



Waste Monitoring Program

2018 Customer Satisfaction Surveys

DECEMBER 2018
FINAL



King County

Department of
Natural Resources and Parks
Solid Waste Division

Waste
Prevention

Resource
Recovery

Waste
Disposal

www.kingcounty.gov/solidwaste



Seattle | Oakland

www.cascadiaconsulting.com

Table of Contents

1. Introduction and Summary	1
Project History	1
Project Purpose and Approach	1
2. Key Findings	2
Overall Findings.....	2
Comparisons to Previous Studies.....	3
3. Methodology.....	6
Overview	6
Data Analysis.....	7
Self-haul Customer Profile	7
4. Customer Satisfaction Survey Findings.....	10
Customer Service	10
Waste Services	12
Physical Facility	14
Time/Ease of Use	16
5. Customer Suggestions for Improvements	18
Customer Suggestions for Improvements	18
Self-haul Customers	18
Commercial Customers.....	18
Customer Suggestions for Improvements from Dissatisfied Customers	20
Self-haul Customers	20
Commercial Customers.....	20
6. Attachments.....	22

Table of Tables

Table 2-1. Average Satisfaction Ratings for Self-haul and Commercial Customers, by Service Type.....	2
Table 2-2. Average Satisfaction Ratings for Self-haul and Commercial Customers, by Service type, 2000-2018	4
Table 2-3. Average Customer Service Satisfaction Ratings for Self-haul Customers, 2000-2018	5
Table 2-4. Average Customer Service Satisfaction Ratings for Commercial Customers, 2000-2018	6
Table 3-1. Survey Count, by Day and Site	7
Table 3-2. Self-haul Customers Subscribing to Service at Home	8
Table 3-3. Self-haul Use of the Facility's Recycling Bins	8
Table 3-4. Self-haul Customers Recycle Use at Facilities, Trips per Year.....	8
Table 3-5. Self-haul Customers Facility Use by Age	9
Table 3-6. Self-haul Customer Facility Use by Source.....	9
Table 4-1. Customer Service Ratings for Self-haul and Commercial Customers	11
Table 4-2. Waste Service Ratings for Self-haul and Commercial Customers.....	13
Table 4-3. Physical Facility Service Ratings for Self-haul and Commercial Customers.....	15
Table 4-4. Ease of Use Service Ratings for Self-haul and Commercial Customers	17
Table 5-1. Summary of Self-haul Customer Suggestions	19
Table 5-2. Summary of Commercial Customer Suggestions.....	19
Table 5-3. Summary of Dissatisfied Self-haul Customer Comments	21
Table 5-4. Summary of Dissatisfied Commercial Customer Comments	21

1. Introduction and Summary

This report summarizes the results of the 2018 self-haul and commercial customer satisfaction survey conducted at nine of the ten King County solid waste disposal facilities in March and June of 2018.

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 facilities are in urban areas, except for the two County-owned drop boxes, in Cedar Falls and Skykomish, and the Vashon and Enumclaw transfer stations, which are in more rural locations. MSW brought to the 10 facilities is disposed at the Cedar Hills Regional Landfill, which is also operated by the Solid Waste Division.

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 themselves) and commercial haulers (firms that contract with local governments to collect garbage from residences and/or businesses); these two groups are referred to as "self-haul" and "commercial" throughout this report.

The County added a customer satisfaction survey to the Waste Monitoring Program in 1998 and repeated the survey again in 2000, 2002, 2004, 2006, 2008, 2014 and now in 2018. The County uses this survey information to monitor its performance and to identify areas where improvements can be made.

Project Purpose and Approach

The customer satisfaction survey was administered directly to self-haul and commercial customers at nine of the ten County-owned waste facilities. (The Skykomish drop box was not surveyed.) The survey was designed for 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 (i.e., garbage, recycling, and yard waste services), physical facility, and ease of use. In addition, customer comments, suggestions for improvement, and reasons for dissatisfaction were also recorded.

2. Key Findings

Overall Findings

Both self-haul and commercial customers were highly satisfied with the customer service, waste services, physical facility, and ease of use at King County waste sites. Self-haulers and commercial haulers were generally satisfied with each of the four aspects of the facility, though commercial haulers on average were slightly less satisfied. Table 2-1 summarizes the average satisfaction ratings that self-haul and commercial customers provided for each service, the physical facility, and the ease of use of each 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.¹

Table 2-1. Average Satisfaction Ratings for Self-haul and Commercial Customers, by Service Type

	Self-haul		Commercial	
	Average Satisfaction	% Who rated facility a 3 or Higher	Average Satisfaction	% Who rated facility a 3 or Higher
Customer Service	4.79	99%	4.76	97%
Waste Services	4.76	99%	4.72	98%
Physical Facility	4.62	98%	4.45	94%
Time/Ease of Use	4.70	98%	4.57	95%

Although customers were generally pleased with the services, physical facility, and ease of use, numeric rankings and customer comments suggested various ways the County could increase levels of satisfaction.

- § At Algona, Bow Lake, Enumclaw, Factoria, Renton, and Shoreline, the overall cost of services was the most frequent improvement recommended by self-haul customers.
- § At Cedar Falls, Houghton, and Vashon, the most frequent comment from self-haul customers was related to the size and layout of the disposal area or facility. Algona and Houghton heard many similar comments from commercial customers.
- § Numerous self-haul customers at Algona, Enumclaw, Renton, and Vashon want the stations to accept more materials.
- § Algona had many suggestions from self-haul and commercial customers for reduced wait times. Bow Lake saw many similar requests from self-haul customers.
- § Algona and Renton had lower than average customer service ratings from commercial customers.
- § Self-haul customers gave Cedar Falls and Vashon the lowest waste services ratings.
- § Algona received the lowest waste service rating and Renton received a slightly below average rating from commercial customers.
- § Cedar Falls and Vashon received the lowest physical facility satisfaction ratings from self-haul customers.

¹ The average satisfaction rating and the percent of customers who provided a rating of 3 or better were calculated using only responses from those who expressed an opinion. Respondents who expressed no opinion or refused the question were excluded from the calculations.

- § Commercial customers at Algona and Houghton gave the lowest ratings for physical facility.
- § Self-haulers gave Cedar Falls and Vashon the lowest ease of use score.
- § Algona and Renton had the lowest ease of use ratings among commercial customers.
- § Self-haul customers at many facilities suggested expanding the materials accepted including more types of recycling, HHW, E-waste, and yard waste.
- § Some self-haulers at most facilities noted that the recycling containers are often full and that the disposal windows are too high or too small.
- § Many self-haul customers reported that the walls, chains, and cement blocks were too high, which made dumping difficult.
- § Dissatisfied customers—those providing a satisfaction rating of 1 or 2 in one or more of the four categories (customer service, waste services, physical facility, and ease of use)—most commonly suggested changing the size or layout of the disposal area or facility.
- § At many facilities, both self-haul and commercial customers frequently complained about the low number of lanes, size of the lanes, and the lack of space in the dumping areas.

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.**

Comparisons to Previous Studies

To the extent feasible, the customer satisfaction survey results for the year 2018 were compared to the 2000, 2002, 2004, 2006, 2008, and 2014 findings. This study followed the same basic methodology as the previous studies.

Table 2-2 compares the average satisfaction ratings for each survey category from self-haul and commercial customers for the 2000, 2002, 2004, 2006, 2008, 2014, and 2018 study periods. **As shown, the average satisfaction ratings for the customer service category remained high for all six study periods.**

- § For self-haul customers overall satisfaction with each area has consistently increased year over year.
- § Satisfaction with the physical facility among commercial customers dropped slightly from 2014 to 2018, though it remains above the rating in 2002 when it was first surveyed.
- § 2018 is the second year that the ease of use was surveyed, and overall satisfaction has improved for both self-haul and commercial customers.

Table 2-2. Average Satisfaction Ratings for Self-haul and Commercial Customers, by Service type, 2000-2018

	2000	2002	2004	2006	2008	2014	2018
Self-haul							
Customer service	4.49	4.60	4.64	4.69	4.69	4.71	4.79
Waste services	N/A	4.43	4.51	4.58	4.53	4.53	4.76
Physical facility	N/A	4.47	4.47	4.50	4.49	4.62	4.62
Time/Ease of Use	N/A	N/A	N/A	N/A	N/A	4.57	4.70
Commercial							
Customer service	4.70	4.51	4.15	4.52	4.51	4.64	4.76
Waste services	N/A	4.30	4.04	4.53	4.58	4.24	4.72
Physical facility	N/A	4.16	4.01	4.08	4.12	4.47	4.45
Time/Ease of Use	N/A	N/A	N/A	N/A	N/A	4.35	4.57

Figure 2-1. Average Satisfaction Ratings for Self-haul Customers, by Service type, 2000-2018

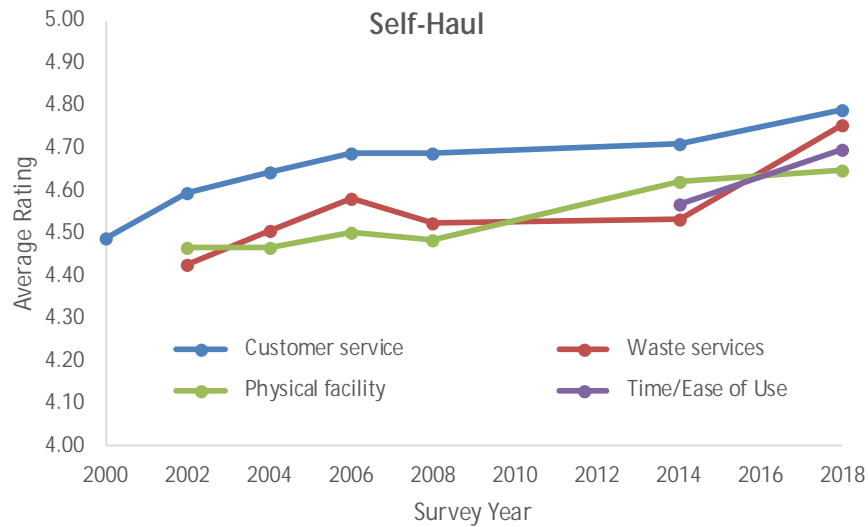


Figure 2-2. Average Satisfaction Ratings for Self-Commercial Customers, by Service type, 2000-2018

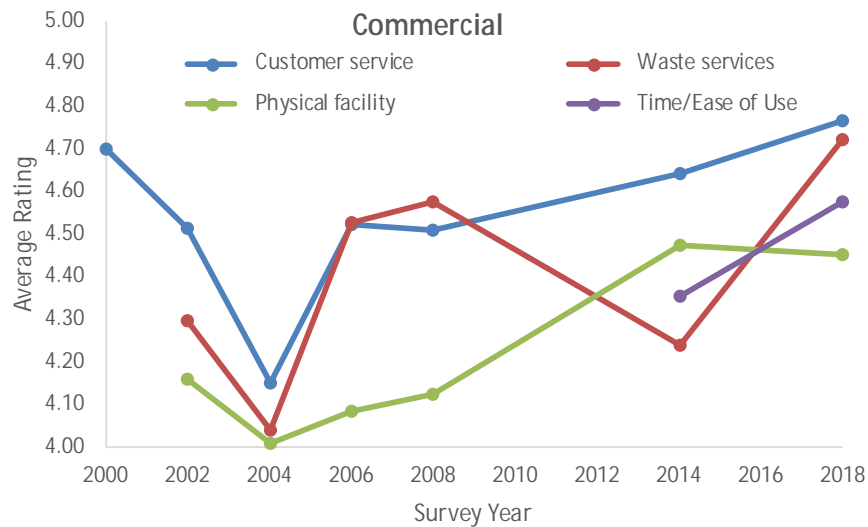


Table 2-3 compares the average satisfaction ratings for customer service among self-haulers for the seven study periods. **As shown, the average satisfaction ratings for the customer service category remained high for all six study periods.**

- § Overall customer service satisfaction has increased since 2000.
- § Since the 2014 survey, seven facilities increased their customer satisfaction scores.
- § Rankings for Renton and Vashon Island fell slightly from 2014 to 2018.
- § Bow Lake experienced the largest increase in customer satisfaction since the 2014 survey.

Table 2-3. Average Customer Service Satisfaction Ratings for Self-haul Customers, 2000-2018

	SELF-HAUL						
	Customer Service						
	2000	2002	2004	2006	2008	2014	2018
Algona	4.45	4.55	4.67	4.62	4.71	4.69	4.82
Bow Lake	4.45	4.71	4.65	4.72	4.65	4.41	4.73
Cedar Falls	4.53	4.47	4.53	4.70	4.66	4.74	4.78
Enumclaw	4.73	4.81	4.66	4.73	4.77	4.78	4.82
Factoria	4.46	4.52	4.58	4.66	4.72	4.69	4.79
Houghton	4.38	4.52	4.70	4.73	4.67	4.76	4.90
Renton	4.44	4.48	4.65	4.66	4.58	4.73	4.72
Shoreline	4.60	4.69	4.72	N/A	4.70	4.79	4.82
Vashon Island	4.46	4.55	4.53	4.72	4.77	4.86	4.75
ALL STATIONS	4.49	4.60	4.64	4.69	4.69	4.71	4.79

Table 2-4 compares the average customer service satisfaction ratings among commercial haulers across the seven studies. **As shown, commercial haulers generally continued to be satisfied with customer service at all facilities.**

- § Commercial customer satisfaction ratings have increased at Bow Lake, Cedar Falls, Enumclaw, Factoria, and Houghton since the last survey.
- § Algona and Renton saw a drop in their commercial customer service ratings, with the lowest satisfaction since 2004.
- § Vashon Island and Shoreline both continue to receive ratings of 5.00 for customer service since 2014, though only one and nine drivers were surveyed, respectively. They have consistently been among the highest-rated stations since the survey began in 2000.

Table 2-4. Average Customer Service Satisfaction Ratings for Commercial Customers, 2000-2018

	COMMERCIAL						
	Customer Service						
	2000	2002	2004	2006	2008	2014	2018
Algona	4.60	4.21	4.00	4.51	4.57	4.74	4.40
Bow Lake	4.71	4.75	3.93	4.41	4.34	4.65	4.86
Cedar Falls	N/A	4.75	5.00	4.50	N/A	N/A	N/A
Enumclaw	5.00	4.50	4.08	4.32	4.60	4.75	4.83
Factoria	4.55	4.63	5.00	N/A	4.17	4.60	4.90
Houghton	4.73	4.37	4.09	4.57	4.59	4.47	4.76
Renton	4.88	5.00	5.00	4.77	4.83	4.67	4.20
Shoreline	5.00	4.63	5.00	N/A	4.80	5.00	5.00
Vashon Island	4.50	4.00	5.00	5.00	5.00	5.00	5.00
ALL STATIONS	4.70	4.51	4.15	4.52	4.51	4.64	4.76

Customer suggestions are similar across the survey years. The most common suggestions from self-haulers continue to focus on making the facilities larger, adding the ability to accept additional recyclables (including E-waste and HHW), and reducing the wait times/traffic congestion/crowding. The most common suggestions from commercial haulers continue to focus on the facility size or layout and improving the flow of commercial vehicles through facilities.

3. Methodology

Overview

The customer satisfaction survey was administered to vehicles entering nine of the County-owned transfer stations and drop box facilities (Skykomish was excluded) during March and June 2018. 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, the physical facility, and the ease of use at the facility.

Each site was surveyed four times, twice on a weekday and twice on a weekend, except for Bow Lake, with six weekday and two weekend survey days. The survey days assigned to each facility were randomly selected to ensure unbiased sampling and representative results. Each survey day included 7.5 hours of active survey time. Table 3-1 shows the number of surveys collected at each site. Commercial customers are prohibited at Cedar Falls.

Table 3-1. Survey Count, by Day and Site

Site	Weekday			Weekend			Total
	Self-haul	Commercial	Sub Total	Self-haul	Commercial	Sub Total	
Algona	165	29	194	205	1	206	400
Bow Lake	343	68	411	244	19	263	674
Cedar Falls	151	-	151	192	-	192	343
Enumclaw	136	6	142	202	-	202	344
Factoria	146	39	185	226	3	229	414
Houghton	139	46	185	237	-	237	422
Renton	140	10	150	250	-	250	400
Shoreline	192	8	200	277	1	278	478
Vashon	182	1	183	152	-	152	335
Totals	1,594	207	1,801	1,985	24	2,009	3,810

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

The surveyor administered the questionnaire to the driver of every vehicle entering the designated facility during their survey shift, except in infrequent instances when the traffic became so congested that the surveyor needed to wave some 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.

Data Analysis

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

The satisfaction ratings for each of the four service categories were analyzed for both self-haul and commercial customers. Self-haulers accounted for the clear majority of customers (about 94%), but because their usage of the solid waste facilities is often different from that of commercial haulers, their ratings were analyzed independently.

Often, the sample sizes were small for different customer types analyzed in this report. For example, Vashon Island received one commercial customer over the four survey days. 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.

Self-haul Customer Profile

To provide a better understanding of how self-haul customers are using each facility, survey questions were asked about how often recycling services are used, the age group of people bringing in waste, and the source of materials entering the facilities.

Over 99% of King County households have curbside garbage and recycling service available; however, not all self-haul customers subscribe to curbside service. On average, approximately 81% of self-haul customers subscribe to garbage service (even though approximately 99% have access to curbside

service) and approximately 95% subscribe to curbside recycling service (see Table 3-2). The subscription rate for both services is highest for customers at Shoreline and lowest for customers at Vashon. As shown in Table 3-3, and consistent with the curbside recycling subscription rates, the proportion of customers using the recycling bins is highest at Vashon. Though customers at Shoreline have the highest recycling subscription rate, they still use the facility recycling bins at a relatively high rate (66.8%). Factoria self-haul customers have the lowest rate of facility recycling bin use at 37%.

Table 3-2. Self-haul Customers Subscribing to Service at Home

	Percent Subscribing at Home	
	Garbage	Recycling
Algona	87.6%	97.3%
Bow Lake	83.1%	97.2%
Cedar Falls	75.2%	96.0%
Enumclaw	65.1%	96.2%
Factoria	94.4%	98.3%
Houghton	92.3%	94.0%
Renton	86.2%	98.3%
Shoreline	94.7%	99.2%
Vashon	41.3%	41.5%
ALL STATIONS	80.8%	94.6%

Table 3-3. Self-haul Use of the Facility's Recycling Bins

	Percent Using the Facility's Recycling Bins
Algona	N/A
Bow Lake	63.0%
Cedar Falls	68.8%
Enumclaw	74.5%
Factoria	37.0%
Houghton	44.5%
Renton	51.1%
Shoreline	66.8%
Vashon	93.4%
ALL STATIONS	62.1%

Table 3-4 presents a summary of the average number of trips per year that self-haul customers use the recycling facilities at each transfer station. Algona transfer station does not provide onsite recycling disposal, so their customers were instead asked if they would use onsite recycling if it was available. Sixty-four percent of self-haul customers said they would use recycling at Algona if it was provided.

Table 3-4. Self-haul Customers Recycle Use at Facilities, Trips per Year

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Shoreline	Vashon	ALL STATIONS
Self-haul										
Never	N/A	213 36%	106 31%	86 25%	221 59%	207 55%	181 46%	152 32%	22 7%	1,188 37%
1-6	N/A	158 27%	96 28%	109 32%	64 17%	107 28%	99 25%	160 34%	19 6%	812 25%
7-12	N/A	89 15%	60 17%	62 18%	25 7%	22 6%	50 13%	66 14%	86 26%	460 14%
13-24	N/A	34 6%	35 10%	23 7%	9 2%	6 2%	15 4%	16 3%	77 23%	215 7%
25+	N/A	52 9%	24 7%	40 12%	9 2%	14 4%	12 3%	40 9%	126 38%	317 10%
Unknown	N/A	29 5%	19 6%	17 5%	23 6%	17 5%	13 3%	24 5%	1 0%	143 4%
No response	N/A	12 2%	3 1%	1 0%	21 6%	3 1%	20 5%	11 2%	3 1%	74 2%
Total Surveys	N/A	587 100%	343 100%	338 100%	372 100%	376 100%	390 100%	469 100%	334 100%	3,209 100%
Use Recycling if Available?										
Yes	237 64%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	237 64%
No	85 23%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	85 23%
No response	48 13%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	48 13%
Total Surveys	370 100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	370 100%

Table 3-5 presents a summary of use for each facility by age groups for both self-haul and commercial customers.

Table 3-5. Self-haul Customers Facility Use by Age

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS		
Self-haul																					
Younger than 18	0	0%	3	1%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	4	0%	
18-36	123	33%	178	30%	53	15%	65	19%	55	15%	74	20%	76	19%	118	25%	23	7%	765	21%	
37-51	118	32%	196	33%	137	40%	112	33%	122	33%	132	35%	131	34%	162	35%	86	26%	1,196	33%	
52-70	104	28%	166	28%	125	36%	131	39%	155	42%	137	36%	121	31%	154	33%	156	47%	1,249	35%	
71 and older	12	3%	35	6%	13	4%	26	8%	25	7%	24	6%	26	7%	25	5%	60	18%	246	7%	
No response	13	4%	9	2%	15	4%	4	1%	15	4%	9	2%	36	9%	9	2%	9	3%	119	3%	
Total Self-haul	370	100%	587	100%	343	100%	338	100%	372	100%	376	100%	390	100%	469	100%	334	100%	3,579	100%	
Commercial																					
Younger than 18	0	0%	0	0%	N/A		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
18-36	3	10%	17	20%	N/A		0	0%	1	2%	6	13%	4	40%	1	11%	0	0%	32	14%	
37-51	18	60%	46	53%	N/A		4	67%	28	67%	29	63%	2	20%	5	56%	1	100%	133	58%	
52-70	9	30%	24	28%	N/A		2	33%	13	31%	11	24%	4	40%	3	33%	0	0%	66	29%	
71 and older	0	0%	0	0%	N/A		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
No response	0	0%	0	0%	N/A		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Commercial	30	100%	87	100%	0		6	100%	42	100%	46	100%	10	100%	9	100%	1	100%	231	100%	
Total Surveys	400		674		343		344		414		422		400		478		335		3,810		

Table 3-6 presents a summary for self-haul customers by the source of material they brought at each facility. This table considers the number of trips from each source and does not necessarily represent waste tonnage for each of these sources. Single-family customers (87%) account for the largest use by far, followed by customers bringing construction waste (4%) and multifamily waste (3%).

Table 3-6. Self-haul Customer Facility Use by Source

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS	
Self-haul																				
Construction	15	4%	55	9%	1	0%	2	1%	20	5%	20	5%	8	2%	13	3%	10	3%	144	4%
Education	0	0%	2	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	3	0%
Food manufacturing	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Food retail	0	0%	1	0%	0	0%	1	0%	1	0%	1	0%	0	0%	0	0%	0	0%	4	0%
Government	2	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%
Landscaping	0	0%	9	2%	0	0%	2	1%	3	1%	1	0%	3	1%	3	1%	1	0%	22	1%
Medical	3	1%	1	0%	0	0%	0	0%	0	0%	1	0%	0	0%	1	0%	0	0%	6	0%
Multifamily	14	4%	22	4%	6	2%	3	1%	8	2%	15	4%	17	4%	23	5%	11	3%	119	3%
Other	9	2%	12	2%	6	2%	3	1%	16	4%	14	4%	2	1%	14	3%	5	1%	81	2%
Other manufacturing	2	1%	5	1%	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%	0	0%	9	0%
Other retail	1	0%	6	1%	0	0%	0	0%	0	0%	0	0%	0	0%	5	1%	4	1%	16	0%
Professional services	0	0%	2	0%	0	0%	2	1%	3	1%	0	0%	0	0%	3	1%	0	0%	10	0%
Single-family	324	88%	458	78%	324	94%	322	95%	313	84%	310	82%	349	89%	399	85%	297	89%	3,096	87%
Restaurant	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%	0	0%	1	0%	0	0%	3	0%
Mixed use	0	0%	8	1%	2	1%	1	0%	2	1%	5	1%	4	1%	3	1%	4	1%	29	1%
Don't know	0	0%	0	0%	0	0%	1	0%	3	1%	4	1%	2	1%	0	0%	0	0%	10	0%
No response	0	0%	3	1%	4	1%	1	0%	3	1%	3	1%	5	1%	2	0%	2	1%	23	1%
Total Surveys	370		587		343		338		372		376		390		469		334		3,579	

4. Customer Satisfaction Survey Findings

This section summarizes the results of the 2018 customer satisfaction survey and is organized according to four topics: customer service, waste services, physical facility, and ease of use. Customer comments specific to each of the four topics can be found in the attachments at the end of the report (Attachment G through Attachment O).

Customer Service

To generate a facility's customer service rating, drivers were asked to consider the quality of the interactions they had with County staff at the facility and whether the staff was helpful.

Self-haulers were highly satisfied with the customer service at all facilities. The average satisfaction ratings among self-haulers ranged between 4.72 and 4.90 at all facilities. The percentage of self-haulers that rated customer service 3 or higher ranged from 99% to 100%.

The survey crew completed fewer commercial surveys than self-haul surveys; however, **commercial haulers also indicated that they were satisfied with the quality of customer service.**

- § Vashon, and Shoreline received the highest commercial customer service rating, 5.00, though only one and nine drivers were surveyed at each station, respectively.
- § Renton (4.20) had the lowest average commercial customer service rating, followed by Algona (4.40).

Table 4-1 presents a summary of the customer service rankings for each County facility surveyed.

Table 4-1. Customer Service Ratings for Self-haul and Commercial Customers

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS		
Self-haul																					
(1) Extremely dissatisfied	0	0%	2	0%	0	0%	0	0%	2	1%	0	0%	0	0%	0	0%	1	0%	5	0%	
(2)	1	0%	5	1%	2	1%	2	1%	1	0%	0	0%	0	0%	5	1%	2	1%	18	1%	
(3)	11	3%	11	2%	5	1%	5	1%	8	2%	2	1%	13	3%	10	2%	9	3%	74	2%	
(4)	35	9%	97	17%	53	15%	42	12%	34	9%	30	8%	62	16%	42	9%	47	14%	442	12%	
(5) Extremely satisfied	292	79%	414	71%	251	73%	282	83%	246	66%	301	80%	244	63%	373	80%	247	74%	2,650	74%	
Percent satisfied (3 or higher)	100%		99%		99%		99%		99%		100%		100%		99%		99%		99%		
Average	4.82		4.73		4.78		4.82		4.79		4.90		4.72		4.82		4.75		4.79		
No response	31	8%	58	10%	32	9%	7	2%	81	22%	43	11%	71	18%	39	8%	28	8%	390	11%	
Total Self-haul	370	100%	587	100%	343	100%	338	100%	372	100%	376	100%	390	100%	469	100%	334	100%	3,579	100%	
Commercial																					
(1) Extremely dissatisfied	0	0%	0	0%	N/A	0	0%	0	0%	0	0%	2	4%	1	10%	0	0%	0	0%	3	1%
(2)	1	3%	1	1%	N/A	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%
(3)	4	13%	0	0%	N/A	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	4	2%
(4)	7	23%	9	10%	N/A	1	17%	1	2%	3	7%	4	40%	0	0%	0	0%	0	0%	25	11%
(5) Extremely satisfied	18	60%	77	89%	N/A	5	83%	38	90%	41	89%	5	50%	9	100%	1	100%	194	84%		
Percent satisfied (3 or higher)	97%		99%		N/A		100%		98%		96%		90%		100%		100%		97%		
Average	4.40		4.86		N/A		4.83		4.90		4.76		4.20		5.00		5.00		4.76		
No response	0	0%	0	0%	N/A	0	0%	2	5%	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Total Commercial	30	100%	87	100%	0	6	100%	42	100%	46	100%	10	100%	9	100%	1	100%	231	100%		
Total Surveys	400		674		343		344		414		422		400		478		335		3,810		

Waste Services

To generate a facility's waste service rating, drivers were asked to consider the usefulness and completeness of the garbage, recycling, yard waste, and HHW services available to them at that facility.

Self-haulers were satisfied with the waste services at all facilities.

§ For self-haulers, the average waste services satisfaction rating at each facility ranged from 4.61 to 4.86, with an overall average of 4.76.

§ At least 98% of customers at all stations rated the facilities' waste services a 3 or better.

Commercial customers were also satisfied with the waste services at all facilities, giving an overall average satisfaction rating of 4.72.

§ Enumclaw, Shoreline, and Vashon Island received the highest average satisfaction ratings (5.00).

§ The lowest average satisfaction ratings were those of Algona (4.30) and Renton (4.67).

§ Facilities saw between 98% and 100% of their commercial customers satisfied with their waste services, rating them at 3 or above.

Table 4-2 presents a summary of the self-haul and commercial satisfaction ratings for waste services.

Table 4-2. Waste Service Ratings for Self-haul and Commercial Customers

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS		
Self-haul																					
(1) Extremely dissatisfied	0	0%	0	0%	0	0%	0	0%	3	1%	0	0%	0	0%	0	0%	1	0%	4	0%	
(2)	5	1%	3	1%	2	1%	1	0%	1	0%	0	0%	0	0%	2	0%	5	1%	19	1%	
(3)	16	4%	14	2%	16	5%	4	1%	8	2%	8	2%	14	4%	8	2%	21	6%	109	3%	
(4)	48	13%	79	13%	74	22%	35	10%	32	9%	42	11%	73	19%	41	9%	65	19%	489	14%	
(5) Extremely satisfied	268	72%	433	74%	220	64%	289	86%	246	66%	282	75%	232	59%	371	79%	233	70%	2,574	72%	
Percent satisfied (3 or higher)	99%		99%		99%		100%		99%		100%		100%		100%		98%		99%		
Average	4.72		4.78		4.64		4.86		4.78		4.83		4.68		4.85		4.61		4.76		
No response	33	9%	58	10%	31	9%	9	3%	82	22%	44	12%	71	18%	47	10%	9	3%	384	11%	
Total Self-haul	370	100%	587	100%	343	100%	338	100%	372	100%	376	100%	390	100%	469	100%	334	100%	3,579	100%	
Commercial																					
(1) Extremely dissatisfied	0	0%	0	0%	N/A	0	0%	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%	1	0%
(2)	0	0%	2	2%	N/A	0	0%	1	2%	1	2%	0	0%	0	0%	0	0%	0	0%	3	1%
(3)	5	17%	1	1%	N/A	0	0%	1	2%	2	4%	1	10%	0	0%	0	0%	10	4%		
(4)	11	37%	13	15%	N/A	0	0%	1	2%	4	9%	1	10%	0	0%	0	0%	30	13%		
(5) Extremely satisfied	14	47%	70	80%	N/A	6	100%	39	93%	38	83%	7	70%	9	100%	1	100%	184	80%		
Percent satisfied (3 or higher)	100%		98%		N/A	100%		98%		98%		100%		100%		100%		98%			
Average	4.30		4.76		N/A	5.00		4.86		4.73		4.67		5.00		5.00		4.72			
No response	0	0%	1	1%	N/A	0	0%	0	0%	1	2%	1	10%	0	0%	0	0%	3	1%		
Total Commercial	30	100%	87	100%	0	6	100%	42	100%	46	100%	10	100%	9	100%	1	100%	231	100%		
Total Surveys	400		674		343	344		414		422		400		478		335		3,810			

Physical Facility

To generate a physical facility rating, drivers were asked to consider the condition of the infrastructure—the buildings and tip floor—at the facility.

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

- § The average self-hauler satisfaction rating for all stations was 4.65.
- § Vashon (4.28), and Cedar Falls (4.41) had the lowest physical facility satisfaction ratings.
- § Enumclaw received the highest average rating (4.88) followed by Shoreline (4.80).
- § On average 98% of the customers surveyed at each station rated the physical facility a 3 or greater.

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

- § For all stations, the commercial hauler satisfaction rating averaged 4.45.
- § Algona (3.63) and Houghton (4.30) had the lowest average satisfaction ratings.
- § Enumclaw, and Vashon received a perfect score (5.00), but fewer than ten drivers were surveyed at each site.

Table 4-3 presents a summary of the self-haul and commercial customer satisfaction ratings of the physical facility.

Table 4-3. Physical Facility Service Ratings for Self-haul and Commercial Customers

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS	
Self-haul																				
(1) Extremely dissatisfied	2	1%	1	0%	1	0%	2	1%	1	0%	0	0%	0	0%	1	0%	15	4%	23	1%
(2)	7	2%	2	0%	4	1%	0	0%	4	1%	0	0%	2	1%	2	0%	19	6%	40	1%
(3)	37	10%	16	3%	39	11%	3	1%	9	2%	13	3%	31	8%	17	4%	33	10%	198	6%
(4)	77	21%	75	13%	91	27%	27	8%	24	6%	51	14%	85	22%	42	9%	52	16%	524	15%
(5) Extremely satisfied	214	58%	447	76%	177	52%	299	88%	258	69%	272	72%	205	53%	365	78%	207	62%	2,444	68%
Percent satisfied (3 or higher)		97%		99%		98%		99%		98%		100%		99%		99%		90%		98%
Average		4.47		4.78		4.41		4.88		4.80		4.77		4.53		4.80		4.28		4.65
No response	33	9%	46	8%	31	9%	7	2%	76	20%	40	11%	67	17%	42	9%	8	2%	350	10%
Total Self-haul	370	100%	587	100%	343	100%	338	100%	372	100%	376	100%	390	100%	469	100%	334	100%	3,579	100%
Commercial																				
(1) Extremely dissatisfied	2	7%	0	0%	N/A		0	0%	1	2%	0	0%	0	0%	0	0%	0	0%	3	1%
(2)	3	10%	1	1%	N/A		0	0%	4	10%	3	7%	0	0%	0	0%	0	0%	11	5%
(3)	10	33%	3	3%	N/A		0	0%	4	10%	4	9%	1	10%	0	0%	0	0%	22	10%
(4)	4	13%	13	15%	N/A		0	0%	1	2%	15	33%	3	30%	1	11%	0	0%	37	16%
(5) Extremely satisfied	11	37%	70	80%	N/A		6	100%	32	76%	24	52%	5	50%	7	78%	1	100%	156	68%
Percent satisfied (3 or higher)		83%		99%	N/A			100%		88%		93%		100%		100%		100%		94%
Average		3.63		4.75	N/A			5.00		4.40		4.30		4.44		4.88		5.00		4.45
No response	0	0%	0	0%	N/A		0	0%	0	0%	0	0%	1	10%	1	11%	0	0%	2	1%
Total Commercial	30	100%	87	100%	0		6	100%	42	100%	46	100%	10	100%	9	100%	1	100%	231	100%
Total Surveys	400		674		343		344		414		422		400		478		335		3,810	

Time/Ease of Use

To generate a time/ease of use rating, drivers were asked to consider the traffic patterns at the facility, the ease of entering and exiting the facility, the ease of backing into a lane on the tip floor, and the length of the line at the scale house.

Self-haulers appeared to be satisfied with the ease of use at all stations, giving an overall rating of 4.70.

§ Vashon (4.46) and Cedar Falls (4.54) had the lowest satisfaction ratings.

§ Enumclaw received the highest average rating (4.90).

§ Overall 98% of the self-haul customers surveyed rated the physical facility a 3 or greater.

Commercial haulers were satisfaction with the ease of uses varied between stations.

§ For all stations, the commercial hauler satisfaction rating averaged 4.57.

§ Renton (3.80) and Algona (3.87) had the lowest average satisfaction ratings.

§ Enumclaw, and Vashon received a perfect score (5.00), but fewer than ten drivers were surveyed at each site.

Table 4-4 presents a summary of the self-haul and commercial customer satisfaction ratings of the physical facility.

Table 4-4. Ease of Use Service Ratings for Self-haul and Commercial Customers

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS		
Self-haul																					
(1) Extremely dissatisfied	0	0%	4	1%	1	0%	1	0%	1	0%	0	0%	0	0%	1	0%	9	3%	17	0%	
(2)	5	1%	9	2%	1	0%	2	1%	2	1%	3	1%	1	0%	9	2%	12	4%	44	1%	
(3)	24	6%	33	6%	28	8%	3	1%	6	2%	10	3%	22	6%	12	3%	26	8%	164	5%	
(4)	67	18%	74	13%	84	24%	18	5%	27	7%	45	12%	54	14%	37	8%	52	16%	458	13%	
(5) Extremely satisfied	241	65%	414	71%	203	59%	307	91%	262	70%	279	74%	246	63%	374	80%	227	68%	2,553	71%	
Percent satisfied (3 or higher)	99%		98%		99%		99%		99%		99%		100%		98%		94%		98%		
Average	4.61		4.66		4.54		4.90		4.84		4.78		4.69		4.79		4.46		4.70		
No response	33	9%	53	9%	26	8%	7	2%	74	20%	39	10%	67	17%	36	8%	8	2%	343	10%	
Total Self-haul	370	100%	587	100%	343	100%	338	100%	372	100%	376	100%	390	100%	469	100%	334	100%	3,579	100%	
Commercial																					
(1) Extremely dissatisfied	1	3%	0	0%	N/A		0	0%	0	0%	2	4%	1	10%	0	0%	0	0%	4	2%	
(2)	3	10%	0	0%	N/A		0	0%	2	5%	1	2%	1	10%	0	0%	0	0%	7	3%	
(3)	7	23%	0	0%	N/A		0	0%	0	0%	6	13%	2	20%	0	0%	0	0%	15	6%	
(4)	7	23%	12	14%	N/A		0	0%	1	2%	9	20%	1	10%	1	11%	0	0%	31	13%	
(5) Extremely satisfied	12	40%	74	85%	N/A		6	100%	39	93%	28	61%	5	50%	8	89%	1	100%	173	75%	
Percent satisfied (3 or higher)	87%		100%		N/A		100%		95%		93%		80%		100%		100%		95%		
Average	3.87		4.86		N/A		5.00		4.83		4.30		3.80		4.89		5.00		4.57		
No response	0	0%	1	1%	N/A		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	
Total Commercial	30	100%	87	100%	0		6	100%	42	100%	46	100%	10	100%	9	100%	1	100%	231	100%	
Total Surveys	400		674		343		344		414		422		400		478		335		3,810		

5. Customer Suggestions for Improvements

This section summarizes the suggestions for improvements and comments provided by users of the County's facilities. Verbatim transcriptions of comments from users are provided at the end of the report.

Customer Suggestions for Improvements

All customers were given the opportunity to provide suggestions regarding opportunities for improvement at the facility as part of the survey. To better summarize the high volume of responses, customer suggestions were grouped into these seven categories: accept more materials, better customer service, change the size/layout of the disposal area or facility, lower costs, open more frequently/longer hours, the proximity of the facility to the customer's home or place of business, and shorter wait times. Suggestions that fell outside of these seven categories were grouped in the "Other" category. All tables are based on the number of times customers made one of these seven suggestions. Attachment C transcribes all customer suggestions by facility for self-haulers. Attachment D provides the same for commercial haulers.

Not all customers provided suggestions. About 43% of the self-haulers and almost 50% of the commercial haulers provided at least one suggestion, and some provided multiple suggestions. The suggestions reflect the opinions of only some customers. This section presents summary tables and key takeaways.

Self-haul Customers

Table 5-1 summarizes the self-haul customers' suggestions by facility.

- § The largest suggestion category (11%) concerned lowering the tipping costs at the transfer stations.
- § The second most prevalent suggestion (8%) from self-haulers focused on changing the size or layout of the disposal area or facility.
- § Suggestions for facilities to accept more materials was also a frequent suggestion (7%) from self-haul customers.
- § Self-haul customers at Cedar Falls and Vashon frequently suggested increasing the hours of operation at the facility.
- § Algona (11%) and Bow Lake (9%) frequently received suggestions to decrease wait times.

Commercial Customers

Table 5-2 summarizes suggestions by facility from commercial customers. Commercial customers at many facilities provided very few suggestions so the results are anecdotal.

- § Among customers who made a suggestion, the most prevalent suggestion from commercial customers pertained to changing the size or layout of the disposal area or facility, particularly at Cedar Falls (50%), Algona (37%), Houghton (33%), and Renton (10%).
- § Suggestions related to hours of operations at facilities were also frequently heard. Stations with frequent suggestions in this category included Shoreline (33%), Factoria (26%), Enumclaw (17%), and Algona (13%).

Table 5-1. Summary of Self-haul Customer Suggestions

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS	
Accept more materials	44	12%	14	2%	30	9%	27	8%	10	3%	24	6%	31	8%	24	5%	36	11%	240	7%
Better customer service	2	1%	14	2%	0	0%	5	1%	4	1%	3	1%	2	1%	3	1%	0	0%	33	1%
Change the size/layout of the disposal area or facility	29	8%	31	5%	56	16%	15	4%	16	4%	29	8%	19	5%	26	6%	59	18%	280	8%
Lower costs	99	27%	83	14%	18	5%	56	17%	23	6%	28	7%	39	10%	27	6%	18	6%	391	11%
Open more frequently/longer hours	16	4%	5	1%	43	13%	5	1%	12	3%	9	2%	9	2%	10	2%	29	9%	138	4%
Proximity of facility	1	0%	4	1%	0	0%	5	1%	2	1%	2	1%	1	0%	1	0%	0	0%	16	0%
Shorter wait times	39	11%	54	9%	14	4%	0	0%	2	1%	9	2%	16	4%	6	1%	0	0%	140	4%
Other	11	3%	68	12%	25	7%	20	6%	25	7%	27	7%	28	7%	34	7%	47	14%	285	8%
Nothing/no changes needed	129	35%	311	53%	152	44%	204	60%	272	73%	242	64%	217	56%	333	71%	133	41%	1993	56%
No response	0	0%	3	1%	5	1%	1	0%	6	2%	3	1%	28	7%	5	1%	4	1%	55	2%

Table 5-2. Summary of Commercial Customer Suggestions

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS		
Accept more materials	0	0%	1	1%	N/A	0	0%	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%	2	1%
Better customer service	3	10%	1	1%	N/A	0	0%	0	0%	1	2%	3	7%	2	20%	0	0%	0	0%	10	4%
Change the size/layout of the disposal area or facility	11	37%	4	5%	N/A	0	0%	0	0%	3	7%	15	33%	1	10%	0	0%	0	0%	34	15%
Lower costs	0	0%	2	2%	N/A	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Open more frequently/longer hours	4	13%	7	8%	N/A	1	17%	11	26%	3	7%	0	0%	3	33%	0	0%	0	0%	29	13%
Proximity of facility	0	0%	0	0%	N/A	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Shorter wait times	5	17%	4	5%	N/A	0	0%	1	2%	0	0%	0	0%	2	20%	0	0%	0	0%	12	5%
Other	0	0%	11	13%	N/A	0	0%	8	19%	2	4%	2	4%	2	20%	1	11%	0	0%	24	10%
Nothing/no changes needed	7	23%	57	66%	N/A	5	83%	18	43%	22	48%	3	30%	5	56%	1	100%	1	100%	118	51%
No response	0	0%	0	0%	N/A	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Customer Suggestions for Improvements 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. Responses were grouped according to the same seven categories as used in Table 5-1 and Table 5-2. Attachment E shows the complete comments from dissatisfied self-haul customers, including comments that fell in the “Other” category. Attachment F provides the same information from dissatisfied commercial customers.

Self-haul Customers

Table 5-3 summarizes comments provided by dissatisfied self-haul customers.

- § The largest number of comments (30%) from dissatisfied self-haul customers centered on changing the size or layout of the disposal area or facility.
- § Many dissatisfied self-haul customers also indicated the need for facilities to accept more materials (13%) and reduce wait times (11%).

Commercial Customers

Table 5-4 summarizes the comments provided by dissatisfied commercial customers.

- § Over a quarter (27%) of dissatisfied commercial customers suggested changes to the size or layout of the disposal area or facility.
- § Several dissatisfied commercial customers also suggested better customer service (19%) and shorter wait times (12%).

Table 5-3. Summary of Dissatisfied Self-haul Customer Comments

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS	
Accept more materials	5	25%	2	9%	2	20%	1	14%	3	23%	1	33%	0	0%	1	6%	4	8%	19	13%
Better customer service	1	5%	4	18%	0	0%	0	0%	1	8%	0	0%	0	0%	0	0%	0	0%	6	4%
Change the size/layout of the disposal area or facility	4	20%	4	18%	3	30%	1	14%	2	15%	1	33%	1	33%	2	12%	25	50%	43	30%
Lower costs	2	10%	0	0%	1	10%	1	14%	0	0%	0	0%	0	0%	0	0%	0	0%	4	3%
Open more frequently/longer hours	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	6%	3	2%
Proximity of facility	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Shorter wait times	8	40%	5	23%	1	10%	0	0%	0	0%	0	0%	1	33%	1	6%	0	0%	16	11%
Other	0	0%	6	27%	1	10%	0	0%	2	15%	1	33%	1	33%	6	35%	10	20%	27	19%
Nothing/no changes needed	0	0%	1	5%	2	20%	4	57%	5	38%	0	0%	0	0%	7	41%	8	16%	27	19%

Table 5-4. Summary of Dissatisfied Commercial Customer Comments

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS		
Accept more materials	0	0%	0	0%	N/A	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Better customer service	1	14%	0	0%	N/A	0	0%	1	13%	2	40%	1	50%	0	0%	0	0%	0	0%	5	19%
Change the size/layout of the disposal area or facility	3	43%	0	0%	N/A	0	0%	1	13%	3	60%	0	0%	0	0%	0	0%	0	0%	7	27%
Lower costs	0	0%	0	0%	N/A	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Open more frequently/longer hours	0	0%	0	0%	N/A	0	0%	1	13%	0	0%	0	0%	0	0%	0	0%	0	0%	1	4%
Proximity of facility	0	0%	0	0%	N/A	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Shorter wait times	3	43%	0	0%	N/A	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	12%
Other	0	0%	1	25%	N/A	0	0%	4	50%	0	0%	0	0%	0	0%	0	0%	0	0%	5	19%
Nothing/no changes needed	0	0%	3	75%	N/A	0	0%	1	13%	0	0%	1	50%	0	0%	0	0%	0	0%	5	19%

6. Attachments

Following attachments present the survey instruments used during the 2018 study and customer suggested improvements and dissatisfied comments for each of the County waste facilities.

Attachment A. Customer Satisfaction Survey (Front)

Observe Collection Type	City of Origin	SELF-HAUL ONLY									ALL VEHICLES					ALL VEHICLES			ALL VEHICLES			ALL VEHICLES			ALL VEHICLES			ALL VEHICLES												
		What is your ZIP code? (load origin)	Was your load from a house or business?	Housing/ Business Type	About how often do you come to this facility?			Curbside Collection (garbage)	Recycle at home	Use of facility recycling bins	Frequency of use of recycling	Algonia: Would you use recycling bins here if provided?	Customer Service	Quality of Services	Physical Facility	Time/Ease of Use	KEY (last question only)			This last question is optional, but for demographic purposes. I'd like to ask your age range. Are you...																				
					Examples: SF, MF Construction Landscaping												D day	W week	M month				Y year	1- lower costs 2- better customer service 3- open more frequently/longer hours 4- shorter wait times 5- accept more materials 6- proximity of facility			A - Younger than 18													
		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...? <small>(Record "9" if they have no opinion)</small>											*Garbage, recycling, and/or yard waste - as appropriate for the facility																											
													For any "1" or "2" answers, ask: Why are you dissatisfied with the services or facility?			What one thing can we do to improve your experience? Use key above																								
													Write any other / unsolicited comments below																											
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																																	

Attachment A. Customer Satisfaction Survey (Back)

_____		Page _____ of _____
_____		Circle the site:
Date _____		Algona Houghton
Surveyor _____		Bow Lake Renton
		Cedar Falls Vashon Island
		Enumclaw Shoreline
		Factoria

	Inclement Weather?	_____
Start Time _____	Stop Time	_____

Attachment B. Survey Instructions

2018 King County Waste Monitoring Program Satisfaction Survey Instructions

AS THE VEHICLE APPROACHES:

- Determine whether the vehicle is a commercial hauler or self-hauler (review the attached list of garbage companies) and record the **collection type**.
 - If you have already interviewed the driver that day let them pass.
-

ONCE THE DRIVER HAS STOPPED, BEGIN QUESTIONS:

- Introduction: "Hello, King County is conducting a customer satisfaction survey today."
 - *If a language barrier prevents you from completing the survey, count the missed survey and note the language.*
 - *If the survey is completed in a language other than English, make a note of the language used.*
- Ask where the load originated 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**.

SELF-HAUL DRIVERS ONLY:

- Ask the driver from which **ZIP code** the load originated.
- Ask the driver where the load was generated: a house/residential, business/non-residential, or both house/residential and business/non-residential. Record the **house/business** type.
- Ask the driver "Do you have curbside garbage collection at your home/business (wherever the load originated)?" Record "Y" for yes or "N" for no in the appropriate field.
 - *If the driver replies "yes" to the above question, ask the driver "Do you recycle at your home/business (wherever the load originated)?" Record "Y" for yes or "N" for no in the appropriate field.*
- Ask the driver "Do you use the recycling bins at this facility?" Record "Y" for yes or "N" for no in the appropriate field.
 - *If the driver replies "yes" to the above question, ask the driver "How frequently do you use the recycling bins at this facility?"*
 - *Note: If the facility does not have recycling bins, ask the driver "Would you use recycling bins if this facility provided them?" Record "Y" for yes or "N" for no in the appropriate field.*
- Ask the driver how often he/she visits **this transfer station**. Record the **trips/period** in terms of XX time s per DAY, WEEK, MONTH or YEAR only. For example, write down 3/year if he/she says "once every four months."

ALL DRIVERS:

- Tell the driver that you are going to ask them to rate several of this facility's services on a scale of 1 to 5. Make it very clear that 1 equals "extremely dissatisfied" and 5 equals "extremely satisfied."
- Begin asking the driver "How satisfied are you with this facility's...."
 - Customer Service?"
 - Customer service includes all interactions with facility staff
 - Quality of Waste Services such as *?"
 - Quality of services refers to which specific material the driver is hauling and their overall opinion of the disposal process
 - Physical Facility?"
 - The physical facility includes the scale house, disposal areas, restrooms, and the site as a whole
 - Ease of use/the amount of time you spend here?"
 - This refers to the logistics of the site such as disposal procedures and signage, as well as length of wait and general ease of use

* Garbage, recycling, and/or yard waste - as appropriate for the facility

For any "1" or "2" answers:

- Ask the driver "Please describe why you rated "dissatisfied" for this question." If the response cannot be classified based on the key, write a short description in that field instead.

ALL DRIVERS:

- Ask the driver "What is one best thing we can do to improve your experience at this facility?" Record responses in the appropriate field based on the key provided. If the response cannot be classified based on the key, write a short description in that field instead.
- This last question is optional, but for demographic purposes, I'd like to ask your age range. Are you...
 - Younger than 18
 - 18-36
 - 37-51
 - 52-70
 - 71 and older
 - No answer

THANK THE DRIVERS FOR THEIR RESPONSES!!!

Attachment C. Self-haul Customer Comments

Site	Number One Improvement	Comment
Algona	Accept more materials	Except more hazardous waste
Algona	Accept more materials	Recycling
Algona	Accept more materials	Recycling/ yard waste
Algona	Accept more materials	Yard waste
Algona	Change the size/layout of the disposal area or facility	Make it bigger
Algona	Change the size/layout of the disposal area or facility	More space
Algona	Change the size/layout of the disposal area or facility	More space at loading dock
Algona	Change the size/layout of the disposal area or facility	Recycling ohtside
Algona	Change the size/layout of the disposal area or facility	Space
Algona	Change the size/layout of the disposal area or facility	Space inside
Algona	Change the size/layout of the disposal area or facility	Tight spacing
Algona	Change the size/layout of the disposal area or facility	Trailer parking
Algona	Lower costs	And accept Recycling
Algona	Lower costs	First visit
Algona	Lower costs	Lower pick up garbage prices
Algona	Nothing/no changes needed	First visit
Algona	Nothing/no changes needed	More space
Algona	Other (specify below)	1st time
Algona	Other (specify below)	Concession stand
Algona	Other (specify below)	First visit
Algona	Other (specify below)	Increase capacity
Algona	Other (specify below)	No surveys
Algona	Other (specify below)	Open up two lines
Algona	Other (specify below)	Refuse to answer
Algona	Other (specify below)	Refused
Algona	Shorter wait times	More space
Algona	Shorter wait times	Use both sides
Bow Lake	Accept more materials	Add more bins for sharp materials
Bow Lake	Accept more materials	First visit
Bow Lake	Accept more materials	More than 6 mattresses
Bow Lake	Accept more materials	Needs to get rid of paint
Bow Lake	Accept more materials	Paints. Maintain hours.
Bow Lake	Accept more materials	Wants to be able to dump oil here.
Bow Lake	Better customer service	Better at pickle no up phone
Bow Lake	Better customer service	Customer service closes at 430
Bow Lake	Better customer service	Staff could be friendlier
Bow Lake	Change the size/layout of the disposal area or facility	Add a different line for recycling
Bow Lake	Change the size/layout of the disposal area or facility	Add a line for recycling only.it doesn't make sense that people who are only recycling have to wait in such a long line that is for people who hAve garbage. Also the buttons at the exit machine can be more user friendly for customers. People with trucks h

Continued

Site	Number One Improvement	Comment
Bow Lake	Change the size/layout of the disposal area or facility	Add more lines to get people through
Bow Lake	Change the size/layout of the disposal area or facility	Angle when backing up to recycling can be hard
Bow Lake	Change the size/layout of the disposal area or facility	Better exiting out of facility
Bow Lake	Change the size/layout of the disposal area or facility	Better layout to get people in and out. Entrance too small,
Bow Lake	Change the size/layout of the disposal area or facility	Brick wall inside dump is in the way of people dumping. A chain would be better so that people can just throw garbage over it easier.
Bow Lake	Change the size/layout of the disposal area or facility	Change the entrance. "Can be hard to access this TS from street."
Bow Lake	Change the size/layout of the disposal area or facility	For passenger cars that have to pay, they should have their own exit out of the transfer station
Bow Lake	Change the size/layout of the disposal area or facility	In yard waste area the chains are in the way
Bow Lake	Change the size/layout of the disposal area or facility	Layout for the garbage disposal area
Bow Lake	Change the size/layout of the disposal area or facility	Lower dum barriers
Bow Lake	Change the size/layout of the disposal area or facility	Make it easier for chains to be removed so people can dump
Bow Lake	Change the size/layout of the disposal area or facility	Make recycling process more streamlined
Bow Lake	Change the size/layout of the disposal area or facility	More inside dump area to backup
Bow Lake	Change the size/layout of the disposal area or facility	More lanes
Bow Lake	Change the size/layout of the disposal area or facility	More lanes for vehicles with dump beds.
Bow Lake	Change the size/layout of the disposal area or facility	More parking areas on the public side
Bow Lake	Change the size/layout of the disposal area or facility	No chains where dump is. It gets in the way of people trying to dump.
Bow Lake	Change the size/layout of the disposal area or facility	Open space in dump area
Bow Lake	Change the size/layout of the disposal area or facility	Protective barriers makes it difficult to throw away garbage
Bow Lake	Change the size/layout of the disposal area or facility	Reduce the height of the wall
Bow Lake	Change the size/layout of the disposal area or facility	Remove Chains around dumping area it is dangerous hard to hoist heavy things over
Bow Lake	Change the size/layout of the disposal area or facility	Separate line for recycling
Bow Lake	Change the size/layout of the disposal area or facility	Speed line for recycling
Bow Lake	Change the size/layout of the disposal area or facility	Take out the chain things for more space to dump
Bow Lake	Change the size/layout of the disposal area or facility	Take the chains off of the dumping area so they don't get caught on trucks

Continued

Site	Number One Improvement	Comment
Bow Lake	Change the size/layout of the disposal area or facility	Wants it to be faster to dump recycling
Bow Lake	Lower costs	Keep it cleaner
Bow Lake	Lower costs	Posting hours on a sign that is more visible at entrance
Bow Lake	Lower costs	Walls lower
Bow Lake	Lower costs	Wood recycling less expensive
Bow Lake	Nothing/no changes needed	Add construction debris. It's really important in this areas.
Bow Lake	Nothing/no changes needed	First visit
Bow Lake	Nothing/no changes needed	First visit to the TS
Bow Lake	Nothing/no changes needed	Free recycle
Bow Lake	Nothing/no changes needed	More recycle pickup for commercial resident pickup
Bow Lake	Nothing/no changes needed	No
Bow Lake	Open more frequently/longer hours	24/ on weekends
Bow Lake	Open more frequently/longer hours	Open at 8 on weekends
Bow Lake	Open more frequently/longer hours	Open later on Saturday
Bow Lake	Open more frequently/longer hours	Open on sundays
Bow Lake	Other (specify below)	Add
Bow Lake	Other (specify below)	Add brooms to dump areas
Bow Lake	Other (specify below)	Artwork
Bow Lake	Other (specify below)	Automate the scale to have quicker lines
Bow Lake	Other (specify below)	Be more clear on the website about what is considered hazardous materials
Bow Lake	Other (specify below)	Better maintained get rid off wood materials that are fire hazars
Bow Lake	Other (specify below)	Better signage of where to go based on material type
Bow Lake	Other (specify below)	Better sweeping inside the facility.
Bow Lake	Other (specify below)	Bigger containers
Bow Lake	Other (specify below)	Brooms to sweep and clean out trucks
Bow Lake	Other (specify below)	Button is far from car
Bow Lake	Other (specify below)	Can't throw some stuff over Wall because of age
Bow Lake	Other (specify below)	Clean bathrooms
Bow Lake	Other (specify below)	Clean hydraulic dump area
Bow Lake	Other (specify below)	Clean up nails sweep
Bow Lake	Other (specify below)	Deodorize dump area
Bow Lake	Other (specify below)	Discount for customers who do their own recycling
Bow Lake	Other (specify below)	Discounts the more you visit
Bow Lake	Other (specify below)	Display for automated lane needs to be clear
Bow Lake	Other (specify below)	Divert money spent on artwork around facility into local school.
Bow Lake	Other (specify below)	Don't know
Bow Lake	Other (specify below)	Dust in the summer
Bow Lake	Other (specify below)	Espresso
Bow Lake	Other (specify below)	Excavator should be included on site for moving garbage back
Bow Lake	Other (specify below)	Food
Bow Lake	Other (specify below)	Gates r strange won't go sometimes
Bow Lake	Other (specify below)	Have a second gAte open on weekend
Bow Lake	Other (specify below)	Have people sweep up after themselves.
Bow Lake	Other (specify below)	Having free bins outsid of the facility for recycling.

Continued

Site	Number One Improvement	Comment
Bow Lake	Other (specify below)	If facility is going to make customers sort their wastes they should have customers reweigh sorted material and charge based on type and weight of material instead of of on single charge on total unsorted wastes.
Bow Lake	Other (specify below)	It's not fair that recycling is lumped into garbage weight. The weights need to be weighed individually and charged accordingly.
Bow Lake	Other (specify below)	Light at intersection
Bow Lake	Other (specify below)	Make the self pay machine work better
Bow Lake	Other (specify below)	Makes signage at entrance clearer so people know what lane to get into ahead of time
Bow Lake	Other (specify below)	Maybe light at intersection
Bow Lake	Other (specify below)	Maybe some food for customers
Bow Lake	Other (specify below)	More brooms
Bow Lake	Other (specify below)	More brooms available for customers
Bow Lake	Other (specify below)	More brooms for sweeping
Bow Lake	Other (specify below)	More education on how to use recycling system
Bow Lake	Other (specify below)	N/A
Bow Lake	Other (specify below)	Now that recycling is here, more education
Bow Lake	Other (specify below)	Odor
Bow Lake	Other (specify below)	Open a third gate on weekends
Bow Lake	Other (specify below)	Please sweep the floor
Bow Lake	Other (specify below)	Provide a better safeguard at the dump
Bow Lake	Other (specify below)	Recycling order drop off
Bow Lake	Other (specify below)	Restrict tractors from swooping waste while people are dumping. Wait until people are done dumping before allowing tractor to move wastes
Bow Lake	Other (specify below)	Signage
Bow Lake	Other (specify below)	Smell
Bow Lake	Other (specify below)	Sorting should be done by facility.
Bow Lake	Other (specify below)	Spread out garbage more so it is easier to drop off
Bow Lake	Other (specify below)	The facility smells
Bow Lake	Other (specify below)	Use both scales when it's busy
Bow Lake	Other (specify below)	Very picky about waste types.
Bow Lake	Other (specify below)	Would like more brooms to use inside
Bow Lake	Other (specify below)	You have to sort recycling yourself
Bow Lake	Proximity of facility	Have other facilities open
Bow Lake	Proximity of facility	Put recycling near lawn waste
Bow Lake	Shorter wait times	Add another line
Bow Lake	Shorter wait times	Add more lanes to speed up line
Bow Lake	Shorter wait times	Add more lines
Bow Lake	Shorter wait times	Ass more lanes to make line go faster
Bow Lake	Shorter wait times	Can get busy in afternoons/weekends
Bow Lake	Shorter wait times	Easier to get one
Bow Lake	Shorter wait times	Entrance line
Bow Lake	Shorter wait times	Exiting is really slow
Bow Lake	Shorter wait times	Faster in dump site. Better flow of traffic
Bow Lake	Shorter wait times	Faster lines on weekend
Bow Lake	Shorter wait times	Gates are awkward
Bow Lake	Shorter wait times	Have more lanes open
Bow Lake	Shorter wait times	If u r just doing recycling wish there was shorter wait times
Bow Lake	Shorter wait times	Increase dump lines

Continued

Site	Number One Improvement	Comment
Bow Lake	Shorter wait times	Lines
Bow Lake	Shorter wait times	Make the line go faster
Bow Lake	Shorter wait times	Make traffic flow better on weekends
Bow Lake	Shorter wait times	More lanes on the weekend
Bow Lake	Shorter wait times	On the weekend
Bow Lake	Shorter wait times	On the weekend
Bow Lake	Shorter wait times	On the weekends. Add a separate line for recycling.
Bow Lake	Shorter wait times	On weekends
Bow Lake	Shorter wait times	Usually come on weekends, can be busy
Bow Lake	Shorter wait times	Weekend
Bow Lake	Shorter wait times	Weekend wait can be more efficient
Bow Lake	Shorter wait times	Weekends
Cedar Falls	Accept more materials	Accept hazardous materials
Cedar Falls	Accept more materials	Appliances, paint, hazardous waste
Cedar Falls	Accept more materials	Batteries
Cedar Falls	Accept more materials	Constion recycling
Cedar Falls	Accept more materials	Electronics
Cedar Falls	Accept more materials	Have styrofoam recycling
Cedar Falls	Accept more materials	Haz waste
Cedar Falls	Accept more materials	Haz waste, paint, electronics
Cedar Falls	Accept more materials	Metal
Cedar Falls	Accept more materials	Metal recycling
Cedar Falls	Accept more materials	More recyclables: lightbulbs, batteries
Cedar Falls	Accept more materials	Paints
Cedar Falls	Accept more materials	Provide info about where to recycle electronics, provide scale house staff with info about this
Cedar Falls	Accept more materials	Recyclables, styrofoam, appliances
Cedar Falls	Accept more materials	Take appliances
Cedar Falls	Accept more materials	Tires
Cedar Falls	Accept more materials	With the 3 cy load limit, allow customers to bring a second load on the same day
Cedar Falls	Change the size/layout of the disposal area or facility	2nd lane
Cedar Falls	Change the size/layout of the disposal area or facility	Better parking
Cedar Falls	Change the size/layout of the disposal area or facility	Bigger
Cedar Falls	Change the size/layout of the disposal area or facility	Bigger turn around space
Cedar Falls	Change the size/layout of the disposal area or facility	Build a new one
Cedar Falls	Change the size/layout of the disposal area or facility	Cover in disposal area
Cedar Falls	Change the size/layout of the disposal area or facility	Disposal area is small, could be larger
Cedar Falls	Change the size/layout of the disposal area or facility	Ease of access accessing the disposal area
Cedar Falls	Change the size/layout of the disposal area or facility	Entry/exit layout should be changed
Cedar Falls	Change the size/layout of the disposal area or facility	Get exit and entrance lanes at the scale house

Continued

Site	Number One Improvement	Comment
Cedar Falls	Change the size/layout of the disposal area or facility	Increase size of disposal area
Cedar Falls	Change the size/layout of the disposal area or facility	Increase size of disposal area, have more bays
Cedar Falls	Change the size/layout of the disposal area or facility	Increase recycling container size and space in recycling area, increase size of station to allow trailers to use it
Cedar Falls	Change the size/layout of the disposal area or facility	Larger disposal area
Cedar Falls	Change the size/layout of the disposal area or facility	Larger disposal area
Cedar Falls	Change the size/layout of the disposal area or facility	Larger disposal area for commercial purposes
Cedar Falls	Change the size/layout of the disposal area or facility	Larger disposal area, more space for cars
Cedar Falls	Change the size/layout of the disposal area or facility	Larger entrance through scale house
Cedar Falls	Change the size/layout of the disposal area or facility	Larger facility
Cedar Falls	Change the size/layout of the disposal area or facility	Larger space in recycling area for parking
Cedar Falls	Change the size/layout of the disposal area or facility	Longer truck requirement
Cedar Falls	Change the size/layout of the disposal area or facility	Make it easier to turn around in the disposal area
Cedar Falls	Change the size/layout of the disposal area or facility	Make it larger
Cedar Falls	Change the size/layout of the disposal area or facility	Make it more convenient for dump trucks to unload in the disposal area
Cedar Falls	Change the size/layout of the disposal area or facility	Make recycling area larger
Cedar Falls	Change the size/layout of the disposal area or facility	More container space for recycling
Cedar Falls	Change the size/layout of the disposal area or facility	More parking by recycling containers
Cedar Falls	Change the size/layout of the disposal area or facility	More parking in disposal area
Cedar Falls	Change the size/layout of the disposal area or facility	More room
Cedar Falls	Change the size/layout of the disposal area or facility	More room to turn around
Cedar Falls	Change the size/layout of the disposal area or facility	More space at recycling
Cedar Falls	Change the size/layout of the disposal area or facility	More space for turning in the recycling and garbage disposal areas
Cedar Falls	Change the size/layout of the disposal area or facility	More space in disposal area, currently have a 3 cy limit
Cedar Falls	Change the size/layout of the disposal area or facility	More spaces for cars to unload in the disposal area
Cedar Falls	Change the size/layout of the disposal area or facility	Move recycling containers so there's more room
Cedar Falls	Change the size/layout of the disposal area or facility	Narrow

Continued

Site	Number One Improvement	Comment
Cedar Falls	Change the size/layout of the disposal area or facility	Rearrange recycling containers to allow for more space in the recycling area
Cedar Falls	Change the size/layout of the disposal area or facility	Small approach area. In and out scale.
Cedar Falls	Lower costs	Keep costs the same
Cedar Falls	Nothing/no changes needed	Don't expand, leave it the way it is!
Cedar Falls	Nothing/no changes needed	Glad there is recycling here!
Cedar Falls	Nothing/no changes needed	Not applicable
Cedar Falls	Open more frequently/longer hours	After hours recycling
Cedar Falls	Open more frequently/longer hours	Keep it open!
Cedar Falls	Open more frequently/longer hours	Open 6 days a week
Cedar Falls	Open more frequently/longer hours	Open 7 days a week
Cedar Falls	Open more frequently/longer hours	Open on Tuesday and Thursday
Cedar Falls	Open more frequently/longer hours	Stay open until 6pm
Cedar Falls	Open more frequently/longer hours	This person is a contractor for the county. They collect materials from illegal dumping on public land.
Cedar Falls	Open more frequently/longer hours	Tues/thurs
Cedar Falls	Other (specify below)	2 lane
Cedar Falls	Other (specify below)	Accept larger load size
Cedar Falls	Other (specify below)	Add another cardboard container
Cedar Falls	Other (specify below)	Allow longer vehicles/trailers
Cedar Falls	Other (specify below)	Allow them to bring their trailer to the facility because without it they have to make two trips
Cedar Falls	Other (specify below)	Allow trailers
Cedar Falls	Other (specify below)	Allow trailers in the facility
Cedar Falls	Other (specify below)	Attendant to empty
Cedar Falls	Other (specify below)	Bigger openings on recycling containers
Cedar Falls	Other (specify below)	Clear recycling bins more often because they fill up quickly
Cedar Falls	Other (specify below)	Concessions
Cedar Falls	Other (specify below)	Free ice cream on the way out!
Cedar Falls	Other (specify below)	Improve recycling practices
Cedar Falls	Other (specify below)	Information about what materials are accepted
Cedar Falls	Other (specify below)	Keep it open!
Cedar Falls	Other (specify below)	Keep recycling containers
Cedar Falls	Other (specify below)	Keep recycling containers here!
Cedar Falls	Other (specify below)	Maintain it
Cedar Falls	Other (specify below)	More recycling containers
Cedar Falls	Other (specify below)	Singage
Cedar Falls	Other (specify below)	Snacks
Cedar Falls	Other (specify below)	Unload garbage for them
Cedar Falls	Shorter wait times	2nd lane
Cedar Falls	Shorter wait times	Capacity
Cedar Falls	Shorter wait times	More bays
Cedar Falls	Shorter wait times	More brooms
Cedar Falls	Shorter wait times	More capacity
Cedar Falls	Shorter wait times	Only one lane to get in and out of scale house causes congestion, create separate entry and exit lanes
Enumclaw	Accept more materials	Add containers for oil and anti freeze
Enumclaw	Accept more materials	And lower cost
Enumclaw	Accept more materials	Hazardous waste
Enumclaw	Accept more materials	I would be willing to pay a fee to dispose of batteries and electronics, even if I only have small amounts.

Continued

Site	Number One Improvement	Comment
Enumclaw	Accept more materials	Increase the maximum number of mattresses you can dispose in one visit.
Enumclaw	Accept more materials	More types of C and D
Enumclaw	Accept more materials	Not sure what is accepted. Would like it to be more clear
Enumclaw	Accept more materials	Styrofoam
Enumclaw	Accept more materials	Wants the TS to take batteries
Enumclaw	Accept more materials	Wants to be able to drop off E-waste at this TS
Enumclaw	Accept more materials	Wants to be able to dump C and D at this TS
Enumclaw	Better customer service	Associates to help pull out and garbage for customers who are not physically capable
Enumclaw	Better customer service	Clear out loads quicker so that customers have room to dump
Enumclaw	Better customer service	Some help unloaded
Enumclaw	Change the size/layout of the disposal area or facility	Easier to dump garbage if gates were wider.
Enumclaw	Change the size/layout of the disposal area or facility	It would be more efficient if the entrance and exit into the transfer station was reversed.
Enumclaw	Change the size/layout of the disposal area or facility	Larger dump area for cars waiting in line
Enumclaw	Change the size/layout of the disposal area or facility	Make scalehouse ramp wider
Enumclaw	Change the size/layout of the disposal area or facility	More space in the base is needed for trailers
Enumclaw	Change the size/layout of the disposal area or facility	More stalls
Enumclaw	Change the size/layout of the disposal area or facility	Widen scale house ramp
Enumclaw	Change the size/layout of the disposal area or facility	Widen width of road to the scale. Widen turn around area for trailers.
Enumclaw	Change the size/layout of the disposal area or facility	Wider gates to dump garbage
Enumclaw	Change the size/layout of the disposal area or facility	Wider the road to scale
Enumclaw	Lower costs	First visit
Enumclaw	Lower costs	Lower costs Appliance
Enumclaw	Lower costs	Weight minimum of 250 pounds is too high. Not often do I have that much to dispose off. It would be nice if disposal weight under 250 had a proportional fee.
Enumclaw	Nothing/no changes needed	Better than Bow Lake
Enumclaw	Nothing/no changes needed	Covington and other cities should not be mandated to pay for Republic Services. Citizens should be given the option to decide how they want to dispose of their waste.
Enumclaw	Nothing/no changes needed	First visit
Enumclaw	Other (specify below)	Better lighting inside base
Enumclaw	Other (specify below)	Better direction/instruction signage
Enumclaw	Other (specify below)	Better signage
Enumclaw	Other (specify below)	Clean bathroom
Enumclaw	Other (specify below)	Don't get of recycling
Enumclaw	Other (specify below)	Flowers
Enumclaw	Other (specify below)	Have all in one garbage and waste scale.
Enumclaw	Other (specify below)	Have ano
Enumclaw	Other (specify below)	Hot water at bathroom

Continued

Site	Number One Improvement	Comment
Enumclaw	Other (specify below)	I don't understand why they charge for recycling metal when they pay us for bringing in metal. Clarification is needed on this.
Enumclaw	Other (specify below)	Improve process of weighing mixed garbage and yard waste. Might be best if total weight is measured first, then the driver can dispose garbage, reweigh the leftover yard waste using the trash scale and then exit instead of having to drive all the way ar
Enumclaw	Other (specify below)	Keep recycling here
Enumclaw	Other (specify below)	Monitoring/policing illegal dumping in the recycling area
Enumclaw	Other (specify below)	Refuse to answer
Enumclaw	Other (specify below)	Safety fences need to be wider to be more user friendly for disposing wastes.
Enumclaw	Other (specify below)	Surveys to be conducted only when it is sunny.
Enumclaw	Proximity of facility	Wants a place to take recycling that is closer to maple valley
Enumclaw	Proximity of facility	Would like more places to drop recycling other than this TS
Factoria	Accept more materials	Accepting larger loads of recycling
Factoria	Accept more materials	Batteries and lightbulbs
Factoria	Accept more materials	Clothing
Factoria	Accept more materials	She is switching her whole house to LED and is very upset by having to take so many trips to the transfer station.
Factoria	Accept more materials	Styrofoam
Factoria	Accept more materials	Wet paint
Factoria	Better customer service	Better communication about what materials they accept now after the remodel
Factoria	Better customer service	Have person inside transfer station directing traffic
Factoria	Better customer service	Have someone available to pick up the phone on Saturdays and Sundays
Factoria	Better customer service	The customer was very upset. He said "the information on the website and paper flyers is not clear in explaining what transfer stations accept what materials." He tried calling but never got to speak to a person. He left a message and no one returned his
Factoria	Change the size/layout of the disposal area or facility	Air quality and bad design. Should be open air
Factoria	Change the size/layout of the disposal area or facility	Better instructions and organization of the recycling
Factoria	Change the size/layout of the disposal area or facility	Bring big pit back
Factoria	Change the size/layout of the disposal area or facility	Change facility layout, too large
Factoria	Change the size/layout of the disposal area or facility	Difficult to dump materials
Factoria	Change the size/layout of the disposal area or facility	Dumping materials and backing up is difficult for people with trailers.
Factoria	Change the size/layout of the disposal area or facility	Have a pit to dump due to dust
Factoria	Change the size/layout of the disposal area or facility	Larger area for hazardous waste
Factoria	Change the size/layout of the disposal area or facility	Liked it better before when you could directly just dump into one spot

Continued

Site	Number One Improvement	Comment
Factoria	Change the size/layout of the disposal area or facility	More lanes
Factoria	Change the size/layout of the disposal area or facility	More lanes inside facility
Factoria	Change the size/layout of the disposal area or facility	More space inside the facility
Factoria	Change the size/layout of the disposal area or facility	No pit means more manual labor in unloading and dumping.
Factoria	Change the size/layout of the disposal area or facility	Reroute traffic inside transfer station
Factoria	Change the size/layout of the disposal area or facility	Separate entrance lane for recycling
Factoria	Lower costs	First visit
Factoria	Lower costs	Illegal dumping occurs because prices to dispose material is too expensive.
Factoria	Lower costs	Likes free recycling!
Factoria	Lower costs	Lower costs for smaller loads
Factoria	Lower costs	Lower the minimum
Factoria	Lower costs	Paying for recycling doesn't incentivize recycling. Wants to just throw it in one place.
Factoria	Nothing/no changes needed	First visit
Factoria	Nothing/no changes needed	First visit to this TS
Factoria	Nothing/no changes needed	Very satisfied with the TS
Factoria	Open more frequently/longer hours	In the evening
Factoria	Open more frequently/longer hours	Open earlier and later
Factoria	Other (specify below)	Air fresheners/quality
Factoria	Other (specify below)	Better signage and clarity on what materials go where (hair dryer). Which lanes are which (garbage)
Factoria	Other (specify below)	Better signage on road
Factoria	Other (specify below)	Better signage on the road
Factoria	Other (specify below)	Better signage that directs unloading and dumping zones/areas
Factoria	Other (specify below)	Better way to dispose of paint
Factoria	Other (specify below)	Clearer information on website
Factoria	Other (specify below)	Clearer instructions on hazardous waste
Factoria	Other (specify below)	Don't dump loads on floor, messy
Factoria	Other (specify below)	First visit
Factoria	Other (specify below)	Fliers about what to do with electronics and mattresses
Factoria	Other (specify below)	Free refuse drop off once a year
Factoria	Other (specify below)	Have a bathroom
Factoria	Other (specify below)	Install misters
Factoria	Other (specify below)	It's been a long time since the customer has visited the TS.
Factoria	Other (specify below)	Make it easier to dispose of mixed loads
Factoria	Other (specify below)	Manage debris on floor similar to the pit that used to be there
Factoria	Other (specify below)	More clear signage inside facility
Factoria	Other (specify below)	More diligent clean up of floor in TS. Nails were seen on the ground.
Factoria	Other (specify below)	More information on what materials are accepted (was not aware recycling was accepted here, thought only waste was).
Factoria	Other (specify below)	Not having to sort through material

Continued

Site	Number One Improvement	Comment
Factoria	Other (specify below)	Online information more detailed
Factoria	Other (specify below)	Prevent larg puddles from accumulating to keep TS clean
Factoria	Other (specify below)	Real bathroom
Factoria	Other (specify below)	Smooth out road leading up to scale house.
Factoria	Proximity of facility	Closer to Redmond
Factoria	Proximity of facility	Closer TS to Duvall
Houghton	Accept more materials	Accept hazardous waste
Houghton	Accept more materials	Accept household hazardous waste at this transfer station
Houghton	Accept more materials	Accept yard waste
Houghton	Accept more materials	Chemical and computer waste
Houghton	Accept more materials	Hazardous waste disposal
Houghton	Accept more materials	Metal recycling , was unaware of recycling here
Houghton	Accept more materials	Metal recycling hazardous waste
Houghton	Better customer service	More staff
Houghton	Change the size/layout of the disposal area or facility	Capacity for vehicles greater than 32 ft
Houghton	Change the size/layout of the disposal area or facility	Cardboard can use two lanes
Houghton	Change the size/layout of the disposal area or facility	Change layout of recycling, way to cramped, bigger area
Houghton	Change the size/layout of the disposal area or facility	Get rid of a,ell
Houghton	Change the size/layout of the disposal area or facility	Make it easier to access the recycling area without having to go through the facility twice
Houghton	Change the size/layout of the disposal area or facility	Make the facility larger
Houghton	Change the size/layout of the disposal area or facility	More clear signs about where to go in the facility
Houghton	Change the size/layout of the disposal area or facility	More lines
Houghton	Change the size/layout of the disposal area or facility	More parking in the recycling area and larger slots in the recycling containers
Houghton	Change the size/layout of the disposal area or facility	More recycling space
Houghton	Change the size/layout of the disposal area or facility	More space
Houghton	Change the size/layout of the disposal area or facility	More space between lanes in garbage area
Houghton	Change the size/layout of the disposal area or facility	More space for backing up
Houghton	Change the size/layout of the disposal area or facility	More space in recycling area for cars to go around each other
Houghton	Change the size/layout of the disposal area or facility	No passing lane in recycling , layout of facility does allow for multiple cars to unload, it's really inefficient , only one person can do it at a time, it doesn't accommodate big boxes. Bottom line: better design of recycling for more efficiency . Do not
Houghton	Change the size/layout of the disposal area or facility	Separate area for dumping for self-haul and commercial loads
Houghton	Change the size/layout of the disposal area or facility	Update facilities

Continued

Site	Number One Improvement	Comment
Houghton	Change the size/layout of the disposal area or facility	Update layout
Houghton	Change the size/layout of the disposal area or facility	Widen the recycling area so cars can drive past each other
Houghton	Lower costs	Better communication about tie down
Houghton	Lower costs	Free green yard waste
Houghton	Lower costs	Lower the rates
Houghton	Lower costs	Senior discount
Houghton	Nothing/no changes needed	Free coupons
Houghton	Nothing/no changes needed	Hazardous waste , being able to dump demolition debris
Houghton	Nothing/no changes needed	Help with parking directing
Houghton	Nothing/no changes needed	Keep the transfer station open
Houghton	Nothing/no changes needed	Signage for recycling
Houghton	Nothing/no changes needed	Sometimes recycling containers get full, but other than that, no changes are needed
Houghton	Open more frequently/longer hours	Earlier hrs
Houghton	Open more frequently/longer hours	Open Sundays
Houghton	Other (specify below)	Accept trailers
Houghton	Other (specify below)	Better education for customers on what's allowed
Houghton	Other (specify below)	Better emergency plan
Houghton	Other (specify below)	Better info on website
Houghton	Other (specify below)	Better recycling area distribution, hazardous waste
Houghton	Other (specify below)	Better signage
Houghton	Other (specify below)	Bigger containers
Houghton	Other (specify below)	Bigger holes for recycling
Houghton	Other (specify below)	Coffee
Houghton	Other (specify below)	Confiscation on recycling
Houghton	Other (specify below)	Difference between and paid materials
Houghton	Other (specify below)	Donuts
Houghton	Other (specify below)	Forks up there
Houghton	Other (specify below)	Keep recycling area cleaner
Houghton	Other (specify below)	Label the recycling bins
Houghton	Other (specify below)	Larger slots in recycling containers
Houghton	Other (specify below)	More clear information online about what materials are accepted here
Houghton	Other (specify below)	More direction
Houghton	Other (specify below)	More stAlls open
Houghton	Other (specify below)	No private dumping allowed which should be
Houghton	Other (specify below)	No tie down rule
Houghton	Other (specify below)	Smell
Houghton	Other (specify below)	Stop penalizing
Houghton	Other (specify below)	Website improvementsn
Houghton	Proximity of facility	More facilities
Houghton	Proximity of facility	Transfer station closer to samamish
Houghton	Shorter wait times	Make the recycling area less of a bottle neck
Houghton	Shorter wait times	More lanes open
Houghton	Shorter wait times	More lanes open when your dumping unnecessary lines
Renton	Accept more materials	Add hazardous waste recycling
Renton	Accept more materials	Add more variety for recycling area such as adding a metal scrap container
Renton	Accept more materials	Easier way to drop multi matierials
Renton	Accept more materials	For cardboard

Continued

Site	Number One Improvement	Comment
Renton	Accept more materials	Fridge
Renton	Accept more materials	Fridges and larger electronics
Renton	Accept more materials	Hazardous waste disposal
Renton	Accept more materials	HHW and appliances
Renton	Accept more materials	Large items
Renton	Accept more materials	More metals and hazardous waste
Renton	Accept more materials	Provide hazardous waste disposal
Renton	Accept more materials	Specifically hazardous materials
Renton	Accept more materials	Styrofoam
Renton	Accept more materials	Yard waste
Renton	Better customer service	Better attitude.
Renton	Better customer service	Rude male employee (name unknown). Front desk is great customer service.
Renton	Change the size/layout of the disposal area or facility	32 ft truck
Renton	Change the size/layout of the disposal area or facility	Bellevue is easier to dump materials and gas more room for trailers.
Renton	Change the size/layout of the disposal area or facility	Better recycling infrastructure
Renton	Change the size/layout of the disposal area or facility	Bigger stall
Renton	Change the size/layout of the disposal area or facility	Expand size
Renton	Change the size/layout of the disposal area or facility	For larger metal objects
Renton	Change the size/layout of the disposal area or facility	Large parking stall
Renton	Change the size/layout of the disposal area or facility	Larger recycling area
Renton	Change the size/layout of the disposal area or facility	More space
Renton	Change the size/layout of the disposal area or facility	More space
Renton	Change the size/layout of the disposal area or facility	More space for trailer
Renton	Change the size/layout of the disposal area or facility	More space in recycling enclosure
Renton	Change the size/layout of the disposal area or facility	More space in unloading area
Renton	Change the size/layout of the disposal area or facility	More space, open up more lines
Renton	Change the size/layout of the disposal area or facility	Remodeling
Renton	Change the size/layout of the disposal area or facility	Small dump
Renton	Change the size/layout of the disposal area or facility	Trucks should be located on left side not ride side of entrance
Renton	Nothing/no changes needed	Associates to help customers unload garbage
Renton	Nothing/no changes needed	Maybe a closer station to maple valley
Renton	Nothing/no changes needed	Needs to pick up garbage more often (not in reference to the transfer station).
Renton	Open more frequently/longer hours	730 or 8 opening

Continued

Site	Number One Improvement	Comment
Renton	Open more frequently/longer hours	For recycling
Renton	Open more frequently/longer hours	Later recycling times
Renton	Open more frequently/longer hours	Recycling
Renton	Open more frequently/longer hours	Recycling area kept open overnight
Renton	Other (specify below)	Don't turn into factorial station
Renton	Other (specify below)	Larger holes to dump the recycling
Renton	Other (specify below)	Larger openings to recycle
Renton	Other (specify below)	Less requirements for secured loads
Renton	Other (specify below)	More lanes open at the dump will help
Renton	Other (specify below)	More sweeping better maintenance
Renton	Other (specify below)	No more surveys
Renton	Other (specify below)	No surveys
Renton	Other (specify below)	Not having surveys
Renton	Other (specify below)	Offer hazardous waste pickup: propane
Renton	Other (specify below)	Open up more lanes when busy
Renton	Other (specify below)	Phone
Renton	Other (specify below)	Raises for the workers
Renton	Other (specify below)	Safety
Renton	Other (specify below)	Signage at opening distinguishing where certain vehicles should go
Renton	Other (specify below)	Signage for trucks and cars
Renton	Other (specify below)	Snack and coffee
Renton	Proximity of facility	More locations maple valley
Renton	Shorter wait times	Have waited an hour before
Shoreline	Accept more materials	Accept Electronics
Shoreline	Accept more materials	Accept garbage
Shoreline	Accept more materials	Accept hazardous waste
Shoreline	Accept more materials	Accept motor oil
Shoreline	Accept more materials	Accept regular batteries
Shoreline	Accept more materials	E waste
Shoreline	Accept more materials	Electronics like TVs
Shoreline	Accept more materials	First visit to TS. Wanted to dump tvs and paint
Shoreline	Accept more materials	Hazardous materials light bulbs paints
Shoreline	Accept more materials	More recycling services
Shoreline	Accept more materials	Packaging peanuts
Shoreline	Accept more materials	Would like to be able to drop off clothing.
Shoreline	Better customer service	Clear instructions for first-timers
Shoreline	Better customer service	More staff inside the facility to answer questions
Shoreline	Change the size/layout of the disposal area or facility	Chain is difficult to bypass with waste.
Shoreline	Change the size/layout of the disposal area or facility	Chains in the yard waste area make it difficult to dispose yard waste, change this
Shoreline	Change the size/layout of the disposal area or facility	Covered areas for recycling
Shoreline	Change the size/layout of the disposal area or facility	Easier to dispose of recycling, make it more like garbage disposal area, more space
Shoreline	Change the size/layout of the disposal area or facility	Entrance lane for recycling only
Shoreline	Change the size/layout of the disposal area or facility	Flatten level to dispose of material, get rid of wall
Shoreline	Change the size/layout of the disposal area or facility	For recycling

Continued

Site	Number One Improvement	Comment
Shoreline	Change the size/layout of the disposal area or facility	Get rid of wall in disposal area
Shoreline	Change the size/layout of the disposal area or facility	Getting the material over the wall is difficult
Shoreline	Change the size/layout of the disposal area or facility	In yard waste area. "Little confusing "
Shoreline	Change the size/layout of the disposal area or facility	Lower wall in disposal area
Shoreline	Change the size/layout of the disposal area or facility	Lowering the wall
Shoreline	Change the size/layout of the disposal area or facility	Move recycling area out to where it used to be.
Shoreline	Change the size/layout of the disposal area or facility	Move recycling area outside of scale house
Shoreline	Change the size/layout of the disposal area or facility	Move recycling area outside of transfer station Commercial-only line for checkout
Shoreline	Change the size/layout of the disposal area or facility	Move recycling back to original spot like it was 5 years ago.
Shoreline	Change the size/layout of the disposal area or facility	Move recycling outside of scale house
Shoreline	Change the size/layout of the disposal area or facility	Organization is key. Efficiency is what the customer looks for.
Shoreline	Change the size/layout of the disposal area or facility	Recycle-only line
Shoreline	Change the size/layout of the disposal area or facility	Remove chains from yard waste area and wall from garbage area
Shoreline	Change the size/layout of the disposal area or facility	Remove the wall in the disposal area
Shoreline	Change the size/layout of the disposal area or facility	Wall
Shoreline	Change the size/layout of the disposal area or facility	Would rather dump everything on floor
Shoreline	Lower costs	Lower costs for heavy loads
Shoreline	Lower costs	Lower costs for yard waste
Shoreline	Nothing/no changes needed	Always fast and easy
Shoreline	Nothing/no changes needed	First time at TS
Shoreline	Open more frequently/longer hours	Hazardous waste
Shoreline	Open more frequently/longer hours	Sunday hours
Shoreline	Other (specify below)	Add a Starbucks!
Shoreline	Other (specify below)	Allow trucks to dump onto concrete
Shoreline	Other (specify below)	Be able to just dump on ground
Shoreline	Other (specify below)	Better monitoring of illegal dumping (people that say they are there to dispose of recycling, but end up disposing garbage). Some way to go directly to the recycling area, instead of wait and go through the scalehouse.
Shoreline	Other (specify below)	Better signage and direction of where to dispose of certain materials like cardboard and appliances
Shoreline	Other (specify below)	Better sounds coming from the tires
Shoreline	Other (specify below)	Better streamlines of mixed loads.
Shoreline	Other (specify below)	Cleaner areas (have gotten flat/damaged tires before)
Shoreline	Other (specify below)	Confusing as to what's allowed where and what belongs where.

Continued

Site	Number One Improvement	Comment
Shoreline	Other (specify below)	Customer lives across the street. If there is anything the County could do to limit the amount of customers burning out into Meridian, that would be greatly appreciated.
Shoreline	Other (specify below)	Debris from people
Shoreline	Other (specify below)	Easy disposal methods
Shoreline	Other (specify below)	Hire Larry. He loves this place!
Shoreline	Other (specify below)	Labels for where dump trucks should dump
Shoreline	Other (specify below)	Lift the garbage
Shoreline	Other (specify below)	Make holes in recycling containers larger
Shoreline	Other (specify below)	Make it easier to dispose of recycling, larger holes in recycling containers
Shoreline	Other (specify below)	Make it easier to unload materials and dump from the back of a truck
Shoreline	Other (specify below)	Make yard waste area safer, less easy to fall in, better signage about watching their steps and not falling in yard waste area
Shoreline	Other (specify below)	Marking the lines with color for visibility
Shoreline	Other (specify below)	More enforcement of recycling area, make sure materials are actually recyclable
Shoreline	Other (specify below)	More lanes at scale house, upgrade card processing, use an automatic blower inside the facility, more space in the facility for staff to take breaks
Shoreline	Other (specify below)	More mailed materials on what can be recycled
Shoreline	Other (specify below)	More recycling containers
Shoreline	Other (specify below)	More recycling enforcement
Shoreline	Other (specify below)	More signage
Shoreline	Other (specify below)	Put recycling containers closer together, allow mixed-material recycling
Shoreline	Other (specify below)	Restrooms
Shoreline	Other (specify below)	Road lines unclear
Shoreline	Other (specify below)	Sounds from tires
Shoreline	Other (specify below)	Throwing away garbage over ledge
Shoreline	Other (specify below)	Very efficient
Shoreline	Other (specify below)	Website specifications on auto parts
Shoreline	Shorter wait times	Just when dumping yard waste. She asked me to put in the notes that overall she loves coming to this TS. "Great people working here."
Vashon	Accept more materials	Accept food waste
Vashon	Accept more materials	Accept styrofoam, electronics, hazardous waste, tires
Vashon	Accept more materials	Acceptance of motor oil and other HW
Vashon	Accept more materials	Battery recycling
Vashon	Accept more materials	Better way to recycle used electronics
Vashon	Accept more materials	Composting
Vashon	Accept more materials	Construction debris recycling
Vashon	Accept more materials	Donation center
Vashon	Accept more materials	E waste and compost on a permanent basis.
Vashon	Accept more materials	Except styrofoam and make sure the gates are open in the morning.
Vashon	Accept more materials	Hazardous waste would be great more often, holes r to small in recycling
Vashon	Accept more materials	Hazardous waste

Continued

Site	Number One Improvement	Comment
Vashon	Accept more materials	He would like more frequent hazardous/ E-waste pick up and he wants a better recycling area. "Too small"
Vashon	Accept more materials	More frequent hazardous material events
Vashon	Accept more materials	More regular hazardous pick up
Vashon	Accept more materials	Need E-waste/ Hazardous waste collection.
Vashon	Accept more materials	Need more hazardous waste pick up
Vashon	Accept more materials	Organics acceptance
Vashon	Accept more materials	Plastic bag recycling
Vashon	Accept more materials	Plastic bags
Vashon	Accept more materials	Set up a compost and food waste collection program at this transfer station
Vashon	Accept more materials	Styrofoam and plastic bag recycling
Vashon	Accept more materials	Styrofoam recycling, clearer recycling rules about what is recyclable, what textiles are recyclable, recycling collection bins around town
Vashon	Accept more materials	Styrofoam, batteries, electronics
Vashon	Accept more materials	Styrofoam, bubble wrap, plastic film
Vashon	Accept more materials	Styrofoam, plastic bags
Vashon	Change the size/layout of the disposal area or facility	Access to recycling bins
Vashon	Change the size/layout of the disposal area or facility	Add more parking spots , slots are to small
Vashon	Change the size/layout of the disposal area or facility	Chains in the way, hook for line so you can drag tarps to deposit waste , recycling parking is a safer hazard
Vashon	Change the size/layout of the disposal area or facility	Cramped bins; backing up and hitting people
Vashon	Change the size/layout of the disposal area or facility	Easier parking situation
Vashon	Change the size/layout of the disposal area or facility	Easier way out of the recycling area so they don't have to back out
Vashon	Change the size/layout of the disposal area or facility	Expand recycling area
Vashon	Change the size/layout of the disposal area or facility	Extra parking
Vashon	Change the size/layout of the disposal area or facility	Get rid of chains in disposal area
Vashon	Change the size/layout of the disposal area or facility	Have a barrier instead of chains in garbage area
Vashon	Change the size/layout of the disposal area or facility	Improve layout of recycling area
Vashon	Change the size/layout of the disposal area or facility	Improve recycling area
Vashon	Change the size/layout of the disposal area or facility	It would be great to have a drive through so ppl don't have to back up
Vashon	Change the size/layout of the disposal area or facility	Larger recycling area.
Vashon	Change the size/layout of the disposal area or facility	Larger recycling facility that can be used by businesses. He can't recycle because it's to small
Vashon	Change the size/layout of the disposal area or facility	Layout, easy to hit people when you are backing out
Vashon	Change the size/layout of the disposal area or facility	More parking

Continued

Site	Number One Improvement	Comment
Vashon	Change the size/layout of the disposal area or facility	More parking in recycling
Vashon	Change the size/layout of the disposal area or facility	More parking in recycling area
Vashon	Change the size/layout of the disposal area or facility	More parking in recycling area
Vashon	Change the size/layout of the disposal area or facility	More parking in recycling area, more space between spaces
Vashon	Change the size/layout of the disposal area or facility	More parking in recycling area. Have to wait to use recycling area. Find a better way to use the recycling compactor. "Compactor is hard to use"
Vashon	Change the size/layout of the disposal area or facility	More parking in recycling so people can back up into spaces, put holes in containers lower to the ground to make recycling containers more accessible
Vashon	Change the size/layout of the disposal area or facility	More parking in the recycling area
Vashon	Change the size/layout of the disposal area or facility	More parking in the recycling area to make it easier
Vashon	Change the size/layout of the disposal area or facility	More parking spaces in The recycling area
Vashon	Change the size/layout of the disposal area or facility	More parking spaces.
Vashon	Change the size/layout of the disposal area or facility	More parking spots
Vashon	Change the size/layout of the disposal area or facility	More recycling containers, more parking spaces
Vashon	Change the size/layout of the disposal area or facility	More recycling parking spaces
Vashon	Change the size/layout of the disposal area or facility	More room for cars in recycling area
Vashon	Change the size/layout of the disposal area or facility	More room in recycling area for cars to turn around and for trailers to use the recycling area
Vashon	Change the size/layout of the disposal area or facility	More space for parking in the recycling area
Vashon	Change the size/layout of the disposal area or facility	More space in recycling area
Vashon	Change the size/layout of the disposal area or facility	More space in recycling area for a trailer
Vashon	Change the size/layout of the disposal area or facility	Move recycling back more so cars have more room
Vashon	Change the size/layout of the disposal area or facility	Move recycling bins back so ppl can back up further
Vashon	Change the size/layout of the disposal area or facility	Move recycling containers so people can drive around to exit the recycling area without backing up, do a study of how many people use the handicapped space in the recycling area, move clothing bin, bring back separated materials for recycling instead of c
Vashon	Change the size/layout of the disposal area or facility	Optimize recycling areas and traffic control.
Vashon	Change the size/layout of the disposal area or facility	Reconfigure recycling area

Continued

Site	Number One Improvement	Comment
Vashon	Change the size/layout of the disposal area or facility	Reconfigure recycling area to allow cars to turn around
Vashon	Change the size/layout of the disposal area or facility	Reconfigure recycling area to allow more access to recycling area, allow cars to drive around recycling containers
Vashon	Change the size/layout of the disposal area or facility	Recycling area
Vashon	Change the size/layout of the disposal area or facility	Recycling area
Vashon	Change the size/layout of the disposal area or facility	Recycling area is hard to use.
Vashon	Change the size/layout of the disposal area or facility	Recycling area is his main concern. He is very clear, that it is a safety concern.
Vashon	Change the size/layout of the disposal area or facility	Recycling areas can be more efficient. YW cost could be lower
Vashon	Change the size/layout of the disposal area or facility	Recycling layout could be changed.
Vashon	Lower costs	Free disposal Organics up to a threshold
Vashon	Lower costs	He would also like it to be open more often.
Vashon	Lower costs	Lower base fee. 100 pounds maybe \$10.
Vashon	Lower costs	Lower cost of curbside
Vashon	Lower costs	Lower costs for YW
Vashon	Lower costs	Lower curbside garbage
Vashon	Nothing/no changes needed	Bathroom
Vashon	Nothing/no changes needed	Could increase hrs
Vashon	Nothing/no changes needed	Electronics recycling
Vashon	Nothing/no changes needed	Free yard waste
Vashon	Nothing/no changes needed	Make holes bigger for recycling ; have step stools for ppl who can't reach
Vashon	Nothing/no changes needed	Maybe Mory island
Vashon	Nothing/no changes needed	Previous recycling design better more design , efficiency
Vashon	Open more frequently/longer hours	Allow self-haul loads to come on Tuesdays and Thursdays
Vashon	Open more frequently/longer hours	And lower cost
Vashon	Open more frequently/longer hours	In summer
Vashon	Open more frequently/longer hours	Open on Tues and Thur
Vashon	Open more frequently/longer hours	Open on tuesdays and thursdays
Vashon	Open more frequently/longer hours	Open times
Vashon	Open more frequently/longer hours	Open tues and thurs as well
Vashon	Open more frequently/longer hours	Shorter wait times
Vashon	Other (specify below)	Better brooms
Vashon	Other (specify below)	Better recycling area, and answer to rumors that the disposed recycle material is getting recycled.
Vashon	Other (specify below)	Better signage about materials accepted and where to dispose of them
Vashon	Other (specify below)	Big dip on road leading to TS
Vashon	Other (specify below)	Bring back swallows. Don't cover up artwork.
Vashon	Other (specify below)	Clean area around recycling containers
Vashon	Other (specify below)	Coffee stand
Vashon	Other (specify below)	Coffee. Police handicap spots
Vashon	Other (specify below)	Concerned if things are being recycled
Vashon	Other (specify below)	Curbside Compost collection please!
Vashon	Other (specify below)	Handouts of what is recyclable.

Continued

Site	Number One Improvement	Comment
Vashon	Other (specify below)	He would like an area for people to be able to salvage on site.
Vashon	Other (specify below)	Height of the recycling
Vashon	Other (specify below)	Holes lower and bigger for recycling
Vashon	Other (specify below)	Large openings in recycling containers
Vashon	Other (specify below)	Larger disposal hole of the recycling containers.
Vashon	Other (specify below)	Larger holes in the recycling containers
Vashon	Other (specify below)	Larger slots in recycling containers
Vashon	Other (specify below)	Lawn maintenance
Vashon	Other (specify below)	Love that textiles are accepted.
Vashon	Other (specify below)	Make holes bigger for recycling
Vashon	Other (specify below)	Make holes in recycling containers larger
Vashon	Other (specify below)	Make holes in recycling containers lower and larger
Vashon	Other (specify below)	Make it easier for short people to dispose of recycling
Vashon	Other (specify below)	Make it easier to put recycling materials in compactor
Vashon	Other (specify below)	Make openings to recycling compactors larger
Vashon	Other (specify below)	Minimize signage and make it more clear
Vashon	Other (specify below)	More flowers
Vashon	Other (specify below)	More information about what materials are accepted here, more clarity
Vashon	Other (specify below)	More information about what numbers you can recycle
Vashon	Other (specify below)	Noise ear plugs
Vashon	Other (specify below)	Notice before hand that they are changing policy about what they are recycling; some staff are rude at check in
Vashon	Other (specify below)	Opening bins on top makes it easier for recycling
Vashon	Other (specify below)	Opening of recycling containers are small
Vashon	Other (specify below)	Put round holes in recycling containers, easier to have people separate recyclables
Vashon	Other (specify below)	Recycling containers to be easily accessible
Vashon	Other (specify below)	Safely scoop garbage in garbage area, make sure materials don't bounce
Vashon	Other (specify below)	Signage , parking, more helpful customer service
Vashon	Other (specify below)	Size or recycling
Vashon	Other (specify below)	Someone watching the recycling, people don't follow the rules
Vashon	Other (specify below)	Starbucks on site
Vashon	Other (specify below)	Too much noise coming from transfer station. The live very close by.
Vashon	Shorter wait times	In recycling area
Vashon	Shorter wait times	More parking
Vashon	Shorter wait times	More parking at recycling

Attachment D. Commercial Customers Comments

Site	Number One Improvement	Comment
Algona	Change the size/layout of the disposal area or facility	More space
Algona	Change the size/layout of the disposal area or facility	Newer facility
Algona	Change the size/layout of the disposal area or facility	Size
Algona	Shorter wait times	Afternoon wait times too long
Bow Lake	Better customer service	Tractor drivers could be nicer
Bow Lake	Change the size/layout of the disposal area or facility	Have an exit for commercial drivers to get them out quicker
Bow Lake	Change the size/layout of the disposal area or facility	Make outside gate only for commercial vehicles during the week for speed
Bow Lake	Change the size/layout of the disposal area or facility	Paint a truck crossing sign at the entrance of the TS so trucks and public can access the TS more safely.
Bow Lake	Change the size/layout of the disposal area or facility	Separate public
Bow Lake	Nothing/no changes needed	Commercial just swipes card so these questions don't pertain to them
Bow Lake	Nothing/no changes needed	Gate complications when exiting outlined above
Bow Lake	Nothing/no changes needed	Make entry way wider
Bow Lake	Nothing/no changes needed	Water that cleans trucks
Bow Lake	Open more frequently/longer hours	On weekends
Bow Lake	Open more frequently/longer hours	Open 24 hours on Sunday and Saturday
Bow Lake	Open more frequently/longer hours	Open up earlier on Saturday
Bow Lake	Open more frequently/longer hours	Weekends
Bow Lake	Other (specify below)	Add extra bathroom
Bow Lake	Other (specify below)	Better gates
Bow Lake	Other (specify below)	Clean wash rack more frequently That cleans trucks
Bow Lake	Other (specify below)	concessions
Bow Lake	Other (specify below)	Fix smell of water . In dump area it is wet and gross to walk around
Bow Lake	Other (specify below)	Keep the floor cleaner
Bow Lake	Other (specify below)	Main entrance at the street needs better signage. Hard to access this TS
Bow Lake	Other (specify below)	More thorough sweeping in dump area
Bow Lake	Other (specify below)	Move stack a little bit quicker
Bow Lake	Other (specify below)	Restrict public from entering same time as commercial haulers
Bow Lake	Other (specify below)	Scales sometimes don't work properly
Enumclaw	Nothing/no changes needed	People here are great!
Factoria	Better customer service	Make lanes more clearance instruct TS staff to clearly call out lane coordination.
Factoria	Change the size/layout of the disposal area or facility	"Floors too slippery"
Factoria	Change the size/layout of the disposal area or facility	Better spacing of trucks for safety reasons
Factoria	Change the size/layout of the disposal area or facility	Wider lanes for commercial vehicles
Factoria	Nothing/no changes needed	Really likes coming to this TS. Great layout and people working here.

Continued

Site	Number One Improvement	Comment
Factoria	Open more frequently/longer hours	Be open longer
Factoria	Other (specify below)	Allow commercial drivers to use water hose.
Factoria	Other (specify below)	Build a bathroom facility. Honey Bucket is disgusting.
Factoria	Other (specify below)	Install speed bumps
Factoria	Other (specify below)	Install washer system to clean underneath the trucks, like in Bow Lake.
Factoria	Other (specify below)	Paint stop line to accompany stop sign
Factoria	Other (specify below)	Paint stop line to enforce stop sign.
Factoria	Other (specify below)	place hand washing station near honey bucket. Paint stop line next to stop sign for public customers.
Factoria	Other (specify below)	Wash station for drivers
Houghton	Better customer service	Have staff at tipping area be ready for trucks
Houghton	Change the size/layout of the disposal area or facility	Allow commercial trucks to dump on the floor
Houghton	Change the size/layout of the disposal area or facility	Allow commercial trucks to dump on the floor instead of the trailer.
Houghton	Change the size/layout of the disposal area or facility	Allow more commercial trucks to dump at the same time
Houghton	Change the size/layout of the disposal area or facility	Allow more trucks to dump
Houghton	Change the size/layout of the disposal area or facility	Allow trucks to dump on the floor
Houghton	Change the size/layout of the disposal area or facility	Dedicate the area by the stop sign for commercial trucks to clean the back of their trucks
Houghton	Change the size/layout of the disposal area or facility	Don't block the containers for dumping
Houghton	Change the size/layout of the disposal area or facility	Flat ground
Houghton	Change the size/layout of the disposal area or facility	Make disposal area larger for more trucks
Houghton	Change the size/layout of the disposal area or facility	Make it larger
Houghton	Change the size/layout of the disposal area or facility	Make it larger
Houghton	Change the size/layout of the disposal area or facility	More room
Houghton	Change the size/layout of the disposal area or facility	More space
Houghton	Change the size/layout of the disposal area or facility	More space for commercial trucks
Houghton	Change the size/layout of the disposal area or facility	Remodel like factoria
Houghton	Nothing/no changes needed	Remodel
Houghton	Open more frequently/longer hours	Open earlier at 7 am
Houghton	Other (specify below)	Don't move
Houghton	Other (specify below)	Food/water
Renton	Better customer service	More employees
Renton	Better customer service	Staff needs to do their jobs. If done correctly, there wouldn't be any issues.
Renton	Change the size/layout of the disposal area or facility	More soace
Renton	Other (specify below)	Concession stand
Renton	Other (specify below)	Stop surveys
Shoreline	Other (specify below)	Scanner for commercial trucks to bypass the line

Attachment E. Dissatisfied Self-haul Customers Comments

Site	Number One Improvement	Comment
Algona	Change the size/layout of the disposal area or facility	Make it bigger
Algona	Shorter wait times	More space
Bow Lake	Accept more materials	Wants to be able to dump oil here.
Bow Lake	Change the size/layout of the disposal area or facility	Better layout to get people in and out. Entrance too small,
Bow Lake	Change the size/layout of the disposal area or facility	Layout for the garbage disposal area
Bow Lake	Change the size/layout of the disposal area or facility	More lanes for vehicles with dump beds.
Bow Lake	Change the size/layout of the disposal area or facility	Reduce the height of the wall
Bow Lake	Other (specify below)	Automate the scale to have quicker lines
Bow Lake	Other (specify below)	Better signage of where to go based on material type
Bow Lake	Other (specify below)	Deodorize dump area
Bow Lake	Other (specify below)	Divert money spent on artwork around facility into local school.
Bow Lake	Other (specify below)	Sorting should be done by facility.
Bow Lake	Shorter wait times	Ass more lanes to make line go faster
Bow Lake	Shorter wait times	Increase dump lines
Bow Lake	Shorter wait times	Make traffic flow better on weekends
Bow Lake	Shorter wait times	On the weekend
Cedar Falls	Accept more materials	Provide info about where to recycle electronics, provide scale house staff with info about this
Cedar Falls	Change the size/layout of the disposal area or facility	Build a new one
Cedar Falls	Change the size/layout of the disposal area or facility	Larger disposal area
Cedar Falls	Change the size/layout of the disposal area or facility	More space in disposal area, currently have a 3 cy limit
Cedar Falls	Other (specify below)	Singage
Enumclaw	Accept more materials	Wants to be able to dump C and D at this TS
Enumclaw	Change the size/layout of the disposal area or facility	It would be more efficient if the entrance and exit into the transfer station was reversed.
Factoria	Accept more materials	She is switching her whole house to LED and is very upset by having to take so many trips to the transfer station.
Factoria	Accept more materials	Wet paint
Factoria	Better customer service	The customer was very upset. He said "the information on the website and paper flyers is not clear in explaining what transfer stations accept what materials." He tried calling but never got to speak to a person. He left a message and no one returned his
Factoria	Change the size/layout of the disposal area or facility	Air quality and bad design. Should be open air
Factoria	Change the size/layout of the disposal area or facility	Change facility layout, too large
Factoria	Other (specify below)	Install misters
Factoria	Other (specify below)	Prevent larg puddles from accumulating to keep TS clean
Houghton	Change the size/layout of the disposal area or facility	Change layout of recycling, way to cramped, bigger area
Houghton	Other (specify below)	Bigger holes for recycling

Continued

Site	Number One Improvement	Comment
Renton	Change the size/layout of the disposal area or facility	More space
Renton	Other (specify below)	Larger openings to recycle
Shoreline	Change the size/layout of the disposal area or facility	Chain is difficult to bypass with waste.
Shoreline	Other (specify below)	Allow trucks to dump onto concrete
Shoreline	Other (specify below)	Be able to just dump on ground
Shoreline	Other (specify below)	Easy disposal methods
Shoreline	Other (specify below)	Labels for where dump trucks should dump
Shoreline	Other (specify below)	Put recycling containers closer together, allow mixed-material recycling
Shoreline	Other (specify below)	Very efficient
Vashon	Accept more materials	Donation center
Vashon	Accept more materials	Harzardous waste would be great more often, holes r to small in recycling
Vashon	Accept more materials	Plastic bag recycling
Vashon	Accept more materials	Styrofoam, batteries, electronics
Vashon	Change the size/layout of the disposal area or facility	Chains in the way, hook for line so you can drag tarps to deposit waste , recycling parking is a safer hazard
Vashon	Change the size/layout of the disposal area or facility	Expand recycling area
Vashon	Change the size/layout of the disposal area or facility	Improve recycling area
Vashon	Change the size/layout of the disposal area or facility	Larger recycling facility that can be used by businesses. He can't recycle because it's to small
Vashon	Change the size/layout of the disposal area or facility	Layout, easy to hit people when you are backing out
Vashon	Change the size/layout of the disposal area or facility	More parking in recycling area
Vashon	Change the size/layout of the disposal area or facility	More parking in recycling so people can back up into spaces, put holes in containers lower to the ground to make recycling containers more accessible
Vashon	Change the size/layout of the disposal area or facility	More parking in the recycling area
Vashon	Change the size/layout of the disposal area or facility	More parking in the recycling area to make it easier
Vashon	Change the size/layout of the disposal area or facility	More space for parking in the recycling area
Vashon	Change the size/layout of the disposal area or facility	More space in recycling area for a trailer
Vashon	Change the size/layout of the disposal area or facility	Move recycling containers so people can drive around to exit the recycling area without backing up, do a study of how many people use the handicapped space in the recycling area, move clothing bin, bring back separated materials for recycling instead of c
Vashon	Change the size/layout of the disposal area or facility	Optimize recycling areas and traffic control.
Vashon	Change the size/layout of the disposal area or facility	Reconfigure recycling area
Vashon	Change the size/layout of the disposal area or facility	Reconfigure recycling area to allow cars to turn around

Continued

Site	Number One Improvement	Comment
Vashon	Change the size/layout of the disposal area or facility	Reconfigure recycling area to allow more access to recycling area, allow cars to drive around recycling containers
Vashon	Change the size/layout of the disposal area or facility	Recycling area
Vashon	Change the size/layout of the disposal area or facility	Recycling area is hard to use.
Vashon	Change the size/layout of the disposal area or facility	Recycling area is his main concern. He is very clear, that it is a safety concern.
Vashon	Change the size/layout of the disposal area or facility	Recycling layout could be changed.
Vashon	Open more frequently/longer hours	Allow self-haul loads to come on Tuesdays and Thursdays
Vashon	Open more frequently/longer hours	Open on tuesdays and thursdays
Vashon	Other (specify below)	Better recycling area, and answer to rumors that the disposed recycle material is getting recycled.
Vashon	Other (specify below)	Bring back swallows. Don't cover up artwork.
Vashon	Other (specify below)	Coffee stand
Vashon	Other (specify below)	Make holes bigger for recycling
Vashon	Other (specify below)	Make holes in recycling containers lower and larger
Vashon	Other (specify below)	Make it easier for short people to dispose of recycling
Vashon	Other (specify below)	Minimize signage and make it more clear
Vashon	Other (specify below)	Signage , parking, more helpful customer service
Vashon	Other (specify below)	Size or recycling
Vashon	Other (specify below)	Starbucks on site

Attachment F. Dissatisfied Commercial Customers Comments

Site	Number One Improvement	Comment
Bow Lake	Nothing/no changes needed	Gate complications when exiting outlined above
Bow Lake	Nothing/no changes needed	Water that cleans trucks
Bow Lake	Other (specify below)	Fix smell of water. In dump area it is wet and gross to walk around
Factoria	Better customer service	Make lanes more clearance instruct TS staff to clearly call out lane coordination.
Factoria	Change the size/layout of the disposal area or facility	Better spacing of trucks for safety reasons
Factoria	Open more frequently/longer hours	Be open longer
Factoria	Other (specify below)	Install speed bumps
Factoria	Other (specify below)	Paint stop line to accompany stop sign
Factoria	Other (specify below)	Paint stop line to enforce stop sign.
Factoria	Other (specify below)	place hand washing station near honey bucket. Paint stop line next to stop sign for public customers.
Houghton	Better customer service	Have staff at tipping area be ready for trucks
Houghton	Change the size/layout of the disposal area or facility	Allow trucks to dump on the floor
Houghton	Change the size/layout of the disposal area or facility	Dedicate the area by the stop sign for commercial trucks to clean the back of their trucks
Houghton	Change the size/layout of the disposal area or facility	Make it larger
Renton	Better customer service	Staff needs to do their jobs. If done correctly, there wouldn't be any issues.

Attachment G. Self-haul Customers Comments, Customer Service

Site	Comment #1	Comment # 2	Comment # 3
Algona	Staff are not helpful		
Algona	Staff are not helpful		
Algona	Staff are rude		
Bow Lake	Staff are not helpful		
Bow Lake	Staff are rude	He is stoped and told to cover his load, but he has seen people go through without having to cover their load.	
Bow Lake	Staff are rude		
Cedar Falls	Staff are not helpful		
Cedar Falls	Staff are rude		
Enumclaw	Staff are not helpful		
Enumclaw	Staff are rude		
Enumclaw	Staff are rude		
Factoria	Staff are not helpful		
Factoria	Staff are not helpful		
Factoria	Staff are rude	2 years ago, woman at scale house refused service 10 min before closing, and due to a series of events, which includes police showing up, the customer was barred from the TS for a year.	
Factoria	Staff are rude	Guy working at the hazardous waste area was very rude.	
Factoria	Staff took down license plate number.		
Factoria	Workers at scale house pestered secure load		
Houghton	Not enough staff		
Houghton	Staff are not helpful		
Renton	Inconsistent. Sometimes good sometimes bad.		
Shoreline	Staff are not helpful	Better direction/instruction on what is a secured load	
Shoreline	Staff are not helpful	Staff directions are confusing	
Shoreline	Staff are not helpful	Staff inside keep telling him conflicting things about what he can dump, and where to dump it. Scale house staff is great.	
Shoreline	Staff are rude	Consistency in messaging of securing loads.	
Shoreline	Staff are rude		

Continued

Attachment H. Commercial Customers Comments, Customer Service

Site	Comment #1	Comment # 2	Comment # 3
Algona	Staff are rude	Some are nice some not	
Bow Lake	Loader drives way to close to trucks		
Factoria	Doesn't interact with staff		
Factoria	Staff unavailable to answer questions	Not enough staff	Staff are always on their phones
Houghton	Not enough staff	Staff are not helpful	
Houghton	Not enough staff		
Renton	Staff are not helpful	Staff are rude	

Attachment I. Self-haul Customers Comments, Waste Services

Site	Comment #1	Comment # 2	Comment # 3
Algona	Computers		
Algona	Types of materials accepted here are limited (list below)	Electronics	
Algona	Types of materials accepted here are limited (list below)	Electronics recycling	
Algona	Types of materials accepted here are limited (list below)	Glass/ recycling	
Algona	Types of materials accepted here are limited (list below)	Recycling	
Algona	Types of materials accepted here are limited (list below)	Recycling/ HHW	
Algona	Would like to have recycling		
Bow Lake	Don't understand why we have to sort when they're already sorted here at the facility.		
Bow Lake	The facility can improve containing the smell of the garbage dump.		
Bow Lake	Types of materials accepted here are limited (list below)	Wants to dump mixed C and D loads here	
Cedar Falls	3 cy yard limit is too small		
Cedar Falls	Furniture		
Cedar Falls	Limited load size		
Cedar Falls	Recycling containers are full	O	
Cedar Falls	Recycling containers are full		
Cedar Falls	Types of materials accepted here are limited (list below)	Appliances	
Cedar Falls	Types of materials accepted here are limited (list below)	Appliances, hazardous waste	
Cedar Falls	Types of materials accepted here are limited (list below)	Electronics	
Cedar Falls	Types of materials accepted here are limited (list below)	Fridges	
Cedar Falls	Types of materials accepted here are limited (list below)	Oil	
Enumclaw	Better regulation of illegal dumping		
Enumclaw	Not sure what is accepted		
Enumclaw	Types of materials accepted here are limited (list below)	C and D	
Enumclaw	Types of materials accepted here are limited (list below)	Construction debris	
Enumclaw	Types of materials accepted here are limited (list below)	Oil, paint, HZW	
Enumclaw	Types of materials accepted here are limited (list below)	Styrofoam	
Factoria	Types of materials accepted here are limited (list below)	He was upset he couldn't drop off wet latex paint.	
Factoria	Types of materials accepted here are limited (list below)	Not sure what is accepted	

Continued

Site	Comment #1	Comment # 2	Comment # 3
Factoria	Types of materials accepted here are limited (list below)	She is un happy that she can only bring two florescent lights at a time.	
Factoria	Types of materials accepted here are limited (list below)	Would like to drop off clothing	
Factoria	YW disposal always closed when customer visits		
Houghton	Hazardous waste		
Houghton	Metal , more like tacoma		
Houghton	Metal recycling		
Houghton	Paint can Disposal and metal recycle		
Houghton	Types of materials accepted here are limited (list below)	Add household hazardous waste	
Houghton	Types of materials accepted here are limited (list below)	Need more extensive recycling, add more hazardous waste	
Renton	Recycling containers are full	Types of materials accepted here are limited (list below)	Hazardous, electronics
Shoreline	Difficult to separate materials		
Shoreline	Wouldn't except textiles to recycle		
Vashon	Appliances		
Vashon	Better marketing of HW acceptance days. More frequent days of HW acceptance.		
Vashon	Composting		
Vashon	Documentation is poorly worded when changes are made. Hard to understand where to put cardboard.		
Vashon	Doesn't like paying to dump yard waste.		
Vashon	E waste		
Vashon	Electronics		
Vashon	Except for recycling layout. Hard to understand why it is laid out the way it is.		
Vashon	Handicap access to recycling containers.		
Vashon	Hard to reach and open textile recycling bins.		
Vashon	Hazardous material disposal areas		
Vashon	Hazardous waste would be great		
Vashon	Hole of the recycling container could be larger		
Vashon	Need better signs for disposal.		
Vashon	Oil dump and batteries		
Vashon	Recycling containers are harder to access.		
Vashon	Recycling containers are too high		
Vashon	Size of recycling containers		
Vashon	Types of materials accepted here are limited (list below)	Food waste	

Continued

Site	Comment #1	Comment # 2	Comment # 3
Vashon	Types of materials accepted here are limited (list below)	How trash is handled is different than Sweden, accept batteries, accept electronics	
Vashon	Types of materials accepted here are limited (list below)	Lightbulbs	
Vashon	Types of materials accepted here are limited (list below)		
Vashon	Unsafe in recycling area when busy. "People walking behind you while trying to back up."		
Vashon	Would like to be able to drop off hazardous materials more often.		

Attachment J. Commercial Customers Comments, Waste Services

Site	Comment #1	Comment # 2	Comment # 3
Bow Lake	Recycling containers are full		
Bow Lake	Sweeping near dump		
Bow Lake	Water that cleans cars/trucks on way out smells like raw sewage		
Bow Lake	Water that cleans trucks smells really bad		
Factoria	Driver would like a place to wash windows		
Factoria	Stop sign for public customers is not being abided by		
Houghton	Types of materials accepted here are limited (list below)		

Attachment K. Self-haul Customers Comments, Physical Facility

Site	Comment #1	Comment # 2	Comment # 3	Comment #4	Comment #5
Algona	Layout of disposal area	Size of facility			
Algona	Layout of disposal area				
Algona	Layout of disposal area				
Algona	Layout of facility				
Algona	Size of disposal area	Size of facility			
Algona	Size of facility	Difficult to access certain areas			
Algona	Size of facility	Layout of facility			
Algona	Size of facility	Layout of facility			
Algona	Size of facility				
Algona	Size of facility				
Bow Lake	Angle parking in station can be improved for drivers. Currently there is barely any space.				
Bow Lake	Difficult to access certain areas	Front entrance it's hard to access the TS			
Bow Lake	Difficult to access certain areas	Very congested inside facility need a different layout			
Bow Lake	Difficult to access certain areas				
Bow Lake	Layout of disposal area	Doesn't want to sort his recycling			
Bow Lake	Layout of facility	Difficult to access certain areas			
Bow Lake	Layout of facility				
Bow Lake	Layout of facility				
Bow Lake	Signage abt bathroom				
Cedar Falls	Layout of facility	Layout of facility could be larger, but overall they're satisfied			
Cedar Falls	Layout of facility				
Cedar Falls	Layout of facility				
Cedar Falls	Size of disposal area				
Cedar Falls	Size of disposal area				
Cedar Falls	Size of facility	Layout of facility	Packed and tight		
Cedar Falls	Size of facility	Layout of facility			
Cedar Falls	Size of facility				
Cedar Falls	Size of facility				
Enumclaw	Difficult to access certain areas	Scale house ramp very narrow.			
Enumclaw	Difficult to access certain areas	YW section is hard to pull into			
Enumclaw	Difficult to access certain areas				

Continued

Site	Comment #1	Comment # 2	Comment # 3	Comment # 4	Comment # 5
Enumclaw	Level of cleanliness	Men's restroom never has soap,paper towels,or bathroom tissue. Every thing else is great			
Factoria	Better ventilation				
Factoria	Customer detailed that there is always a very disgusting puddle of water that accumulates during/after it rains.				
Factoria	Entrance road is not smooth				
Factoria	Level of cleanliness	Cleanliness is not good. Debris on floor has caused the customer a flat tire.			
Factoria	Size of facility	Layout of facility			
Houghton	Layout of disposal area				
Houghton	Layout of facility				
Renton	Difficult to access certain areas				
Renton	Size of disposal area	Size of facility	Layout of facility	Difficult to access certain areas	
Shoreline	Difficult to access certain areas	Would like separate line or area for faster dumping of yard waste.			
Shoreline	Difficult to access certain areas				
Shoreline	Difficult to access certain areas				
Shoreline	Dust management				
Shoreline	Layout of disposal area	Yard waste area			
Shoreline	Layout of disposal area				
Shoreline	Layout of facility	Inefficient to dispose of materials			
Shoreline	Layout of facility				
Shoreline	Layout of facility				
Shoreline	Recycling area a little hassle to get to				

Continued

Site	Comment #1	Comment # 2	Comment # 3	Comment # 4	Comment # 5
Shoreline	Size of disposal area	Doesnt like that you have to drive through the main building to drop off recycling.			
Shoreline	Smell				
Vashon	Difficult to access certain areas	Larger containers openings.			
Vashon	Difficult to access certain areas	Make holes bigger for recycling			
Vashon	Few more parking spaces				
Vashon	Glass and nail on the ground				
Vashon	Hard to turn around near scrap metal area				
Vashon	Holes lower and bigger for recycling				
Vashon	Holes r too small				
Vashon	Layout of disposal area	Better parking			
Vashon	Layout of disposal area	Blind corners safety			
Vashon	Layout of disposal area	Recycling			
Vashon	Layout of disposal area	Recycling area			
Vashon	Layout of disposal area	Recycling area			
Vashon	Layout of disposal area	Recycling area is very un safe. Too small. Hard to back up when people are dumping and walking behind you.			
Vashon	Layout of disposal area	Recycling area, un safe			
Vashon	Layout of disposal area	Someone submitted design on facebook			
Vashon	Layout of facility	Better signage. And more room to turn around.			
Vashon	Layout of facility	Entrance/exit could be a loop			
Vashon	Layout of facility	Layout of recycling needs to be larger			
Vashon	Layout of facility	Loop instead of a dead end.			
Vashon	Layout of facility	More parking, more space in recycling			
Vashon	Layout of facility	Not enough parking, difficult to turn around			

Continued

Site	Comment #1	Comment # 2	Comment # 3	Comment # 4	Comment # 5
Vashon	Layout of facility	Not enough recycling parking			
Vashon	Layout of facility	Not enough room in recycling area			
Vashon	Layout of facility	Not enough space for cars in recycling area			
Vashon	Layout of facility	Old people backing up is not pretty			
Vashon	Layout of facility	Recycling area			
Vashon	Layout of facility	Recycling area is difficult to use			
Vashon	Layout of facility	Recycling area to be a loop.			
Vashon	Layout of facility				
Vashon	Layout of facility				
Vashon	Need better signs posted. On her first visit she missed the scale and was unsure where to go.				
Vashon	One way throughout entire facility				
Vashon	Police handicap spots				
Vashon	Recycling area is hard to navigate, especially during busy times.				
Vashon	Recycling area is not so convenient				
Vashon	Recycling area was better before				
Vashon	Size of disposal area	Difficult to access certain areas			
Vashon	Size of disposal area	Layout of disposal area	Size of facility	Layout of facility	Last design was way better holes are to high and narrow
Vashon	Size of disposal area	Layout of facility	Not enough parking spaces, move handicapped parking spot closer to the recycling container and create more parking spaces		
Vashon	Size of disposal area	Layout of facility			
Vashon	Size of disposal area	More parking			
Vashon	Size of disposal area	More parking			

Continued

Site	Comment #1	Comment # 2	Comment # 3	Comment # 4	Comment # 5
Vashon	Size of disposal area	More parking spaces at the recycling area.			
Vashon	Size of disposal area	No room to back up I'm recycling area			
Vashon	Size of disposal area	Not enough parking			
Vashon	Size of disposal area	Recycling area			
Vashon	Size of disposal area	Recycling hard to use			
Vashon	Size of disposal area	Size of facility	Recycling area is too small		
Vashon	Size of disposal area	Size of facility			
Vashon	Size of disposal area	To crowded			
Vashon	Size of disposal area				
Vashon	Size of facility	Could be bigger			
Vashon	Size of facility	Layout of facility	More parking spaces all around		
Vashon	Size of facility	Layout of facility	Parking spaces		
Vashon	Size of facility	Layout of facility	Recycling area		
Vashon	Size of facility	Layout of facility			
Vashon	Size of facility	More parking.			
Vashon	Size of facility				

Attachment L. Commercial Customers Comments, Physical Facility

Site	Comment #1	Comment # 2	Comment # 3	Comment #4	Comment #5
Algona	Difficult to access certain areas				
Algona	Size of disposal area	Size of facility			
Algona	Size of disposal area				
Algona	Size of facility				
Algona	Size of facility				
Bow Lake	Difficult to access certain areas	Front entrance			
Bow Lake	Need more signage for automated ticketing systems, customers get confused				
Factoria	Bathroom is gross. Public customers do not stop at intersection after dumping; causes a lot of close calls.				
Factoria	Bump before scale house is overlooked and abrupt.				
Factoria	Difficult to access certain areas	Driver said the "floor is too slippery"			
Factoria	Public customers do not abide by the stop sign.				
Factoria	Public customers too wreckless				
Factoria	Size of facility	Layout of facility	Signs that tell customers how to be safe. Ex. Allow at least 10 ft in between vehicles disposing waste.		
Factoria	Unclear lane distinction and coordination				
Factoria	Would like a bathroom for drivers				
Houghton	Layout of disposal area				
Houghton	Size of disposal area	Layout of facility			
Houghton	Size of disposal area				
Houghton	Size of facility	Difficult to access certain areas	Too small, not practical for trucks		
Houghton	Size of facility				

Attachment M. Self-haul Customers Comments, Ease of Use

Site	Comment #1	Comment # 2	Comment # 3
Algona	Time spent in line at the scale house	Number of vehicles/traffic inside the facility	
Algona	Time spent in line at the scale house	Size of facility	
Algona	Time spent in line at the scale house	Time spent in line inside the facility	
Algona	Time spent in line at the scale house	Time spent in line inside the facility	
Algona	Time spent in line at the scale house		
Algona	Time spent in line inside the facility	Number of vehicles/traffic inside the facility	Size of facility
Algona	Time spent in line inside the facility	Size of facility	
Algona	Time spent in line inside the facility		
Bow Lake	Barriers to disposing materials easily	He Wants more lanes inside where he can dump his truck without protective barriers.	
Bow Lake	Barriers to disposing materials easily	The wall to toss things over is too high	
Bow Lake	Fix the self pay		
Bow Lake	Line		
Bow Lake	Size of facility	Wall is to	
Bow Lake	Size of facility		
Bow Lake	Time spent in line at the scale house	Debit card machine has not worked several times.	
Bow Lake	Time spent in line at the scale house	Time spent in line inside the facility	
Bow Lake	Time spent in line at the scale house		
Bow Lake	Time spent in line inside the facility	Customer wants a faster lane just for recycling	
Bow Lake	Time spent in line inside the facility		
Bow Lake	Unclear facility layout		
Bow Lake	Unclear signage about disposal/materials accepted	Time spent in line at the scale house	
Cedar Falls	Time spent in line inside the facility		
Cedar Falls	Unclear facility layout	Entrance and exit are the same	
Enumclaw	Dump trailer area needs to have reversed entrance and exit.		
Enumclaw	Location		
Enumclaw	Number of vehicles/traffic inside the facility		
Enumclaw	Size of disposal area	Size of facility	

Continued

Site	Comment #1	Comment # 2	Comment # 3
Factoria	Difficult for trailer to use		
Factoria	Hours the facility is open	Days facility is open	
Houghton	Barriers to disposing materials easily	Bigger holes for recycling	
Houghton	Barriers to disposing materials easily		
Houghton	Hours the facility is open	Earlier hrs	
Houghton	Hours the facility is open	Open earlier	
Houghton	Size of facility		
Houghton	Time spent in line inside the facility		
Houghton	Unclear facility layout	Barriers to disposing materials easily	
Houghton	Unclear signage about facility layout/directions		
Renton	Size of disposal area		
Shoreline	Barriers to disposing materials easily	Hard to lift heavy objects over chains	
Shoreline	Barriers to disposing materials easily	Hole in recycling too small	
Shoreline	Barriers to disposing materials easily		
Shoreline	Difficult to separate materials for recycling		
Shoreline	Having to dump garbage over wall		
Shoreline	Time spent in line at the scale house	Credit card machines were out so there was a a huge line.	
Shoreline	Time spent in line at the scale house	Time spent in line inside the facility	Number of vehicles/traffic inside the facility
Shoreline	Time spent in line at the scale house	Time spent in line inside the facility	
Shoreline	Time spent in line at the scale house		
Shoreline	Unclear signage about disposal/materials accepted		
Shoreline	Unclear signage about facility layout/directions	Unclear facility layout	
Shoreline	Unclear signage about facility layout/directions		
Shoreline	Unclear signage about facility layout/directions		
Vashon	Barriers to disposing materials easily	Clothing disposal i	
Vashon	Barriers to disposing materials easily	He is very upset with the layout of the recycling area.	
Vashon	Barriers to disposing materials easily	Large trucks cannot recycle. Facility doesn't allow it. Bigger area to accommodate business would be great.	

Continued

Site	Comment #1	Comment # 2	Comment # 3
Vashon	Barriers to disposing materials easily	Make it so u can dump recycling not put it through small hole,	
Vashon	Barriers to disposing materials easily	Recycling containers are too high for the short and elderly	
Vashon	Barriers to disposing materials easily	Recycling containers could be more convenient	
Vashon	Barriers to disposing materials easily	Recycling slots are too small and high	
Vashon	Barriers to disposing materials easily	Size of disposal area	
Vashon	Barriers to disposing materials easily	Size of disposal area	
Vashon	Barriers to disposing materials easily		
Vashon	Hours the facility is open		
Vashon	Hours the facility is open		
Vashon	Number of vehicles/traffic inside the facility	Recycling area	
Vashon	Number of vehicles/traffic inside the facility	Size of disposal area	More space
Vashon	Number of vehicles/traffic inside the facility		
Vashon	Number of vehicles/traffic inside the facility		
Vashon	Recycling area could be changed		
Vashon	Recycling space could be bigger. Hard to back out. Some debris on ground.		
Vashon	Size of disposal area	Not enough space for parking	
Vashon	Size of disposal area	Recycling area is too small	
Vashon	Size of disposal area		
Vashon	Time spent in line inside the facility	Size of disposal area	More recycling parking spaces.
Vashon	Time spent in line inside the facility	Size of disposal area	
Vashon	Time spent in line inside the facility	Unclear facility layout	More room would be better
Vashon	Time spent in line inside the facility		
Vashon	Unclear facility layout	Size of disposal area	Recycling area can be improved. Increase the number of parking spaces, and change the layout so that it is easy to get in/out.
Vashon	Unclear facility layout	Size of disposal area	

Continued

Site	Comment #1	Comment # 2	Comment # 3
Vashon	Unclear signage about disposal/materials accepted		
Vashon	Unclear signage about facility layout/directions	Minimize signage and make it better	
Vashon	Unclear signage about facility layout/directions	Unclear facility layout	Size of disposal area
Vashon	Unclear signage about facility layout/directions		

Attachment O. Commercial Customers Comments, Ease of Use

Site	Comment #1	Comment # 2	Comment # 3
Algona	Number of vehicles/traffic inside the facility	Size of disposal area	
Algona	Size of facility		
Algona	Time spent in line at the scale house	Size of facility	
Algona	Time spent in line at the scale house	Time spent in line inside the facility	Size of disposal area
Algona	Time spent in line inside the facility		
Algona	Time spent in line inside the facility		
Bow Lake	Unclear signage about disposal/materials accepted	TS can be hard to access	
Factoria	Hours the facility is open		
Houghton	Size of disposal area		
Houghton	Time spent in line inside the facility		
Renton	Depends on who is working.		