



**King County**

Department of Natural Resources and Parks  
**Solid Waste Division**

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# Waste Monitoring Program

## 2014 Customer Satisfaction Surveys

### Final Report

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# Chapter 1

## Introduction and Summary

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### 1.1 PROJECT HISTORY AND PURPOSE

This report summarizes the results of the 2014 self-haul and commercial customer satisfaction survey conducted at nine of King County's solid waste disposal facilities in June and July of 2014.

#### 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, 2008, and now in 2014. 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 nine County-owned waste facilities.<sup>1</sup> 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), *physical facility*, and *ease of use*. In addition, customer comments, suggestions, and reasons for dissatisfaction were also recorded.

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<sup>1</sup> The Skykomish drop box site was not surveyed.

## 1.2 KEY FINDINGS

**Overall, 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 1-1 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.<sup>2</sup>

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

	Self-Haulers		Commercial Haulers	
	Average Satisfaction	% Who rated facility a 3 or Higher	Average Satisfaction	% Who rated facility a 3 or Higher
Customer Service	4.71	99%	4.64	97%
Waste Services	4.62	99%	4.47	96%
Physical Facility	4.53	98%	4.24	94%
Time/Ease of Use	4.57	98%	4.35	94%

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

- § At Algona, Bow Lake, Enumclaw, and Renton, dissatisfaction with the overall cost of services was the most frequent comment from self-haul customers.
- § At Factoria, Houghton, and Shoreline, the most frequent comment from self-haul customers was that the wait time is too long. It was also a frequent comment at Algona.
- § Numerous customers at Cedar Falls, Renton, and Vashon want facilities to be open more frequently or for longer hours.
- § Many self-haulers would like the Cedar Falls, Factoria, Renton, and Vashon facilities to accept HHW.
- § Self-haulers at Algona, Vashon, Renton, and Houghton expressed interest in yard waste collection.
- § Both self-haulers and commercial haulers gave lower than average physical facility satisfaction ratings at Algona and Factoria.
- § Commercial haulers at both Algona and Factoria gave low waste services ratings.
- § Self-haul customers gave Bow Lake and Vashon the lowest waste services rating.

<sup>2</sup> 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.

- § Among all facilities, Bow Lake and Houghton received the lowest customer service ratings from self-haul and commercial customers, respectively.
- § Commercial haulers gave lower than average ease of use ratings at Algona, Factoria, and Houghton.
- § Many self-haulers gave Factoria the lowest low ease of use score.
- § Some self-haulers at Vashon noted that the recycling containers are often full and that the disposal windows are too high.
- § Numerous self-haulers at Factoria expressed that the facility was too old, small, or in need of repair.
- § Many self-haul customers reported that the chains and cement blocks were too high, which made dumping difficult.
- § Commercial customers at Bow Lake complained about long wait times and expressed interest in the facility being open more frequently or for longer hours.
- § 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 wanted lower costs, shorter wait times, or for the facilities to be open more frequently or for longer hours.

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 2014 were compared to the 2000, 2002, 2004, 2006, and 2008 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, 2008, and 2014 study periods. **As shown, the average satisfaction ratings for the customer service category remained high for all six study periods.**

- § Overall satisfaction has increased since 2000.
- § Since the 2008 survey, six facilities increased their customer satisfaction score.
- § Rankings for Algona and Factoria fell slightly from 2008 to 2014.
- § Bow Lake experienced the largest drop in customer satisfaction, despite being the newest facility.

**Table 1-2. Average Customer Service Satisfaction Ratings for Self-haulers, 2000-2014**

	SELF-HAULERS					
	Customer Service					
	2000	2002	2004	2006	2008	2014
Algona	4.45	4.55	4.67	4.62	4.71	4.69
Bow Lake	4.45	4.71	4.65	4.72	4.65	4.41
Cedar Falls	4.53	4.47	4.53	4.70	4.66	4.74
Enumclaw	4.73	4.81	4.66	4.73	4.77	4.78
Factoria	4.46	4.52	4.58	4.66	4.72	4.69
Houghton	4.38	4.52	4.70	4.73	4.67	4.76
Renton	4.38	4.48	4.65	4.66	4.58	4.73
Shoreline	4.60	4.69	4.72	N/A	4.70	4.79
Vashon Island	4.46	4.55	4.53	4.72	4.77	4.86
<b>ALL STATIONS</b>	4.50	4.60	4.64	4.69	4.69	4.71

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

- § Commercial customer satisfaction ratings are below their high point in 2000, but have shown improvement since 2004.
- § Vashon Island and Shoreline both received ratings of 5.00 for customer service, though only one and eight drivers were surveyed, respectively. They have consistently been among the highest rated stations since the survey began in 2000.

**Table 1-3. Average Satisfaction Ratings for Commercial Haulers, 2000-2014**

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

Customer suggestions are similar across the survey years. 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 & Overview

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### 2.1 OVERVIEW OF METHODOLOGY

The customer satisfaction survey was administered to vehicles entering nine of the ten King County owned transfer stations and drop box facilities (excluding Skykomish) during June and July 2014. 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 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	Commercial	<i>Sub Total</i>	Self-haul	Commercial	<i>Sub Total</i>	
Algona	117	20	137	221	-	221	358
Bow Lake	227	39	266	212	2	214	480
Cedar Falls	46	-	46	99	-	99	145
Enumclaw	64	4	68	173	-	173	241
Factoria	159	1	160	109	19	128	288
Houghton	120	31	151	132	3	135	286
Renton	87	15	102	218	-	218	320
Shoreline	192	8	200	270	-	270	470
Vashon	260	1	261	153	-	153	414
<b>Totals</b>	1,272	119	1,391	1,587	24	1,611	3,002

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 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 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 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.

The satisfaction ratings for each of the four 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.<sup>3</sup>

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. 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.

### 2.3 SELF-HAUL CUSTOMER PROFILE

More than 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 71% of self-haul customers subscribe to garbage service (even though approximately 99% have access to curbside service) and approximately 66% subscribe to curbside recycling service (Table 2-2). The subscription rate for both services is highest for customers at Factoria and lowest for customers at Vashon. As shown in Table 2-3, as consistent with the curbside recycling subscription rates, the proportion of customers using the recycling bins is highest at Vashon and lowest at Factoria.

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

	Percent Subscribing at Home	
	Garbage	Recycling
Algona	73.2%	69.9%
Bow Lake	70.5%	69.0%
Cedar Falls	55.6%	54.5%
Enumclaw	55.4%	53.6%
Factoria	94.7%	93.9%
Houghton	87.3%	86.9%
Renton	76.4%	76.8%
Shoreline	91.8%	91.8%
Vashon	35.2%	3.8%
<b>ALL STATIONS</b>	<b>71.1%</b>	<b>65.5%</b>

**Table 2-3. Self-haul Use of the Facility's Recycling Bins**

	Percent Using the Facility's Recycling Bins
Algona	46.4%
Bow Lake	47.1%
Cedar Falls	72.2%
Enumclaw	63.1%
Factoria	8.8%
Houghton	23.5%
Renton	49.0%
Shoreline	57.4%
Vashon	98.8%
<b>ALL STATIONS</b>	<b>53.4%</b>

<sup>3</sup> Throughout the report, commercial hauler survey results are not shown for Cedar Falls because commercial haulers do not use that facility.

# Chapter 3

## Customer Satisfaction Survey Findings

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This section summarizes the results of the 2014 customer satisfaction survey and is organized according to four topics: customer service, waste services, physical facility, and ease of use.

### 3.1 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 4.41 and 4.86 at each facility. The percentage of self-haulers that rated customer service 3 or higher ranged from 98% to 100%.

The survey crew completed fewer commercial surveys; however, **commercial haulers also indicated that they were satisfied with the customer service.**

- § Vashon and Shoreline received the highest commercial customer service rating, 5.00, though only one and eight drivers were surveyed, respectively.
- § Houghton (4.47) had the lowest average commercial customer service rating, followed by Factoria (4.60) and Bow Lake (4.65).

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

**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		
<b>Self-hauled</b>																					
(1) Extremely dissatisfied	1	0%	1	0%	2	1%	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%	6	0%	
(2)	0	0%	5	1%	0	0%	1	0%	3	1%	4	2%	1	0%	2	0%	0	0%	16	1%	
(3)	5	1%	44	10%	5	3%	6	3%	10	4%	4	2%	2	1%	7	2%	13	3%	96	3%	
(4)	80	24%	122	28%	19	13%	29	12%	47	18%	35	14%	68	22%	60	13%	28	7%	488	17%	
(5) Extremely satisfied	217	64%	214	49%	114	79%	185	78%	184	69%	188	75%	209	69%	320	69%	360	87%	1,991	70%	
<b>Percent satisfied (3 or higher)</b>	<b>100%</b>		<b>98%</b>		<b>99%</b>		<b>99%</b>		<b>99%</b>		<b>98%</b>		<b>100%</b>		<b>99%</b>		<b>100%</b>		<b>99%</b>		
<b>Average</b>	<b>4.69</b>		<b>4.41</b>		<b>4.74</b>		<b>4.78</b>		<b>4.69</b>		<b>4.76</b>		<b>4.73</b>		<b>4.79</b>		<b>4.86</b>		<b>4.71</b>		
No opinion	32	9%	41	9%	4	3%	12	5%	22	8%	18	7%	16	5%	73	16%	8	2%	226	8%	
No response	3	1%	12	3%	1	1%	3	1%	2	1%	3	1%	9	3%	0	0%	3	1%	36	1%	
<b>Total Self-Hauled</b>	<b>338</b>	<b>100%</b>	<b>439</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>268</b>	<b>100%</b>	<b>252</b>	<b>100%</b>	<b>305</b>	<b>100%</b>	<b>462</b>	<b>100%</b>	<b>413</b>	<b>100%</b>	<b>2,859</b>	<b>100%</b>	
<b>Commercial</b>																					
(1) Extremely dissatisfied	0	0%	0	0%			0	0%	0	0%	1	3%	1	7%	0	0%	0	0%	2	0%	
(2)	0	0%	0	0%			0	0%	0	0%	2	6%	0	0%	0	0%	0	0%	2	0%	
(3)	0	0%	3	7%			0	0%	1	5%	2	6%	0	0%	0	0%	0	0%	6	0%	
(4)	5	25%	8	20%			1	25%	6	30%	3	9%	1	7%	0	0%	0	0%	24	1%	
(5) Extremely satisfied	14	70%	29	71%			3	75%	13	65%	24	71%	13	87%	8	100%	1	100%	105	4%	
<b>Percent satisfied (3 or higher)</b>	<b>100%</b>		<b>100%</b>				<b>100%</b>		<b>100%</b>		<b>91%</b>		<b>93%</b>		<b>100%</b>		<b>100%</b>		<b>97%</b>		
<b>Average</b>	<b>4.74</b>		<b>4.65</b>				<b>4.75</b>		<b>4.60</b>		<b>4.47</b>		<b>4.67</b>		<b>5.00</b>		<b>5.00</b>		<b>4.64</b>		
No opinion	1	5%	1	2%			0	0%	0	0%	2	6%	0	0%	0	0%	0	0%	4	0%	
No response	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
<b>Total Commercial</b>	<b>20</b>	<b>100%</b>	<b>41</b>	<b>100%</b>			<b>4</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>143</b>	<b>5%</b>	
<b>Total Surveys</b>	<b>358</b>		<b>480</b>		<b>145</b>		<b>241</b>		<b>288</b>		<b>286</b>		<b>320</b>		<b>470</b>		<b>414</b>		<b>3,002</b>		

## 3.2 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 particular facility.

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

- § For self-haulers, the average satisfaction rating at each facility ranged from 4.39 to 4.88, with an overall average of 4.62.
- § At least 98% of customers at all stations 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 4.47.**

- § Vashon Island and Shoreline received the highest average satisfaction ratings (5.00).
- § The lowest average satisfaction ratings were those of Algona (4.26) and Factoria (4.3).
- § Houghton had the lowest percentage of commercial customers that rated waste services at 3 or above (91%).

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		
<b>Self-hauled</b>																					
(1) Extremely dissatisfied	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%	1	0%	0	0%	3	0%	
(2)	0	0%	8	2%	2	1%	0	0%	2	1%	0	0%	2	1%	1	0%	3	1%	18	1%	
(3)	6	2%	31	7%	11	8%	1	0%	17	6%	4	2%	4	1%	9	2%	36	9%	119	4%	
(4)	97	29%	145	33%	32	22%	24	10%	56	21%	38	15%	111	36%	57	12%	120	29%	680	24%	
(5) Extremely satisfied	199	59%	201	46%	95	66%	198	84%	169	63%	189	75%	163	53%	321	69%	243	59%	1,778	62%	
<b>Percent satisfied (3 or higher)</b>	<b>100%</b>		<b>98%</b>		<b>99%</b>		<b>100%</b>		<b>99%</b>		<b>100%</b>		<b>99%</b>		<b>99%</b>		<b>99%</b>		<b>99%</b>		
<b>Average</b>	<b>4.64</b>		<b>4.39</b>		<b>4.57</b>		<b>4.88</b>		<b>4.61</b>		<b>4.80</b>		<b>4.54</b>		<b>4.79</b>		<b>4.50</b>		<b>4.62</b>		
No opinion	33	10%	41	9%	4	3%	11	5%	22	8%	18	7%	15	5%	73	16%	8	2%	225	8%	
No response	3	1%	12	3%	1	1%	3	1%	2	1%	3	1%	9	3%	0	0%	3	1%	36	1%	
<b>Total Self-Hauled</b>	<b>338</b>	<b>100%</b>	<b>439</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>268</b>	<b>100%</b>	<b>252</b>	<b>100%</b>	<b>305</b>	<b>100%</b>	<b>462</b>	<b>100%</b>	<b>413</b>	<b>100%</b>	<b>2,859</b>	<b>100%</b>	
<b>Commercial</b>																					
(1) Extremely dissatisfied	1	5%	1	2%			0	0%	0	0%	1	3%	1	7%	0	0%	0	0%	4	0%	
(2)	0	0%	0	0%			0	0%	0	0%	2	6%	0	0%	0	0%	0	0%	2	0%	
(3)	0	0%	5	12%			0	0%	3	15%	1	3%	0	0%	0	0%	0	0%	9	0%	
(4)	10	50%	9	22%			1	25%	8	40%	4	12%	1	7%	0	0%	0	0%	33	1%	
(5) Extremely satisfied	8	40%	25	61%			3	75%	9	45%	24	71%	13	87%	8	100%	1	100%	91	3%	
<b>Percent satisfied (3 or higher)</b>	<b>95%</b>		<b>98%</b>				<b>100%</b>		<b>100%</b>		<b>91%</b>		<b>93%</b>		<b>100%</b>		<b>100%</b>		<b>96%</b>		
<b>Average</b>	<b>4.26</b>		<b>4.43</b>				<b>4.75</b>		<b>4.30</b>		<b>4.50</b>		<b>4.67</b>		<b>5.00</b>		<b>5.00</b>		<b>4.47</b>		
No opinion	1	5%	1	2%			0	0%	0	0%	2	6%	0	0%	0	0%	0	0%	4	0%	
No response	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
<b>Total Commercial</b>	<b>20</b>	<b>100%</b>	<b>41</b>	<b>100%</b>			<b>4</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>143</b>	<b>5%</b>	
<b>Total Surveys</b>	<b>358</b>		<b>480</b>		<b>145</b>		<b>241</b>		<b>288</b>		<b>286</b>		<b>320</b>		<b>470</b>		<b>414</b>		<b>3,002</b>		

### 3.3 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 4.53.
- § Algona (4.31) and Factoria (4.36) had slightly lower-than-average satisfaction ratings. Enumclaw received the highest average rating (4.89).
- § On average 98% 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 4.24.
- § Factoria (3.40) and Algona (3.68) had the lowest average satisfaction ratings.
- § Vashon, Enumclaw, and Shoreline received a perfect score (5.00) but less than ten drivers were surveyed at each site.

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		
<b>Self-hauled</b>																					
(1) Extremely dissatisfied	1	0%	4	1%	1	1%	0	0%	0	0%	2	1%	0	0%	1	0%	0	0%	9	0%	
(2)	5	1%	11	3%	3	2%	0	0%	11	4%	1	0%	2	1%	4	1%	4	1%	41	1%	
(3)	37	11%	25	6%	13	9%	2	1%	30	11%	15	6%	13	4%	12	3%	35	8%	182	6%	
(4)	115	34%	115	26%	33	23%	21	9%	63	24%	54	21%	114	37%	63	14%	106	26%	684	24%	
(5) Extremely satisfied	144	43%	226	51%	90	62%	199	84%	140	52%	159	63%	151	50%	308	67%	257	62%	1,674	59%	
<b>Percent satisfied (3 or higher)</b>	<b>98%</b>		<b>96%</b>		<b>97%</b>		<b>100%</b>		<b>95%</b>		<b>99%</b>		<b>99%</b>		<b>99%</b>		<b>99%</b>		<b>98%</b>		
<b>Average</b>	<b>4.31</b>		<b>4.44</b>		<b>4.49</b>		<b>4.89</b>		<b>4.36</b>		<b>4.59</b>		<b>4.48</b>		<b>4.73</b>		<b>4.53</b>		<b>4.53</b>		
No opinion	33	10%	46	10%	4	3%	12	5%	22	8%	18	7%	16	5%	74	16%	8	2%	233	8%	
No response	3	1%	12	3%	1	1%	3	1%	2	1%	3	1%	9	3%	0	0%	3	1%	36	1%	
<b>Total Self-Hauled</b>	<b>338</b>	<b>100%</b>	<b>439</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>268</b>	<b>100%</b>	<b>252</b>	<b>100%</b>	<b>305</b>	<b>100%</b>	<b>462</b>	<b>100%</b>	<b>413</b>	<b>100%</b>	<b>2,859</b>	<b>100%</b>	
<b>Commercial</b>																					
(1) Extremely dissatisfied	0	0%	1	2%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	
(2)	0	0%	1	2%			0	0%	2	10%	4	12%	0	0%	0	0%	0	0%	7	0%	
(3)	8	40%	3	7%			0	0%	10	50%	2	6%	3	20%	0	0%	0	0%	26	1%	
(4)	9	45%	3	7%			0	0%	6	30%	6	18%	5	33%	0	0%	0	0%	29	1%	
(5) Extremely satisfied	2	10%	32	78%			4	100%	2	10%	20	59%	7	47%	8	100%	1	100%	76	3%	
<b>Percent satisfied (3 or higher)</b>	<b>100%</b>		<b>95%</b>				<b>100%</b>		<b>90%</b>		<b>88%</b>		<b>100%</b>		<b>100%</b>		<b>100%</b>		<b>94%</b>		
<b>Average</b>	<b>3.68</b>		<b>4.60</b>				<b>5.00</b>		<b>3.40</b>		<b>4.31</b>		<b>4.27</b>		<b>5.00</b>		<b>5.00</b>		<b>4.24</b>		
No opinion	1	5%	1	2%			0	0%	0	0%	2	6%	0	0%	0	0%	0	0%	4	0%	
No response	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
<b>Total Commercial</b>	<b>20</b>	<b>100%</b>	<b>41</b>	<b>100%</b>			<b>4</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>143</b>	<b>5%</b>	
<b>Total Surveys</b>	<b>358</b>		<b>480</b>		<b>145</b>		<b>241</b>		<b>288</b>		<b>286</b>		<b>320</b>		<b>470</b>		<b>414</b>		<b>3,002</b>		

### **3.4 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 scalehouse.

**Self-haulers appeared to be satisfied with the ease of use at all stations, giving an overall rating of 4.57.**

- § Factoria (4.25) and Bow Lake (4.38) had the lowest satisfaction ratings.
- § Enumclaw received the highest average rating (4.82).
- § On average 98% 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 4.35.
- § Factoria (3.90) and Houghton (4.09) had the lowest average satisfaction ratings.
- § Vashon and Enumclaw received a perfect score (5.00) but less than five drivers were surveyed at each site.

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

**Table 3-4. Ease of Use Service Ratings for Self-haul and Commercial Customers**

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS		
<b>Self-hauled</b>																					
(1) Extremely dissatisfied	0	0%	2	0%	0	0%	0	0%	0	0%	1	0%	0	0%	1	0%	0	0%	4	0%	
(2)	5	1%	20	5%	1	1%	0	0%	7	3%	2	1%	1	0%	2	0%	0	0%	38	1%	
(3)	32	9%	22	5%	4	3%	4	2%	48	18%	24	10%	7	2%	22	5%	21	5%	184	6%	
(4)	103	30%	124	28%	28	19%	31	13%	67	25%	51	20%	75	25%	72	16%	72	17%	623	22%	
(5) Extremely satisfied	161	48%	214	49%	107	74%	187	79%	122	46%	153	61%	197	65%	291	63%	309	75%	1,741	61%	
<b>Percent satisfied (3 or higher)</b>	<b>98%</b>		<b>94%</b>		<b>99%</b>		<b>100%</b>		<b>97%</b>		<b>99%</b>		<b>100%</b>		<b>99%</b>		<b>100%</b>		<b>98%</b>		
<b>Average</b>	<b>4.40</b>		<b>4.38</b>		<b>4.72</b>		<b>4.82</b>		<b>4.25</b>		<b>4.53</b>		<b>4.67</b>		<b>4.68</b>		<b>4.72</b>		<b>4.57</b>		
No opinion	34	10%	45	10%	4	3%	12	5%	22	8%	18	7%	16	5%	74	16%	8	2%	233	8%	
No response	3	1%	12	3%	1	1%	3	1%	2	1%	3	1%	9	3%	0	0%	3	1%	36	1%	
<b>Total Self-Hauled</b>	<b>338</b>	<b>100%</b>	<b>439</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>268</b>	<b>100%</b>	<b>252</b>	<b>100%</b>	<b>305</b>	<b>100%</b>	<b>462</b>	<b>100%</b>	<b>413</b>	<b>100%</b>	<b>2,859</b>	<b>100%</b>	
<b>Commercial</b>																					
(1) Extremely dissatisfied	0	0%	1	2%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	
(2)	0	0%	1	2%			0	0%	1	5%	6	18%	0	0%	0	0%	0	0%	8	0%	
(3)	1	5%	0	0%			0	0%	6	30%	4	12%	1	7%	0	0%	0	0%	12	0%	
(4)	14	70%	9	22%			0	0%	7	35%	3	9%	4	27%	1	13%	0	0%	38	1%	
(5) Extremely satisfied	4	20%	29	71%			4	100%	6	30%	19	56%	10	67%	7	88%	1	100%	80	3%	
<b>Percent satisfied (3 or higher)</b>	<b>100%</b>		<b>95%</b>				<b>100%</b>		<b>95%</b>		<b>81%</b>		<b>100%</b>		<b>100%</b>		<b>100%</b>		<b>94%</b>		
<b>Average</b>	<b>4.16</b>		<b>4.60</b>				<b>5.00</b>		<b>3.90</b>		<b>4.09</b>		<b>4.60</b>		<b>4.88</b>		<b>5.00</b>		<b>4.35</b>		
No opinion	1	5%	1	2%			0	0%	0	0%	2	6%	0	0%	0	0%	0	0%	4	0%	
No response	0	0%	0	0%			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
<b>Total Commercial</b>	<b>20</b>	<b>100%</b>	<b>41</b>	<b>100%</b>			<b>4</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>143</b>	<b>5%</b>	
<b>Total Surveys</b>	<b>358</b>		<b>480</b>		<b>145</b>		<b>241</b>		<b>288</b>		<b>286</b>		<b>320</b>		<b>470</b>		<b>414</b>		<b>3,002</b>		

# Chapter 4

## Customer Comments

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This section summarizes the suggestions and comments provided by users of the Counties facilities. Verbatim transcriptions of comments from users are provided at the end of the report.

### 4.1 CUSTOMER SUGGESTIONS

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 the following six categories: lower costs, improved customer service, increased hours of operation, shorter wait times, expanded recycling programs, and the proximity of the facility to the customer’s home or place of business. All tables are based on the number of times customers made one of these six suggestions. Attachment B provides a transcription of all customers’ suggestions by facility for self-haulers, including those that do not fit into one of the preceding categories. Attachment C provides the same for commercial haulers.

Not all customers provided suggestions: about 34% of the self-haulers and almost 20% of the commercial haulers provided at least one suggestion, and some provided multiple suggestions. Accordingly, the suggestions reflect the opinions of only some customers. This section presents summary tables and key takeaways.

#### Self-haul Customers

Table 4-1 provides a summary of the self-haul customers’ suggestions by facility.

**Table 4-1. Summary of Self-haul Customer Suggestions**

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS	
Lower costs	70	45%	48	40%	18	19%	21	37%	8	9%	19	28%	71	39%	42	33%	38	19%	335	31%
Improved customer service	0	0%	9	7%	3	3%	3	5%	4	5%	5	7%	0	0%	6	5%	3	1%	33	3%
Increased hours of operation	25	16%	8	7%	37	39%	20	35%	17	19%	4	6%	36	20%	19	15%	76	38%	242	22%
Shorter wait times	36	23%	38	31%	6	6%	1	2%	41	47%	28	41%	15	8%	43	34%	18	9%	226	21%
Expanded Recycling Opportunities	24	15%	13	11%	28	30%	5	9%	13	15%	10	14%	59	32%	11	9%	65	32%	228	21%
Proximity of facility	2	1%	5	4%	2	2%	7	12%	5	6%	3	4%	1	1%	6	5%	1	0%	32	3%

- § Nearly one third (31%) of suggestions concerned lowering the tipping costs at the transfer stations.
- § The second most prevalent suggestion (22%) from self-haulers focused on increasing the hours of operation, particularly at Cedar Falls, Enumclaw, and Vashon.
- § Self-haul customers at Cedar Falls, Renton, and Vashon frequently suggested expanding the recycling opportunities available at the facility.

## Commercial Customers

Table 4-2 summarizes suggestions by facility from commercial customers. Commercial customers provided very few suggestions so the results are anecdotal.

**Table 4-2. Summary of Commercial Customer Suggestions**

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Shoreline	Vashon	ALL STATIONS
Lower costs	0 0%	0 0%	0 0%	0 0%	0 0%	2 50%	0 0%	0 0%	0 0%	2 7%
Improved customer service	1 25%	2 14%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 10%
Increased hours of operation	2 50%	5 36%	0 0%	1 100%	1 33%	0 0%	1 100%	0 0%	1 100%	11 38%
Shorter wait times	0 0%	6 43%	0 0%	0 0%	2 67%	2 50%	0 0%	1 100%	0 0%	11 38%
Expanded Recycling Opportunities	1 25%	1 7%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 7%
Proximity of facility	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

§ Approximately 38% of suggestions from commercial customers pertained to reducing the wait time at facilities.

§ An additional 38% of suggestions concerned increasing the hours of operation.

## 4.2 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. Responses were grouped according to the same six categories as used in Table 4-1 and Table 4-2. Attachment D shows the complete comments from dissatisfied self-haul customers, including comments that didn't fit into one of the six categories. Attachment E provides the same information from dissatisfied commercial customers.

### Self-haul Customers

Table 4-3 provides a summarized account of comments provided by dissatisfied self-haul customers.

**Table 4-3. Summary of Dissatisfied Self-haul Customer Comments**

	Algona	Bow Lake	Cedar Falls	Enumclaw	Factoria	Houghton	Renton	Shoreline	Vashon	ALL STATIONS
Lower costs	2 33%	0 0%	2 25%	0 0%	0 0%	0 0%	0 0%	0 0%	1 20%	5 7%
Improved customer service	0 0%	4 17%	2 25%	1 100%	2 13%	4 67%	0 0%	1 50%	1 20%	15 22%
Increased hours of operation	1 17%	0 0%	3 38%	0 0%	3 20%	0 0%	1 50%	0 0%	1 20%	9 13%
Shorter wait times	3 50%	17 74%	1 13%	0 0%	9 60%	2 33%	1 50%	1 50%	0 0%	34 50%
Expanded Recycling Opportunities	0 0%	1 4%	0 0%	0 0%	1 7%	0 0%	0 0%	0 0%	2 40%	4 6%
Proximity of facility	0 0%	1 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%

§ The largest number of comments (50%) from dissatisfied self-haulers centered on reducing the wait time at facilities.

§ The need for improved customer service was the source for nearly one quarter (22%) of comments from dissatisfied self-haul customers.

## Commercial Customers

Table 4-4 provides a summary of the four comments provided by dissatisfied commercial customers. All four comments pertained to reducing wait times or expanding recycling opportunities.

**Table 4-4. Summary of Dissatisfied Commercial Customer Comments**

	Algona		Bow Lake		Cedar Falls		Enumclaw		Factoria		Houghton		Renton		Shoreline		Vashon		ALL STATIONS			
Lower costs	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Improved customer service	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Increased hours of operation	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Shorter wait times	0	0%	2	100%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	3	75%
Expanded Recycling Opportunities	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	25%
Proximity of facility	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

# Attachments

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Following attachments present the survey instruments used during the 2014 study as well as customer suggestions and dissatisfied comments for each of the County waste facilities.



## Attachment A. Customer Satisfaction Survey (Back)

_____	Page	___ of ___
_____	<b>Circle the site:</b>	
<b>Date</b> _____	<b>Algona</b>	<b>Houghton</b>
<b>Surveyor</b> _____	<b>Bow Lake</b>	<b>Renton</b>
	<b>Cedar Falls</b>	<b>Vashon Island</b>
	<b>Enumclaw</b>	<b>Shoreline</b>
	<b>Factoria</b>	
_____		
_____	<b>Inclement Weather?</b>	_____
_____	<b>Stop Time</b>	_____

## Attachment B. Self-haul Customer Suggestions

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Algona				5's across the board!
Algona				All good
Algona				All good here
Algona				All great
Algona				Convenient
Algona				Easiest one I can get to
Algona				Easy and fast
Algona				Easy enough
Algona				Easy enough for me
Algona				Easy to use
Algona				Easy to use here
Algona				Easy when it's not busy
Algona				Easy, Happy, It does what I need
Algona				Easy, I always come here
Algona				Everyone's courteous here
Algona				Everything's easy
Algona				Everything's good here
Algona				Everything's great
Algona				Everything's great!
Algona				Great
Algona				Great customer service
Algona				Happy with everything
Algona				I come here instead of Bow Lake. Bow Lake is a nightmare!
Algona				I think you guys are doing great
Algona				I'm happy
Algona				I'm satisfied
Algona				It's adequate
Algona				It's all good here
Algona				It's all great
Algona				It's fine
Algona				It's good
Algona				It's great
Algona				It's great. I love this place
Algona				Love it
Algona				Love it here. Not as nice as Bow Lake though.

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Algona				Nothing improve
Algona				Nothing to improve
Algona				Nothing to improve, easy
Algona				Only place I come
Algona				Simple to use
Algona				Super easy
Algona				Super easy to use
Algona				Super happy with it here
Algona				They bring me sanitizer every time!
Algona				This is a very good place
Algona				This place is fine
Algona				Works for me!
Algona	Accept yardwaste			
Algona	Backing up is so difficult			
Algona	Can get crowded			
Algona	Cardboard compactors	Trailer tightness		
Algona	Cheaper prices	No place to wash my hands		
Algona	Cost is high			
Algona	Could be bigger			
Algona	Cover load			
Algona	Deeper lanes for backing			
Algona	Deeper lanes for trailer			
Algona	Deeper lanes for trailers			
Algona	Extend the hours in the spring through fall			
Algona	Glass recycling			
Algona	Hard to back up with trailer			
Algona	Hard to maneuver			
Algona	Hard with a trailer			
Algona	Have two weigh stations			
Algona	HHW			
Algona	Hours			
Algona	I have to go all the way to Bow Lake to use recycling			
Algona	It's too small			
Algona	Jammed inside			
Algona	Larger backing lanes			
Algona	Larger lanes for backing			
Algona	Lines are long			
Algona	Little old	Little tight		

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Algona	Long wait	Mattress dump is too expensive		
Algona	Longer hours			
Algona	Longer hours on weekdays			
Algona	Lower prices			
Algona	Make it bigger			
Algona	Make it easier to back in			
Algona	Metal recycling	Gets too full	Hard with a trailer	
Algona	More ramps	More access		
Algona	More tipping lanes			
Algona	More trailer room			
Algona	Newer facility would be nice			
Algona	Not big enough			
Algona	Not too nice	Tight with a trailer		
Algona	Not wide enough for trailers			
Algona	Offer recycle			
Algona	Offer recycling			
Algona	Offer recycling	Open 7 days a week		
Algona	Offer yardwaste			
Algona	Offer yardwaste	Too small		
Algona	Old			
Algona	Old facility			
Algona	Open all tipping lanes			
Algona	Open both sides	More signage		
Algona	Open lanes			
Algona	Price			
Algona	Pull through for trailers			
Algona	Recycle			
Algona	Recycling			
Algona	Recycling bins would be awesome			
Algona	Recycling bins would be nice			
Algona	Recycling would be great	Enforce the rules when people bring in obnoxious loads		
Algona	Recycling would be nice			
Algona	Restroom			
Algona	Safety chains are in the way			
Algona	Safety chains get in the way			
Algona	Shorter tip lines			

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Algona	Should have recycling bins outside of facility			
Algona	Signage	Fussy people	Hard with a trailer	
Algona	Simplify self checkout			
Algona	Slow			
Algona	Small			
Algona	Small and cramped			
Algona	Small facility	HHW		
Algona	Sometimes they are fussy in the morning			
Algona	Stalls are too small			
Algona	Super tight up there			
Algona	Super tight with a trailer			
Algona	Tight fit			
Algona	Tight fit for a trailer			
Algona	Tight with a trailer			
Algona	Time change on Saturdays			
Algona	Too expensive			
Algona	Too small			
Algona	Too tight for a trailer			
Algona	Trailer difficulty			
Algona	Would like one closer			All's good
Algona	Yardwaste should be free in front			
Bow Lake				
Bow Lake				All good
Bow Lake				All ok
Bow Lake				Awesome
Bow Lake				Doing good
Bow Lake				Good
Bow Lake				Great
Bow Lake				Great facility
Bow Lake				Great job with the remodel
Bow Lake				Great remodel
Bow Lake				Happy so far
Bow Lake				I can't think of anything to make it better
Bow Lake				I'm happy

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Bow Lake				It's good
Bow Lake				Nice place
Bow Lake				No complaints
Bow Lake				No problems
Bow Lake				Nothing to improve
Bow Lake				Nothing to improve on
Bow Lake				Remodel is great!
Bow Lake				Satisfied
Bow Lake				Serves me well
Bow Lake	Bad tipping design			
Bow Lake	Better signage in and out			
Bow Lake	Bottle neck is bad			
Bow Lake	Bottom hole is too small			
Bow Lake	Busy Saturday's			
Bow Lake	Can't see what stalls are empty			
Bow Lake	Cement wall is too high to lift things over			
Bow Lake	Chain/wall too tough	Gates are silly		
Bow Lake	Chains too high for yardwaste			
Bow Lake	Chains too high, make it difficult			
Bow Lake	Clearer directions			
Bow Lake	Clearer directions	People to help		
Bow Lake	Clearer signage for outbound lanes			
Bow Lake	Complicated entry			
Bow Lake	Confusing when leaving the recycling area			
Bow Lake	Control box for recycling area is poorly designed			
Bow Lake	Dangerous and confusing entry to facility			
Bow Lake	Difficult angle to back in			
Bow Lake	Directions on website are awful			
Bow Lake	Don't know what they are doing			
Bow Lake	Don't like driving in the traffic area			
Bow Lake	Easier recycling process	Recycling costs are too high		
Bow Lake	Everything bottlenecks			
Bow Lake	Exit gets crowded			
Bow Lake	Faster scale			

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Bow Lake	Gates don't work	Bad back up	Slow gates	
Bow Lake	Gates don't work	Bad line up		
Bow Lake	Get rid of art sculpture, it's a waste of money			
Bow Lake	Get rid of the chains			
Bow Lake	Hard to dump	Chain is too high		
Bow Lake	Hard to dump over wall			
Bow Lake	Hard to unload			
Bow Lake	Hate back-in angle parking	Don't like high walls	Fix parking lane	
Bow Lake	Hate parking angles	Big bulk head	Need to raise bar at same time	
Bow Lake	Hazardous waste collection	Barrier is in the way		
Bow Lake	HHW			
Bow Lake	High walls			
Bow Lake	Hole is too small on recycling	Barrier to dumping is too tall		
Bow Lake	I don't like the wall			
Bow Lake	I have no time for you			
Bow Lake	It smells			
Bow Lake	Kids getting out! Dangerous			
Bow Lake	Layout is confusing			
Bow Lake	Let people with trailers go down below			
Bow Lake	Lines get too long			
Bow Lake	Long lines	Hard to see	Bad angles	
Bow Lake	Long lines at gates			
Bow Lake	Long lines outbound	Wall and chain make it hard to dump		
Bow Lake	Long time to wait			
Bow Lake	Long waiting lines			
Bow Lake	Long waits			
Bow Lake	Long waits	Hard to empty over the wall		
Bow Lake	Low bulk head makes it difficult to back in			
Bow Lake	Lower cement blocks			
Bow Lake	Lower walls			
Bow Lake	Make gates faster			
Bow Lake	Make recycling free/easier			
Bow Lake	Man more scale lanes			
Bow Lake	Man the booth with more staff			
Bow Lake	Mean ladies			
Bow Lake	Mean lady			
Bow Lake	More lanes	Long waits		
Bow Lake	More recycling out			

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Bow Lake	More signage when driving in			
Bow Lake	More staff to make the waits shorter			
Bow Lake	More tipping lanes			
Bow Lake	Move the recycling outside			
Bow Lake	Nails in tires	The gates are a pain		
Bow Lake	Need better and bigger signs			
Bow Lake	Need better signage			
Bow Lake	Need more check-ins			
Bow Lake	Need non-angled parking stall			
Bow Lake	Not convenient to back up for long trailer			
Bow Lake	Not people oriented	Bad customer service		
Bow Lake	Not using whole facility			
Bow Lake	Offer free compost service like in Pierce County			
Bow Lake	Open 24/7			
Bow Lake	Open more outbound lanes			
Bow Lake	Pay me for recyclables			
Bow Lake	Port-O-Potty is gross			
Bow Lake	Put a sign up by the washing			
Bow Lake	Put the recycling outside of the gates			
Bow Lake	recycling bins are too small	Empty them more often		
Bow Lake	Recycling buttons could use some work	Bad signage for recycling		
Bow Lake	Recycling should be free			
Bow Lake	Recycling should be outside the gates			
Bow Lake	Rounded so not all trucks can reach			
Bow Lake	Saturdays are busy			
Bow Lake	Scrap metal should be cheaper			
Bow Lake	Separated sections need to be straightened	Add a traffic light	Rope off the parking lines	
Bow Lake	Show empty stalls			
Bow Lake	Signage			
Bow Lake	Signage at the entrance			
Bow Lake	Slow			
Bow Lake	Stinky			
Bow Lake	Struggle with backing into trash area			
Bow Lake	Take out middle chain			
Bow Lake	Takes too long to get in			
Bow Lake	The angle of dumping lanes is bad			

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Bow Lake	The angle parking sucks near recycling			
Bow Lake	Tickets for uncovered loads			
Bow Lake	Too long of a wait			
Bow Lake	Too long of a weight			
Bow Lake	Too many gates	Get rid of the gates		
Bow Lake	Too many turns in the road			
Bow Lake	Too slow	Better signage		
Bow Lake	Trash			
Bow Lake	Turn-around sucks			
Bow Lake	Wait too long			
Bow Lake	Walls make it difficult to toss debris			
Bow Lake	We have to drive so far to recycle our material			
Bow Lake	Yardwaste should be free			
Cedar Falls				
Cedar Falls				All good
Cedar Falls				All rolling good
Cedar Falls				Cheryl Williams is a great employee
Cedar Falls				Love it
Cedar Falls				Seems great
Cedar Falls	3 cubic yards is too little for me			
Cedar Falls	Accepted load size is too small			
Cedar Falls	Can't be longer than 30 ft and dump material in the box => 3x3			
Cedar Falls	Cardboard is often full			
Cedar Falls	Cheaper for dirt			
Cedar Falls	Cheaper for yardwaste			
Cedar Falls	Congested near recycling			
Cedar Falls	Deeper lanes for trailers			
Cedar Falls	Great facility			
Cedar Falls	HHW			
Cedar Falls	HHW	Appliances		People are nice
Cedar Falls	I have a lot of yardwaste			
Cedar Falls	Keep road clear in winter			
Cedar Falls	Little full sometimes			
Cedar Falls	Make it a little bigger			
Cedar Falls	Make it bigger			
Cedar Falls	My truck is too long for this facility			
Cedar Falls	Need better defined lanes in recycling area			
Cedar Falls	Not open on Tuesday and Thursday			
Cedar Falls	Open 7 days a week			
Cedar Falls	Pain in the butt that it's closed two days			
Cedar Falls	People at the dump are awful	Uneducated employees		

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Cedar Falls	Poor layout			
Cedar Falls	Poor layout	Disorganized		
Cedar Falls	Poor layout	Traffic jams		
Cedar Falls	Recycling bins get too full			
Cedar Falls	Recycling cans get full			
Cedar Falls	Shouldn't charge for yard waste			
Cedar Falls	Sometimes crowded			Better Layout
Cedar Falls	Stinky			
Cedar Falls	They removed recycling bins from here			
Cedar Falls	This place is in the middle of nowhere			
Cedar Falls	Too full			
Cedar Falls	Traffic jams sometimes			
Cedar Falls	Tues & Thurs are inconvenient days to be closed			
Cedar Falls	Use in and out scale lanes			
Cedar Falls	Want a larger facility close-by			
Cedar Falls	We want HHW			
Cedar Falls	We want more than 3 cubic yards			
Cedar Falls	What do we do with plastic bags?			
Enumclaw				
Enumclaw				Best one in King County
Enumclaw				Can't think of anything to improve this place
Enumclaw				Clean spot here
Enumclaw				Clean. Nice. Easy. That's why I come here
Enumclaw				Designed really well
Enumclaw				Doing good
Enumclaw				Doing great
Enumclaw				Easier than Algona
Enumclaw				Easy
Enumclaw				Everything looks good
Enumclaw				Good job
Enumclaw				Good job!
Enumclaw				Happy with everything
Enumclaw				I like the artwork
Enumclaw				I'm happy
Enumclaw				It's all good
Enumclaw				It's beautiful
Enumclaw				It's fine
Enumclaw				It's great
Enumclaw				It's perfect for me
Enumclaw				It's perfect, Love it
Enumclaw				It's pretty darn good
Enumclaw				I've been coming here for 20 years. I love it. I brag to my friends about it.

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Enumclaw				Nice
Enumclaw				Nice place
Enumclaw				Nice that it's enclosed for the rain
Enumclaw				Nothing I can think of. I love it!
Enumclaw				Nothing to improve
Enumclaw				Nothing to make better, that's why I come here
Enumclaw				Perfect
Enumclaw				Seems pretty good
Enumclaw				Seems pretty nice
Enumclaw				So much better than Algona! That one is terrible.
Enumclaw				Very workable situation
Enumclaw				Way better than the one in Portland
Enumclaw				Works for me
Enumclaw				Works for me the one day a year
Enumclaw				You got it goin' good
Enumclaw	Accept electronic waste	Open every day	Larger slot for OCC in recycling bin	
Enumclaw	Accept plastic bags			
Enumclaw	Allow bags in recycling			
Enumclaw	Bigger lanes			
Enumclaw	Bring a bin for styrofoam recycling			
Enumclaw	Charge less			
Enumclaw	Cheaper			
Enumclaw	Closed on weekdays			
Enumclaw	Complicated website			
Enumclaw	Customer service is awful. They don't smile, they chat with each other. I'm a customer service manager. These employees need some work, at least smile.			
Enumclaw	Gates are tall			
Enumclaw	Hazardous waste	Recycling needs bigger openings		The people are friendly
Enumclaw	It would be nice to have the ability to hose down the truck			
Enumclaw	It's been great			
Enumclaw	Larger slots in recycling dumpsters			
Enumclaw	Location			
Enumclaw	Longer hours			
Enumclaw	Lower cost			
Enumclaw	Lower price			
Enumclaw	Lower prices			
Enumclaw	Lower rates			
Enumclaw	Make it cheaper			
Enumclaw	Move it closer to Maple Valley			
Enumclaw	Move it closer to my house			
Enumclaw	Needs to be open everyday			

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Enumclaw	OCC opening is too small			
Enumclaw	One worker is not so great			
Enumclaw	Open clean wood more often			
Enumclaw	Open during the week			
Enumclaw	Open more days			
Enumclaw	Open on Thursday			
Enumclaw	Open on Thursdays			
Enumclaw	Open on Wednesday			
Enumclaw	Open on Wednesday and Thursday			
Enumclaw	Open up during the week			
Enumclaw	Open up on Wednesday and Thursday			
Enumclaw	Plastic bag recycling			
Enumclaw	Take down one rung on yardwaste bay			
Enumclaw	Take lightbulbs			
Enumclaw	They messed up on my charges one time and it took them 6 weeks to get me my refund. I'll never use my card again.			
Enumclaw	They need to be nicer at check out.			
Enumclaw	They should open all the bays on busy weekends			
Enumclaw	Wider scale for a trailer			
Factoria				All good
Factoria				All great
Factoria				All is OK
Factoria				All ok
Factoria				Always have a good time
Factoria				Better than Cedar Falls
Factoria				Customer service is great
Factoria				Everyone's been great
Factoria				Fine
Factoria				Great
Factoria				Its great
Factoria				It's great!
Factoria				It's perfect
Factoria				Love it!
Factoria				Never any lines in the AM
Factoria				No complaints
Factoria				No lines, that's why I come
Factoria				Nothing to improve
Factoria				Nothing to improve right now
Factoria				Nothing, doing great
Factoria				Perfect
Factoria				Staff is really nice
Factoria				You guys are all great here!
Factoria	Attitude			
Factoria	Better communication of rule changes			
Factoria	Better signage			

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Factoria	Bigger facility			
Factoria	Bring back recycling			
Factoria	Busy during the week			
Factoria	Busy during week			
Factoria	Busy on weekends			
Factoria	Could do some cleaning up			
Factoria	Dark	Dank		
Factoria	Difficult with trailer			
Factoria	Don't like having to secure my load			
Factoria	Everything is old			
Factoria	Facility is small			
Factoria	Gets crowded in drop zone sometimes			
Factoria	Hard to back up trailers	Too small		
Factoria	Hard to maneuver trailer			
Factoria	Have adjustable safety cables			
Factoria	HHW			
Factoria	It would be nice if HHW was open on the weekends			
Factoria	Just OLD	Remove the ropes		
Factoria	Just use HHW			
Factoria	Kind of a dump			
Factoria	Latex paint disposal would be nice			
Factoria	Liquids are difficult to figure out	Better signage		
Factoria	Long lines			
Factoria	Long lines last week			
Factoria	Long lines on weekends			
Factoria	Long lines up top			
Factoria	Long wait last time			
Factoria	Long waits occasionally			
Factoria	Long waits on weekends			
Factoria	Longer hours			
Factoria	Make HHW more user friendly			
Factoria	Make it bigger			
Factoria	More consistent definition of what a covered load is			
Factoria	More HHW			
Factoria	More lanes			
Factoria	More tipping lanes			
Factoria	Need more staff when busy			
Factoria	Needs repair			
Factoria	No cardboard recycling			
Factoria	No more cardboard			I would like to have cardboard recycling back again
Factoria	Not open late enough			

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Factoria	Obnoxious that people can't walk up to HHW area			
Factoria	Occasionally have to wait			
Factoria	Offer HHW every day			
Factoria	Offer recycling			
Factoria	Old facility	Hard to use trailer		
Factoria	Old facility	Not very friendly		
Factoria	Old facility	Sometimes there are long lines		
Factoria	Online confusion			
Factoria	Open commercial side to shift traffic	Too slow		
Factoria	Open later			
Factoria	Open later during the week			
Factoria	Open later in the day			
Factoria	Open more dumping lanes			
Factoria	Phone is only automated			
Factoria	Re-do inside			Scale house is very nice
Factoria	Sometimes have to wait			
Factoria	Stay open later			
Factoria	Take latex paint			
Factoria	Takes too long to dump			
Factoria	Too slow			
Factoria	Too small, cramped			
Factoria	Want cardboard back			
Factoria	Want metal and cardboard recycling			
Factoria	Want recycling			
Factoria	Wider lanes			
Houghton				
Houghton				All is good!
Houghton				All is well
Houghton				Been coming here for 50 years, I'm satisfied
Houghton				Easy enough
Houghton				Easy to use
Houghton				Easy to use!
Houghton				Everyone is really nice
Houghton				Everything works perfectly for me here
Houghton				Everything's great
Houghton				Good
Houghton				Great facility
Houghton				Great place! Easy
Houghton				Happy with everything here
Houghton				I love this facility!
Houghton				It's fine
Houghton				Just fine
Houghton				Love it here
Houghton				Nice people
Houghton				Perfect
Houghton				Pretty good, easy
Houghton				Quick, everyone pays attention

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Houghton				Smells way better than Bow Lake
Houghton				Super easy
Houghton				This is my favorite
Houghton				This place is great
Houghton				You guys are doin' good!
Houghton	Accept green waste			Helpful staff
Houghton	Accepting yardwaste would be awesome			
Houghton	Add metal recycling			
Houghton	Always have to wait			
Houghton	Always waiting in line			
Houghton	Bigger spaces			
Houghton	Bins are terrible			
Houghton	Busy on the weekends			
Houghton	Cabbies use their numbers	Please wait for attendance sign is not clear enough		
Houghton	Charged too much			
Houghton	Cost effectiveness			
Houghton	Could open up more lanes			
Houghton	Couldn't accommodate us last time			
Houghton	Facility is old			
Houghton	Gets busy in the late afternoons on the weekends			
Houghton	Guys inside are grumpy all the time			
Houghton	Hazardous waste			
Houghton	Little tight			
Houghton	Loading and unloading could be easier			
Houghton	Long lines on the weekends			
Houghton	Long lines on weekends			
Houghton	Make cardboard container hole bigger			
Houghton	Make facility bigger			
Houghton	More restrooms			
Houghton	No one to help up top			
Houghton	Old			
Houghton	Old facility			
Houghton	Open both sides when it's busy			
Houghton	People are unfriendly	Need more restrooms		
Houghton	Place is old	No staff help up top		
Houghton	Prices			
Houghton	Prices	Hours		
Houghton	Pulling in is hard			
Houghton	Rates			
Houghton	Recycle latex paint again			
Houghton	Remodel it			
Houghton	Ropes in the way			
Houghton	Scalehouse is rude	Long wait		
Houghton	Slow to divert traffic when it's overflowing			
Houghton	Smells			
Houghton	Sometimes have an issue getting a spot			

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Houghton	Sometimes have to wait			
Houghton	Sometimes lines			
Houghton	Sticky, clean more!			
Houghton	Take cards over the phone to pay			
Houghton	Tight			
Houghton	Tight	Takes a while to get in sometimes		
Houghton	Tight inside			
Houghton	Tight inside	Hard with a trailer		
Houghton	Wait time on the weekends			
Houghton	Website wasn't clear on directions	Difficult to find		
Houghton	Wish it was open later			
Houghton	Workers up top are rude			Scalehouse people are great
Houghton	Would be nice to have a separate commercial side			
Houghton	Yardwaste			
Renton				All good
Renton				All good for me
Renton				All great for me
Renton				Alright by me
Renton				Everything looks great
Renton				Fast, happy
Renton				Good
Renton				Good for us
Renton				Good hours
Renton				Good job
Renton				Good job. Good customer service
Renton				Good service
Renton				Good to me
Renton				Good!
Renton				Great
Renton				Great facility
Renton				Great service
Renton				Great! We hate Bow Lake
Renton				Happy
Renton				Happy camper
Renton				I like it because it's cheap
Renton				I like that recycle is back!
Renton				I like this facility. The work you're doing is important. Keep it up.
Renton				I love recycling here!
Renton				I'm glad the recycling is here. Don't take it away!
Renton				It's been great
Renton				It's fine
Renton				It's good
Renton				It's great here
Renton				I've had good experiences
Renton				I've never had a problem
Renton				Just swell

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Renton				Keep up the good work
Renton				Ladies in here are nice
Renton				Meets the need
Renton				Nice service
Renton				Nice signage- keep it up
Renton				No complaints
Renton				Nothing I can think of!
Renton				Nothing, it's wonderful
Renton				Pretty good
Renton				Satisfied
Renton				Satisfied. Serves it's purpose
Renton				Serves my purpose
Renton				So far so good
Renton				Very good
Renton				Works for me
Renton				Works great
Renton				Works ok
Renton				Works out well
Renton	\$22.50 minimum sucks			
Renton	Accept appliances			
Renton	Accept appliances (water heater)			
Renton	Accept electronics!			
Renton	Accept HHW			
Renton	Accept steel and electronics			
Renton	Accept tires			
Renton	Accept used paint			
Renton	Accept yardwaste			
Renton	Bigger for a trailer			It's been good otherwise
Renton	Bring in yardwaste			
Renton	Charge less			
Renton	Cheaper			
Renton	Cost is too high			
Renton	Could be open later	Too tight inside		
Renton	Dated	Lower fee's		Glad the recycling bins are back!
Renton	Hard to back in, can't see very well			
Renton	Hate th chains in there			
Renton	Have a guy to unload			
Renton	HHW			
Renton	I hate EOW pickup			Great facility!
Renton	Indoor	A/C		

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Renton	Kinda tight			
Renton	Large yardwaste recycle			
Renton	Larger facility			
Renton	Later in the evening on weekdays			
Renton	Let us use the hose to wash out our vehicle			
Renton	Line gets long			
Renton	Little tight, not a lot of space to back in			
Renton	Longer hours			
Renton	Longer hours at night			
Renton	Longer hours on weekdays			
Renton	Lower costs			
Renton	Lower minimum requirement			
Renton	Lower price			
Renton	Lower prices			
Renton	Lower rates			
Renton	Lower your prices			
Renton	Make it cheaper, cover fee is dumb when I only have appliances			
Renton	Make it easier to see which line is useable			
Renton	Make it wider			
Renton	More lanes need to be open			
Renton	More recycling!!!			
Renton	Needs to be open later			
Renton	No styrofoam recycle			
Renton	Not happy with residential WM service	Appliance recycle		
Renton	Offer a handwashing station			
Renton	Offer lightbulb/mercury recycle			
Renton	Old			
Renton	Open later			
Renton	Open up all 8 stalls, it takes too long			
Renton	Over-priced			
Renton	Parking lanes could be bigger, kinda tight			
Renton	Poor layout, but getting better			
Renton	Price is too much for many people			
Renton	Put deodorizers in dump			
Renton	Put one in Maple Valley			
Renton	Put signs up to guide us			
Renton	Satisfied			
Renton	Small openings on recycling bins			
Renton	Steel recycling			
Renton	Stepping stools for recycling bins	HHW		
Renton	The cardboard bin is always full and we are never able to dump an entire trucks worth			
Renton	Tight inside			
Renton	Too tight inside			
Renton	Trailers to the right, not left. People are bad at backing up because of their blind spots.			
Renton	Very rude lady at scale			

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Renton	Wait too long			
Renton	We don't like it when they take away the recycling			
Renton	Weekends have long waits			
Renton	Wider lanes			
Renton	Wider stalls to back into			
Renton	Yardwaste, Batteries, HHW			
Shoreline				"10! Love it here!"
Shoreline				Best dump I've ever been to
Shoreline				Best transfer station ever!
Shoreline				Cheaper than Seattle, I won't go back there
Shoreline				Doin' great!
Shoreline				Doing good!
Shoreline				Easy to dump
Shoreline				Easy!
Shoreline				Everyone is great out here
Shoreline				Everything is great since remodel
Shoreline				Everything's good
Shoreline				Excellent service
Shoreline				Excellent staff
Shoreline				Great facility
Shoreline				Great people
Shoreline				Great place
Shoreline				Happy for full recycle
Shoreline				Happy with everything
Shoreline				Happy with everything so far
Shoreline				Happy with facility
Shoreline				I only come here
Shoreline				I only come to this dump
Shoreline				It's awesome
Shoreline				It's fine, clean
Shoreline				It's great!
Shoreline				It's great! Nothing to improve
Shoreline				It's perfect
Shoreline				Like location
Shoreline				Love it
Shoreline				Love it! So easy
Shoreline				Love it. Easy
Shoreline				Love the people here
Shoreline				Never had a problem here
Shoreline				Not dissatisfied
Shoreline				Nothing to improve, it's great
Shoreline				People at the scalehouse are awesome!
Shoreline				Recycling is great
Shoreline				Remodel is great!
Shoreline				Satisfied
Shoreline				Super easy to use

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Shoreline				They've even told me to go somewhere else where it was cheaper. I really appreciated that!
Shoreline				Website is awesomely clear
Shoreline	Accept more steel			
Shoreline	Add compost			
Shoreline	Always busy			
Shoreline	Always lines			
Shoreline	Always wait			
Shoreline	Barrier is too high			
Shoreline	Barrier is too tall			
Shoreline	Barriers are too tall			
Shoreline	Barriers are too tall			Recycling is better
Shoreline	Better communication about free recycling			
Shoreline	Bigger opening for cardboard			
Shoreline	Bigger signage out front	Hard to find now that Fremont is closed		
Shoreline	Bring cardboard back			
Shoreline	Bring frogs back			
Shoreline	Bring recycling back!			
Shoreline	Busy on weekends			Entirely satisfied
Shoreline	Busy sometimes			
Shoreline	Cardboard fills fast			
Shoreline	Cardboard!			
Shoreline	Congested			
Shoreline	Could use more cardboard capacity			
Shoreline	Crowded			
Shoreline	Dirty facility	Busy on the weekends		
Shoreline	Ease traffic			
Shoreline	Get rid of the wall			
Shoreline	Gets really busy			
Shoreline	Grumpy operator			
Shoreline	Hazardous Waste			
Shoreline	Height of barriers			
Shoreline	Help unload			
Shoreline	Hole to smash trash			
Shoreline	Hours			
Shoreline	Larger yardwaste disposal	Mattress recycling		
Shoreline	Later would be better			
Shoreline	Lines are too long	Cardboard bins		
Shoreline	Loaders are unfriendly	Facility is dirty		
Shoreline	Long lines			
Shoreline	Longer hours			
Shoreline	Lower barrier wall			
Shoreline	Lower barrier!!			
Shoreline	Lower prices			
Shoreline	More recycling			
Shoreline	More room in facility			
Shoreline	Moved recycling			
Shoreline	Not overly friendly			

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Shoreline	Open earlier			
Shoreline	Open Fremont			
Shoreline	Open later			
Shoreline	Open longer at end of day			
Shoreline	People working could be nicer			
Shoreline	Price			
Shoreline	Really busy with Fremont closed			
Shoreline	Recycling			
Shoreline	Recycling bins taken away			
Shoreline	Recycling inside			
Shoreline	Rude operator			
Shoreline	Signage could be better			
Shoreline	Signage on main roads			
Shoreline	Sometimes busy			
Shoreline	Sometimes difficult to figure out where to dump			
Shoreline	Sometimes have lines			
Shoreline	Stay open later!			
Shoreline	Terrible design			
Shoreline	Tire music is awful			
Shoreline	Too expensive			
Shoreline	Very dirty			
Shoreline	Wall height is too high			
Shoreline	Wall is a hassle			
Shoreline	Wish businesses could use commercial side			
Shoreline	Wish I could still bring my dumptruck			
Shoreline	Wish it was open later			
Shoreline	Won't let me dump on the floor with my trailer			
Shoreline	Would like more assistance			
Shoreline	Yardwaste should be free			
Vashon				
Vashon				easy access, easy to unload
Vashon				Good

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Vashon				Good customer service
Vashon				Good facility
Vashon				Good job
Vashon				Good job!
Vashon				Good recycling systems
Vashon				Good service
Vashon				Good to me
Vashon				Great
Vashon				great dump!
Vashon				Great facilities
Vashon				Great facility!
Vashon				Great job
Vashon				Great job here
Vashon				Great station
Vashon				Great!
Vashon				Happy
Vashon				Happy and satisfied
Vashon				Happy with service
Vashon				I like single stream
Vashon				I'm happy
Vashon				I'm happy!
Vashon				likes the co-mingled recycling
Vashon				love it
Vashon				Love it!
Vashon				love the easier recycling
Vashon				No complaints
Vashon				Nothing, it's perfect
Vashon				Satisfied
Vashon				Single stream is a huge improvement
Vashon				Single stream is great
Vashon				Single stream is great!
Vashon				this place is great
Vashon				Very happy
Vashon				Very satisfied
Vashon	1st time			
Vashon	2x a year haz waste collection, want more			
Vashon	Accept lightbulbs	HHW		
Vashon	Accept plastic bags			
Vashon	Accept yardwaste			
Vashon	Accept yardwaste!			

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Vashon	Accept yardwaste!!			
Vashon	add compost			
Vashon	add garbage can in recycling area			
Vashon	add HHW disposal			
Vashon	add in a small garbage can in the recycling area			
Vashon	always busy			
Vashon	because co-mingled now, bins fill up really quickly, could be emptied more often			
Vashon	Better recycling signs			
Vashon	Bins are too full	Not always open		
Vashon	Bins overflow often			
Vashon	Bulky item collection			
Vashon	Bulky items	HHW	Fridges	
Vashon	Chains in areas are dangerous	Need parking enforcement		
Vashon	Clam-shells, recycle more!			
Vashon	Clear signage			
Vashon	Closed on Tuesday and Thursday			
Vashon	co-mingled is confusing			
Vashon	confused by co-mingled			
Vashon	Confusing signage			
Vashon	Containers are difficult to dump into			
Vashon	Containers get too full			
Vashon	Containers get too full			Satisfied
Vashon	Cut the cost for a small load			
Vashon	difficult to empty a full recycling container by yourself (holes are too high)			
Vashon	Disorganized, filthy recycling center			
Vashon	Don't like the recycling containers that are here	Hire more friendly employees		
Vashon	Doors are annoying			
Vashon	dumpsters could be emptied more often			
Vashon	Electronic waste	Accept tires		
Vashon	Electronic waste	Refridgerators		
Vashon	Electronic waste please			
Vashon	Electronics recycling			
Vashon	Electronics recycling	HHW		
Vashon	Engine oil (HHW)			
Vashon	entrance and exit should be circular, sometimes logistics get difficult when crowded			
Vashon	Flourescent lightbulbs +12, +8			
Vashon	Friday is busy			
Vashon	hard to lift recycling into holes at the top			
Vashon	Hate that it's closed on Tuesday and Thursday			
Vashon	Hate the little doors on recycle bins			
Vashon	HHW			

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Vashon	HHW	Closed on Tuesday and Thursday		
Vashon	HHW	Electronic waste		
Vashon	HHW	Electronic waste	Metal	
Vashon	HHW	Refridgerators		
Vashon	HHW is needed			
Vashon	HHW, batteries			
Vashon	I don't like single stream			
Vashon	I hate single stream			
Vashon	I liked the separate recycling			
Vashon	I need oil fluid and paint drop off location			
Vashon	Inform us on what we can and cannot bring			
Vashon	Keep recycling area clean			
Vashon	Longer hours			
Vashon	More capacity			
Vashon	More capacity for single stream			
Vashon	More container space			
Vashon	More info on what we can recycle			
Vashon	More metal options			
Vashon	More parking spaces			
Vashon	More recycling			
Vashon	More staff			I like single stream
Vashon	Need better maintenance on some equipment			Good
Vashon	Need more info on single stream recycling			
Vashon	Need open on Tuesday and Thursday			
Vashon	Need to accept yardwaste	One nasty female employee		
Vashon	No green waste			
Vashon	No tractor running while people are dumping, dangerous			
Vashon	No yardwaste	Closed on Tuesday and Thursday		
Vashon	Not open on Tuesday and Thursday			
Vashon	Not open on Tuesday and Thursday			Great
Vashon	Not open on Tuesday and Thursday			Great facility
Vashon	Not open Tuesday and Thursday			
Vashon	Occasionally have lines			
Vashon	Occasionally have lines			
Vashon	One employee tried to kill a sparrow's nest			
Vashon	open every day			
Vashon	Open longer during the summer			
Vashon	Openings on recycling bins are too small			Great job
Vashon	openings too small in recycling bins			
Vashon	Organics and yardwaste!			
Vashon	Organics service			
Vashon	Pay by the pound			

Continued

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Vashon	Put up signs for co-mingled	Hard to dump in the large bins	Update website	
Vashon	Recycle lightbulbs	HHW		
Vashon	Recycling bins are poorly designed			
Vashon	Recycling bins are too high			
Vashon	Recycling can get pretty backed up			
Vashon	Recycling containers are poorly designed			
Vashon	recycling dumspters are usually pretty full since the switched to mixed recycling			
Vashon	Recycling enforcement	Containers are sometimes full		Seems great
Vashon	recycling gets backed up			
Vashon	Recycling gets full sometimes			Service is good
Vashon	recycling holes are too high			
Vashon	recycling holes are too small			
Vashon	recycling is always full			
Vashon	Recycling is busy on weekends			
Vashon	recycling is usually full			
Vashon	should be open more often			
Vashon	Signage is confusing			
Vashon	Signage needs to be better			
Vashon	Signage unclear			
Vashon	Signs are confusing			
Vashon	Single stream			
Vashon	Single stream gets too full sometimes			
Vashon	Single stream is a huge pain			
Vashon	Single stream is not clear to me			
Vashon	sometimes have to wait			
Vashon	Sometimes the bins get too full			
Vashon	Super busy	Containers get too full		
Vashon	the woman who used to work at the scalehouse was rude			
Vashon	usually have to wait on weekends			
Vashon	Want yardwaste			
Vashon	We have bulky			
Vashon	wish it was easier to pour large bins directly into recycling containers			
Vashon	wish it was open every day			
Vashon	wish it was open more often			
Vashon	Wish they were open every day			

### Attachment C. Commercial Customer Suggestions

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Algona				All good
Algona				It's fine
Algona	Change a few of the personnel			
Algona	Hard to enter and exit			
Algona	Make it bigger			
Algona	No recycling offered			
Algona	Open earlier			
Algona	Too small			
Algona	Too tight			
Bow Lake				
Bow Lake				All good
Bow Lake				Great
Bow Lake				Great dump site
Bow Lake				Happy
Bow Lake				No complaints
Bow Lake				Satisfied
Bow Lake	Building is full of trash on Friday			
Bow Lake	Cardboard			
Bow Lake	Floor gets my boots dirty			
Bow Lake	Get rid of commercial gates			
Bow Lake	Get rid of the gates			
Bow Lake	Gets backed up			
Bow Lake	It gets backed up a lot			
Bow Lake	Layout is a pain	Open on the weekends		
Bow Lake	Need an in-bound railing for right-hand trucks			
Bow Lake	Only one restroom available			
Bow Lake	Open on the weekends			
Bow Lake	Personnel is grumpy			
Bow Lake	Pile is too big on Friday and slows us down			
Bow Lake	Shorter posts			
Bow Lake	Slow			
Bow Lake	Swipe card			
Bow Lake	The entrance gets backed up often			Much better than last facility
Bow Lake	Trash isn't taken away quickly enough			
Bow Lake	Turn around to dump is difficult			
Bow Lake	Wash rack water is always very dirty			

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Enumclaw				All good
Enumclaw	Open more days			
Enumclaw	Soda machine eats money			
Factoria	Better lighting	Opening at 6am would help a lot		
Factoria	Ceiling is too low			
Factoria	Have to wait in the morning			
Factoria	Make it bigger			
Factoria	Old			
Factoria	Old facility			
Factoria	Too slow			
Factoria	Too small	It's a dump		
Factoria	Wider tipping lanes			
Houghton				Better than it was
Houghton				Easy to use
Houghton				Everyone is great
Houghton				It's perfect
Houghton				No complaints here!
Houghton				Still easy compared to floor dumping
Houghton	Always waiting	People busy talking and not working		
Houghton	Backing in	Don't communicate enough	I have to guess what they want	
Houghton	Employees need to pay attention			
Houghton	Employees need to pay attention			Nice that they raised the roof! Now I don't hit the top.
Houghton	Kind of tight inside			
Houghton	Make it bigger			But the new building is awesome!
Houghton	Needs improvement			
Houghton	Operators could be more efficient			
Houghton	Poles in the way			
Houghton	They are pretty crabby inside			
Houghton	Tight compared to other facilities			
Houghton	Tight inside			

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Renton				For what it is, it runs really well
Renton				I can't think of anything to improve.
Renton				Keep this one! Bow Lake is gross.
Renton				This one is great. One of the better one's.
Renton				This one's great
Renton				Working pretty well
Renton	Clean the honey buckets more often. They get absolutely disgusting.			
Renton	Getting old			
Renton	It can get a little confusing when it gets backed up inside.			
Renton	Old dump			
Renton	Open earlier			
Shoreline				These guys are great!!
Shoreline	Long lines now that Fremont is closed			
Vashon				No issues

## Attachment D. Dissatisfied Self-Haul Customer Comments

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Bow Lake	Don't know what they are doing			
Bow Lake	Takes too long to get in			
Cedar Falls	Poor layout	Disorganized		
Houghton	People are unfriendly	Need more restrooms		
Bow Lake	More staff to make the waits shorter			
Houghton	No one to help up top			
Algona	Signage	Fussy people	Hard with a trailer	
Bow Lake	Mean lady			
Bow Lake	Mean ladies			
Bow Lake	Not people oriented	Bad customer service		
Cedar Falls	People at the dump are awful	Uneducated employee's		
Enumclaw	Customer service is awful. They don't smile, they chat with each other. I'm a customer service manager. These employees need some work, at least smile.			
Enumclaw	Hazardous waste	Recycling needs bigger openings		The people are friendly
Factoria	Need more staff when busy			
Factoria	Attitude			
Factoria				
Houghton	Scalehouse is rude	Long wait		
Houghton	Guys inside are grumpy all the time			
Renton	Very rude lady at scale			
Shoreline	Loaders are unfriendly	Facility is dirty		
Shoreline	Rude operator			
Vashon	One employee tried to kill a sparrow's nest			
Cedar Falls	Pain in the butt that it's closed two days			
Shoreline	Terrible design			
Bow Lake	Hazardous waste collection	Barrier is in the way		
Vashon	Single stream is a huge pain			
Vashon	Pay by the pound			
Bow Lake	Not using whole facility			
Bow Lake	Gates don't work	Bad back up	Slow gates	
Bow Lake	Hole is too small on recycling	Barrier to dumping is too tall		
Bow Lake	Don't like driving in the traffic area			
Cedar Falls	Shouldn't charge for yard waste			
Factoria	No cardboard recycling			
Factoria	Want recycling			
<i>Continued</i>				

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Renton	The cardboard bin is always full and we are never able to dump an entire trucks worth			
Shoreline	Wish I could still bring my dumptruck			
Vashon	Disorganized, filthy recycling center			
Algona	Small and cramped			
Algona	Hard to maneuver			
Algona	Tight fit			
Bow Lake	Long lines	Hard to see	Bad angles	
Bow Lake	High walls			
Bow Lake	Long lines at gates			
Bow Lake	Gates don't work	Bad line up		
Houghton	Bins are terrible			
Algona	Newer facility would be nice			
Algona	It's too small			
Bow Lake	Stinky			
Bow Lake	Recycling buttons could use some work	Bad signage for recycling		
Bow Lake	Chain/wall too tough	Gates are silly		
Bow Lake	Rounded so not all trucks can reach			
Bow Lake	Too many turns in the road			
Bow Lake	Hate back-in angle parking	Don't like high walls	Fix parking lane	
Bow Lake	Walls make it difficult to toss debris			
Bow Lake	Turn-around sucks			
Bow Lake	Not convenient to back up for long trailer			
Bow Lake	Hate parking angles	Big bulk head	Need to raise bar at same time	
Cedar Falls	Poor layout	Traffic jams		
Cedar Falls	Poor layout			
Factoria	No more cardboard			I would like to have cardboard recycling back again
Factoria	Too small, cramped			
Factoria	Old facility	Hard to use trailer		
Factoria	Could do some cleaning up			

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Factoria	Dark	Dank		
Factoria	Kind of a dump			
Factoria	Everything is old			
Factoria	Just OLD	Remove the ropes		
Factoria	Bigger facility			
Houghton	Place is old	No staff help up top		
Renton	Make it wider			
Shoreline	Wall height is too high			
Shoreline	Lower barrier!!			
Shoreline	Barriers are too tall			
Shoreline	Wall is a hassle			
Vashon	More container space			
Vashon	Accept lightbulbs	HHW		
Algona	Hard to back up with trailer			
Algona	Too tight for a trailer			
Bow Lake	Long waits	Hard to empty over the wall		
Bow Lake	Too long of a weight			
Bow Lake	Slow			
Bow Lake	Too many gates	Get rid of the gates		
Bow Lake	Wait too long			
Bow Lake	Long waits			
Bow Lake	Hard to dump	Chain is too high		
Bow Lake	Long time to wait			
Bow Lake	Low bulk head makes it difficult to back in			
Bow Lake	Too long of a wait			
Bow Lake	Lines get too long			
Bow Lake	Need better and bigger signs			
Bow Lake	Too slow	Better signage		
Bow Lake				
Bow Lake	Long waiting lines			
Factoria	Too slow			
Factoria	Long lines on weekends			
Factoria	Busy during week			
Factoria	Long lines			
Factoria	Open later			

*Continued*

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Factoria	Takes too long to dump			
Factoria	Long lines up top			
Houghton	Always waiting in line			
Renton	Open up all 8 stalls, it takes too long			
Shoreline	Always busy			
Shoreline	Recycling			

### Attachment E. Dissatisfied Commercial Customer Comments

Facility	Comment #1	Comment # 2	Comment # 3	Positive Feedback
Houghton	Employees need to pay attention			Nice that they raised the roof! Now I don't hit the top.
Houghton	Needs improvement			
Houghton	Always waiting	People busy talking and not working		
Renton				
Algona	No recycling offered			
Bow Lake	Gets backed up			
Bow Lake	It gets backed up a lot			
Bow Lake	Get rid of commercial gates			
Factoria	Old			
Factoria	Too small	It's a dump		
Houghton	Tight compared to other facilities			
Bow Lake	Slow			
Factoria	Too slow			
Houghton	Employees need to pay attention			
Houghton	Backing in	Don't communicate enough	I have to guess what they want	
Houghton	Poles in the way			
Houghton	Tight inside			