

Survey

Council would like your feedback on the trial of the 'At call' hard waste collection service.

Personal details

Note: Personal details will not be publicly disclosed or used for any other reason than this survey.

Name:

Address:

Suburb: Postcode:

1. Booking experience

1. Did you book a collection? Yes No If 'no', please proceed to Section 4 Non users.

2. If 'yes', how many collections did you use? One Two

3. How would you rate the customer service when you booked your collection? (1 = poor, 5 = excellent)

1 2 3 4 5

2. Collection experience

1. After making the booking, how long did you wait for your collection? weeks or days.

2. How would you rate the service provided by the collector? (1 = poor, 5 = excellent)

1 2 3 4 5

3. Did you use the pre-booked hard waste collection label provided to show you had permission to place items on the kerb?

Yes No If no, please give your reason

3. Waste voucher

1. Did you use a waste voucher as well as the booked 'at call' service during the trial period (1 October 2015 - 30 September 2016)? Yes No

4. Non users

1. If you answered 'no' to section 1 'Booking experience', please provide your reason for not booking the service:

2. Did you use a waste voucher instead of a booked collection service? Yes No

Reason(s):

3. Would you consider booking a hard waste collection service in the future? Yes No

Reason(s):

Any additional comments/suggestions about the trial?

Thank you for taking time to provide feedback.
This survey can also be completed online at www.westtorrens.sa.gov.au/atcall