

Please Note: This is not statistically significant data, as it is only based on responses received. These are observations, and they do not fully represent the Clackamas County community. Thank you.





2024 Customer Satisfaction Survey Results

March 4, 2025

Clackamas County
Sustainability & Solid Waste



Overview



- Postcard mailed to ~187,000 residential, multifamily & commercial customers
- Linked to online survey
- Updated in 2025:
 - Questions about glass & battery recycling
- No incentive provided

Reduce, reuse, and then recycle right to reduce the energy needed to make new products, reduce pollution, and create jobs.

Recycling

Reciclaje Утиль Rác Tái chế 回收



Paper, flattened cardboard, metal, plastic bottles & plastic round containers
6 oz or larger, empty & dry

Glass

In separate glass bin

Vidrio Стекло Rác Thủy tinh 玻璃



Bottles & jars only
empty & dry, no lids

Garbage

Basura Мусор Rác còn lại 垃圾



All garbage, including plastic bags, to-go containers, lids & packaging
Some items can be recycled at drop-off locations.

More information?

Full recycle guide online:
www.clackamas.us/recycling/recycleguide.html

Also available in:

- Guía de Reciclaje (Spanish)
- Руководство по переработке отходов в округе Клакамас (Russian)
- Hướng Dẫn Tái Chế (Vietnamese)
- 回收指引 (Simplified Chinese)
- 재활용 가이드 (Korean)
- คู่มือรีไซเคิล แคลคโค (Thai)



Scan for full guide

Metro's Recycling Information Center | 503-234-3000
ClackCo Sustainability & Solid Waste | 503-557-6363

Rethink new purchases, repurpose old items, and repair favorites to conserve resources and protect the planet.



Overview



- 3 minutes to complete
- 15 questions
- In English and Spanish



Garbage and Recycling Customer Satisfaction Survey

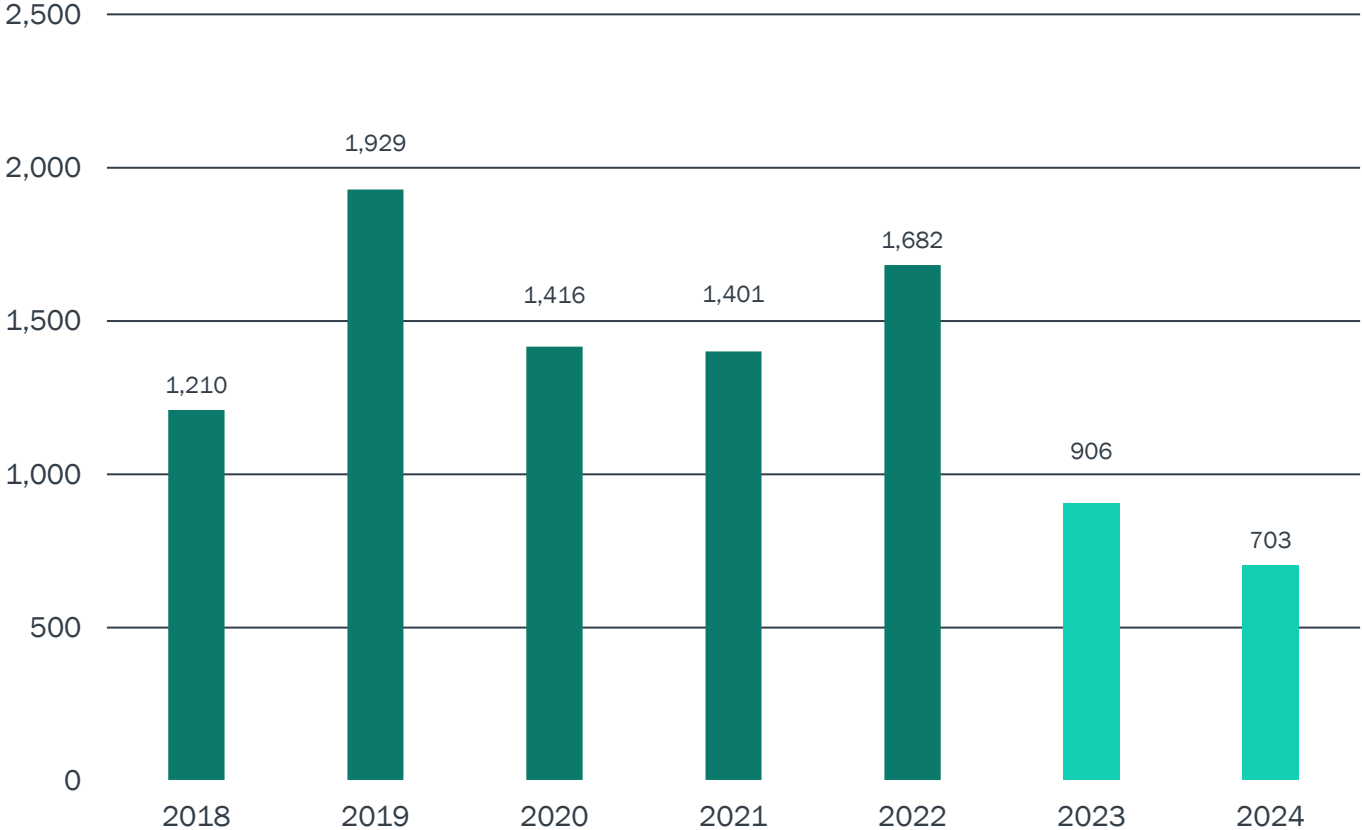
Thank you for taking the time for completing this 3-minute survey.

We want to know what you, residents and workplaces in Clackamas County, think of your garbage and recycling service. Your opinion can help shape how Clackamas County provides garbage, recycling, and waste reduction services, and how the county and each of its cities oversee and shape the franchised collection services in their jurisdiction.

Thank you!

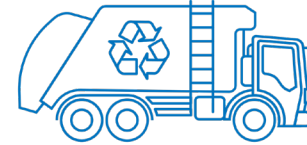


Number of Survey Respondents Over Time



Who took the survey?

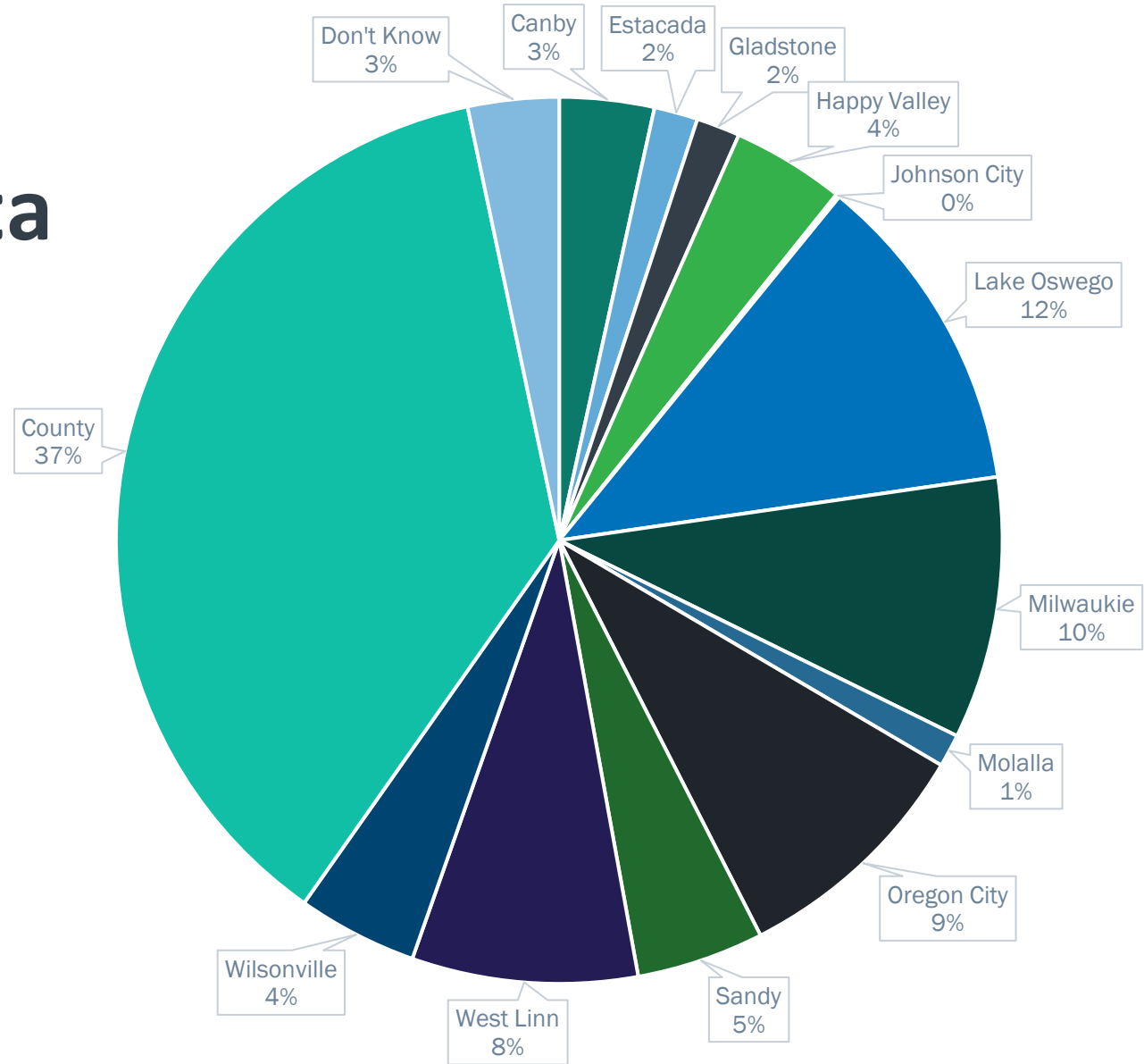
- 703 respondents
- Including 3 Spanish respondents
- Service type:
 - Home – 95.65%
 - Apartment – 3%
 - Business – 1.35%
- All collectors represented



Arrow Sanitary Service	1.80%	12
Bliss Sanitary Service	3.30%	22
Canby Disposal Co.	4.05%	27
Clackamas Garbage Co.	4.50%	30
Dan Walker Disposal Service	1.05%	7
Gladstone Disposal Co.	1.95%	13
Hoodview Disposal & Recycling	9.61%	64
Molalla Sanitary Service	4.20%	28
Oregon City Garbage Co.	13.36%	89
Republic Services	20.57%	137
(Recology) Sunset Garbage Collection	2.55%	17
WM (Waste Management of Oregon)	24.17%	161
West Linn Refuse & Recycling	8.86%	59



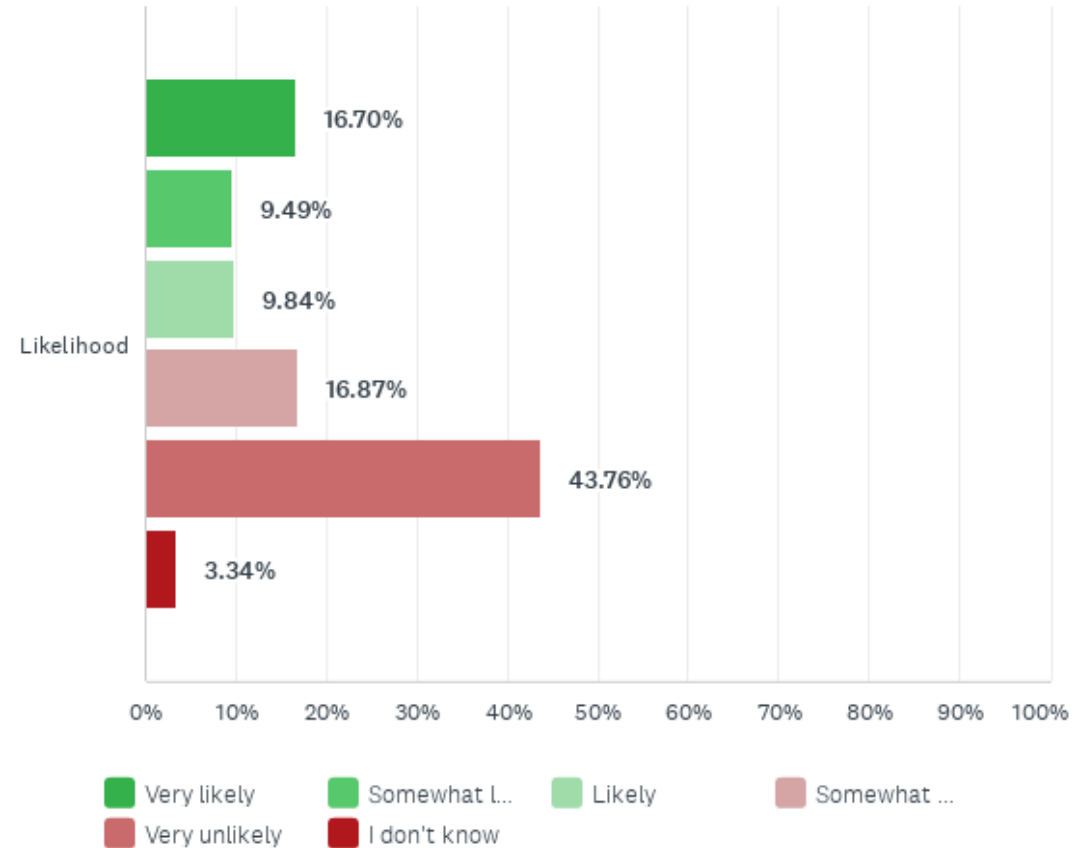
Geographic Data



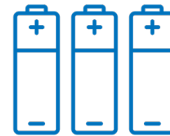
Glass Recycling



Q: If you did not have glass service available curbside, how likely are you to take it to a recycling depot within 20 minutes of your home?



Battery Recycling



Q: Have you heard that you can now safely discard your batteries at home by following 3 important steps? (Check all that apply.)
Learn how now.

I did not know this	44.25%	277
Yes, I read this in the ClackCo service guide (county publication)	31.63%	198
Yes, I heard about this from my garbage/recycling company	18.69%	117
Other (please specify)	5.91%	37
Yes, I heard about this from friends/family/neighbors	5.27%	33
Yes, I saw this on the county webpage	2.08%	13
Yes, I heard about this from County staff/Master Recycler	1.28%	8
Yes, I saw this on Facebook	1.12%	7
Yes, I saw this on Nextdoor	0.16%	1
Yes, I saw this on X (Twitter)	0%	0



Recycling Drop-Off



Q: Which of these items do you currently take to a recycling drop-off location?

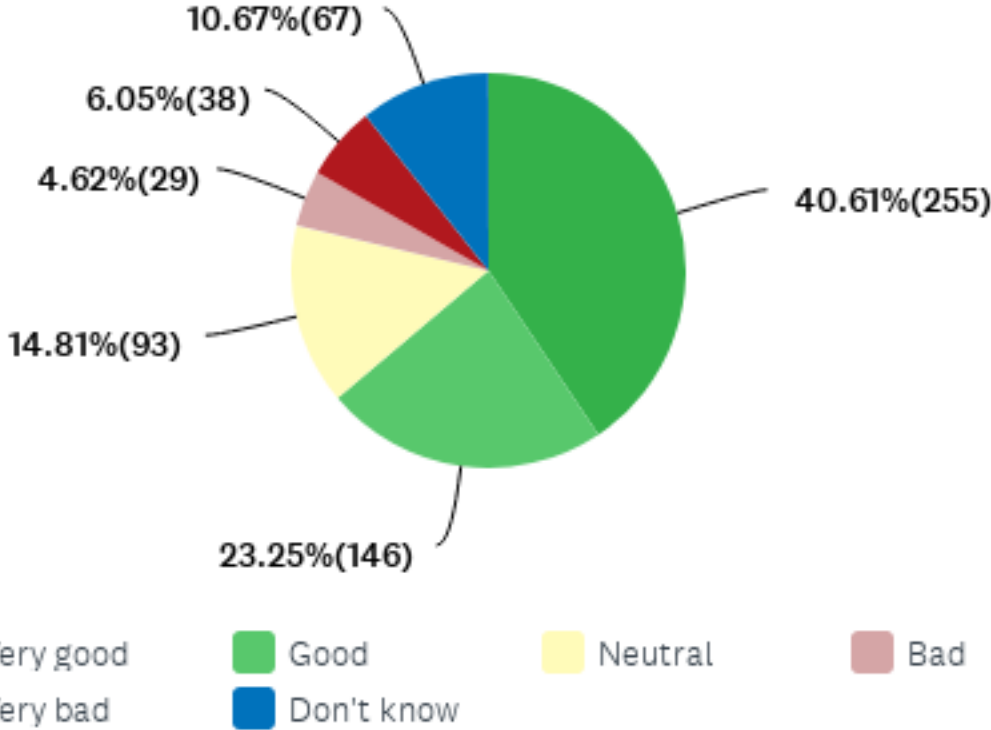
Beverage containers with a refund	50.46%	327
Plastic bags and plastic wrap	33.49%	217
Batteries	28.09%	182
Textiles (clothing and linens)	26.39%	171
None	25.77%	167
Light bulbs	24.54%	159
Styrofoam™	22.38%	145
Plastic berry and take-out containers (#1 clamshell containers)	16.51%	107
Books	15.43%	100
Plastic caps and lids	7.10%	46
Other polystyrene items (plastic cutlery, solo cups, CD cases, etc.)	5.71%	37



Customer Service

Customer Service Rating

- 64% “Very Good” or “Good”
- 9% “Bad” or “Very Bad”



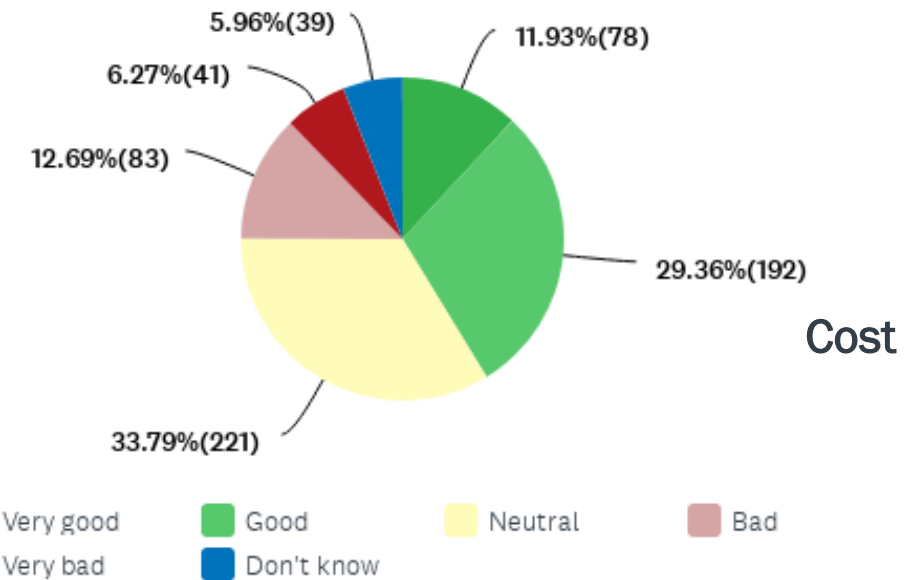
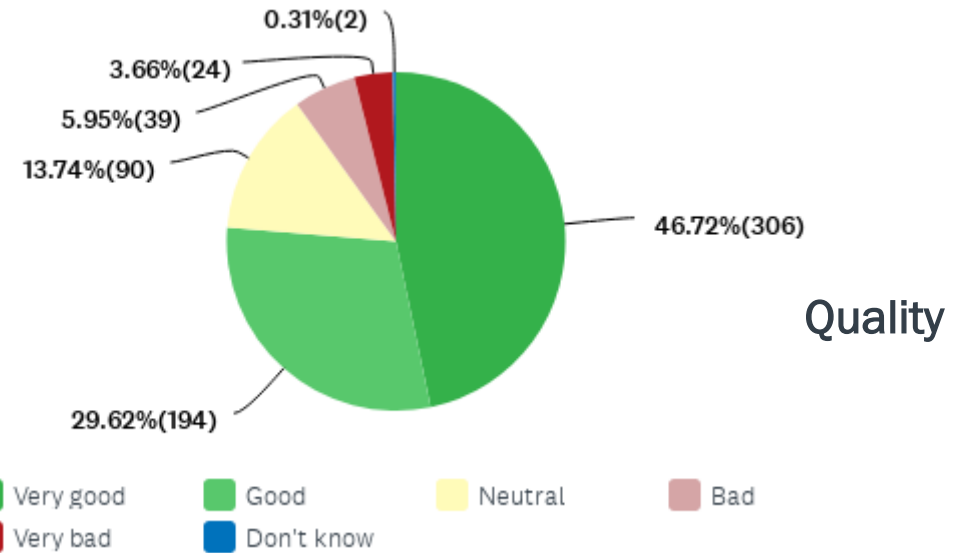
Quality and Cost

Quality of Service

- 76% “Very Good” or “Good”
- 10% “Bad” or “Very Bad”

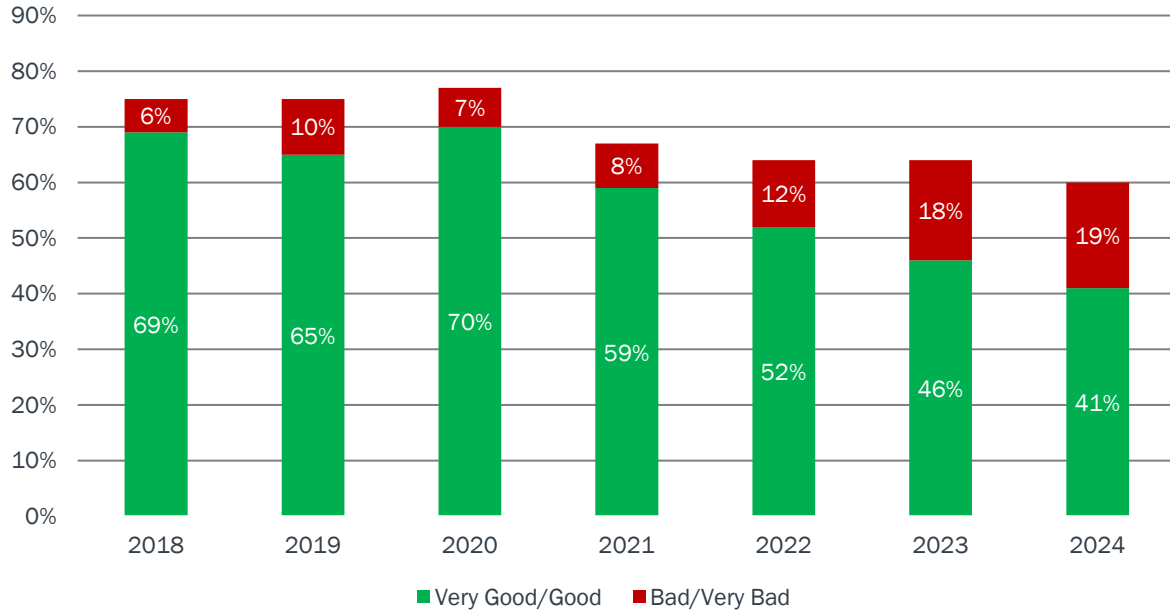
Cost of Service

- 41% “Very Good” or “Good”
- 19% “Bad” or “Very Bad”

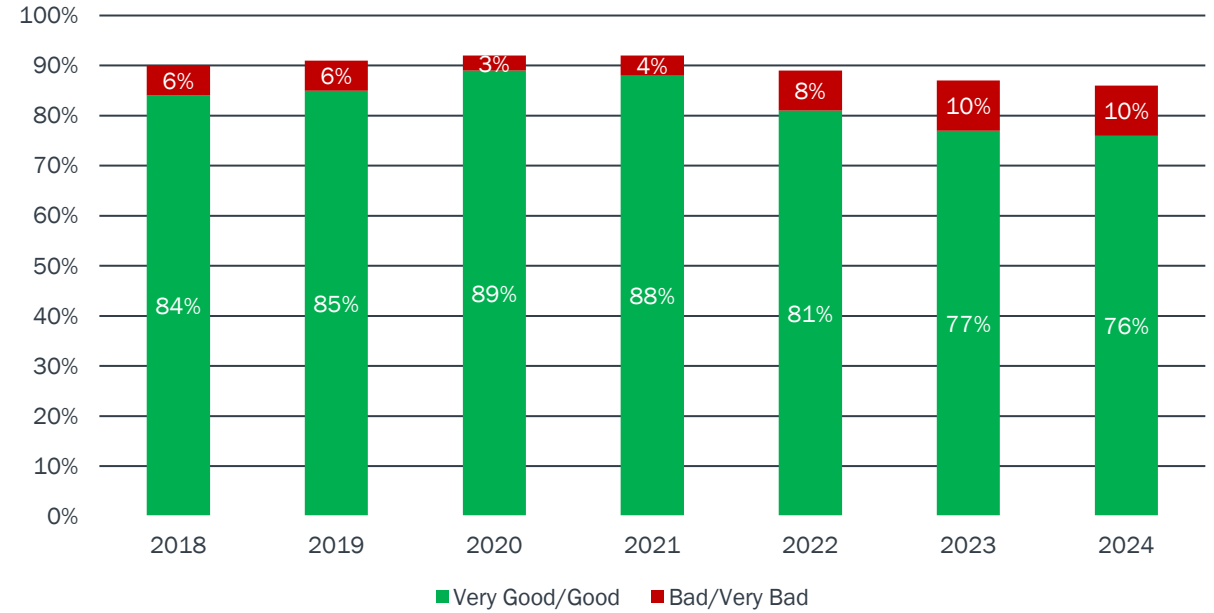


Results Over Time

Cost



Quality



Each Collector's Top Comment Concern

Collector (Sample Size)	A	B	C	D	E	F	G	H	I	J	K	L	M	Overall (381)
Bulky Waste	-	-	-	-	-	-	3%	-	-	2%	-	1%	3%	2%
Cost	14%	24%	7%	-	-	36%	13%	25%	14%	7%	20%	30%	14%	17%
Notifications/Education	-	-	-	-	-	-	-	-	-	5%	-	3%	11%	3%
Office Concerns	-	-	-	-	-	-	-	-	5%	-	-	7%	-	2%
Online Pay/Website	-	-	-	18%	25%	-	3%	-	2%	-	-	-	-	1%
Recycling Concerns	43%	18%	43%	36%	-	18%	16%	25%	33%	50%	20%	30%	22%	31%
Service Concerns	29%	18%	-	18%	-	9%	16%	17%	5%	9%	10%	20%	11%	13%
Want Different Bin/LoS	-	12%	-	-	-	-	-	-	2%	-	-	2%	3%	2%
Want Food Waste Service	-	6%	21%	9%	-	9%	8%	-	7%	4%	20%	11%	31%	10%
Want Yard Debris Service	-	-	-	-	-	-	16%	8%	5%	4%	-	4%	-	5%



Positive Comments

“Thank you for mailing the flyers that keep me updated on what to recycle!!”

“I find recycling in Clackamas County easy and enjoy my garbage collectors friendliness. The Metro South station is easy to get to..really like that I can take hazard waste and scrap metal there when I need to. Thanks everyone for your hard work and commitment to make recycling available for us!”

“I appreciate having batteries being able to be recycled curbside now. I hope more items are added soon.”

“The drivers are the very best. Our son has loved garbage trucks since he was little and they’ve gone out of their way to be kind to him and interact with him. Even made sure to introduce him to the new driver when they were changing drivers on the route. We love them!”



Negative Comments

“Last two years the commission has approved rate increases. There should be more restraints on cost increases.”

“I got an extra charge for the first time because my yard debris bin' lid wasn't able to close completely. Didn't love that.”

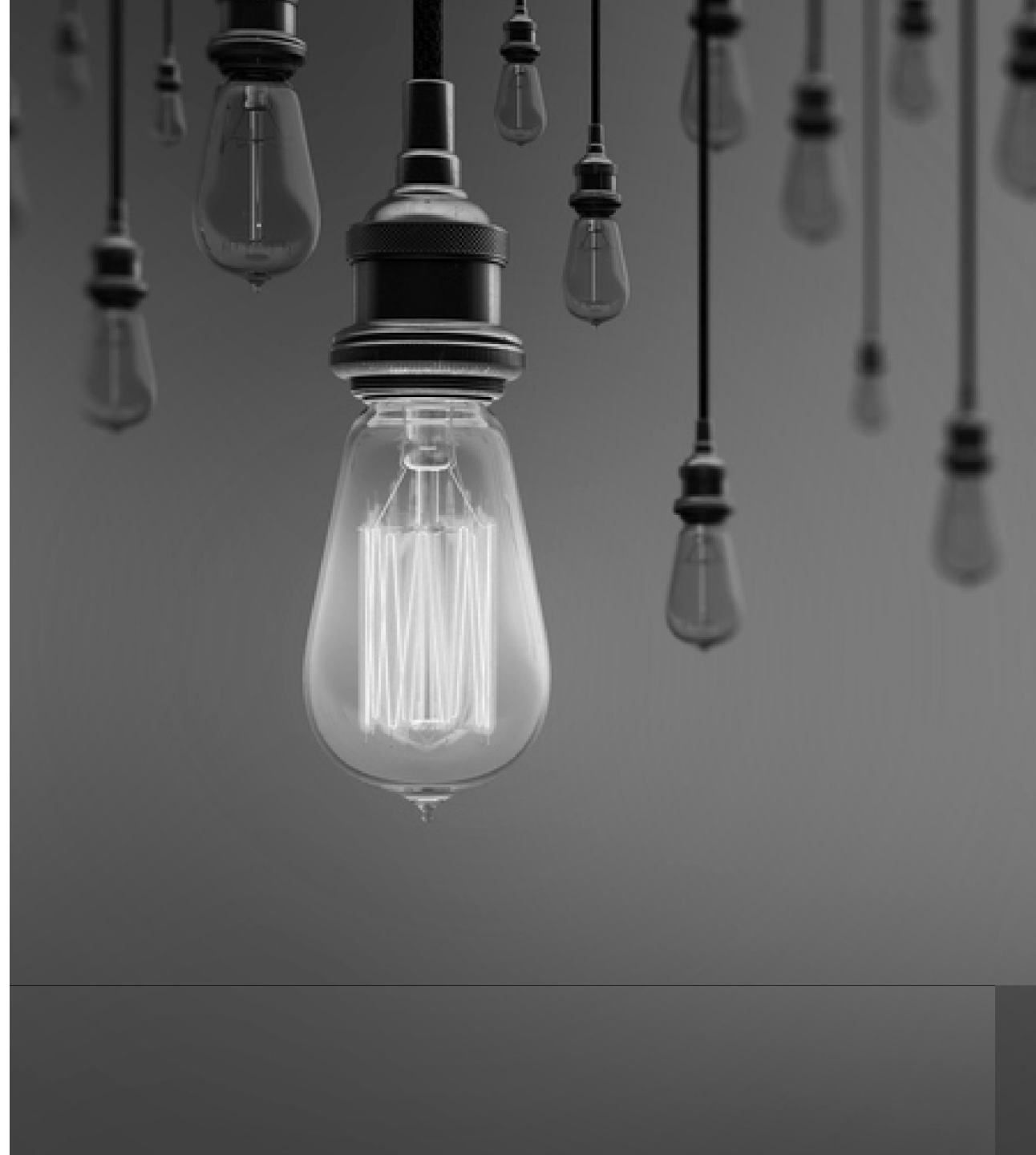
“I wish they didn't pick up glass recycling at 5-5:30 am ... very noisy.”



Suggestions

“They should have a program that helps low-income families with their services.”

“We are very much in favor of increased/improved options for recycling, especially plastics.”



Food Scraps & Yard Debris

“Please start food scrap recycling in yard debris.”

“Food waste is great to compost, and I would appreciate it if we could do so.”

“I really wish you would offer us yard debris service. I'm happy to pay extra for it.”

“I would LOVE to have curbside yard waste disposal.”



Questions?

