



King County

Department of Natural Resources & Parks

Solid Waste Division

Waste Monitoring Program

2006 Customer Satisfaction Surveys

Final Report

August 2006

PREPARED BY:

Cascadia Consulting Group, Inc.

TABLE OF CONTENTS

Chapter 1 Introduction and Summary	1
1.1 Project History and Purpose.....	1
Project History	1
Project Purpose & Approach	1
1.2 Summary of Major Conclusions	2
1.3 Comparisons to Previous Studies.....	3
Chapter 2 Methodology.....	6
2.1 Overview of Methodology	6
2.2 Data Analysis	7
Chapter 3 Customer Satisfaction Survey Findings.....	8
3.1 Customer Service	8
Self-hauled and Commercial Customers	8
3.2 Waste Services.....	10
Self-hauled and Commercial Customers	10
3.3 Physical Facility	12
Self-hauled and Commercial Customers	12
Chapter 4 Skykomish Satisfaction Survey Results.....	14
4.1 Automated Service	14
4.2 Condition of Site	15
4.3 Waste Services.....	16
Chapter 5 Customer Comments.....	17
5.1 Customer Suggestions.....	17
Self-hauled	17
Commercial Customers	17
5.2 Comments from Dissatisfied Customers.....	17
Self-hauled	18
Commercial Customers	18

Appendix A. Survey Instruments

Appendix B. All Self-hauler Customer Suggestions, by Site

Appendix C. Commercial Customer Suggestions, by Site

Appendix D. Comments from Dissatisfied Self-haulers, by Site

Appendix E. Comments from Dissatisfied Commercial Customers, by Site

TABLE OF TABLES

Table 1-1. Average Satisfaction Ratings for Self-haulers and Commercial Customers.....	2
Table 1-2. Average Satisfaction Ratings for Self-haulers, 1998-2004	4
Table 1-3. Average Satisfaction Ratings for Commercial Haulers, 1998-2004.....	5
Table 2-1. Survey Count, by Day and Site	6
Table 3-1. Customer Service Ratings for Self-hauled and Commercial Customers	9
Table 3-2. Waste Service Ratings for Self-hauled and Commercial Customers	11
Table 3-3. Physical Facility Service Ratings for Self-hauled and Commercial Customers	13
Table 4-1. Automated System Ratings for Skykomish Self-haulers.....	14
Table 4-2. Condition of Site Ratings for Skykomish Self-haulers.....	15
Table 4-3. Waste Services Ratings for Skykomish Self-haulers	16

Chapter 1

Introduction and Summary

1.1 PROJECT HISTORY AND PURPOSE

This report summarizes the results of a 2006 customer satisfaction survey of self-haulers and commercial customers at nine of King County's solid waste disposal facilities, including seven transfer stations and two drop boxes. First Northeast was not surveyed because it is closed for major renovations.

Project History

A primary role of the King County Solid Waste Division is to provide for the transfer and disposal of municipal solid waste (MSW) generated within King County, outside the City of Seattle. Most of the MSW generated in King County for disposal is first taken to one of 10 facilities: eight transfer stations and two drop boxes, which the Solid Waste Division operates. 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. MSW brought to these facilities is disposed at the Cedar Hills Regional Landfill, which the Solid Waste Division also operates.

To learn more about the types and quantities of MSW disposed, the King County Solid Waste Division initiated the Waste Monitoring Program in 1990. This ongoing program seeks to characterize the County's MSW stream and to understand the needs of 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 collect garbage from residences and/or businesses).

The County added a customer satisfaction survey to the Waste Monitoring Program in 1998 and repeated the survey again in 2000, 2002, 2004, and now in 2006. 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-haulers and commercial customers at nine 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.

1.2 SUMMARY OF MAJOR CONCLUSIONS

Overall, both self-haulers 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 aspects of the facility, while commercial haulers on average were slightly less satisfied. Table 1-1 summarizes the average satisfaction ratings that self-haulers 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

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

	Self-Haulers		Commercial Haulers	
	Average Satisfaction Rating	% Who rated facility a 3 or Higher	Average Satisfaction Rating	% Who rated facility a 3 or Higher
Customer Service	4.69	99%	4.52	96%
Quality of Services	4.58	97%	4.53	99%
Physical Facility	4.50	98%	4.08	91%
Skykomish: Automated System	3.92	83%	-	-
Skykomish: Quality of Waste Services	4.50	100%	-	-
Skykomish: Condition of Site	4.50	100%	-	-

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.

- Customer service received slightly lower satisfaction ratings from the commercial haulers at Factoria.
- Commercial customers at Algona gave lower ratings for the facilities' waste services.

¹ Because King County initiated an automated payment system at the Skykomish drop box in November 2001, the customer satisfaction questions for Skykomish differ from those conducted at the other King County facilities. Please see a copy of the Skykomish survey instrument in Appendix A for more details.

² Since the Skykomish drop box has an automated payment system rather than scalehouse staff, 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.

- Commercial customers gave Algona, Factoria and Houghton low scores for the physical facility.
- Self-haulers at Algona, Bow Lake and Houghton complained about long lines, wait times, and traffic congestion.
- Many self-haulers at Algona, Bow Lake and Houghton want HHW collection at the facility.
- Self-haulers at Algona and Factoria frequently complained that the facility was too small.
- Self-haulers at all sites expressed their desire for recycling services, especially for yard waste.
- Self-haulers at Vashon noted that the recycle bins should be larger or emptied more frequently.
- Some self-haulers at Renton were dissatisfied with the hours of operation.
- Some self-haulers at Vashon and Enumclaw wanted to open the transfer station 7 days per week.
- Self-haulers at Houghton suggested that the site layout was inefficient.
- Many self-haulers at Bow Lake commented that turning into the facility from Orilla Road is dangerous.
- 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) – most commonly wanted increased recycling opportunities at the transfer stations.
- Skykomish customers provided lower ratings on average for the automated system than for the other categories, expressing that the system did not work properly.

In summary, the results of the customer satisfaction survey demonstrate that the self-haulers 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 2006 were compared to the 1998, 2000, 2002, and 2004 findings. The current study followed the same basic methodology as the previous studies.

Table 1-2 compares the average satisfaction ratings for customer service among self-haulers for the 1998, 2000, 2002, 2004, and 2006 study periods. **As shown, the**

average satisfaction ratings for the customer service category remained high for all four study periods.

- Overall satisfaction continues to rise.
- Seven facilities increased their customer satisfaction score.
- Rankings for Algona fell slightly from 2004 to 2006.

Table 1-2. Average Satisfaction Ratings for Self-haulers, 1998-2006

	SELF-HAULERS				
	Customer Service				
	1998	2000	2002	2004	2006
Algona	4.47	4.45	4.55	4.67	4.62
Bow Lake	4.52	4.45	4.71	4.65	4.72
Cedar Falls	4.63	4.53	4.47	4.53	4.70
Enumclaw	4.67	4.73	4.81	4.66	4.73
Factoria	4.43	4.46	4.52	4.58	4.66
First NE	4.59	4.60	4.69	4.72	N/A
Houghton	4.54	4.38	4.52	4.70	4.73
Renton	4.55	4.44	4.48	4.65	4.66
Vashon Island	4.64	4.46	4.55	4.53	4.72
ALL STATIONS	4.56	4.50	4.60	4.64	4.69

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

- Overall commercial customer satisfaction ratings reversed a declining trend that began in 2000.
- Vashon Island received ratings of 5.0 for customer service.

Table 1-3. Average Satisfaction Ratings for Commercial Haulers, 1998-2006

	COMMERCIAL HAULERS				
	Customer Service				
	1998	2000	2002	2004	2006
Algona	4.08	4.60	4.21	4.00	4.51
Bow Lake	4.79	4.71	4.75	3.93	4.41
Enumclaw	4.80	5.00	4.75	5.00	4.50
Factoria	4.32	4.55	4.50	4.08	4.32
First NE	4.67	5.00	4.63	5.00	N/A
Houghton	4.35	4.73	4.37	4.09	4.57
Renton	4.79	4.88	5.00	5.00	4.77
Vashon Island	5.00	4.50	4.00	5.00	5.00
ALL STATIONS	4.46	4.70	4.51	4.15	4.52

Customer suggestions remained similar since the 1998 study. The most common suggestions from self-haulers continue to focus on making the facilities larger, adding the ability to accept additional recyclables, and reducing the wait times/traffic congestion/crowding. The most common suggestions from commercial haulers continue to focus making the facilities larger and improving the consistency of customer service.

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 nine³ King County owned transfer stations and drop box facilities during May and June, 2006. 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

Each of the sites was surveyed twice, once on a weekday and once on a weekend. The survey days assigned to each facility were randomly selected in order to ensure unbiased sampling and statistically representative results. Each survey day included 7.5 hours of active survey time. 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
	Self-haul	Comm-ercial	Sub Total	Self-haul	Comm-ercial	Sub Total	
Algona	260	35	295	352		352	647
Bow Lake	196	32	228	354	3	357	585
Cedar Falls	43		43	56		56	99
Enumclaw	119	4	123	212		212	335
Factoria	215	28	243	230		230	473
Houghton	190	44	234	279		279	513
Renton	79	23	102	297	3	300	402
Vashon	61	2	63	98		98	161
Totals	1,163	168	1,331	1,878	6	1,884	3,215

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.

³ First Northeast was closed during the survey period for renovations. No surveys were obtained from First Northeast.

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.

The surveyor administered the questionnaire to the driver of every vehicle entering the designated facility during their survey shift, except in rare instances when the traffic became so congested that the surveyor needed to wave some of the vehicles past to avoid undue delays. All drivers were surveyed only during their initial trip to the facility; they were not surveyed if they made additional trips to the same facility during the same survey day.

2.2 DATA ANALYSIS

The analysis was designed to estimate the average customer satisfaction ratings for each of three aspects of the customer's experience: customer service, waste services, and the physical facility. As in previous studies, customers providing a ranking of 3 or higher were considered satisfied. Customers providing a ranking of 1 or 2 were considered unsatisfied, and those who had no opinion, reported they did not use this service, or had no response were omitted from the analysis calculations.

Customer satisfaction ratings were tabulated for each of the nine County facilities. However, not all services are currently available at every location. Also, Skykomish uses an automated system, instead of on-site staff. The customer survey instruments, the analysis of satisfaction rankings, and customer comments reflects the differences in services offered at King County facilities.

The satisfaction ratings for each of the three service categories were analyzed for both self-haulers and commercial customers. Self-haulers accounted for the vast majority of customers (about 96%), but because their usage of the solid waste facilities is often significantly different from that of commercial haulers, their ratings were analyzed independently.⁵

In many cases, the sample sizes were quite small for different customer types analyzed in this report. For example, Enumclaw and Vashon Island both received fewer than 5 commercial customers. Skykomish received fewer than 15 self-haulers. Despite the small sample sizes, the results 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 2006 customer satisfaction survey and is organized according to three topics: customer service, waste services, and physical facility.

3.1 CUSTOMER SERVICE

Self-hauled and Commercial Customers

Self-haulers were highly satisfied with the customer service at all facilities. The average satisfaction ratings among self-haulers ranged between 4.62 and 4.73 at each facility. The percentage of self-haulers that rated customer service a 3 or higher ranged from 98% at Algona, Cedar Falls, Factoria, and Vashon Island to 100% at Renton.

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

- Commercial haulers at Vashon gave this site the highest score, 5.00.
- Factoria (4.32) had the lowest average customer service rating, followed by Bow Lake (4.41), Enumclaw (4.50), and Algona (4.51).
- No commercial haulers were surveyed at Cedar Falls.

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

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

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Vashon		ALL STATIONS	
Self-hauled																		
(1) Extremely dissatisfied	4	1%	0	0%	0	0%	0	0%	3	1%	2	0%	0	0%	0	0%	9	0%
(2)	4	1%	5	1%	2	2%	2	1%	5	1%	3	1%	1	0%	3	2%	25	1%
(3)	27	4%	13	2%	2	2%	5	2%	11	2%	12	3%	11	3%	5	3%	86	3%
(4)	116	19%	98	18%	18	18%	72	22%	73	16%	73	16%	88	23%	24	15%	562	18%
(5) Extremely satisfied	368	60%	386	70%	71	72%	241	73%	269	60%	336	72%	232	62%	119	75%	2022	66%
Percent satisfied (3 or higher)	98%		99%		98%		99%		98%		99%		100%		98%		99%	
Average	4.62		4.72		4.70		4.73		4.66		4.73		4.66		4.72		4.69	
No opinion	79	13%	37	7%	5	5%	9	3%	81	18%	40	9%	38	10%	8	5%	297	10%
No response	14	2%	11	2%	1	1%	2	1%	3	1%	3	1%	6	2%	0	0%	40	1%
Total Self-Hauled	612	100%	550	100%	99	100%	331	100%	445	100%	469	100%	376	100%	159	100%	3,041	100%
Commercial																		
(1) Extremely dissatisfied	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
(2)	1	3%	1	3%			0	0%	3	11%	2	5%	0	0%	0	0%	7	4%
(3)	2	6%	1	3%			0	0%	1	4%	0	0%	1	4%	0	0%	5	3%
(4)	10	29%	14	40%			2	50%	8	29%	12	27%	4	15%	0	0%	50	29%
(5) Extremely satisfied	22	63%	16	46%			2	50%	16	57%	28	64%	21	81%	2	100%	107	61%
Percent satisfied (3 or higher)	97%		97%				100%		89%		95%		100%		100%		96%	
Average	4.51		4.41				4.50		4.32		4.57		4.77		5.00		4.52	
No opinion	0	0%	2	6%			0	0%	0	0%	1	2%	0	0%	0	0%	3	2%
No response	0	0%	1	3%			0	0%	0	0%	1	2%	0	0%	0	0%	2	1%
Total Commercial	35	100%	35	100%			4	100%	28	100%	44	100%	26	100%	2	100%	174	100%
Total Surveys	647		585		99		335		473		513		402		161		3,215	

3.2 WASTE SERVICES

Self-hauled and Commercial Customers

Self-haulers 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.

- For self-haulers, the average satisfaction rating at each facility ranged from 4.46 to 4.76, with an overall average of 4.58.
- At least 98% of customers at all stations except Houghton (91%) rated the facilities' waste services a three or better.

Commercial customers were also satisfied with the waste services at all of the facilities, giving an overall average satisfaction rating of 4.04.

- Vashon Island (5.00), followed by Renton (4.85) received the highest average satisfaction ratings.
- The lowest average satisfaction ratings are those of Algona (4.17) and Bow Lake (4.48).
- Factoria had the lowest percentage of commercial customers that rated waste services at a 3 or above (96%).

Table 3-2 presents a summary of the self-hauled and commercial satisfaction ratings for waste services.

Table 3-2. Waste Service Ratings for Self-hauled and Commercial Customers

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Vashon		ALL STATIONS	
Self-hauled																		
(1) Extremely dissatisfied	8	1%	0	0%	0	0%	0	0%	0	0%	23	5%	1	0%	1	1%	33	1%
(2)	13	2%	1	0%	0	0%	1	0%	1	0%	16	3%	5	1%	0	0%	37	1%
(3)	33	5%	15	3%	4	4%	5	2%	19	4%	10	2%	26	7%	5	3%	117	4%
(4)	113	18%	138	25%	22	22%	62	19%	105	24%	68	14%	99	26%	42	26%	649	21%
(5) Extremely satisfied	355	58%	342	62%	66	67%	249	75%	241	54%	305	65%	205	55%	105	66%	1868	61%
Percent satisfied (3 or higher)		96%		100%		100%		100%		100%		91%		98%		99%		97%
Average		4.52		4.66		4.67		4.76		4.60		4.46		4.49		4.63		4.58
No opinion	78	13%	43	8%	6	6%	12	4%	76	17%	43	9%	34	9%	5	3%	297	10%
No response	12	2%	11	2%	1	1%	2	1%	3	1%	4	1%	6	2%	1	1%	40	1%
Total Self-Hauled	612	100%	550	100%	99	100%	331	100%	445	100%	469	100%	376	100%	159	100%	3,041	100%
Commercial																		
(1) Extremely dissatisfied	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
(2)	1	3%	0	0%			0	0%	1	4%	0	0%	0	0%	0	0%	2	1%
(3)	4	11%	0	0%			0	0%	1	4%	0	0%	0	0%	0	0%	5	3%
(4)	18	51%	17	49%			1	25%	8	29%	16	36%	4	15%	0	0%	64	37%
(5) Extremely satisfied	12	34%	16	46%			3	75%	18	64%	25	57%	22	85%	2	100%	98	56%
Percent satisfied (3 or higher)		97%		100%				100%		96%		100%		100%		100%		99%
Average		4.17		4.48				4.75		4.54		4.61		4.85		5.00		4.53
No opinion	0	0%	1	3%			0	0%	0	0%	2	5%	0	0%	0	0%	3	2%
No response	0	0%	1	3%			0	0%	0	0%	1	2%	0	0%	0	0%	2	1%
Total Commercial	35	100%	35	100%			4	100%	28	100%	44	100%	26	100%	2	100%	174	100%
Total Surveys	647		585		99		335		473		513		402		161		3,215	

3.3 PHYSICAL FACILITY

Self-hauled and Commercial Customers

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

- The average self-hauler satisfaction rating for all stations was 4.50.
- Factoria (4.17), and Cedar Falls (4.25), had slightly lower than average satisfaction ratings. Enumclaw received the highest average rating at 4.87.
- At least 95% of the customers surveyed at each station rated the physical facility at a 3 or greater.

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

- For all stations, the commercial hauler satisfaction rating averaged 4.08.
- Houghton (3.71), Algona (3.94), and Factoria (3.96) had the lowest average satisfaction ratings.
- Vashon (5.00) received a perfect score but only two commercial drivers were surveyed at Vashon.

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

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

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Vashon		ALL STATIONS	
Self-hauled																		
(1) Extremely dissatisfied	7	1%	2	0%	1	1%	0	0%	3	1%	1	0%	0	0%	0	0%	14	0%
(2)	9	1%	3	1%	4	4%	0	0%	15	3%	12	3%	4	1%	0	0%	47	2%
(3)	59	10%	32	6%	13	13%	5	2%	58	13%	40	9%	26	7%	3	2%	236	8%
(4)	114	19%	173	31%	28	28%	33	10%	133	30%	84	18%	102	27%	23	14%	690	23%
(5) Extremely satisfied	333	54%	292	53%	47	47%	282	85%	160	36%	287	61%	205	55%	128	81%	1734	57%
Percent satisfied (3 or higher)		97%		99%		95%		100%		95%		97%		99%		100%		98%
Average		4.45		4.49		4.25		4.87		4.17		4.52		4.51		4.81		4.50
No opinion	78	13%	37	7%	5	5%	9	3%	73	16%	42	9%	33	9%	5	3%	282	9%
No response	12	2%	11	2%	1	1%	2	1%	3	1%	3	1%	6	2%	0	0%	38	1%
Total Self-Hauled	612	100%	550	100%	99	100%	331	100%	445	100%	469	100%	376	100%	159	100%	3,041	100%
Commercial																		
(1) Extremely dissatisfied	0	0%	0	0%			0	0%	1	4%	3	7%	0	0%	0	0%	4	2%
(2)	2	6%	2	6%			0	0%	3	11%	5	11%	0	0%	0	0%	12	7%
(3)	9	26%	4	11%			0	0%	4	14%	6	14%	2	8%	0	0%	25	14%
(4)	13	37%	11	31%			1	25%	8	29%	14	32%	6	23%	0	0%	53	30%
(5) Extremely satisfied	11	31%	16	46%			3	75%	12	43%	13	30%	18	69%	2	100%	75	43%
Percent satisfied (3 or higher)		94%		94%				100%		86%		80%		100%		100%		91%
Average		3.94		4.24				4.75		3.96		3.71		4.62		5.00		4.08
No opinion	0	0%	1	3%			0	0%	0	0%	2	5%	0	0%	0	0%	3	2%
No response	0	0%	1	3%			0	0%	0	0%	1	2%	0	0%	0	0%	2	1%
Total Commercial	35	100%	35	100%			4	100%	28	100%	44	100%	26	100%	2	100%	174	100%
Total Surveys	647		585		99		335		473		513		402		161		3,215	

Chapter 4

Skykomish Satisfaction Survey Results

Beginning in November 2001, King County installed an automated payment system at the Skykomish drop box site. To gather information about customer satisfaction for this service, the satisfaction survey instrument for Skykomish differs from the instrument used for the other King County facilities. Customers at Skykomish 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.

This section presents results from the Skykomish satisfaction survey. Appendix A contains a copy of the Skykomish survey instrument.⁶

4.1 AUTOMATED SERVICE

More than three-quarters (83%) of the customers surveyed at Skykomish 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), one complained that the gate wouldn't open, while one commented that the service should be free for locals.

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

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

	Skykomish					
	2002		2004		2006	
Self-hauled						
(1) Extremely dissatisfied	4	12%	4	12%	0	0%
(2)	3	9%	3	9%	2	17%
(3)	0	0%	5	15%	2	17%
(4)	3	9%	5	15%	3	25%
(5) Extremely satisfied	6	18%	10	30%	5	42%
Percent satisfied (3 or higher)		56%		74%		83%
Average		3.25		3.52		3.92
No opinion	4	12%	6	18%	0	0%
No response	13	39%	0	0%	0	0%
Total Surveys	33	100%	33	100%	12	100%

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

4.2 CONDITION OF SITE

All customers surveyed were satisfied with the condition of the Skykomish site, with 100% 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					
	2002		2004		2006	
Self-hauled						
(1) Extremely dissatisfied	1	3%	1	3%	0	0%
(2)	1	3%	1	3%	0	0%
(3)	2	6%	4	12%	2	17%
(4)	6	18%	10	30%	2	17%
(5) Extremely satisfied	6	18%	15	45%	8	67%
Percent satisfied (3 or higher)		88%		94%		100%
Average		3.94		4.19		4.50
No opinion	4	12%	2	6%	0	0%
No response	13	39%	0	0%	0	0%
Total Surveys	33	100%	33	100%	12	100%

4.3 WASTE SERVICES

All customers (100%) were satisfied with the waste services available at the Skykomish facility. Table 4-3 recaps the waste services ratings for Skykomish self-haulers.

Table 3. Waste Services Ratings for Skykomish Self-haulers

	Skykomish					
	2002		2004		2006	
Self-hauled						
(1) Extremely dissatisfied	0	0%	1	3%	0	0%
(2)	0	0%	2	6%	0	0%
(3)	2	6%	4	12%	2	17%
(4)	6	18%	8	24%	2	17%
(5) Extremely satisfied	9	27%	16	48%	8	67%
Percent satisfied (3 or higher)	100%		90%		100%	
Average	4.41		4.16		4.50	
No opinion	3	9%	2	6%	0	0%
No response	13	39%	0	0%	0	0%
Total Surveys	33	100%	33	100%	12	100%

Chapter 5

Customer Comments

5.1 CUSTOMER SUGGESTIONS

Appendix B provides a detailed account of customers' suggestions by facility for the self-haulers. Appendix C shows suggestions that commercial haulers provided. Not all customers provided suggestions: about 27% of the self-haulers and about 24% of the commercial haulers gave at least one comment. Accordingly, the comments incorporated below reflect the opinions of only some customers. Key points are summarized below.

Self-hauled

- Nearly a quarter (21%) of customers who provided comments wanted to expand or install recycling programs at the transfer stations, particularly for HHW and yard waste.
- The second most prevalent comment from self-haulers who provided comments dealt with complaints about long lines, the wait time, and traffic congestion, particularly at Algona, Houghton, Factoria, and Bow Lake. About 11% of the comments related to these issues.
- Just under 5% of the comments pertained to general dissatisfaction with the facility's hours of operation.

Commercial Customers

- Nearly a quarter (21%) of commercial haulers who provided comments complained that the facility was too small.
- Twelve percent of commercial haulers who provided comments commented that customer service is inconsistent between shifts.

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. Appendix D provides a detailed account of comments by facility for dissatisfied self-haulers. Appendix E shows comments from dissatisfied commercial haulers. Key points from the customer comments are summarized below.

Self-hauled

- The largest number of complaints (36%) from dissatisfied self-haulers who provided comments focused on increasing the recycling at the transfer stations.
- The next largest group of comments (11%) suggested that the facility was too small, particularly for Factoria (12 comments) and Algona (four comments).
- Nearly 9% of self-hauled customers who provided comments pointed to the long lines at the transfer stations as the source of their dissatisfaction.
- Nearly 8% of self-hauled comments suggested that the facility staff was unhelpful or unfriendly.

Commercial Customers

- The largest share of dissatisfied commercial customers who provided comments (32%) commented that the facility was too small, particularly Factoria.
- The second most common complaint (23%) of those who provided comments suggested that the customer service was dependent on the crew, particularly at Factoria (3 comments).

Appendix

Following are detailed appendices presenting the survey instruments used during the 2006 study as well as customer suggestions and dissatisfied comments for each of the 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		SELF-HAUL ONLY		I'm going to ask you to rank several of this facility's services on a scale of 1 to 5.								
			What is your ZIP code?	Was your load from a house or business?	About how often do you come to this facility? (Number) (Circle time period)	1 equals "extremely dissatisfied," and 5 equals "extremely satisfied." How satisfied are you with this facility's...? <i>(Record "9" if they have no opinion)</i>									
Don't Write Here	C comm'l. S self-haul			1 <u>house</u> / residential 2 <u>business</u> / non-residential 3 <u>both</u> house & biz.	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	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? <i>Write any other / unsolicited comments below</i>
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				
	C S		98 _____				D	W	M	Y	E				

Appendix A. Customer Satisfaction Survey (Back)

Complete this section for every page

Page _____ of _____

Date _____
Surveyor _____

Circle the site:
Algona Houghton
Bow Lake Renton
Cedar Falls Skykomish
Enumclaw Vashon Island
Factoria

Complete this section for first page only

Start Time _____ Inclement Weather? _____
Stop Time _____

Other Notes about Today's Surveying:

Appendix A. Skykomish 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			I'm going to ask you to rank several of this facility's services on a scale of 1 to 5.											
			What is your ZIP code?	Was your load from a house or business?	About how often do you come to this facility?	1 equals "extremely dissatisfied," and 5 equals "extremely satisfied." How satisfied are you with this facility's...? <small>(Record "9" if they have no opinion)</small>											
Don't Write Here	C comm'l. S self-haul		1 <u>house</u> / residential 2 <u>business</u> / non-residential 3 <u>both</u> house & biz.	(Number)	(Circle time period)	*Garbage, recycling, and/or yard waste - as appropriate for the facility											
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N
	C S		98 _____			D	W	M	Y	E				Y	N	Y	N

Appendix A. Skykomish Customer Satisfaction Survey (Back)

Complete this section for every page

Page _____ of _____

Date _____
Surveyor _____

Circle the site:
Algona Houghton
Bow Lake Renton
Cedar Falls Skykomish
Enumclaw Vashon Island
Factoria

Complete this section for first page only

Start Time _____ Inclement Weather? _____
Stop Time _____

Other Notes about Today's Surveying:

Appendix B. All Self-hauler Customer Suggestions

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Vashon	All Stations
Cost									
Appliance fee structure bad				1					1
Building too expensive, causing high prices				3					3
Don't raise prices					1		1		2
Free recycling is good							1		1
Minimum fee is too high	1								1
Prices too high	5	5	1	2	2		2		17
Yard waste should be free			2	4					6
Customer Service									
Ambivalent customer service						1			1
Customer Service depends on crew	2	1		5	4		2	2	16
Good service	4	8	1	5	4	5	1	1	29
Staff asleep				1					1
Staff talk on phone too much		1		1			1	3	6
Staff unhelpful / unfriendly	5	1	2	3	3	5	3	4	26
Staff watch tv too much					1				1
Facility/Access									
Building / equipment needs replacing	1	1			1	2			5
Facility access is bad	1	5		1		1			8
Facility access is good	1	9		3	2				15
Facility too small	23	3	5	2	31	10	5		79
Got hit by loader once and wasn't offered any help		1							1
HHW drop off inconvenient					1				1
Holes for recycling bins inconveniently sized / placed		3		2		2		4	11
Keep more lanes / stalls / scales open more hours	5	2	4		4				15
Need larger recycling bins			1			3	3	6	13
Need more room in recycle area		2				1			3
Need wind block				1					1
New lights are good	1								1

CONTINUED NEXT PAGE

Appendix B. All Self-hauler Customer Suggestions (continued)

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Vashon	All Stations
Facility/Access									
Poor lighting is dangerous	1				2	1			4
Safety cables in the way / unnecessary	6	3	1		3	1	3	1	18
Separate self-hauled and commercial	2				1	2			5
Site layout: inefficient / difficult to back up / more or wider lanes needed	11	4	2	4	8	19	5	1	54
Maintenance/Amenities									
Clean		3	1	5	1		2	1	13
Computers break too often	2								2
Facility is dirty	1	2			2				5
Facility is smelly	3	5							8
Need a rake and broom	3								3
Need a small trash can in recycle area								1	1
Recycling area is dirty								1	1
Small amount of litter		1	1						2
Want hand washing station								1	1
Time/Crowds									
Dissatisfied with hours of operation	5		1	4		3	27	2	42
Efficient system		2				1			3
Like hours of operation		5			2		4		11
Long lines / wait time / traffic congestion	16	40	3	1	12	19	5	1	97
Operate 7 days per week			5	12		1		13	31
Want consistent schedule			1	1	1			1	4
Want expanded recycling hours					1		1	2	4
Other Materials/Services									
Like appliance recycling		2							2
Like available recycling	1	2		4		1	1		9
Likes HHW recycling					7				7
Should be able to recycle everything at every station				1	2				3
Should be able to throw appliances away						1			1

CONTINUED NEXT PAGE

Appendix B. All Self-hauler Customer Suggestions (continued)

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Vashon	All Stations
Other Materials/Services									
Want appliance recycling	1	1	1		7	2	2		14
Want better traffic direction	1								1
Want commercial recycling		1				1			2
Want E-waste collection		1		5	2	2	3	1	14
Want expanded HHW collection							1	2	3
Want expanded plastics recycling				2				2	4
Want glass recycling for large loads		1							1
Wants fewer materials accepted for recycling						1			1
Want HHW recycling	14	5		5		28	11	2	65
Want lumber recycling				2					2
Wants more materials accepted	7	1			7	2	1	2	20
Want OCC recycling	1				1		1		3
Want recycling facilities	19	2			10	1			32
Want salvage program								1	1
Want scrap metal recycling	1			2	2	1	1	1	8
Want someone to help unload truck				1		1			2
Want tire recycling	1								1
Want yard waste collection	6	2			5	10	1	1	25
Other									
Best station	2	3		7			2	1	15
Better since remodel	5				1		1	2	9
Better than Algona		1		2					3
Better than Bow Lake	1								1
Better than Gig Harbor				1					1
Better than home pickup				1					1
Better than Pierce County				2					2
Better than Seattle TS		1				1		1	3
Better than White Center		1							1
Better than Yakima						1			1

CONTINUED NEXT PAGE

Appendix B. All Self-hauler Customer Suggestions (continued)

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Vashon	All Stations
Other									
Could wash my car for me when I'm done		1							1
Doesn't like art							1		1
Doesn't like the surveys!								2	2
Don't close it down!						1			1
Easy		3							3
Encourages recycling				1					1
Excellent	3	11		10	2	2	6	3	37
Good use of money	1								1
It's a dump	3	5		2	3	3	2		18
It's no Enumclaw	2					1			3
Likes art				2				1	3
Loaders are big polluters								1	1
Loaders mix recycle and trash sometimes								1	1
Misses old dump								2	2
Nights are good		1							1
Reinstate dog biscuits			1						1
Safe	1								1
Weekdays are good		1							1
Weekends are bad		1							1
Weekends are good								1	1
Signage/Help									
Can't find hours and info in phonebook							1		1
Need better directions	1						1		2
Need better list of acceptable materials					1	1	1		3
Need HHW signage								1	1
Total Self-hauled Comments	170	154	33	111	137	138	103	73	919

Appendix C. All Commercial Customer Suggestions

	Algona	Bow Lake	Enumclaw	Factoria	Houghton	Renton	Vashon	All Stations
Customer Service								
Customer Service depends on crew	1	1		3				5
Good service	2		1					3
Staff unhelpful / unfriendly					1			1
Facility/Access								
Building / equipment needs replacing	1				2			3
Ceiling is too low				1	1			2
Facility access is bad		2						2
Facility access is good		1						1
Facility too small	2			4	2	1		9
Keep more lanes / stalls / scales open more hours		1						1
Separate self-hauled and commercial					2			2
Site layout: inefficient / difficult to back up / more or wider lanes needed				1	1	2		4
Other								
Best station		1		1		1		3
Better than Renton	1							1
Excellent				1			1	2
It's a dump		2						2
Other Materials/Services								
Want HHW recycling				1				1
Time/Crowds								
Long lines / wait time / traffic congestion					1			1
Total Commercial Comments	7	8	1	12	10	4	1	43

Appendix D. Comments from Dissatisfied Self-haulers

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Vashon	All Stations
Cost									
Prices too high	1								1
Customer Service									
Customer Service depends on crew		1			3				4
Good service	1	1							2
Staff talk on phone too much				1				2	3
Staff unhelpful / unfriendly	3		1	2	2	5		1	14
Staff watch tv too much					1				1
Facility/Access									
Building / equipment needs replacing	1					1			2
Facility access is bad	1	1							2
Facility too small	4	1	1		12	2			20
Got hit by loader once and wasn't offered any help		1							1
Holes for recycling bins inconveniently sized / placed						1			1
Keep more lanes / stalls / scales open more hours			2						2
Need larger recycling bins			1			2			3
Poor lighting is dangerous	1					1			2
Safety cables in the way / unnecessary			1				2	1	4
Separate self-hauled and commercial						1			1
Site layout: inefficient / difficult to back up / more or wider lanes	3				2	5	1		11
Other									
It's no Enumclaw	1								1

CONTINUED NEXT PAGE

Appendix D. Comments from Dissatisfied Self-haulers (continued)

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Vashon	All Stations
Maintenance/Amenities									
Clean							1		1
Computers break too often	1								1
Facility is dirty	1								1
Facility is smelly	2	1							3
Recycling area is dirty								1	1
Other Materials/Services									
Like available recycling							1		1
Likes HHW recycling					1				1
Need tire recycling	1								1
Want appliance recycling					1	2			3
Want E-waste collection						2			2
Want HHW recycling	5	1				22	1		29
Want recycling facilities	10				2				12
Want yard waste collection collection	2	1				10			13
Wants more materials accepted	2				2	2			6
Signage/Help									
Need better directions	1								1
Time/Crowds									
Dissatisfied with hours of operation	1					2	7		10
Long lines / wait time / traffic congestion	3	3	1		3	6			16
Operate 7 days per week			1	2					3
Want consistent schedule			1					1	2
Total Self-hauled Comments	45	11	9	5	29	64	13	6	182

Appendix E. Comments from Dissatisfied Commercial Customers

	Algona	Bow Lake	Factoria	Houghton	All Stations
Customer Service					
Customer Service depends on crew	1	1	3		5
Staff unhelpful / unfriendly				1	1
Facility/Access					
Building / equipment needs replacing	1			1	2
Ceiling is too low			1	1	2
Facility access is bad		2			2
Facility too small	2		4	1	7
Separate self-hauled and commercial				1	1
Site layout: inefficient / difficult to back up / more or wider lanes needed				1	1
Time/Crowds					
Long lines / wait time / traffic congestion				1	1
Total Commercial Comments	4	3	8	7	22