



2024 Customer Satisfaction Survey

Online Survey Available: Just go use the QR Code and take the survey online! →
Instructions: Only check one box for each question *unless* it says “check all that apply”.



Garbage Service

1. How would you rate your current garbage service? ☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very poor

2. How can we improve our garbage collection service? *(check all that apply)*
☐ Clean up spills/fallen litter ☐ Place carts back at curb ☐ Fix broken carts ☐ Close cart lids ☐ Other: _____

3. Did you know there are different size garbage carts or cans you can choose from? ☐ Yes ☐ No
(Curbside 20, 32, 64, 96-gallon carts are available—rates increase with size of cart)

4. Would you like to include any additional curbside collection services? *(check all that apply)* ☐ None *(Skip to # 5)* ☐ Additional Bulky Item Pick-up
☐ Additional On-Call Bagged Pick-up ☐ Household hazardous waste collection ☐ Other, please explain: _____

4a. Additional services will *(likely)* increase rates. How much more would you be willing to pay per month for the desired additional collection services selected above? ☐ \$0.00-\$1.00 ☐ \$1.01-\$3.00 ☐ \$3.01-\$6.00 ☐ greater than \$6.00

Recycling Service

5. How would you rate current recycling service? ☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very poor

6. How can we improve our recycling service? *(check all that apply)* ☐ Place carts back at curb ☐ More information about what can be put in recycling cart ☐ Fix broken carts ☐ Other, please explain: _____

7. Did you know you should empty, clean, and dry your bottles, jars, and/or beverage cans before placing in your recycling cart? ☐ Yes ☐ No

8. Did you know you can recycle junk mail, magazines, clean aluminum foil, and plastic bags in your recycling cart? ☐ Yes ☐ No

9. Did you know you can recycle used motor oil and oil filters picked up curbside on your scheduled collection day at no additional cost? ☐ Yes ☐ No

10. How often do you refer to the Annual Service Guide for information? ☐ 1 time a year ☐ 2-5 times a year ☐ 5+ times a year

11. Did you know additional recycling carts are available for a small monthly fee? ☐ Yes ☐ No

Organics Service

12. How would you rate your current organics service? ☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very poor

13. How can we improve our organics recycling service? *(check all that apply)* ☐ Place carts back at curb ☐ More information about what can be put in green cart ☐ Fix broken carts ☐ Other, please explain: _____

14. State regulations require mandatory organics recycling; did you know that you can put food scraps/food contaminated paper in your green cart? ☐ Yes ☐ No

15. Did you know additional green organics carts are available for a small monthly fee? ☐ Yes ☐ No

Service Options

16. How many times did you use your Annual On-Call Clean-ups (extra bagged/bundled waste) in the last 12 months? ☐ 0 ☐ 1 ☐ 2

16a. If 0, why not?: ☐ Didn't know it was available for no extra charge ☐ Didn't have any extra waste ☐ Other: _____

17. How many times did you use your Annual Bulky Item Pick-ups in the last 12 months? ☐ 0 ☐ 1 ☐ 2

17a. If 0, why not?: ☐ Didn't know it was available for no extra charge ☐ Didn't have any extra waste ☐ Other: _____

18. What additional information would you like to have in your service guide? *(check all that apply)* ☐ On-call Clean-ups ☐ Bulky Item Pick-up
☐ Other: _____

Customer Service

19. Have you tried to contact our customer service office during the last year? ☐ Yes ☐ No *(Skip to # 22)*

19a. If yes, were you fully satisfied with your interaction with us? ☐ Yes *(Skip to # 20)* ☐ No

19b. If not, why? ☐ No answer/no response ☐ On hold too long ☐ Rude/indifferent ☐ Required in-person visit ☐ Other: _____

20. Have you ever had to call more than once for the same problem? ☐ Yes ☐ No *(Skip to # 21)*

20a. If yes, please explain: _____

20b. Were you fully satisfied with the answer or resolution? ☐ Yes *(Skip to # 21)* ☐ No

20c. If not, why? *(check all that apply)* ☐ Inadequate/conflicting information ☐ Problem not resolved in timely manner
☐ Lack of adequate follow through ☐ Other, please explain: _____

21. Overall, how was your experience with customer service? ☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very poor

Billing Procedures

22. Are you satisfied with the accuracy/clarity/convenience of your bill? ☐ Yes *(Skip to # 23)* ☐ No

22a. If not, why? *(check all that apply)* ☐ Errors, lack of quality/accuracy ☐ Billing Cycle too short/long ☐ Inadequate explanation of charges
☐ Lack of timeliness/promptness of bill ☐ Insufficient payment policy information ☐ Other: _____

Communication

23. In the future, what is the best method for us to use to provide you with information related to our collection services, including clean-ups or changes in services? ☐ E-mail ☐ US Mail ☐ Bill Insert ☐ Website ☐ Phone ☐ Other, please specify: _____

24. How would you rate our website (RepublicServices.com/CCCCA)? ☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very poor

Questions/suggestions/comments: _____

How can we contact you? (OPTIONAL)

Name: _____ Phone: _____

Address: _____ E-mail: _____

Thank you for filling out this survey to help us serve you better!
Please mail back the completed survey using the enclosed postage-paid Business Reply envelope.

Seal with Tape Here



REPUBLIC SERVICES
441 NORTH BUCHANAN CIRCLE
PACHECO CA 94553-9677

POSTAGE WILL BE PAID BY ADDRESSEE

FIRST-CLASS MAIL PERMIT NO. 100 MARTINEZ, CA
BUSINESS REPLY MAIL

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



441 N. Buchanan Circle
Pacheco, CA 94553

PRESORTED
STANDARD
U.S. POSTAGE PAID
CONCORD, CA
PERMIT NO. 122

Printed on Recycled Paper

How are we doing?

We at Republic Services want to know how to serve you better!



Customer Survey: Please fill out the form inside and return to Republic Services postage paid.