

RECYCLING CENTRE OPENING HOURS SURVEY 2014 - RESULTS

Moray Council provides a network of 8 Recycling Centres across the county, 5 of which are licensed to accept Household Waste. These centres, as well as the waste and recyclable materials presented play a critical part of the council's waste management strategy. With this in mind and it is important that we understand the thoughts of users in order that the sites and services can be developed.

For this survey:

73 people kindly completed the online survey.

914 people completed paper copies of the survey.

Are you satisfied with current opening hours?

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
59%	33 %	5%	2%	<1%	975	12

Which site do you visit most often?

Keith	Elgin	Buckie	Forres	Dallachy	Responses	No Response
34%	33%	21%	11%	1%	970	17

Why do you choose that site?

Location	Access within site	Customer Service	Responses	No Response
99%	23%	22%	979	8

How often do you visit a site (Times per year)

Once	2 to 10	11 to 20	20+	Responses	No Response
2%	35.%	33%	30%	977	10

What would make you use the Centres more often? (tick all that apply)

More Information	Better Location	Improved Layout	Improved Access	Responses	No Response
41%	14%	39%	27%	124	863

Which of the following would help improve opening hours?

Late Mon to Fri	Late Sat and Sun	Late All Week	Late March to Sept	Late All Year	Responses	No Response
31%	39%	8%	24%	6%	318	669

Which of the following materials do you deposit?

Kerbside Recyclables	Other Recyclables	Non Recyclables	Responses	No Response
54%	47%	54%	940	47

Are you satisfied with traffic queue times?

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
50%	41%	6%	3%	<1%	967	20

Are you with the layout of the site?

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
52%	43%	4%	2%	<1%	966	21

Are you satisfied with ease of access to containers?

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
53%	43%	3%	1%	<1%	966	21

Are you satisfied with the signage and information on the Site?

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
52%	40%	5%	2%	<1%	964	23

How Satisfied are you with the level of customer service received at the recycling centre?

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
56%	38%	5%	<1%	<1%	949	38

Have you ever experienced a problem when visiting a site?

Yes	No	Responses	No Response
4%	96%	966	21

How satisfied are you with the way the problem was handled?

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Responses	No Response
0%	15%	70%	15%	0%	33	954

Further details on the materials accepted at Recycling Centres can be viewed [here](#)