

Trash/Recycling/Compost Hauling Customer Satisfaction Survey – RFP Q&A

Updated: 10/14/22

1. **Is there any flexibility on the requested timeline for the RFP?** There may be some flexibility to get results by mid-February but that would be the latest. We could also move up the surveying timeframe to November if that's feasible.
2. **Is there a budget for this work?** There is not a specific budget for this project. For comparison, the City paid around \$30,000 to conduct the last citizen survey in 2020.
3. **For contact information, will the City or trash collection provider have contact information for only customers that we can use to conduct the survey?** The City will provide mailing addresses. The mailing list includes site of service rather than billing address.
4. **Are there any survey languages beyond English and Spanish needed?** I do not believe so.
5. **Has the City conducted similar surveys in the past?** The City has conducted citizen surveys with one or two questions about trash/recycling/compost hauling service but has not done a more detailed customer satisfaction survey.
6. **Under survey example, the City states a survey 1-2 pages in length. This implies a paper survey. Are alternative means of administration acceptable?** The City is open to alternative means but would like the survey to be accessible to all community members.
7. **The survey example states the City anticipates the survey is 'delivered to approximately 5,000 customers'. Is 5,000 a desired sample size (suggesting fewer actual completed surveys) or does the City anticipate the contractor taking steps to complete 5,000 surveys?** The City anticipates the contractor taking steps to complete 5,000 surveys.