

APPENDIX A.

Survey Methodology

The customer survey was administered to vehicles entering 9 public waste facilities in King County between February and December 2006. Copies of the data collection forms are included in Appendix D.

Sampling Plan

Each transfer station was surveyed once per quarter except for Vashon, Skykomish and Cedar Falls. Vashon and the two drop boxes were surveyed only once every 6 months due to their low traffic volume. A process was designed and implemented to ensure a random distribution of survey days.

To create an unbiased and representative survey schedule, facilities were assigned to specific dates using a random process. First, facilities were randomly assigned to a month during the first quarter of the study. Additional survey days for each transfer stations were then scheduled every three months; surveying at drop boxes and at the Vashon Transfer Station was scheduled six months out from the first month. A survey start date for each month was randomly selected, eliminating holidays or other events (such as construction) that would impact the normal traffic patterns at facilities scheduled for surveying. Generally survey days were scheduled to occur on consecutive days each month.

**Table A-1. Customer Survey Schedule
February – December 2006**

	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
February					17-Feb Enumclaw	25-Feb Bow Lake	26-Feb Factoria
March				23-Mar Houghton	24-Mar Algona	25-Mar Vashon	
April					28-Apr Renton	29-Apr Enumclaw	
May			17-May Factoria	18-May Bow Lake	19-May Cedar Falls		
June		13-Jun Houghton	14-Jun Skykomish	15-Jun Algona			
July	10-Jul Renton	11-Jul Enumclaw					
August	7-Aug Bow Lake	8-Aug Factoria					
September			6-Sep Vashon		22-Sep Houghton		24-Sep Algona
October	16-Nov Enumclaw						15-Nov Renton
November	13-Nov Factoria	14-Nov Bowlake				4-Nov Cedar Falls	
December	4-Dec Skykomish	5-Dec Algona					3-Dec Houghton

Conducting Customer Surveys

With the exception of Vashon, Enumclaw, Cedar Falls, and Skykomish, two surveyors were assigned to each survey day¹. The first surveyor administered the questionnaire to vehicles entering the facility, and the second surveyor (if needed) recorded the vehicle's ticket number as it exited.

To link the vehicle's ticket number to the survey information, the first surveyor placed a uniquely numbered identification card on the vehicle's dashboard and recorded the ID number on the questionnaire. The second surveyor obtained this card as the vehicle exited the facility and recorded the net weight on the back of the card. An example of the numbered card is available in Appendix D.

The surveyors administered the questionnaire to every vehicle entering the facility during their shift, except in rare instances when the traffic became so congested that the surveyor needed to wave some of the vehicles past to avoid further delays.

Before the surveying took place, all surveyors attended a training session at the Factoria transfer station. As part of the training they conducted mock interviews using the customer survey field form (see Appendix D for a copy).

The protocol used by the surveyors is described in more detail below.

Information Collected on the Survey Form

AS THE VEHICLE APPROACHED

1. The surveyor determined whether the approaching vehicle was a commercial garbage truck or a self-hauler. Surveyors were provided with a list of all companies licensed to haul municipal solid waste; please see the coding sheet in Appendix D.
2. The surveyor recorded the vehicle type, according to the nine categories listed below:
 1. Rear packer
 2. Front packer
 3. Side packer
 4. Drop box, loose
 5. Drop box, compacted
 6. Pick-up, van, sport-utility vehicle
 7. Large other (large truck, flatbed truck)
 8. Car
 9. Semi truck
3. The surveyor noted whether the vehicle was pulling a trailer.

¹ With less traffic flow at these four facilities, one surveyor was able to interview incoming drivers and obtain ticket numbers from exiting vehicles without the help of another person.

4. The surveyor let the driver know that the King County Solid Waste Division was conducting a customer survey. The surveyor placed a numbered card on the windshield and explained that the card keeps the driver anonymous, and would be collected when the driver left the facility.
5. The surveyor first asked the driver from which city the load originated. The surveyor was given a list of King County cities and other areas. If the driver's response was not on the list, the surveyor asked whether the location was a rural area within King County or a city outside King County. If waste came from multiple areas in the County, "all over King County" was recorded.
6. The surveyor asked the driver to describe the type of waste brought to the facility, according to the four categories below:
 - Yard waste
 - Construction or demolition debris
 - Special waste (petroleum-contaminated soil, sludge, or asbestos)
 - Household hazardous waste
 - Mixed garbage
7. If the waste type was yard waste or construction/demolition waste, the surveyor asked if the driver was a contractor/builder or a landscaper, respectively.
8. From the following list, the drivers were asked to pick the category that best described the source of their load:
 - Single-family
 - Multi-family
 - Both single-family and multi-family (mixed residential)
 - Residential and nonresidential
 - Nonresidential (business)
9. In addition to the questions listed above, self-haulers were also asked the following questions:
 - How often does the driver visit any transfer station? The surveyor recorded the number of visits per day, week, month, or year (or ever).
 - What is the ZIP code corresponding to the area this waste is from?
 - In the future, would the driver be willing to recycle wood, metals, and/or yard waste into separate containers, if the driver could save money. The savings corresponded with either tons (for bigger vehicles) or loads (for smaller vehicles). The surveyor then gave the driver the 1st option. If the driver said yes then they would circle the option, but if they said no then the surveyor would continue to the 2nd option and so on. The following 5 options, in order are:
 1. If you could save \$10/ton or \$2/load? YES/NO (If NO, continue, if YES, skip to the next Question)
 2. If you could save \$25/ton or \$4/load? YES/NO (If NO, continue, if YES, skip to the next Question)

3. If you could save \$50/ton or \$8/load? YES/NO (If NO, continue, if YES, skip to the next Question)
4. The materials were free to recycle? YES/NO (If NO, circle Option #5, if YES, skip to the next question)
5. Will not separate.
 - Does the driver subscribe to curbside garbage collection? (This question was not asked if the driver was a contractor/builder or a landscaper.)
 - Why is the driver self-hauling waste today? (This question was not asked if the driver was a contractor/builder or a landscaper.)

AS THE VEHICLE EXITED THE FACILITY

When departing the facility, the vehicle was stopped a second time. The surveyor requested to see the customer's receipt, and then recorded the net weight from the receipt on the numbered card.

APPENDIX B.

Detailed Customer Survey Results

Chapter 3 of the report presented customer survey results for analyzed survey components but excluded *detailed* customer survey tables. This appendix presents the following tables:

- Observed Vehicle Types, by Collection Type and Facility
- Reported Waste Types, by Collection Type and Facility
- Reported Self-hauled Contractors and Landscapers, by Facility and Generator Type
- Reported Reasons for Self-hauling Waste from Residential Generators
- Reported Reasons for Self-hauling Waste from Nonresidential Generators, by Facility
- Willingness to Recycle Wood, Metal, Yard Debris, by Facility

Vehicle Type

**Figure B-1. Observed Vehicle Types, by Collection Type and Facility (n=5,665)
February 2006 – December 2006**

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria
Commercial					
Packer	8%	12%	0%	5%	7%
Dropbox	8%	26%	0%	3%	10%
Large Other	0%	0%	0%	0%	0%
Passenger Vehicle	0%	0%	0%	0%	0%
Subtotal	16%	37%	0%	8%	17%
<i>No Response</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>
Self Haul					
Packer	0%	0%	0%	0%	0%
Dropbox	1%	0%	0%	0%	0%
Large Other	5%	6%	1%	6%	6%
Passenger Vehicle	78%	56%	99%	86%	76%
Subtotal	84%	63%	100%	92%	83%
<i>No Response</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>
Total	100%	100%	100%	100%	100%

	Houghton	Renton	Skykomish	Vashon	Overall
Commercial					
Packer	10%	8%	0%	1%	9%
Dropbox	9%	11%	0%	0%	13%
Large Other	0%	0%	0%	0%	0%
Passenger Vehicle	0%	0%	0%	0%	0%
Subtotal	19%	20%	0%	1%	22%
<i>No Response</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>
Self Haul					
Packer	0%	0%	0%	0%	0%
Dropbox	0%	0%	0%	1%	0%
Large Other	8%	3%	17%	10%	6%
Passenger Vehicle	72%	77%	83%	89%	72%
Subtotal	81%	80%	100%	99%	78%
<i>No Response</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>
Total	100%	100%	100%	100%	100%

Waste Type

**Figure B-2. Reported Waste Types, by Collection Type and Facility (n=5,665)
February 2006 - December 2006**

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria
Commercial					
Mixed Garbage	16%	37%	0%	8%	17%
Construction/Demolition	0%	0%	0%	0%	0%
Yard Waste	0%	0%	0%	0%	0%
Special Waste	0%	0%	0%	0%	0%
Household Hazardous Waste	0%	0%	0%	0%	0%
Subtotal	16%	37%	0%	8%	17%
<i>No Response</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>
Self Haul					
Mixed Garbage	60%	42%	80%	73%	46%
Construction/Demolition	16%	12%	15%	11%	21%
Yard Waste	8%	9%	5%	8%	8%
Special Waste	0%	0%	0%	0%	0%
Household Hazardous Waste	0%	0%	0%	0%	8%
Subtotal	84%	63%	100%	92%	83%
<i>No Response</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>
Total	100%	100%	100%	100%	100%

	Houghton	Renton	Skykomish	Vashon	Overall
Commercial					
Mixed Garbage	19%	20%	0%	1%	21%
Construction/Demolition	0%	0%	0%	0%	0%
Yard Waste	0%	0%	0%	0%	0%
Special Waste	0%	0%	0%	0%	0%
Household Hazardous Waste	0%	0%	0%	0%	0%
Subtotal	19%	20%	0%	1%	22%
<i>No Response</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>
Self Haul					
Mixed Garbage	48%	59%	100%	73%	52%
Construction/Demolition	25%	14%	0%	22%	17%
Yard Waste	8%	7%	0%	5%	8%
Special Waste	0%	0%	0%	0%	0%
Household Hazardous Waste	0%	0%	0%	0%	1%
Subtotal	81%	80%	100%	99%	78%
<i>No Response</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>	<i>0%</i>
Total	100%	100%	100%	100%	100%

Contractors & Landscapers (Self-hauled Only)

**Figure B-3. Reported Self-hauled Contractors and Landscapers, by Facility and Generator Type (n=5,142)
February 2006 – December 2006**

	Algona				Bow Lake				
	Residential	Mixed Residential & Nonresidential	Nonresidential	No Response	Residential	Mixed Residential & Nonresidential	Nonresidential	No Response	
Contractors	11%	31%	31%	33%	10%	67%	42%	0%	
Landscapers	2%	0%	7%	0%	2%	0%	6%	0%	
All Others	87%	69%	61%	67%	88%	33%	52%	100%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	
	Cedar Falls				Enumclaw				
	Residential	Mixed Residential & Nonresidential	Nonresidential	No Response	Residential	Mixed Residential & Nonresidential	Nonresidential	No Response	
Contractors	6%	0%	60%	0%	5%	22%	33%	0%	
Landscapers	0%	0%	0%	0%	1%	0%	0%	0%	
All Others	94%	100%	40%	100%	93%	78%	67%	0%	
Total	100%	100%	100%	100%	100%	100%	100%	0%	
	Factoria				Houghton				
	Residential	Mixed Residential & Nonresidential	Nonresidential	No Response	Residential	Mixed Residential & Nonresidential	Nonresidential	No Response	
Contractors	15%	44%	53%	100%	21%	50%	47%	0%	
Landscapers	2%	11%	5%	0%	2%	0%	5%	0%	
All Others	82%	44%	41%	0%	77%	50%	48%	0%	
Total	100%	100%	100%	100%	100%	100%	100%	0%	
	Renton				Skykomish				
	Residential	Mixed Residential & Nonresidential	Nonresidential	No Response	Residential	Mixed Residential & Nonresidential	Nonresidential	No Response	
Contractors	8%	50%	73%	0%	0%	0%	0%	0%	
Landscapers	2%	25%	18%	0%	0%	0%	0%	0%	
All Others	90%	25%	9%	100%	100%	100%	100%	0%	
Total	100%	100%	100%	100%	100%	100%	100%	0%	
	Vashon				Total				Overall
	Residential	Mixed Residential & Nonresidential	Nonresidential	No Response	Residential	Mixed Residential & Nonresidential	Nonresidential	No Response	
Contractors	13%	50%	33%	0%	13%	42%	44%	22%	15%
Landscapers	1%	0%	0%	0%	2%	3%	6%	0%	2%
All Others	86%	50%	67%	100%	85%	55%	50%	78%	83%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Reasons for Self-hauling Waste

**Figure B-4. Reported Reasons for Self-hauling Waste from Residential Generators, by Facility (n=3,486)
February 2006 – December 2006**

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Skykomish	Vashon	Overall
Residential										
Cheaper / Saves money	13%	12%	18%	12%	5%	10%	12%		14%	11%
Cleaning home or workplace	5%	6%	10%	5%	6%	5%	6%		2%	5%
Convenience	3%	4%	10%	7%	4%	3%	6%		21%	5%
Disaster-related (flood, mud slide, etc)					1%					
Dissatisfied with regular collection service	1%	1%	3%	2%			1%			1%
Do not have garbage service		4%	1%	13%	1%	1%	2%	75%	21%	3%
Favor for friend/neighbor/family member	3%	2%		2%	2%	3%	2%		1%	2%
Forgot or missed the regular collection service	1%	1%		1%		6%			1%	2%
Garbage hauler will not pick up this type of waste		1%	2%	2%	8%	1%			1%	2%
Habit	1%	1%	2%	4%	1%	1%	2%			1%
Independent hauler	1%	1%			2%	3%	1%		2%	1%
Items too big to fit into garbage can	11%	13%	8%	3%	16%	15%	9%		4%	12%
Large amount of garbage	28%	24%	20%	21%	23%	18%	32%		11%	24%
Moving home or workplace	5%	6%	11%	6%	7%	7%	4%		1%	6%
Refused to answer			1%							
Remodeling	9%	8%	6%	6%	8%	13%	9%		4%	9%
Roadside litter removal										
Self-sufficiency / do not like government		1%	1%					25%		
Small amount of garbage / recycle almost everything	2%	1%	2%	5%	1%	1%	2%		6%	2%
Waste is from vacation home										
Yard debris	7%	7%	3%	5%	4%	6%	5%		4%	6%
Subtotal	94%	94%	97%	93%	91%	92%	95%	100%	92%	93%
<i>Other</i>	3%	3%	2%	5%	6%	1%	4%	0%	6%	3%
<i>No Response</i>	3%	3%	1%	2%	4%	8%	2%	0%	2%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Figure B-5. Reported Reasons for Self-hauling Waste from Nonresidential Generators, by Facility (n=159)
February 2006 – December 2006**

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Skykomish	Vashon	Overall
Non-Residential										
Cheaper / Saves money	3%	10%			8%	9%				7%
Cleaning home or workplace	9%	4%		17%	8%	3%				6%
Convenience		4%							17%	2%
Disaster-related (flood, mud slide, etc)		4%			4%					2%
Favor for friend/neighbor/family member		2%								1%
Forgot or missed the regular collection service						3%				1%
Garbage hauler will not pick up this type of waste					4%	3%				1%
Habit	3%									1%
Independent hauler	24%	15%		17%	12%	22%	100%	100%	83%	21%
Items too big to fit into garbage can	3%	10%			4%	6%				6%
Large amount of garbage	38%	19%	50%	33%	24%	22%				25%
Moving home or workplace	3%	4%								2%
Remodeling	6%	4%	50%	17%	8%	3%				6%
Roadside litter removal		4%			4%	3%				3%
Self-sufficiency / do not like government	3%									1%
Small amount of garbage / recycle almost everything		6%				6%				3%
Yard debris		2%			4%	3%				2%
Subtotal	91%	87%	100%	83%	80%	84%	100%	100%	100%	87%
<i>Other</i>	3%	4%	0%	0%	4%	0%	0%	0%	0%	3%
<i>No Response</i>	6%	10%	0%	17%	16%	16%	0%	0%	0%	11%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Willingness to Recycle Wood, Metal, Yard Debris, by Facility

**Figure B-6. Self-haul Customers, Savings Required to Separate and Recycle, by Facility (n=4,436)
February 2006 – December 2006**

	Algona				Bow Lake			
	Contractor	Landscaper	All Others	Overall	Contractor	Landscaper	All Others	Overall
Savings of \$2/load (\$10/ton)	75%	88%	80%	80%	62%	62%	80%	77%
Savings of \$4/load (\$25/ton)	7%	0%	3%	3%	6%	15%	6%	6%
Savings of \$8/load (\$50/ton)	5%	0%	2%	2%	5%	8%	3%	3%
The materials were free to recycle	0%	0%	1%	1%	4%	0%	1%	1%
Will not separate	12%	13%	11%	11%	18%	15%	8%	10%
Subtotal	99%	100%	98%	98%	95%	100%	97%	97%
<i>No Response</i>	1%	0%	2%	2%	5%	0%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%

	Cedar Falls			Enumclaw			
	Contractor	All Others	Overall	Contractor	Landscaper	All Others	Overall
Savings of \$2/load (\$10/ton)	70%	69%	69%	40%	67%	80%	78%
Savings of \$4/load (\$25/ton)	0%	8%	8%	10%	33%	2%	3%
Savings of \$8/load (\$50/ton)	10%	2%	3%	15%	0%	4%	4%
The materials were free to recycle	0%	6%	6%	5%	0%	1%	1%
Will not separate	10%	15%	14%	30%	0%	13%	14%
Subtotal	90%	100%	99%	100%	100%	100%	100%
<i>No Response</i>	10%	0%	1%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%

	Factoria				Houghton			
	Contractor	Landscaper	All Others	Overall	Contractor	Landscaper	All Others	Overall
Savings of \$2/load (\$10/ton)	57%	83%	80%	76%	74%	87%	83%	81%
Savings of \$4/load (\$25/ton)	7%	4%	4%	5%	7%	0%	4%	4%
Savings of \$8/load (\$50/ton)	4%	0%	3%	3%	8%	0%	2%	3%
The materials were free to recycle	3%	0%	2%	2%	1%	0%	1%	1%
Will not separate	27%	13%	9%	12%	9%	13%	10%	10%
Subtotal	98%	100%	98%	98%	98%	100%	98%	98%
<i>No Response</i>	2%	0%	2%	2%	2%	0%	2%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Figure B-7. Self-haul Customers, Savings Required to Separate and Recycle, by Facility (n=4,436), Contd.
February 2006 – December 2006**

	Renton				Skykomish	
	Contractor	Landscaper	All Others	Overall	All Others	Overall
Savings of \$2/load (\$10/ton)	62%	85%	80%	79%	0%	0%
Savings of \$4/load (\$25/ton)	4%	0%	3%	3%	0%	0%
Savings of \$8/load (\$50/ton)	2%	8%	1%	2%	0%	0%
The materials were free to recycle	2%	0%	1%	2%	17%	17%
Will not separate	27%	8%	12%	14%	50%	50%
Subtotal	98%	100%	99%	98%	67%	67%
<i>No Response</i>	2%	0%	1%	2%	33%	33%
Total	100%	100%	100%	100%	100%	100%

	Vashon				Overall			
	Contractor	Landscaper	All Others	Overall	Contractor	Landscaper	All Others	Overall
Savings of \$2/load (\$10/ton)	80%	100%	85%	84%	66%	78%	80%	78%
Savings of \$4/load (\$25/ton)	0%	0%	2%	2%	6%	6%	4%	4%
Savings of \$8/load (\$50/ton)	5%	0%	2%	2%	6%	3%	2%	3%
The materials were free to recycle	0%	0%	0%	0%	2%	0%	1%	1%
Will not separate	15%	0%	11%	11%	17%	12%	10%	11%
Subtotal	100%	100%	99%	99%	98%	100%	98%	98%
<i>No Response</i>	0%	0%	1%	1%	2%	0%	2%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

APPENDIX C.

Quality Control Plan

QUALITY CONTROL PLAN: CUSTOMER SURVEYS

Throughout the 2006 King County Waste Monitoring Customer Survey Study, the execution of the following quality control plan helped ensure quality and consistency during fieldwork, data entry, and reporting. The following steps were taken to prevent errors, and ensure quality:

Train Crews

Cascadia trained all surveyors on-site at a waste facility. The training consisted of a review of the survey form and possible responses, and it included a practice session in which surveyors administered the questionnaire to customers. A debriefing of the training occurred immediately following the practice surveys to discuss any issues that arose.

To promote consistency, a small team of regular surveyors conducted the questionnaire throughout the project. Cascadia trained any additional surveyors on-site, using the same process.

Administering the Surveys

Each surveyor received a packet of materials, including photos of various vehicle types, a list of all commercial haulers within King County, and a brief methodology explaining how to collect the information in the survey. The brief methodology included a verbatim script for each question.

The packet of materials also included a list of all cities in King County. If the respondent's waste was from a city or neighborhood not on the list, the surveyor would clarify whether the location was within incorporated King County, in unincorporated King County, outside King County, or from throughout King County. These steps reduced the number of misspelled or unknown cities of origin.

The survey crew posted a "Survey in Progress" sign in front of the gatehouse to alert drivers to the survey. Surveyors also wore hard hats and safety vests for their protection and to ensure that vehicles recognized them and stopped to answer the questionnaire.

Verify the Accuracy of the Surveys Collected

During the surveyor's first day, the survey task manager was on-site to check the survey process and ensure that the recorded information was complete and accurate. Cascadia dedicated a cell phone for the surveyor to call the task manager if any issues arose after the training and field check.

After each monthly survey period, the task manager reviewed the data to ensure accuracy, completeness, and legibility before data entry. Inaccurate, incomplete, or illegible records were discarded.

Enter Survey Data

A designated Cascadia staff member or agent entered the survey data into the database using electronic data-entry forms. To increase accuracy, the data-entry forms included validation rules that prevented “out of range” values. For example, the database would only allow the numbers 1 through 9 to be entered as the vehicle type, since only this range corresponded to specific vehicle types on the survey form.

Other validation rules prevented extraneous information. For example, surveyors asked only self-haul drivers how often they visited the transfer station, if they subscribed to garbage service, and why they were self-hauling their load. These fields only appeared on the data-entry form if staff entered “self-haul” as the collection type.

APPENDIX D.

Field Forms

Customer Survey Field Forms

- Survey Fact Sheet
- Survey Instruction Sheet
- Survey Interview Form
- Numbered Card
- Coding Forms

Waste Sampling Field Forms

Figure D-8. Survey Fact Sheet (front)


 King County
Customer Surveys At Transfer Stations
<p>The King County Solid Waste Division is surveying customers at transfer stations in King County to update information about the type of waste disposed in the County and where it comes from. The surveys will take place between January 2006 and December 2006.</p>
Why does the County conduct these surveys?
<p>The County wants to obtain information on how people use its transfer stations. This information helps the County anticipate the needs of its customers so it can provide appropriate services.</p>
Why was I selected for the survey?
<p>We are surveying every customer who visits this transfer station today. By doing so, we will be able to make sure we obtain data that will allow us to draw meaningful conclusions about the use of our transfer stations.</p>
-over-

Figure D-9. Survey Fact Sheet (back)


Who is administering the survey?
<p>Staff from Cascadia Consulting Group, on behalf of King County.</p>
How do I get more information?
<p>Call Alexandra Thompson, King County Solid Waste Division, (206) 296-8454. She is the County's program manager for the customer survey.</p>
<i>Thank you for participating in today's survey.</i>
<p>This material will be provided in alternate formats upon request.</p>
 Printed on recycled paper

Figure D-10. Survey Instruction Sheet (front)

**King County Waste Monitoring Program
Customer Survey Instructions**

AS THE VEHICLE APPROACHES:

- Select a **numbered card**; record the number.
- Decide whether the vehicle is a commercial hauler or self-hauler (review the attached list of garbage companies) and record the **collection type**.
- Observe and record the **vehicle type** (from the list on the survey form; ask driver if you are uncertain).
- Observe and record whether they are pulling a **trailer** ("X" if yes).

STOP THE VEHICLE, THEN BEGIN QUESTIONS:

ALL DRIVERS:

- Introduction: "Hello, King County is conducting a customer survey today."
- Hand the driver the numbered card. "This card will be collected when you leave the facility. Please don't leave without returning the card."
- Ask where the load is from. Refer to the sheet entitled "City of Origin." If the load is from somewhere not on the list of cities, verify whether the load is from Unincorporated King County, all over King County, or Outside King County. Record the **city** on the survey form.
- Ask the driver whether the load is yard waste, construction/demolition/landclearing (CDL), mixed garbage, or special waste (refer to attached sheet for definition of special waste). Record the **waste type**.
- If the waste type is yard waste or construction/demolition, ask the driver if he/she is a contractor/builder or a landscaper. Record only if he/she is **contractor/builder or landscaper**.
- Ask the driver where the load was generated: single-family residential, multi-family residential, mixed residential, residential and non-residential, or non-residential (business/institutional). Record the **generator** type.

SELF-HAUL DRIVERS ONLY:

- Ask the driver how often he/she visits any transfer station. Record the **trips/period** in terms of XX times per DAY, WEEK, MONTH or YEAR only. For example, write down 3/year if he/she says "once every four months."
- Ask the driver from which **ZIP code** the load originated.
- Tell the driver they currently pay about \$90 per ton to dispose of waste at this facility [if small vehicle, \$15.50 per load]. In the future, would you be willing to recycle wood, metals, and/or yard waste into separate containers if [if small vehicle, surveyor will ask per load cost]:
 - You could save \$10/ton [\$2.00/load]? YES/NO [if NO, continue, if YES, skip to next Q]

Figure D-11. Survey Instruction Sheet (back)

- You could save \$25/ton [\$4.00/load]? YES/NO [if NO, continue, if YES, skip to next Q]
- You could save \$50/ton [\$8.00/load]? YES/NO [if NO, continue, if YES, skip to next Q]
- The materials were free to recycle. YES/NO

Skip if Contractor of Landscaper:

- Ask the driver whether he/she has curbside **garbage service** (circle yes or no). [This question pertains to: a) home if the driver indicated the load is from his/her home or b) business if the driver indicated the load is from his/her business.]
- Ask the driver **why** he/she is **self-hauling** today. If the driver previously answered “no” to having curbside garbage service, ask why he/she does not subscribe, instead of asking why he/she is self-hauling. Refer to the list provided to code the answer.

ALL DRIVERS

Record any additional comments the driver may offer. Thank the driver for his/her time and responses.

AS THE VEHICLE DEPARTS THE FACILITY:

- Remove the numbered card and ask for the transaction receipt.
- *If you have a two-person survey team*, the second person will record the **numbered card**'s number and the **ticket number** on the *exit form*.
- *If only one person is conducting the survey*, you will record the **ticket number** on the *survey form*, making sure to write it next to the correct **numbered card** number.

Figure D-12. Survey Interview Form (front)

As All Vehicles Approach				Ask All Vehicles				Ask Self-Haul Only				Skip if CB/Landscaper		Comments
Numbered Card	Collection Type	Vehicle Type	Trailer	City	Waste Type	Contractor or Landscaper	House/ Business	Trips to Any Station per Time Period		ZIP Code	In the future, would you be willing to recycle wood, metals, and/or yard waste into separate containers if [if small vehicle, ask per load cost]:		Subscribe Curbside Garbage Service?	
	C comm. S self-haul	1 Rear Packer 2 Front Packer 3 Side Packer 4 Drop Box, Loose 5 Drop Box, Compacted 6 Pick-up, Van, SUV 7 Large Other 8 Car 9 Semi Truck	X if yes	If city is not on the list of King County cities, clarify whether it is a rural area inside King County or a city outside King County	Y Yard Waste C Construction/ Demolition M Mixed Garbage S Special Waste	If waste type = Y yard waste or C construction/demo., then ask: CB Contractor/Builder LN Landscaper	1 single-family 2 multi-family 3 both SF & MF 4 res & non-res. 5 non-residential	(Number)	(Circle time period) D day W week M month Y year E ever (or <1 per 10 yrs)		1) If you could save \$10/ton [\$2.00/load]? YES/NO [if NO, continue, if YES, skip to next Q] 2) If you could save \$25/ton [\$4.00/load]? YES/NO [if NO, continue, if YES, skip to next Q] 3) If you could save \$50/ton [\$8.00/load]? YES/NO [if NO, continue, if YES, skip to next Q] 4) The materials were free to recycle? YES/NO 5) Will not separate	Yes No	If "No" to Garbage Service, ask "Why don't you subscribe to curbside garbage service?"	
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		
	C S				Y C M S	CB LN			D W M Y E	98 _____	1 2 3 4 5	Y N		

Figure D-13. Survey Interview Form (back)

<u>Complete this section for every page</u>		Page _____ of _____
Date _____	<u>Circle the site:</u>	_____
	Algona	Houghton
Surveyor(s) _____	Bow Lake	Renton
_____	Cedar Falls	Skykomish
	Enumclaw	Vashon Island
	Factoria	
<u>Complete this section for first page only</u>		
Inclement Weather? _____	_____	
Start Time _____	Stop Time _____	_____
<i>Other Notes about Today's Surveying:</i>		

Figure D-14. Numbered Card (front and back)

<i>Front</i>	<i>Back</i>
4996	Net Weight _____

Figure D-15. Coding Forms (front)

CITY OF ORIGIN					
Possible King County answers (Bold are incorporated cities)			Outside King County:		
Algona	Hunts Point	Palmer	Arlington	Gold Bar	Peshastin
Allentown	Issaquah	Pine Lake	Bainbridge Island	Graham	Plain
Auburn	Juanita	Preston	Bonney Lake	Greenwater	Puyallup
Baring	Kenilworth	Ravensdale	Brier	Hyak	Roslyn
Beaux Arts	Kenmore	Redmond	Brown's Point	Index	Roy
Bellevue	Kent	Redondo	Buckley	Lacey	Selah
Black Diamond	Kingsgate	Renton	Camano Island	Lake Stevens	Silverdale
Bothell	Kirkland	Richmond Beach	Canon Park	Lake Tapps	Silver Lake
Bryn Mawr	Lake Forest Park	Sahalee	Carbonado	Lake Wenatchee	Smokey Point
Burien	Lake Hills	Sammamish	Chelan	Leavenworth	Snohomish
Carnation	Lake Sammamish	Scenic	Cle Elum	Livingston	Spanaway
<i>Cedar Falls Drop Box</i>	Lakewood Park	Seahurst	Clearview	Lynnwood	Stanwood
Clyde Hill	Maple Heights	SeaTac	Clinton	Maltby	Steilacoom
Covington	Maple Valley	Seattle	Dash Point	Marysville	Stevens Pass
Cumberland	Maury Island	Shoreline	Edmonds	McMillan	Sultan
Des Moines	Medina	Skyway	Edgewater	Mill Creek	Sumner
Duvall	Mercer Island	Skykomish	Edgewood	Monroe	Tacoma
Eastgate	Meridian Heights	<i>Skykomish Drop Box</i>	Ellensburg	Mountlake Terrace	Wenatchee
Enumclaw	Milton	Spring Lake	Everett	Mukilteo	Whidbey Island
Factoria	Newport Hills	Snoqualmie	Fairview	Olympia	Wilkinson
Fairwood	Newport Shores	Tukwila	Fife	Orting	Woodway
Fall City	Newcastle	Vashon Island	Fort Lewis	Parkland	Yelm
Federal Way	Normandy Park	West Seattle	Gig Harbor		
Grotto	North Bend	Woodinville			
Haller Lake	North City	Yarrow Point			
Hobart	Pacific				
			<i>If city is not on either list, determine if it is:</i>		
			Unincorporated King County		
			All over King County		
			Outside King County		

Figure D-16. Coding Forms (back)

COMMERCIAL COLLECTION VS. SELF-HAUL	REASONS FOR SELF-HAULING																						
<p>If one of these company names is printed on the vehicle, it is a COMMERCIAL COLLECTION vehicle:</p>	<p><i>Ask the drivers for the MAIN (only one) reason why they are self-hauling today</i></p>																						
<table border="0"> <tr> <td>City of Enumclaw</td> <td>Rabanco Recycling</td> </tr> <tr> <td>Container Hauling Corp.</td> <td>Sea-Tac Diposal</td> </tr> <tr> <td>Eastside Disposal</td> <td>Seattle Disposal Co.</td> </tr> <tr> <td>Emerald City Disposal</td> <td>WM-Northwest</td> </tr> <tr> <td>WM-Federal Way Disposal</td> <td>WM-Rainier Inc.</td> </tr> <tr> <td>Island Disposal (American)</td> <td>WM-Recycling Northwest</td> </tr> <tr> <td>Kent Meridian Disposal</td> <td>WM-RST Disposal Co.</td> </tr> <tr> <td>Lawson Disposal Inc.</td> <td>WM-Seattle</td> </tr> <tr> <td>WM-Nick Raffo Garbage</td> <td>WM-Sno-King</td> </tr> <tr> <td>Pacific Resource Management</td> <td>WM-Tri-Star Disposal</td> </tr> <tr> <td>Rabanco Connections</td> <td></td> </tr> </table>	City of Enumclaw	Rabanco Recycling	Container Hauling Corp.	Sea-Tac Diposal	Eastside Disposal	Seattle Disposal Co.	Emerald City Disposal	WM-Northwest	WM-Federal Way Disposal	WM-Rainier Inc.	Island Disposal (American)	WM-Recycling Northwest	Kent Meridian Disposal	WM-RST Disposal Co.	Lawson Disposal Inc.	WM-Seattle	WM-Nick Raffo Garbage	WM-Sno-King	Pacific Resource Management	WM-Tri-Star Disposal	Rabanco Connections		<ol style="list-style-type: none"> 1. Large amount of garbage 2. Cheaper / saves money 3. Cleaning home or workplace 4. Garbage service is not available in my area 5. Items too big to fit into garbage can 6. Convenience (often: "driveway is too long") 7. Yard debris 8. Remodeling 9. Moving home or workplace 10. Garbage hauler won't pick up this type of waste 11. Small amount of garbage / recycle almost everything 12. Dissatisfied with regular collection service 13. Forgot or missed the regular collection service 14. Disaster-related (flood, mudslide, earthquake, etc.) 15. Self-sufficiency / don't like government 16. Favor for a friend/neighbor/family member 17. Dogs get into garbage if left on curb 18. Waste is from vacation home 19. Roadside litter removal 20. Other 21. Refused to answer 23. Independent hauler (business is hauling, but not demo) 24. Habit
City of Enumclaw	Rabanco Recycling																						
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<p>If none of these names appears on the vehicle, it is SELF-HAUL.</p>																							
<p><i>Waste Type "Special Wastes"</i></p>																							
<p>"Special wastes" are petroleum-contaminated soil, sludge, or asbestos. These wastes are rarely (if ever) hauled to the transfer stations.</p>																							