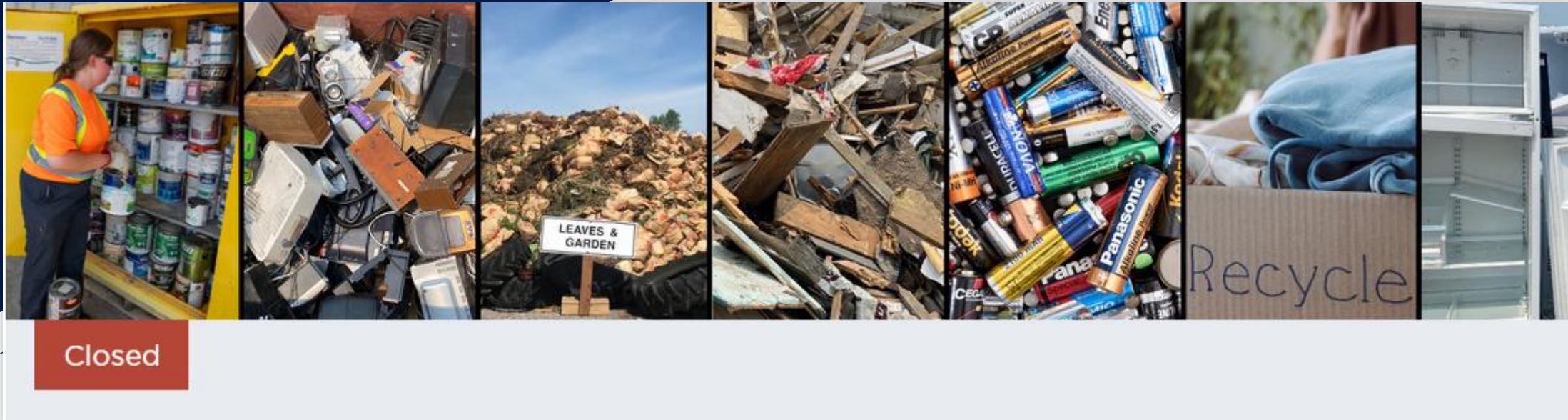


Results Summary: 2024 Landfill Customer Satisfaction Survey



Survey completed by: CKL Staff, Lindsay Ops & Fenelon Landfill Public Review Committee Members
Presentation by: Kayla Pantaleo, Regulatory Compliance Officer

Survey Overview

- Public Review Committee's Work Plan Goal for 2024 was to develop and execute a Customer Service Survey.
- The Survey was live on the **Kawartha Lakes Jump In** page for four months.
- Collected customer satisfaction data for all 5 landfill sites.

Key Dates



Friday June 07, 2024

Customer Satisfaction Survey Start



Monday September 30, 2024

Customer Satisfaction Survey End

Survey Participation

- **483** participants responded
- **Goal of 500** nearly achieved
- Overall great response rate!

GOAL: 500 PARTICIPANTS





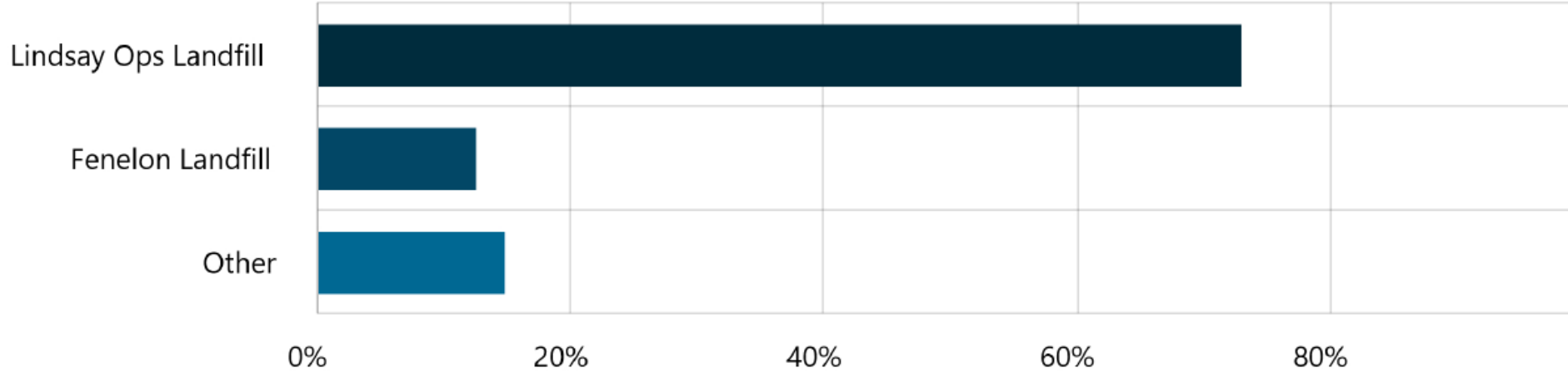
Survey Questions

Results Summary



1. Which landfill did you last visit? Required

Select Box | Skipped: 0 | Answered: 483 (100%)



Answer choices	Percent	Count
Lindsay Ops Landfill	72.88%	352
Fenelon Landfill	12.42%	60
Other	14.70%	71
Total	100.00%	483

72.8% of the respondents visited Lindsay Ops (open 5 days/week)

2. When was your last visit to the landfill? Required

Date | Skipped: 53 | Answered: 430 (89%)

Month Visited	Count
May	98
June	108
July	46
August	73
September	72

Key Dates



Friday June 07, 2024

Customer Satisfaction Survey Start



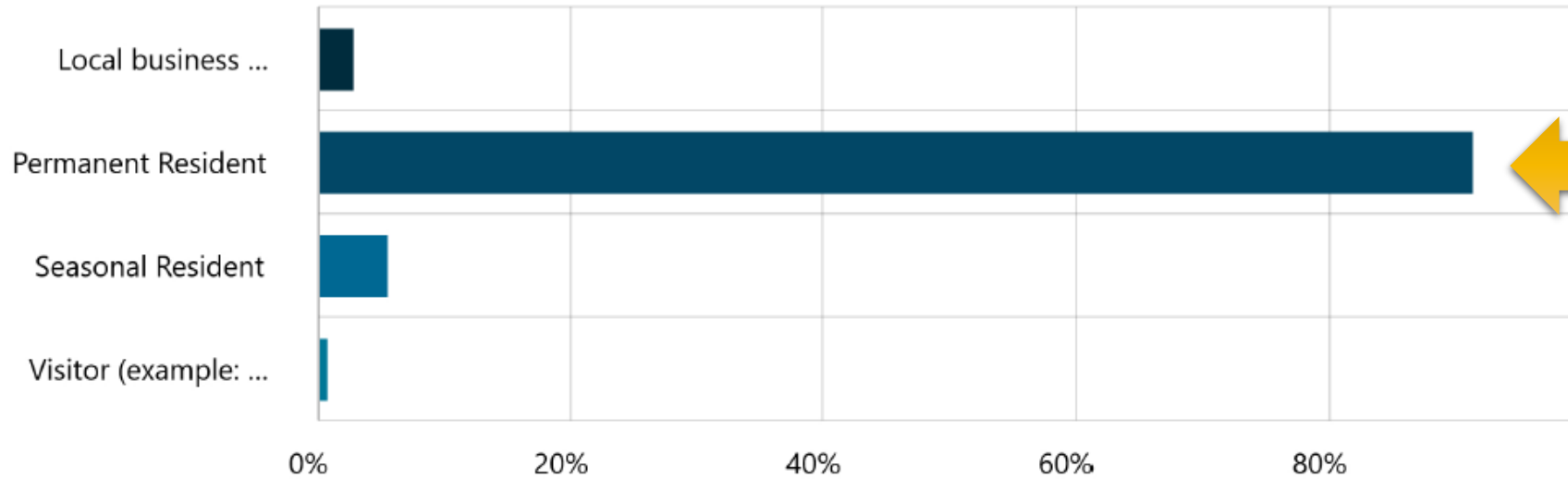
Monday September 30, 2024

Customer Satisfaction Survey End

- High response rate for **May & June**
- Typical for surveys to see a drop in participation after initial kick-off

3. Are you visiting the landfill as a: Required

Select Box | Skipped: 0 | Answered: 483 (100%)

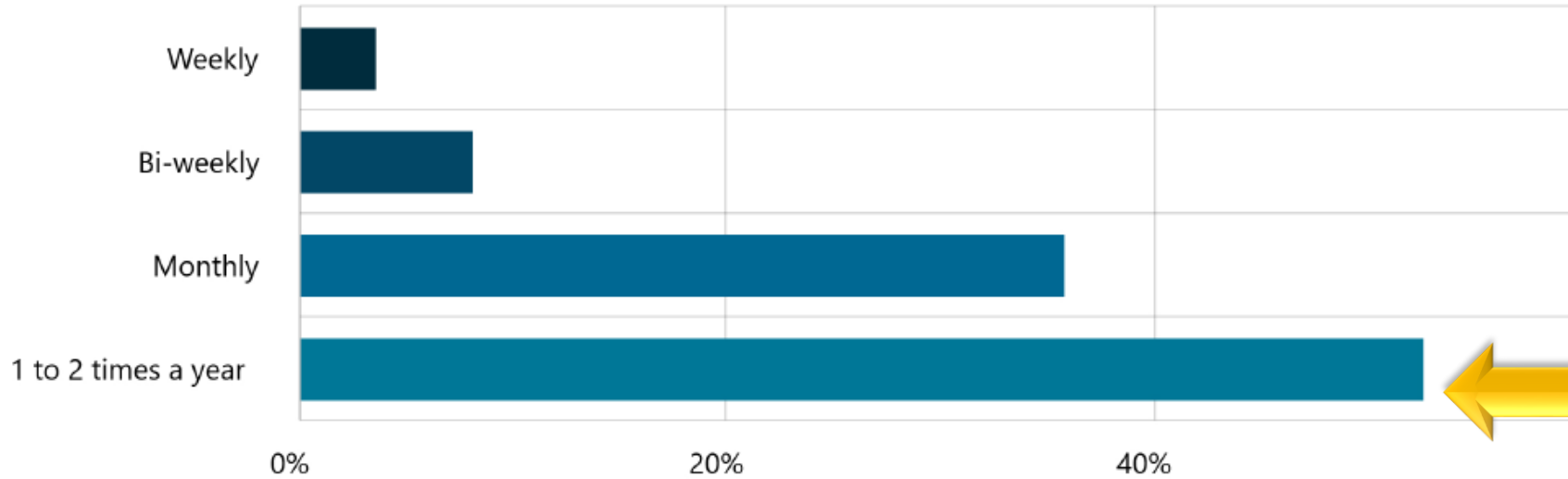


91.3%
 The majority of users that submitted the survey are **permanent residents**

Answer choices	Percent	Count
Local business owner/employee	2.69%	13
Permanent Resident	91.30%	441
Seasonal Resident	5.38%	26
Visitor (example: cottage renter, temporary stay/vacation in Kawartha Lakes, etc.)	0.62%	3
Total	100.00%	483

4. How often do you visit the landfill? Required

Multi Choice | Skipped: 0 | Answered: 483 (100%)



52.59% of respondents are visiting the landfill **1-2 times a year**

Answer choices	Percent	Count
Weekly	3.52%	17
Bi-weekly	8.07%	39
Monthly	35.82%	173
1 to 2 times a year	52.59%	254
Total	100.00%	483

5. What services did you use at the landfill? Select all that apply Required

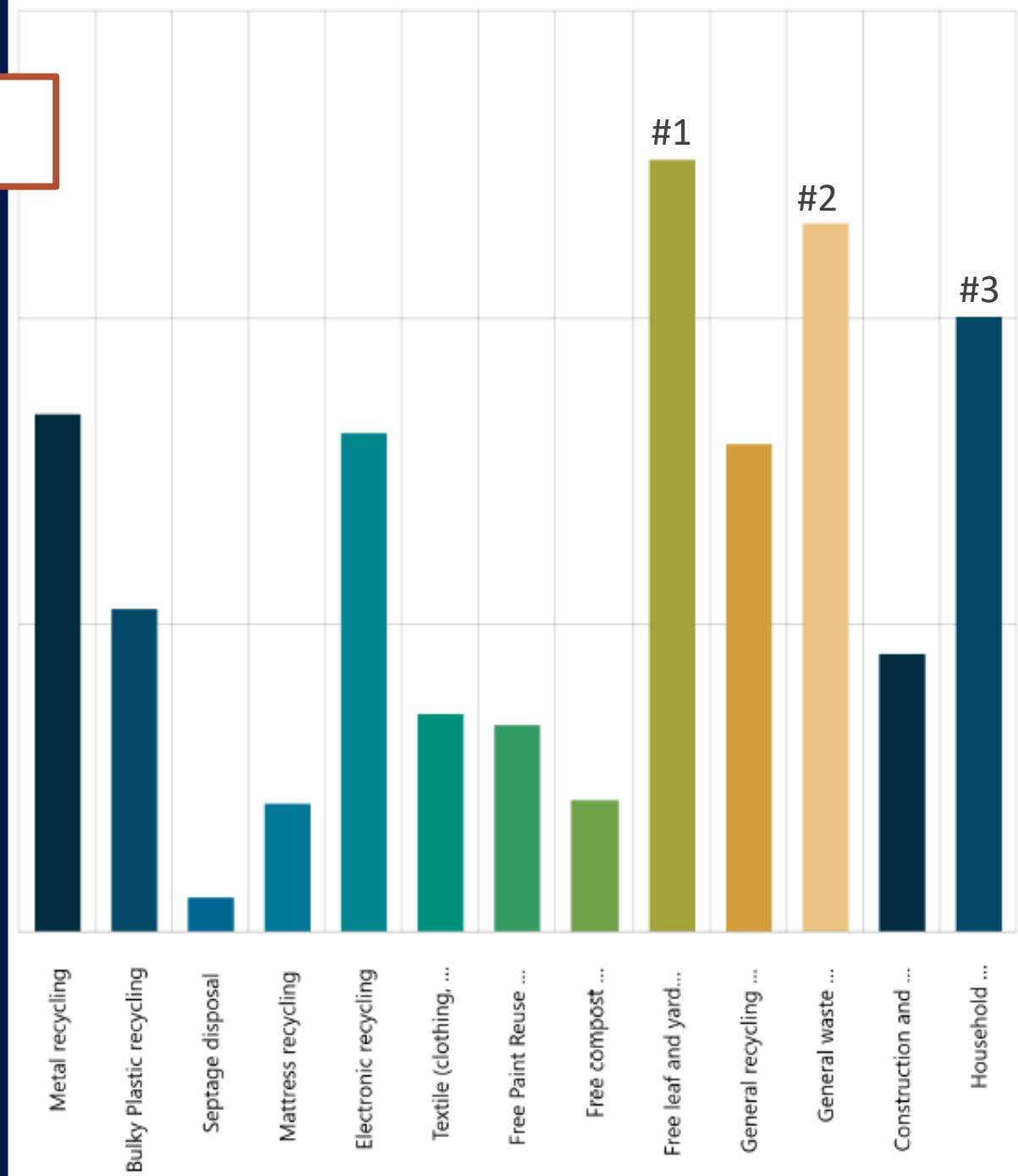
Multi Choice | Skipped: 73 | Answered: 410 (84.9%)

Answer choices	%	Count
Free leaf and yard disposal	50	206
General waste (garbage)	46	189
Household Hazardous Waste	40	164
Metal recycling	34	138
Electronic recycling	32	133
General recycling	32	130
Bulky Plastic recycling	21	86
Construction & Demolition	18	74
Textile recycling	14	58
Free Paint Reuse Program	13	55
Free compost pick-up	9	35
Mattress recycling	8	34
Septage disposal	2	9

40%

20%

0%



6. When you're considering making a trip to the landfill, is there anything that causes you to not want to go?
 Required
 Select Box | Skipped: 0 | Answered: 483 (100%)

Answer choices	Percent	Count
Hours	8.70%	42
Line-ups	14.70%	71
Lack of Transportation	0.83%	4
Cost of Services	11.39%	55
No, there isn't anything that causes me to not want to make the trip	51.97%	251
Other (Next slide)	12.42%	60
Total	100.00%	483

 Great!

6. When you're considering making a trip to the landfill, is there anything that causes you to not want to go?
 Required
 Select Box | Skipped: 0 | Answered: 483 (100%)

Other	12.42%	60
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Other Reasons Summarized	Count
Tires/ Road Conditions	11
Distance (incld. variety of programs @ local landfill)	10
Staff interactions	6
Cash not accepted	5
Weather	3
Scale twice	2
Cost	1
Noted Comments	7

- Noted Public Comments:**
- *“The entrance to the landfill is on a dangerous curve on hwy 36 and hard to find when driving at highway speeds on a bend”*
 - *“More L&Y pick-ups needed (mention 2x)”*
 - *“Tarping my load”*
 - *I realise it's Wednesday !*
 - *“When recycling, like paper plates and plastic cups, can't be recycled. We shouldn't have to pay a fee for it.”*

7. What about our landfill hours prevents you from going to the landfills? Required

Multi Choice | Skipped: 442 | Answered: 41 (8.5%)

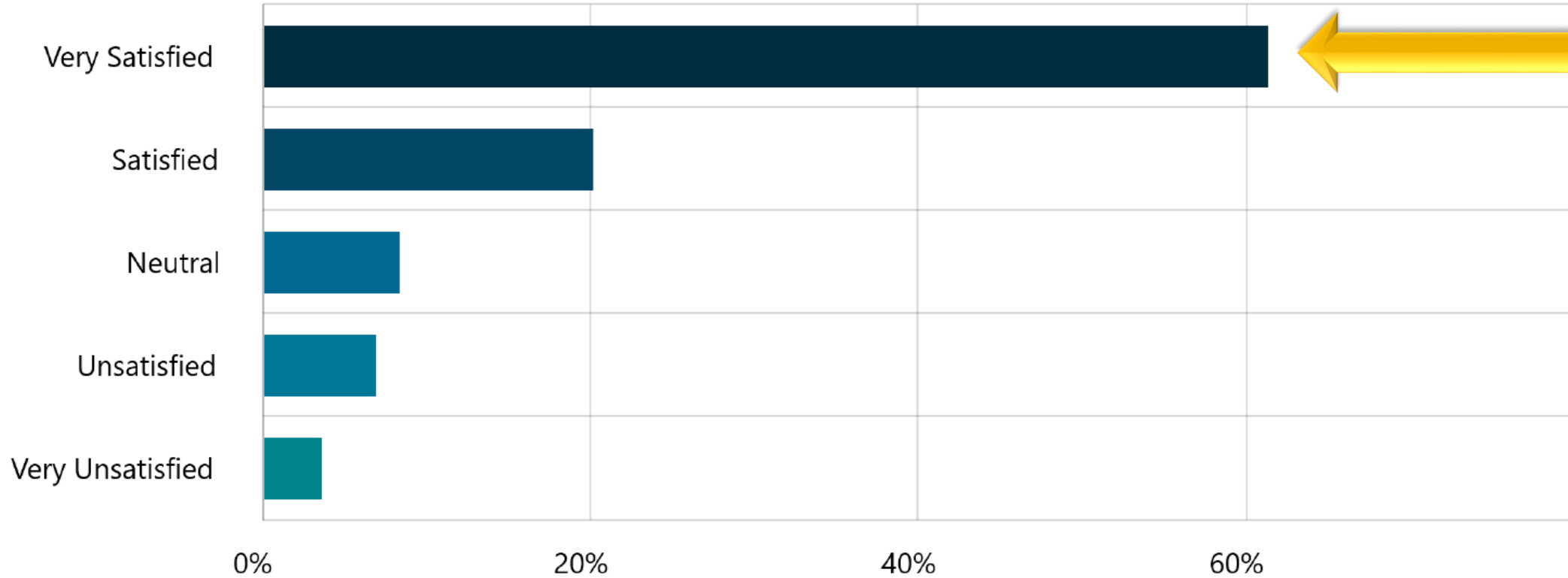
Answer choices	Percent	Count
The landfill should open sooner on weekends	24.39%	10
The landfill should close later on weekends	34.15%	14
The landfill should open sooner on weekdays	14.63%	6
The landfill should close later on weekdays	34.15%	14
Other	41.46%	17

Other Public Comments:

- *Open Wednesday's*
- *Open more days a week*
- *Odd Sunday should be open*
- *You should operate this facility like a retail location 8am-8am, 7 days a week.*

8. How satisfied are you with your last customer service experience at the landfill? Required

Multi Choice | Skipped: 0 | Answered: 483 (100%)



Great news!
62.3%
are VERY
satisfied

9. If you were very unsatisfied with your last customer service experience at the landfill, why? Required
 Short Text | Skipped: 466 | Answered: 17 (3.5%)

Reasons Summarized	Count
Staff	5
Wait Times	3
Hours	2
Cost	2
Limits	2
Maintenance issue (scales down)	1
Signage	1

- Some public comments:
- *Use 4 wheel drive every time I come.*
 - *Wait times*
 - *One weigh scale.*
 - *The sign on the bins was on the ground.*
 - *Price is too high-discourages Recycling*
 - *Poor service times and the obvious lack of respect of visiting public.*
 - *A few comments about unsatisfactory service from staff*

10. If you were very satisfied with your last customer service experience at the landfill, why? Required

Short Text | Skipped: 188 | Answered: 295 (61.1%)

“Great people, tough job, always nice and helpful .”

“I am pleased that I have the opportunity to safely and environmentally dispose of a wide variety of things.”

“Staff are friendly and helpful. The site is always tidy; yard waste area is easy to access & waste set up is orderly. Site is well organized.”

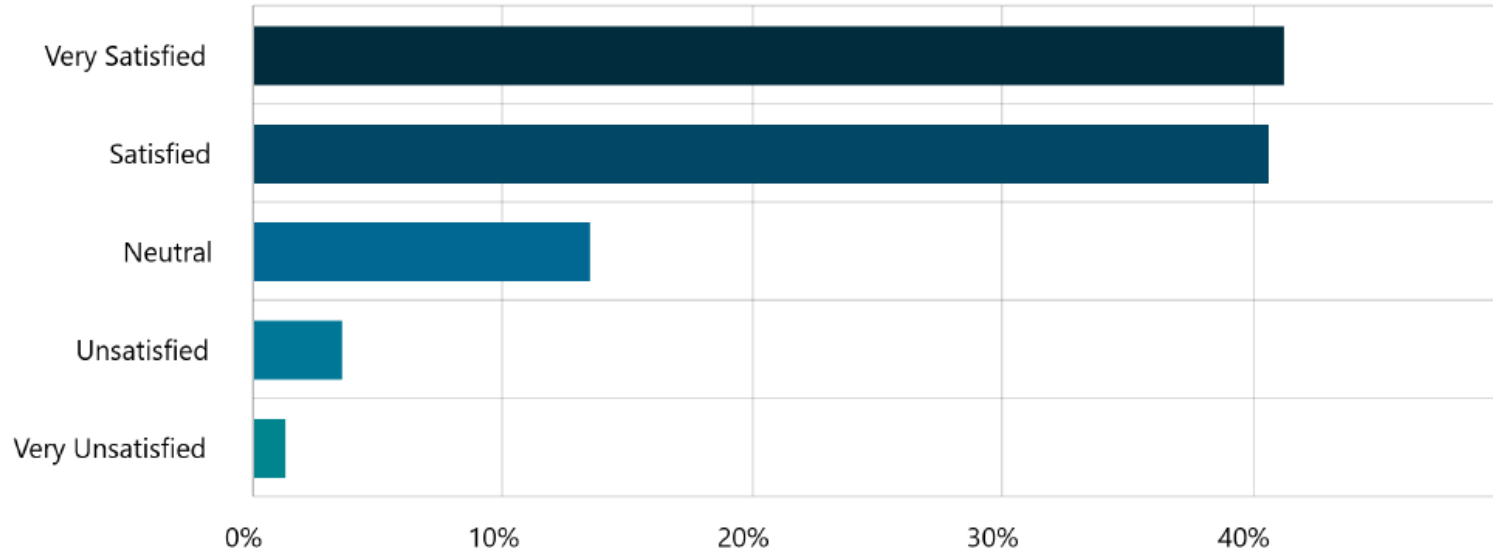
“The process of moving through the facility seems very efficient. Signage explaining the process is good, but additional signage to be absolutely clear of where to proceed next, especially after the weigh scale, could be added.”

“It was busy and very hot. Staff were excellent despite the heat. Yes it was on a slower pace as a scale was being repaired however, things moved well. Very happy to have this service. Great staff.”

“My husband & I have consistently remarked how professional and helpful all of the landfill staff has been on every visit we’ve made. We moved to CKL permanently in 2020.”

“The operators and the attendants are wonderful people. Very knowledgeable and great customer service”

11. How satisfied are you with the diversion programs that the municipality offers at the landfill? Required
Multi Choice | Skipped: 0 | Answered: 483 (100%)



Answer choices	Percent	Count
Very Satisfied	41.20%	199
Satisfied	40.58%	196
Neutral	13.46%	65
Unsatisfied	3.52%	17
Very Unsatisfied	1.24%	6
Total	100.00%	483



GREAT!

12. If you were very unsatisfied with the diversion programs we offer, why? Required

Short Text | Skipped: 476 | Answered: 7 (1.4%)

“Most diversion is not offered at my local dump and I am required to drive 60 minutes to dump does diversion”

“It’s a time waster..”

“Not aware of them”

“Ridiculous rules”

“To expensive to do”

“YOU CHARGE FOR SCRAP METAL, WHILE YOU TAKE IT TO THE SCRAP YARD AND GET MONEY. THEREFORE YOU MAKE DOUBLE THE MONEY, HIGHWAY ROBBERY. YOU CHARGE FOR DEHUMIDIFYERS AND REFRIGERATORS 25.00 DOLLARS AGAIN”

13. Are there other waste diversion programs that you've seen or used in other municipalities that you think we should offer? Required

Short Text | Skipped: 165 | Answered: 318 (65.8%)

"I think the Ops landfill should offer a 'free spot' where people can drop off items that are still usable and others can take and reuse them free of charge. I've seen similar programs"

"Not really but it would be very helpful if the Fenelon landfill was kept open to the end of leaf gathering season; say the end of November or the first week of December."

"Organics"

"The waste diversion programs should be consistent between locations"

"Toilets and sinks"

"Styrofoam, fast food coffee cups"

"Tires"

"food waste collection, and more yard waste pick up dates"

"No they are far too selective, picky and generally a waste of taxpayers time money and environmental benefit. Why not offer to use proper solutions for industry and farming first."

"Book recycling/giveaway"

"Shingle, gypsum, wood recycling. Also the mattress "program" is not a program, it is a prohibition it at minimum should be available at ever landfill."

14. Where do you find information about the landfill? (select all that apply) Required

Multi Choice | Skipped: 0 | Answered: 483 (100%)

Answer choices	Percent	Count
The Municipality's Website	59.63%	288
The Municipality's Waste Calendar	71.64%	346
Customer Service Call Centre (calling Kawartha Lakes Customer Service)	5.18%	25
Recycle Coach - Waste App (mobile phone app)	13.66%	66
The Municipality's Social Media (Facebook, or X/Twitter)	8.28%	40
Other	5.80%	28

****The Calendar is a very valuable resource for waste/landfill information for our residents**

Areas of Improvement

Issue/Concerns	Solutions & Goals
Line-ups	Lindsay Ops – Capital project to improve traffic flow and added cameras. Fenelon – To be considered for the design of the future transfer station.
Road conditions	Review requirements and expectations with staff at next training event. Supervisor to follow up with staff especially in the busy months with increased traffic. Consider other improvement options.
Distance/program availability	Being considered through the Integrated Waste Management Strategy
Complaints about Staff	Positive and negative comments were discussed at Fall training event. Customer Service expectations will be revisited at the Spring training session.
Landfill hours	No plans to change at this time, maybe considered in the future.

Key Takeaway

- Majority of the participants are happy to utilize the services at the Landfill Sites;
- Good information provided as to valuable diversion programs to residents;
- 81.78% said they were satisfied or very satisfied with the diversion programs available;
- Good information on areas of improvement for future consideration;
- The Calendar is a very valuable resource for waste/landfill information for our residents; and
- Overall participants were with satisfied with the Customer Service received (62.3% are VERY satisfied).



Thank You.



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Kawartha Lakes

