



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*