

**SCHEDULE 37**  
**DRAFT CUSTOMER SATISFACTION SURVEY**

## Schedule XX: Customer Satisfaction Survey

### Preamble

Capitalised terms have the meaning set out in XX of the Project Agreement..

The Contractor is required to undertake an annual Customer Satisfaction Survey (CSS) as set out in Clause 69.4 of the Project Agreement. The CSS shall be undertaken by distributing to Service Users a questionnaire aimed at assessing their level of satisfaction with the Service. This Schedule sets out the:

- questions to be asked of Service Users;
- method of distributing and collating the questionnaires; and
- method for evaluating the responses to questionnaires and determining the level of satisfaction.

### Questionnaire

The Service Users are: ~~the Waste Disposal Authority (WDA) (Not defined as Service unser in the PA);~~ the Waste Collection Authorities (WCA) and ~~Wca party;~~ and member of the public at the HWRC. As the Service Users make use of different parts of the Service it is proposed to have unique questionnaires for each type of user. The Table below provides a summary of the Services and the interaction of Service Users.

Service	Service User		
	WDA	WCA	Public
Help Desk	✓	✓	✓
HWRCs			✓
Delivery Points		✓	
General Management	✓		

### WDA Questionnaire

The WDA questionnaire shall comprise the following questions:

1. Are you satisfied with the Help Desk service?
2. Are you satisfied with the Contractor's management team?
3. Are you satisfied with the standard of verbal communication? This need to be precised ?
4. Are you satisfied with the standard of written communication? This need to be precised ?
- ~~5.4.~~ Are you satisfied with the response time of written communication?
- ~~6.5.~~ Are you satisfied with the overall performance of the HWRC Service?
- ~~7.6.~~ Are you satisfied with the overall performance of the Delivery Points RTS Service?
- ~~8.7.~~ Are you satisfied with the overall management of the Service?



### WCA Questionnaire

The WCA questionnaire shall comprise the following questions:

1. Are you satisfied with the Help Desk service?
2. Are you satisfied with site cleanliness?
3. Are you satisfied with staff availability?
4. Are you satisfied that the staff are helpful?
5. Are you satisfied with regard to ease of use of sites?
6. Are you satisfied that the sites are safe to use?
7. Are you satisfied with odour control at sites?
8. Are you satisfied with traffic management at sites?
9. Are you satisfied with site signage?
10. Are you satisfied with the turn around of your vehicles at the sites?
11. Are you satisfied with the management of the Delivery Points?
12. Are you satisfied with the overall management of the Service?

### Public Questionnaire

The Public questionnaire shall comprise the following questions:

1. Are you satisfied with the Help Desk service?
2. Are you satisfied with the facilities for accepting recyclable materials at the site?
3. Are you satisfied with the cleanliness of the site?
4. Are you satisfied with staff availability?
5. Are you satisfied that the staff are helpful?
6. Are you satisfied with the ease of use of the site?
7. Are you satisfied that the site is safe?
8. Are you satisfied with the control of odours at the site?
9. Are you satisfied with the types of waste that are accepted at the site?
10. Are you satisfied with traffic management at the site?
11. Are you satisfied with site signage?
12. Are you satisfied with the frequency of container emptying at the site?
13. Are you satisfied with the site overall?

### **Distribution and Collation of Questionnaires**

The questionnaires should be distributed as follows:

1. WDA – One e-copy to Waste Manager for completion.
2. WCAs – One e-copy to each of the 6 Waste Managers.
3. For the Public Users the Contractor should arrange that [once a year] at each operational HWRC, at different times of the day during the course of a week,

at least 10 questionnaires are completed and returned by a random selection of members of the public using that site.

WDA and WCA managers are to complete the questionnaires, keep a hard copy and return a completed e-copy and hard copy to the Contractor within a month of receipt of the questionnaire.

The Contractor is required to collate all of the questionnaires returned by Service Users and evaluate them according to the method defined below.

### Evaluation of Service Users' Questionnaires

For each of the applicable questions Service Users are to indicate their level of satisfaction by marking each as follows:

Score	Satisfaction Level
6	Completely satisfied
5	Very Satisfied
4	Satisfied
3	Dissatisfied
2	Very Dissatisfied
1	Completely Dissatisfied

Where a service user has not answered a question, the score for that question shall be noted as 4 (Satisfied). The sum of the scores from the WDA and WCA Service Users shall have no weighting attributed to them. The sum of the scores from the public for each HWRC site shall be weighted according to the percentage throughput of waste at that site.

Service User	Actual Score	Maximum Score	% Satisfaction
WDA	x	48 (8*6)	$A = x/48 * 100$
WCA	y	72 (12*6)	$B = y/72 * 100$
Public (per site)	n	78 (13*6)	$n/78 * 100$
Public (total weighted)			$C = \sum(n/78 * z)/78$ where z = throughput weighting

The overall service satisfaction rating (%) will then =  $(A+B+C)/198 * 100$

NB. If the score for all questions is 4 (Satisfied) then the service satisfaction rating will be 67% (83% if score is 5). Need to link to Clause 9.27 of PM.

### NOTES

1. We need to establish the baseline CSS rating – do a survey in December 2006? If the baseline is below 67% we need to agree a time period over which SITA will get to 67%. Penalties for dropping below 67% would kick in thereafter.

2. Cost of the CSS to be met by Contractor.
3. Contractor may undertake the CSS themselves or use sub-contractor (approved by Authority).
4. Survey of Public Users should be anonymous.
5. Questionnaires should invite comment as well. These to be copied to WDA.
6. HWRC surveys to be conducted after user has used the site.
7. Members of the public should complete the survey themselves on-site and in private.
8. Authority to have right to observe the Public User survey process.
9. Sita to write up results of Survey with all relevant information including comments made by Users.