

# CSWD Drop-Off Center Customer Survey Results

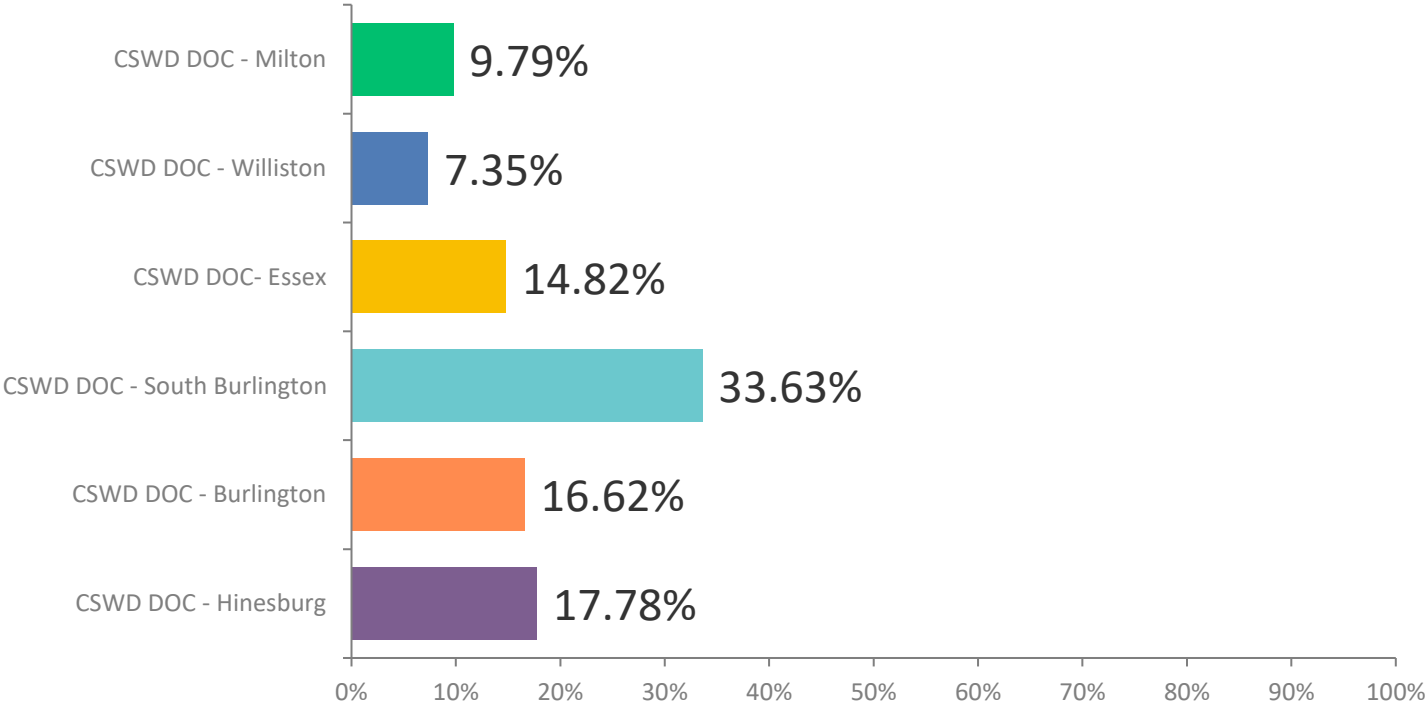
3/25/2026

# Overview

- Objective: Understand how our DOC customers prefer price increases to be structured to generate funds for capital expenses associated with our DOCs.
- Survey Participants: DOC customers
- Survey Period: 18 Days (March 4 – March 22)
- Tool: Survey Monkey
- Incentive: Chance to win one of three \$100 Visa gift card
- Number of Responses: 780
- Number of questions: Three plus open-ended comment opportunity

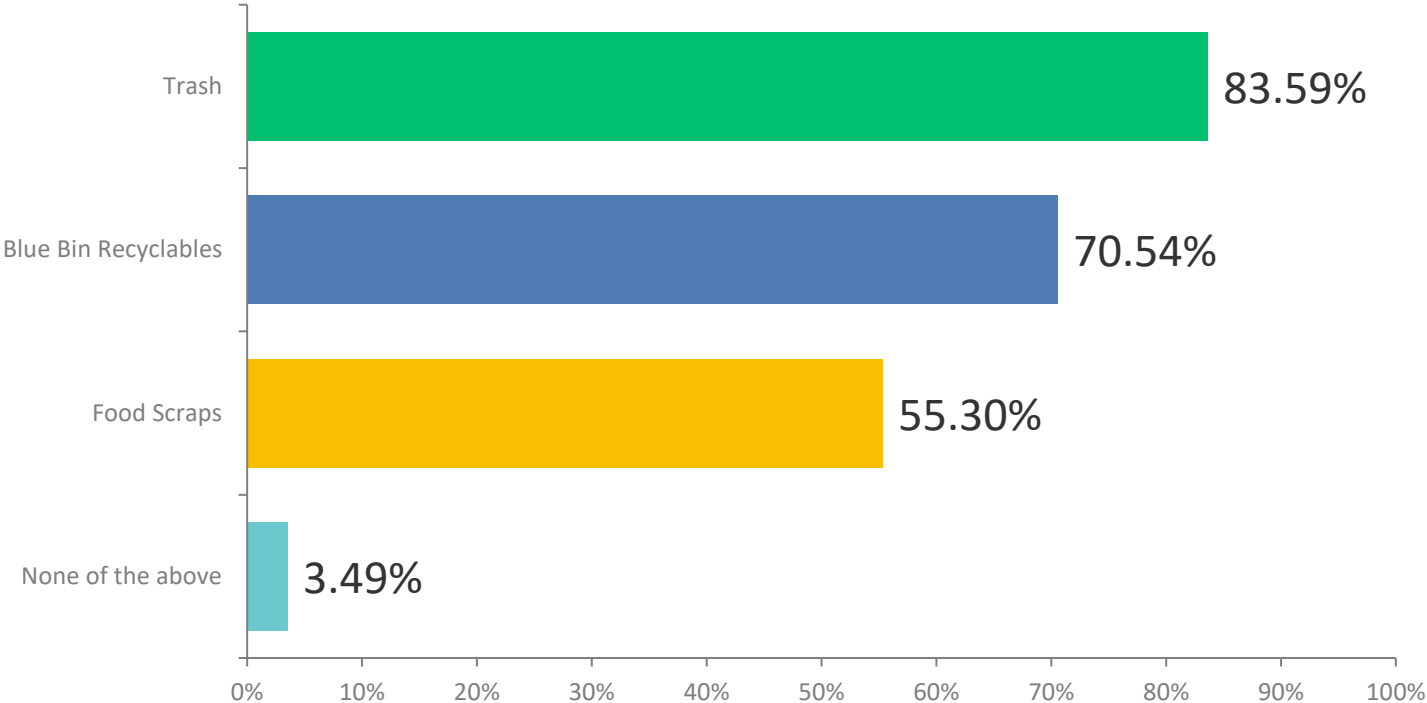
# Q1: Which CSWD Drop-Off Center do you primarily use?

Answered: 776 Skipped: 4



# Q2: What do you regularly drop off at a CSWD DOC? Check all that apply.

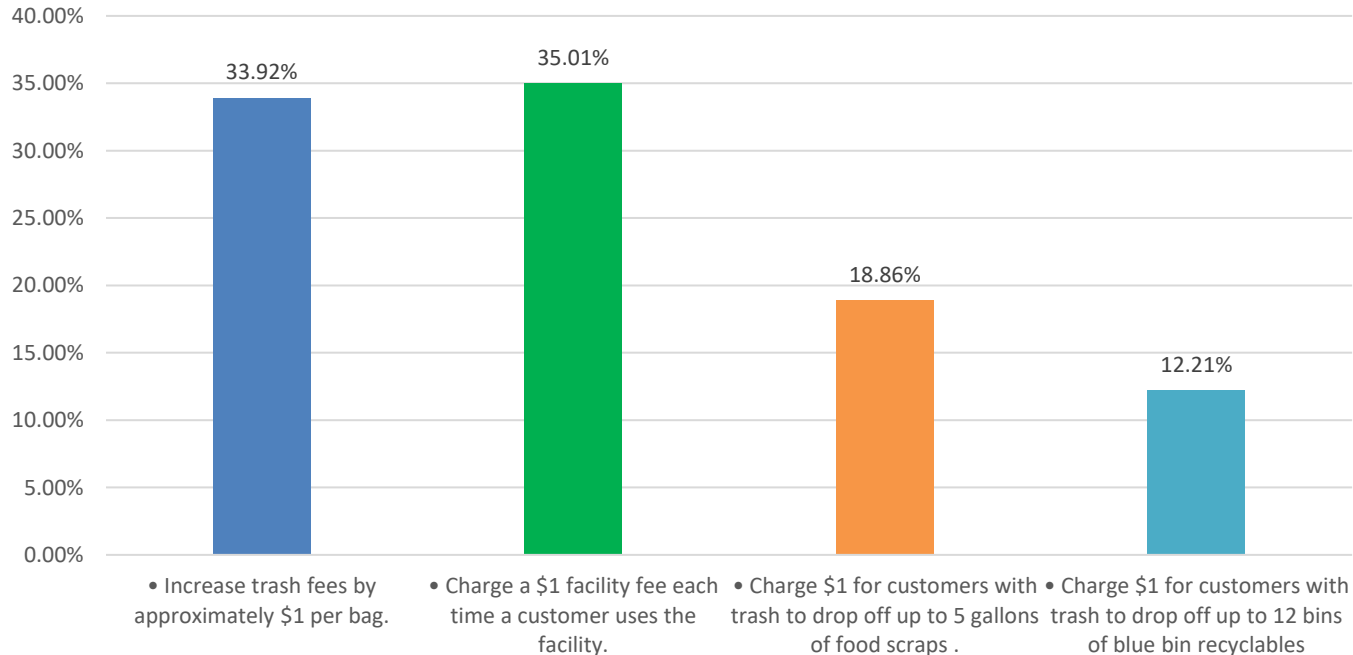
Answered: 774 Skipped: 6



### Q3: Please rank in order of preference, the following price changes CSWD is considering to raise funds necessary for maintaining the CSWD Drop-Off centers

Answered: 737 Skipped: 43

#### Raw Data



### Q3: Please rank in order of preference, the following price changes CSWD is considering to raise funds necessary for maintaining the CSWD Drop-Off centers

Answered: 737 Skipped: 43



# Comments Received - 358

- **64% Positive sentiment and overall support**

High appreciation for **staff, convenience, and affordability**

- Many respondents indicate **willingness to accept modest fee increases**
- Concerns Focused on Outcomes, Not Opposition

- **23% Neutral/mixed** responses largely reflect **concerns about behavior impacts**, not resistance

Key concern: charging for recycling/compost may

- Reduce diversion
- Increase trash disposal
- Lead to illegal dumping

- **13% Direct Opposition to Fee Increases** 13% clearly opposed increases

Concerns primarily tied to:

- Fixed incomes
- Rising cost of living
- Recent fee increases