

**Seattle Public Utilities 2012 Survey Summary Report
February 2013**

1. I-SCADA Pre- and Post-Project Users Survey

In February 2012 the SPU IT Applications Development group surveyed 96 SPU employees in the Drainage and Wastewater (DWW) line of business. The 11-question survey focused on the DWW staff's general awareness of the Integrated SCADA suite of applications (internally developed at SPU) and their use of a list of software applications typically used to conduct DWW analyses. Thirty one employees filled out the survey.

This initial survey was intended to establish a baseline from which the project could compare DWW staff responses before the project started and then after the project was completed. The survey results indicated that roughly half of the DWW staff were not aware of the I-SCADA suite of applications. This was the expected result given this was the first survey establishing the baseline. Two questions related to DWW staff use of specific DWW software applications. The results of these two questions were used to provide guidance to which of these software applications the I-SCADA applications should provide an interface.

Contact: Mark Schiller (206) 684-8205

2. City GIS Program Client Survey

In January 2012, SPU-IT staff surveyed GIS managers and administrators in City departments using SPU's central GIS services. The purpose of the survey was to measure departments' satisfaction with the services, identify which services and measures are most important, and measure changes in satisfaction since the last survey was administered in 2009. The survey registered improvements in satisfaction with the metadata and training provided by SPU, along with reduced satisfaction with the speed of performance of our GIS infrastructure and with the infrastructure provided for Web GIS applications. Satisfaction and performance scores combined, along with text comments, suggested that SPU-IT should focus on improving infrastructure reliability, providing better tools for entry-level GIS users, and further improving metadata.

Contact: Charlie Spear (206) 684-0628

3. Stage Gate System

The Stage Gates Team had a goal in 2012 to collect metrics from users that went through each Gate. A short survey was sent to Stage Gate team members to ask about the ease of going through the Gate one year after the launch of the Stage Gates System. The Stage Gates System is the business process that SPU uses to initiate and track capital projects from their beginning to the close of the project. The survey was given to 81 people, of which 35 responded. Nearly half of respondents were new to the role of leading a project or program through the governance

approval process. Nearly 68% of respondents indicated that templates and instructions were clear and that support staff were helpful and knowledgeable. As is to be expected with a new process, there is room for improvement – 35.5% of respondents indicated that they did think going through the Gate contributed to the successful delivery of their project or program, while 42% did not think the System added value, and 22.5% were not sure. We also learned that some respondents were not aware of the Stage Gates System SharePoint resources site.

Contact: Vikki Anselmo (206) 684-5951

4. Find a Leak Survey

This six question phase two pilot survey was intended to inform customers about water leaks in and around their homes. The survey also provides information on how to detect and fix leaks. The phase one survey was conducted in 2011 to customers south of the ship canal and included wholesale customers. Phase two was conducted in 2012, north of the ship canal which also included wholesale customers. Out of 81,536 surveys mailed in 2012, 1,586 responses were received. This is a responses rate of 1.9%, which is higher than in 2011. This rate of return along with monitoring Savingwater.org website, where more information about leaks are found, provided sufficient feedback to SPU staff to extend the program as a community outreach program.

Contact: Arece Hampton (206) 733-9137

5. Preferred Pumper Program Survey

SPU and other Puget Sound area utilities have been discussing the potential development of a voluntary, preferred pumper program for grease haulers who pump out grease interceptors similar to one in the Portland metropolitan region. One of the requirements for pumpers to be part of the Portland area program is pumpers must provide pump out reports to the pertinent municipality. There are some online web sites which could be used to support electronic pump out reporting. The survey was designed with open-ended questions aiming to evaluate if the respondent was or was not working with the Portland area Preferred Pumper Program or using an online reporting service, what they thought about those programs, and their openness to a Puget Sound area program and online reporting.

SPU received mixed responses from the five surveys we collected from two companies with less than 100 employees and three with 100 or more. Pumpers expressed concern about extra work involved in reporting, concern about competitors being able to view information, and questions about enforcement. They also expressed support for the Puget Sound area Preferred Pumper Proposal as a good first step towards uniform reporting, inspections, and enforcement.

Contact: Julie Howell (206) 684-3244

6. Temperature Reading (Brand Equity Survey)

This phone survey of was conducted in June 2012 to gauge general customer perceptions of SPU services. The information was helpful in helping us to formulate the major customer focus group initiative that was planned for October and November. The phone survey involved 150 customers representing every geographical region of the city. Findings showed that Seattle Public Utilities has a healthy reputation among its customers.

Contact: Cornell Amaya (206) 386-1170

7. SPU Productivity Initiative – Attendance Management

Attendance management is one of several SPU Productivity Improvement Initiative focus areas. SPU seeks to identify the key obstacles, systemic and cultural, impacting unplanned absences. We surveyed our managers to learn what they felt were the issues, and possible solutions, to reducing unplanned absences. The purpose of this survey was to help SPU define the attendance management issue/problem statement and to inform us on the development of a three year SPU-wide action plan to reduce unplanned absences. The following is a synopsis of the survey results & findings: 67.1% response rate, 184 out of 276 (L-Forum distribution list) completed the survey, 48.9 % said they supervise (direct or indirectly) between 0 – 5 people, 73.1% said the majority of employees they supervise are hourly/OT eligible/FLSA Non-exempt.

The single greatest reason for unplanned absences resulting in reduced productivity: rated by 30.6% as ‘Strongly Agree,’ sense of entitlement to use sick leave, rated as ‘Agree’ were 1) caring for sick dependent (31.3%), 2) one’s own illness (29.7%), 3) personal problems and emergencies (28.9%). The balance of responses were rated neither agree nor disagree – no impact. Roughly half (51.1%) of the respondents agreed that managing absences is particularly challenging, while the other half disagreed. When asked what tactics we ought to employ to improve productivity, respondents told us to partner with Labor to establish clear attendance standards & expectations (39.5%), develop an incentive program for exceptional attendance (38.5%), create absence management policies and procedures (37.2%), train managers & supervisors in addressing absence issues (35.4%), and develop key attendance performance metrics (27.3%). Flex scheduling was scored as either having no impact or decreasing productivity by 68.1% of the respondents, only 9.3% rated flex scheduling as increasing productivity. Based upon the survey findings SPU has engaged an outside vendor to conduct focus groups to further assess the problems and issues associated with unplanned absences and ensure that we get input from Exempt staff and labor.

Contact: Tom Griffith (206) 615-1454

8. Downtown Retail Core Cleanliness

SPU is implementing a special focused cleaning of the downtown retail core (Stewart to Union, First to Fourth), responding to a Council mandate. Pre and post survey of businesses/residents will measure effectiveness of the investment. The pre-survey, fielded in April 2012, was sent via

email using the Metropolitan Improvement District email list with a request for them to also forward the document to their members. Respondents were asked to rate whether the following list of issues were not a problem, a minor problem, a moderate problem, or a major problem: graffiti, litter/illegal dumping, overflowing litter/recycling cans, unclean bus shelters, unclean sidewalks, and unclean alleys. A total of 186 completed surveys were received. Only 3 (about 1%) completed surveys came from residents. Employees of business represented 89% of respondents, while building owners and other made up the final 10%. The rest were from businesses. 38% of respondents indicated that unclean alleys were a major problem and it also scored the highest. A higher score indicates that it was a larger problem. The lowest score was for graffiti. Only 10% indicated graffiti was a major problem. The survey will be repeated in 2013 to see if responses improved after the special focused cleaning in this area.

Contact: Tim Croll (206) 648-7934

9. South Park Flooding and Sewer Issues Survey

SPU conducted a two tier survey regarding flooding and sewer backups in the 14th Ave S and S Concord St vicinity in spring of 2012. First questionnaire was sent through US mail in English, Spanish and Vietnamese. The questionnaire simply asked if the property had experienced any flooding problems or sewer backups. The second round of surveys was conducted in person by SPU staff and Spanish speaking translator, as needed. Households surveyed were those who reported lack of knowledge or confirmed having a flooding or sewer backup problem in response to first questionnaire. The survey asked residents, property and business owners about flooding and backup sewer incidents included detailed questions regarding the duration, extent and location of the flooding or backup. This detailed information is used by SPU staff and consultants to determine critical elevations in the combined sewer modeling efforts and where previously unreported flooding and backups have occurred. The information from the surveys supports the history of customer calls during storms, customer claims and also field observations, but also demonstrates that some sewer backups may have not been reported.

Contact: Sahba Mohandessi (206) 684-7592

10. One Less Truck Awareness Survey

This survey was fielded at the mid-point of the One Less Truck Project to evaluate every-other-week garbage collection. This survey primarily assessed SPU's public information efforts about the study. More than 90% of respondents felt the amount of information they received from SPU was "about right" or "too much." Mailers were viewed as the most appreciated forms of communication.

Contact: Brett Stav (206) 684-5251

11. 2012 Drinking Water Quality Report Survey

This short online survey is a part of the annual drinking water quality report and helps us gather non-scientific data on what people think of our annual report. Findings showed that the report is

read and that our customers find the information helpful. They also think the length and design are appropriate.

Contact: Cornell Amaya (206) 386-1170

12. Garden Hotline Customer Evaluation Survey

Customers who contacted the Garden Hotline in the last year were surveyed regarding their satisfaction and the perceived usefulness of the information received on natural yard care practices. In this web survey, 226 people out of 1,292 receiving surveys (17.5%) completed the survey. The most common questions they had contacted the hotline for were: plant recommendations or plant advice (52%); plant disease, insects, weeds, or pesticides (25%); and soils or compost (10%). Respondents reported the information received from the Garden Hotline helped them: sort recycling and food-and-yard waste better (80%); reduce the amount of garbage they put out each week (87%); improve their soil (85%); reduce water usage with mulch (71%); reduce weeds with mulch (71%); reduce water use in irrigation (75%); manage storm water onsite better (55%); reduce water, fertilizer, or pesticide use in lawn care (92%); and manage plant diseases, weeds or pests and reduce pesticide use (92%); improve plant care (93%).

Contact: David McDonald (206) 684-7650

13. Compostable Bag Survey

Seattle Public Utilities partnered with the makers of Glad brand compostable bags to mail compostable kitchen bag samples and coupons to Seattle residents. In a follow-up survey, more than two-thirds of bag recipients used the sample compostable bags to store their food scraps. 89% of bag users were satisfied with the bags, and 30% of users also utilized the coupon to procure more compostable bags. More than half of the compostable bag users indicated that they were more likely to participate in food waste collection if they had compostable bag to store their scraps.

Contact: Brett Stav (206) 684-5251

14. One Less Truck Pilot – Survey of Adult Day and Child Care Homes

As a part of the evaluation of the pilot, the purpose of this survey was to measure the acceptance, level of satisfaction, and opinions of adult family home and in-home childcare owners, especially since the four OLT- EOW pilot areas did not contain any of these types of businesses. Of all the identified adult family home businesses, a vast majority (91%) of had residential garbage accounts, while a majority of in-home childcare businesses had commercial garbage accounts (81%). 53 surveys were mailed and 20 surveys were returned (38%). The principal concerns of an every other week garbage collection system identified by the respondents are: smell, increased on street litter, not enough can space to put all garbage, and the increase of the cost. If the program is implemented the most common suggestion for those business is the city should provide an alternative weekly service for special waste collection.

Contact: Luis Hillon (206) 233-8374

15. 2012 Focus Groups (Value report)

Ten focus group involving 114 residential and business customers gave Seattle Public Utilities an in-depth look at how much our customers understand our business, what their views are of our services and what things they would like us to do to improve those services. Commercial customer focus groups were divided by large, medium-small and HUB businesses. Residential customers were broken out by neighborhood segments to represent every part of the city and included two Spanish speaking focus groups. Findings showed that overall SPU enjoys a good reputation among its customer base, but there are areas where we can improve by better meeting the customer service needs of our business and residential service users. Findings also showed that customers would like to understand our business better and to have more detailed information on spending. The focus group research will be used in the development of the new Strategic Business Plan.

Contact: Cornell Amaya (206) 386-1170

16. Food Waste Educational Booth Compost Container Use

Seattle attendees of SPU's recycling/education booth at community festivals were surveyed to find out whether the educational booth experience and materials they received influenced their environmental behavior. Approximately 85% of respondents were satisfied with the compost containers they received. More than 50% indicate that the containers help them increase their composting participation. 73% of reusable bag recipients use the bag on a weekly basis. Open-ended feedback indicates that the vast majority of booth attendees had a positive experience at the booth.

Contact: Brett Stav (206) 684-5251

17. Plastic Bag Ban Impacts Survey

SPU surveyed retail business to help understand the impacts of the plastic bag ban. Three survey approaches were used to obtain input from stores. For a stakeholder group of 86, e-mail was sent telling them how to take the survey online (20 responded). For the large, differentiated group of retail stores in the city, SPU mailed a postcard urging their owners/managers to go online and complete the survey (74 responded, a 3.3% response to the 2,235 postcard mailing). Third a representative group of 80 stores were visited in-person by Resource Venture staff who obtained 75 completed surveys from these visits. Altogether, 169 surveys were returned.

Findings proved generally supportive of the plastic bag ban. Almost half of store managers reported an overall drop in carryout bag use and another one-third said it remained about the same. Only about one-fifth showed an increase. Also, survey respondents reported that many shoppers bring their own reusable bags, with more than half of grocery stores saying that one-third to three-fourths of their customers do. However, one-third of stores said their costs increased (possibly due to increased use of more expensive recyclable paper bags), while only one-fifth said

their costs decreased. For the others, costs remained the same or they responded “don’t know.”

Most open-ended comments (26 of 33) came from small retail stores. More than a third who commented said the 5-cent pass through fee on large recyclable paper bags discouraged customers. Other comments noted that the ban was a problem for tourists and that paper bags don’t protect purchases from rain.

Contact: Dick Lilly (206) 615-0706

18. Internal SPU Leadership Survey of Team Culture Recommendations

The purpose of this survey was to gauge the reaction of SPU’s leadership to several staff recommendations for improving SPU’s efficiency and effectiveness through improvements to SPU’s team culture. 118 SPU staff responded to the survey. Overall, the survey indicates general support for the recommended concepts, including: a One-Team approach to capital project work and to the overall SPU culture; the need to focus on developing and hiring for soft skills to complement necessary hard skills; and the need to develop performance measures and goals for project delivery and for effective teaming. Survey comments regarding what SPU needs to watch out for and guard against include: inadequate resourcing resulting from difficulty prioritizing work, and an inability to have necessary but difficult conversations.

Contact: Diane Clauson (206) 684-8151

19. Trees for Neighborhoods Evaluation Survey

Trees for Neighborhoods, a project of Seattle reLeaf, works with around 400 residents a year to plant 1,000 trees on private property. This survey evaluates participant opinion on the project shortly after participants’ receive their trees in October and November. Results of the survey are used to ensure that the project is well-run, meets the public’s needs, meets project goals, and to suggest improvements for the following year. In 2012, all 400 participants were sent the evaluation survey via email and asked to complete it online through Survey Monkey. 150 people (38%) responded. The survey asked how satisfied participants were with various elements of the project, what they learned, and how they heard of the project. Demographic information was also collected. Survey respondents are given the opportunity to leave open-ended comments. Overall, the response to the project was very positive. 80% reported learning something new about tree planting and care. 100% said they would recommend the project to others.

Contact: Jana Dilley (206) 615-1668

20. Get on the Map Program Evaluation Survey

“Get on the Map” (GOTM) is a business outreach strategy and environmental recognition program developed and delivered by the Resource Venture (RV) program. Starting in 2011, SPU began offering integrated service delivery to a variety of small, primarily ethnically-owned businesses. To date, 157 businesses throughout the City are participating in GOTM.

The purpose of this survey is to obtain feedback on program outcomes, benefits, and potential improvements, to assess if the program resulted in behavior change and motivation to adopt additional green practices, and to identify reasons why businesses that received assistance did not participate in GOTM. An online survey was given to 154 participating businesses, and a total of 48 complete responses were received. Of the survey respondents, 27% said they were minority-owned, and 23% said they were woman-owned. Over two-thirds (69%) were small businesses, with 20 employees or less. The vast majority of respondents agreed that employees support the green actions (92%), that green actions are simple steps to help the environment (87%), and that they would recommend GOTM to other business owners (83%). The most common reasons for participating in GOTM, cited by at least half of the respondents, were having enough green actions to qualify for the program, customer support of green businesses, and receiving free promotion from SPU. Nearly 1 in 3 participated to lower their utility bills, and create a healthier workplace. Nearly half of businesses surveyed responded that they preferred a visit from one staff person addressing all SPU lines of business, rather than multiple specialists visiting their business. Phone calls were made to 55 non-participating businesses to solicit information on barriers to participating and 22 completed phone surveys were conducted. The majority (12) of those surveyed did not recall GOTM outreach. The main reasons given for not participating were not seeing the value in being a green business, not recognizing the GOTM brand, and not having decision maker's onsite to discuss participation. A full report is available.

Contact: Phil Paschke (206) 684-5883

21. Historically Underserved Commercial Customer 2012 Survey - Focus Groups

The purpose of the focus groups was to probe whether the awareness, experience, or satisfaction of business customers whose primary language was not English differed from those of the 2011 Commercial Customer Survey. Three focus groups of 8-10 participants were conducted in Spanish, Cantonese and Vietnamese and inquired about SPU's three lines of business. The business owners and managers came from a diverse retail trades and different neighborhoods within Seattle. The majority of businesses were small (less than 10 employees).

The major finding was that focus group participants were generally satisfied with SPU services - similar to satisfaction levels expressed in the general survey. Participants were aware of SPU as a company name, but the language barrier resulted in lack of knowledge of SPU's services and contributed to a reluctance to contact SPU. One response that differed across the three groups was the preferred method of SPU providing information to customers. The Cantonese-speaking group preferred materials in writing (newsletter or mail) and did not like electronic (website and email), while the Spanish and Vietnamese groups expressed the exact opposite preferences. As with the general survey many participants recycled paper and cardboard and recycling was working well for them. The Vietnamese group had a slightly lower recycling participation and indicated recycling wasn't working well. The survey will be used by SPU Communications,

Customer Service, and Environmental Justice and Service Equity Divisions to improve their ability to meet the needs of customers for whom English is a second language.

Contact: Emiko Takahashi (206) 615-1695

22. Senior Assist Program Demographic Survey

SPU provides garbage disposal assistance to Senior, Physically Disabled, and Low Income citizens through its Senior Assistance Program. As part of this program, qualifying applicants receive a transfer station coupon or the collection of up to two bulky items annually. In 2011, SPU, in partnership with the Parks Conservation Corps, conducted a demographic survey of the citizens that benefit from this program as part of the Race and Social Justice Initiative and SPU's Service Equity Guide. The survey has provided baseline demographic data that SPU will be able to utilize to determine service gaps in an effort to provide equitable services to all of the City of Seattle ratepayers. In 2012, the program surveyed 222 participants of which 77% (170) were older than 65 years of age, and 61% (135) identified as being white, with 19% (43) African American or black, and 17% identifying as Asian or Pacific Islander. 54% (119) participants reported family households consisting of 2 members including themselves, with 27% (61) residing in a single family household. Of those surveyed 75% (163) reported owning their home and English being the primary language spoken in their home. Annual household income levels varied, 38% (84) reported annual income as \$30,000 or less, and 25% (56) reported making \$30,000 - \$39,000 annually. 6% (16) participants reported annual household income as \$75,000 and higher.

Contact: Idris Beauregard (206) 684-3056

23. Project Support Division Client Survey

In 2012 over 60 surveys were sent out to our clients to get feedback on how we are doing with execution and closeout of our projects. We received 46 surveys returned for a response rate of over 77%. Most responses were very positive with clients commenting that we had an excellent in-take process and that most services were provided on time and within budget. We also received some suggestions for improvement. Clients expressed a desire to have early notification when there is a possibility that a project may go over budget.

Contact: Joyce Hildebrandt (206) 615-1478

24. Resource Venture Customer Service Evaluation Survey

SPU surveyed businesses that received free assistance on resource conservation through the Resource Venture (RV) program on their satisfaction and actions taken as a result of the assistance. In 2012, 74 customers responded to the survey. This included businesses that received onsite assistance from RV and ECOSS staff (61) or called the Resource Venture hotline (13). Survey results indicated that 89% of businesses were highly satisfied with the assistance they received, rating their satisfaction at least six on a seven-point scale where seven meant "extremely satisfied." Over half (54%) of respondents reported receiving assistance with storm water

pollution prevention, nearly half (47%) reported receiving assistance with solid waste, and a third (33%) received assistance with reducing water use. Surveyed businesses appear moved to change by the assistance: 59% said they had already taken action and another 16% were planning to take action within three months. Nearly one-fifth (19%) businesses responded that no action was needed as a result of the assistance. Approximately 43% of survey respondents said their business is Woman- or Minority-owned.

Contact: Phil Paschke (206) 684-5883

Surveys Planned for 2013

(The surveys listed reflect our current plans and are all subject to final approval)

1. SPU Website On-Line Feedback and Comments

This is an ongoing website satisfaction ranking attached to a “website feedback” form on the external website (www.seattle.gov/util). The information is used to identify problem areas and to give a standardized Key Performance Indicator of the success of the website over time.

Contact: Corinne Brown (206) 615-0818

2. Trees for Neighborhoods program

Continuation of survey of program participants. This survey evaluates participant opinion on the project shortly after participants’ receive their trees.

Contact: Jana Dilley (206) 615-1668

3. I-SCADA Follow-up Survey

Continuation of the 2012 survey which focuses on the DWW staff’s general awareness of the Integrated SCADA suite of applications (internally developed at SPU) and their use of a list of software applications typically used to conduct DWW analyses.

Contact: Gary Smith (206) 615-1179

4. One Less Truck Post Pilot Survey

Evaluating customer behavior and satisfaction with every-other-week garbage collection pilot program that took place July – December 2012.

Contact: Brett Stav (206) 684-5251

5. One Less Truck Focus Group

These focus groups will follow-up the one less truck pilot with qualitative discussion on customer behavior and satisfaction with every-other-week garbage collection.

Contact: Brett Stav (206) 684-5251

6. Food Waste Educational Booth Compost Container Use

Seattle attendees of SPU’s recycling/education booth at community festivals will be surveyed to find out whether the educational booth experience and materials they received influenced their environmental behavior.

Contact: Brett Stav (206) 684-5251

7. Compostable Bag Survey

This survey will assess how compostable bag samples influence customer's food waste collection behavior.

Contact: Brett Stav (206) 684-5251

8. Compost Days Survey

SPU will assess how promotion of composting and food waste collection influenced customer behavior.

Contact: Brett Stav (206) 684-5251

9. South Park Flooding and Sewer Issues Expanded Survey

The same two tier survey that was implemented in 2012 is being refined and repeated in a larger part of South Park which may be impacted by the 14th & Concord CSS Improvement Project. The purpose of the survey is to gain historical data not previously attained, establish a baseline level of service before the implementation of the 14th & Concord CSS Improvement project, plan mitigation of project impacts and finally to assist in planning future DWW projects in the basin.

Contact: Sahba Mohandessi (206) 684-7592

10. Automotive Maintenance Program Participant Survey

Pre-survey of participants in the Automotive Maintenance program workshops. The survey will collect information on behaviors, beliefs, and barriers when addressing automotive leaks from their vehicle. It will also collect demographic information on program participants

Contact: Idris Beauregard (206) 684-3056

11. Special Assist Program Participant Demographic Survey

This survey helps to determine if a customer is eligible for the program when requesting transfer coupons. It also gathers information on age, race, income, gender, and spoken language at home.

Contact: Joel Banslaben (206) 684-3936

12. Downtown Retail Core Perceived Cleanliness

SPU is implementing a special focused cleaning of the downtown retail core (Stewart to Union, First to Fourth), responding to a Council mandate. A pre survey of businesses/residents was fielded in April 2012. The same survey will be used in 2013 to measure effectiveness of the investment.

Contact: Vicky Beaumont (206) 233-7856

13. Productivity Improvement Initiative – Attendance Management Focus Groups

Based upon the findings from the 2012 survey, SPU conduct focus groups to further assess the problems and issues associated with unplanned absences and ensure that we get input from Exempt staff and labor.

Contact: Tom Griffiths (206) 615-1454

14. Resource Venture Customer Service Evaluation Survey

This is a continuation of the evaluation survey of business participants that receive assistance through Resource Venture. Assess satisfaction with assistance, whether action was taken, challenges experiences, and basic business demographics.

Contact: Phil Paschke (206) 684-5883

15. Trash (wipes, towels, etc.) In the Toilet Focus Group

The purpose of this focus group is to assess customer behavior and awareness of utility problems when wipes and other non-dispersible materials are put down the toilet, identify barriers to behavior change, and identify messages that would motivate customers to change their behavior.

Contact: Julie Howell (206) 684-3244

16. Construction and Demolition Debris Customer Intercept Survey

As part of the 2013 waste stream composition study, customers arriving at 5 private facilities will be surveyed to determine the nature of their load (residential, commercial) and whether it was from demolition, remodel or new construction. This information will assist us in estimating C&D waste by customer type for use in evaluation of our C&D programs as well as for our long run forecasting model.

Contact: Jenny Bagby (206) 684-7808

17. SPU Employee Survey for the Strategic Business Plan

Seattle Public Utilities is in the process of developing a new Strategic Business Plan that will guide the department's investments, service levels and rate path in the years to come. Initial work started late 2012 and the plan is due in 2014. The Seattle City Council has asked Seattle Public Utilities to develop the plan as part of its rates and budget discussion. This direction aligns with SPU's focus on setting high-level business goals, prioritizing its work, finding ongoing efficiencies and ensuring the department is following best practices compared to other utilities. As part of this, SPU plans to conduct an employee survey to solicit input and inform the department on communicating the process to staff members. A survey committee has been formed and the goal is to develop and distribution the questionnaire by end of the first quarter of 2013.

Contact: Mary Kelley (206) 684-9257

18. 2012 Drinking Water Quality Report Survey

This survey will ask readers of the 2012 report what they like and don't like about it, if they read it and what other information, if any, they would like to see in future reports. The information helps SPU to create a document that people find interesting, informative and likely to read.

Contact: Cornell Amaya (206) 386-1170

19. Strategic Business Plan Testing

To meet the council criteria for public input into the development of the Strategic Business Plan, SPU will be developing research methodology for testing the plan at a series of 12 public meetings.

Contact: Cornell Amaya (206) 386-1170

20. Garden Hotline Customer Evaluation Survey

The Garden Hotline is the primary public outreach presence for Seattle Public Utilities' resource conservation programs in the solid and hazardous waste reduction, water conservation, and drainage business areas. Seattle Tilth Garden Hotline staff assess residential customer's level of satisfaction with Hotline services through a web-based survey. The survey is designed to determine whether or not residents feel the information they are receiving from the Garden Hotline enables them to change their practices to more sustainable methods. It is administered on an ongoing basis

Contact: David McDonald (206) 684-7650