



4690 East Mesquite Avenue
P.O. Box 2711
Palm Springs, CA 92263

July – September 2016

[Recycling Questions?](#)

We welcome inquiries by telephone or email (info@palmspringsdisposal.com).

You may also contact the City's Resource Consultant, Gary Calhoun of Evergreen Recycling Solutions at 760-574-2582 with your questions or suggestions.

[Customer Service](#)

Excellent customer service is our goal. We value our customer service representatives, and we want to make sure that they are well equipped to serve you.

Call Monitoring. If you call our office, you will be advised, "Your call may be monitored for training purposes." When monitoring a call, our managers look for the positives to reinforce staff performance and weaknesses to improve staff performance through training.

Online Survey. When you call our office, our representative will ask you to provide an email address for customer satisfaction purposes. Each week, we randomly select ten percent of callers and invite them to participate in a brief online survey on their satisfaction with the contact. Email addresses are confidential, and we do not share or sell them with anyone.

Survey Results. In the last twelve months, 100% of customers surveyed rated our representative as having handled the contact *'moderately well or better'*, 86% rated our representative as handling the call *'quite well or better,'* and 78% rated our representative as handling the call *'extremely well.'* (The other choices were *'slightly well'* or *'not well at all'*)

The top three reasons that customers surveyed said that they contacted our office are:

- #3** To discuss cart issues (10%);
- #2** To arrange special services (11%);
- #1** To offer praise about an employee or the Company (21%).

Our Invitation. Please feel free to share your comments at any time by phone, letter or email. Your input will help us on our path to excellent customer service.

[Document Shredding & E-Waste Event](#)

The next document shredding and E-Waste recycling event sponsored by the City of Palm Springs Office of Sustainability will be held on October 15th. We will provide details in our October Newsletter. Residents may drop off E-Waste at no charge, 24/7 at the City Yard, 425 N Civic Drive.

[Upcoming Events](#)

~July 23, 9 A.M., Sustainable Saturday Film Series, *The Starfish Throwers*, Leisure Center Pavilion, 401 S. Pavilion Way, Palm Springs

~August 27, 9 A.M., Sustainable Saturday Film Series, *Switch*, Leisure Center Pavilion

~October 15, 8 A.M., FREE document shredding & E-Waste recycling event, City Hall parking lot

~October 17-21, FREE curbside collection of bulky waste, excess trash and yard waste (limits apply)

~October 22, FREE bulky waste drop-off event for residents, City Hall parking lot



[Save Water](#)

Q. Should I rinse my recyclable containers?

A. No, save the water. It is not necessary to rinse containers that you place in your **BLUE CART** to be recycled. The processing that occurs later will remove food, labels and foreign matter.

[Admin Fees Waived](#)

We offer two levels of curbside collection service (Economy & Family Value) and two levels of walk-in service (Walk-In & Estate). An administrative fee applies to customers that wish to change from one service to another.

During the period September 1st through 24th, we waive administrative fees for service changes. Service changes may be made at any time online or by calling our office. Written authorization is required for all service changes; simply request a subscription change form.

[Auto-Pay](#)

Online registration and online bill pay are available 24/7.

If you are selling your home, please remember to cancel your auto-pay arrangement online at www.palmspringsdisposal.com.

[In Her Own Words](#)

Carla is our Senior Customer Service Representative, serving residential customers and has been a member of our team for seventeen years. Prior to joining us, she worked as a sales secretary for a property management company. Carla consistently earns high praise from her customers.

"I enjoy working at PSDS because we are treated like family and not just employees and because I get to meet a lot of different people either by phone or in person."

"At the end of the day, I feel a sense of accomplishment when my desk is cleared and I have returned all my phone calls and emails."

"To me, excellent customer service means when I hear from my customers that I have helped them tremendously and that they tell their neighbors to contact me when they have a question or concern."