



King County
Department of Natural Resources & Parks
Solid Waste Division

Waste Monitoring Program

2002 Customer Satisfaction Surveys

Final Report

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Chapter 1

Introduction and Summary

1.1 PROJECT HISTORY AND PURPOSE

This report summarizes the results of a 2002 customer satisfaction survey of self-haul and commercial customers at King County's 10 solid waste disposal facilities, including eight transfer stations and two drop boxes.

Project History

A primary role of the King County Solid Waste Division is to provide for the transfer and disposal of mixed municipal solid waste (MMSW) generated within King County, outside the City of Seattle. Most of the MMSW generated in King County for disposal is first taken to one of 12 facilities: eight transfer stations and two drop boxes, which the Solid Waste Division owns; and two privately-owned transfer stations. Most of these facilities are located in urban areas, except for the two County-owned drop boxes and the Vashon and Enumclaw transfer stations, which are in more rural locations. MMSW brought to these 12 facilities is disposed at the Cedar Hills Regional Landfill, which the Solid Waste Division also owns.

To learn more about the types and quantities of MMSW disposed, the King County Solid Waste Division initiated the Waste Monitoring Program in 1990. This ongoing program seeks to characterize the County's MMSW stream and to understand customers using County transfer facilities. Customers include both self-haulers (residents and businesses that bring materials directly to the County's facilities) and commercial haulers (firms that contract with local governments to operate a garbage company or operate under a state franchise in a particular geographic area).

As part of the Waste Monitoring Program, the County is also interested in gathering information about the level of customer satisfaction with the customer service, waste services, and physical facilities of the 10 County-owned transfer stations and drop boxes. The County has traditionally obtained information on customer satisfaction through annual telephone surveys of randomly selected households. However, the telephone surveys focus on residential recycling preferences and yield only limited information about customer satisfaction at the County's facilities. Additionally, the telephone surveys are administered only to households, so information from commercial haulers and non-residential self-haulers is not included.

Therefore, to obtain information on the level of customer satisfaction at its waste facilities, the County added a customer satisfaction survey to the Waste Monitoring Program in 1998 and repeated the survey again in 2000 and 2002. The County uses this survey information to monitor its performance and to assist in identifying areas where improvements can be made.

Project Purpose & Approach

The customer satisfaction survey was administered directly to self-haul and commercial customers at all County-owned waste facilities. The survey was designed for all customers to rate their level of satisfaction on a scale from 1 to 5 (with 1 being “extremely dissatisfied” and 5 being “extremely satisfied”) regarding the *customer service*, *waste services* (e.g., garbage, recycling, and yard waste services), and *physical facility*.¹ In addition, customer comments, suggestions, and reasons for dissatisfaction were also recorded.

This report summarizes the results of the customer satisfaction surveys administered in July and August 2002. Cascadia Consulting Group served as the primary contractor for this study, with assistance from Cunningham Environmental Consulting.

1.2 SUMMARY OF MAJOR CONCLUSIONS

Overall, both self-haul and commercial customers were highly satisfied with the customer service, waste services, and the physical facility at King County waste sites. Self-haulers were generally satisfied with each of the three categories, while commercial haulers on average were slightly less satisfied with waste services and the physical facility. Table 1-1 summarizes the average satisfaction ratings that self-haul and commercial customers provided for each service and the physical facility. The average satisfaction rating and the percent of customers who provided a rating of 3 or better were calculated from the ratings given for all facilities combined.²

¹ Because King County initiated an automated payment system at the Skykomish drop box in November 2001, the customer satisfaction questions for that site were modified. Please see a copy of the Skykomish survey instrument in Appendix A for more details.

² Since the Skykomish drop box had an automated payment system rather than scalehouse staff during this study, customers at that site were asked to rate the *automated system* rather than *customer service*. In addition, customers were asked to rate the *condition of the site* instead of the *physical facility*, as Skykomish consists of a drop box only.

Table 1-1. Average Satisfaction Ratings for Self-haul and Commercial Customers, by Service Type

ALL STATIONS	Self-Haulers		Commercial Haulers	
	<i>Average Satisfaction Rating</i>	<i>% Who Rated a 3 or Higher</i>	<i>Average Satisfaction Rating</i>	<i>% Who Rated a 3 or Higher</i>
Customer service	4.60	99%	4.51	98%
Waste services	4.43	97%	4.30	92%
Physical facility	4.47	98%	4.17	90%
Skykomish: automated system	3.25	56%	—	—
Skykomish: condition of site	3.94	88%	—	—

Although customers were generally pleased with the services and physical facility (or condition of the site at Skykomish), numeric rankings and customer comments suggested various potential ways that the County could increase levels of satisfaction.

- Waste services received slightly lower satisfaction ratings from the commercial haulers at Algona and Bow Lake, which could be a result of overcrowding.
- Commercial customers at First Northeast, Algona, and Factoria gave lower ratings for the physical facility due to overcrowding and long wait times.
- At Algona and Houghton, self-haul customers frequently complained about wait times.
- The lack of hazardous waste collection was a concern for self-haulers at most sites, including Algona, Bow Lake, Factoria, First Northeast, Houghton, and Renton.
- Another common complaint among self-haulers was the price of services at all sites except for Cedar Falls, Skykomish, and Vashon.
- Self-haul customers at First Northeast and Vashon noted that recycle bins could be emptied more frequently.
- Among dissatisfied customers – those providing a satisfaction rating of 1 or 2 in one or more of the three categories (customer service, waste services, and physical facility) – the issue most commonly referred to was the waiting time and crowding.
- Dissatisfied customers at Algona complained that there were no recycling facilities, while those at First Northeast and Houghton expressed a desire for yard waste services.

- Dissatisfied customers at Algona and Factoria would prefer a shorter wait time, while Bow Lake, Renton, and Vashon visitors expressed concern about the chains being too high.
- Skykomish customers provided lower ratings on average for the automated system than for the other categories, expressing that the system did not work properly or that they were unhappy with the fees associated with it.

In summary, the results of the customer satisfaction survey demonstrate that the self-haul and commercial users of the transfer stations generally seem to appreciate the services King County provides. **While room for improvement remains, the high overall satisfaction ratings suggest that the County is effectively meeting most user needs.**

1.3 COMPARISONS TO PREVIOUS STUDIES

To the extent feasible, the customer satisfaction survey results for the year 2002 were compared to the 1998 and 2000 findings. The current study followed the same basic methodology as the 1998 and 2000 studies, with the following changes to the survey instrument:³

- The *waste services* category was added in place of three separate categories: *garbage*, *yard waste*, and *recycling services*;
- The *physical facility* category was added; and
- The *overall service* category was removed.

The results of the current study will serve as a baseline for the two new satisfaction categories, *waste services* and *physical facility*.

³ For the 1998, 2000, and 2002 studies, surveys were administered to vehicles entering each County facility on two days (one weekday and one weekend day). The studies were conducted in the summer months and had similar sample sizes, except for Algona where about twice as many vehicles were surveyed in 2000. Please see Chapter 2 for more details on the survey methodology.

Table 1-2 compares the average satisfaction ratings for customer service among self-haulers for the 1998, 2000, and 2002 study periods. **As shown, the average satisfaction ratings for the customer service category remained high for all three study periods.**

- The average satisfaction ratings increased slightly since 2000 at all stations except for Cedar Falls.
- For all three study periods, Enumclaw had one of the highest average satisfaction ratings. First Northeast also rated highly in both the 2000 and 2002 study periods.
- Customer service at Cedar Falls and Renton received the lowest average ratings in 2002.

Table 1-2. Average Satisfaction Ratings for Self-haul Customers, 1998-2002

	SELF-HAUL CUSTOMERS		
	Customer Service		
	1998	2000	2002
Algona	4.47	4.45	4.55
Bow Lake	4.52	4.45	4.71
Cedar Falls	4.63	4.53	4.47
Enumclaw	4.67	4.73	4.81
Factoria	4.43	4.46	4.52
First NE	4.59	4.60	4.69
Houghton	4.54	4.38	4.52
Renton	4.55	4.44	4.48
Vashon	4.64	4.46	4.55
ALL STATIONS	4.56	4.50	4.60

Table 1-3 compares the average satisfaction ratings among commercial haulers across the three studies. **As shown, commercial haulers continue to be satisfied with customer service at all facilities.**

- The average satisfaction ratings at Bow Lake, Enumclaw, and Renton remained high. However, the ratings at Algona and Houghton continue to be slightly lower than at the other facilities.
- Vashon customer service ratings decreased across both study periods following the 1998 study.

Table 1-3. Average Satisfaction Ratings for Commercial Haulers, 1998-2002

	COMMERCIAL HAULERS		
	Customer Service		
	<i>1998</i>	<i>2000</i>	<i>2002</i>
Algona	4.08	4.60	4.21
Bow Lake	4.79	4.71	4.75
Enumclaw	4.80	5.00	4.75
Factoria	4.32	4.55	4.50
First NE	4.67	5.00	4.63
Houghton	4.35	4.73	4.37
Renton	4.79	4.88	5.00
Vashon	5.00	4.50	4.00
ALL STATIONS	4.46	4.70	4.51

Customer suggestions remained similar since the 1998 study. The most common suggestions from self-haulers continue to focus on making the cost of services less expensive, adding the ability to accept household hazardous waste, and reducing the wait times. Additionally, many customers suggested increasing the size of the facilities.

The remainder of this report describes the study methodology and results in more detail.

Chapter 2

Methodology

2.1 OVERVIEW OF METHODOLOGY

The customer satisfaction survey was administered to vehicles entering each of the 10 King County transfer stations and drop box facilities on two days during July and August 2002. Appendix A includes a copy of the survey instrument. The survey was designed for all customers to rate their level of satisfaction on a scale from 1 to 5 (with 1 being “extremely dissatisfied” and 5 being “extremely satisfied”) for customer service, waste services, and the physical facility.⁴

At each of the sites, surveys were administered on one weekday and one weekend day. Each site was surveyed once during July and once during August. Surveying took place on each of the scheduled days from approximately 8:30 a.m. to 4:00 p.m. Table 2-1 shows the number of surveys collected at each site.

Table 2-1. Survey Count, by Day and Site

Site	Weekday	Weekend	Total
Algona	260	456	716
Bow Lake	246	286	532
Cedar Falls	52	97	149
Enumclaw	83	188	271
Factoria	139	281	420
First NE	232	341	573
Houghton	255	347	602
Renton	135	236	371
Skykomish	13	20	33
Vashon	58	72	130
Total	1,473	2,324	3,797

Before the surveying took place, all surveyors were instructed on how to administer the customer satisfaction survey, and they were informed of appropriate transfer station protocol and safety measures.

The surveyor administered the questionnaire to every vehicle entering the designated facility during the survey shift, except in rare instances when the

⁴ Because King County initiated an automated payment system at the Skykomish drop box in November 2001, the customer satisfaction questions for that site were modified. Please see a copy of the Skykomish survey instrument in Appendix A for more detail.

traffic became so congested that the surveyor needed to wave some of the vehicles past to avoid undue delays. To minimize the number of vehicles unaccounted for, an additional surveyor was added at Algona, First Northeast, and Houghton for days on which heavy traffic was anticipated.

2.2 DATA ANALYSIS

The analysis was designed to estimate the average customer satisfaction ratings for each of three categories: customer service, waste services, and the physical facility. As in previous studies, the percent of customers satisfied with specific categories was estimated by dividing all responses rated 3 or higher by the number of participants who rated each service. Customers who had no opinion, reported they did not use this service, or had no response were omitted from both calculations.

Customer satisfaction ratings were tabulated for each of the 10 County facilities. However, not all services are currently available at every location. Recycling service, which is a free service, is not available at Algona. Yard waste service, for which a fee is charged, is available at three of the 10 facilities: Cedar Falls, Enumclaw, and Factoria (during a night shift only). At Skykomish, no personnel work directly with the customers, and therefore no customer service ratings were obtained there in previous years. In 2002, customers were asked to rate the condition of the site and the new automated payment system, which King County initiated in November 2001.

The satisfaction ratings for each of the three categories were analyzed for both self-haul and commercial customers. Self-haulers accounted for the vast majority of the customer surveys (about 97%), but because their usage of the solid waste facilities is often significantly different from that of commercial haulers, their ratings were analyzed independently.⁵ Additional analyses were also conducted for three subsets of self-haul customers: contractors, landscapers, and other self-haul customers.

In many cases, the sample sizes were quite small for different customer types analyzed in this report. For example, Algona, Bow Lake, and Houghton were the only sites at which more than 20 commercial haulers were surveyed. Among the self-haulers, fewer than 20 contractors were interviewed at Bow Lake, Cedar Falls, Enumclaw, Renton, and Vashon; and no facilities had more than 20 landscapers surveyed. Despite the small sample sizes, the results of these customer types are provided in this report by facility to help denote potential differences in the level of customer satisfaction.

⁵ Commercial hauler survey results are not shown for Skykomish and Cedar Falls because no commercial haulers were surveyed at these facilities.

Chapter 3

Customer Satisfaction Survey Findings

This section summarizes the results of the 2002 customer satisfaction survey and is organized into three categories: customer service, waste services, and physical facility. For each category, the results are displayed first by site for self-haul and commercial customers. Then, each section shows the results by site for three subsets of self-haul customers: contractors, landscapers, and other self-haulers.

3.1 CUSTOMER SERVICE

Self-haul and Commercial Customers

Self-haulers were highly satisfied with the customer service at all facilities.

The average satisfaction ratings among self-haulers ranged between 4.47 and 4.81 at each facility. The percentage of self-haulers that rated customer service a 3 or higher ranged from 97 percent at Cedar Falls to 100 percent at Bow Lake and Enumclaw.

Despite the small number surveyed, particularly at Enumclaw and Vashon, **commercial haulers also indicated that they were satisfied with the customer service.**

- Commercial haulers rated the customer service at Bow Lake, Enumclaw, and Renton highly, with an average of 4.75 or greater for each. In addition, at least 97% of the commercial haulers rated customer service a 3 or higher at these facilities.
- Vashon (4.00), Algona (4.21), and Houghton (4.37) had the lowest average customer service ratings.

No commercial haulers were surveyed at Cedar Falls, and only one commercial hauler rated the customer service at Vashon.

Table 3-1 presents a summary of the customer service rankings for each County facility.

Table 3-1. Customer Service Ratings for Self-haul and Commercial Customers

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		First NE		Houghton		Renton		Vashon		ALL STATIONS		
Self-haul																					
(1) Extremely dissatisfied	4	1%	0	0%	2	1%	0	0%	0	0%	1	0%	2	0%	1	0%	0	0%	10	0%	
(2)	2	0%	0	0%	2	1%	0	0%	4	1%	3	1%	4	1%	1	0%	1	1%	17	0%	
(3)	31	4%	11	2%	15	10%	6	2%	18	4%	22	4%	34	6%	29	8%	12	9%	178	5%	
(4)	187	27%	107	21%	29	19%	40	15%	126	31%	103	18%	148	26%	100	28%	28	22%	868	24%	
(5) Extremely satisfied	378	55%	321	63%	89	60%	221	83%	211	52%	389	69%	308	55%	187	52%	82	64%	2,186	60%	
Percent rating 3 or higher	99%		100%		97%		100%		99%		99%		99%		99%		99%		99%		
Average	4.55		4.71		4.47		4.81		4.52		4.69		4.52		4.48		4.55		4.60		
No opinion	84	12%	64	13%	12	8%	0	0%	47	12%	37	7%	64	11%	40	11%	6	5%	354	10%	
No response	6	1%	5	1%	0	0%	0	0%	0	0%	10	2%	3	1%	1	0%	0	0%	25	1%	
Total Self-haul	692	100%	508	100%	149	100%	267	100%	406	100%	565	100%	563	100%	359	100%	129	100%	3,638	100%	
Commercial																					
(1) Extremely dissatisfied	2	8%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%	
(2)	0	0%	0	0%			0	0%	0	0%	0	0%	1	3%	0	0%	0	0%	1	1%	
(3)	4	17%	0	0%			0	0%	1	7%	0	0%	5	13%	0	0%	0	0%	10	8%	
(4)	3	13%	6	25%			1	25%	5	36%	3	38%	11	28%	0	0%	1	100%	30	24%	
(5) Extremely satisfied	15	63%	18	75%			3	75%	8	57%	5	63%	21	54%	12	100%	0	0%	82	65%	
Percent rating 3 or higher	22	92%	24	100%			4	100%	14	100%	8	100%	37	97%	12	100%	1	100%	122	98%	
Average	4.21		4.75				4.75		4.50		4.63		4.37		5.00		4.00		4.51		
No opinion	0	0%	0	0%			0	0%	0	0%	0	0%	1	3%	0	0%	0	0%	1	1%	
No response	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Commercial	24	100%	24	100%			4	100%	14	100%	8	100%	39	100%	12	100%	1	100%	126	100%	
Total Surveys	716		532		149		271		420		573		602		371		130		3,764		

Contractors, Landscapers, and Other Self-haulers

Most contractors, landscapers, and other self-haulers were highly satisfied with the customer service at each of the facilities.

- The average satisfaction ratings from contractors ranged from 4.27 to 4.83.
- At all but one facility, 100 percent of contractors responding to the survey provided ratings of 3 or higher.

Other self-haulers were also highly satisfied, with average satisfaction ratings from 4.48 to 4.81 at each facility. The percent of other self-haulers that rated customer service a 3 or higher ranged from 97 percent to 100 percent.

Of the three groups of self-haulers, landscapers provided the lowest ratings to customer service, though even their ratings remained relatively high with an average of 4.48.

- Among landscapers, Factoria (75%), Algona (80%), and Vashon (90%) had the lowest percentages rating customer service at a 3 or greater.
- The average satisfaction ratings among landscapers at these sites ranged from 3.75 to 4.40.
- The highest average satisfaction ratings among landscapers were at First Northeast (4.88) and Renton (5.00).

Table 3-2 presents the customer satisfaction ratings for contractors, landscapers, and other self-haulers for each of the 10 sites.

Table 3-2. Customer Service Ratings for Contractors, Landscapers, and Other Self-haulers

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		First NE		Houghton		Renton		Vashon		ALL STATIONS	
Contractors																				
(1) Extremely dissatisfied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
(2)	0	0%	0	0%	0	0%	0	0%	2	5%	0	0%	0	0%	0	0%	0	0%	2	1%
(3)	3	9%	0	0%	2	17%	0	0%	2	5%	0	0%	2	4%	1	9%	1	11%	11	5%
(4)	10	31%	4	22%	2	17%	3	17%	14	38%	6	18%	19	35%	6	55%	3	33%	67	30%
(5) Extremely satisfied	15	47%	12	67%	8	67%	15	83%	15	41%	23	70%	30	55%	4	36%	5	56%	127	56%
Percent rating 3 or higher	100%		100%		100%		100%		94%		100%		100%		100%		100%		99%	
Average	4.43		4.75		4.50		4.83		4.27		4.79		4.55		4.27		4.44		4.54	
No opinion	3	9%	2	11%	0	0%	0	0%	4	11%	2	6%	4	7%	0	0%	0	0%	15	7%
No response	1	3%	0	0%	0	0%	0	0%	0	0%	2	6%	0	0%	0	0%	0	0%	3	1%
Total Contractors	32	100%	18	100%	12	100%	18	100%	37	100%	33	100%	55	100%	11	100%	9	100%	225	100%
Landscapers																				
(1) Extremely dissatisfied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
(2)	1	17%	0	0%	0	0%	0	0%	1	6%	0	0%	0	0%	0	0%	1	25%	3	4%
(3)	1	17%	0	0%	1	33%	0	0%	1	6%	0	0%	0	0%	0	0%	0	0%	3	4%
(4)	0	0%	2	25%	2	67%	1	100%	4	22%	2	10%	2	25%	0	0%	2	50%	15	21%
(5) Extremely satisfied	3	50%	2	25%	0	0%	0	0%	9	50%	15	75%	4	50%	3	100%	1	25%	37	52%
Percent rating 3 or higher	80%		100%		100%		100%		93%		100%		100%		100%		75%		95%	
Average	4.00		4.50		3.67		4.00		4.40		4.88		4.67		5.00		3.75		4.48	
No opinion	1	17%	3	38%	0	0%	0	0%	3	17%	1	5%	2	25%	0	0%	0	0%	10	14%
No response	0	0%	1	13%	0	0%	0	0%	0	0%	2	10%	0	0%	0	0%	0	0%	3	4%
Total Landscapers	6	100%	8	100%	3	100%	1	100%	18	100%	20	100%	8	100%	3	100%	4	100%	71	100%
Other Self-haul Customers																				
(1) Extremely dissatisfied	4	1%	0	0%	2	1%	0	0%	0	0%	1	0%	2	0%	1	0%	0	0%	10	0%
(2)	1	0%	0	0%	2	1%	0	0%	1	0%	3	1%	4	1%	1	0%	0	0%	12	0%
(3)	27	4%	11	2%	12	9%	6	2%	15	4%	22	4%	32	6%	28	8%	11	9%	164	5%
(4)	177	27%	101	21%	25	19%	36	15%	108	31%	95	19%	127	25%	94	27%	23	20%	786	24%
(5) Extremely satisfied	360	55%	307	64%	81	60%	206	83%	187	53%	351	69%	274	55%	180	52%	76	66%	2,022	61%
Percent rating 3 or higher	99%		100%		97%		100%		100%		99%		99%		99%		100%		99%	
Average	4.56		4.71		4.48		4.81		4.55		4.68		4.52		4.48		4.59		4.60	
No opinion	80	12%	59	12%	12	9%	0	0%	40	11%	34	7%	58	12%	40	12%	6	5%	329	10%
No response	5	1%	4	1%	0	0%	0	0%	0	0%	6	1%	3	1%	1	0%	0	0%	19	1%
Total Other Self-haulers	654	100%	482	100%	134	100%	248	100%	351	100%	512	100%	500	100%	345	100%	116	100%	3342	100%
Total Self-haul	692		508		149		267		406		565		563		359		129		3,638	

3.2 WASTE SERVICES

Self-haul and Commercial Customers

Self-haul customers were satisfied with the waste services at all of the facilities. Waste services encompass the garbage, yard waste, and recycling services offered at County facilities.

- The average satisfaction rating at each facility ranged from 4.16 to 4.83, with an overall average of 4.43.
- Algona (94%), Bow Lake (96%), and First Northeast (96%) had the lowest percentages of drivers rating the waste services at a 3 or above. All of the other facilities had at least 97 percent of the self-haul drivers rating waste services at a 3 or greater.
- Algona had the lowest satisfaction rating for waste services at 4.16, followed by Factoria, which had an average satisfaction rating of 4.38.

Commercial customers were also satisfied with the waste services at all of the facilities, giving an overall average satisfaction rating of 4.30.

- Factoria (4.77), followed by Renton (4.58), and Enumclaw (4.50) received the highest average satisfaction ratings.
- The lowest average satisfaction ratings are those of Vashon (3.00) and Algona (3.79). Algona also had the lowest percentage of commercial customers that rated waste services at a 3 or above (79%). Only one commercial driver was surveyed at Vashon.

Table 3-3 presents a summary of the self-haul and commercial satisfaction ratings for waste services.

Table 3-3. Waste Service Ratings for Self-haul and Commercial Customers

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		First NE		Houghton		Renton		Skykomish		Vashon		ALL STATIONS	
Self-haul																						
(1) Extremely dissatisfied	8	1%	5	1%	1	1%	2	1%	3	1%	6	1%	3	1%	1	0%	0	0%	2	2%	31	1%
(2)	26	4%	12	2%	3	2%	0	0%	8	2%	15	3%	4	1%	5	1%	0	0%	2	2%	75	2%
(3)	97	14%	28	6%	13	9%	5	2%	35	9%	37	7%	42	7%	27	8%	2	6%	15	12%	299	8%
(4)	196	28%	111	22%	45	30%	27	10%	113	28%	133	24%	157	28%	88	25%	6	18%	29	22%	899	25%
(5) Extremely satisfied	267	39%	277	55%	77	52%	232	87%	196	48%	321	57%	281	50%	190	53%	9	27%	77	60%	1,918	53%
Percent rating 3 or higher		94%		96%		97%		99%		97%		96%		99%		98%		100%		97%		97%
Average		4.16		4.48		4.40		4.83		4.38		4.46		4.46		4.48		4.41		4.42		4.43
No opinion	93	13%	70	14%	10	7%	1	0%	51	13%	43	8%	73	13%	47	13%	3	9%	4	3%	392	11%
No response	5	1%	5	1%	0	0%	0	0%	0	0%	10	2%	3	1%	0	0%	13	39%	0	0%	23	1%
Total Self-haul	692	100%	508	100%	149	100%	267	100%	406	100%	565	100%	563	100%	358	100%	33	100%	129	100%	3,637	100%
Commercial																						
(1) Extremely dissatisfied	4	17%	1	4%			0	0%	0	0%	0	0%	1	3%	0	0%	0	0%	0	0%	6	5%
(2)	1	4%	1	4%			0	0%	0	0%	0	0%	1	3%	1	8%	0	0%	0	0%	4	3%
(3)	4	17%	1	4%			1	25%	0	0%	2	25%	3	8%	0	0%	0	0%	1	100%	12	10%
(4)	2	8%	5	21%			0	0%	3	21%	1	13%	12	31%	2	17%	0	0%	0	0%	25	20%
(5) Extremely satisfied	13	54%	16	67%			3	75%	10	71%	4	50%	19	49%	9	75%	0	0%	0	0%	74	59%
Percent rating 3 or higher	19	79%	22	92%			4	100%	13	100%	7	100%	34	94%	11	92%	0	N/A	1	100%	111	92%
Average		3.79		4.42				4.50		4.77		4.29		4.31		4.58		N/A		3.00		4.30
No opinion	0	0%	0	0%			0	0%	1	7%	1	13%	3	8%	0	0%	0	0%	0	0%	5	4%
No response	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	24	100%	24	100%			4	100%	14	100%	8	100%	39	100%	12	100%	0	0%	1	100%	126	100%
Total Surveys	716		532		149		271		420		573		602		370		33		130		3,763	

Contractors, Landscapers, and Other Self-haulers

As with customer service, for waste services, landscapers generally gave lower satisfaction ratings than did other types of self-haulers.

- The average satisfaction ratings from landscapers ranged from 3.25 to 5.00. Algona, Bow Lake, Factoria, and Vashon each had average ratings less than 4.00.
- Algona (75%), Vashon (75%), and Factoria (79%) each had a relatively low percentages of landscaping customers rating waste services at a 3 or greater. At Vashon, only four landscapers were surveyed.

The overall average satisfaction ratings for contractors (4.44) and other self-haulers (4.43) were similar to one another. Algona received the lowest average satisfaction ratings from both contractors (4.00) and other self-haulers (4.17).

Table 3-4 presents a summary of the waste service rankings that contractors, landscapers, and other self-haulers provided.

Table 3-4. Waste Service Ratings for Contractors, Landscapers, and Other Self-haulers

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	First NE	Houghton	Renton	Skykomish	Vashon	ALL STATIONS
Contractors											
(1) Extremely dissatisfied	1 3%	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	2 1%
(2)	3 9%	1 6%	0 0%	0 0%	1 3%	2 6%	0 0%	1 9%	0 0%	0 0%	8 4%
(3)	3 9%	1 6%	1 8%	0 0%	4 11%	0 0%	4 7%	1 9%	0 0%	2 22%	16 7%
(4)	9 28%	2 11%	1 8%	2 11%	12 32%	5 15%	13 24%	4 36%	0 0%	4 44%	52 23%
(5) Extremely satisfied	12 38%	13 72%	10 83%	16 89%	18 49%	21 64%	31 56%	5 45%	0 0%	3 33%	129 57%
Percent rating 3 or higher	86%	94%	100%	100%	97%	90%	100%	91%	N/A	100%	95%
Average	4.00	4.59	4.75	4.89	4.34	4.48	4.56	4.18	N/A	4.11	4.44
No opinion	3 9%	1 6%	0 0%	0 0%	2 5%	2 6%	7 13%	0 0%	0 0%	0 0%	15 7%
No response	1 3%	0 0%	0 0%	0 0%	0 0%	2 6%	0 0%	0 0%	0 0%	0 0%	3 1%
Total Contractors	32 100%	18 100%	12 100%	18 100%	37 100%	33 100%	55 100%	11 100%	0 0%	9 100%	225 100%
Landscapers											
(1) Extremely dissatisfied	1 17%	0 0%	0 0%	0 0%	2 11%	1 5%	0 0%	0 0%	0 0%	0 0%	4 6%
(2)	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	0 0%	0 0%	0 0%	1 25%	2 3%
(3)	0 0%	2 25%	1 33%	0 0%	1 6%	3 15%	0 0%	0 0%	0 0%	2 50%	9 13%
(4)	2 33%	1 13%	1 33%	1 100%	3 17%	4 20%	2 25%	0 0%	0 0%	0 0%	14 20%
(5) Extremely satisfied	1 17%	1 13%	1 33%	0 0%	7 39%	9 45%	4 50%	3 100%	0 0%	1 25%	27 38%
Percent rating 3 or higher	75%	100%	100%	100%	79%	94%	100%	100%	N/A	75%	89%
Average	3.50	3.75	4.00	4.00	3.86	4.18	4.67	5.00	N/A	3.25	4.04
No opinion	2 33%	3 38%	0 0%	0 0%	4 22%	1 5%	2 25%	0 0%	0 0%	0 0%	12 17%
No response	0 0%	1 13%	0 0%	0 0%	0 0%	2 10%	0 0%	0 0%	0 0%	0 0%	3 4%
Total Landscapers	6 100%	8 100%	3 100%	1 100%	18 100%	20 100%	8 100%	3 100%	0 0%	4 100%	71 100%
Other Self-haul Customers											
(1) Extremely dissatisfied	6 1%	5 1%	1 1%	2 1%	1 0%	4 1%	3 1%	2 1%	0 0%	2 2%	26 1%
(2)	23 4%	11 2%	3 2%	0 0%	6 2%	13 3%	4 1%	4 1%	0 0%	1 1%	65 2%
(3)	94 14%	25 5%	11 8%	5 2%	30 9%	34 7%	38 8%	26 8%	2 6%	11 9%	276 8%
(4)	185 28%	108 22%	43 32%	24 10%	98 28%	124 24%	142 28%	84 24%	6 18%	25 22%	839 25%
(5) Extremely satisfied	254 39%	263 55%	66 49%	216 87%	171 49%	291 57%	246 49%	182 53%	9 27%	73 63%	1,771 52%
Percent rating 3 or higher	95%	96%	97%	99%	98%	96%	98%	98%	100%	97%	97%
Average	4.17	4.49	4.37	4.83	4.41	4.47	4.44	4.48	4.41	4.48	4.43
No opinion	88 13%	66 14%	10 7%	1 0%	45 13%	40 8%	64 13%	47 14%	3 9%	4 3%	368 11%
No response	4 1%	4 1%	0 0%	0 0%	0 0%	6 1%	3 1%	0 0%	13 39%	0 0%	30 1%
Total Other Self-haulers	654 100%	482 100%	134 100%	248 100%	351 100%	512 100%	500 100%	345 100%	33 100%	116 100%	3375 100%
Total Self-haul	692	508	149	267	406	565	563	359	33	129	3,671

3.3 PHYSICAL FACILITY

Self-haul and Commercial Customers

Self-haulers appeared to be satisfied with the physical facility at all stations.

- The average satisfaction rating for all stations was 4.47.
- At least 97 percent of the customers surveyed at each station rated the physical facility at a 3 or greater.
- Algona (4.33) and Factoria (4.34) had slightly lower average satisfaction ratings. By far, Enumclaw received the highest average rating at 4.82.

Commercial haulers were less satisfied with the physical facility than the self-haul customers.

- First Northeast (3.00), Factoria (4.00), Houghton (4.21), and Algona (4.23) had the lowest average satisfaction ratings.
- Enumclaw had few commercial drivers surveyed, and all four offered no opinion on this topic.
- Renton (5.00), Vashon (5.00), and Bow Lake (4.50) had higher satisfaction ratings, though few commercial drivers were surveyed at these stations.

Table 3-5 presents a summary of the self-haul and commercial customer satisfaction ratings of the physical facility.

Table 3-5. Physical Facility Service Ratings for Self-haul and Commercial Customers

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		First NE		Houghton		Renton		Vashon		ALL STATIONS		
Self-haul																					
(1) Extremely dissatisfied	4	1%	2	0%	1	1%	1	0%	2	0%	1	0%	6	1%	2	1%	1	1%	20	1%	
(2)	7	1%	5	1%	2	1%	1	0%	9	2%	4	1%	7	1%	3	1%	1	1%	39	1%	
(3)	67	10%	24	5%	12	8%	4	1%	37	9%	32	6%	47	8%	32	9%	5	4%	260	7%	
(4)	235	34%	124	24%	49	33%	34	13%	126	31%	160	28%	161	29%	103	29%	29	22%	1,021	28%	
(5) Extremely satisfied	290	42%	287	56%	77	52%	227	85%	184	45%	320	57%	276	49%	179	50%	91	71%	1,931	53%	
Percent rating 3 or higher	98%		98%		98%		99%		97%		99%		97%		98%		98%		98%		
Average	4.33		4.56		4.41		4.82		4.34		4.54		4.40		4.42		4.64		4.47		
No opinion	80	12%	61	12%	8	5%	0	0%	48	12%	38	7%	59	10%	40	11%	2	2%	336	9%	
No response	9	1%	5	1%	0	0%	0	0%	0	0%	10	2%	7	1%	0	0%	0	0%	31	1%	
Total Self-haul	692	100%	508	100%	149	100%	267	100%	406	100%	565	100%	563	100%	359	100%	129	100%	3,638	100%	
Commercial																					
(1) Extremely dissatisfied	1	4%	0	0%			0	0%	1	7%	1	14%	2	5%	0	0%	0	0%	5	4%	
(2)	2	8%	0	0%			0	0%	2	14%	0	0%	5	13%	0	0%	0	0%	9	7%	
(3)	3	13%	3	13%			0	0%	3	21%	1	14%	3	8%	0	0%	0	0%	13	10%	
(4)	7	29%	3	13%			0	0%	4	29%	1	14%	14	36%	2	17%	1	100%	32	26%	
(5) Extremely satisfied	11	46%	18	75%			4	100%	4	29%	4	57%	15	38%	10	83%	0	0%	66	53%	
Percent rating 3 or higher	21	88%	24	100%			4	0%	11	79%	6	86%	32	82%	12	100%	1	100%	111	89%	
Average	4.04		4.63				0.00		3.57		4.00		3.90		4.83		4.00		4.16		
No opinion	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
No response	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Commercial	24	100%	24	100%			4	100%	14	100%	7	100%	39	100%	12	100%	1	100%	125	100%	
Total Surveys	716		532		149		271		420		572		602		371		130		3,763		

Contractors, Landscapers, and Other Self-haulers

Compared to other self-haulers, few contractors and landscapers rated the physical facility. **Overall contractors, landscapers, and other self-haulers were satisfied with the physical facility.**

- Landscapers surveyed were generally less satisfied with the physical facility as compared with contractors and other self-haulers. Overall, the average satisfaction rating for landscapers was 4.30, compared to 4.41 for contractors and 4.48 for other self-haulers.
- Cedar Falls, Enumclaw, and Vashon each had average satisfaction ratings of 4.00 or less among landscapers.
- Contractors at Algona (4.18) and Factoria (4.26) gave these sites the lowest ratings for the physical facility. Enumclaw (4.78) and Bow Lake (4.65) ranked highest among contractors.
- As with contractors, other self-haulers gave Algona (4.33) and Factoria (4.36) the lowest ratings for physical facility. Enumclaw, with an average satisfaction rating of 4.82, and Vashon, at 4.70, were the sites at which the physical facility ranked highest among other self-haulers.

Table 3-6 presents a summary of the physical facility ratings for contractors, landscapers, and other self-haulers.

Table 3-6. Physical Facility Service Ratings for Contractors, Landscapers, and Other Self-haulers

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		First NE		Houghton		Renton		Vashon		ALL STATIONS		
Contractors																					
(1) Extremely dissatisfied	1	3%	1	6%	0	0%	0	0%	0	0%	0	0%	1	2%	0	0%	0	0%	3	1%	
(2)	0	0%	0	0%	0	0%	0	0%	1	3%	1	3%	1	2%	0	0%	0	0%	3	1%	
(3)	4	13%	0	0%	1	8%	1	6%	5	14%	2	6%	5	9%	2	18%	0	0%	20	9%	
(4)	11	34%	2	11%	4	33%	2	11%	12	32%	9	27%	16	29%	2	18%	5	56%	63	28%	
(5) Extremely satisfied	12	38%	14	78%	7	58%	15	83%	16	43%	17	52%	28	51%	7	64%	4	44%	120	53%	
Percent rating 3 or higher	96%		94%		100%		100%		97%		97%		96%		100%		100%		97%		
Average	4.18		4.65		4.50		4.78		4.26		4.45		4.35		4.45		4.44		4.41		
No opinion	3	9%	1	6%	0	0%	0	0%	3	8%	2	6%	4	7%	0	0%	0	0%	13	6%	
No response	1	3%	0	0%	0	0%	0	0%	0	0%	2	6%	0	0%	0	0%	0	0%	3	1%	
Total Contractors	32	100%	18	100%	12	100%	18	100%	37	100%	33	100%	55	100%	11	100%	9	100%	225	100%	
Landscapers																					
(1) Extremely dissatisfied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
(2)	1	17%	0	0%	0	0%	0	0%	2	11%	0	0%	1	13%	0	0%	1	25%	5	7%	
(3)	0	0%	0	0%	1	33%	0	0%	0	0%	1	5%	0	0%	0	0%	2	50%	4	6%	
(4)	0	0%	3	38%	1	33%	1	100%	6	33%	4	20%	1	13%	0	0%	0	0%	16	23%	
(5) Extremely satisfied	3	50%	1	13%	1	33%	0	0%	6	33%	12	60%	4	50%	3	100%	1	25%	31	44%	
Percent rating 3 or higher	75%		100%		100%		100%		86%		100%		83%		100%		75%		91%		
Average	4.25		4.25		4.00		4.00		4.14		4.65		4.33		5.00		3.25		4.30		
No opinion	2	33%	3	38%	0	0%	0	0%	4	22%	1	5%	2	25%	0	0%	0	0%	12	17%	
No response	0	0%	1	13%	0	0%	0	0%	0	0%	2	10%	0	0%	0	0%	0	0%	3	4%	
Total Landscapers	6	100%	8	100%	3	100%	1	100%	18	100%	20	100%	8	100%	3	100%	4	100%	71	100%	
Other Self-haul Customers																					
(1) Extremely dissatisfied	3	0%	1	0%	1	1%	1	0%	2	1%	1	0%	5	1%	2	1%	1	1%	17	1%	
(2)	6	1%	5	1%	2	1%	1	0%	6	2%	3	1%	5	1%	3	1%	0	0%	31	1%	
(3)	63	10%	24	5%	10	7%	3	1%	32	9%	29	6%	42	8%	30	9%	3	3%	236	7%	
(4)	224	34%	119	25%	44	33%	31	13%	108	31%	147	29%	144	29%	101	29%	24	21%	942	28%	
(5) Extremely satisfied	275	42%	272	56%	69	51%	212	85%	162	46%	291	57%	244	49%	169	49%	86	74%	1,780	53%	
Percent rating 3 or higher	98%		99%		98%		99%		97%		99%		98%		98%		99%		98%		
Average	4.33		4.56		4.41		4.82		4.36		4.54		4.40		4.42		4.70		4.48		
No opinion	75	11%	57	12%	8	6%	0	0%	41	12%	35	7%	53	11%	40	12%	2	2%	311	9%	
No response	8	1%	4	1%	0	0%	0	0%	0	0%	6	1%	7	1%	0	0%	0	0%	25	1%	
Total Other Self-haulers	654	100%	482	100%	134	100%	248	100%	351	100%	512	100%	500	100%	345	100%	116	100%	3342	100%	
Total Self-haul	692		508		149		267		406		565		563		359		129		3,638		

Chapter 4

Skykomish Satisfaction Survey Results

In November 2001, King County initiated an automated payment system at the Skykomish drop box site. To gather information about customer satisfaction with this new service, the survey instrument was modified for use at this site. Customers were asked to rate their satisfaction with the automated system (in lieu of customer service) and the general condition of the Skykomish site (e.g., presence of litter or graffiti) instead of the physical facility. In addition, as on the surveys at other sites, customers were asked to rate waste services at the site; Chapter 3 provides those results. This section presents results from the two Skykomish-specific satisfaction questions. The Skykomish survey also included several additional questions regarding use of the automated system. These results were presented to the County separately and are not covered in this report. Appendix A contains a copy of the Skykomish survey instrument.⁶

4.1 AUTOMATED SERVICE

Slightly over half of the customers surveyed at Skykomish (56%) were satisfied with the automated system and provided a rating of 3 or greater.

Of the customers that were dissatisfied (rating the system with a 1 or 2), two commented that the system never worked for them, while one experienced trouble using a pre-paid card purchased from a local retailer. Yet another said the viewing screen was difficult to read in the morning when the sun shined on it.

Table 4-1 presents the ratings for Skykomish that self-haul customers gave for the automated system.

⁶ Because the sample size at Skykomish is small, results presented in this chapter should be considered anecdotal in nature.

Table 4-1. Automated System Ratings for Skykomish Self-haulers

	Skykomish	
Self-haul		
(1) Extremely dissatisfied	4	12%
(2)	3	9%
(3)	0	0%
(4)	3	9%
(5) Extremely satisfied	6	18%
Percent satisfied (3 or higher)	56%	
Average	3.25	
No opinion	4	12%
No response	13	39%
Total Surveys	33	100%

4.2 CONDITION OF SITE

Most customers surveyed were satisfied with the condition of the Skykomish site, with 88 percent providing a rating of 3 or higher. Table 4-2 summarizes the customer ratings for the condition of the Skykomish site.

Table 4-2. Condition of Site Ratings for Skykomish Self-haulers

	Skykomish	
Self-haul		
(1) Extremely dissatisfied	1	3%
(2)	1	3%
(3)	2	6%
(4)	6	18%
(5) Extremely satisfied	6	18%
Percent satisfied (3 or higher)	88%	
Average	3.94	
No opinion	4	12%
No response	13	39%
Total Surveys	33	100%

Chapter 5

Customer Comments

5.1 CUSTOMER SUGGESTIONS

Appendix B provides a detailed account of customers' suggestions by facility for the self-haul customers. Appendix C shows suggestions that commercial haulers provided. Not all customers provided suggestions: about 37% of the self-haulers and about 30% of the commercial haulers gave comments. Accordingly, the comments incorporated below reflect the opinions of only some customers. Key points are summarized below.

Self-haul Customers

- The most common single comment overall was that tip fees should be less expensive. This comment was particularly prevalent at Algona, Enumclaw, First Northeast, Houghton, and Renton.
- The drivers surveyed at First Northeast, Renton, and Vashon frequently mentioned that they would prefer the recycling bins to be emptied more often.

Many suggestions related to reducing crowding and time spent at the waste facilities.

- Customers would like to see vehicle traffic move faster, especially at Algona and Houghton.
- A common suggestion at almost all sites – including Algona, Cedar Falls, Factoria, First Northeast, and Houghton – was that the site should be bigger to reduce congestion and improve traffic patterns.
- A primary concern for customers at many sites – except for Cedar Falls, Enumclaw, Skykomish, and Vashon – was that the tipping floor was dangerous as a result of being too crowded or the stalls being too narrow.

- Customers, especially at Algona and First Northeast, would like the commercial scale or commercial stalls to be open to self-haul customers when few commercial haulers are present.
- Some customers at every site, except for Vashon, mentioned that they would like the facilities to be open for extended hours, especially during the summer months.

The second largest category of suggestions related to providing other services or handling additional materials at the facilities.

- At most facilities, except Skykomish, customers mentioned the need for an on-site hazardous waste collection facility.
- Many customers at Algona, Bow Lake, First Northeast, and Houghton suggested those sites should provide yard waste collection.
- Although Factoria, Cedar Falls, and Enumclaw provide yard waste service, several customers requested that yard waste be collected at these sites.
- Self-haul customers suggested extending the hours of the yard waste service at Factoria, as well as reducing or eliminating the cost for this service.
- Customers requesting yard waste service also mentioned they would prefer it at no cost or a reduced rate.
- Customers at Algona, Bow Lake, and First Northeast, in particular, mentioned the need for the facilities to accept appliances.
- At all sites, except for Cedar Falls and Skykomish, some customers requested that additional types of materials – such as electronics, clothing, and metal – be accepted for recycling.
- One of the most significant issues among self-haul customers surveyed at Algona, the only County facility without recycling bins, was that the site should include recycling service.

Commercial Customers

- Overall, commercial haulers commented most frequently that the tipping floor was too crowded or the stalls were too narrow. Accordingly, they recommended that the site should be larger and more stalls should be added.
- While the number of commercial customer suggestions was relatively low overall, drivers at Factoria, First Northeast, and Houghton provided the most suggestions about the tipping floor being crowded. Algona and Factoria drivers commented that the site should be larger. Drivers at Algona, Bow Lake, and Factoria would like more stalls.

5.2 COMMENTS FROM DISSATISFIED CUSTOMERS

Customers that provided a satisfaction rating of 1 or 2 (the two least satisfied ratings on a scale from 1 to 5) in response to any question were asked why they were dissatisfied with that category. Appendix D provides a detailed account of comments by facility for dissatisfied self-haul customers. Appendix E shows comments from dissatisfied commercial haulers.

Five percent of all self-haul customers provided a 1 or 2 rating in at least one of the three satisfaction categories. When asked, 89 percent of those customers provided a comment regarding the reason for their dissatisfaction. For commercial customers, 17 percent of all surveyed provided a 1 or 2 rating in one or more of the categories, and all those provided a comment regarding their dissatisfaction. Key points are summarized below.

Self-haul Customers

- Customers were dissatisfied about the amount of time spent at the facility, particularly at Algona and Houghton.
- Common complaints centered on the types of services offered. Algona, First Northeast, and Houghton customers wanted yard waste service at those sites. Algona and Houghton visitors complained that the facilities lacked a separate hazardous waste collection area. Customers at Algona, Bow Lake, and First Northeast wanted to be able to bring appliances to those facilities.
- Another frequent reason for being dissatisfied, and the most prevalent response from Algona customers, was that there should be a recycling facility at Algona.

- Bow Lake, Renton, and Vashon customers complained about the safety ropes or chains in front of the pit being too high or the bars spaced too close to each other.

Commercial Customers

The most common cause of dissatisfaction among commercial drivers was crowding and wait time at the facilities.

- Commercial haulers at Algona, Factoria, First Northeast, and Houghton complained that the site should be larger, making it the most numerous dissatisfied comment.
- Drivers at Bow Lake and Houghton mentioned the need for more stalls.

Among commercial drivers, the second most common category of dissatisfied comments related to the condition of the facilities or access to waste services.

- One driver at First Northeast wanted the chains to be lowered or removed.
- At Houghton, a customer suggested that the leaking roof should be fixed.
- Another suggestion was that the ceilings of the dump house should be raised at Renton.

Following are detailed appendices presenting the survey instruments used during the 2002 study as well as customer suggestions and dissatisfied comments for each of the 10 County waste facilities.

Appendix A. Customer Satisfaction Survey (Front)

Intro: The County is conducting a brief customer satisfaction survey, and I need to ask you a few questions.

For Data Entry Only	Observe Collection Type	City of Origin	SELF-HAUL ONLY			About how often do you come to this facility?		Next, I'm going to ask you to rank several of this facility's services on a scale of 1 to 5. 1 equals "extremely dissatisfied," and 5 equals "extremely satisfied." How satisfied are you with this facility's...? (Record "9" if they have no opinion)			
			What is your ZIP code?	Are you a contractor or landscaper?	Was your load from a house or business?	(Number)	(Circle time period)	Customer Service	Quality of Waste Svcs. such as...*	Physical Facility	For any "1" or "2" answers, ask: Why are you dissatisfied with the services or facility?
Don't Write Here	C comm'l. S self-haul			CB contractor LN landscaper (blank if neither)	1 residential 2 non-residential/business 3 both res. and non-res.		D day W week M month Y year E ever (or <1 per 10 yrs)	*Garbage, recycling, and/or yard waste - as appropriate for the facility (see list)			
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				
	C S		98	CB LN			D W M Y E				

Appendix A. Customer Satisfaction Survey (Back)

Complete this section for every page

Page _____ of _____

Date _____	Circle the site:
Surveyor(s) _____	Algona First NE
_____	Bow Lake Houghton
	Cedar Falls Renton
	Enumclaw Skykomish
	Factoria Vashon Island

Complete this section for first page only

	Inclement Weather? _____
Start Time _____	Stop Time _____

Other Notes about Today's Surveying:

Appendix B. Self-haul Customer Suggestions

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	First NE	Houghton	Renton	Skykomish	Vashon	All Stations
Time/Crowd											
Speed things up	46	5			9	7	34				101
Make site bigger	34	2	9		1	9	8	1			64
Tipping floor crowded/stalls too narrow/dangerous	7	2	1		11	13	9	9		2	54
Open commercial scale/stalls to self-haul when busy	14	1			6	19	5	2			47
Longer hours/open later, especially in summer	4	6	3	2	3	11	7	4	2		42
More stalls	1	2			2	3	4	3			15
More exit lanes	8	1			1		7				17
More scales	3		8		1	3	1	1			17
Longer hours/empty recycle bins/ more employees/more lanes on weekends	1	4	2	1	4		4				16
More staff/wait too long	5			1		1	2				9
Open all stalls when busy					2	3	2	2			9
Address recycle traffic pattern problem				1	4		1			1	7
Should be easier to get into/out of		3	1		1						5
Other Materials/Services											
Accept/have separate facility for hazardous waste (paint/motor oil/batteries/tires, etc.)	14	14	4	7	19	33	31	27		7	156
Accept/have separate drop for yard waste	11	6		1	3	17	8	3	1	2	52
Accept appliances	14	8	1		1	10	3	5		1	43
Should have facilities for recycling	31	1			1						33
Should accept other materials for recycling (other than plastic)	5	4			6	6	4	2		4	31
Larger area/better access to recycle	1	2		2	6	1	5	1	1	5	24
Yard waste open all hours/at a reduced rate or free			1		6	4	1	1			13
Accept CDL wastes		2	1	1			2	3			9
Add metal recycling		2		1		5				1	9
Should accept other plastics for recycling				2			3			1	6
Should have separate area to leave/take useful items					1	1	2	1		1	6
Open recycling all hours						3	2				5
Goodwill donation box outside of paid area.						4					4
Reorganize recycle bins										3	3
Reorganize recycle bins		1				1					2
Money											
Should be less expensive	20	13	4	21	16	24	27	27	1	5	158
Should be free	4			1	1	3	2	1	3	2	17
Lower the minimum rate.	1	1	2	2						2	8
Fix swipe system/more readable screen/accept cash		2					2				4
Should take credit/debit cards/checks					2	1					3
Provide seniors' discount				1			1				2

Appendix B. Self-haul Customer Suggestions (Continued)

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	First NE	Houghton	Renton	Skykomish	Vashon	All Stations
Other											
Other comment	16	12	6	11	13	9	20	10	7	5	109
General positive comment	5	2	2	3	3	1	6	3	2	4	31
Language barrier	3	3				5	2				13
No comment/refused to answer		2	1			1				1	5
No/fewer surveys					1	2		1			4
General positive comment about staff	1						1			1	3
Facilities/Access											
Empty recycle bins more often		4	5	1		13	3	9		11	46
Chains/ropes too high in tipping area - lower or remove. Bars too close - remove them.	4	8	2	1	5	5	5	4	1	5	40
Accept trailers/Accommodate trailers better	7				4	3	5				19
Should be closer to my home/work	2		4				8	4			18
Recycle holes too small		1	2	1	3	2	2			4	15
Fix intersection/traffic pattern	1	4									5
Calibrate scales								2			2
Fix leaking roof					1						1
Fix the road						1					1
Turned away			1								1
Need Help/Signage											
Better directions/signage re where/what to tip	2	1			2	2	3	2		2	14
Provide phone number/better info re: allowable items		2	2	4	2		2	1		1	14
Have crew direct traffic/help back into stalls	1				2	3	6	1			13
Need better customer service at scalehouse	1		5		1		1	1			9
Better signage for recycle drop box		1	1							2	4
Get staff off the phone					1			1		2	4
Bigger, better signage to facility			1		1	1					3
Maintenance/Amenities											
Add a concession stand	1	4				2	1				8
Don't waste money on art.				4		4					8
Do something to control odor		4	1		1		1				7
Provide rakes/brooms/shovels/hoses/gloves			4	1		2					7
Provide area to wash out trucks/garbage cans				3		1	1	1			6
Provide place to wash hands						2	1	2			5
Tipping area should be cleaner				1	1	1	1				4
Keep dust down	1	2									3
Add landscaping/art	1	1									2
Should have restrooms			1								1
Cedar Falls Specific											
Metal flap makes it hard/inconvenient to lift items into pit			2								2
Total Number of Comments	270	133	77	74	148	242	246	135	18	75	1418

Appendix C. Commercial Customer Suggestions

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	First NE	Houghton	Renton	Skykomish	Vashon	All Stations
Time/Crowd											
Tipping floor crowded/stalls too narrow/dangerous	1				5	2	2				10
Make site bigger	2				2	1					5
More stalls	1	2			1						4
Speed things up							2				2
Shorter wait time at tipping floor					1						1
Other											
Other comment	1	1		1	3		2	1			9
Facilities/Access											
Accept trailers/Accommodate trailers better		1									1
Chains/ropes too high in tipping area - lower or remove. Or, bars too close - remove them.					1						1
Empty recycle bins more often										1	1
Fix intersection/traffic pattern		1									1
Raise ceilings of dump house.							1				1
Need Help/Signage											
Need better customer service at scalehouse	1										1
Need better customer service at tipping floor		1									1
Maintenance/Amenities											
Keep dust down							1				1
Other Materials/Services											
Provide beverages (coffee/soda/water)		1									1
Total Number of Comments	6	7	0	1	13	3	8	1	0	1	40

Appendix D. Comments from Dissatisfied Self-haul Customers

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	First NE	Houghton	Renton	Skykomish	Vashon	All Stations
Other Materials/Services											
Accept/have separate drop for yard waste	4	1				10	4				19
Accept/have separate facility for hazardous waste (paint/motor oil/batteries/tires, etc.)	6	2	1		1	1	3				14
Accept appliances	5	3		1		3		1			13
Should have facilities for recycling	13										13
Add metal recycling	1					4					5
Accept CDL wastes		1			1	1		1			4
Should accept other materials for recycling (other than plastic)		2					1				3
Larger area/better access to recycle		1			1						2
Yard waste open all hours/at a reduced rate or free					2						2
Reorganize recycle bins										1	1
Should have separate area to leave/take useful items						1					1
Time/Crowd											
Speed things up	8	2			3	1	6				20
Make site bigger	2				2	1	1	1			7
Tipping floor crowded/stalls too narrow/dangerous	1		1		1		1	1		1	6
More exit lanes							3				3
Open all stalls when busy	1				1						2
Open commercial scale/stalls to self-haul when busy			1				1				2
Address recycle traffic pattern problem							1				1
More scales	1										1
More staff/wait too long	1										1
Other											
Other comment	6	2				3			1	1	13
No comment/refused to answer	3	1	1		3	1	1	2	1		13
Facilities/Access											
Chains/ropes too high in tipping area - lower or remove. Or, bars too close - remove them.	1	3			1			2		2	9
Empty recycle bins more often		1	1								2
Fix intersection/traffic pattern			1				1				2
Recycle holes too small								1	1		2
Accept trailers/Accommodate trailers better						1					1
Raise ceilings of dump house.	1										1
Should be closer to my home/work								1			1

Appendix D. Comments from Dissatisfied Self-haul Customers (Continued)

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	First NE	Houghton	Renton	Skykomish	Vashon	All Stations
Money											
Should be less expensive				2	1		3				6
Fix swipe system/more readable screen/accept cash									4		4
Should be free		1							1		2
Provide seniors' discount	1										1
Need Help/Signage											
Need better customer service at scalehouse		1	2		2			1			6
Need better customer service at tipping floor			1			1	1	1			4
Better directions/signage re where/what to tip			1				1				2
Provide phone number/better info re allowable items					1						1
Maintenance/Amenities											
Do something to control odor		1			1		1				3
Provide rakes/brooms/shovels/hoses/gloves										1	1
Keep dust down					1						1
Cedar Falls Specific											
Metal flap makes it hard/inconvenient to lift items into pit			1								1
Total Number of Comments	55	22	11	3	22	28	29	12	8	6	196

Appendix E. Comments from Dissatisfied Commercial Customers

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	First NE	Houghton	Renton	Skykomish	Vashon	All Stations
Time/Crowd											
Make site bigger	1				1	1	4				7
More stalls		2									2
More staff/wait too long							1				1
Segregate commercial from self-haul	1										1
Speed things up							1				1
Other											
Other comment	1				2		1				4
No comment/refused to answer	2										2
Facilities/Access											
Chains/ropes too high in tipping area - lower or remove. Or, bars too close - remove them.						1					1
Fix leaking roof							1				1
Raise ceilings of dump house.								1			1
Need Help/Signage											
Need better customer service at scalehouse	1										1
Total Number of Comments	6	2	0	0	3	2	8	1	0	0	22