

Customer Satisfaction Survey Questions

- 1) How often to visit the Landfill?
 - a) Bi-weekly
 - b) Weekly
 - c) Monthly
 - d) 1-2 times a year
- 2) Are you visiting the Landfill as a..
 - a) Local business owner/employee
 - b) Permanent resident
 - c) Seasonal resident
 - d) Visitor (examples; cottage rental, temporary stay/vacation)
- 3) What service(s) do you find the most useful at the landfill?
 - a) Waste disposal
 - b) Household Hazardous Waste (HHW)
 - c) Construction & Demolition drop-off
 - d) Recycling drop-off
 - e) Free compost pick-up
 - f) Free paint program
 - g) Textile Recycling
 - h) Electronic Recycling
 - i) Mattress recycling
 - j) Septage disposal
 - k) All of the above
- 4) What's your biggest barrier when visiting the Landfill?
 - a) Hours
 - b) Lines-ups
 - c) ~~No transportation~~
- 5) On a scale of 1 to 5, how satisfied are you with customer service experience today?
1 2 3 4 5
- 6) On a scale of 1 to 5, how satisfied are you with the diversion programs (?
1 2 3 4 5
- 7) On a scale of 1 to 5, how satisfied are you with the Landfill hours?
1 2 3 4 5
- 8) Where do you find information about the Landfill?
 - a) City Website
 - b) Calendar
 - c) Phone Call centre
 - d) Other _____
- 9) How can we improve your experience at the Landfill? _____

Would you be interested in participating in a Landfill Public Advisory Committee?