



FY17 Customer Satisfaction Survey

Data Analytics and Business Intelligence,
Austin Energy

WORKING WITH DABI AT AUSTIN ENERGY



**Unbiased,
Trusted Advisor**

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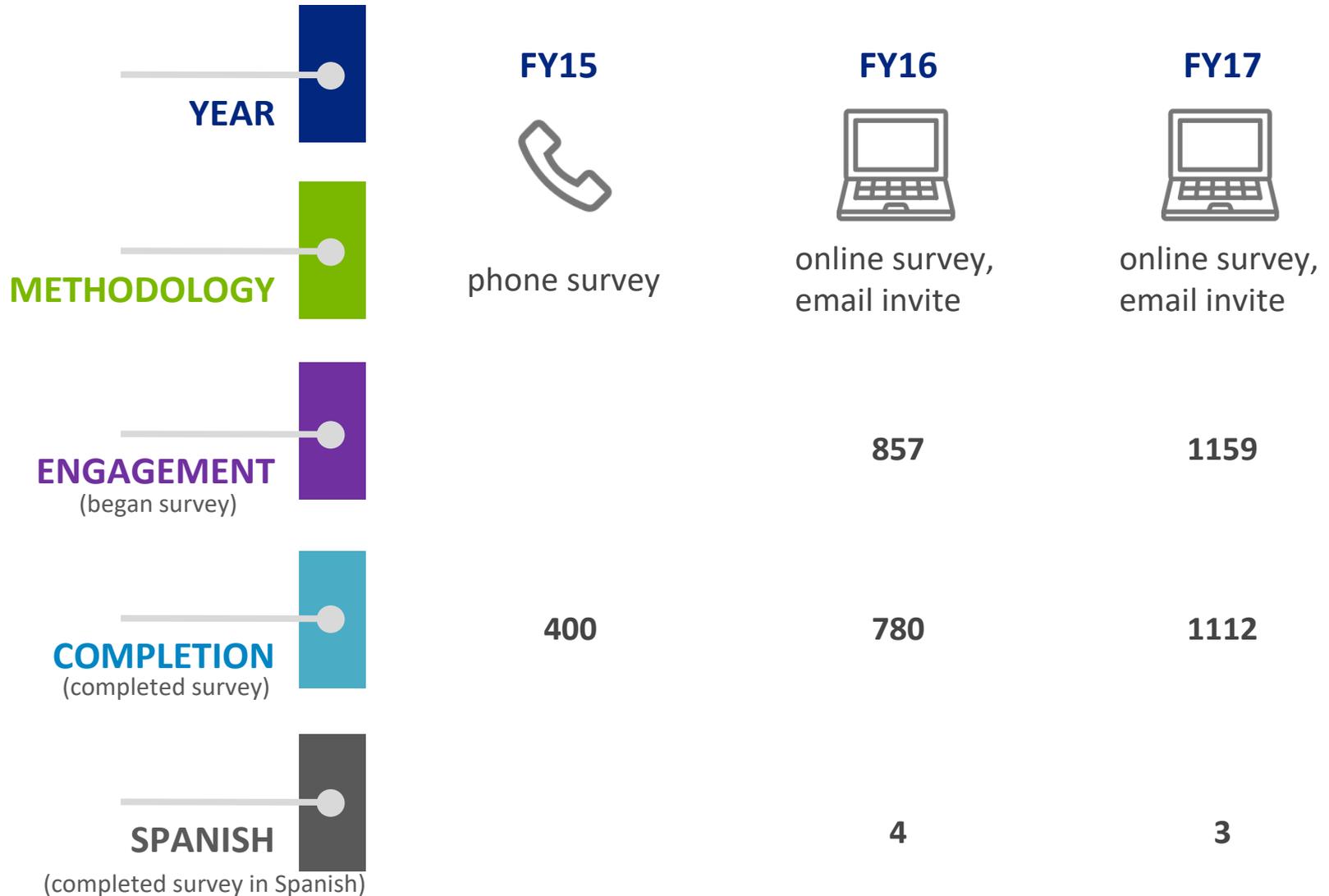
**Experienced Analytics
Team**

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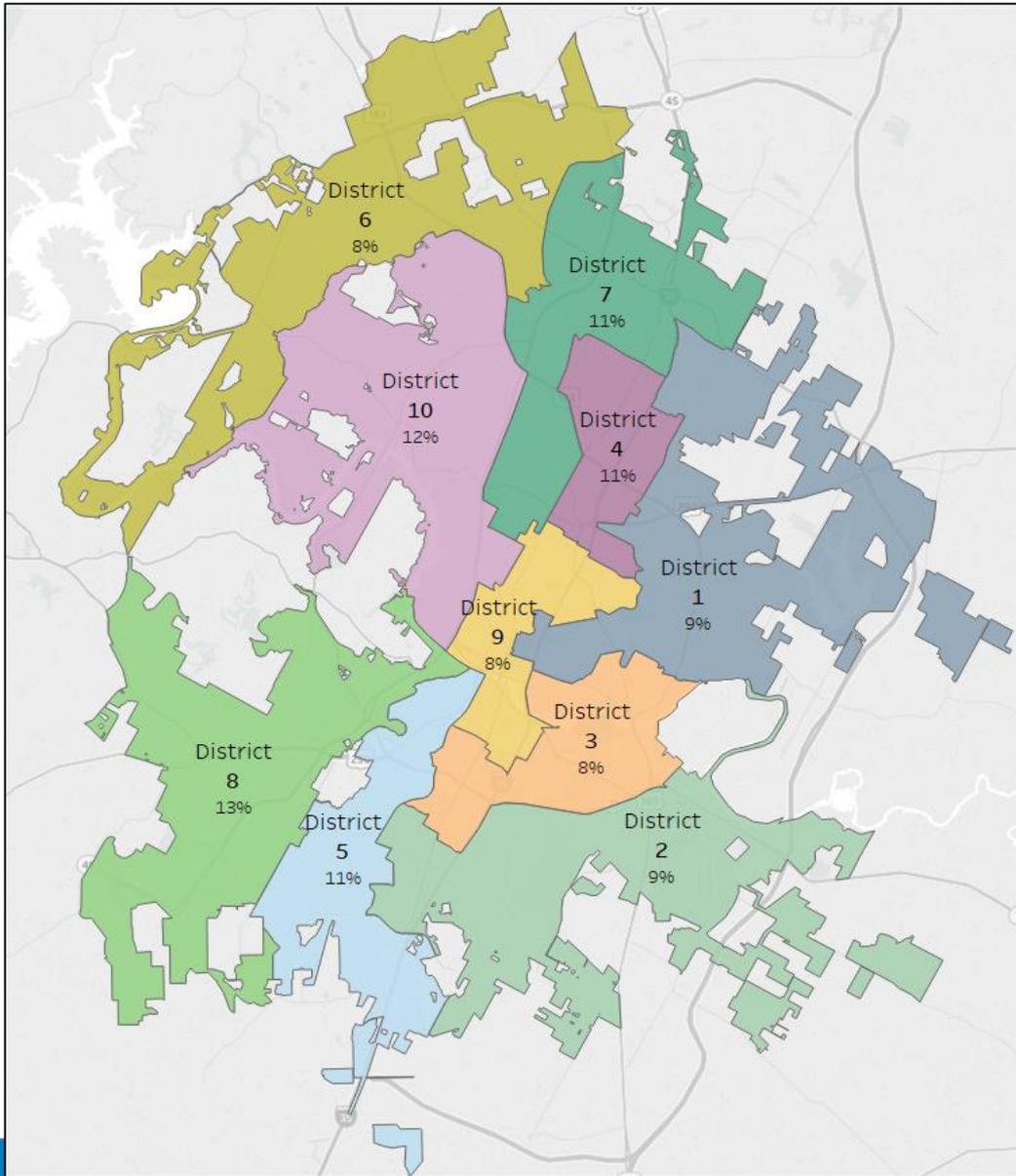


Big Picture Insights

Survey Methodology Summary



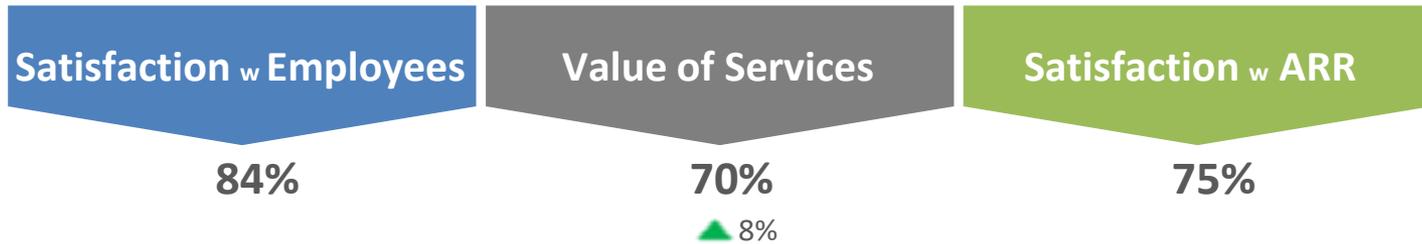
FY17 Responses by District



District	Responses
1	9%
2	9%
3	8%
4	11%
5	11%
6	8%
7	11%
8	13%
9	8%
10	12%

FY17 Customer Satisfaction Summary

FY17 Results



FY16 Results (%)



FY17 Summary Comments

*“Positive comments: I took the home composting class about three years ago and **enjoyed it and learned a lot!** I also received the rebate from taking this class and was able to purchase a great composting bin. **Thank you! The cart sizes are a great option to have - I know this is not available everywhere...**”*

*“It would be very beneficial if a collection location would be on **the north side of town for the hazardous products...**”*
*“Pick up **recycling every week**”*
*“It would be **good to know when street sweeping takes place...**If I knew beforehand, I could pull my vehicle into our driveway and we could actually get the curb swept in front of our house.”*

Average Customer Satisfaction* with the Quality of All Curbside and HHW Services and Employees

FY15 Results

84%

FY16 Results

77%

FY17 Results

80%

Next Steps

consider seasonality effect and
SURVEY SAME TIME NEXT YEAR
to avoid scheduled pick up slide days

maintain
UPWARD MOMENTUM
in all major areas

review customer pain points
TO INCREASE SATISFACTION
and program awareness/participation

FY17 Satisfaction by Service (%)



RECYCLING



RECYCLE REUSE
DROP OFF
CENTER

Satisfaction with Employees

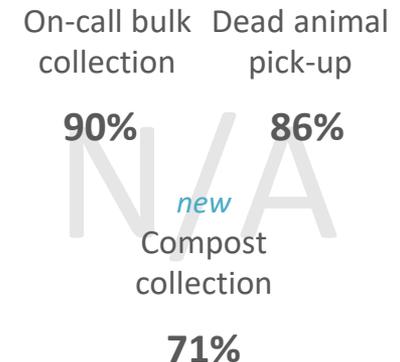
FY17 Results



Satisfaction w/ Employee Groups (%)



No Employee Interaction



Value of Services

FY17 Results

Satisfaction w/ Employees

Value of Services

Satisfaction w/ ARR

70%

▲ 8%

Satisfaction by Highly Used Service (%)

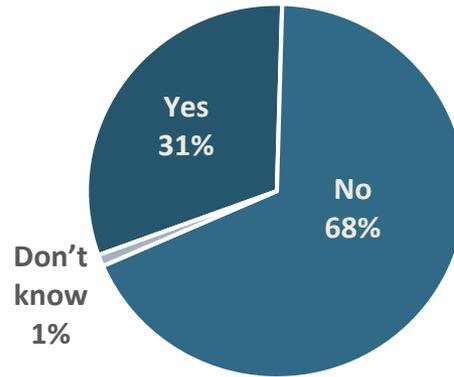


Services with No/Low Usage

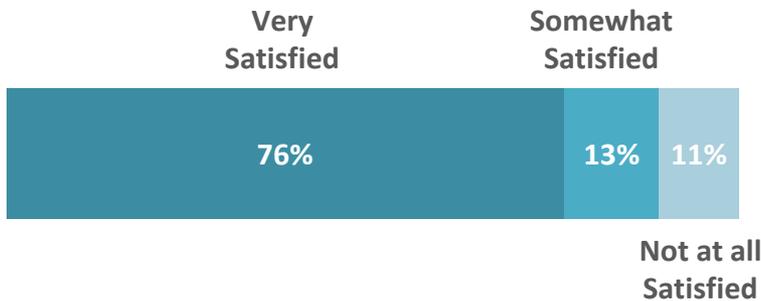
- 96% *new* Chicken keeping classes
- 95% *new* Chicken coop rebate
- 90% Home composting classes
- 89% Home composting rebate
- 88% ARR's cart tags
- 87% ARR Austin Reblend
- 82% On-call bulk collection
- 78% Dead animal pick-up
- 73% *new* Simple Recycling curbside
- 72% ARR website
- 56% *new* Curbside composting collection

Curbside Composting Program

new Currently Receive Curbside Composting



new Satisfaction with Curbside Composting



new What is Placed in Composting Cart

Yard trimmings	84%
Fruit and/or vegetable scraps	72%
Food-soiled paper	69%
Eggshells and/or cooked eggs	65%
Leftovers and/or spoiled food	63%
Compostable bags	56%
Meat, poultry and/or seafood	50%
Fats, oils & grease	27%
Plastic products labeled "biodegradable"	15%
Liquids	10%
Other, please specify	8%
Pet waste	5%
Total "Yes" receive curbside composting	319



Satisfaction with ARR

FY17 Results



Overall Habits and ARR Goal Awareness

38% are aware of the 2040 **LANDFILL REDUCTION GOAL**

41% are aware of the goal for **RECYCLING AND COMPOST** increase

More than Half utilize the city's **HAZARDOUS WASTE** facility

Customer Feedback on Hazardous Waste

"It builds up in my garage"

"In a box in a corner of my garage!"

"I'm hoarding them."

"I'm not sure how to dispose of them, so I end up keeping them..."

"We keep it forever in the garage"

"It's collecting in our garage b/c the facility isn't easy to get to from our house"

Satisfaction with ARR

FY17 Results

Satisfaction w Employees

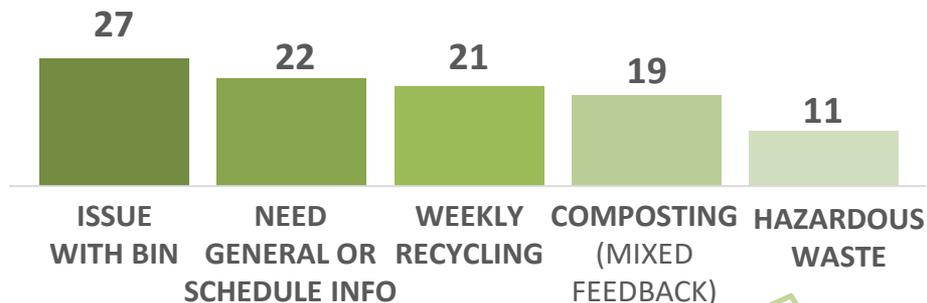
Value of Services

Satisfaction w ARR

75%

Customer Comments on Increasing Satisfaction w ARR

Top 5 of FY16 & FY17 Topics Combined (%)

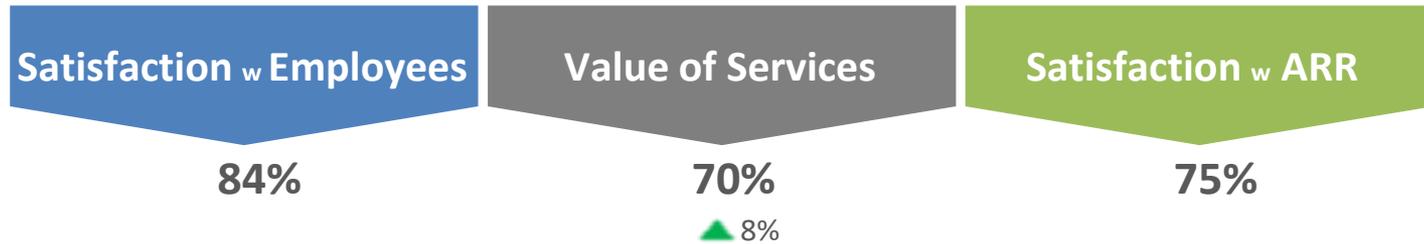


*"..It would be great to receive mailers for all of the programs available through Resource Recovery. The only postcards I've received over the years have been for general trash and recycling pick up as well as all trash pick up. **I would definitely utilize more of the programs and services if I knew what was available.**"*

*"**It would be very beneficial if a collection location would be on the north side of town for the hazardous products.** Maybe have several trailers at a temporary collection point in north Austin a couple of times a year and we could drop off the hazardous waste..."*

FY17 Customer Satisfaction Summary

FY17 Results



FY16 Results (%)



FY17 Summary Comments

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Thank You!