

# Lindsay Ops PRC Customer Service Survey Action Plan 2023-24

## Step 1 : Objective & Goals

Objective is to collect data on the overall operations of the Lindsay Ops Landfill.

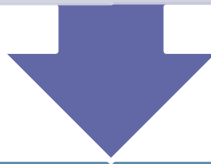
Complete



## Step 2: Participants

The target audience is the customers of the Landfill - broad range in ages. It is rarely possible to survey the entire population being researched. Instead, a sample population is surveyed. This group should represent the subject population as a whole.

Complete



## Step 3: Method

**In person - member volunteers? / students required, may slow down operations**  
**Online - free but may not reach all**  
Paper - slow down operations & more costly, less environmentally friendly

TBD - to be discussed with CAM and members



## Step 4: Design & Questions

Create questions and have PRC approval

Completed



## Step 5: Distribute

Distribute the survey using method from Step 3.  
Date of distribution is \_\_\_\_\_.

To be completed - date to be discussed with PRC



## Step 6: Analyze Data

Summarize the data

Kayla to complete in Q\_\_ to be discussed with PRC.



## Step 7: Results

Report on the results to the PRC

Kayla to complete in Q\_\_ to be discussed with PRC.