

WTD Contract Services Feedback Survey Results (June 2008)

Wastewater Treatment Division Overall

		Count	Column N %	Mean
1. Overall, how would you rate the quality of the services provided under your sewage disposal agreement with the King County Wastewater Treatment Division?	1-Poor		.0%	
	2	1	7.7%	
	3	5	38.5%	
	4	5	38.5%	
	5-Excellent	2	15.4%	
	Total	13	100%	3.62

Wastewater Treatment Division Overall

2. Overall, how would you rate the quality of the service provided by King County Wastewater Treatment Division staff in each of the following areas?

		Count	Column N %	Mean
2.1 Professional	1-Poor		.0%	
	3	2	15.4%	
	4	7	53.8%	
	5-Excellent	4	30.8%	
	Total	13	100.0%	4.15
2.2 Courteous	1-Poor		.0%	
	3	2	15.4%	
	4	6	46.2%	
	5-Excellent	5	38.5%	
	Total	13	100.0%	4.23
2.3 Technical knowledge	1-Poor		.0%	
	3	2	15.4%	
	4	6	46.2%	
	5-Excellent	5	38.5%	
	Total	13	100.0%	4.23
2.4 Knowledge of administrative procedures and requirements	1-Poor		.0%	
	3	2	15.4%	
	4	8	61.5%	
	5-Excellent	3	23.1%	
	Total	13	100.0%	4.08
2.5 Able to clearly explain procedures and requirements	1-Poor		.0%	
	3	4	30.8%	
	4	8	61.5%	
	5-Excellent	1	7.7%	
	Total	13	100.0%	3.77
2.6 Available when you need them	1-Poor		.0%	
	2	2	15.4%	
	3	3	23.1%	
	4	7	53.8%	
	5-Excellent	1	7.7%	
	Total	13	100.0%	3.54
2.7 Respond to your inquiries in a timely manner	1-Poor		.0%	
	2	1	7.7%	
	3	6	46.2%	
	4	5	38.5%	
	5-Excellent	1	7.7%	
	Total	13	100.0%	3.46

WTD Contract Services Feedback Survey Results (June 2008)

Day-to-day Operations

		Count	Column N %
3. Have you experienced problems or have your customers notified you of problems with any Wastewater Treatment Division facilities and operations?	Yes	7	53.8%
	No	6	46.2%
	Total	13	100.0%

Day-to-day Operations

4. What was the nature of the problem with facilities and operations?	Customers identified seven problems: Billing methodology, failure to clean up/make repairs after overflows, flooding, odor complaints, odor control issues, failure to communicate/complete repairs, and expense.
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Day-to-day Operations

		Count	Column N %	Mean
5. How satisfied are you with the way the Wastewater Treatment Division handled this problem?	Not at all satisfied	2	28.6%	
	2	4	57.1%	
	4	1	14.3%	
	Extremely satisfied		.0%	
	Total	7	100.0%	2.00

Day-to-day Operations

6. What could the Wastewater Treatment Division have done to increase your satisfaction with the resolution of the problem?	Six customers gave the following answers to this question: Assure that lift stations will not go down, more study of Brightwater, be more responsive with follow-up and return calls, clean up after overflows, improve billing, and "nothing has been done . . ."
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WTD Contract Services Feedback Survey Results (June 2008)

Capacity Charges

7. How would you rate King County Capacity Charge Program staff in each of the following areas?

		Count	Column N %	Mean
7.1 Knowledge of Capacity Charge reporting procedures and requirements	1-Poor		.0%	
	3	2	16.7%	
	4	6	50.0%	
	5-Excellent	4	33.3%	
	Total	12	100.0%	4.17
7.2 Able to clearly explain Capacity Charge procedures and requirements	1-Poor		.0%	
	3	4	36.4%	
	4	6	54.5%	
	5-Excellent	1	9.1%	
	Total	11	100.0%	3.73
7.3 Available when you need them	3	4	36.4%	
	4	6	54.5%	
	5-Excellent	1	9.1%	
	Total	11	100.0%	3.73
7.4 Respond to your inquiries in a timely manner	1-Poor		.0%	
	3	4	36.4%	
	4	5	45.5%	
	5-Excellent	2	18.2%	
	Total	11	100.0%	3.82
7.5 Provide materials (forms and pamphlets) in a timely manner	1-Poor		.0%	
	3	2	18.2%	
	4	5	45.5%	
	5-Excellent	4	36.4%	
	Total	11	100.0%	4.18
7.6 Hold helpful meetings with you and your staff/colleagues	1-Poor	1	11.1%	
	3	5	55.6%	
	4	2	22.2%	
	5-Excellent	1	11.1%	
	Total	9	100.0%	3.22
7.7 Assist you in resolving Capacity Charge-related problems raised by your customers.	3	3	33.3%	
	4	5	55.6%	
	5-Excellent	1	11.1%	
	Total	9	100.0%	3.78

WTD Contract Services Feedback Survey Results (June 2008)

Monthly Sewer Rate and Billing

8. How would you rate the Wastewater Treatment Division's sewer service billing process in each of the following areas?

		Count	Column N %	Mean
8.1 Invoices for sewer services are clear and easy to understand	3	4	36.4%	
	4	5	45.5%	
	5-Excellent	2	18.2%	
	Total	11	100.0%	3.82
8.2 Invoices for sewer services arrive in a timely manner	3	3	27.3%	
	4	5	45.5%	
	5-Excellent	3	27.3%	
	Total	11	100.0%	4.00
8.3 Staff respond to your inquiries in a timely manner	3	3	30.0%	
	4	5	50.0%	
	5-Excellent	2	20.0%	
	Total	10	100.0%	3.90
8.4 Staff are able to answer your questions on sewer service rates and billings	3	3	33.3%	
	4	4	44.4%	
	5-Excellent	2	22.2%	
	Total	9	100.0%	3.89
8.5 Sewer service rate information in the Wastewater Treatment Division Web page is helpful	1-Poor	1	11.1%	
	2	1	11.1%	
	3	4	44.4%	
	4	2	22.2%	
	5-Excellent	1	11.1%	
	Total	9	100.0%	3.11

Monthly Sewer Rate and Billing

		Count	Column N %
9. What problems, if any, have you had using the form and instructions for the Quarterly Report of Sewerage Customers?	No	1	16.7%
	None	5	83.3%
	Total	6	100.0%

Monthly Sewer Rate and Billing

10. What could the Wastewater Treatment Division do to improve invoices and the billing process for sewer services?	Four customers had no suggestions; four customers had one suggestion each: Billing customers directly, making billing current to the quarter, billing electronically, and reducing bill amounts.
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Monthly Sewer Rate and Billing

		Count	Column N %	Mean
11. How effective have you been in raising your own rates as needed to maintain your facilities even though King County Wastewater Treatment Division's regional rates have increased?	1-Not at all effective		.0%	
	2	3	27.3%	
	3	4	36.4%	
	4	2	18.2%	
	5-Extremely effective	2	18.2%	
	Total	11	100.0%	3.27

WTD Contract Services Feedback Survey Results (June 2008)

MWPAAC Meetings

	Count	Column N %
12. How often did you participate in MWPAAC meetings in the last year?	0	8.3%
	1	8.3%
	6	16.7%
	8	8.3%
	9 to 10 times	8.3%
	10	16.7%
	20+	16.7%
	All, Every time	16.7%
	Total	100.0%

MWPAAC Meetings

13. Please rate the quality of MWPAAC meetings in the last year on the following dimensions.

	Count	Column N %	Mean
13.1 Agenda/discussion items	1-Poor	.0%	
	3	45.5%	
	4	45.5%	
	5-Excellent	9.1%	
	Total	11	100.0%
13.2 Meeting length	1-Poor	.0%	
	2	18.2%	
	3	54.5%	
	4	9.1%	
	5-Excellent	18.2%	
Total	11	100.0%	3.27
13.3 Meeting location	1-Poor	9.1%	
	2	18.2%	
	3	54.5%	
	4	9.1%	
	5-Excellent	9.1%	
Total	11	100.0%	2.91
13.4 Quality of Director's reports	2	9.1%	
	3	36.4%	
	4	45.5%	
	5-Excellent	9.1%	
	Total	11	100.0%
13.5 Opportunity to express your opinions, needs, and concerns	3	54.5%	
	4	27.3%	
	5-Excellent	18.2%	
	Total	11	100.0%
13.6 Opportunity to obtain the information you need	1-Poor	.0%	
	3	54.5%	
	4	27.3%	
	5-Excellent	18.2%	
	Total	11	100.0%

WTD Contract Services Feedback Survey Results (June 2008)

MWPAAC Meetings

14. What is the most important thing that the Wastewater Treatment Division could do to improve the quality of MWPAAC meetings?	Eight customers gave answers to this question: Deal with contracts, function as advisors to the county (not decision makers), location, hire independent staff, focus on future planning, provide opportunities for policy discussions with elected officials, not sure, and recent changes by Director True have improved meetings.
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MWPAAC Meetings

		Count	Column N %
15. How often have you visited the MWPAAC Web page (http://dnr.metrokc.gov/WTD/mwpaac/home.htm)?	Never	4	30.8%
	One or two times	2	15.4%
	More than two times	7	53.8%
	Total	13	100.0%

MWPAAC Meetings

16. How helpful is the Web page as a source of information for each of the following?

		Count	Column N %	Mean
16.1 MWPAAC meetings	1-Not at all helpful		.0%	
	2	1	11.1%	
	3	3	33.3%	
	4	4	44.4%	
	5-Extremely helpful	1	11.1%	
	Total	9	100.0%	3.56
16.2 Wastewater Treatment Division	1-Not at all helpful		.0%	
	2	1	11.1%	
	3	4	44.4%	
	4	4	44.4%	
	5-Extremely helpful		.0%	
	Total	9	100.0%	3.33
16.3 How to contact Wastewater Treatment Division staff	1-Not at all helpful		.0%	
	3	4	44.4%	
	4	4	44.4%	
	5-Extremely helpful	1	11.1%	
	Total	9	100.0%	3.67

MWPAAC Meetings

17. Do you feel that your opinions, needs, and concerns are taken into consideration in the King County Wastewater Treatment Division decision process?	Four customers said, "yes;" three said some of the time, by some staff, or on some issues only; one said "no."
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WTD Contract Services Feedback Survey Results (June 2008)

Planning, Engineering, and Construction Projects

	Count	Column N %
18. How often did you participate in meetings with the Wastewater Treatment Division about projects in your jurisdiction?	0	16.7%
	1	16.7%
	3	16.7%
	5	16.7%
	10	16.7%
	10+	16.7%
	Total	100.0%

Planning, Engineering, and Construction Projects

19. Please rate the quality of these meetings and the associated design and planning process on each of the following dimensions.

	Count	Column N %	Mean
19.1 Agenda/discussion items	1-Poor	.0%	
	3	40.0%	
	4	40.0%	
	5-Excellent	20.0%	
	Total	100.0%	3.80
19.2 Meeting length	1-Poor	.0%	
	3	60.0%	
	4	20.0%	
	5-Excellent	20.0%	
	Total	100.0%	3.60
19.3 Meeting location	2	20.0%	
	3	20.0%	
	4	20.0%	
	5-Excellent	40.0%	
	Total	100.0%	3.80
19.4 Quality of technical information presented	3	20.0%	
	4	60.0%	
	5-Excellent	20.0%	
	Total	100.0%	4.00
19.5 Opportunity to express your opinions, needs, and concerns	4	60.0%	
	5-Excellent	40.0%	
	Total	100.0%	4.40
19.6 Responsiveness of Wastewater Treatment Division staff to your questions and concerns	3	20.0%	
	4	40.0%	
	5-Excellent	40.0%	
	Total	100.0%	4.20
19.7 Opportunity to obtain the information you need	1-Poor	.0%	
	3	20.0%	
	4	40.0%	
	5-Excellent	40.0%	
	Total	100.0%	4.20

WTD Contract Services Feedback Survey Results (June 2008)

Planning, Engineering, and Construction Projects

20. What is the most important thing that the Wastewater Treatment Division could do to improve the quality of the meetings with your jurisdiction and the design/planning process?	Two customers had the following suggestions: (1) Be there at the beginning, and (2) ensure that CSI planning policies are followed and up-front discussions are held with the local agency. Two customers said "nothing," or "nothing specific."
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Planning, Engineering, and Construction Projects

		Count	Column N %
21. Have you experienced problems or have your customers notified you of problems with any Wastewater Treatment Division construction projects?	Yes	3	50.0%
	No	3	50.0%
	Total	6	100.0%

Planning, Engineering, and Construction Projects

		Count	Column N %	Mean
22. How satisfied are you with the way the Wastewater Treatment Division's handled this problem?	1-Not at all satisfied		.0%	
	4	3	100.0%	
	5-Extremely satisfied		.0%	
	Total	3	100.0%	4.00

Planning, Engineering, and Construction Projects

23. What could the Wastewater Treatment Division have done to increase your satisfaction with the resolution of this problem.	One customer suggested explaining rules to the contractor, and two customers said "Nothing - it is fine," or that they were very satisfied.
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Follow-up

		Count	Column N %
24. Would you like to have someone from the WTD contact you to follow-up on any of your responses to this survey?	Yes	1	10.0%
	No	9	90.0%
	Total	10	100.0%