

Online Commercial Garbage Service Rate Survey (2-yard dumpster)

1. Does your business contract directly with a service provider for garbage service?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes | 93.8% | 75 |
| No | 6.3% | 5 |
| <i>answered question</i> | | 80 |
| <i>skipped question</i> | | 0 |

2. How would you rate your service provider's performance?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Excellent | 28.2% | 22 |
| Good | 52.6% | 41 |
| Fair | 16.7% | 13 |
| Poor | 2.6% | 2 |
| <i>answered question</i> | | 78 |
| <i>skipped question</i> | | 2 |

3. Gainesville businesses having a 2 yard garbage dumpster emptied once a week are paying anywhere from \$45.00 to \$250.00 per month. If your business has a 2 yard

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| \$45 - \$75 per month | 25.7% | 18 |
| \$75 - \$100 per month | 12.9% | 9 |
| \$100 - \$125 per month | 18.6% | 13 |
| \$125 - \$150 per month | 17.1% | 12 |
| \$150 - \$200 per month | 17.1% | 12 |
| Over \$200 per month | 8.6% | 6 |
| <i>answered question</i> | | 70 |
| <i>skipped question</i> | | 10 |

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4. Which of the following categories best describes your business?

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Apartment/Condominium | 8.8% | 6 |
| Convenience Store | 0.0% | 0 |
| Corporate Office | 4.4% | 3 |
| Entertainment | 1.5% | 1 |
| Government Facility | 0.0% | 0 |
| Grocery | 0.0% | 0 |
| Industrial | 14.7% | 10 |
| Institution (Hospital, Nursing Home, etc.) | 0.0% | 0 |
| Medical Offices | 2.9% | 2 |
| Nightclub | 2.9% | 2 |
| Personal services (Beauty Salon, Nail Salon, Barbershop, | 4.4% | 3 |
| Professional Offices | 19.1% | 13 |
| Property Management | 2.9% | 2 |
| Restaurant | 2.9% | 2 |
| Retail | 16.2% | 11 |
| Sales, Repair & Service | 19.1% | 13 |
| Other (please specify) | | 19 |
| <i>answered question</i> | | 68 |
| <i>skipped question</i> | | 12 |

| Number | Response Date | Other (please specify) | Categories |
|--------|-----------------------|--|------------|
| 1 | Oct 6, 2014 3:48 PM | R&D Laboratory | |
| 2 | Oct 6, 2014 1:47 PM | Pest Control | |
| 3 | Oct 3, 2014 3:14 PM | Gasoline service station | |
| 4 | Oct 3, 2014 1:54 PM | Photography studio | |
| 5 | Oct 2, 2014 10:29 PM | Auto repair | |
| 6 | Oct 2, 2014 9:06 PM | Wash dry fold | |
| 7 | Oct 2, 2014 8:54 PM | AUTO REPAIR | |
| 8 | Oct 2, 2014 8:45 PM | R&D Facility | |
| 9 | Oct 2, 2014 8:12 PM | BAR | |
| 10 | Oct 2, 2014 7:59 PM | electrical contractor office / shop | |
| 11 | Oct 2, 2014 7:10 PM | advertising | |
| 12 | Oct 2, 2014 6:52 PM | OUR DUMPSTERS ARE 8 YARDS. NO OPTION AVAILABLE ON SURVEY | |
| 13 | Oct 2, 2014 5:45 PM | Auto Auction | |
| 14 | Sep 30, 2014 6:23 PM | transportation | |
| 15 | Sep 29, 2014 10:54 PM | drycleaners | |
| 16 | Sep 29, 2014 9:07 PM | House with apartments | |
| 17 | Sep 29, 2014 7:54 PM | child care center | |
| 18 | Sep 29, 2014 7:42 PM | Food testing Laboratory | |
| 19 | Sep 29, 2014 7:20 PM | Flooring store sales and installation | |

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5. Do you have a copy of your current service agreement?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes | 58.8% | 40 |
| No | 41.2% | 28 |
| <i>answered question</i> | | 68 |
| <i>skipped question</i> | | 12 |

6. How long have you had a contract with your current service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Less than 5 years | 60.3% | 41 |
| 5-10 years | 33.8% | 23 |
| More than 10 years | 5.9% | 4 |
| <i>answered question</i> | | 68 |
| <i>skipped question</i> | | 12 |

7. Do you know the length of term of the contract you have with your service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 year | 17.6% | 12 |
| 2 years | 2.9% | 2 |
| 3 years | 11.8% | 8 |
| 5 years | 22.1% | 15 |
| Do not know | 45.6% | 31 |
| <i>answered question</i> | | 68 |
| <i>skipped question</i> | | 12 |

8. Do you know approximately how many years there are remaining on your contract?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 year or less | 23.5% | 16 |
| Less than 2 years | 7.4% | 5 |
| Less than 3 years | 11.8% | 8 |
| Less than 4 years | 7.4% | 5 |
| Do not know | 50.0% | 34 |
| <i>answered question</i> | | 68 |
| <i>skipped question</i> | | 12 |

Online Commercial Garbage Service Rate Survey (2-yard dumpster)

9. Please indicate any of the following conditions commonly found in local garbage contracts that you would like to see changed. (please check all that apply)

| Answer Options | Response Percent | Response Count |
|---|------------------|----------------|
| Length of the contract | 60.3% | 41 |
| Automatic renewal of the contract | 69.1% | 47 |
| Limited window of time to terminate contract without | 58.8% | 40 |
| Having to provide written notice of your intent not to | 60.3% | 41 |
| Restrictions against buying any additional waste or | 33.8% | 23 |
| Fuel surcharges and other increases frequently added to | 76.5% | 52 |
| Lack of transparency in pricing of services | 61.8% | 42 |
| Having to sign a new multi-year contract if you need to | 45.6% | 31 |
| None of the above | 10.3% | 7 |
| <i>answered question</i> | | 68 |
| <i>skipped question</i> | | 12 |

10. Staff also identified several options that could help local businesses negotiate more competitive prices for garbage service including: Providing some public education to

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Explore options to make garbage and recycling prices | 89.7% | 61 |
| Leave the current system as it is | 10.3% | 7 |
| <i>answered question</i> | | 68 |
| <i>skipped question</i> | | 12 |

13. Who is your waste service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Waste Corp. of America | 61.1% | 33 |
| Republic Services (SWS) | 14.8% | 8 |
| Waste Pro | 11.1% | 6 |
| Florida Express | 1.9% | 1 |
| Community Waste Services | 11.1% | 6 |
| <i>answered question</i> | | 54 |
| <i>skipped question</i> | | 26 |

14. What size garbage container do you have?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 2 yard dumpster | 83.9% | 47 |
| 4 yard dumpster | 8.9% | 5 |
| 6 yard dumpster | 1.8% | 1 |
| 8 yard dumpster | 5.4% | 3 |
| <i>answered question</i> | | 56 |
| <i>skipped question</i> | | 24 |

Online Commercial Garbage Service Rate Survey (2-yard dumpster)

15. How many garbage dumpsters do you have?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 dumpster | 96.5% | 55 |
| 2 dumpsters | 1.8% | 1 |
| 3 dumpsters | 1.8% | 1 |
| <i>answered question</i> | | 57 |
| <i>skipped question</i> | | 23 |

16. How many times per week does your garbage dumpster get serviced?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 x per week | 96.4% | 53 |
| 2 x per week | 3.6% | 2 |
| 3 x per week | 0.0% | 0 |
| <i>answered question</i> | | 55 |
| <i>skipped question</i> | | 25 |

17. Who is your recycling service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Waste Corp. of America | 50.0% | 13 |
| Republic Services (SWS) | 7.7% | 2 |
| Waste Pro | 23.1% | 6 |
| Florida Express | 3.8% | 1 |
| Community Waste Services | 15.4% | 4 |
| Other (please specify) | | 12 |
| <i>answered question</i> | | 26 |
| <i>skipped question</i> | | 54 |

Online Commercial Garbage Service Rate Survey (2-yard dumpster)

| Number | Response Date | Other (please specify) | Categories |
|--------|----------------------|---|------------|
| 1 | Oct 3, 2014 5:49 PM | Currently None | |
| 2 | Oct 3, 2014 3:18 PM | Petrotech North Florida | |
| 3 | Oct 3, 2014 2:38 PM | None | |
| 4 | Oct 3, 2014 1:23 PM | Independent metal recyclers | |
| 5 | Oct 2, 2014 9:04 PM | ALACHUA COUNTY PUBLIC WORKS DEPARTMENT | |
| 6 | Oct 1, 2014 4:33 PM | Waste Management brokers | |
| 7 | Oct 1, 2014 6:46 AM | WCA | |
| 8 | Sep 30, 2014 6:24 PM | n/a | |
| 9 | Sep 30, 2014 6:03 PM | we take the recycled material to the recycle center ourselves | |
| 10 | Sep 30, 2014 1:16 PM | Tacachale Industries | |
| 11 | Sep 29, 2014 7:35 PM | We share with Papa John | |
| 12 | Sep 29, 2014 7:30 PM | None | |

18. What size recycling container do you have?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 96 gal cart | 34.8% | 8 |
| 2 yard dumpster | 30.4% | 7 |
| 4 yard dumpster | 26.1% | 6 |
| 6 yard dumpster | 4.3% | 1 |
| 8 yard dumpster | 4.3% | 1 |
| <i>answered question</i> | | 23 |
| <i>skipped question</i> | | 57 |

19. How many recycling dumpsters or carts do you have?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 | 85.0% | 17 |
| 2 | 5.0% | 1 |
| 3 | 10.0% | 2 |
| Other (please specify) | | 8 |
| <i>answered question</i> | | 20 |
| <i>skipped question</i> | | 60 |

Online Commercial Garbage Service Rate Survey (2-yard dumpster)

| Number | Response Date | Other (please specify) | Categories |
|--------|----------------------|--|------------|
| 1 | Oct 6, 2014 3:49 PM | none | |
| 2 | Oct 3, 2014 8:43 PM | actually we have 5 carts | |
| 3 | Oct 3, 2014 1:23 PM | none | |
| 4 | Oct 1, 2014 4:33 PM | None. We back-haul recyclables to our distribution centers | |
| 5 | Sep 30, 2014 1:16 PM | 1 Inside Barrel and 4 boxes | |
| 6 | Sep 30, 2014 1:13 PM | 8 | |
| 7 | Sep 29, 2014 7:35 PM | We share with Papa John | |
| 8 | Sep 29, 2014 7:30 PM | None | |

20. How many times per week does your recycling container get serviced?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 x per week | 94.4% | 17 |
| 2 x per week | 5.6% | 1 |
| 3 x per week | 0.0% | 0 |
| Other (please specify) | | 7 |
| <i>answered question</i> | | 18 |
| <i>skipped question</i> | | 62 |

| Number | Response Date | Other (please specify) | Categories |
|--------|----------------------|--|------------|
| 1 | Oct 6, 2014 1:49 PM | 1 x every other week | |
| 2 | Oct 3, 2014 3:18 PM | when called for service | |
| 3 | Oct 1, 2014 4:33 PM | see above | |
| 4 | Sep 30, 2014 6:03 PM | about every 2 months / i don't have much | |
| 5 | Sep 30, 2014 1:16 PM | As Needed | |
| 6 | Sep 29, 2014 7:35 PM | We share with Papa John | |
| 7 | Sep 29, 2014 7:30 PM | None | |

Online Commercial Garbage Service Rate Survey (2-yard dumpster)

21. Are there any additional comments, questions or statements you would like to add?

| Answer Options | Response Count |
|--------------------------|----------------|
| | 17 |
| <i>answered question</i> | 17 |
| <i>skipped question</i> | 63 |

| Number | Response Date | Response Text | Categories |
|--------|----------------------|--|------------|
| 1 | Oct 3, 2014 8:43 PM | I was quoted a much lower contract from another provider but couldn't get out of WCA contract. Also the 5 year contract extends every time you make a change to your service. | |
| 2 | Oct 3, 2014 6:16 PM | too many fees added to basic charges | |
| 3 | Oct 3, 2014 5:49 PM | We currently do not have any one taking our recycles. | |
| 4 | Oct 3, 2014 3:13 PM | I manage several office parks in the area. We got TOTALLY ripped off by waste management. They renewed without telling us, they added fees and would not respond . Our billings went up by over 50% with no answer from them about how they could do that when the contract did not allow it. We finally managed to cancel and I planned to sue, but ran out of time. They should be outlawed in the area. Florida Express, who we use now (and other providers we have used), have been very good to deal with. | |
| 5 | Oct 3, 2014 2:38 PM | I don't think small businesses should have to pay to recycle. | |
| 6 | Oct 3, 2014 2:00 PM | We actually cut our pick up service to 1x every other week to lower our bill when we realized we were stuck in a contract that renewed without our knowledge. It is still now \$106.12 up from \$78 a yr ago. | |
| 7 | Oct 2, 2014 10:32 PM | If it was taken over by the city they would make it worse. Much like GRU | |
| 8 | Oct 2, 2014 8:14 PM | NO CONTRACTS or minimum 1 year with option to renew with client permission. | |
| 9 | Oct 2, 2014 6:58 PM | We were paying over \$550/month (up to \$900/mth at times) for the same service at WCA and it was almost impossible to cancel the contract since we had to change the # of pickups seasonally. They are ripping people off. It's very difficult to shop for this service. Please regulate!! | |
| 10 | Oct 1, 2014 4:33 PM | Please leave the competitive open market in place. | |
| 11 | Oct 1, 2014 2:36 PM | I think we should be allowed to shop around for an alternate carrier without being penalized for terminating our current contract. Under current economic conditions we need to be free to cut expenses any way possible. | |

Online Commercial Garbage Service Rate Survey (2-yard dumpster)

| | | |
|----|-----------------------|--|
| 12 | Oct 1, 2014 6:46 AM | yes, why do I have to have a cardboard dumpster so large and the businesses next door don't need any dumpsters trash or cardboard ?? and also why a recycle dumpster since Alachua does not recycle glass bottles from what I am told.. Thanks.. |
| 13 | Sep 30, 2014 1:38 AM | Sales person was very rude when I wanted to cancel. Their rate is double what is available by competitors.I was told all companies require a 5 year contract. This was not true. |
| 14 | Sep 29, 2014 10:58 PM | my rates increased 40+% in the last two years. Recently renegotiated the rate to \$75 from \$219 |
| 15 | Sep 29, 2014 10:22 PM | Recycling includes cardboard only. We would like to have commercial recycling for metal, glass, and plastics. |
| 16 | Sep 29, 2014 7:48 PM | We also have a 96 gal container for paper and one for plastic. Our recycling container is for cardboard. |
| 17 | Sep 29, 2014 7:35 PM | After years of irritation and overpaying with WCA, and some careful time tracking and letter writing to terminate them, we are comfortable and happy with CWS. |

Commercial Garbage Service Rate Survey (4-yard dumpster)

| 1. Does your business contract directly with a service provider for garbage service? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Yes | 88.7% | 63 |
| No | 11.3% | 8 |
| <i>answered question</i> | | 71 |
| <i>skipped question</i> | | 0 |

| 2. How would you rate your service provider's performance? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Excellent | 19.4% | 13 |
| Good | 59.7% | 40 |
| Fair | 16.4% | 11 |
| Poor | 4.5% | 3 |
| <i>answered question</i> | | 67 |
| <i>skipped question</i> | | 4 |

| 3. How often is your business's dumpster emptied? | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Once a week | 84.5% | 60 |
| Twice a week | 15.5% | 11 |
| <i>answered question</i> | | 71 |
| <i>skipped question</i> | | 0 |

| 4. Gainesville businesses having a 4 yard garbage dumpster emptied once a week are paying anywhere from \$50.00 to \$300.00 per month. If your business has a 4 yard | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| \$50 - \$100 per month | 26.4% | 14 |
| \$100 - \$150 per month | 22.6% | 12 |
| \$150 - \$200 per month | 20.8% | 11 |
| \$200 - \$250 per month | 9.4% | 5 |
| \$250 - \$300 per month | 13.2% | 7 |
| Over \$300 per month | 7.5% | 4 |
| <i>answered question</i> | | 53 |
| <i>skipped question</i> | | 18 |

Commercial Garbage Service Rate Survey (4-yard dumpster)

5. Gainesville businesses having a 4 yard garbage dumpster emptied twice a week are paying anywhere from \$190.00 to \$440.00 per month. If your business has a 4 yard

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| \$150 - \$225 per month | 37.5% | 3 |
| \$225 - \$275 per month | 0.0% | 0 |
| \$275 - \$325 per month | 12.5% | 1 |
| \$325 - \$375 per month | 0.0% | 0 |
| \$375 - \$425 per month | 12.5% | 1 |
| Over \$425 per month | 37.5% | 3 |
| <i>answered question</i> | | 8 |
| <i>skipped question</i> | | 63 |

6. Gainesville businesses having a 6 yard garbage dumpster emptied three times a week are paying anywhere from \$300.00 to \$600.00 per month. If your business has a 6 yard

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| \$300 - \$360 per month | 0.0% | 0 |
| \$360 - \$420 per month | 0.0% | 0 |
| \$420 - \$480 per month | 0.0% | 0 |
| \$480 - \$540 per month | 0.0% | 0 |
| Over \$540 per month | 0.0% | 0 |
| <i>answered question</i> | | 0 |
| <i>skipped question</i> | | 71 |

7. Which of the following categories best describes your business?

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Apartment/Condominium | 10.5% | 6 |
| Convenience Store | 5.3% | 3 |
| Corporate Office | 5.3% | 3 |
| Entertainment | 0.0% | 0 |
| Government Facility | 0.0% | 0 |
| Grocery | 0.0% | 0 |
| Industrial | 12.3% | 7 |
| Institution (Hospital, Nursing Home, etc.) | 5.3% | 3 |
| Medical Offices | 1.8% | 1 |
| Nightclub | 0.0% | 0 |
| Personal services (Beauty Salon, Nail Salon, | 1.8% | 1 |
| Professional Offices | 8.8% | 5 |
| Property Management | 7.0% | 4 |
| Restaurant | 5.3% | 3 |
| Retail | 22.8% | 13 |
| Sales, Repair & Service | 14.0% | 8 |
| Other (please specify) | | 10 |
| <i>answered question</i> | | 57 |
| <i>skipped question</i> | | 14 |

Commercial Garbage Service Rate Survey (4-yard dumpster)

| Number | Response Date | Other (please specify) | Categories |
|--------|-----------------------|--|------------|
| 1 | Oct 3, 2014 1:43 PM | Private Swim and Tennis Club | |
| 2 | Oct 3, 2014 1:39 PM | Hotel | |
| 3 | Oct 2, 2014 9:40 PM | Childcare Center | |
| 4 | Oct 2, 2014 7:51 PM | HVAC Distributor | |
| 5 | Oct 2, 2014 7:36 PM | Afterschool Education and Development Programs | |
| 6 | Oct 2, 2014 5:57 PM | auto body shop | |
| 7 | Sep 30, 2014 12:12 PM | Office Supply headquarters | |
| 8 | Sep 29, 2014 9:07 PM | Gymnastics Instruction | |
| 9 | Sep 29, 2014 7:02 PM | hotel | |
| 10 | Sep 29, 2014 6:56 PM | Wholesale & Warehousing | |

8. Do you have a copy of your current service agreement?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes | 59.6% | 34 |
| No | 40.4% | 23 |
| <i>answered question</i> | | 57 |
| <i>skipped question</i> | | 14 |

9. How long have you had a contract with your current service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Less than 5 years | 43.9% | 25 |
| 5-10 years | 42.1% | 24 |
| More than 10 years | 14.0% | 8 |
| <i>answered question</i> | | 57 |
| <i>skipped question</i> | | 14 |

10. Do you know the length of term of the contract you have with your service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 year | 14.0% | 8 |
| 2 years | 12.3% | 7 |
| 3 years | 14.0% | 8 |
| 5 years | 19.3% | 11 |
| Do not know | 40.4% | 23 |
| <i>answered question</i> | | 57 |
| <i>skipped question</i> | | 14 |

Commercial Garbage Service Rate Survey (4-yard dumpster)

11. Do you know approximately how many years there are remaining on your contract?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 year or less | 24.6% | 14 |
| Less than 2 years | 19.3% | 11 |
| Less than 3 years | 7.0% | 4 |
| Less than 4 years | 8.8% | 5 |
| Do not know | 40.4% | 23 |
| <i>answered question</i> | | 57 |
| <i>skipped question</i> | | 14 |

12. Please indicate any of the following conditions commonly found in local garbage contracts that you would like to see changed. (please check all that apply)

| Answer Options | Response Percent | Response Count |
|---|------------------|----------------|
| Length of the contract | 45.6% | 26 |
| Automatic renewal of the contract | 50.9% | 29 |
| Limited window of time to terminate contract without | 49.1% | 28 |
| Having to provide written notice of your intent not to | 43.9% | 25 |
| Restrictions against buying any additional waste or | 17.5% | 10 |
| Fuel surcharges and other increases frequently added to | 52.6% | 30 |
| Lack of transparency in pricing of services | 36.8% | 21 |
| Having to sign a new multi-year contract if you need to | 45.6% | 26 |
| None of the above | 22.8% | 13 |
| <i>answered question</i> | | 57 |
| <i>skipped question</i> | | 14 |

13. Staff also identified several options that could help local businesses negotiate more competitive prices for garbage service including: Providing some public education to

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Explore options to make garbage and recycling prices | 84.2% | 48 |
| Leave the current system as it is | 15.8% | 9 |
| <i>answered question</i> | | 57 |
| <i>skipped question</i> | | 14 |

16. Who is your waste service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Waste Corp. of America | 51.1% | 24 |
| Republic Services (SWS) | 21.3% | 10 |
| Waste Pro | 25.5% | 12 |
| Florida Express | 0.0% | 0 |
| Community Waste Services | 2.1% | 1 |
| <i>answered question</i> | | 47 |
| <i>skipped question</i> | | 24 |

Commercial Garbage Service Rate Survey (4-yard dumpster)

| 17. What size garbage container do you have? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 2 yard dumpster | 6.0% | 3 |
| 4 yard dumpster | 86.0% | 43 |
| 6 yard dumpster | 4.0% | 2 |
| 8 yard dumpster | 4.0% | 2 |
| <i>answered question</i> | | 50 |
| <i>skipped question</i> | | 21 |

| 18. How many garbage dumpsters do you have? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 1 dumpster | 92.0% | 46 |
| 2 dumpsters | 4.0% | 2 |
| 3 dumpsters | 4.0% | 2 |
| <i>answered question</i> | | 50 |
| <i>skipped question</i> | | 21 |

| 19. How many times per week does your garbage dumpster get serviced? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 1 x per week | 94.0% | 47 |
| 2 x per week | 6.0% | 3 |
| 3 x per week | 0.0% | 0 |
| <i>answered question</i> | | 50 |
| <i>skipped question</i> | | 21 |

| 20. Who is your recycling service provider? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Waste Corp. of America | 45.8% | 11 |
| Republic Services (SWS) | 20.8% | 5 |
| Waste Pro | 29.2% | 7 |
| Florida Express | 0.0% | 0 |
| Community Waste Services | 4.2% | 1 |
| Other (please specify) | | 8 |
| <i>answered question</i> | | 24 |
| <i>skipped question</i> | | 47 |

Commercial Garbage Service Rate Survey (4-yard dumpster)

| Number | Response Date | Other (please specify) | Categories |
|--------|-----------------------|---|------------|
| 1 | Oct 3, 2014 6:02 PM | none | |
| 2 | Oct 2, 2014 7:03 PM | Tacachale | |
| 3 | Oct 2, 2014 6:59 PM | n/a | |
| 4 | Oct 2, 2014 1:38 PM | n/a | |
| 5 | Oct 1, 2014 4:29 PM | Waste Management brokers I take it to my house--there is no space for a recycling center | |
| 6 | Sep 30, 2014 7:01 PM | We handle our own recycling | |
| 7 | Sep 30, 2014 1:00 PM | Toca-charlie | |
| 8 | Sep 30, 2014 12:28 PM | | |

21. What size recycling container do you have?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 96 gal cart | 44.0% | 11 |
| 2 yard dumpster | 12.0% | 3 |
| 4 yard dumpster | 28.0% | 7 |
| 6 yard dumpster | 16.0% | 4 |
| 8 yard dumpster | 0.0% | 0 |
| <i>answered question</i> | | 25 |
| <i>skipped question</i> | | 46 |

22. How many recycling dumpsters or carts do you have?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 | 73.9% | 17 |
| 2 | 21.7% | 5 |
| 3 | 4.3% | 1 |
| Other (please specify) | | 5 |
| <i>answered question</i> | | 23 |
| <i>skipped question</i> | | 48 |

| Number | Response Date | Other (please specify) | Categories |
|--------|-----------------------|--|------------|
| 1 | Oct 3, 2014 6:02 PM | none | |
| 2 | Oct 2, 2014 1:38 PM | none | |
| 3 | Oct 1, 2014 4:29 PM | None. We back-haul recyclables to our distribution centers | |
| 4 | Sep 30, 2014 3:32 PM | 9 | |
| 5 | Sep 30, 2014 12:48 AM | blue bins | |

Commercial Garbage Service Rate Survey (4-yard dumpster)

| 23. How many times per week does your recycling container get serviced? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 1 x per week | 95.8% | 23 |
| 2 x per week | 4.2% | 1 |
| 3 x per week | 0.0% | 0 |
| Other (please specify) | | 3 |
| <i>answered question</i> | | 24 |
| <i>skipped question</i> | | 47 |

| Number | Response Date | Other (please specify) | Categories |
|--------|----------------------|------------------------|------------|
| 1 | Oct 3, 2014 6:02 PM | none | |
| 2 | Oct 1, 2014 4:29 PM | see above | |
| 3 | Sep 30, 2014 1:00 PM | It is based on need | |

Commercial Garbage Service Rate Survey (4-yard dumpster)

24. Are there any additional comments, questions or statements you would like to add?

| Answer Options | Response Count |
|--------------------------|----------------|
| | 10 |
| <i>answered question</i> | 10 |
| <i>skipped question</i> | 61 |

| Number | Response Date | Response Text | Categories |
|--------|-----------------------|---|------------|
| 1 | Oct 6, 2014 2:25 PM | We do not have a dumpster, we pay our neighbor to use their dumpster. | |
| 2 | Oct 3, 2014 10:35 PM | too expensive | |
| 3 | Oct 3, 2014 8:10 PM | The recyle container is paid for by one of the renters in the retail building | |
| 4 | Oct 2, 2014 6:59 PM | There are currently three different fees listed on my bill that the City of Gainesville charges waste companies that is passed along to consumers, if the City is looking to reduce charges, maybe it could start with these fees. My rate is \$86.52 per month plus a 13.67 fuel charge, 6.92 environmental fee and 11.78 in franchise fee's to the City of Gainesville. | |
| 5 | Oct 1, 2014 4:29 PM | Please leave the current competitive market in place. | |
| 6 | Sep 30, 2014 3:32 PM | Being forced to live with a 5 year contract with limited options for cancelling is outrageous. Also when contacting WCA about poor service was told they are providing the service correctly and any issues are not on their side. No avenue to cancel except give them 30 days to remedy problems and if they don't remedy - we can then cancel. They state the problems are fixed when they aren't. | |
| 7 | Sep 30, 2014 10:36 AM | it' about time! | |
| 8 | Sep 29, 2014 9:08 PM | Under type of business I could not select "other." | |
| 9 | Sep 29, 2014 7:49 PM | LIKE MANY NATIONAL RETAIL CLIENTS WE WORK THRU A BROKER. THE BROKER WE USE IS WASTE MANAGEMENT, WE LET THEM HANDLE THE DETAILS OF PROVIDING THE SERVICE AND BILLING FOR IT. ALLOWING THEM TO CHOOSE BETWEEN PROVIDERS HELPS TO HOLD OUR COSTS DOWN. | |
| 10 | Sep 29, 2014 7:47 PM | Glad the City is looking into this. I have considered looking into other options or providers to help control the surge in prices the last few years. | |

Commercial Garbage Service Rate Survey (6-yard dumpster)

| 1. Does your business contract directly with a service provider for garbage service? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Yes | 93.9% | 31 |
| No | 6.1% | 2 |
| <i>answered question</i> | | 33 |
| <i>skipped question</i> | | 0 |

| 2. How would you rate your service provider's performance? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Excellent | 25.0% | 8 |
| Good | 65.6% | 21 |
| Fair | 3.1% | 1 |
| Poor | 6.3% | 2 |
| <i>answered question</i> | | 32 |
| <i>skipped question</i> | | 1 |

| 3. How often is your business's dumpster emptied? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Once a week | 75.8% | 25 |
| Twice a week | 18.2% | 6 |
| Three times a week | 6.1% | 2 |
| <i>answered question</i> | | 33 |
| <i>skipped question</i> | | 0 |

| 4. Gainesville businesses having a 6 yard garbage dumpster emptied once a week are paying anywhere from \$75.00 to \$325.00 per month. If your business has a 6 yard | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| \$75 - \$125 per month | 12.5% | 3 |
| \$125 - \$165 per month | 29.2% | 7 |
| \$165 - \$205 per month | 8.3% | 2 |
| \$205 - \$245 per month | 8.3% | 2 |
| \$245 - \$285 per month | 8.3% | 2 |
| Over \$285 per month | 33.3% | 8 |
| <i>answered question</i> | | 24 |
| <i>skipped question</i> | | 9 |

Commercial Garbage Service Rate Survey (6-yard dumpster)

5. Gainesville businesses having a 6 yard garbage dumpster emptied twice a week are paying anywhere from \$200.00 to \$450.00 per month. If your business has a 6 yard

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| \$150 - \$225 per month | 20.0% | 1 |
| \$225 - \$275 per month | 20.0% | 1 |
| \$275 - \$325 per month | 20.0% | 1 |
| \$325 - \$375 per month | 20.0% | 1 |
| \$375 - \$425 per month | 0.0% | 0 |
| Over \$425 per month | 20.0% | 1 |
| <i>answered question</i> | | 5 |
| <i>skipped question</i> | | 28 |

6. Gainesville businesses having a 6 yard garbage dumpster emptied three times a week are paying anywhere from \$300.00 to \$600.00 per month. If your business has a 6 yard

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| \$300 - \$360 per month | 0.0% | 0 |
| \$360 - \$420 per month | 0.0% | 0 |
| \$420 - \$480 per month | 0.0% | 0 |
| \$480 - \$540 per month | 0.0% | 0 |
| Over \$540 per month | 100.0% | 1 |
| <i>answered question</i> | | 1 |
| <i>skipped question</i> | | 32 |

7. Which of the following categories best describes your business?

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Apartment/Condominium | 16.0% | 4 |
| Convenience Store | 0.0% | 0 |
| Corporate Office | 4.0% | 1 |
| Entertainment | 0.0% | 0 |
| Government Facility | 0.0% | 0 |
| Grocery | 0.0% | 0 |
| Industrial | 20.0% | 5 |
| Institution (Hospital, Nursing Home, etc.) | 0.0% | 0 |
| Medical Offices | 0.0% | 0 |
| Nightclub | 4.0% | 1 |
| Personal services (Beauty Salon, Nail Salon, | 4.0% | 1 |
| Professional Offices | 8.0% | 2 |
| Property Management | 4.0% | 1 |
| Restaurant | 8.0% | 2 |
| Retail | 20.0% | 5 |
| Sales, Repair & Service | 12.0% | 3 |
| Other (please specify) | | 7 |
| <i>answered question</i> | | 25 |
| <i>skipped question</i> | | 8 |

Commercial Garbage Service Rate Survey (6-yard dumpster)

| Number | Response Date | Other (please specify) | Categories |
|--------|----------------------|-------------------------|------------|
| 1 | Oct 3, 2014 2:07 PM | self storage facility | |
| 2 | Oct 3, 2014 1:07 PM | Wholesale Warehouse | |
| 3 | Oct 3, 2014 12:37 PM | Storage Facility | |
| 4 | Oct 2, 2014 10:06 PM | mini storage | |
| 5 | Oct 2, 2014 7:03 PM | HVAC company | |
| 6 | Sep 29, 2014 7:18 PM | Flooring - carpet store | |
| 7 | Sep 25, 2014 6:31 PM | onsite waste water | |

8. Do you have a copy of your current service agreement?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes | 56.0% | 14 |
| No | 44.0% | 11 |
| <i>answered question</i> | | 25 |
| <i>skipped question</i> | | 8 |

9. How long have you had a contract with your current service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Less than 5 years | 36.0% | 9 |
| 5-10 years | 40.0% | 10 |
| More than 10 years | 24.0% | 6 |
| <i>answered question</i> | | 25 |
| <i>skipped question</i> | | 8 |

10. Do you know the length of term of the contract you have with your service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 year | 20.0% | 5 |
| 2 years | 4.0% | 1 |
| 3 years | 4.0% | 1 |
| 5 years | 20.0% | 5 |
| Do not know | 52.0% | 13 |
| <i>answered question</i> | | 25 |
| <i>skipped question</i> | | 8 |

Commercial Garbage Service Rate Survey (6-yard dumpster)

11. Do you know approximately how many years there are remaining on your contract?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 year or less | 16.0% | 4 |
| Less than 2 years | 4.0% | 1 |
| Less than 3 years | 16.0% | 4 |
| Less than 4 years | 8.0% | 2 |
| Do not know | 56.0% | 14 |
| <i>answered question</i> | | 25 |
| <i>skipped question</i> | | 8 |

12. Please indicate any of the following conditions commonly found in local garbage contracts that you would like to see changed. (please check all that apply)

| Answer Options | Response Percent | Response Count |
|---|------------------|----------------|
| Length of the contract | 28.0% | 7 |
| Automatic renewal of the contract | 36.0% | 9 |
| Limited window of time to terminate contract without | 44.0% | 11 |
| Having to provide written notice of your intent not to | 28.0% | 7 |
| Restrictions against buying any additional waste or | 20.0% | 5 |
| Fuel surcharges and other increases frequently added to | 44.0% | 11 |
| Lack of transparency in pricing of services | 32.0% | 8 |
| Having to sign a new multi-year contract if you need to | 36.0% | 9 |
| None of the above | 24.0% | 6 |
| <i>answered question</i> | | 25 |
| <i>skipped question</i> | | 8 |

13. Staff also identified several options that could help local businesses negotiate more competitive prices for garbage service including: Providing some public education to

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Explore options to make garbage and recycling prices | 80.0% | 20 |
| Leave the current system as it is | 20.0% | 5 |
| <i>answered question</i> | | 25 |
| <i>skipped question</i> | | 8 |

16. Who is your waste service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Waste Corp. of America | 60.9% | 14 |
| Republic Services (SWS) | 8.7% | 2 |
| Waste Pro | 30.4% | 7 |
| Florida Express | 0.0% | 0 |
| Community Waste Services | 0.0% | 0 |
| <i>answered question</i> | | 23 |
| <i>skipped question</i> | | 10 |

Commercial Garbage Service Rate Survey (6-yard dumpster)

| 17. What size garbage container do you have? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 2 yard dumpster | 13.0% | 3 |
| 4 yard dumpster | 0.0% | 0 |
| 6 yard dumpster | 78.3% | 18 |
| 8 yard dumpster | 8.7% | 2 |
| <i>answered question</i> | | 23 |
| <i>skipped question</i> | | 10 |

| 18. How many garbage dumpsters do you have? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 1 dumpster | 90.9% | 20 |
| 2 dumpsters | 4.5% | 1 |
| 3 dumpsters | 4.5% | 1 |
| <i>answered question</i> | | 22 |
| <i>skipped question</i> | | 11 |

| 19. How many times per week does your garbage dumpster get serviced? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 1 x per week | 72.7% | 16 |
| 2 x per week | 22.7% | 5 |
| 3 x per week | 4.5% | 1 |
| <i>answered question</i> | | 22 |
| <i>skipped question</i> | | 11 |

| 20. Who is your recycling service provider? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Waste Corp. of America | 76.9% | 10 |
| Republic Services (SWS) | 7.7% | 1 |
| Waste Pro | 15.4% | 2 |
| Florida Express | 0.0% | 0 |
| Community Waste Services | 0.0% | 0 |
| Other (please specify) | | 3 |
| <i>answered question</i> | | 13 |
| <i>skipped question</i> | | 20 |

Commercial Garbage Service Rate Survey (6-yard dumpster)

| Number | Response Date | Other (please specify) | Categories |
|--------|-----------------------|-------------------------------|------------|
| 1 | Sep 29, 2014 8:19 PM | n/a | |
| 2 | Sep 26, 2014 11:46 AM | We want one - don't have one | |
| 3 | Sep 25, 2014 6:27 PM | Corporate negotiated provider | |

21. What size recycling container do you have?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 96 gal cart | 50.0% | 6 |
| 2 yard dumpster | 8.3% | 1 |
| 4 yard dumpster | 16.7% | 2 |
| 6 yard dumpster | 16.7% | 2 |
| 8 yard dumpster | 8.3% | 1 |
| <i>answered question</i> | | 12 |
| <i>skipped question</i> | | 21 |

22. How many recycling dumpsters or carts do you have?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 | 50.0% | 6 |
| 2 | 25.0% | 3 |
| 3 | 25.0% | 3 |
| Other (please specify) | | 4 |
| <i>answered question</i> | | 12 |
| <i>skipped question</i> | | 21 |

| Number | Response Date | Other (please specify) | Categories |
|--------|----------------------|--|------------|
| 1 | Oct 2, 2014 7:06 PM | 40 YARD COMPACTOR - ON CALL SERVICE | |
| 2 | Sep 25, 2014 6:27 PM | I have 10 restaurants and an office, so I have 10 six-yard trash Dumpsters, 1 four-yard trash Dumpster, and 10 four-yard recycling Dumpsters | |
| 3 | Sep 25, 2014 6:27 PM | many - paper is recycled 6+ tons /month | |
| 4 | Sep 25, 2014 6:13 PM | Depending on the place | |

Commercial Garbage Service Rate Survey (6-yard dumpster)

| 23. How many times per week does your recycling container get serviced? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 1 x per week | 75.0% | 9 |
| 2 x per week | 16.7% | 2 |
| 3 x per week | 8.3% | 1 |
| Other (please specify) | | 3 |
| <i>answered question</i> | | 12 |
| <i>skipped question</i> | | 21 |

| Number | Response Date | Other (please specify) | Categories |
|--------|----------------------|---|------------|
| 1 | Oct 3, 2014 2:22 PM | As needed, when full | |
| 2 | Sep 25, 2014 6:27 PM | It varies by locations, some I have tipped 5 times a week, most twice a week, and my office is tipped once per week | |
| 3 | Sep 25, 2014 6:13 PM | they usually service it once a month | |

Commercial Garbage Service Rate Survey (6-yard dumpster)

24. Are there any additional comments, questions or statements you would like to add?

| Answer Options | Response Count |
|--------------------------|----------------|
| | 7 |
| <i>answered question</i> | 7 |
| <i>skipped question</i> | 26 |

| Number | Response Date | Response Text | Categories |
|--------|-----------------------|--|------------|
| 1 | Sep 29, 2014 8:19 PM | We have our own recycling service for padding. | |
| 2 | Sep 26, 2014 12:56 PM | Please help us! We pay over 400 a month and are tied into a 60 month contract. Thank you!! | |
| 3 | Sep 26, 2014 11:46 AM | We would love lower prices - of course, and also some recycling service. Thank you. | |
| 4 | Sep 25, 2014 6:27 PM | I did not know that this was a problem for people. Every two or three years I contact every trash provider and tell them the number of Dumpsters and service I have and get the cheapest price available. I usually sign a two or three year contract and then start the process over again. I am very satisfied with WCA but have used SWS and EWS and BOONE in past years and really the only reason I went with WCA this time was price. I fear that enhanced government interference will not provide any kind of positive change and I hope the system is left as is. | |
| 5 | Sep 25, 2014 6:27 PM | Our dumpster is serviced only 1x month - was not a choice in question #3. Our contract is a national contract through our parent company. | |
| 6 | Sep 25, 2014 6:22 PM | Glad that something is finally being done about this. We feel like we are being forced to use Waste Pro in our area and we would like to make a change | |
| 7 | Sep 25, 2014 6:13 PM | We have 7 different locations with dumpsters and and recycling carts and one locations with just a cart | |

Commercial Garbage Service Rate Survey (8-yard dumpster)

1. Does your business contract directly with a service provider for garbage service?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes | 93.2% | 41 |
| No | 6.8% | 3 |
| <i>answered question</i> | | 44 |
| <i>skipped question</i> | | 0 |

2. How would you rate your service provider's performance?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Excellent | 31.8% | 14 |
| Good | 52.3% | 23 |
| Fair | 13.6% | 6 |
| Poor | 2.3% | 1 |
| <i>answered question</i> | | 44 |
| <i>skipped question</i> | | 0 |

3. How often is your business's dumpster emptied?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Once a week | 40.9% | 18 |
| Twice a week | 40.9% | 18 |
| Three times a week | 18.2% | 8 |
| <i>answered question</i> | | 44 |
| <i>skipped question</i> | | 0 |

4. Gainesville businesses having an 8 yard garbage dumpster emptied once a week are paying anywhere from \$80.00 to \$325.00 per month. If your business has an 8 yard

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| \$75 - \$125 per month | 40.0% | 6 |
| \$125 - \$175 per month | 6.7% | 1 |
| \$175 - \$225 per month | 6.7% | 1 |
| \$225 - \$250 per month | 0.0% | 0 |
| \$250 - \$275 per month | 0.0% | 0 |
| Over \$275 per month | 46.7% | 7 |
| <i>answered question</i> | | 15 |
| <i>skipped question</i> | | 29 |

5. Gainesville businesses having an 8 yard garbage dumpster emptied twice a week are paying anywhere from \$175.00 to \$625.00 per month. If your business has an 8 yard

Commercial Garbage Service Rate Survey (8-yard dumpster)

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| \$150 - \$225 per month | 11.8% | 2 |
| \$225 - \$300 per month | 29.4% | 5 |
| \$300 - \$375 per month | 35.3% | 6 |
| \$375 - \$450 per month | 5.9% | 1 |
| \$450 - \$525 per month | 5.9% | 1 |
| Over \$525 per month | 11.8% | 2 |
| <i>answered question</i> | | 17 |
| <i>skipped question</i> | | 27 |

6. Gainesville businesses having an 8 yard garbage dumpster emptied three times a week are paying anywhere from \$318.00 to \$778.00 per month. If your business has an 8 yard

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| \$300 - \$375 per month | 16.7% | 1 |
| \$375 - \$450 per month | 0.0% | 0 |
| \$450 - \$525 per month | 16.7% | 1 |
| \$525 - \$600 per month | 33.3% | 2 |
| \$600 - \$675 per month | 0.0% | 0 |
| Over \$675 per month | 33.3% | 2 |
| <i>answered question</i> | | 6 |
| <i>skipped question</i> | | 38 |

7. Which of the following categories best describes your business?

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Apartment/Condominium | 15.2% | 5 |
| Convenience Store | 3.0% | 1 |
| Corporate Office | 0.0% | 0 |
| Entertainment | 0.0% | 0 |
| Government Facility | 0.0% | 0 |
| Grocery | 3.0% | 1 |
| Industrial | 18.2% | 6 |
| Institution (Hospital, Nursing Home, etc.) | 0.0% | 0 |
| Medical Offices | 0.0% | 0 |
| Nightclub | 0.0% | 0 |
| Personal services (Beauty Salon, Nail Salon, | 0.0% | 0 |
| Professional Offices | 0.0% | 0 |
| Property Management | 3.0% | 1 |
| Restaurant | 27.3% | 9 |
| Retail | 15.2% | 5 |
| Sales, Repair & Service | 15.2% | 5 |
| Other (please specify) | | 3 |
| <i>answered question</i> | | 33 |
| <i>skipped question</i> | | 11 |

Commercial Garbage Service Rate Survey (8-yard dumpster)

| Number | Response Date | Other (please specify) | Categories |
|--------|-----------------------|------------------------|------------|
| 1 | Oct 3, 2014 7:02 PM | Storage Facility | |
| 2 | Oct 1, 2014 1:47 PM | flooring | |
| 3 | Sep 30, 2014 10:11 PM | manufacturer | |

8. Do you have a copy of your current service agreement?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes | 54.5% | 18 |
| No | 45.5% | 15 |
| <i>answered question</i> | | 33 |
| <i>skipped question</i> | | 11 |

9. How long have you had a contract with your current service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Less than 5 years | 42.4% | 14 |
| 5-10 years | 48.5% | 16 |
| More than 10 years | 9.1% | 3 |
| <i>answered question</i> | | 33 |
| <i>skipped question</i> | | 11 |

10. Do you know the length of term of the contract you have with your service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 year | 18.2% | 6 |
| 2 years | 6.1% | 2 |
| 3 years | 18.2% | 6 |
| 5 years | 21.2% | 7 |
| Do not know | 36.4% | 12 |
| <i>answered question</i> | | 33 |
| <i>skipped question</i> | | 11 |

11. Do you know approximately how many years there are remaining on your contract?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 1 year or less | 27.3% | 9 |
| Less than 2 years | 21.2% | 7 |
| Less than 3 years | 12.1% | 4 |
| Less than 4 years | 6.1% | 2 |
| Do not know | 33.3% | 11 |
| <i>answered question</i> | | 33 |
| <i>skipped question</i> | | 11 |

Commercial Garbage Service Rate Survey (8-yard dumpster)

12. Please indicate any of the following conditions commonly found in local garbage contracts that you would like to see changed. (please check all that apply)

| Answer Options | Response Percent | Response Count |
|---|------------------|----------------|
| Length of the contract | 42.4% | 14 |
| Automatic renewal of the contract | 51.5% | 17 |
| Limited window of time to terminate contract without | 39.4% | 13 |
| Having to provide written notice of your intent not to | 39.4% | 13 |
| Restrictions against buying any additional waste or | 30.3% | 10 |
| Fuel surcharges and other increases frequently added to | 42.4% | 14 |
| Lack of transparency in pricing of services | 30.3% | 10 |
| Having to sign a new multi-year contract if you need to | 39.4% | 13 |
| None of the above | 18.2% | 6 |
| <i>answered question</i> | | 33 |
| <i>skipped question</i> | | 11 |

13. Staff also identified several options that could help local businesses negotiate more competitive prices for garbage service including: Providing some public education to

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Explore options to make garbage and recycling prices | 72.7% | 24 |
| Leave the current system as it is | 27.3% | 9 |
| <i>answered question</i> | | 33 |
| <i>skipped question</i> | | 11 |

16. Who is your waste service provider?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Waste Corp. of America | 54.5% | 12 |
| Republic Services (SWS) | 18.2% | 4 |
| Waste Pro | 27.3% | 6 |
| Florida Express | 0.0% | 0 |
| Community Waste Services | 0.0% | 0 |
| Other (please specify) | | 0 |
| <i>answered question</i> | | 22 |
| <i>skipped question</i> | | 22 |

17. What size garbage container do you have?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| 2 yard dumpster | 4.5% | 1 |
| 4 yard dumpster | 9.1% | 2 |
| 6 yard dumpster | 4.5% | 1 |
| 8 yard dumpster | 81.8% | 18 |
| <i>answered question</i> | | 22 |
| <i>skipped question</i> | | 22 |

Commercial Garbage Service Rate Survey (8-yard dumpster)

| 18. How many garbage dumpsters do you have? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 1 dumpster | 73.9% | 17 |
| 2 dumpsters | 21.7% | 5 |
| 3 dumpsters | 4.3% | 1 |
| <i>answered question</i> | | 23 |
| <i>skipped question</i> | | 21 |

| 19. How many times per week does your garbage dumpster get serviced? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 1 x per week | 39.1% | 9 |
| 2 x per week | 43.5% | 10 |
| 3 x per week | 17.4% | 4 |
| <i>answered question</i> | | 23 |
| <i>skipped question</i> | | 21 |

| 20. Who is your recycling service provider? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Waste Corp. of America | 53.3% | 8 |
| Republic Services (SWS) | 26.7% | 4 |
| Waste Pro | 13.3% | 2 |
| Florida Express | 0.0% | 0 |
| Community Waste Services | 6.7% | 1 |
| Other (please specify) | | 1 |
| <i>answered question</i> | | 15 |
| <i>skipped question</i> | | 29 |

| Number | Response Date | Other (please specify) | Categories |
|--------|---------------------|---------------------------------------|------------|
| 1 | Oct 1, 2014 1:51 PM | Private company carries to Augusta Ga | |

Commercial Garbage Service Rate Survey (8-yard dumpster)

| 21. What size recycling container do you have? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 96 gal cart | 0.0% | 0 |
| 2 yard dumpster | 35.7% | 5 |
| 4 yard dumpster | 14.3% | 2 |
| 6 yard dumpster | 28.6% | 4 |
| 8 yard dumpster | 21.4% | 3 |
| <i>answered question</i> | | 14 |
| <i>skipped question</i> | | 30 |

| 22. How many recycling dumpsters or carts do you have? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 1 | 76.9% | 10 |
| 2 | 7.7% | 1 |
| 3 | 15.4% | 2 |
| Other (please specify) | | 3 |
| <i>answered question</i> | | 13 |
| <i>skipped question</i> | | 31 |

| Number | Response Date | Other (please specify) | Categories |
|--------|----------------------|--|------------|
| 1 | Oct 1, 2014 1:51 PM | One a semi trailer | |
| 2 | Sep 27, 2014 4:37 PM | 4 | |
| 3 | Sep 25, 2014 8:13 PM | 1 2-yard dumpster for paper and 4 96-gal containers for comingled | |

| 23. How many times per week does your recycling container get serviced? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 1 x per week | 80.0% | 12 |
| 2 x per week | 13.3% | 2 |
| 3 x per week | 6.7% | 1 |
| Other (please specify) | | 1 |
| <i>answered question</i> | | 15 |
| <i>skipped question</i> | | 29 |

| Number | Response Date | Other (please specify) | Categories |
|--------|---------------------|---------------------------------|------------|
| 1 | Oct 1, 2014 1:51 PM | when full approx 6 times a year | |

Commercial Garbage Service Rate Survey (8-yard dumpster)

| 24. Are there any additional comments, questions or statements you would like to add? | |
|---|----------------|
| Answer Options | Response Count |
| | 5 |
| <i>answered question</i> | 5 |
| <i>skipped question</i> | 39 |

| Number | Response Date | Response Text | Categories |
|--------|----------------------|---|------------|
| 1 | Oct 2, 2014 8:25 PM | We've found that we end up saving money at our locations with open markets. We | |
| 2 | Oct 1, 2014 1:51 PM | I found Waste Pro the easiest to work with | |
| 3 | Sep 27, 2014 4:37 PM | I feel I have been over paying for the service that is provided. I do glass and card board recycling and I Believe since I follow what is expected of me by the city for recycling, I have to pay more for services other businesses are not following. | |
| 4 | Sep 25, 2014 6:22 PM | Did not know recycling was a local option | |
| 5 | Sep 25, 2014 6:10 PM | My garbage dumpster is service five times per week. That option was unavailable on the survey, so I calculated the price. Also, I did not include the Franchise Fee, Fuel Surcharge, and Environmental fee. | |