



King County

Department of Natural Resources and Parks
Solid Waste Division

Waste Monitoring Program

2008 Customer Satisfaction Surveys

Final Report

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PREPARED BY:
Cascadia Consulting Group, Inc.



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Chapter 1

Introduction and Summary

1.1 PROJECT HISTORY AND PURPOSE

This report summarizes the results of the 2008 self-haul and commercial customer satisfaction survey conducted at ten of King County's solid waste disposal facilities in August and September of 2008.

Project History

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

To learn more about the types and quantities of MSW disposed, the King County Solid Waste Division initiated the Waste Monitoring Program in 1990. This ongoing program seeks to characterize the County's MSW stream and to understand the needs of customers using County transfer facilities. Customers include both self-haulers (residents and businesses that bring materials directly to the County's facilities) and commercial haulers (firms that contract with local governments to collect garbage from residences and/or businesses).

The County added a customer satisfaction survey to the Waste Monitoring Program in 1998 and repeated the survey again in 2000, 2002, 2004, 2006, and now in 2008. 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-haulers and commercial customers at ten County-owned waste facilities. 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* (e.g., garbage, recycling, and yard waste services), and *physical*

facility.¹ In addition, customer comments, suggestions, and reasons for dissatisfaction were also recorded.

1.2 SUMMARY OF MAJOR CONCLUSIONS

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

Table 1-1. Average Satisfaction Ratings for Self-haul and Commercial Customers, by Service Type³

	Self-Haulers		Commercial Haulers	
	Average Satisfaction Rating	% Who rated facility a 3 or Higher	Average Satisfaction Rating	% Who rated facility a 3 or Higher
Customer Service	4.69	99%	4.51	98%
Quality of Services	4.53	97%	4.58	98%
Physical Facility	4.49	97%	4.12	89%
Skykomish: Automated System	4.25	88%	-	-
Skykomish: Quality of Waste Services	4.13	100%	-	-
Skykomish: Condition of Site	3.38	75%	-	-

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

- Numerous self-haulers at Shoreline cited the height of the tipping floor wall as a major obstacle or safety concern.
- Customer service received slightly lower than average satisfaction ratings from the commercial haulers at Bow Lake and Factoria.

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

² 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.

³ Since the Skykomish drop box has an automated payment system rather than scalehouse staff, customers at that site were asked to rate the *automated system* rather than *customer service*. In addition, customers were asked to rate the *condition of the site* instead of the *physical facility*, as Skykomish consists of a drop box only, it does not receive commercial traffic.

- Commercial customers at Algona gave a low rating for the facilities' waste services.
- Commercial customers gave Algona and Houghton low scores for the physical facility.
- Self-haulers at Algona, Bow Lake, Cedar Falls, and Renton complained about long lines, wait times, and traffic congestion.
- Many self-haulers at Houghton, Renton, and Vashon want HHW collection at the facility.
- Self-haulers at Algona, Factoria, and Houghton frequently complained that the facility was too small.
- Self-haulers at all sites expressed their desire for recycling services, especially e-waste, HHW, and yard waste.
- Self-haulers at Vashon noted that the recycle bins should be larger or emptied more frequently.
- Some self-haulers at Renton were dissatisfied with the hours of operation.
- Some self-haulers at Vashon and Enumclaw wanted to open the transfer station seven days per week.
- Self-haulers at Algona and Cedar Falls suggested that the site layout was inefficient.
- Many self-haulers at Bow Lake commented that turning into the facility from Orilla Road is dangerous.
- Dissatisfied customers – those providing a satisfaction rating of 1 or 2 in one or more of the three categories (customer service, waste services, and physical facility) – most commonly wanted improved site layout, where site layout was inefficient, difficult to back-up, or wider lanes or additional lanes were needed.
- Skykomish customers provided lower ratings on average than in past surveys for both the condition of the site and the waste services.

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

1.3 COMPARISONS TO PREVIOUS STUDIES

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

Table 1-2 compares the average satisfaction ratings for customer service among self-haulers for the 2000, 2002, 2004, 2006, and 2008 study periods. **As shown, the average satisfaction ratings for the customer service category remained high for all five study periods.**

- Overall satisfaction has been maintained.
- Since the 2006 survey, four facilities increased their customer satisfaction score.
- Rankings for Bow Lake, Cedar Falls, Houghton, and Renton fell slightly from 2006 to 2008.

Table 1-2. Average Customer Service Satisfaction Ratings for Self-haulers, 2000-2008

	SELF-HAULERS				
	Customer Service				
	2000	2002	2004	2006	2008
Algona	4.45	4.55	4.67	4.62	4.71
Bow Lake	4.45	4.71	4.65	4.72	4.65
Cedar Falls	4.53	4.47	4.53	4.70	4.66
Enumclaw	4.73	4.81	4.66	4.73	4.77
Factoria	4.46	4.52	4.58	4.66	4.72
Houghton	4.38	4.52	4.70	4.73	4.67
Renton	4.38	4.48	4.65	4.66	4.58
Shoreline (formerly First NE)	4.60	4.69	4.72	N/A	4.70
Vashon Island	4.46	4.55	4.53	4.72	4.77
ALL STATIONS	4.50	4.60	4.64	4.69	4.69

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

- Commercial customer satisfaction ratings declined slightly overall.
- Vashon Island received ratings of 5.00 for customer service, though only one driver was surveyed.
- Commercial drivers at Shoreline and Renton were the most satisfied.
- Commercial drivers at Factoria and Bow Lake were the least satisfied.

Table 1-3. Average Satisfaction Ratings for Commercial Haulers, 2000-2008

	COMMERCIAL HAULERS				
	Customer Service				
	2000	2002	2004	2006	2008
Algona	4.60	4.21	4.00	4.51	4.57
Bow Lake	4.71	4.75	3.93	4.41	4.34
Cedar Falls	5.00	4.75	5.00	4.50	N/A
Enumclaw	4.55	4.50	4.08	4.32	4.60
Factoria	5.00	4.63	5.00	N/A	4.17
Houghton	4.73	4.37	4.09	4.57	4.59
Renton	4.88	5.00	5.00	4.77	4.83
Shoreline (formerly First NE)	5.00	4.63	5.00	N/A	4.80
Vashon Island	4.50	4.00	5.00	5.00	5.00
ALL STATIONS	4.70	4.51	4.15	4.52	4.51

Customer suggestions have remained similar since the 2000 study. The most common suggestions from self-haulers continued to focus on making the facilities larger, adding the ability to accept additional recyclables, and reducing the wait times/traffic congestion/crowding. The most common suggestions from commercial haulers continued to focus on making the facilities larger and improving the consistency of customer service.

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

Chapter 2

Methodology

2.1 OVERVIEW OF METHODOLOGY

The customer satisfaction survey was administered to vehicles entering each of the ten King County owned transfer stations and drop box facilities during August and September 2008.⁴ Appendix A includes a copy of the survey instrument. The survey was designed for all customers to rate their level of satisfaction on a scale from 1 to 5 (with 1 being “extremely dissatisfied” and 5 being “extremely satisfied”) for customer service, waste services, and the physical facility.

Each of the sites was surveyed twice, once on a weekday and once on a weekend. The survey days assigned to each facility were randomly selected in order to ensure unbiased sampling and statistically representative results. Each survey day included 7.5 hours of active survey time. Table 2-1 shows the number of surveys collected at each site.

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

Site	Weekday			Weekend			Total
	Self-haul	Comm-ercial	Sub Total	Self-haul	Comm-ercial	Sub Total	
Algona	177	14	191	160	-	160	351
Bow Lake	188	29	217	221	-	221	438
Cedar Falls	46	-	46	96	-	96	142
Enumclaw	102	5	107	189	-	189	296
Factoria	102	21	123	242	4	246	369
Houghton	119	29	148	324	-	324	472
Renton	141	19	160	168	-	168	328
Shoreline	111	9	120	171	1	172	292
Vashon	83	1	84	70	-	70	154
Totals	1,069	127	1,196	1,641	5	1,646	2,842

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

The surveyor administered the questionnaire to the driver of every vehicle entering the designated facility during their survey shift, except in infrequent instances when the

⁴ Because King County initiated an automated payment system at the Skykomish drop box in November 2001, results for the Skykomish drop boxes are detailed in Chapter 4.

traffic became so congested that the surveyor needed to wave some of the vehicles past to avoid undue delays. All drivers were surveyed only during their initial trip to the facility; they were not surveyed if they made additional trips to the same facility during the same survey day.

2.2 DATA ANALYSIS

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

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

The satisfaction ratings for each of the three service categories were analyzed for both self-haul and commercial customers. Self-haulers accounted for the vast majority of customers (about 95%), but because their usage of the solid waste facilities is often significantly different from that of commercial haulers, their ratings were analyzed independently.⁵

In many cases, the sample sizes were quite small for different customer types analyzed in this report. For example, Vashon Island received one commercial customer. Skykomish received eight self-haulers. Despite the small sample sizes, the results are provided in this report by facility to help denote potential differences in the level of customer satisfaction.

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

Chapter 3

Customer Satisfaction Survey Findings

This section summarizes the results of the 2008 customer satisfaction survey and is organized according to three topics: customer service, waste services, and physical facility.

3.1 CUSTOMER SERVICE

Self-haul and Commercial Customers

Self-haulers were highly satisfied with the customer service at all facilities. The average satisfaction ratings among self-haulers ranged between 4.58 and 4.77 at each facility. The percentage of self-haulers that rated customer service 3 or higher ranged from 99% to 100%.

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

- Vashon received the highest commercial customer service rating, 5.00, though only one driver was surveyed.
- Factoria (4.17) had the lowest average commercial customer service rating, followed by Bow Lake (4.34) and Algona (4.57).
- No commercial haulers were surveyed at Cedar Falls.

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

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

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS	
Self-hauled																				
(1) Extremely dissatisfied	1	0%	0	0%	1	1%	2	1%	0	0%	1	0%	1	0%	2	1%	0	0%	8	0%
(2)	1	0%	0	0%	1	1%	0	0%	0	0%	2	0%	2	1%	0	0%	1	1%	7	0%
(3)	11	3%	14	3%	4	3%	5	2%	12	3%	13	3%	16	5%	9	3%	4	3%	88	3%
(4)	61	18%	105	26%	31	22%	47	16%	61	18%	103	23%	81	26%	51	18%	24	16%	564	21%
(5) Extremely satisfied	235	70%	260	64%	99	70%	231	79%	230	67%	301	68%	191	62%	196	70%	122	80%	1,865	69%
Percent satisfied (3 or higher)		99%		100%		99%		99%		100%		99%		99%		99%		99%		99%
Average		4.71		4.65		4.66		4.77		4.72		4.67		4.58		4.70		4.77		4.69
No opinion	28	8%	30	7%	6	4%	6	2%	41	12%	23	5%	18	6%	24	9%	2	1%	178	7%
No response	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Self-Hauled	337	100%	409	100%	142	100%	291	100%	344	100%	443	100%	309	100%	282	100%	153	100%	2,710	100%
Commercial																				
(1) Extremely dissatisfied	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
(2)	0	0%	2	0%			0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	3	0%
(3)	1	0%	3	1%			0	0%	3	1%	3	1%	0	0%	0	0%	0	0%	10	0%
(4)	4	1%	7	2%			2	1%	11	3%	6	1%	3	1%	2	1%	0	0%	35	1%
(5) Extremely satisfied	9	3%	17	4%			3	1%	9	3%	20	5%	15	5%	8	3%	1	1%	82	3%
Percent satisfied (3 or higher)		100%		93%				100%		96%		100%		100%		100%		100%		98%
Average		4.57		4.34				4.60		4.17		4.59		4.83		4.80		5.00		4.51
No opinion	0	0%	0	0%			0	0%	1	0%	0	0%	1	0%	0	0%	0	0%	2	0%
No response	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total Commercial	14	4%	29	7%			5	2%	25	7%	29	7%	19	6%	10	4%	1	1%	132	5%
Total Surveys	351		438		142		296		369		472		328		292		154		2,842	

3.2 WASTE SERVICES

Self-haul and Commercial Customers

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

- For self-haulers, the average satisfaction rating at each facility ranged from 4.42 to 4.83, with an overall average of 4.53.
- At least 97% of customers at all stations except Cedar Falls (96%), Houghton (96%) and Shoreline (96%) rated the facilities' waste services a three or better.

Commercial customers were also satisfied with the waste services at all of the facilities, giving an overall average satisfaction rating of 4.58.

- Vashon Island (5.00), followed by Shoreline (4.90), received the highest average satisfaction ratings.
- The lowest average satisfaction ratings were those of Algona (4.21) and Houghton (4.45).
- Algona had the lowest percentage of commercial customers that rated waste services at 3 or above (86%).

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

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

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS		
Self-hauled																					
(1) Extremely dissatisfied	4	1%	1	0%	1	1%	0	0%	0	0%	3	1%	5	2%	3	1%	0	0%	17	1%	
(2)	6	2%	5	1%	5	4%	0	0%	8	2%	13	3%	3	1%	6	2%	3	2%	49	2%	
(3)	19	6%	30	7%	12	8%	4	1%	32	9%	37	8%	25	8%	25	9%	11	7%	195	7%	
(4)	52	15%	117	29%	36	25%	39	13%	65	19%	109	25%	66	21%	53	19%	37	24%	574	21%	
(5) Extremely satisfied	229	68%	227	56%	83	58%	235	81%	190	55%	244	55%	192	62%	152	54%	98	64%	1,650	61%	
Percent satisfied (3 or higher)		97%		98%		96%		100%		97%		96%		97%		96%		98%		97%	
Average		4.60		4.48		4.42		4.83		4.48		4.42		4.50		4.44		4.54		4.53	
No opinion	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%	
No response	27	8%	29	7%	5	4%	13	4%	49	14%	36	8%	18	6%	43	15%	4	3%	224	8%	
Total Self-Hauled	337	100%	409	100%	142	100%	291	100%	344	100%	443	100%	309	100%	282	100%	153	100%	2,710	100%	
Commercial																					
(1) Extremely dissatisfied	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
(2)	2	1%	1	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%	
(3)	0	0%	2	0%			0	0%	0	0%	4	1%	0	0%	0	0%	0	0%	6	0%	
(4)	5	1%	2	0%			2	1%	9	3%	8	2%	4	1%	1	0%	0	0%	31	1%	
(5) Extremely satisfied	7	2%	23	6%			3	1%	8	2%	17	4%	15	5%	9	3%	1	1%	83	3%	
Percent satisfied (3 or higher)		86%		96%				100%		98%											
Average		4.21		4.68				4.60		4.47		4.45		4.79		4.90		5.00		4.58	
No opinion	0	0%	1	0%			0	0%	8	2%	0	0%	0	0%	0	0%	0	0%	9	0%	
No response	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Commercial	14	4%	29	7%			5	2%	25	7%	29	7%	19	6%	10	4%	1	1%	132	5%	
Total Surveys	351		438		142		296		369		472		328		292		154		2,842		

3.3 PHYSICAL FACILITY

Self-haul and Commercial Customers

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

- The average self-hauler satisfaction rating for all stations was 4.49.
- Cedar Falls (4.08) and Houghton (4.35) had slightly lower-than-average satisfaction ratings. Enumclaw received the highest average rating (4.89).
- On average 97% of the customers surveyed at each station rated the physical facility at 3 or greater.

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

- For all stations, the commercial hauler satisfaction rating averaged 4.12.
- Houghton (3.41) and Algona (3.93) had the lowest average satisfaction ratings.
- Vashon (5.00) received a perfect score but only one commercial driver was surveyed.

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

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

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS		
Self-hauled																					
(1) Extremely dissatisfied	3	1%	1	0%	2	1%	0	0%	0	0%	0	0%	1	0%	8	3%	0	0%	15	1%	
(2)	15	4%	7	2%	11	8%	0	0%	4	1%	17	4%	2	1%	17	6%	0	0%	73	3%	
(3)	19	6%	44	11%	21	15%	6	2%	36	10%	55	12%	22	7%	9	3%	2	1%	214	8%	
(4)	57	17%	114	28%	46	32%	21	7%	83	24%	113	26%	80	26%	48	17%	25	16%	587	22%	
(5) Extremely satisfied	218	65%	216	53%	60	42%	263	90%	171	50%	234	53%	186	60%	162	57%	123	80%	1,633	60%	
Percent satisfied (3 or higher)		94%		98%		91%		100%		99%		96%		99%		90%		100%		97%	
Average		4.51		4.41		4.08		4.89		4.43		4.35		4.54		4.39		4.81		4.49	
No opinion	25	7%	27	7%	2	1%	1	0%	50	15%	24	5%	18	6%	38	13%	3	2%	188	7%	
No response	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Self-Hauled	337	100%	409	100%	142	100%	291	100%	344	100%	443	100%	309	100%	282	100%	153	100%	2,710	100%	
Commercial																					
(1) Extremely dissatisfied	0	0%	2	0%			0	0%	0	0%	2	0%	0	0%	0	0%	0	0%	4	0%	
(2)	2	1%	2	0%			0	0%	0	0%	6	1%	0	0%	0	0%	0	0%	10	0%	
(3)	1	0%	1	0%			0	0%	5	1%	7	2%	2	1%	0	0%	0	0%	16	1%	
(4)	7	2%	8	2%			1	0%	9	3%	6	1%	5	2%	0	0%	0	0%	36	1%	
(5) Extremely satisfied	4	1%	16	4%			4	1%	9	3%	8	2%	12	4%	10	4%	1	1%	64	2%	
Percent satisfied (3 or higher)		86%		86%				100%		100%		72%		100%		100%		100%		89%	
Average		3.93		4.17				4.80		4.17		3.41		4.53		5.00		5.00		4.12	
No opinion	0	0%	0	0%			0	0%	2	1%	0	0%	0	0%	0	0%	0	0%	2	0%	
No response	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total Commercial	14	4%	29	7%			5	2%	25	7%	29	7%	19	6%	10	4%	1	1%	132	5%	
Total Surveys	351		438		142		296		369		472		328		292		154		2,842		

Chapter 4

Skykomish Satisfaction Survey Results

Beginning in November 2001, King County installed an automated payment system at the Skykomish drop box site. To gather information about customer satisfaction for this service, the satisfaction survey instrument for Skykomish differed from the instrument used for the other King County facilities. Customers at Skykomish were asked to rate their satisfaction with the automated system (in lieu of customer service) and the general condition of the Skykomish site (e.g., presence of litter or graffiti) instead of the physical facility. In addition, as on the surveys at other sites, customers were asked to rate waste services at the site.

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

4.1 AUTOMATED SERVICE

More than three-quarters (88%) of the customers surveyed at Skykomish were satisfied with the automated system and provided a rating of 3 or greater. The dissatisfied customer (rating the system with a 1 or 2) commented that the service should be free/subsidized for local residents. Satisfaction with the automated service has consistently increased since the systems installation.

Table 4-1 presents the ratings for Skykomish's automated payment system.

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

	Skykomish							
	2002		2004		2006		2008	
Self-hauled								
(1) Extremely dissatisfied	4	12%	4	12%	0	0%	0	0%
(2)	3	9%	3	9%	2	17%	1	13%
(3)	0	0%	5	15%	2	17%	0	0%
(4)	3	9%	5	15%	3	25%	3	38%
(5) Extremely satisfied	6	18%	10	30%	5	42%	4	50%
Percent satisfied (3 or higher)		56%		74%		84%		88%
Average		3.25		3.52		4.00		4.25
No opinion	4	12%	6	18%	0	0%	0	0%
No response	13	39%	0	0%	0	0%	0	0%
Total Surveys	33	100%	33	100%	12	100%	8	100%

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

4.2 WASTE SERVICES

All customers surveyed provided a rating of 3 or higher, indicating their satisfaction with the waste services available at the Skykomish site. There were several comments requesting more recycling at the Skykomish site.

Table 4-2 summarizes the waste services ratings for Skykomish self-haulers.

Table 4-2. Waste Services Ratings for Skykomish Self-haulers

	Skykomish							
	2002		2004		2006		2008	
Self-hauled								
(1) Extremely dissatisfied	0	0%	1	3%	0	0%	0	0%
(2)	0	0%	2	6%	0	0%	0	0%
(3)	2	6%	4	12%	2	17%	2	25%
(4)	6	18%	8	24%	2	17%	3	38%
(5) Extremely satisfied	9	27%	16	48%	8	67%	3	38%
Percent satisfied (3 or higher)		100%		90%		100%		100%
Average		4.41		4.16		4.41		4.13
No opinion	3	9%	2	6%	0	0%	0	0%
No response	13	39%	0	0%	0	0%	0	0%
Total Surveys	33	100%	33	100%	12	100%	8	100%

4.3 CONDITION OF SITE

Most customers (75%) were satisfied with the condition of the Skykomish site. Of the two customers that were dissatisfied (rating the system with a 1 or 2), one customer was dissatisfied with both the pace of construction and lack of available green waste programs, while the other customer stated an interest in free/subsidized refuse disposal for Skykomish residents. Table 4-3 summarizes the customer ratings for the condition of the Skykomish site.

Table 4-3. Condition of Site Ratings for Skykomish Self-haulers

	Skykomish							
	2002		2004		2006		2008	
Self-hauled								
(1) Extremely dissatisfied	1	3%	1	3%	0	0%	1	13%
(2)	1	3%	1	3%	0	0%	1	13%
(3)	2	6%	4	12%	2	10%	1	13%
(4)	6	18%	10	30%	2	10%	3	38%
(5) Extremely satisfied	6	18%	15	45%	8	40%	2	25%
Percent satisfied (3 or higher)		88%		94%		94%		75%
Average		3.94		4.19		4.22		3.38
No opinion	4	12%	2	6%	0	0%	0	0%
No response	13	39%	0	0%	0	0%	0	0%
Total Surveys	33	100%	33	100%	12	100%	8	100%

Chapter 5

Customer Comments

5.1 CUSTOMER SUGGESTIONS

Appendix B provides a detailed account of customers' suggestions by facility for the self-haulers. Appendix C shows suggestions that commercial haulers provided. Not all customers provided suggestions: about 11% of the self-haulers and about 10% of the commercial haulers gave at least one comment. Accordingly, the comments reflect the opinions of only some customers. Key points are summarized below.

Self-haul Customers

- Nearly one third (31%) of customers who provided comments wanted to expand or install recycling programs at the transfer stations, particularly for HHW, e-waste, and yard waste.
- The second most prevalent comment from self-haulers with complaints focused on site layout, particularly at Algona, Cedar Falls, Factoria, and Houghton. About 7% of the comments related to these issues.
- Just over 4% of the comments pertained to general dissatisfaction regarding long lines, wait time, and traffic congestion.

Commercial Customers

- Over a quarter (28%) of commercial haulers who provided comments complained that the facility was too small, particularly Bow Lake and Houghton.
- Almost 17% percent of commercial haulers who provided comments commented that the ceiling height at Houghton was too low.

5.2 COMMENTS FROM DISSATISFIED CUSTOMERS

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

Self-haul Customers

- The largest number of complaints (25%) from dissatisfied self-haulers who provided comments focused on their desire to increase recycling opportunities at the transfer stations.
- Nearly 15% of dissatisfied Self-haul customers who provided comments pointed to site layout at the transfer stations as the source of their dissatisfaction.
- The next largest group of dissatisfied comments (13%) stated that the wall between the customer area and the pit at Shoreline was too high. The 22 comments represented the greatest number of negative comments for any one facility in any category.
- Nearly 6% of dissatisfied Self-haul comments suggested that the facility was too small, particularly for Houghton (five comments) and Algona (four comments).

Commercial Customers

- The largest share of dissatisfied commercial customers who provided comments (33%) commented that the facility was too small, particularly Houghton.
- Nearly 22% of dissatisfied comments related to the low ceiling height at Houghton.

Appendices

Following are detailed appendices presenting the survey instruments used during the 2008 study as well as customer suggestions and dissatisfied comments for each of the County waste facilities.

Appendix A. Customer Satisfaction Survey (Back)

Complete this section for every page

Page _____ of _____

Date _____
Surveyor _____

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

Complete this section for first page only

Start Time _____ Inclement Weather? _____
Stop Time _____

Other Notes about Today's Surveying:

Appendix A. Skykomish Customer Satisfaction Survey (Front)

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

For Data Entry Only	Observe Collection Type	City of Origin	SELF-HAUL ONLY			I'm going to ask you to rank several of this facility's services on a scale of 1 to 5.									
			What is your ZIP code?	Was your load from a house or business?	About how often do you come to this facility?	1 equals "extremely dissatisfied," and 5 equals "extremely satisfied." How satisfied are you with this facility's...? <small>(Record "9" if they have no opinion)</small>									
Don't Write Here	C comm'l. S self-haul		1 <u>house</u> / residential 2 <u>business</u> / non-residential 3 <u>both</u> house & biz.	(Number)	(Circle time period)	*Garbage, recycling, and/or yard waste - as appropriate for the facility			Automated Service	Quality of Waste Svcs. such as...*	Physical Facility	For any "1" or "2" answers, ask: Why are you dissatisfied with the services or facility? <small>Write any other / unsolicited comments below</small>	Has the auto. system worked	If "No" Why Not? (see codes)	Has the bin ever been too full?
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N
	C S		98 _____			D W M Y E							Y N		Y N

Appendix A. Skykomish Customer Satisfaction Survey (Back)

Complete this section for every page

Page _____ of _____

Date _____
Surveyor _____

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

Complete this section for first page only

Start Time _____ Inclement Weather? _____
Stop Time _____

Other Notes about Today's Surveying:

Appendix B. All Self-haul Customer Suggestions

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Shoreline	Vashon	All Stations
Cost										
Building too expensive, causing high prices				1						1
Minimum fee is too high				1			1	1	1	4
Minimum fee is too high for cars									1	1
Prices too high	1	4		5	1	2	3			16
Yard waste should be free			1							1
Customer Service										
Ambivalent customer service		1								1
Customer service depends on crew	2		1						1	4
Good service	2				2		2	1	2	9
Loader intimidating		1				2			4	7
Staff talk on phone too much						1			1	2
Staff unhelpful / unfriendly	1		2	2	1		1	2	1	10
Facility/Access										
Assist the handicapped							1			1
Facility access is bad	3	12	1				1			17
Facility access is good			3				1	1		5
Facility too small	9	5	5		7	12	6		1	45
HHW drop off inconvenient					1					1
Holes for recycling bins inconveniently sized / placed		1	5	2		1	2		4	15
Keep more lanes / stalls / scales open more hours			2	1	1	1	2			7
Need additional facilities		1	1			3				5
Need larger recycling bins				1		2				3
Need more room in recycle area			2		1	6	1		2	12
Safety cables in the way / unnecessary	5	3	1		1		1		1	12
Separate self-hauled and commercial									2	2
Site layout: inefficient / difficult to back up / more or wider lanes needed	12	3	12	1	10	10	3	1		52
Wall is too high / difficult to work around								36		36

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

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Shoreline	Vashon	All Stations
Maintenance/Amenities										
Drinking fountain would be nice									1	1
Facility is dirty		3		1	2	1	2		1	10
Facility is outdated		2			2	3				7
Facility is smelly	1	3			1	1				6
Need a rake and broom								1		1
Recycling area is dirty									1	1
Recycling bins are typically full			4	2		3			9	18
Restroom						1				1
Room for improvement						1			2	3
Want hand washing station									1	1
Time/Crowds										
Dissatisfied with hours of operation	1	1	1	5	1	4	8			21
Efficient system		5					1	1		7
Long lines / wait time / traffic congestion	6	5	7		4	3	5	1	3	34
Operate 7 days per week			1	12					7	20
Want consistent schedule						1				1
Want expanded recycling hours			3	1	1		2			7
Other Materials/Services										
Like appliance recycling		1		1						2
Likes HHW recycling					1					1
Want appliance recycling				1	2		1	1		5
Want clean wood recycling	1						1	2		4
Want C&D disposal		1					1		1	3
Want CRT recycling		1		3	2			1		7
Want E-waste collection		3		7	6	7	3	1	4	31
Want expanded HHW collection				1	12				2	15
Want expanded plastics recycling			1			1		1	8	11
Want HHW collection	4	4	2	4	3	14	5	2	6	44
Wants more materials / recyclables accepted	6	2	4	1	25	8		1	5	52

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

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Shoreline	Vashon	All Stations
Other Materials/Services										
Want OCC recycling	1				1		1			3
Want paint drop-off				1	4	6	2			13
Want recycling facilities	6		1							7
Want salvage program								1	1	2
Want scrap metal recycling	1	3	3			2		1	2	12
Want tire recycling				1	1				1	3
Want yard waste collection	3	5	1		8	3	4	1	4	29
Other										
Always room for improvement						1			2	3
Best station	1	8		1	1				1	12
Better since remodel		1					1		1	3
Better than Algona					1					1
Better than Renton					2					2
Better than Seattle TS		1								1
Better than South Park		1								1
Better than Tacoma	1									1
Clean		3				2	1	1	2	9
Doesn't like art		1		3	1			5		10
Easy	2	5			1	1	2	1		12
Employees don't get paid enough	1									1
Facility exceeds expectations	2	1	1	1				2	1	8
Facility meets expectations	5	5	1	2		1				14
HHW convenient					1					1
Improved	1	1				2	1	1		6
It's a dump	1									1
It's no Enumclaw	3		1							4
Kittitas County is better						2				2
Likes art				1				2		3

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

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Shoreline	Vashon	All Stations
Other										
Likes Mountlake Terrace								1		1
Likes recycling							1			1
Likes Shoreline					1	1				2
Likes Snohomish								1		1
Loaders mix recycle and trash sometimes									1	1
Misses old dump						2				2
Nights are good		1								1
Recycling is not needed						1	1			2
Reinstate dog biscuits		1					1			2
Safe						1				1
Senior citizen discount would be appreciated							1			1
Weekdays are good					1					1
Signage/Help										
Can't find hours and info on internet / in phonebook				2		1				3
Need better directions						3		1		4
Need better list of acceptable materials				2	2	3		1	2	10
Signage sufficient		1					2			3
Total Self-hauled Comments	82	100	67	67	112	120	72	73	90	783

Appendix C. All Commercial Customer Suggestions

	Algona	Bow Lake	Enumclaw	Factoria	Houghton	Renton	All Stations
Customer Service							
Customer Service depends on crew				2		1	3
Staff unhelpful / unfriendly		1					1
Facility/Access							
Ceiling is too low					6		6
Facility access is bad		4					4
Facility too small	1	3		2	3	1	10
Site layout: inefficient / difficult to back up / more or wider lanes needed			1			1	2
Maintenance/Amenities							
Facility is outdated					2		2
Roof Leaks					2		2
Time/Crowds							
The facility should be open 7 days a week			1				1
Other							
Best station		2					2
Enumclaw has a great layout	1						1
Like the swipe card system				1			1
Pit would be better				1			1
Total Commercial Comments	2	10	2	6	13	3	36

Appendix D. Comments from Dissatisfied Self-haulers

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Shoreline	Vashon	All Stations
Cost										
Prices too high		1			1					2
Customer Service										
Allow people to use the brooms								1		1
Customer service depends on crew	1		1							2
Loader is intimidating		1				1				2
Staff talk on phone too much						1				1
Staff unhelpful / unfriendly		1	1	2			1	1	1	7
Facility/Access										
Assist handicapped							1			1
Facility access is bad		6								6
Facility too small	4	1			1	5				11
Holes for recycling bins inconveniently sized / placed			3				1		1	5
Keep more lanes / stalls / scales open more hours							1			1
Need additional facilities						1				1
Need more room in recycling area						1				1
Safety cables in the way / unnecessary	4				1					5
Site layout: inefficient / difficult to back up / more or wider lanes	12	1	9			4				26
Wall is too high / difficult to work around								22		22
Other										
Don't like art								1		1
Improved							1			1
Likes Enumclaw			1							1
Likes Mountlake Terrace								1		1
Likes Shoreline					1					1
Likes Snohomish								1		1
Misses old dump								1		1
Observed employee moving recyclables into the compactor									1	1
Recycling is not needed						1	1			2

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

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Shoreline	Vashon	All Stations
Maintenance/Amenities										
Facility is dirty		1								1
Facility is outdated		1				1				2
Recycling bins are typically full			3			2				5
Restroom needed						1				1
Other Materials/Services										
Want appliance recycling							1			1
Want C&D disposal		1								1
Want clean wood recycling	1							1		2
Want E-waste collection		2				1	1			4
Want HHW drop-off	2	2				2				6
Wants more materials / recyclables accepted	5		1		4	3				13
Want paint collection					2	1				3
Want scrap metal recycling	1	1	1			1		2		6
Want yard waste collection	2	2			1	1	1	1		8
Signage/Help										
Need better directions						2				2
Time/Crowds										
Dissatisfied with hours of operation		1				2	1			4
Long lines / wait time / traffic congestion	1		2				2	1		6
Operate 7 days per week									1	1
Want expanded recycling hours			1							1
Total Self-hauled Comments	33	22	22	2	11	31	12	33	4	170

Appendix E. Comments from Dissatisfied Commercial Customers

	Algona	Bow Lake	Houghton	All Stations
Customer Service				
Staff unhelpful / unfriendly		1		1
Facility/Access				
Building / equipment needs replacing	1			1
Ceiling is too low			4	4
Facility access is bad		2		2
Facility too small	1	2	3	6
Maintenance/Amenities				
Facility is outdated			2	2
Roof Leaks			1	1
Other				
Enumclaw has a great layout	1			1
Total Commercial Comments	3	5	10	18