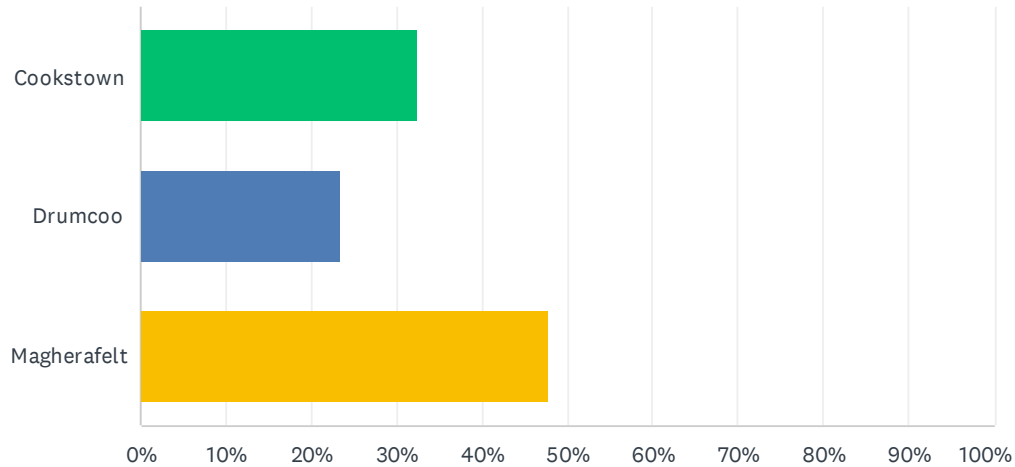


Q1 Which Recycling Centre or Centres do you normally use. Please select all relevant sites.

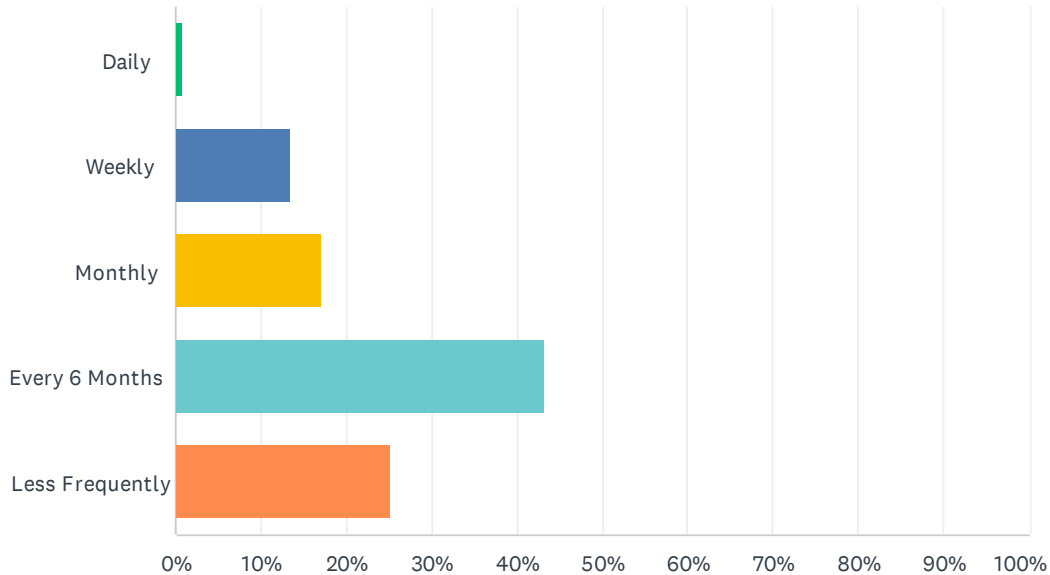
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Cookstown	32.43%	36
Drumcoo	23.42%	26
Magherafelt	47.75%	53
Total Respondents: 111		

Q2 How often do you use the Council's Recycling Centres for the disposal of commercial waste. Please select one:

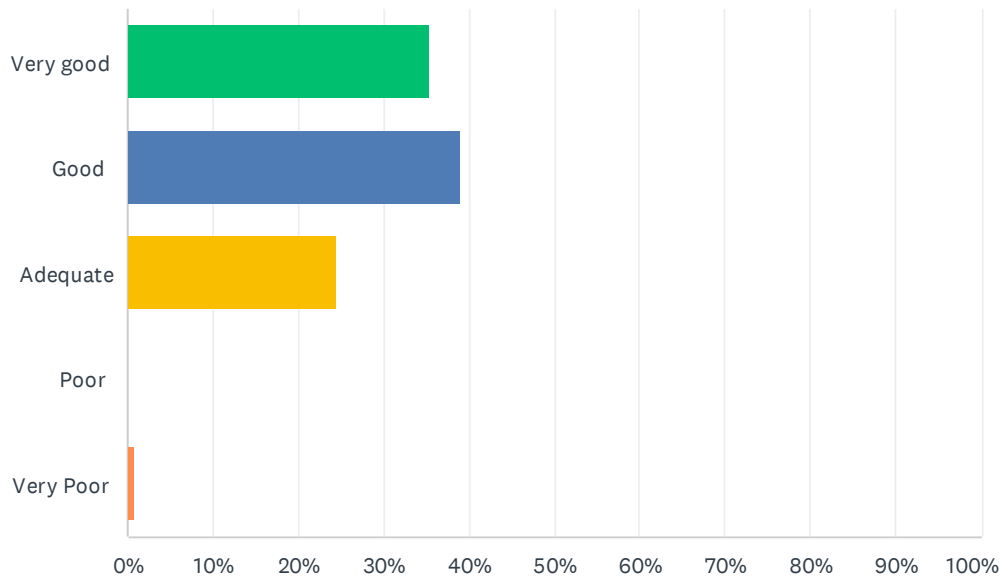
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daily	0.90%	1
Weekly	13.51%	15
Monthly	17.12%	19
Every 6 Months	43.24%	48
Less Frequently	25.23%	28
TOTAL		111

Q3 How do you find the opening hours on these sites? Please select one:

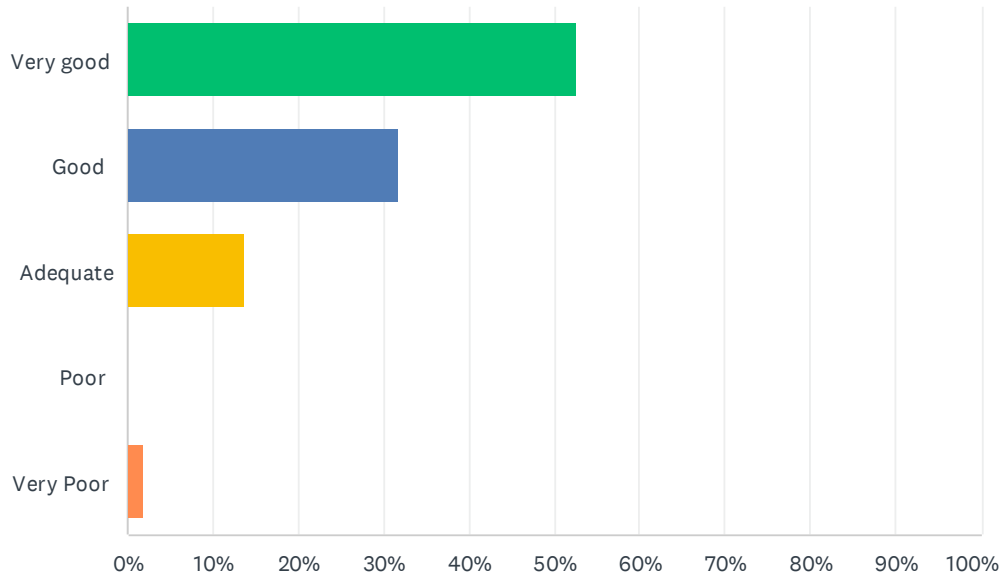
Answered: 110 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very good	35.45%	39
Good	39.09%	43
Adequate	24.55%	27
Poor	0.00%	0
Very Poor	0.91%	1
TOTAL		110

Q4 How would you rate the facilities at these Recycling Centres? Please select one:

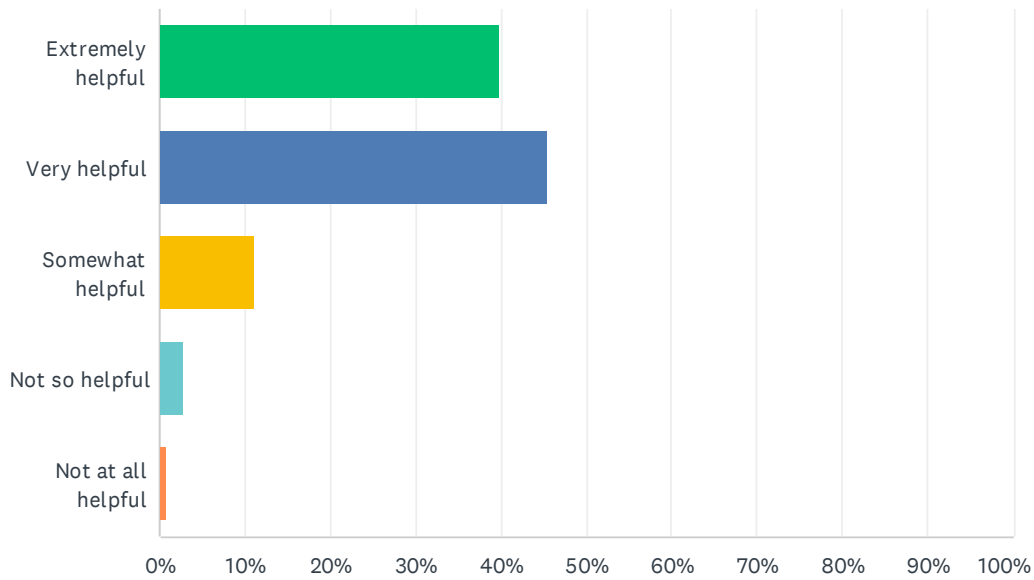
Answered: 110 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very good	52.73%	58
Good	31.82%	35
Adequate	13.64%	15
Poor	0.00%	0
Very Poor	1.82%	2
TOTAL		110

Q5 How do you find our staff? Please select one:

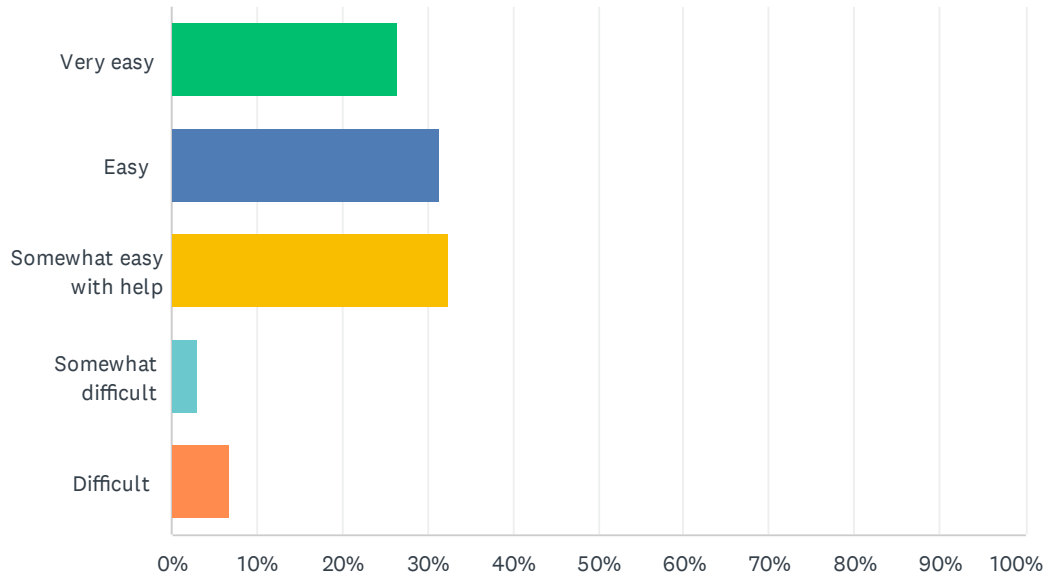
Answered: 108 Skipped: 3



ANSWER CHOICES	RESPONSES	
Extremely helpful	39.81%	43
Very helpful	45.37%	49
Somewhat helpful	11.11%	12
Not so helpful	2.78%	3
Not at all helpful	0.93%	1
TOTAL		108

Q6 How easy do you find the pre-paid swipe card to use? Please select one:

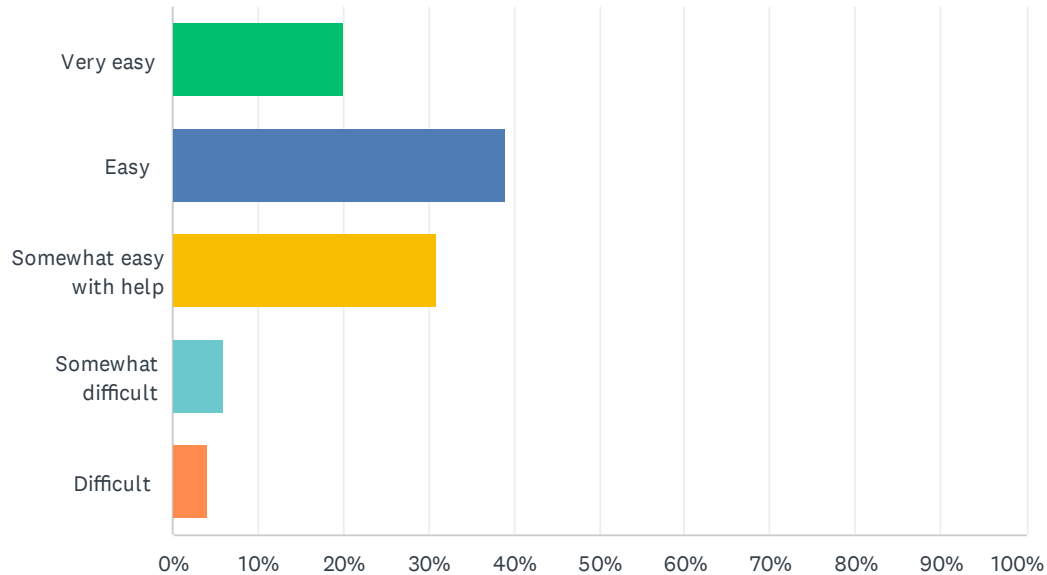
Answered: 102 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very easy	26.47%	27
Easy	31.37%	32
Somewhat easy with help	32.35%	33
Somewhat difficult	2.94%	3
Difficult	6.86%	7
TOTAL		102

Q7 How easy do you find the swipe card terminal on site to use? Please select one:

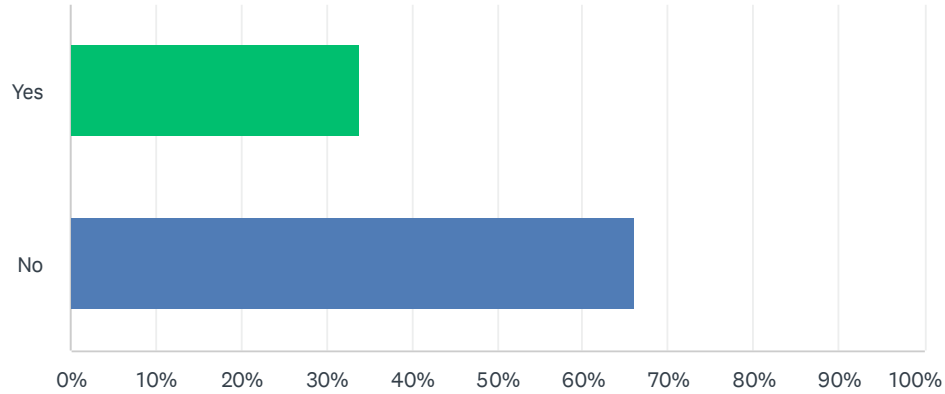
Answered: 100 Skipped: 11



ANSWER CHOICES	RESPONSES	
Very easy	20.00%	20
Easy	39.00%	39
Somewhat easy with help	31.00%	31
Somewhat difficult	6.00%	6
Difficult	4.00%	4
TOTAL		100

Q8 Do you use the online payment function to top up your card? Please select one:

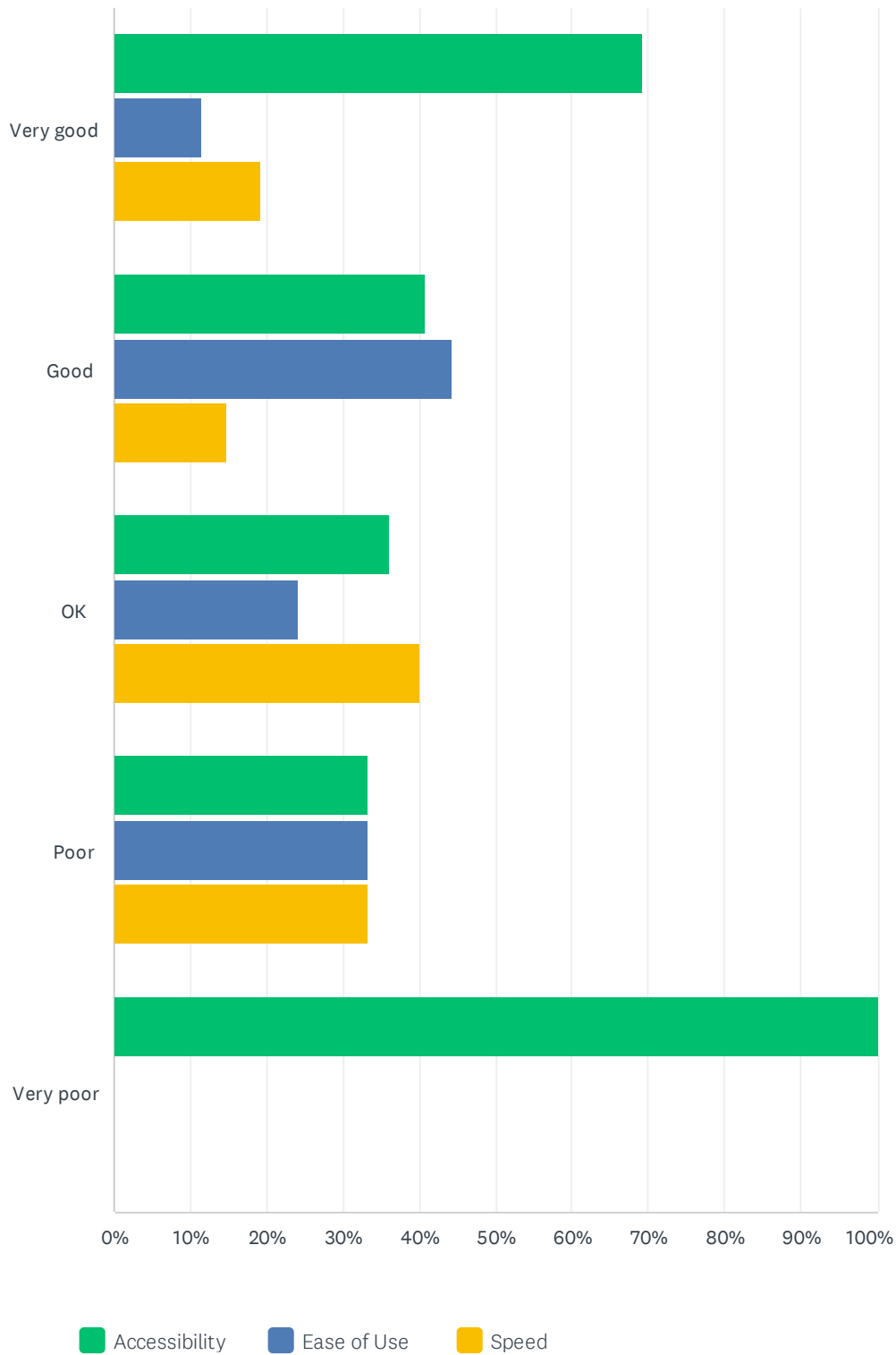
Answered: 106 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	33.96%	36
No	66.04%	70
Total Respondents: 106		

Q9 If yes, please rate the online service on the following:

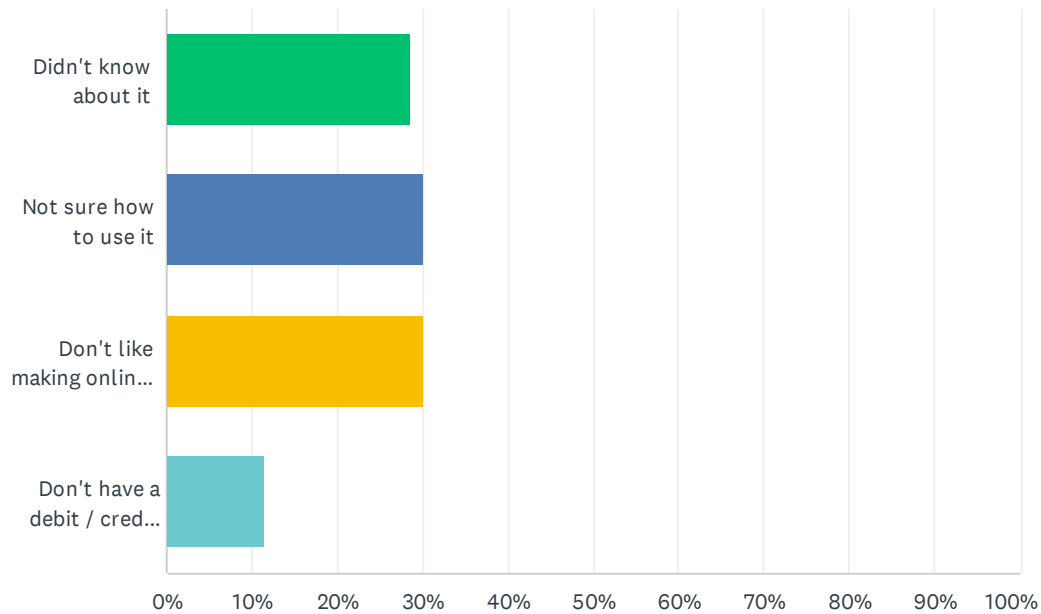
Answered: 49 Skipped: 62



	ACCESSIBILITY	EASE OF USE	SPEED	TOTAL
Very good	69.23% 18	11.54% 3	19.23% 5	26
Good	40.74% 11	44.44% 12	14.81% 4	27
OK	36.00% 9	24.00% 6	40.00% 10	25
Poor	33.33% 1	33.33% 1	33.33% 1	3
Very poor	100.00% 1	0.00% 0	0.00% 0	1

Q10 If no, please tell us why? Please select one:

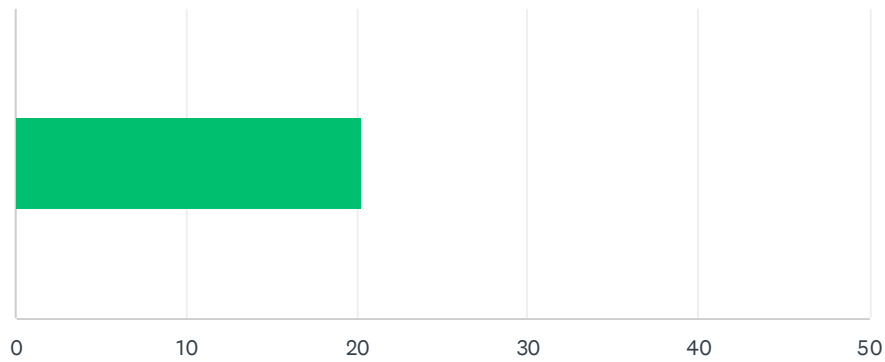
Answered: 70 Skipped: 41



ANSWER CHOICES	RESPONSES	
Didn't know about it	28.57%	20
Not sure how to use it	30.00%	21
Don't like making online payments	30.00%	21
Don't have a debit / credit card	11.43%	8
TOTAL		70

Q11 How likely are you to recommend this service to another user?

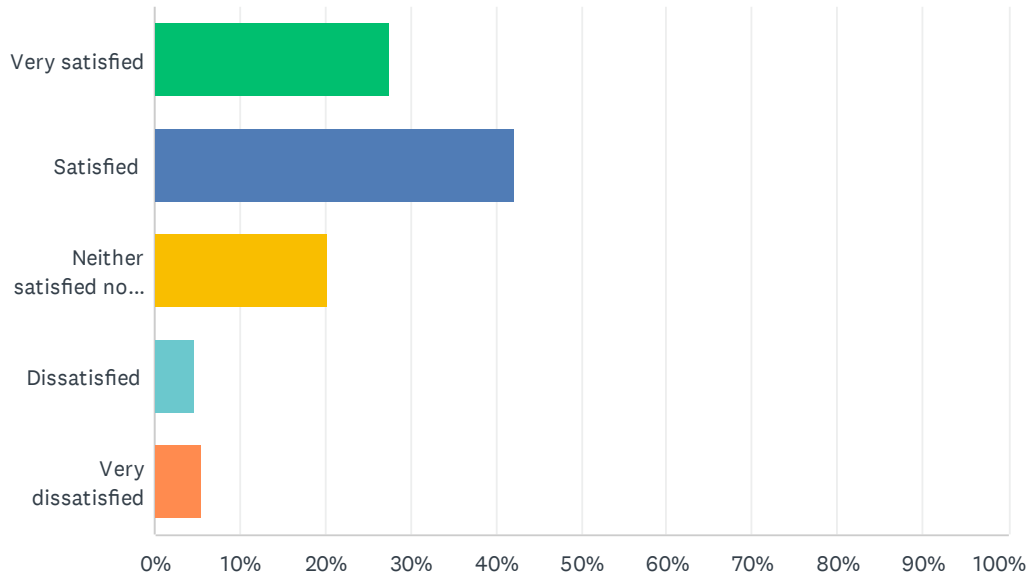
Answered: 101 Skipped: 10



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	20	2,041	101
Total Respondents: 101			

Q12 How satisfied are you with the Recycling Centre's pre-paid system? Please select one:

Answered: 109 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	27.52%	30
Satisfied	42.20%	46
Neither satisfied nor dissatisfied	20.18%	22
Dissatisfied	4.59%	5
Very dissatisfied	5.50%	6
TOTAL		109

Q13 Please include any other useful information or comments you want to make on the pre-paid system and how we could improve the service in the comments box below.

Answered: 26 Skipped: 85



Precia Molen: Pre-Paid Commercial Waste Customer Survey

On behalf of Mid Ulster District Council I would like to thank you for using the Council's pre-paid swipe card scheme for the disposal of commercial waste at the Council's 3 main recycling centres in Cookstown, Drumcoo and Magherafelt. As a valued customer your opinion is important to us so thank you for taking the time to complete this survey.

1. Which Recycling Centre or Centres do you normally use. Please select all relevant sites.

- ☐ Cookstown
- ☐ Drumcoo
- ☐ Magherafelt

2. How often do you use the Council's Recycling Centres for the disposal of commercial waste. Please select one:

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Every 6 Months
- ☐ Less Frequently

3. How do you find the opening hours on these sites? Please select one.

- ☐ Very good
- ☐ Good
- ☐ Adequate
- ☐ Poor
- ☐ Very Poor

Comments:

4. How would you rate the facilities at these Recycling Centres? Please select one:

- ☐ Very good
- ☐ Good
- ☐ Adequate
- ☐ Poor
- ☐ Very Poor

Comments:

5. How do you find our staff? Please select one:

- ☐ Extremely helpful
- ☐ Very helpful
- ☐ Somewhat helpful

- ☐ Not so helpful
- ☐ Not at all helpful

Comments:

6. How easy do you find the pre-paid swipe card to use? Please select one:

- ☐ Very easy
- ☐ Easy
- ☐ Somewhat easy with help

- ☐ Somewhat difficult
- ☐ Difficult

Comments:

7. How easy do you find the swipe card terminal on site to use? Please select one:

- ☐ Very easy
- ☐ Easy
- ☐ Somewhat easy with help

- ☐ Somewhat difficult
- ☐ Difficult

Comments:

8. Do you use the online payment function to top up your card? Please select one:

- ☐ Yes
- ☐ No

9. If yes, please rate the online service on the following:

	Accessibility	Ease of Use	Speed
Very good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OK	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. If no, please tell us why? Please select one:

- ☐ Didn't know about it
- ☐ Not sure how to use it
- ☐ Don't like making online payments
- ☐ Don't have a debit / credit card

11. How likely are you to recommend this service to another? Please select one:

Very likely Definitely not

☐ ☐

12. How satisfied are you with the Recycling Centre's pre-paid system? Please select one

- ☐ Very satisfied
- ☐ Dissatisfied
- ☐ Satisfied
- ☐ Very dissatisfied
- ☐ Neither satisfied nor dissatisfied

13. Please include any other useful information or comments you want to make on the pre-paid system and how we could improve the service in the comments box below.