



## Customer Satisfaction Survey

Please deposit completed surveys in the white mailbox located in the public pick up and drop off area.

### 1. How did you learn about the FRCA?

- Newspaper
- Local Government Mailing
- Internet/Website
- Friend/Relative
- Other: \_\_\_\_\_

### 2. How long have you used this product?

- Less than one month
- One to six months
- Six months to one year
- One to two years
- More than two years

### 3. How often do you obtain Mulch or Compost from the FRCA or Township/Boro drop off sites?

- More than once a week
- Once a week
- Every two weeks
- Once a month
- How many times a day: \_\_\_\_\_

### 4. Overall, how satisfied are you with the Mulch?

- Very dissatisfied       Satisfied
- Dissatisfied           Very satisfied
- Does not apply

### 4a. Overall, how satisfied are you with the Compost?

- Very dissatisfied       Satisfied
- Dissatisfied           Very satisfied
- Does not apply

### 5. Please rate your overall opinion about the quality of the Mulch.

- Very low quality       Low quality
- Average                 High quality
- Does not apply

### 5a. Please rate your overall opinion about the quality of the Compost.

- Very low quality       Low quality
- Average                 High quality
- Does not apply

### 6. Compared to other Mulch, the quality of this product is:

- Much worse               About the same
- Worse                     Better
- Much better              Does not apply

### 6a. Compared to other Compost, the quality of this product is:

- Much worse               About the same
- Worse                     Better
- Much better              Does not apply

### 7. The value of the Mulch is:

- Very poor                 Poor
- Good                      Excellent
- Does not apply

### 7a. The value of the Compost is:

- Very poor                 Poor
- Good                      Excellent
- Does not apply

### 8. Will you continue to use the Mulch ?

- Yes                         No

### 8a. Will you continue to use the Compost?

- Yes                         No

### 9. Would you recommend the Mulch to others?

- Yes                         No

### 9a. Would you recommend the Compost to others?

- Yes                         No

### 10. How would you rate your service from the attendant?

- Very Poor                 Poor
- Good                       Excellent

11. What do you like most about the Mulch?

11a. What do you like least about the Mulch?

12. What do you like most about the Compost?

12a. What do you like least about the Compost?

13. What do you like most about the Processing Center?

13a. What do you like least about the Processing Center?

14. Additional information:

Name (optional) \_\_\_\_\_

Phone (optional) \_\_\_\_\_

The First Regional Compost Authority thanks you for the time spent filling out and completing this survey. The Authority will take this information and develop a better program for the residents. If there is any additional information needed to be transferred to the Authority, please call 610-262-1000, and ask for the Director of Operations.

After the survey is completed, please put the survey in the white mailbox next to the intercom.

– *First Regional Compost Authority*