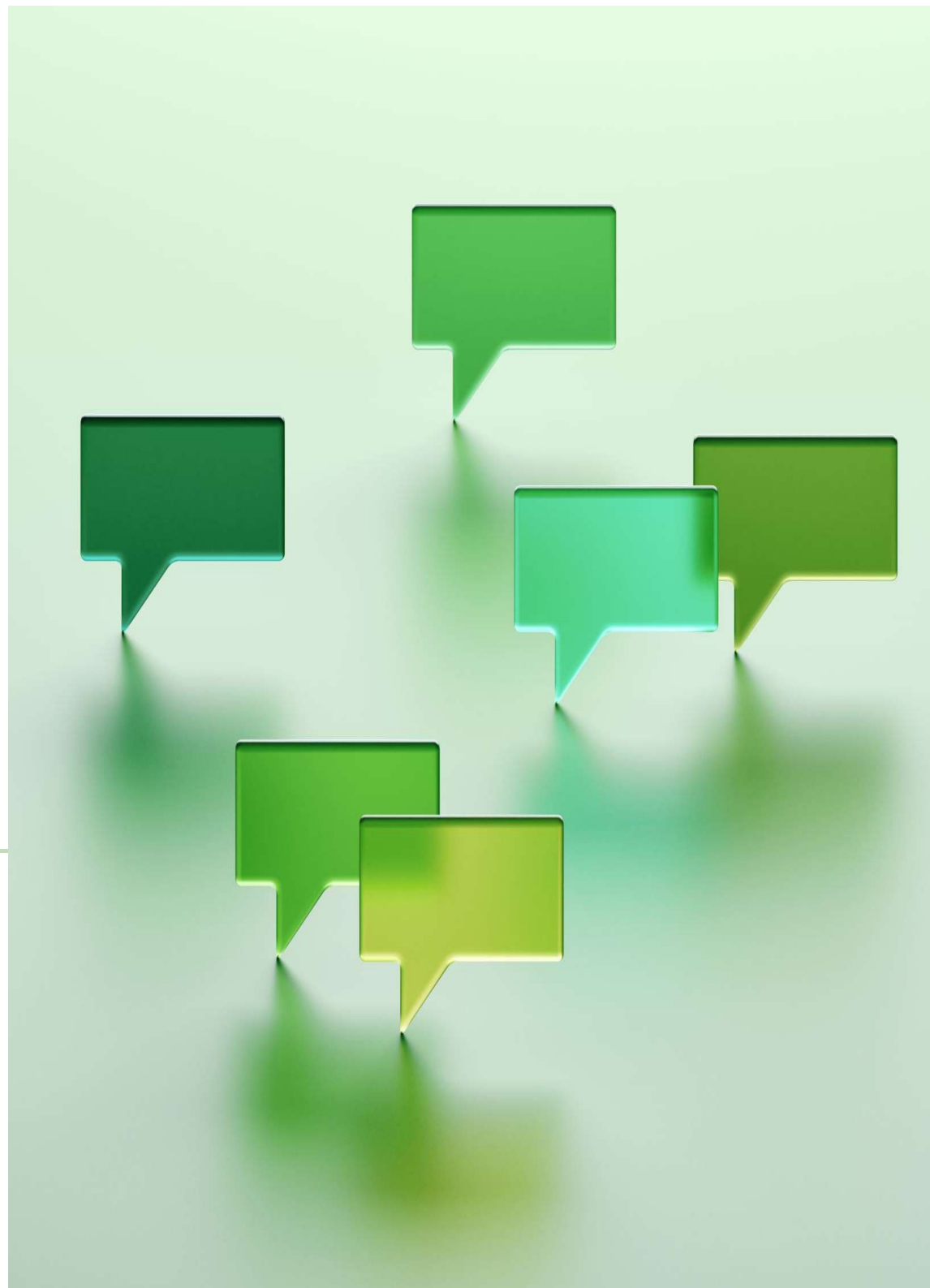


King's Deer Trash Collection Survey Results

May 7, 2025

Carol Goode
Communications Volunteer

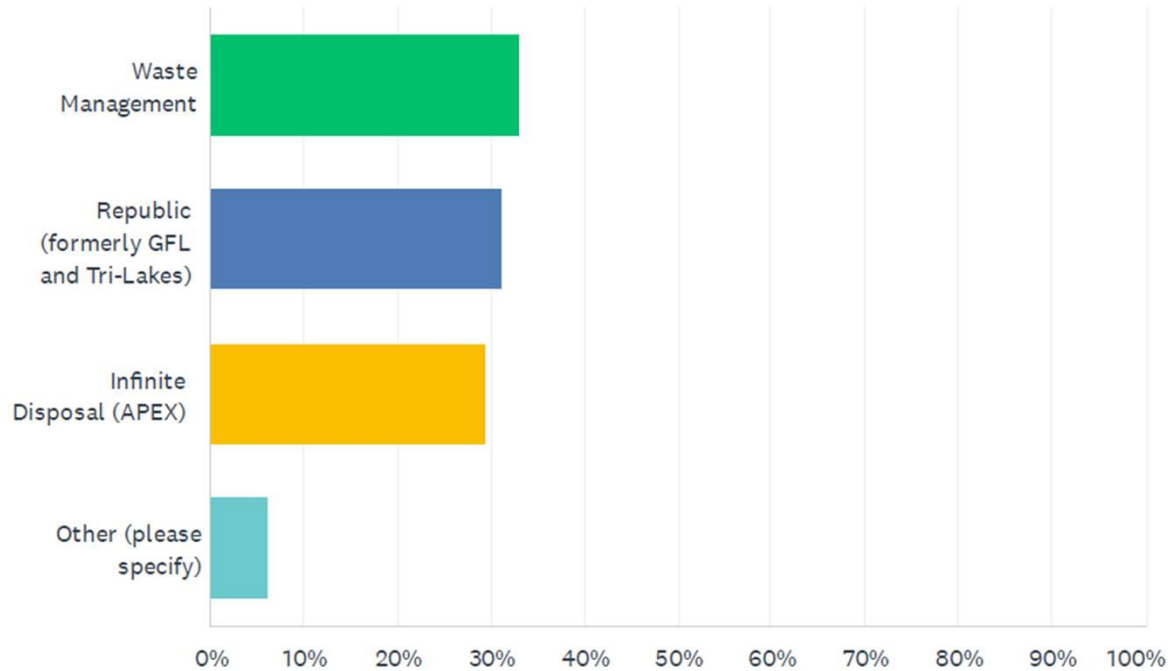




Survey Executive Summary

- ❑ A brief 4-question survey was distributed to all 500+ King's Deer residents to determine interest in engaging a trash/recycling provider that would reduce costs and truck traffic in the community.
- ❑ The survey was advisory for the HOA Board, non-binding and anonymous.
- ❑ Between April 29 and May 6, 2025, 305 surveys were returned.
- ❑ Community interest is HIGH and the Board's efforts on this topic are appreciated.
- ❑ The attached slides show results for each of the 4 questions and a summary of the 91 comments received.
- ❑ The Board has contacted the 3 major providers used in the community for bids/proposals. Additional information will be forthcoming.

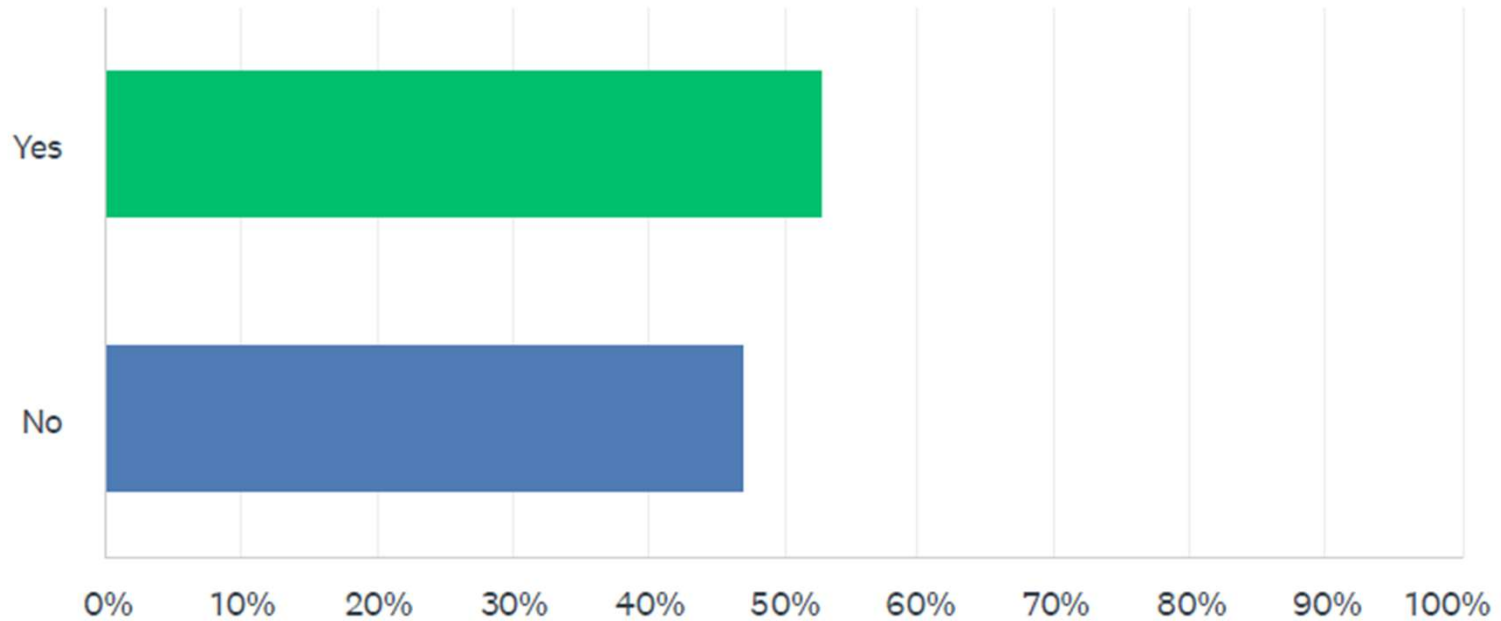
Q1 – Which collection provider do you use?



ANSWER CHOICES	RESPONSES	
Waste Management	33.11%	101
Republic (formerly GFL and Tri-Lakes)	31.15%	95
Infinite Disposal (APEX)	29.51%	90
Other (please specify)	6.23%	19
TOTAL		305

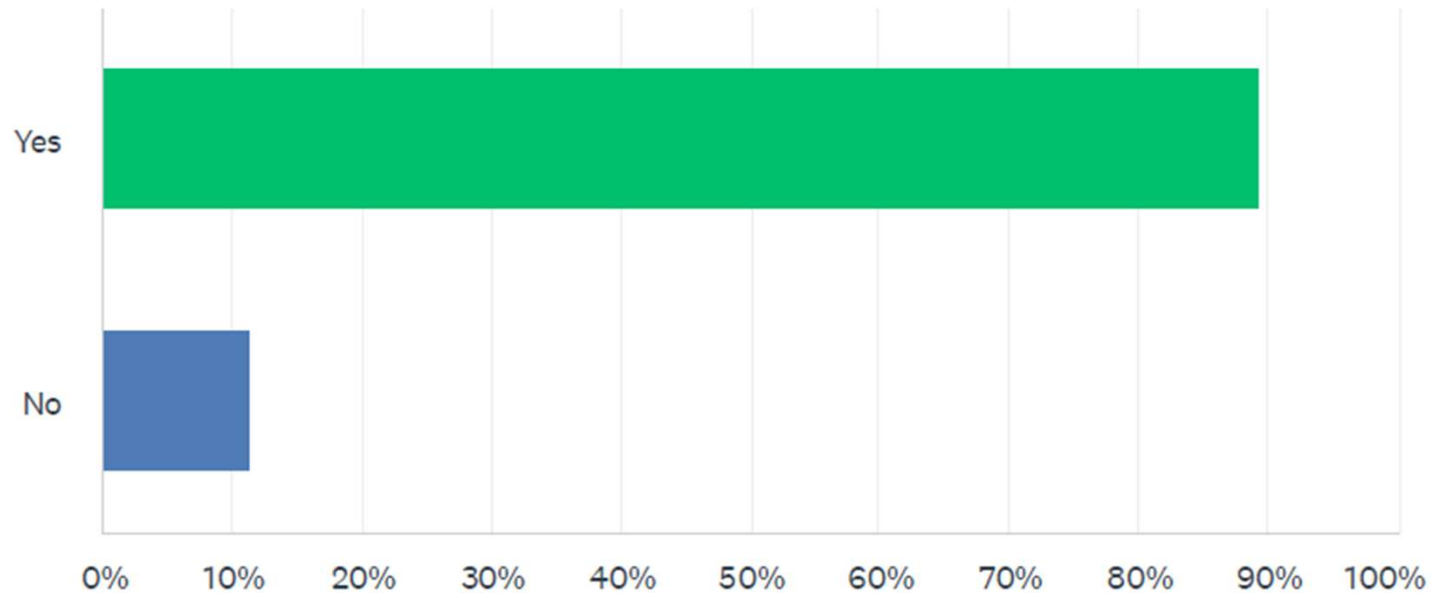
*Other providers included 16 with Waste Connections, 2 with “The Dump” and 1 with “none”.

Q2 – Do you use this provider’s recycling service?



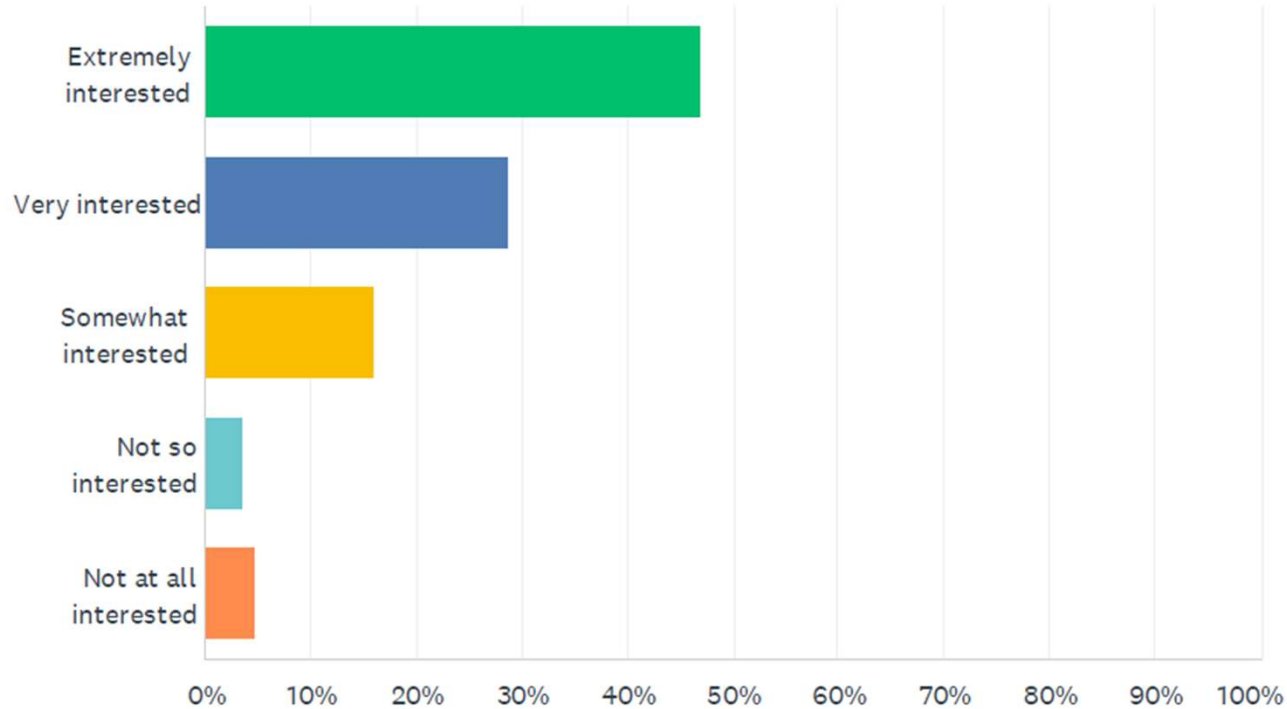
ANSWER CHOICES	RESPONSES	
Yes	52.96%	161
No	47.04%	143
TOTAL		304

Q3 – Are you satisfied with this provider?



ANSWER CHOICES	RESPONSES
Yes	89.40% 270
No	11.26% 34
Total Respondents: 302	

Q4 – Would you support exploring a common provider.....?



ANSWER CHOICES	RESPONSES	
Extremely interested	46.89%	143
Very interested	28.85%	88
Somewhat interested	16.07%	49
Not so interested	3.61%	11
Not at all interested	4.59%	14
TOTAL		305

Summary of write-in responses

1. **Overall Support for Improvement:** Despite varied opinions, there is general consensus that residents are interested in exploring options that could lead to lower costs and better service, reflecting an appreciation for community engagement in decision-making.
2. **Pricing Concerns:** Many residents expressed that cost is a major factor in their satisfaction with trash services, with some stating they would switch providers if it meant lower costs. For instance, one resident mentioned they pay \$90.60 for three months and do not want to pay more than that .
3. **Desire for Better Service:** Several comments indicate a desire for improved service quality, with preferences for reliable pickups and fewer price increases. One resident noted that they have been very happy with Infinite Disposal due to its consistent service.
4. **Recycling Options:** There is a strong interest in having recycling services available, with many respondents wanting it included at minimal or no cost. Some residents are open to recycling if it is not too expensive.

Summary of write-in responses (cont'd)

5. **Interest in a Common Provider:** Some residents support the idea of a common provider to reduce truck traffic and improve efficiency, while others are concerned about the potential loss of service quality or increased costs.
6. **Pickup Frequency Preferences:** Feedback indicates a preference for more flexible pickup schedules, including requests for midweek pickups or additional trash collection days, especially for households that generate less waste.
7. **Satisfaction with Current Providers:** While some residents are satisfied with their current providers, others have switched due to high costs and poor service. This highlights a divide in opinions about the effectiveness of current services.