



# Haverhill

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## **Trash PILOT Program a Success, Survey Shows Results**

The City and Capitol Waste Services, the City's trash hauler, implemented a PILOT program in the city in August of 2015. The city randomly selected households from a list of over 23,000 households. The computer generated list randomly selected 400 households to participate in the PILOT program. Households selected were representative of all areas of the city. Each household that participated in the PILOT program received an educational guide on the use of the cart and they also received one (1) sixty-four (64) gallon wheeled cart. The program is designed to improve collection efficiency, enhance performance, and provides cleaner city streets and neighborhoods.

Respondents from a recent survey indicated that over 97% preferred to use the wheeled trash cart instead of their previous method and that they would recommend the City implement this program city-wide. Please review the results of the survey by pasting the link into your browser...

<https://www.surveymonkey.com/results/SM-FZQWDKFC/>

- 98% of the respondents found the wheeled trash cart was helpful for getting their trash to the curb.
- 59% of the respondents have overall had an excellent overall experience.
- 97% of the respondents prefer wheeled carts over trash barrels.
- 88% of the respondents thought the information brochure was very understandable and helpful.
- 64% of the respondents had no problem fitting their trash in a 64 gallon wheeled cart.
- 95% of the respondents would recommend program.

A few of the anonymous comments from our survey that recently received from participants in the PILOT program were...

"Very easy to use, love it."

"Love it!!! It's been working out great. I'm a little concerned about the holidays coming up and hope that there will be enough room."

"Tote is very good quality."

"A second wheeled container may be needed for some weeks. I thought the guide was very helpful, but feel that more education will be needed for bulk items in the future."