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**DROP-OFF STATION SURVEY SHOWS  
OUTSTANDING CUSTOMER SERVICE SATISFACTION**

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**97 percent of customers “very satisfied” or “satisfied” with service**

**Ann Arbor, MI** – Recycle Ann Arbor, a national leader in recycling and waste programs, announces that a recent survey of Drop-Off Station customers indicates that 97.6 percent of customers are either “very satisfied” or “satisfied” with the service received at the Drop-Off Station. This is the third customer satisfaction score of more than 97 percent in three consecutive years.

“For a service industry organization, a 97.6 percent customer satisfaction rating represents an outstanding endorsement by customers for a job well done on the part of the entire Drop-Off Station team,” said Recycle Ann Arbor CEO Melinda Uerling.

The annual customer survey is conducted to gather information on which to base plans for further improvements, activities, and marketing. The survey indicates the following about Drop-Off Station customers:

- One-third of customers live in the City of Ann Arbor, with only about five percent of customers coming from outside of Washtenaw County.
- One-third of customers do not have recycling services available at home or in their community.
- One-fourth of customers use the Drop-Off Station to recycle specialty items such as Styrofoam™, cardboard, plastic bags, and batteries.
- 75 percent of customers would utilize a secure computer hard drive destruction service, if it were offered at the Drop-Off Station.
- Almost half of all customers visit the Drop-Off Station once a month.
- More than 97 percent are satisfied with the customer service received at the Drop-Off Station.

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The Drop-Off Station customer survey has been conducted for five consecutive years, which has allowed tracking of a number of service factors and trends in customer patterns. The survey is a valuable tool to evaluate service and to ensure that the Drop-Off Station's programs and services continue to meet the needs and exceed the expectations of all customers, both present and future. As an example, based on the results of this year's survey, the Drop-Off Station is considering adding secure computer hard drive destruction as a new service.

The Drop-Off Station is the state's largest community recycling drop-off center. It is located at 2950 East Ellsworth Road in Ann Arbor, just west of Platt Road, and operated by Recycle Ann Arbor.

There is a \$3.00 entry fee to use the Drop-Off Station. Once the entry fee is paid, many recyclable items are accepted at no additional charge, such as paper, metals, glass, batteries and some electronics. In addition, a wide variety of items is accepted for disposal at minimal cost. All accepted items and fees are listed on the Drop-Off Station page at [www.recycleannarbor.org](http://www.recycleannarbor.org). Pick-up service is available for large bulky waste items, at additional charge. Dump trailers are available to rent.

Founded in 1977, Recycle Ann Arbor is a leader in the recycling industry, offering easy and convenient recycling for the home and workplace. As a private nonprofit organization, Recycle Ann Arbor is dedicated to providing education and innovative services in the collection, processing and distribution of recyclable materials. Recycle Ann Arbor is an affiliate of the Ecology Center in Ann Arbor, Michigan.

Recycle Ann Arbor started Michigan's first curbside recycling program in 1978, and currently operates the Drop-Off Station, the ReUse Center, the Environmental House green building resource center, the Ann Arbor curbside recycling program, Calvert's Roll-Off Containers for construction debris recycling, and Energy Works Michigan.

For more information about Recycle Ann Arbor, please call (734) 662-6288, or visit Recycle Ann Arbor on the Web at: [www.recycleannarbor.org](http://www.recycleannarbor.org).

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