

DRAFT

**King County
Wastewater Treatment Division
Contract Services Feedback Form**

The King County Wastewater Treatment Division is committed to providing the best possible services to the local sewer utilities it serves. Please take a few minutes to complete the following questions so that we may better serve you and your community. Your responses will be used in assessing the King County Wastewater Treat Division, modifying existing programs and practices, and developing new programs and practices to better serve you.

Wastewater Treatment Division Overall – Ask of all customers

1. Overall, how would you rate the quality of the services provided under your sewage disposal agreement with the King County Wastewater Treatment Division? *Please circle the number that best reflects your opinion on a five-point scale where 1 means “Poor” and 5 means “Excellent.”*

Poor					Excellent
1	2	3	4	5	

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? *Please circle the number that best reflects your opinion on a five-point scale where 1 means “Poor” and 5 means “Excellent.”*

<u>KC Wastewater Treatment Division</u> <u>Staff Overall</u>	Poor		Excellent		
Professional	1	2	3	4	5
Courteous	1	2	3	4	5
Technical knowledge	1	2	3	4	5
Knowledge of administrative procedures and requirements	1	2	3	4	5
Able to clearly explain procedures and requirements	1	2	3	4	5
Available when you need them	1	2	3	4	5
Respond to your inquiries in a timely manner	1	2	3	4	5

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Day-to-day Operations – Ask of all customers

3. Have you experienced problems or have your customers notified you of problems with any Wastewater Treatment Division facilities and operations?
 No ⇨ Please skip to Question 7
 Yes ⇨ Please continue

4. What was the nature of the problem with facilities and operations?

5. How satisfied are you with the way the Wastewater Treatment Division handled this problem? *Please circle the number that best reflects your opinion on a five-point scale where 1 means “Not at all satisfied” and 5 means “Extremely satisfied.”*

<u>Not at all</u> <u>satisfied</u>			<u>Extremely</u> <u>satisfied</u>	
1	2	3	4	5

6. What could the Wastewater Treatment Division have done to increase your satisfaction with the resolution of the problem?

Capacity Charges– Ask of all customers

7. How would you rate King County Capacity Charge Program staff in each of the following areas? *Please circle the number on the five-point scale where 1 means “Poor” and 5 means “Excellent” to rate staff in each area.*

<u>Capacity Charge Program Staff</u>	<u>Poor</u>			<u>Excellent</u>	
Knowledge of Capacity Charge reporting procedures and requirements	1	2	3	4	5
Able to clearly explain Capacity Charge procedures and requirements	1	2	3	4	5
Available when you need them	1	2	3	4	5
Respond to your inquiries in a timely manner	1	2	3	4	5
Provide materials (forms and pamphlets) in a timely manner	1	2	3	4	5
Hold helpful meetings with you and your staff/colleagues	1	2	3	4	5
Assist you in resolving Capacity Charge-related problems raised by your customers.	1	2	3	4	5

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Monthly Sewer Rate and Billing – Ask of all customers

8. How would you rate the Wastewater Treatment Division’s sewer service billing process in each of the following areas? *Please circle the number on the five-point scale where 1 means “Poor” and 5 means “Excellent” for each of the following.*

<u>Sewer Service Billings</u>	<u>Poor</u>			<u>Excellent</u>	
Invoices for sewer services are clear and easy to understand	1	2	3	4	5
Invoices for sewer services arrive in a timely manner	1	2	3	4	5
Staff respond to your inquiries in a timely manner	1	2	3	4	5
Staff are able to answer your questions on sewer service rates and billings	1	2	3	4	5
Sewer service rate information in the Wastewater Treatment Division Web page is helpful	1	2	3	4	5

9. What problems, if any, have you had using the form and instructions for the *Quarterly Report of Sewerage Customers*?

10. What could the Wastewater Treatment Division do to improve invoices and the billing process for sewer services?

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? *Please circle the number that best reflects your opinion on a five-point scale where 1 means “Not at all effective” and 5 means “Extremely effective.”*

<u>Not at all effective</u>		<u>Extremely effective</u>		
1	2	3	4	5

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MWPAAC Meetings – Ask of all customers

12. How often did you participate in MWPAAC meetings in the last year?

- Never – Skip to Question 15
 _____ times – Please continue

13. Please rate the quality of MWPAAC meetings in the last year on the following dimensions. *Please circle the number that best reflects your opinion on a five-point scale where 1 means “Poor” and 5 means “Excellent.”*

<u>MWPAAC Meetings</u>	<u>Poor</u>				<u>Excellent</u>
Agenda/discussion items	1	2	3	4	5
Meeting length	1	2	3	4	5
Meeting location	1	2	3	4	5
Quality of Director’s reports	1	2	3	4	5
Opportunity to express your opinions, needs, and concerns	1	2	3	4	5
Opportunity to obtain the information you need	1	2	3	4	5

14. What is the most important thing that the Wastewater Treatment Division could do to improve the quality of MWPAAC meetings?

15. How often have you visited the MWPAAC Web page

(<http://dnr.metrokc.gov/WTD/mwpaac/home.htm>)?

- Never ⇒ Skip to Question 17
 One or two times ⇒ Please continue
 More than two times ⇒ Please continue

16. How helpful is the Web page as a source of information about each of the following. *Please circle the number that best reflects your opinion on a five-point scale where 1 means “Not at all helpful” and 5 means “Extremely helpful.”*

<u>MWPAAC Web Page</u>	<u>Not at all helpful</u>				<u>Extremely helpful</u>
MWPAAC meetings	1	2	3	4	5
Wastewater Treatment Division	1	2	3	4	5
How to contact Wastewater Treatment Division staff	1	2	3	4	5

17. Do you feel that your opinions, needs, and concerns are taken into consideration in the King County Wastewater Treatment Division decision process?

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Planning and Engineering Projects – Ask of customers in jurisdictions in which project planning and design are in progress or have been completed in the last year

18. How often did you participate in meetings with the Wastewater Treatment Division about projects in your jurisdiction?

- Never ⇒ Skip to Question 21
_____ times ⇒ Please continue

19. Please rate the quality of these meetings and the associated design and planning process on each of the following dimensions. *Please circle the number that best reflects your opinion on a five-point scale where 1 means “Poor” and 5 means “Excellent.”*

<u>Meetings with Wastewater Treatment Division</u>	<u>Poor</u>			<u>Excellent</u>	
Agenda/discussion items	1	2	3	4	5
Meeting length	1	2	3	4	5
Meeting location	1	2	3	4	5
Quality of technical information presented	1	2	3	4	5
Opportunity to express your opinions, needs, and concerns	1	2	3	4	5
Responsiveness of Wastewater Treatment Division staff to your questions and concerns	1	2	3	4	5
Opportunity to obtain the information you need	1	2	3	4	5

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?

Construction – Ask of customers in jurisdictions in which projects are under construction or have been completed in the last year

21. Have you experienced problems or have your customers notified you of problems with any Wastewater Treatment Division construction projects?

- No ⇒ Please skip to Question 25
 Yes ⇒ Please continue

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22. What was the nature of the problem with Wastewater Treatment Division constructions projects?

23. How satisfied are you with the way the Wastewater Treatment Division’s handled this problem? *Please circle the number that best reflects your opinion on a five-point scale where 1 means “Not at all satisfied” and 5 means “Extremely satisfied.”*

<u>Not at all</u> <u>satisfied</u>					<u>Extremely</u> <u>satisfied</u>	
1	2	3	4	5		

24. What could the Wastewater Treatment Division have done to increase your satisfaction with the resolution of the problem?

Follow-up – Ask of all customers

25. Would you like to have someone from the Wastewater Treatment Division contact you to follow-up on any of your responses to this survey?

No

Yes ⇨ What is the best telephone number and time for a staff member to contact you?

Telephone: _____

Day(s) of week: _____

Time(s) of day: _____

Name(s): _____

Thank you very much for your time and input. Your responses will be extremely helpful as the Wastewater Treatment Division seeks to assess and improve its programs and practices.
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