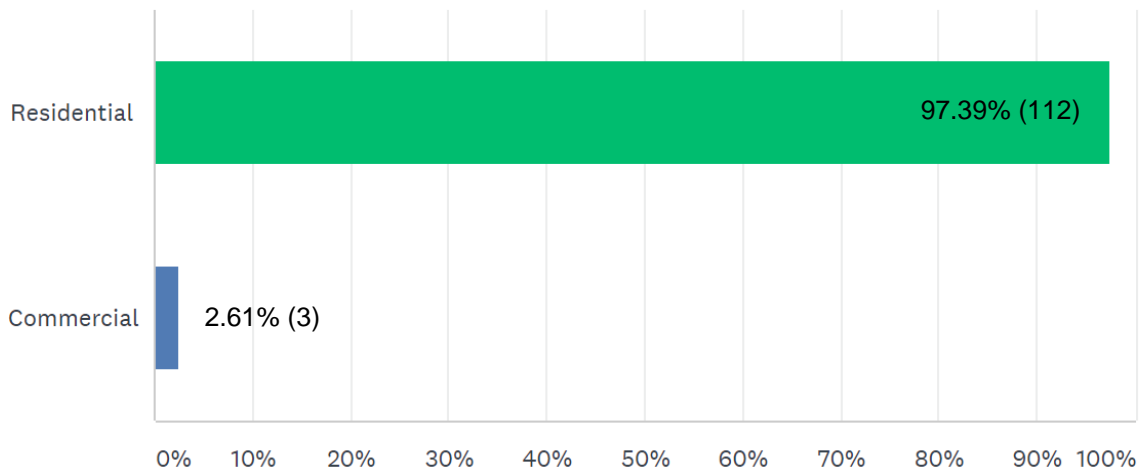
- Recycling: 5
- None/NA: 39
- Electronics: 5

**Please provide any additional feedback or comments you'd like to share. Please be specific.**

Comments relating to:

- Bulk Pickup: 4
- Cost: 7
- Request an Explanation of Services: 3
- Proposing New Services: 4
- None: 10
- Complaints: 8

**Which type of account do you have?**



**In which neighborhood is your account?**

