



FY17 Customer Satisfaction Survey

Data Analytics and Business Intelligence,
Austin Energy



WORKING WITH DABI AT AUSTIN ENERGY



**Unbiased,
Trusted Advisor**

+






**Experienced Analytics
Team**

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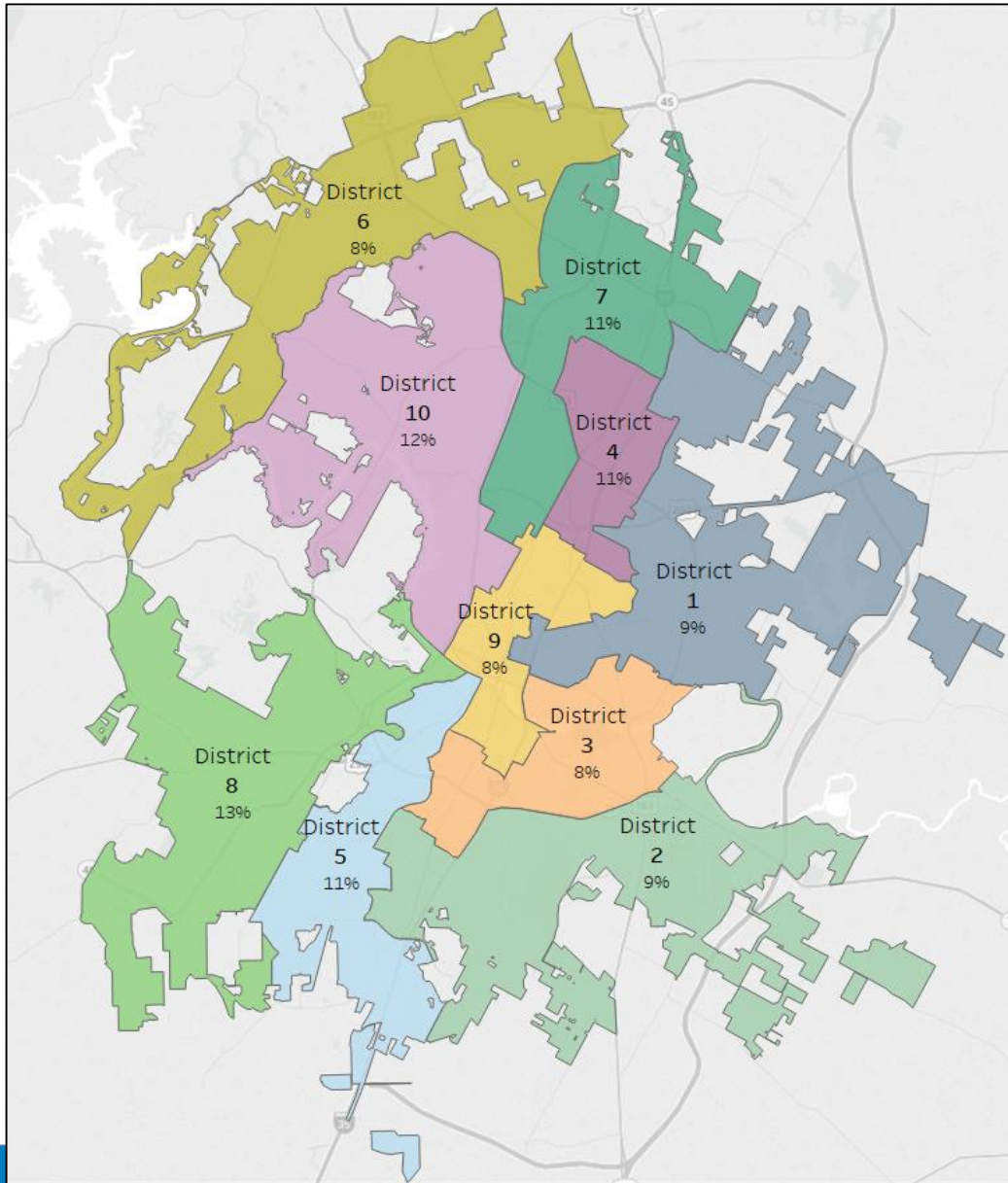


Big Picture Insights

Survey Methodology Summary

YEAR	FY15	FY16	FY17
METHODOLOGY	 phone survey	 online survey, email invite	 online survey, email invite
ENGAGEMENT (began survey)		857	1159
COMPLETION (completed survey)	400	780	1112
SPANISH (completed survey in Spanish)		4	3

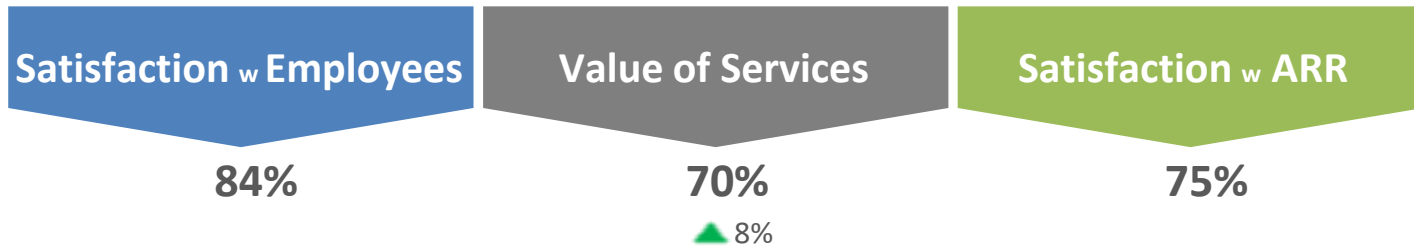
FY17 Responses by District



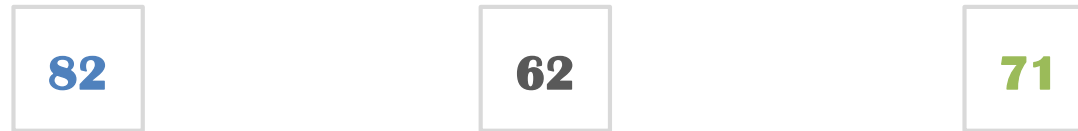
District	Responses
1	9%
2	9%
3	8%
4	11%
5	11%
6	8%
7	11%
8	13%
9	8%
10	12%

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

FY17 Satisfaction by Service (%)



RECYCLING



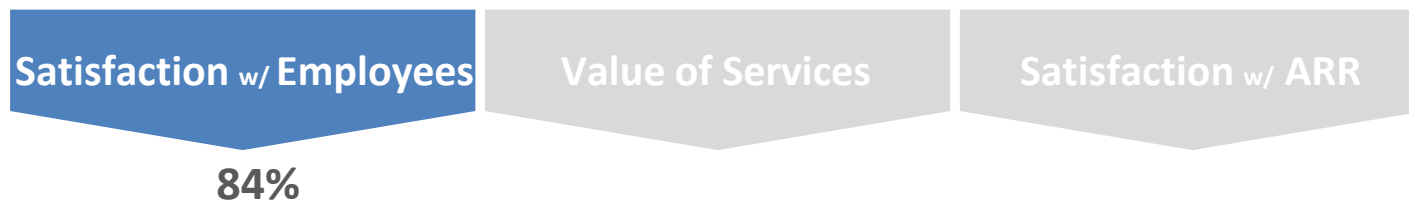
RECYCLE REUSE
DROP OFF
CENTER

maintain
UPWARD MOMENTUM
in all major areas

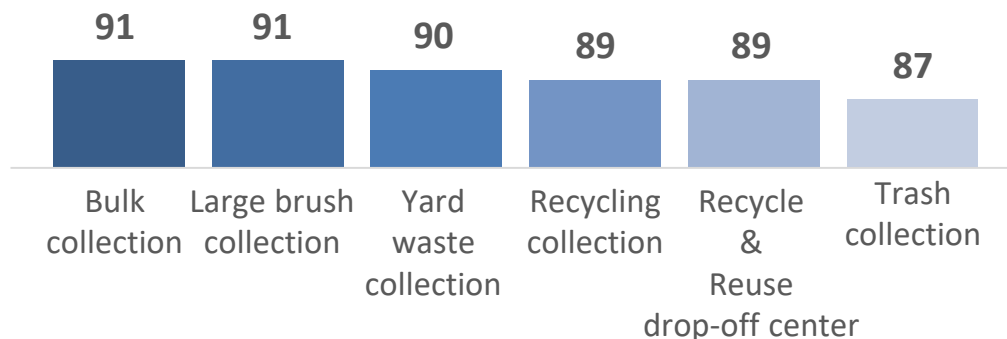
review customer pain points
TO INCREASE SATISFACTION
and program awareness/participation

Satisfaction with Employees

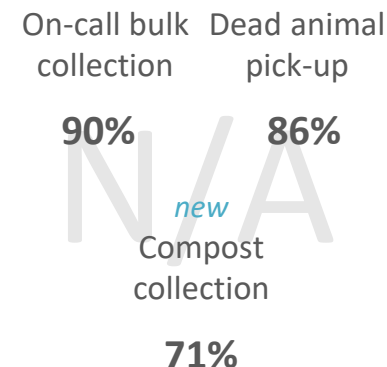
FY17 Results



Satisfaction w/ Employee Groups (%)

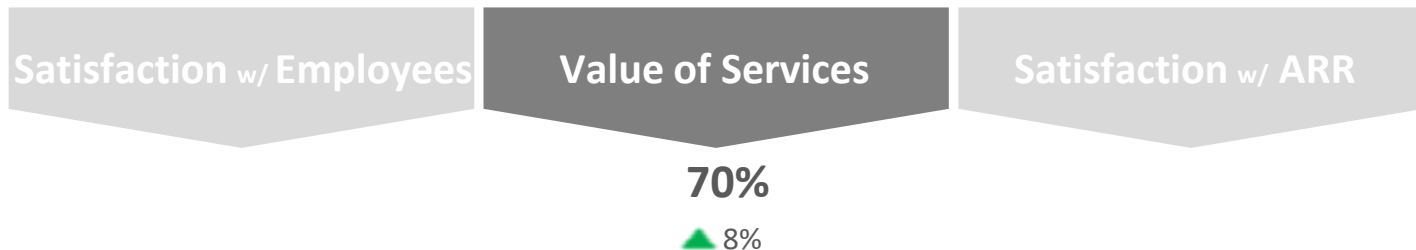


No Employee Interaction



Value of Services

FY17 Results



Satisfaction by Highly Used Service (%)



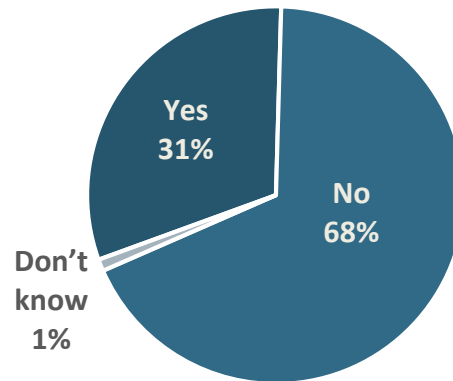
Services with No/Low Usage

96%	<i>new</i> Chicken keeping classes
95%	<i>new</i> 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%	<i>new</i> Simple Recycling curbside
72%	ARR website
56%	<i>new</i> Curbside composting collection

Curbside Composting Program

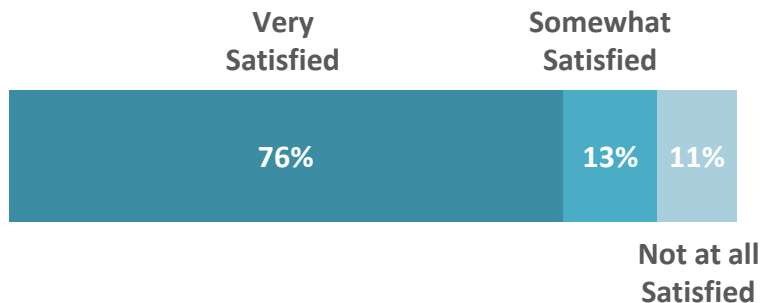
new

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



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"

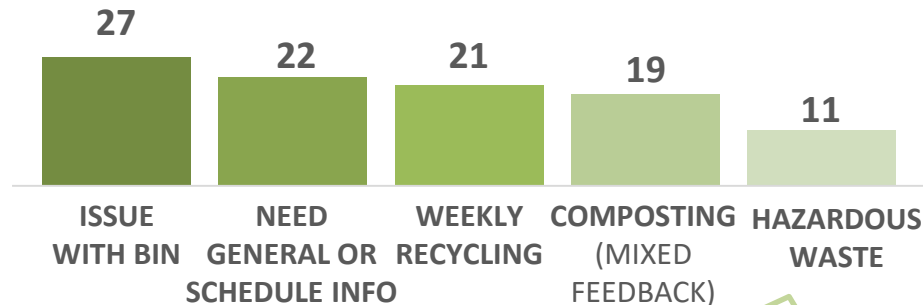
Satisfaction with ARR

FY17 Results



Customer Comments on Increasing Satisfaction w ARR

Top 5 of FY16 & FY17 Topics Combined (%)

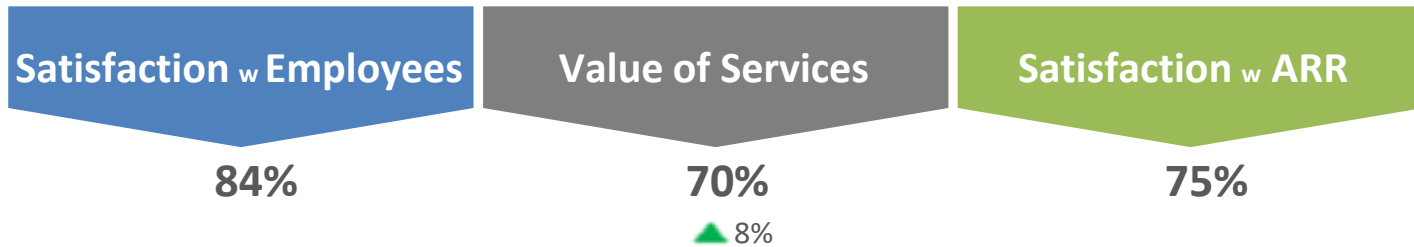


*"..It would be great to receive mailers for all of the programs available through Resource Recovery. The only postcards I've received over the years have been for general trash and recycling pick up as well as all trash pick up. **I would definitely utilize more of the programs and services if I knew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

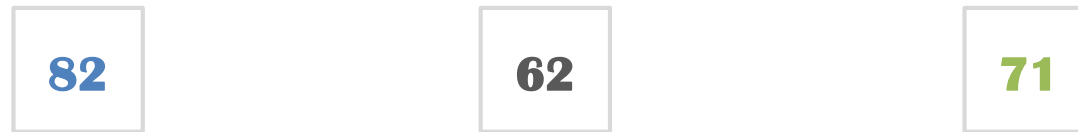
***"It would be very beneficial if a collection location would be on the north side of town for the hazardous products.** Maybe have several trailers at a temporary collection point in north Austin a couple of times a year and we could drop off the hazardous waste..."*

FY17 Customer Satisfaction Summary

FY17 Results



FY16 Results (%)



FY17 Summary Comments

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Thank You!