

Survey: Product Evaluation Refuse Services (T)

15 respondents took this survey.

Question Summary

| | Question | Question Type | % of Respondents Submitting |
|-------------------------|------------|---------------|-----------------------------|
| Details | Question 1 | Rating grid | 100.00% |
| Details | Question 2 | Rating scale | 100.00% |
| Details | Question 3 | Yes-no | 93.33% |
| Details | Question 4 | Rating grid | 93.33% |
| Details | Question 5 | Rating scale | 86.67% |
| Details | Question 6 | Free response | 33.33% |
| Details | Question 7 | Free response | 86.67% |






[top](#)

Question 1 (Rating grid)






15 of 15 respondents answered this question.





How do you rate the supplier in the following areas:

1. Overall Customer Service


| Poor (1) - Excellent (5) | | Number of Respondents | Percent |
|--------------------------|---|-----------------------|---------|
| 1 |  | 0 | 0.00% |
| 2 |  | 1 | 6.67% |
| 3 |  | 6 | 40.00% |
| 4 |  | 4 | 26.67% |
| 5 |  | 4 | 26.67% |
| Total | | 15 | 100.00% |
| Average rating: 3.73 | | | |

2. Delivery as Scheduled or Promised











| Poor (1) - Excellent (5) | | Number of Respondents | Percent |
|--------------------------|---|-----------------------|---------|
| 1 |  | 0 | 0.00% |
| 2 |  | 1 | 7.14% |
| 3 |  | 6 | 42.86% |
| 4 |  | 4 | 28.57% |
| 5 |  | 3 | 21.43% |
| Total | | 14 | 100.00% |
| Average rating: 3.64 | | | |

| Question 2 (Rating scale) | | | |
|--|---|-----------------------|---------|
| 15 of 15 respondents answered this question. | | | |
| How satisfied are you with the supplier? | | | |
| Not Satisfied (1) - Very Satisfied (4) | | Number of Respondents | Percent |
| 1 |  | 0 | 0.00% |
| 2 |  | 1 | 6.67% |
| 3 |  | 10 | 66.67% |
| 4 |  | 4 | 26.67% |
| Total | | 15 | 100.00% |
| Average rating: 3.20 | | | |

[top](#)

| Question 3 (Yes-no) | | | |
|--|--|-----------------------|---------|
| 14 of 15 respondents answered this question. | | | |
| Will you use them again? | | | |
| | | Number of Respondents | Percent |
| Yes |  | 13 | 92.86% |
| No |  | 1 | 7.14% |
| Total | | 14 | 100.00% |

[top](#)

| Question 4 (Rating grid) | | | |
|--|---|-----------------------|---------|
| 14 of 15 respondents answered this question. | | | |
| How do you rate their product/service with regards to: | | | |
| 1. Compliance with Specifications | | | |
| Poor (1) - Excellent (5) | | Number of Respondents | Percent |
| 1 |  | 0 | 0.00% |
| 2 |  | 0 | 0.00% |
| 3 |  | 7 | 50.00% |
| 4 |  | 3 | 21.43% |
| 5 |  | 4 | 28.57% |
| Total | | 14 | 100.00% |
| Average rating: 3.79 | | | |
| 3. Price as Compared to Similar Products/Services | | | |
| Poor (1) - Excellent (5) | | Number of Respondents | Percent |
| 1 |  | 0 | 0.00% |
| 2 |  | 0 | 0.00% |
| 3 |  | 7 | 53.85% |
| 4 |  | 4 | 30.77% |
| 5 |  | 2 | 15.38% |
| Total | | 13 | 100.00% |
| Average rating: 3.62 | | | |

3. Price as Compared to Similar Products/Services

| Poor (1) - Excellent (5) | | Number of Respondents | Percent |
|--------------------------|-------------------------------------|-----------------------|---------|
| 1 | <input type="checkbox"/> | 0 | 0.00% |
| 2 | <input type="checkbox"/> | 0 | 0.00% |
| 3 | <input checked="" type="checkbox"/> | 7 | 53.85% |
| 4 | <input checked="" type="checkbox"/> | 4 | 30.77% |
| 5 | <input checked="" type="checkbox"/> | 2 | 15.38% |
| Total | | 13 | 100.00% |
| Average rating: 3.62 | | | |

[top](#)

| Question 5 (Rating scale) | | | |
|---|-------------------------------------|-----------------------|---------|
| 13 of 15 respondents answered this question. | | | |
| Would you purchase this product or use this vendor again? | | | |
| Very Unlikely (1) - Definitely (4) | | Number of Respondents | Percent |
| 1 | <input type="checkbox"/> | 0 | 0.00% |
| 2 | <input type="checkbox"/> | 0 | 0.00% |
| 3 | <input checked="" type="checkbox"/> | 9 | 69.23% |
| 4 | <input checked="" type="checkbox"/> | 4 | 30.77% |
| Total | | 13 | 100.00% |
| Average rating: 3.31 | | | |

[top](#)

| Question 6 (Free response) | | |
|---|-----------------------|---------|
| 5 of 15 respondents answered this question. | | |
| Please share any additional information regarding this supplier or the product/service provided. | | |
| | Number of Respondents | Percent |
| Hinson has the office supply bid and the color copy paper bid. Love them. | 1 | 20.00% |
| It is not possible to answer question 3 and 5 as we do not pay the bill or hire this company. It would be nice if they spray the container more often | 1 | 20.00% |
| n/a | 1 | 20.00% |
| Never had a problem and very helpful when I call and ask about a product or when a delivery will come. Very nice to talk to. | 1 | 20.00% |
| THEY HAVE ALWAYS BEEN HELPFUL TO MY STAFF IN THE MORNING. | 1 | 20.00% |
| Total | 5 | 100.00% |

Question 7 (Free response)

13 of 15 respondents answered this question.

Name of school/department

| | Number of Respondents | Percent |
|---|------------------------------|----------------|
| Atlantic West ELEM | 1 | 7.69% |
| Christopher Solomon/Westwood Heights Elementary | 1 | 7.69% |
| Community School North | 1 | 7.69% |
| Cooper City Elementary | 1 | 7.69% |
| Coral Glades High School | 1 | 7.69% |
| everglades | 1 | 7.69% |
| EVERGLADES H.S. | 1 | 7.69% |
| McArthur High School/Budgetkeeping (Purchased for Math Dept.) | 1 | 7.69% |
| North Andrews Gardens Elementary | 1 | 7.69% |
| Piper High School | 1 | 7.69% |
| Ramblewood Middle / Facilities | 1 | 7.69% |
| Sawgrass/3401 | 1 | 7.69% |
| Silver Ridge Elementary | 1 | 7.69% |
| Total | 13 | 100.00% |