

In order to improve customer service and better serve your needs, the City of Morgan Hill asks for your input on solid waste management services. Please take a few moments to answer the following questions and return your answers to the City. The survey is also available online at <http://wastesurvey.mhgreen.org> . (Note - do not add "www" into the address.)

Service Quality - Please rate the overall quality of services provided at your residence:

1. Garbage Collection (reliable, picked up on scheduled day, neat, complete)
 - Excellent
 - Good
 - Acceptable
 - Poor

2. Recycling Collection (reliable, picked up on scheduled day, neat, complete)
 - Excellent
 - Good
 - Acceptable
 - Poor

3. Organic Material Collection (reliable, picked up on scheduled day, neat, complete)
 - Excellent
 - Good
 - Acceptable
 - Poor

4. Customer Service (complaints handled courteously, bills received and processed appropriately)
 - Excellent
 - Good
 - Acceptable
 - Poor

5a. In the past year, have you made a complaint about your solid waste service?

Yes No circle one answer

5b. If yes, please indicate what the complaint was about: circle all that apply

Garbage Collection Billing Problem
 Recycling Collection Other _____

5c. If yes, were you satisfied with the way your complaint was handled?

Yes No circle one answer

5d. If you were not satisfied, please describe the problem, specify who you contacted to complain, and indicate what was lacking in its resolution. Feel free to use this space for positive comments as well. _____

Recycling Program

6. What materials do you usually recycle at the curbside? circle all that apply

- | | |
|---|-----------------|
| Newspapers | Aluminum Cans |
| Cardboard | Mixed Paper |
| Glass Bottles & Jars | Plastic Bottles |
| Steel/Tin Cans | Motor Oil |
| Oil Filters | |
| Batteries (top of cart) | |
| Food Waste (in green compostables cart) | |
| Other: _____ | |

7. Do you run out of room and have the need for additional recycling containers? If so, please indicate what you need below.

- Additional 64-gallon wheeled container that can be used for mixed recyclables
- Additional 96-gallon yard trimmings/compostables container



Recycling schedules and instructions are available at <https://www.recology.com/recology-south-valley/compost-recycle-landfill/> or call 408-310-4169.

My address is: _____

If you need to ask me a question regarding my request, I can be reached during the day at (____) _____ or via e-mail at _____

Recycling Program Changes

The City has learned that some residents find the biweekly collection of recyclables inconvenient and would like recyclables collected every week.

8a. Would you like the City to expand its recycling program by collecting recyclables weekly?

Yes No circle one answer

8b. If yes, how much more would you be willing to pay monthly for this increased service?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 76¢ - \$1.75 |
| <input type="checkbox"/> 1¢ - 75¢ | <input type="checkbox"/> \$1.76 - \$3.00 |

What other changes would you like to see in the City's recycling programs?

Questions or comments? Contact the Environmental Services Administrator at environ@morganhill.ca.gov or (408) 763-5200.

Thank You

Thank you for providing us with your input. If you would like a City staff person to contact you about a solid waste problem or other matter, please check the following box and include your contact information below.

Yes, please contact me.

My name is _____
and my daytime telephone number is _____
or my e-mail is _____.

(ONLY fill in if you really desire a return call or e-mail)

Please note, we cannot contact you to resolve your problem unless you provide us with your name and contact information!

Please return completed survey forms with your utility bill payment or by mailing separately to:

City of Morgan Hill
Environmental Services Division
17575 Peak Ave.
Morgan Hill, California 95037

or by scanning and sending the completed survey to environ@morganhill.ca.gov

If you prefer, you can take this survey online at: <http://wastesurvey.mhgreen.org>
(Note - do not add "www" into the address.)



QR Code to the Survey

2022 SOLID WASTE CUSTOMER SERVICE SURVEY



Environmental
Services
Division