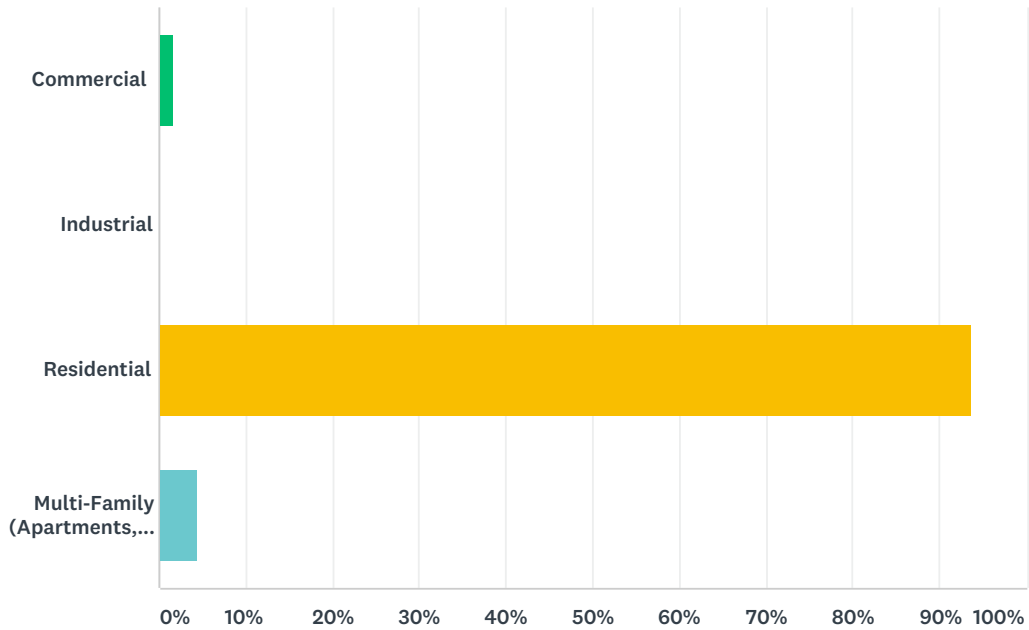


Q1 What customer type are you?

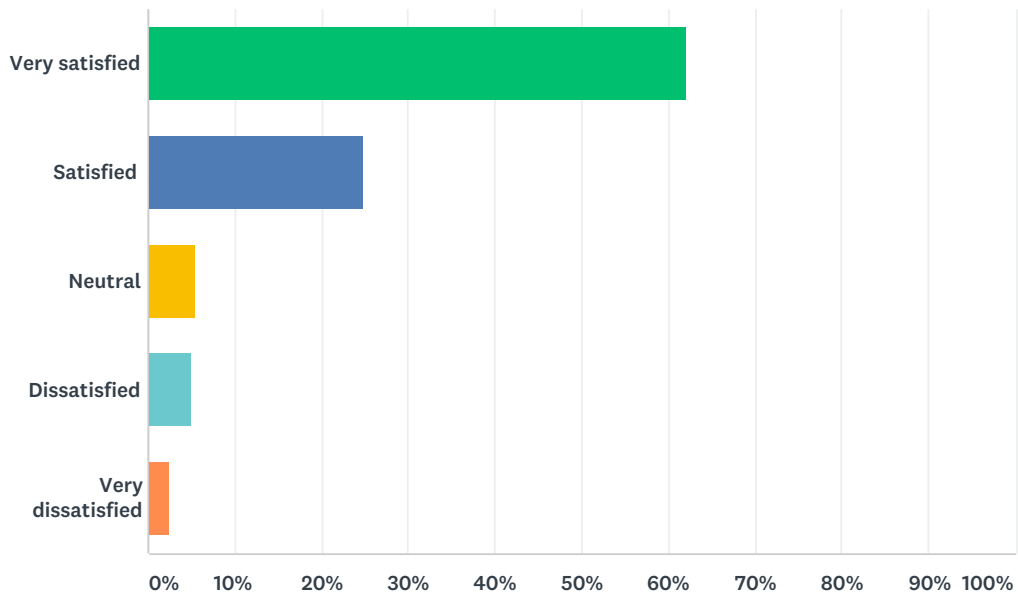
Answered: 566 Skipped: 2



ANSWER CHOICES	RESPONSES	
Commercial	1.77%	10
Industrial	0.18%	1
Residential	93.64%	530
Multi-Family (Apartments, Condos, etc)	4.42%	25
TOTAL		566

Q2 How would you rate your satisfaction with Republic Services' curbside service?

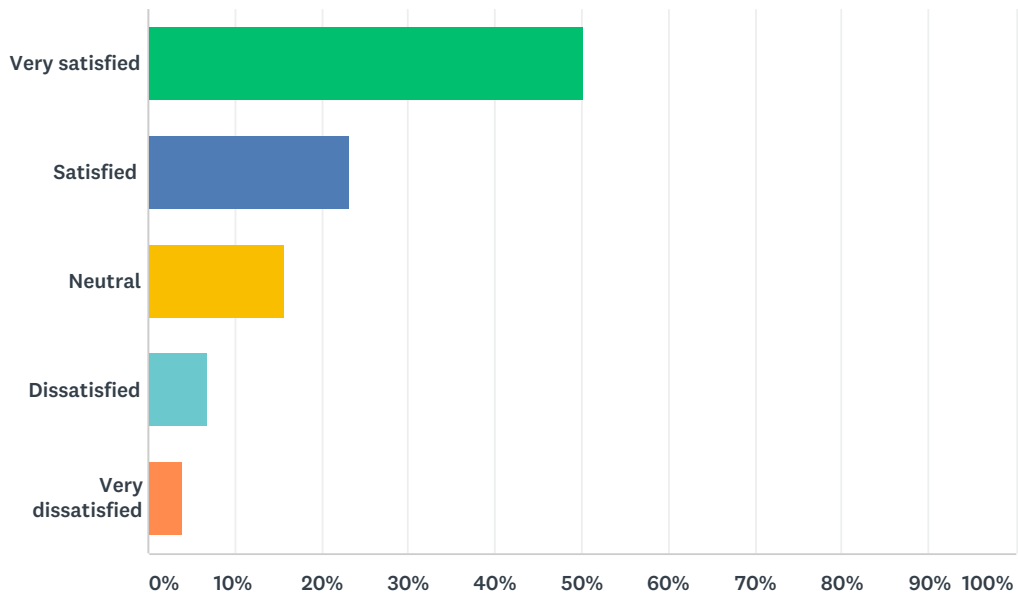
Answered: 568 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	62.15%	353
Satisfied	24.82%	141
Neutral	5.46%	31
Dissatisfied	5.11%	29
Very dissatisfied	2.46%	14
TOTAL		568

Q3 How would you rate your satisfaction with Republic Services' customer service when you call for assistance?

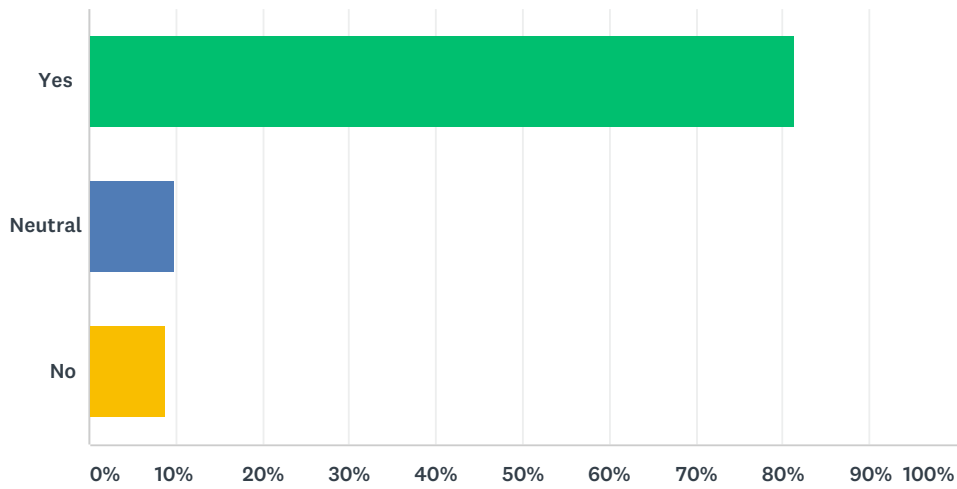
Answered: 561 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very satisfied	50.27%	282
Satisfied	23.17%	130
Neutral	15.69%	88
Dissatisfied	6.95%	39
Very dissatisfied	3.92%	22
TOTAL		561

Q4 Do the pickup options (trash, recycling, organics) meet your needs as a customer?

Answered: 565 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	81.42% 460
Neutral	9.73% 55
No	8.85% 50
TOTAL	565

Q5 Do you have any comments you would like to share with the Midterm Review panel?

Answered: 410 Skipped: 158