

**CITY OF MANHATTAN BEACH  
MEMORANDUM**

**TO:** Honorable Mayor Howorth and Members of the City Council  
**FROM:** Anna Luke-Jones, Public Works Senior Management Analyst  
**THROUGH:** Bruce Moe, Interim City Manager  
Stephanie Katsouleas, Director of Public Works  
**DATE:** December 19, 2017

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**SUBJECT:** 2017 Solid Waste Services Survey Results: Residential and Commercial Users

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In preparation of the City's next solid waste RFP process, City Staff created and promoted two solid waste surveys – 2017 one for residential users and one for commercial users – through a variety of outlets from September 26 through October 27, 2017. Concurrently, staff solicited and received responses for waste hauler consultant services and selected HF&F to assist with the City's upcoming Waste Hauling RFP and selection process. HF&F is in the process of evaluating the city's currently level of services, other services the City may want to consider and general contract terms. A formal presentation about current and future service options is planned for the January 16, 2018 City Council meeting. In the interim, this memorandum summarizes staff's outreach efforts and the corresponding results of the 2017 Solid Waste Services Surveys in preparation for the upcoming January meeting.

**SURVEY SUMMARY**

**Residential Users:**

This Open City Hall topic received 259 total views and 190 completed survey responses (64 were registered with Open City Hall, 126 were unregistered "anonymous"). The responses equal 9.5 hours of public comment at three minutes per response.

**Commercial Users:**

This Open City Hall topic received 36 total views and 15 completed survey responses (3 were registered with Open City Hall, 12 were unregistered "anonymous"). The responses equal 45 minutes of public comment at three minutes per response.

**SURVEY OUTREACH AVENUES**

Multiple forms of outreach were utilized by City Staff to promote both the residential and commercial surveys to the Manhattan Beach community, which included:

**1. Newspaper Print and Online Media** (see Figures 1-2)

- ***Five Beach Reporter Print Ads*** in or near the Manhattan Beach section of the weekly circulation were placed between September 28<sup>th</sup> and October 26<sup>th</sup>. The weekly circulation rate is 44,000 copies.

- ***Beach Reporter Online “In-Story” Ads*** promoting the survey between September 26<sup>th</sup> and October 27<sup>th</sup>. In-story ads appear between paragraphs or natural breaks in online articles in the center of the page. Our in-story ad had a total of 105,917 impressions and received a total of 817 clicks directing the user to the Open City Hall Solid Waste Survey page. The Click Through Rate (CTR) which indicates how successful the ad is was 0.82%. According to the Beach Reporter, the national average CRT is 0.06%, which makes this in-story ad very successful.

## 2. City Venues

- ***City Hall Reception and Public Works Facilities:*** Flyer displays (Figure 1) and hard copies of the surveys were provided from end of September through mid-October.
- ***Hometown Fair:*** 800 mini flyers promoting/inviting the community to take the survey and attend the community meeting were passed out at the Hometown Fair on October 7 – 8, 2017 (Figure 1).
- ***The City’s Website Home Page and Calendar Section*** (Open City Hall community survey, Figures 3 - 4): The survey was posted on September 28, 2017 and also listed daily from October 2<sup>nd</sup> – 31<sup>st</sup>.
- ***eNotification*** was sent to 471 subscribers in four categories (141 people opened the notification email).
- ***Community Meetings:*** The City’s website calendar and eNotification process was used to advertise a community meeting regarding waste hauling services. The eNotification was sent on October 27, 2017 to 826 subscribers in six categories, and 225 people opened the eNotification email. A follow-up reminder was sent on November 2, 2017.
- ***City Staff Outreach:*** Staff emailed all citywide personnel a link to the survey to complete if they lived in town or work with the City’s hauler/utilize services in their work functions.
- Public Works Director Stephanie Katsouleas promoted the survey during public comment at the City Council meetings on October 3<sup>rd</sup> and 17<sup>th</sup>.

## 3. Community Venues

- ***North Manhattan Business Improvement District (NBID):*** Attended a NBID meeting on Wednesday, October 4<sup>th</sup> to promote the commercial waste hauling survey. Staff also emailed the Chair of the NBID a link to the survey for further forwarding to his email contact list.
- ***Downtown Business Association (DTBA):*** Attended a DTBA meeting on Thursday, October 12<sup>th</sup> to promote the commercial waste hauling survey. Staff also emailed the Executive Director of the DTBA a link to the survey for further forwarding to her email contact list.
- ***Manhattan Beach Chamber of Commerce:*** Staff provided Mark Lipps a link to the commercial waste hauling survey for further forwarding to his email contact list.

**City of Manhattan Beach**  
Residents & Businesses:  
**WE NEED YOUR  
FEEDBACK!**

The City is conducting a survey on solid waste services in Manhattan Beach in preparation for the next solid waste contract RFP process.  
Resident & Business feedback is essential!

**Go to:**  
**www.citymb.info/opencityhall**  
**to take the survey before  
October 31, 2017!**

Paper copies of the survey are available at City Hall or Public Works reception desks. If you have questions regarding the survey, please contact Public Works at (310) 802-5363.




Figure 1. Beach Reporter Print Ad

News Sports Calendar Entertainment Opinion Open Houses e-Edition Media Contact Us

Answers slow over community garden in Redondo Beach  
Manhattan Beach leads South Bay schools in statewide assessment  
Hermosa Beach Education Foundation hopes to reach \$1 million in fundraising  
South Bay Galleria developer submits plans to city with office component  
Parolee convicted of assault after Redondo Beach Police fire 68 bullets  
New public artwork in store for Manhattan Beach

**Events**

**OCT 2** "Maybe Partying Will Help" - Artwork from Lori Herbst and Chris Shary at Pacific Coast Gallery  
Mon, Oct 2, 2017  
Free

**OCT 2** The Great Pumpkin Hunt  
Mon, Oct 2, 2017  
Free with Garden admission

**OCT 2** Families Connected Parent Chat  
Mon, Oct 2, 2017  
Free

**OCT 2** Karma Kids Yoga in Downtown MB!  
Mon, Oct 2, 2017  
\$25/8 week program or \$35 Drop-in

**OCT 3** "Maybe Partying Will Help" - Artwork from Lori Herbst and Chris Shary at Pacific Coast Gallery  
Tue, Oct 3, 2017  
Free

**OCT 3** The Great Pumpkin Hunt  
Tue, Oct 3, 2017  
Free with Garden admission

MANHATTAN BEACH: THE CITY NEEDS YOUR FEEDBACK!!  
Click Here: www.citymb.info/opencityhall

Asked what is the difference is between 4-1 South Hills and 1-4 Mira Costa, Kallenbach said, "We just need to wrap up, work on our tackling." Kallenbach said, "I feel that is an easy goal to accomplish. We will work on that in practice."

"We have to basically, do our jobs," Tavaí said.

Now Mira Costa will focus on the beginning of Bay League play. On Friday, they host Peninsula at Waller Stadium.

"I'm looking forward to going into league and trying to win league," Tavaí said. "We're going to put this 1-4 record behind us."

South Hills scored the first points of the game on a field goal and later a touchdown to take a 10-0 lead after the first quarter.

The Huskies tacked on another touchdown in the second quarter to make it 17-0.

Figure 2. Beach Reporter On-line Ad.

**NEWS**

**Senate Bill 649**  
Provide Input to Governor Brown on Senate Bill 649 Today!  
**LEGISLATIVE ALERT**

**Open City Hall - New Topic: Solid Waste**  
Provide feedback on the City's solid waste services

**Bi-Weekly Update - September 22, 2017**  
A brief overview from the City Manager's office about what is going on in Manhattan Beach

**Art Exhibition: Jose Lozano/Chicano**

Figure 3. City Home Page and Figure 4 City Calendar (right)

1 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. 10:00 AM Art Exhibition: Jose Lozano/Chicano Trichter	2 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services 6:00 PM Parks and Recreation Commission Meeting	3 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services 6:00 PM City Council Special Meeting (eComment Now) 6:00 PM City Council Meeting (eComment Now)	4 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services 10:00 AM Art Exhibition: Jose Lozano/Chicano Trichter 10:30 AM Alzheimer's Association: Living with Alzheimer's and Sharing Memories 6:00 PM North Manhattan Beach Business Improvement District	5 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services 10:00 AM Art Exhibition: Jose Lozano/Chicano Trichter 6:00 PM LIVE: Costume Figure Drawing 6:30 PM Mobility Plan Update Community Meeting	6 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services 10:00 AM Art Exhibition: Jose Lozano/Chicano Trichter 8:00 PM Late Night of the Library	7 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services 10:00 AM Art Exhibition: Jose Lozano/Chicano Trichter 10:00 AM 49th Annual Manhattan Beach HomeTown Fair 11:00 AM CANCELLED - Payote Birch Ring Making Workshop 2:30 PM CANCELLED - Art at Experience
8 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services 10:00 AM 49th Annual Manhattan Beach HomeTown Fair 10:00 AM Art Exhibition: Jose Lozano/Chicano	9 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services City Offices Closed (Columbus Day) 6:00 PM Library Commission Meeting	10 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services 1:00 PM Senior Advisory Committee (SAC) Meeting	11 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services 10:30 AM Alzheimer's Association: Living with Alzheimer's and Sharing Memories 6:00 PM Planning Commission	12 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services	13 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services City Offices Closed 5:00 PM Teen Center Bus Trip: Los Angeles Lakers Trip	14 7:00 AM Edison Upgrades in El Segundo and Manhattan Beach 7:30 AM Construction on Manhattan Beach Blvd. and Redondo Ave. Community Survey: Solid Waste Services

## SURVEY RESULTS

Attachment 1 includes more detailed information from the Residential surveys and Attachment 2 from Commercial surveys, while the summary table below includes some notable highlights. Overall, the results suggest a high level of satisfaction with the current hauler and services provided and a strong commitment toward environmental protection.

Please note that complete raw data is available and can be emailed to you if you would like to review it. However, it is not included in this memo because it represents over 600 pages of printed information.

Survey Inquiry The Percentage of Respondents Who...	Residents (190 Respondents)	Businesses (15 Respondents)
Have lived in or operated a business in Manhattan Beach more than 11 years (which is longer than the full term of Waste Management's current contract)	84%	53%
That are "Happy" or "Extremely Happy" with the City's current waste hauler	78%	60%
Rated the <b>quality of curbside collection services as the <i>Most Liked</i></b> by and the most important service to them	85%	60%
<b>Who use phone calls to reach Waste Management</b> for service assistance over other means, including using email, the City's app or a website link; 86% rate of residents and 67% of businesses rate that experience as "Good," "Very Good" or "Excellent"	75%	73%
Are <b>residents who rated these services as "Extremely Important"</b>	86% - Curbside Trash Collection	80% - Curbside Trash Collection
	85% - Curbside Recycling Coll.	87% - Curbside Recycling Coll.
Are <b>businesses who rated these services as "Important" or "Extremely Important"</b>	60% - Green Waste Collection	60% - Certified Green Business Program
Rated <b>Bulky Item Collection services as "Important" or "Extremely Important"</b>	80%	26%

Survey Inquiry The Percentage of Respondents Who...	Residents (190 Respondents)	Businesses (15 Respondents)
Said that <b>these services are “Neutral”, “Not Important at All” or “I Don’t use This Service”</b>	56% - Door-side Household Hazard. Waste Collection 57% - Temporary Bin Rental 57% - Annual Shredding Event 68% - Backyard Composting Classes/Discount Bins 76% - Collection Drives (e.g., shoes, costumes) 77% - Refuse Facility Tours 81% - Contests	53% - Food Waste Program 53% - Commercial Audit 60% - Curbside Food Waste 60% - Temporary Bin Rental 73% - Green Waste Collection 76% - Collection Drives (e.g., shoes, costumes) 77% - Refuse Facility Tours 81% - Contests
Said they’d like to see a <b>smaller, 20-gallon trash cart offered:</b>	30%, with another 15% not sure	Not Applicable
<b>Have used the dedicated webpage created by Waste Management</b> just for Manhattan Beach to find out about bulky item collection, holiday collection schedules, and obtaining the call center phone number and other miscellaneous information	45%	13%
<b>Indicated that the most popular avenues currently used to reach them</b> about Waste Management services is through...	35% - Bill inserts 33% - Newspaper/Magazine 25% - Newsletters	33% - Newspaper/Magazine 46% - Brochures 20% - Social Media 20% - Internet
Indicated that the <b>top three outreach avenues preferred by residents (or businesses)</b> to receive information about Waste Management services would be...	58% - Via email 35% - The Beach Reporter 29% - Bill inserts	67% - Via email 33% - Internet 20% - Brochures
<b>Said that they are the most motivated to reduce waste</b> for different reasons, with the top three most popular reasons being:	85% - Knowing it’s the right thing to do for the environment 39% - Global warming/climate change 39% - It’s easy and doesn’t disrupt my routine	87% - Knowing it’s the right thing to do for the environment 33% - Saves Money 33% - Continues Manhattan Beach’s position as an environmental leader

Attachments: 1. Residential Solid Waste Survey Results  
2. Commercial Solid Waste Survey Results





Attachment 1  
Residential Solid Waste Survey Results

## For Residents: Solid Waste Services






Review the City's current solid waste service and share your thoughts on future services.

### Responses

#### How long have you lived in the City of Manhattan Beach?






		%	Count
0 to 5 years		5.3%	10
6 to 10 years		10.5%	20
11 to 20 years		20.0%	38
20+ years		64.2%	122

#### How many people reside in your home?

		%	Count
1		10.0%	19
2		43.2%	82
3		20.5%	39
4		19.5%	37
5 or more		6.8%	13

#### How happy are you with the City's current solid waste service provider, Waste Management? (1=Very unhappy, 5=Extremely happy)







##### Waste Management

		%	Count
1 - Very unhappy		2.1%	4
2 - Unhappy		4.2%	8
3 - Neither happy nor unhappy		15.3%	29
4 - Happy		34.7%	66
5 - Extremely happy		43.7%	83






## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.




### What do you LIKE MOST about our current service provider, Waste Management? (Check all that apply)

		%	Count
Quality of curbside collection services		85.4%	158
Effective customer service call center		28.6%	53
Range of programs offered		30.8%	57
Quick response time to requests		24.3%	45
Cost for services		13.5%	25
I do not wish to answer		5.9%	11

### What ONE area of solid waste services is most important to you? (Choose one)

		%	Count
Quality of curbside collection services		68.4%	130
Effective customer service call center		3.7%	7
Range of programs offered		14.7%	28
Quick response time to requests		3.2%	6
Cost for services		10.0%	19




### What area(s) needs the most improvement? (Check all that apply)

		%	Count
Quality of curbside collection services		14.6%	25
Effective customer service call center		11.7%	20
Range of programs offered		11.7%	20









## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.






		%	Count
Quick response time to requests		12.3%	21
Cost for services		26.3%	45
I do not wish to answer		40.4%	69

### How do you typically request services or assistance with refuse needs?

		%	Count
Call hauler, Waste Management		75.4%	135
Email hauler, Waste Management		6.1%	11
Call the City of Manhattan Beach		7.8%	14
Place a Work Order on the City's website (www.citymb.info)		2.2%	4
Use the City's mobile app, Reach Manhattan Beach, to request service		1.1%	2
Other		7.3%	13

### How would you rate your experience with Waste Management Customer Service Department Call Center (310-830-7100 or 866-909-4458)? (1=Poor, 5=Excellent)

#### WM Customer Service Call Center

		%	Count
1 - Poor		5.3%	9
2 - Fair		8.2%	14
3 - Good		19.9%	34
4 - Very good		33.3%	57
5 - Excellent		33.3%	57

## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.

Please describe your experience with Waste Management Customer Service.

Answered 105

Skipped 85

all **always** back bin **call called** courteous **customer** day do  
drivers **friendly** good **had** helpful item large like **never** one only out **pick**  
pickup problem **professional** request **Service t them they** time  
times trash up very **was waste** were wm

How important are each of these services to you? Please note that all of these services are currently available to residents through the City's contract with Waste Management.

### Curbside Trash Collection (gray cart - landfill)

	%	Count
2 - Somewhat important	1.6%	3
3 - Neutral	0.5%	1
4 - Important	11.1%	21
5 - Extremely important	85.8%	163
I don't use this service	1.1%	2



### Curbside Recycling Collection (blue cart - glass, paper, metal, plastic):

	%	Count
2 - Somewhat important	1.1%	2
3 - Neutral	2.1%	4
4 - Important	9.5%	18
5 - Extremely important	85.3%	162
I don't use this service	1.1%	2







## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.







### Curbside Organics Collection (green cart - yard and food waste):

		%	Count
1 - Not important at all		3.7%	7
2 - Somewhat important		3.2%	6
3 - Neutral		4.7%	9
4 - Important		16.8%	32
5 - Extremely important		59.5%	113
I don't use this service		11.6%	22

### Bulky-Item Pick-Up (ie: curbside pick-up of large items like mattresses, furniture, appliances):

		%	Count
1 - Not important at all		1.1%	2
2 - Somewhat important		4.7%	9
3 - Neutral		5.8%	11
4 - Important		38.4%	73
5 - Extremely important		42.1%	80
I don't use this service		6.8%	13







### At Your Door Household Hazardous Waste Collection:

		%	Count
1 - Not important at all		9.5%	18
2 - Somewhat important		4.2%	8
3 - Neutral		16.8%	32
4 - Important		21.6%	41
5 - Extremely important		17.4%	33
I don't use this service		30.0%	57







## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.







### Backyard Composting Classes & Discount Bin Program:

		%	Count
1 - Not important at all		16.8%	32
2 - Somewhat important		9.5%	18
3 - Neutral		13.7%	26
4 - Important		13.7%	26
5 - Extremely important		7.4%	14
I don't use this service		37.9%	72

### Temporary Bin Rental (for large clean-outs like a garage, moving, decluttering, etc.):

		%	Count
1 - Not important at all		6.3%	12
2 - Somewhat important		10.5%	20
3 - Neutral		15.8%	30
4 - Important		21.1%	40
5 - Extremely important		10.5%	20
I don't use this service		35.3%	67







### Annual Paper Shredding Event (typically held in April every year):

		%	Count
1 - Not important at all		13.7%	26
2 - Somewhat important		9.5%	18
3 - Neutral		13.7%	26
4 - Important		16.3%	31
5 - Extremely important		16.3%	31
I don't use this service		29.5%	56







## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.


### Refuse Hauler Facility Tours:

		%	Count
1 - Not important at all		25.8%	49
2 - Somewhat important		7.4%	14
3 - Neutral		13.2%	25
4 - Important		8.9%	17
5 - Extremely important		3.2%	6
I don't use this service		38.4%	73

### Collection Drives (ie: Annual Halloween Costume & Shoe Drives):

		%	Count
1 - Not important at all		20.5%	39
2 - Somewhat important		10.0%	19
3 - Neutral		21.1%	40
4 - Important		7.4%	14
5 - Extremely important		5.3%	10
I don't use this service		34.2%	65




### Contests (ie: Clean Cart Challenge):

		%	Count
1 - Not important at all		28.9%	55
2 - Somewhat important		9.5%	18
3 - Neutral		13.7%	26
4 - Important		3.7%	7
5 - Extremely important		3.2%	6
I don't use this service		38.9%	74

## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.

A resident's refuse bill is determined by the size and quantity of the gray trash cart(s). The City currently offers three trash cart sizes: 35, 65, and 95 gallons, and the cost increases with each size. Would you be interested in the option for an even smaller, 20 gallon trash cart?

		%	Count
Yes		29.6%	56
No		55.6%	105
Not sure		14.8%	28


Is there a service you wish to receive that is not currently offered? Please explain:

Answered 55

Skipped 135

1 bins blue carts clean collection day door food from green  
hazardous know like listed living make material more  
multifamily only out paper pick pick-up plastic property put  
recycle recycling see service services so t them trash up was  
waste




Have you ever visited Waste Management's website that was created just for the City of Manhattan Beach: <https://manhattanbeach.wm.com?>

		%	Count
Yes		45.3%	86
No		45.8%	87
Not sure		8.9%	17

If yes, was it helpful?

## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.

		%	Count
Yes		69.3%	79
No		5.3%	6
Not sure		25.4%	29







Please explain why visiting <https://manhattanbeach.wm.com> was helpful, or why it was not helpful:

Answered 44

Skipped 146




- answered available bulk bulky contact could easily easy find found  
get good helpful holiday how info item know large learned  
more number numbers page phone pick pickup questions recyclable s  
schedule services site t trash up was website what

What types of solid waste promotional media have you seen or received? (Check all that apply)











		%	Count
Advertisements in newspapers, magazines or other print media		33.2%	63
Street banners		12.6%	24
Newsletters		24.7%	47
Bill inserts		35.3%	67
Brochures		16.3%	31
Social media (Facebook, Twitter, etc.)		3.2%	6

## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.

		%	Count
Internet (other than social media) such as <a href="http://www.citymb.info">www.citymb.info</a> , <a href="http://www.wm.com">www.wm.com</a> or <a href="https://manhattanbeach.wm.com">https://manhattanbeach.wm.com</a>		20.5%	39
Other media		5.8%	11
None		27.4%	52

**Which ONE outreach/promotional media is your most frequent source of information about solid waste services? (Choose one)**














		%	Count
The Beach Reporter newspaper		27.4%	52
The Easy Reader newspaper		2.6%	5
The Daily Breeze newspaper		3.7%	7
Street banners		2.6%	5
Newsletters		8.4%	16
Bill inserts		22.1%	42
Brochures		3.7%	7
Social media (Facebook, Twitter, NextDoor, etc.)		5.3%	10
Internet (other than social media) such as <a href="http://www.citymb.info">www.citymb.info</a> , <a href="http://www.wm.com">www.wm.com</a> or <a href="https://manhattanbeach.wm.com">https://manhattanbeach.wm.com</a>		18.9%	36
Other media		5.3%	10

**How would you MOST prefer to receive information about solid waste services in Manhattan Beach? (Choose up to 3)**







## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.






		%	Count
The Beach Reporter newspaper		34.7%	66
The Easy Reader newspaper		5.8%	11
The Daily Breeze newspaper		6.8%	13
Email		58.4%	111
Phone hotline		3.7%	7
Street banners		7.9%	15
Newsletters		18.4%	35
Bill inserts		28.9%	55
Brochures		7.4%	14
Child's school		1.6%	3
Social media (Facebook, Twitter, NextDoor, etc.)		10.0%	19
Internet (other than social media) such as <a href="http://www.wm.com">www.wm.com</a> , <a href="https://manhattanbeach.wm.com">https://manhattanbeach.wm.com</a> , or <a href="http://www.citymb.info">www.citymb.info</a>		21.1%	40
Other media		2.1%	4

**People reduce waste for different reasons. Please indicate which THREE reasons motivate you the most to reduce waste. (Choose up to 3)**

		%	Count
Knowing it's the right thing to do for the environment		84.7%	160
It's easy and doesn't disrupt my routine		39.2%	74
Saves money		21.2%	40
Global warming / climate change		38.6%	73

## For Residents: Solid Waste Services

Review the City's current solid waste service and share your thoughts on future services.

		%	Count
Health effects of pollution		28.6%	54
Local, state or federal regulations		2.6%	5
Reducing my carbon footprint		33.9%	64
Continuing Manhattan Beach's position as an environmental leader		20.1%	38
Other		2.1%	4

Please provide any additional feedback about your experience with the City's solid waste services.

Answered 58

Skipped 132

all **bin bins** blue day do don drivers food from get good green know like  
management more much out **pick** put **recycle** recycling s  
**service** so street **t** them **they** those too **trash** trucks up  
very was **waste** way what





Attachment 2  
Commercial Solid Waste Survey Results

## For Commercial Users: Solid Waste Services





Review the City's current solid waste service to commercial users and share your thoughts on future services.

### Responses

#### How long have you operated/managed a business in the City of Manhattan Beach?

		%	Count
0 to 5 years		20.0%	3
6 to 10 years		26.7%	4
11 to 20 years		46.7%	7
20+ years		6.7%	1

#### How many employees do you have?

		%	Count
2 - 10		53.3%	8
11 - 50		20.0%	3
51 - 100		6.7%	1
100 or more		20.0%	3

#### What type of business do you have?


		%	Count
Food waste establishment (ie: restaurant, grocery store, convenience store, etc.)		33.3%	5
Retail		40.0%	6
Office/Corporate		6.7%	1
Hotel/Hospitality		20.0%	3

#### How happy are you with the City's current solid waste service provider, Waste Management? (1=Very unhappy, 5=Extremely happy)






## For Commercial Users: Solid Waste Services

Review the City's current solid waste service to commercial users and share your thoughts on future services.





### Waste Management

		%	Count
2 - Unhappy		6.7%	1
3 - Neither happy nor unhappy		33.3%	5
4 - Happy		40.0%	6
5 - Extremely happy		20.0%	3

### What do you LIKE MOST about our current solid waste service provider, Waste Management? (Check all that apply)

		%	Count
Quality of curbside collection services		60.0%	9
Effective customer service call center		33.3%	5
Range of programs offered		40.0%	6
Quick response time to requests		26.7%	4
Cost for services		13.3%	2







### What ONE area of solid waste services is most important to you? (Choose one)

		%	Count
Quality of curbside collection services		60.0%	9
Range of programs offered		6.7%	1
Quick response time to requests		13.3%	2
Cost for services		20.0%	3





## For Commercial Users: Solid Waste Services

Review the City's current solid waste service to commercial users and share your thoughts on future services.

### What area(s) needs the most improvement? (Check all that apply)



		%	Count
Quality of curbside collection services		13.3%	2
Effective customer service call center		6.7%	1
Range of programs offered		13.3%	2
Quick response time to requests		26.7%	4
Cost for services		20.0%	3
I do not wish to answer		33.3%	5

### How do you typically request services or assistance with refuse needs?

		%	Count
Call hauler, Waste Management		73.3%	11
Email hauler, Waste Management		6.7%	1
Use the City's mobile app, Reach Manhattan Beach, to request service		6.7%	1
Other		13.3%	2

### How would you rate your experience with Waste Management Customer Service Department Call Center (310-830-7100 or 866-909-4458)? (1=Poor, 5=Excellent)

#### WM Customer Service Call Center

		%	Count
3 - Good		33.3%	4
4 - Very good		41.7%	5
5 - Excellent		25.0%	3

## For Commercial Users: Solid Waste Services

Review the City's current solid waste service to commercial users and share your thoughts on future services.

**Please describe your experience with Waste Management Customer Service.**





Answered 11

Skipped 4





all area bins call customer day do everyone get good had never new often  
out program recycling rep service so t they time trash usually very

**How important are each of these services you? Please note that all of these services are currently available to commercial businesses through the City's contract with Waste Management.**




**Curbside Trash Collection (gray cart - landfill):**

		%	Count
3 - Neutral		6.7%	1
4 - Important		26.7%	4
5 - Extremely important		53.3%	8
I don't use this service		13.3%	2

**Curbside Recycling Collection (blue cart - glass, paper, metal, plastic):**

		%	Count
3 - Neutral		6.7%	1
4 - Important		13.3%	2
5 - Extremely important		73.3%	11
I don't use this service		6.7%	1

**Curbside Green/Yard Waste Collection (green cart with green lid - yard waste):**






		%	Count
1 - Not important at all		6.7%	1
4 - Important		6.7%	1
5 - Extremely important		20.0%	3

## For Commercial Users: Solid Waste Services





Review the City's current solid waste service to commercial users and share your thoughts on future services.

		%	Count
I don't use this service		66.7%	10






### Curbside Food Waste Collection (green cart with yellow lid):

		%	Count
1 - Not important at all		6.7%	1
3 - Neutral		6.7%	1
4 - Important		6.7%	1
5 - Extremely important		33.3%	5
I don't use this service		46.7%	7

### Food Waste Program Staff Training/Education Materials/Help with setting up containers in-house (ie: kitchen prep area, bussing station, office breakroom):

		%	Count
3 - Neutral		13.3%	2
4 - Important		6.7%	1
5 - Extremely important		40.0%	6
I don't use this service		40.0%	6

### Certified "Green Business Program" (free certification program):






		%	Count
1 - Not important at all		6.7%	1
3 - Neutral		6.7%	1
4 - Important		26.7%	4
5 - Extremely important		33.3%	5
I don't use this service		26.7%	4

### Commercial Audit (free assessment of solid waste needs):








## For Commercial Users: Solid Waste Services






Review the City's current solid waste service to commercial users and share your thoughts on future services.

		%	Count
1 - Not important at all		6.7%	1
3 - Neutral		13.3%	2
4 - Important		26.7%	4
5 - Extremely important		20.0%	3
I don't use this service		33.3%	5



### Bulky-Item Pick-Up (ie: curbside pick-up of large items like furniture & appliances):

		%	Count
1 - Not important at all		6.7%	1
3 - Neutral		13.3%	2
4 - Important		13.3%	2
5 - Extremely important		13.3%	2
I don't use this service		53.3%	8

### Temporary Bin Rental (for large clean-outs like a storage area, moving, decluttering, etc.):




		%	Count
1 - Not important at all		6.7%	1
3 - Neutral		20.0%	3
4 - Important		20.0%	3
5 - Extremely important		13.3%	2
I don't use this service		33.3%	5

### Annual Paper Shredding Event (for businesses & residents):

		%	Count
2 - Somewhat important		6.7%	1
3 - Neutral		13.3%	2

## For Commercial Users: Solid Waste Services




Review the City's current solid waste service to commercial users and share your thoughts on future services.

		%	Count
4 - Important		13.3%	2
5 - Extremely important		20.0%	3
I don't use this service		46.7%	7

### Is there a service you wish to receive that is not currently offered? Please explain:

Answered	5
Skipped	10
more	

### Have you ever visited Waste Management's website that was created just for the City of Manhattan Beach: <https://manhattanbeach.wm.com>?

		%	Count
Yes		13.3%	2
No		66.7%	10
Not sure		20.0%	3

### If yes, was it helpful?

		%	Count
Yes		28.6%	2
Not sure		71.4%	5









### Please explain why visiting <https://manhattanbeach.wm.com> was helpful, or why it was not helpful:

Answered	2
Skipped	13








## For Commercial Users: Solid Waste Services

Review the City's current solid waste service to commercial users and share your thoughts on future services.

### What types of solid waste promotional media have you seen or received? (Check all that apply)

		%	Count
Advertisements in newspapers, magazines or other print media		33.3%	5
Street banners		13.3%	2
Newsletters		6.7%	1
Bill inserts		6.7%	1
Brochures		46.7%	7
Social media (Facebook, Twitter, etc.)		20.0%	3
Internet (other than social media) such as <a href="http://www.citymb.info">www.citymb.info</a> , <a href="http://www.wm.com">www.wm.com</a> or <a href="https://manhattanbeach.wm.com">https://manhattanbeach.wm.com</a>		20.0%	3
None		26.7%	4

### Which ONE outreach/promotional media is your most frequent source of information about solid waste services? (Choose one)

		%	Count
The Beach Reporter newspaper		13.3%	2
The Easy Reader newspaper		6.7%	1
Street banners		6.7%	1
Newsletters		13.3%	2
Bill inserts		6.7%	1
Brochures		13.3%	2
Social media (Facebook, Twitter, NextDoor, etc.)		6.7%	1

## For Commercial Users: Solid Waste Services

Review the City's current solid waste service to commercial users and share your thoughts on future services.

		%	Count
Internet (other than social media) such as <a href="http://www.citymb.info">www.citymb.info</a> , <a href="http://www.wm.com">www.wm.com</a> or <a href="https://manhattanbeach.wm.com">https://manhattanbeach.wm.com</a>		13.3%	2
Other media		20.0%	3

**How would you MOST prefer to receive information about solid waste services in Manhattan Beach?  
(Choose up to 3)**

		%	Count
The Beach Reporter newspaper		13.3%	2
The Easy Reader newspaper		6.7%	1
The Daily Breeze newspaper		6.7%	1
Email		66.7%	10
Street banners		13.3%	2
Brochures		20.0%	3
Child's school		6.7%	1
Social media (Facebook, Twitter, NextDoor, etc.)		6.7%	1
Internet (other than social media) such as <a href="http://www.citymb.info">www.citymb.info</a> , <a href="http://www.wm.com">www.wm.com</a> or <a href="https://manhattanbeach.wm.com">https://manhattanbeach.wm.com</a>		33.3%	5

**People reduce waste for different reasons. Please indicate which THREE reasons motivate you the most to reduce waste. (Choose up to 3)**

		%	Count
Knowing it's the right thing to do for the environment		86.7%	13

## For Commercial Users: Solid Waste Services

Review the City's current solid waste service to commercial users and share your thoughts on future services.

		%	Count
It's easy and doesn't disrupt my routine		20.0%	3
Saves money		33.3%	5
Global warming / climate change		26.7%	4
Health effects of pollution		33.3%	5
Local, state or federal regulations		6.7%	1
Reducing my carbon footprint		26.7%	4
Continuing Manhattan Beach's position as an environmental leader		33.3%	5
Other		6.7%	1

**Please provide any additional feedback about your experience with the City's solid waste services.**

Answered	3
Skipped	12

get