



City Council, Special Meeting

AGENDA

6:30 pm – 9:30 pm

January 13, 2015

Call to Order

Roll Call

Pledge of Allegiance

Approval of Agenda

Public Comment

Note: This is an opportunity for the public to address the Council. Three-minutes limit per person or five-minutes if representing the official position of a recognized community organization. If you would like to show a video or PowerPoint, it must be submitted or emailed by 5 pm, the end of the business day, to the City Clerk, Melonie Anderson at manderson@sammamish.us

Presentations/Proclamations

- Arts/Parks & Recreation Commission Interviews

Executive Session – Evaluating Qualifications of an Applicant pursuant to RCW42.30.110(h)

Unfinished Business - None

New Business

1. **Resolution:** Appointing Two Members to the Sammamish Arts Commission
2. **Resolution:** Appointing Four Members to the Sammamish Parks & Recreation Commission
3. **Discussion:** Survey Questions for Solid Waste and Cable TV Services

Council Reports

City Manager Report

Adjournment

City Council meetings are wheelchair accessible. American Sign Language (ASL) interpretation is available upon request. Please phone (425) 295-0500 at least 48 hours in advance. Assisted Listening Devices are also available upon request.

AGENDA CALENDAR

Jan 2015			
Mon 1/19	Closed	Holiday	Martin Luther King Day
Tues 1/20	6:30 pm	Regular Meeting	Cancelled
Thurs 1/22	6:00 pm	Council Retreat	Suncadia Resort
Friday 1/23	9:00 am	Council Retreat	Suncadia Resort
Sat 1/24	9:00 am	Council Retreat	Suncadia Resort
Feb 2015			
Tues 2/3	6:30 pm	Regular Meeting	Ordinance: Second Reading Social Host Ordinance: Second Reading Illegal Parking Fines Resolution: Ballot Measure for Klahanie Annexation for April 28 Election Appointment: Klahanie Ballot Measure Pro/Con Committees Planning Commission Interviews
Tues 2/10	6:30 pm	Study Session	Transportation Study Session: Transit, Commute Corridors, Connectivity, Trail
Mon 2/16		President's Day	City Offices Closed
Tues 2/17	6:30 pm	Regular Meeting/Study Session	Resolution: Planning Commission Appointments SS: Sustainability & Alternative Housing Discussion SS: ARCH Discussion
Mar 2015			
Tues 3/3	6:30 pm	Regular Meeting	
Tues 3/10	6:30 pm	Study Session	Town Center Update Land Use Discussion – Schools, Churches, Group Homes, etc. Asset Acquisition Session #1: 2015 Comp Plan Update (Staff: Intro, Process, Schedule)
Mon 3/16	6:30 pm	COW Meeting	Session #2: 2015 Comp Plan Update (PC: Recommendation)
Tues 3/17	6:30 pm	Regular Meeting	Public Hearing: 2015 Comp Plan Update
April 2015			
Tues 4/7	6:30 pm	Regular Meeting	Session #3: 2015 Comp Plan Update (Elements TBD)
Tues 4/14	6:30 pm	Study Session	
Mon 4/20	6:30 pm	COW Meeting	Session #4: 2015 Comp Plan Update (Elements TBD)
Tues 4/21	6:30 pm	Regular Meeting	
May 2015			
Tues 5/5	6:30 pm	Regular Meeting	
Tues 5/12	6:30 pm	Study Session	YMCA Property Development Discussion Session #5: 2015 Comp Plan Update (Elements TBD)
Mon 5/18	6:30 pm	COW Meeting	Session #6: 2015 Comp Plan Update (Elements TBD)
Tues 5/19	6:30 pm	Regular Meeting	Public Hearing: 2015 Comp Plan Update
June 2015			
Tues 6/2	6:30 pm	Regular Meeting	Ordinance: First Reading 2015 Comp Plan Update
Tues 6/9	6:30 pm	Study Session	
Mon 6/15	6:30 pm	COW Meeting	
Tues 6/16	6:30 pm	Regular Meeting	Ordinance: Second Reading 2015 Comp Plan Update

July 2015			
Tues 7/7	6:30 pm	Regular Meeting	
Tues 7/14	6:30 pm	Study Session	
Mon 7/20	6:30 pm	COW Meeting	
Tues 7/21	6:30 pm	Regular Meeting	
August 2015			NO MEETINGS
Sept 2015			
Tues 9/1	6:30 pm	Regular Meeting	
Tues 9/8	6:30 pm	Study Session	
Tues 9/15	6:20 pm	Regular Meeting	
Mon 9/21	6:30 pm	COW Meeting	
To Be Scheduled		To Be Scheduled	Parked Items
Ordinance: Second Reading Puget Sound Energy Franchise		Economic Development Plan	Mountains to Sound Greenway Sustainability/Climate Change

[[Add Event](#)]

If you are looking for facility rentals, please click [here](#).

<< [December](#)

January 2015

[February](#) >>

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 New Year's Day City offices closed	2	3
4	5 6 p.m. "A Cut Above" - RECEPTION	6 5 p.m. City Council Office Hour 6:30 p.m. City Council Meeting	7 6:30 p.m. Parks and Recreation Commission Meeting	8 6:30 p.m. Planning Commission Meeting	9	10
11	12	13 6:30 p.m. Special Meeting / Study Session	14	15 6:30 p.m. Planning Commission Meeting	16	17
18	19 Birthday of Martin Luther King, Jr. City offices closed 10 a.m. MLK Day Volunteer Opportunity	20 8:30 a.m. Art Exhibit "A Silk Road Journey" - Anne Anderson 6:30 p.m. City Council Meeting Canceled	21	22 6 p.m. City Council Retreat 6:30 p.m. Planning Commission Meeting	23 9 a.m. City Council Retreat	24 9 a.m. City Council Retreat 10 a.m. Restoration at Lower Commons Park 11 a.m. "Build It Sammamish" - LEGO Event
25	26 6:30 p.m. Arts Commission Meeting	27	28	29	30	31 10 p.m. Restoration at Lower Commons Park

[[Add Event](#)]

If you are looking for facility rentals, please click [here](#).

<< [January](#)

February 2015

[March](#) >>

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 5 p.m. City Council Office Hour 6:30 p.m. City Council Meeting	4 6:30 p.m. Parks and Recreation Commission Meeting	5 6:30 p.m. Planning Commission Meeting	6	7
8	9	10 6:30 p.m. City Council Study Session	11	12	13	14
15	16 Washington's Birthday City offices closed	17 6:30 p.m. City Council Meeting 7:30 p.m. "Messiaen Around with Time" - Simple Measures	18	19 6:30 p.m. Planning Commission Meeting	20	21
22	23 6:30 p.m. Arts Commission Meeting	24	25	26	27	28

January 13 Commission Interviews

Parks & Recreation	Arts
Stephanie Hibner	Mandagere Shashidhar
Sheila Sappington	
Mikhail Tatrín	
Michael Towbin	



Meeting Date: January 13, 2015

Date Submitted: 1/8/2015

Originating Department: Admin Services

Clearances:

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Attorney | <input checked="" type="checkbox"/> Community Development | <input type="checkbox"/> Parks & Recreation |
| <input checked="" type="checkbox"/> Admin Services | <input type="checkbox"/> Eastside Fire and Rescue | <input type="checkbox"/> Police |
| <input checked="" type="checkbox"/> City Manager | <input checked="" type="checkbox"/> Finance & IT | <input type="checkbox"/> Public Works |

Subject: Resolution: Appointing Two Members to the Arts Commission

Action Required: Select Commissioners and approve resolution

Exhibits: 1. Resolution

Budget: N/A

Summary Statement: Currently, there are two 4-year vacancies on the Arts Commission. On January 6 and January 13, 2015 the City Council interviewed five candidates at an open public meeting. On January 13, 2015 the City Council will select two applicants for appointment and adopt the resolution appointing them.

Applicants:

- Priti Joshi (current Commissioner seeking reappointment)
- Claradell Shedd (current Commissioner seeking reappointment)
- Rituja Indapure
- Carol Weaks
- Mandagere Shashidhar

Background: The Arts Commission is very active and is in need of commissioners with diverse skills and backgrounds. In the past year they have sponsored such varied activities as the play "It's a Wonderful Life", the Theatre of Possibility (rehearsing social skills through acting), Build-it Sammamish (Lego competition), four senior art workshops, the Arts Fair along with many art exhibits and other activities. Arts Commission members also represent Sammamish at regional and local meetings.

Recruitment for applicants began in October 2014 with postings on the city's website as well as articles and advertising in the local papers and the City's newsletter. The deadline for application submittal was December 31, 2014. Five applications were received (including the two current Commissioners seeking reappointment).

Financial Impact: N/A

Recommended Motion: Appoint members fill two 4-year vacancies on the Arts Commission, designating which positions they will fill and adopt the resolution appointing them.

**CITY OF SAMMAMISH
WASHINGTON
RESOLUTION NO. R2015-_____**

**A RESOLUTION OF THE CITY OF SAMMAMISH
WASHINGTON APPOINTING TWO MEMBERS TO THE
SAMMAMISH ARTS COMMISSION**

WHEREAS, the Sammamish City Council created a nine-member Arts Commission and established the duties of said Commission; and

WHEREAS, there are currently two vacancies on the Commission; and

WHEREAS, the City Council solicited applications for said positions;

**NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF SAMMAMISH,
WASHINGTON, DO RESOLVE AS FOLLOWS:**

Section 1. Appointment of Arts Commission. The City Council hereby appoints the following individuals to the Sammamish Arts Commission for the designated terms hereafter set forth:

_____	Position 5	Term Expires January 31, 2019
_____	Position 6	Term Expires January 31, 2019

Section 2. Severability. Should any section, paragraph, sentence, clause or phrase of this Resolution, or its application to any person or circumstance, be declared unconstitutional or otherwise invalid for any reason, or should any portion of this Resolution be pre-empted by state or federal law or regulation, such decision or pre-emption shall not affect the validity of the remaining portions of this Resolution or its application to other persons or circumstances.

**ADOPTED BY THE CITY COUNCIL AT A SPECIAL MEETING THEREOF ON THE
_____ DAY OF JANUARY, 2015.**

CITY OF SAMMAMISH

Mayor Thomas E. Vance

Exhibit 1

ATTEST/AUTHENTICATED:

Melonie Anderson, City Clerk

Approved as to form:

Michael R. Kenyon, City Attorney

Filed with the City Clerk: January 8, 2015
Passed by the City Council:
Resolution No. R2015-



Meeting Date: January 13, 2015

Date Submitted: 1/8/2015

Originating Department: Admin Services

Clearances:

<input checked="" type="checkbox"/> Attorney	<input type="checkbox"/> Community Development	<input checked="" type="checkbox"/> Parks & Recreation
<input checked="" type="checkbox"/> Admin Services	<input type="checkbox"/> Eastside Fire and Rescue	<input type="checkbox"/> Police
<input checked="" type="checkbox"/> City Manager	<input type="checkbox"/> Finance & IT	<input type="checkbox"/> Public Works

Subject: Resolution Appointing four members to the Sammamish Parks & Recreation Commission

Action Required: Select 4 Commissioners, Determine position number and approve resolution appointing the commissioners

Exhibits: 1. Resolution

Budget: N/A

Summary Statement: Currently there are four vacancies on the Parks and Recreation Commission. One 2-year position (vacated by Pauline Cantor), one 3-year position (vacated by Ann Precup) and two 4-year terms.

Applicants:

Nicole Beaty	Katherine Low
Sid Gupta	Sheila Sappington
Stephanie Hibner	Mikhail Tatrín
Brent Laws	Michael Towbin
Nancy Way	

Background: The Sammamish City Council has always valued parks and recreation, as is demonstrated by the fact that this was the first commission the Council authorized back in September of 1999. Since its inception, the Parks & Recreation Commission has provided valuable assistance in park acquisition and planning as well as guidance and direction on recreation programs. Recruitment for applicants began in October 2014 with postings on the city's website, articles and advertising in the local papers and the City's newsletter. The deadline for submittal of an application was December 31, 2014. Nine applications were received.

Financial Impact: N/A

Recommended Motion: Appoint members fill vacancies on the Parks & Recreation Commission, designating which positions they will fill and adopt the resolution appointing them.

**CITY OF SAMMAMISH
WASHINGTON
RESOLUTION NO. R2015-_____**

**A RESOLUTION OF THE CITY OF SAMMAMISH WASHINGTON
APPOINTING FOUR MEMBERS TO THE PARKS AND RECREATION
COMMISSION**

WHEREAS, the City Council created a Parks and Recreation Commission consisting of nine members; and

WHEREAS, there are currently four vacant Commission positions; and

WHEREAS, the City Council solicited applications for the vacant Commission positions; and

WHEREAS, the City Council interviewed candidates at an open public meeting occurring on January 6, 2015 and January 13, 2015; and

WHEREAS, the City Council now desires to fill the four vacancies on the Parks and Recreation Commission;

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF SAMMAMISH, WASHINGTON, DO RESOLVE AS FOLLOWS:

Section 1. Appointment of Parks and Recreation Commissioners. The City Council hereby appoints the following individuals to the Sammamish Parks and Recreation Commission as hereafter set forth:

_____	Position 2	Term Expires January 31, 2017
_____	Position 4	Term Expires January 31, 2018
_____	Position 6	Term Expires January 31, 2019
_____	Position 7	Term Expires January 31, 2019

Section 2. Severability. Should any section, paragraph, sentence, clause or phrase of this Resolution, or its application to any person or circumstance, be declared unconstitutional or otherwise invalid for any reason, or should any portion of this Resolution be pre-empted by state or federal law or regulation, such decision or pre-emption shall not affect the validity of the remaining portions of this Resolution or its application to other persons or circumstances.

**ADOPTED BY THE CITY COUNCIL AT A SPECIAL MEETING THEREOF ON
THE _____ DAY OF JANUARY, 2014.**

CITY OF SAMMAMISH

Mayor Thomas E. Vance

ATTEST/AUTHENTICATED:

Melonie Anderson, City Clerk

Approved as to form:

Michael R. Kenyon, City Attorney

Filed with the City Clerk: January 8, 2015
Passed by the City Council:
Resolution No. R2015-_____



801 – 228th Avenue SE • Sammamish, WA 98075 • Phone: 425-295-0500 • Fax: 425-295-0600 • web: www.sammamish.us

MEMORANDUM

January 12, 2015

TO: Sammamish City Council Members

FR: Beth Goldberg, Director of Administrative Services

VIA: Ben Yazici, City Manager

RE: January 13, 2015 Study Session - Solid Waste and Cable Customer Survey

At the January 6, 2015 City Council Meeting, the Sammamish City Council authorized the City Manager to sign an Agreement for Services Contract with Elway Research, Inc. to conduct a customer survey of Sammamish residents and commercial entities to gauge their opinions about solid waste and cable services in the City of Sammamish. The goal of the survey is to identify service priorities to inform the upcoming competitive procurement process for solid waste services and the negotiation priorities for a new franchise agreement with Comcast for cable services.

Attached to this memorandum are the draft survey questions for the residential survey.¹ The length of the survey instrument is governed by two variables: (1) the desire to respect the time of those asked to respond and (2) the amount of money allocated for this work. The draft questions, as presented here, are within those limits. We are sharing the draft questions with Council for general feedback. Because of the limits described above and the current number of survey questions, any suggestions that would increase the survey length would require us to identify other questions to eliminate or reduce in length.

Survey Questions

The survey questions focus on two broad service areas – solid waste and cable services. Within these two service areas, the questions focus on the following themes:

Solid Waste Services: The solid waste questions seek input on the following themes:

- Rating the quality of a variety of service components (i.e. cost, customer service, reliability)
- Interest in expanding the types of recyclables collected
- The extent to which customers have problems with bears and other animals getting into their containers
- Interest in expanding collection of yard and food waste to year round
- Interest in folding yard and food waste service/billing with the garbage and recycling service
- Priorities for the next solid waste contract (i.e. cost, reliability, customer service, etc.)

¹ The questions for the commercial survey, while similar to the residential questions, will be customized for the unique needs of commercial customers.

Cable Services: The cable questions seek input on the following themes:

- Reliability of service, namely experience with outages
- Customer service experience
- Rating quality as it relates to cost, internet speed, television channels, reliability and customer service
- Whether customers have switched providers, and if so, what motivated that change

Survey Methodology

Elway Research, Inc. will conduct a two part survey, one that will focus on residential customers and one that will focus on commercial customers.

Residential Customers: Elway Research, Inc. will conduct a statistically valid “multi-mode” survey to solicit input from 400 randomly selected Sammamish residents. A “multi-mode” survey is one that blends multiple survey strategies – in this case a blend of telephone interviews and online responses. The survey will target interviewing 200 residents by telephone and a separate 200 residents to complete the survey online on an invitation-only basis. The number of telephone interviews may be increased in the event that the number of responses to the online survey falls short. Elway Research, Inc. will ensure that those invited to participate in the online survey will not be duplicated in the telephone interviews.

Elway Research, Inc. cites a number of advantages to a “multi-mode” approach. As people increasingly shy away from landline phones, particularly among younger people, the online approach can improve the response rates from a broad cross-section of the community. In addition, research suggests that those responding by telephone are more inclined to give more positive responses than those responding online, especially when asked to rate a service on a scale (i.e. 1 – 5). A “multi-mode” approach can produce results that are more representative of broad community sentiments than a single-mode.

Commercial Customers: Elway Research, Inc. will also develop a survey instrument targeting commercial customers, including churches and schools, operating in the City of Sammamish. Elway Research, Inc. will customize this set of questions to focus on the unique needs of these customers. All commercial entities operating in Sammamish’s commercial districts will be invited to respond to online questions. Elway Research expects a response rate of roughly 20%.

Soliciting Informal Input

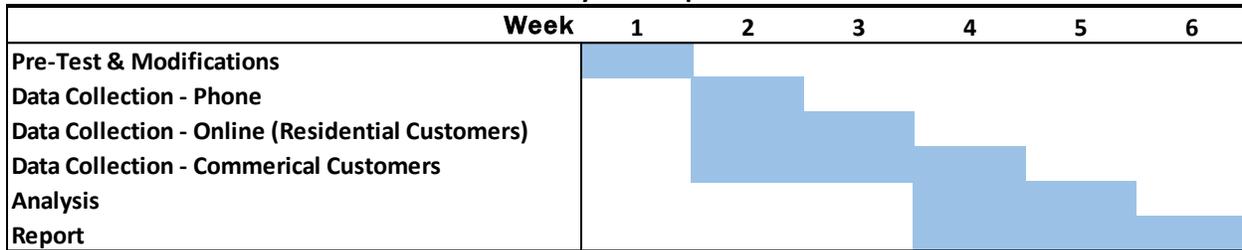
In addition to the formal survey strategies described above, we will also post the survey questions on our website to allow for additional customer feedback on an informal basis. Because this approach does not allow for the control of the sample size and the number of times people respond, the results from this approach will not be considered statistically valid. However, it will offer value in that it provides an opportunity for additional people to provide input to the City.

While the next solid waste contract will not include Klahanie², we will use this opportunity to also reach out to Klahanie residents and commercial entities through the informal input process. Klahanie residents will have the opportunity to provide input on the City of Sammamish website. And, the Sammamish Chamber of Commerce has volunteered to reach out to Klahanie commercial entities to seek their input.

Timeline

Assuming the input we receive from Council does not require a significant reworking of the survey questions and that Elway Research, Inc. does not encounter any unexpected challenges in reaching the required number of respondents, we expect to have the final results of the survey around the end of February. The chart below provides a general timeline highlighting major tasks in the process.

Customer Survey - Anticipated Timeline



² Under State law and per the terms of 2006 agreements between the City of Sammamish and the solid waste haulers (Ordinance 2006-203, Section 2.1.2), Klahanie would continue with its current solid waste service provider for a period of ten years following annexation, provided annexation occurs before December 31, 2016.

Hello. I'm calling from Elway Research, an independent public opinion firm in Washington State. My name is _____. We are conducting a public opinion survey about services in the City of Sammamish. You are one of 400 persons – selected at random – who is being interviewed. Your answers will be completely confidential. We are not selling anything and no one will contact you as a result of this call.

We are trying to keep our sample in balance, so my instructions are to talk to the [MALE / FEMALE] head of household at this number.

S1> Would that be you? Yes → GO TO S3
OR> Is there a [MALE / FEMALE] over 21 at home? No → GO TO S2

S2> Then my instructions are to interview you. Yes → GO TO S3
Are you the [MALE / FEMALE] head of the household? No → THANK & TERM

S3> Am I calling you on your cell phone?
(IF YES) Are you in a safe place to talk?
1. Yes, on a cell phone, and in a safe place
2. No, not on a cell phone
3. Yes, on a cell phone, but not in a safe place
4. (DON'T READ) DK/NA

S4> Do you live inside the city limits Sammamish? Yes → CONTINUE
No → THANK & TERMINATE

1. Are you currently subscribed to the city garbage and recycling service?

- 1. YES
- 2. NO → SKIP TO ?
- 3. DK/NA → SKIP TO ?

1.1. IF NO: How do you dispose of your household garbage?

1.2. What is the main reason you do not subscribe to the garbage service?

2. The following are some aspects of the garbage and recycling service. As I read each one, please tell me if you would rate that as Excellent, Good, Only Fair, or Poor. The first one is...

ROTATE	EXCLNT	GOOD	FAIR	POOR	DK
A. Overall reliability of service	1	2	3	4	5
B. Reliability of pick up after storms	1	2	3	4	5
C. Thoroughness – that is, picking up everything	1	2	3	4	5
D. The container used for your garbage	1	2	3	4	5
E. The cost of the service.....	1	2	3	4	5
F. The quality of the customer service	1	2	3	4	5

3. If you could put more types of material into your recycling, would you be willing to pay a slightly higher rate?
 1. YES
 2. MAYBE / DEPENDS
 3. NO
 4. DK/NA

4. How often – if at all - have you had a problem with bears or other animals getting into your garbage or food waste containers? Would you say...
 1. Frequently
 2. Once in a while
 3. Maybe once or twice
 4. Never
 5. DK/NA

5. Would you be willing to pay slightly more for containers that were more bear-resistant?
 6. YES
 7. MAYBE / DEPENDS
 8. NO
 9. DK/NA

6. Are you currently subscribed to the yard debris and food waste collection program?
 1. YES
 2. NO →SKIP TO 7
 3. DK/NA→SKIP TO 7

YARD & FOOD WASTE

-
7. Currently, collection of yard and food waste is reduced to every other week between December and February. Would you use weekly yard and food waste service if it were provided December – February?:
 1. Very likely to use
 2. Maybe likely to use
 3. Not likely to use
 4. [DEPENDS]
 5. DK/NA

8. As you know, yard and food waste collection is billed separately from garbage and recycling collection. There has been some discussion of combining garbage and, recycling with yard and food waste collection into a single service with a single bill. I am going to read some potential advantages and disadvantages of this proposal As I read each one, tell me whether that argument is: 1) Very Significant; 2) Somewhat Significant; 3) Not Significant to your thinking about the proposal. The first one is:

ROTATE	VERY	SOME	NOT	DK
A. The cost for individual customers would be lower	1.....	2	3	4
B. Having everyone participate helps the environment because less material is sent to the landfill.....	1.....	2	3	4
C. Household who don't use a service should not have to pay for it	1.....	2	3	4
D. Having everyone participate reduces litter and illegal dumping	1.....	2	3	4
E. The fact that these services would be mandatory, not voluntary.....	1.....	2	3	4

9. The City of Sammamish will soon be accepting bids for a new contract for solid waste services. We would like to know how important the following factors are to you. As I list each one, tell me whether you think that should be a top priority in the new solid waste contract, a high priority, medium or a low priority. The first one is...

ROTATE	TOP	HIGH	MED	LOW	DK/NA
A. Cost to the customers.....	1.....	2.....	3	4	5
B. Reliability of the service	1.....	2.....	3	4	5
C. Quality of customer service	1.....	2.....	3	4	5
D. Types of materials that can be recycled	1.....	2.....	3	4	5
E. The impact on the environment	1.....	2.....	3	4	5

10. Which of the things I have just listed would be the most important to you in the new contract for solid waste services:

1. Cost to customers
2. Reliability of service
3. Quality of customer service
4. Types of materials able to be recycled
5. Environmental impact
6. DK/NA

CABLE

11. These next questions are about cable service. Do you subscribe to a cable service for television, internet and/or landline telephone at your home?

1. YES
2. NO → SKIP TO Q17
3. DK/NA → SKIP TO Q17

12. Since you have lived here, have you ever discontinued or switched a cable service??

1. YES
2. NO → SKIP TO Q13
3. DK/NA → SKIP TO Q13

12.1. IF YES: Which company did you discontinue or switch from?

1. COMCAST
2. OTHER
3. DK/NA

12.2. Why did you discontinue that cable service? [open]

13. Which cable company do you subscribe to?

1. COMCAST
2. OTHER
3. DK/NA

13.1. What are some of the main reasons you chose [Q22]? [OPEN]

IF NOT COMCAST SKIP TO Q17

14. Which of the following cable services do you have?

CHECK ALL THAT APPLY

1. Television
2. Internet
3. Landline Telephone

4. DK/NA

14.1. During the past two years, how many times have you lost your cable signal or cable internet for a period of 15 minutes or more?
 ___ ___ TIMES

15. Have you ever called the cable company for information, service or to register a complaint?

- 1. YES
- 2. NO →SKIP TO Q17
- 3. DK/NA →SKIP TO Q17

15.1. When you called the cable company's office, were you satisfied or unsatisfied with the following? [Is that: Very Unsatisfied, Unsatisfied, Satisfied, Very Satisfied].

DO NOT ROTATE A	VERY	UNSAT	SATIS	VERY	DK/N
A. Reaching someone who could help you	1	2	3	4	5
B. The length of time you were on hold	1	2	3	4	5
C. The courtesy of the customer service representative	1	2	3	4	5
D. Resolution of the issue you called about.....	1	2	3	4	5

16. How would you rate your cable provider on the following factors. For each one I read tell me whether it is Excellent, Good, Satisfactory, Unsatisfactory, or Poor. The first one is...

ROTATE	EXLNT.....	GOOD.....	SATIS.....	UNSATIS.....	POOR.....	DK
A. Monthly cost	1	2	3	4	5	6
B. Internet speed	1	2	3	4	5	6
C. Number of TV channels	1	2	3	4	5	6
D. Reliability of Service	1	2	3	4	5	6
E. Customer Service	1	2	3	4	5	6

17. I have just a few last questions for our statistical analysis. How old are you?

- 1. 18-35
- 2. 36-50
- 3. 51-34
- 4. 65+
- 5. NA

18. Which of these best describes your household at this time:

1. Couple with Children at Home
2. Couple with No Children at Home
3. Single with Children at Home
4. Single with No Children at Home
5. [NA]

19. Finally, I am going to list four broad categories. Just stop me when I get to the category that best describes your approximate household income - before taxes - for this year.

ROTATE TOP/BOTTOM

1. \$100,000 or less
2. \$100 to 150,000
3. \$150 to 200,000
4. Over \$200,000
5. [DO NOT READ: NO ANSWER]

