

Contract Services Feedback Survey 2009

King County Wastewater Treatment
Division

Overall Rating for Quality of Service Provided by WTD Staff

- Professional
- Courteous
- Technical Knowledge
- Knowledge of Administrative Procedures and Requirements
- Ability to Explain Procedures
- Availability
- Timely Response to Inquiries

3.92 Average Score in 2008 and 2009

Day-to-Day Operations

- Any Problems with WTD Facilities or Operations

19% said Yes

81% said No

- Satisfaction with the Way WTD Handled the Problem

On a Scale of 1-5,

1 – 0%

2 – 33.3%

3 – 33.3%

4 – 33.3%

5 – 0%

Capacity Charge Program

- Knowledge of Reporting Procedures and Requirements
- Ability to Clearly Explain Program Procedures and Requirements
- Availability of Staff
- Timely Response to Inquiries
- Provision of information (materials) in a Timely Manner
- Helpful Meetings with Agency Staff
- Assist with Problems Raised by Customers

4.03 Average Score in 2009 (3.80 in 2008)

Monthly Sewer Rate and Billing

- Clarity of Invoices
- Timeliness of Invoices
- Timely Staff Response to Inquiries
- Ability of Staff to Answer Rate and Billing Questions
- Helpfulness of Rate Information on the WTD Web Page

3.66% Average Score in 2009
(3.74% in 2008)

Monthly Sewer Rate and Billing

- Any Problems Using the Form or Instructions for the Quarterly Sewerage Report

18% Said Yes

82% Said No

- How Effective Have You (the Local Agency) Been at Raising Rates to Maintain Your Facilities While Regional Rates Have Increased

On a Scale of 1-5,

1 – 0%

2 – 31.6%

3 – 36.8%

4 – 26.3%

5 – 5.3%

How Often Did You Participate in MWPAAC Meetings Last Year

Never – 10.5%

1-3 Times – 21.1%

4-7 Times – 0%

7-10 Times – 10.5%

10-14 Times – 21.1%

19 or More Times – 36.8%

Quality of MWPAAC Meetings

- Agenda/Discussion Items
- Meeting Length
- Meeting Location
- Quality of Director's Reports
- Opportunity to Express Your Opinions, Needs and Concerns
- Opportunity to Obtain Needed Information

3.67 Average Score in 2009 (3.64% in 2008)

Helpfulness of MWPAAC Web Page

- How Often Have You Visited the MWPAAC Web Page

Never – 0%

1-2 Times – 47.15%

More Than 2 –
52.9%

- Web Page as a Source of Information for Information on MWPAAC Meetings and WTD

Average Score 3.77%
in 2009 (3.44% in
2008)

Planning, Engineering and Construction Projects

- Problems with WTD Construction Projects

Yes – 55.6%

No – 44.4%

- Satisfaction With the Way WTD Handled the Problem

1 – 25%

2 – 25%

3 – 0%

4 – 50%

5 – 0%

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2009