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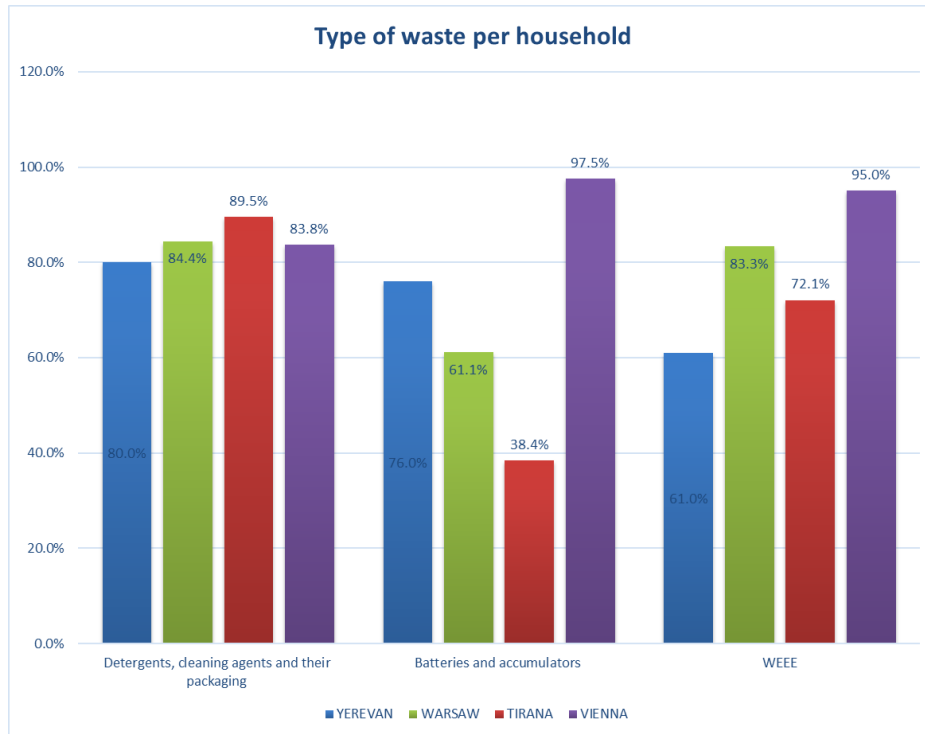


# **SURVEY REPORT - Citizens' awareness and satisfaction investigated by surveying samples of inhabitants: Yerevan, Warsaw, Tirana**

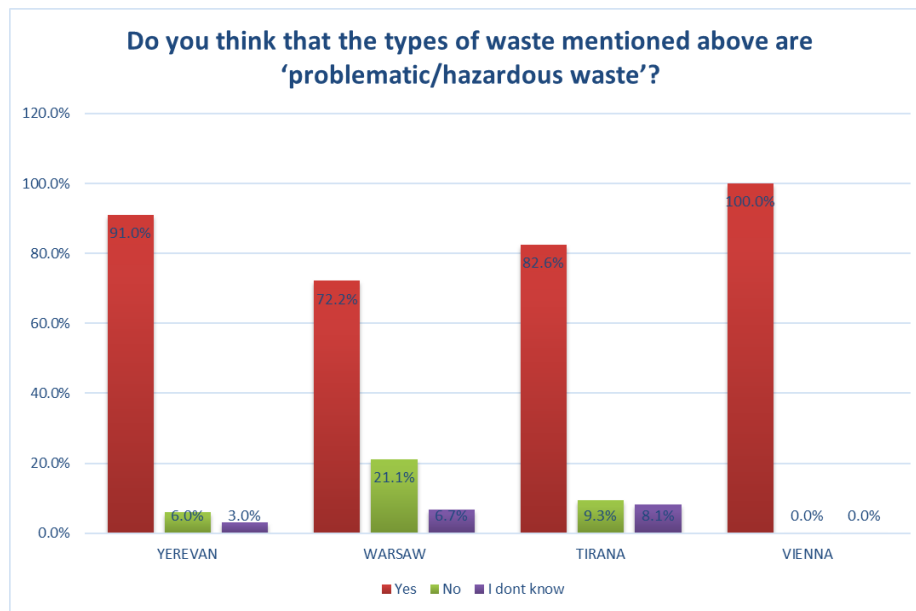
## **Comparative Survey Analysis**

The detailed interpretation of the Survey results for each city is provided within The Survey Report as part of the Baseline Study. For this Summary the Comparative Analysis is selected as the best way to highlight the differences and similarities between all cities in the processed HWM related topics.

Considering the type of hazardous waste per household, targeted population from all four cities has produced similar compositions of hazardous waste per type:



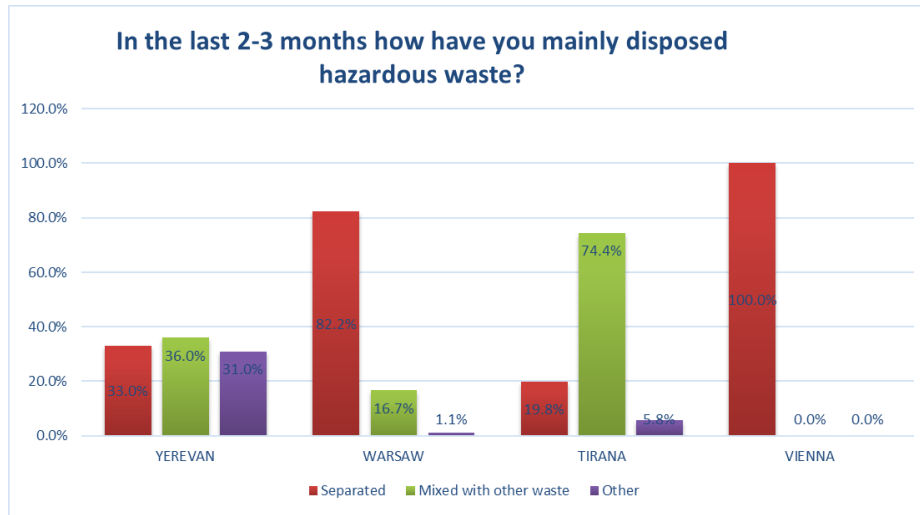
In general, responders from all tree cities consider HW as a dangerous and problematic.



Most of the responders from Yerevan and Tirana specified two problems for proper HW disposal:

1. Small number of collections points for HW and/or for large number of settlements no collection point at all;
2. Problem with access to the collection points.

As visually presented within the Graph below, only responders from Vienna answered in total sample of 100% that the HW is disposed properly, while Warsaw is at the second place with 75% of responders that are recycling.



Most of suggestions for improvement of the municipal services on HWM are:

- More awareness-raising campaigns on how to sort, which types of plastic can be recycled, where to dispose HW. Enlarge campaigns. Use social media, videos, commercials, share information and knowledge, education of citizens on how HW is dangerous for the society;
- More bins, more collection points and easy access to it, more control;
- Fines for those who are not recycling;
- More frequent garbage collection; more regularly, on time;
- Price reduction (for Vienna and Warsaw).

According to the survey, Vienna has the highest citizens' satisfaction level with municipal services for waste management, while Tirana has the lowest level (maximum grade is 5).

