



# City Council Committee of the Whole

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## AGENDA

March 16, 2015

6:30 pm – 10:00 pm

### Call to Order

### 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](mailto:manderson@sammamish.us)*

### Topics

- **Discussion:** Solid Waste
- **Update:** Eastside Fire & Rescue
- **Discussion:** Eastside Fire & Rescue Non-Profit Formation
- **Discussion:** Regional Fire Authority

### Executive Session – If necessary

### 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.





# Memorandum

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**Date:** March 12, 2015

**To:** Ben Yazici, City Manager

**From:** Beth Goldberg, Director of Administrative Services

**Re:** Solid Waste Presentation at the March 16, 2015 COW Meeting

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At the March 16, 2015 Committee of the Whole (COW) meeting, I will be making two presentations to the Council related to solid waste services in the City of Sammamish. The first presentation will cover the results of the recent customer survey.<sup>1</sup> Stuart Elway of Elway Research, Inc., who conducted the survey on behalf of the City, will join me in making this presentation. The second presentation will focus on the bid parameters for the upcoming solid waste cost-based competitive procurement process. Jeff Brown of Epicenter Services, LLC, who is assisting us through the competitive procurement process, will join me for this presentation. The purpose of this memorandum is to provide you some background information in advance of the presentations.

## Background

The franchise agreements through which Sammamish residents and businesses receive solid waste collections services expires on December 31, 2016, offering Sammamish its first opportunity to secure a new solid waste collections contract since the City incorporated in 1999.

In September 2014, the City Council unanimously passed Resolution R2014-596 directing the City Manager to use “a cost-based competitive bidding process” to award the new solid waste collections contract. The goal is to award the new contract by December 31, 2015 to give the new hauler time to prepare to deliver services to Sammamish residents and businesses effective January 1, 2017.

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<sup>1</sup> Note: The survey asked respondents their opinions about solid waste and cable services in the City of Sammamish. At the March 16 COW meeting, we will only be discussing the results of the solid waste portion of the survey. We will present the cable results at a later City Council meeting, allowing time for a fuller discussion about cable services in the City of Sammamish.

### Customer Survey

On January 6, 2015, Council authorized the City Manager to enter into a contract with Elway Research, Inc. to conduct a customer survey. Elway Research is a Seattle-based company that has conducted public opinions surveys for organizations throughout the region since 1975. Elway Research conducted two surveys on behalf of the City of Sammamish – one that sought the opinions of residents and the other that sought the opinions of commercial entities, including non-profits and schools.

Elway Research obtained the opinions of 458 randomly selected residents – 228 by telephone and 230 online – and 20 commercial entities. Highlights of the residential results include:

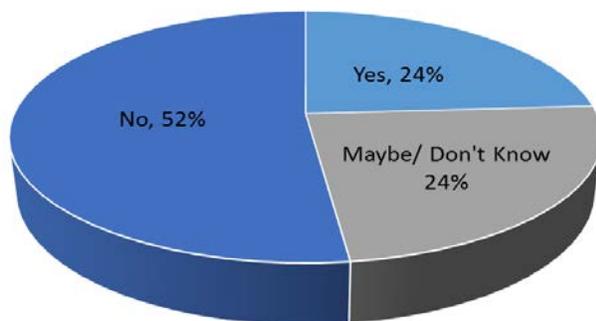
- **Overall Satisfaction:** Users are generally satisfied with the garbage and recycling services offered in Sammamish.
- **Recycling:** About half of the residents responding (52%) indicate they are **unwilling** to pay a “slightly higher rate” to be able to recycle more materials; while only 24% indicated they would be willing and another 24% indicated they “might” be willing.
- **Bear-Resistant Cans:** One-third of respondents indicate that they have had a problem with animals getting into their garbage, but only 1 in 10 respondents indicated that they are willing to pay more for bear-resistant containers.
- **Year-Round Yard Debris and Food Waste:** A majority of respondents (62%) indicated that they are **not** likely to use weekly yard and food waste collection services if it were offered in the winter months, although current subscribers to the service are more likely than non-subscribers to use the service, with 44% of current subscribers indicating an interest in the service.
- **Mandatory Yard Debris and Food Collection:** In weighing a proposal to combine garbage, recycling and yard/food waste collection into a single-billed service, a majority of residents found pro and con arguments “very significant.” Lower cost to customers (pro argument) was rated significant by 56% of respondents. Helping the environment (pro argument) was rated significant by 52% of respondents. Forcing non-users to pay (con argument) was rated significant by 54% of respondents.
- **Priority for the Next Solid Waste Contract:** At 46%, respondents indicated by a wide margin that cost is their top priority in a new solid waste contract. The next highest priority, at 21%, was reliability, followed by environmental impact (16%); types of materials accepted for recycling (16%); and customer service (3%).

In addition to the formal survey process overseen by Elway Research, the City also offered residents the opportunity to provide feedback on the City website. We are referring to this as an “informal” survey as this approach did not allow for the controls required to produce statistically valid results. The City received 479 responses to the “informal” survey. With a few modest exceptions, the results from the “informal” survey largely reflect the results we received from the formal survey. The most notable exception is the responses to the question about

whether residents are interested in “paying a slightly higher rate” to recycle more types of materials, where fewer respondents expressed opposition to this idea. That said, neither survey instrument shows overwhelming support for the idea. The two charts below demonstrate the differences in the responses to this question between the two survey platforms.

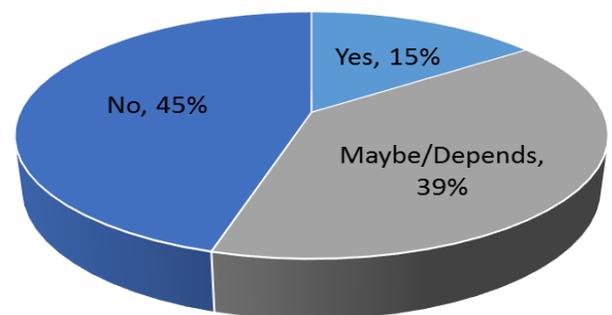
#### Elway Survey:

##### Willingness to Pay More to Recycle More Materials



#### Informal Survey:

##### Willingness to Pay More to Recycle More Materials



The results of the Elway surveys and the informal survey are attached to this memo.

### Cost-Based Competitive Procurement Process

Following Council’s direction to engage in a cost-based competitive procurement process to award the City’s first solid waste collections contract, staff has been working with Jeff Brown of Epicenter Services to develop the parameters for the Request For Bid (RFB) document to which potential haulers will respond with their proposals. The RFB parameters are critical as the RFB process provides limited opportunity to alter the mix of service once the bids are submitted. Rather, the City will award the contract to the lowest bidder whose proposal meets all of the requirements of the RFB.

Staff is seeking Council input and direction on a number of key policy areas in order to frame the service expectations that will be outlined in the RFB.

Before describing these policy areas, it’s important to understand several key underlying concepts. Sammamish, along with most other King County cities, are part of the King County Solid Waste system, which means Sammamish’s garbage is disposed of at the Cedar Hills Landfill and we are participants in the King County Solid Waste Comprehensive Plan.<sup>2</sup> The King County Solid Waste Comprehensive Plan sets a target of a 70% recycling rate by 2020. This recycling rate is key in preserving (and potentially extending) the useful life of the Cedar Hills Landfill, which is currently forecast to be full in 2030. Cedar Hills is the least expensive method of

<sup>2</sup> State law requires all jurisdictions to adopt a solid waste comprehensive plan. Sammamish and most other cities in King County satisfy this requirement by adopting and participating in the King County Solid Waste Comprehensive Plan.

disposing garbage. Once the landfill is full, King County and its partner cities will need to identify an alternate means or locations to dispose of trash, all of which are forecast to be more expensive than Cedar Hills. Unfortunately, the region has not yet met the 70% recycling goal. The chart below shows Sammamish's garbage and recycling statistics relative to the overall King County average and nearby cities.

	<b>Garbage (lbs/customer/ week)</b>	<b>Recycling Rate (incl. organics)</b>	<b>Recycling Rate (excl. organics)</b>
<b>Bellevue</b>	23	65%	39%
<b>Issaquah</b>	21	56%	38%
<b>Redmond</b>	29	60%	36%
<b>Sammamish</b>	26	57%	35%
<b>King Co Average (Excl Seattle)</b>	24	57%	33%

Contract design, including the frequency of recycling and yard and food waste (aka organics) collections, rate design (whether or not the costs of recycling and organics are included/embedded in the base garbage bill) and incentive pricing (cost of service versus incentive pricing), and other policies can influence garbage disposal and recycling and organics disposal rate. While not an exhaustive list of the differences among the contracts, the charts below highlight a few characteristics of the contracts in place for Sammamish and its neighboring cities.

#### Collection Frequency

	<b>Recycling</b>	<b>Organics (Spring - Fall)</b>	<b>Organics (Winter)</b>
<b>Bellevue</b>	W	W	W
<b>Issaquah</b>	W	W	W
<b>Redmond</b>	W	W	EOW
<b>Sammamish</b>	W(R)/EOW(WM)	W	EOW

Every Other Week (EOW); Weekly (W); Republic (R); Waste Mgmt (WM)

Rate Design		
	Recycling Embedded	Organics Embedded
Bellevue	Y	Y
Issaquah	Y	Y
Redmond	Y	Y
Sammamish	Y	N

The parameters of Sammamish's next (first) solid waste collections contract may influence Sammamish's garbage disposal and waste diversion statistics. At the March 16 COW meeting, staff is seeking policy direction from Council on a number of contract elements, including:

**Bear-Resistant Carts:** Staff recommends that the new contract give residents the option of using bear-resistant carts. Assuming Council agrees, staff needs direction from Council as to whether the cost of this service should be subsidized. There are two variables that increase the cost of this service: (1) the carts themselves are more expensive and (2) it will take the haulers a longer time to service bear-resistance carts because the haulers have to stop and physically unlock each bear-resistant cart. On grounds that this is an issue of public safety, many jurisdictions that offer bear-resistant carts provide some level of subsidy for this service to reduce the cost to the customer, which can lead to wide differences in the cost. For example, the additional monthly charge to customers in Issaquah for bear-carts is \$1.50, while Bellevue charges customers \$5.00 per month.

**Recycling:** Assuming there are no objections from Council, the RFB will require Sammamish's next solid waste hauler to harmonize recycling pick-up frequency throughout the City. The RFB will ask bidders to provide a base price that assumes weekly recycling service throughout the City. It will also ask the bidders to provide an alternate pricing proposal that would assume every other week pick-up. This approach will allow staff to bring the two options back to Council once the bids are received and for Council to make a decision on the frequency of recycling services with the actual pricing implications in hand.

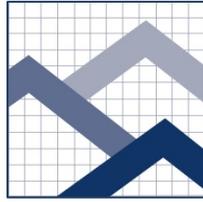
In addition, the RFB will also bidders to submit pricing options for expanded recycled materials collections. Once the bids are received, Council will have the option to decide whether to expand the types of recycled materials collected based on the actual price implications.

**Yard and Food Waste (Organics):** Sammamish's current solid waste contracts provide weekly organics pick-up from March – November and every other week (EOW) December – February. Furthermore, the service is optional (i.e. not included/embedded, as is the case for recycling, in the basic monthly fee). Assuming there are no objections from Council, the RFB will ask bidders to assume a status quo service mix (i.e. weekly pick-up March – November; EOW pick-up December – February; and an optional service) as part of the base bid. The RFB will also require bidders to submit pricing scenarios for year-round weekly pick-up; year-round EOW pick up; and embedded service as part of their bid packages. This information will allow staff to bring options for the service configuration back to Council for a decision once the bids are received.

**Rate Methodology:** Under the current Sammamish solid waste contracts, customers are charged on a “cost of service” basis, meaning the actual costs (or a close proximity) of the service are charged to the customers. This rate methodology is also used by Bellevue. Some jurisdictions use a form of incentive pricing whereby the costs at lower levels of service (i.e. smaller garbage carts) are artificially low for smaller carts and costs are disproportionately higher for larger carts. This type of pricing methodology, which is used by Redmond for example, may influence behavior by encouraging customers to divert waste through recycling and disposal of organics in favor of using smaller garbage carts. Alternatively, a jurisdiction can use a rate methodology that is a hybrid of the two approaches. Issaquah uses a hybrid pricing structure. Staff is seeking direction from Council on March 16 on its rate methodology preferences.

Staff will explain in greater detail all of these concepts on March 16 and is available to respond to Council questions. Once the policy direction is received, staff will incorporate the parameters in the bid documents.

cc: Community Survey: Solid Waste & Cable Services Satisfaction  
Citizen Survey: Solid Waste & Cable Services Performance – Crosstabulation Tables  
Informal Survey Results



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*City of Sammamish*

**Community Survey:  
Solid Waste & Cable Services Satisfaction**

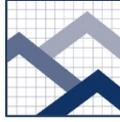
February 2015

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**ELWAY RESEARCH, INC.**



*City of Sammamish*  
**Community Survey:  
Solid Waste & Cable Services Satisfaction**

February 2015

**TABLE OF CONTENTS**

1. Introduction.....	1
Methods.....	2
Respondent Profile .....	3
2. Key Findings .....	4
Business Respondents.....	6
3. Findings.....	7
4. Discussion.....	21
5. Appendix .....	23
Questionnaires with data	
Supporting material	
Crosstabulation tables under separate cover.	



*City of Sammamish*

## **Community Survey: Solid Waste & Cable Services Satisfaction**

February 2015

### **INTRODUCTION**

This report summarizes the results of a survey of Sammamish residents, conducted on behalf of the City of Sammamish, to evaluate the performance of solid waste services and cable services provided in the city. The primary objective was to understand resident perspectives in advance of the contract renewal process for these services.

The survey was conducted by telephone and online between January 24 and February 7, 2015. The sample was drawn at random from households in the city. Interviews were conducted with the male or female head of household. A total of 458 heads of household were interviewed: 228 by telephone and 230 online.

Survey respondents were asked about:

- The "city garbage and recycling service," including questions about their level of satisfaction with the overall service, specific aspects of the collection service and their experience with customer service representatives. They were also asked about their willingness to pay higher fees for additional services.
- Food and yard waste service, including their opinions about various options for expanded service, and their priorities for the new solid waste contract.
- Cable service, including utilization and satisfaction with their cable provider.

Demographic information was also collected so as to compare and contrast answers. The full questionnaire is included in the appendix of this report.

The survey was designed and administered by Elway Research, Inc. The questionnaire was designed in collaboration with representatives of the city.

The report includes Key Findings, followed by annotated graphs summarizing the response to each question. Crosstabulation tables are presented in the appendix.

A companion survey of city businesses covering topics similar to the residential survey was conducted at the same time. A total of 20 businesses responded to the online survey; 16 businesses completed it. These results are summarized in the Key Findings section of this report; the complete results are in the Appendix.



## METHODS

<b>SAMPLE:</b>	458 heads of household in the City of Sammamish. The sample was drawn from the list of registered voter households, plus a supplemental sample on non-voter households in the city.
<b>FIELD DATES:</b>	January 24 - February 7, 2015
<b>TECHNIQUE:</b>	Mixed mode: Telephone and Online  228 residents were interviewed via telephone by live interviewers. Some 26% of these interviews (n=59) were completed on cell phones.  230 residents completed the same questionnaire online.
<b>MARGIN OF ERROR:</b>	±4.5% at the 95% confidence interval. That is, in theory, had all heads of household been interviewed, there is a 95% chance the results would be within ±4.5% of the results in this survey.
<b>DATA COLLECTION:</b>	<b>TELEPHONE:</b> calls were made between January 28 and February 3. All interviews were conducted by trained, professional interviewers under supervision. Up to six attempts were made to contact each number in the sample. The telephone interviews were conducted by McGuire Research Services in Las Vegas, Nevada.  <b>ON-LINE:</b> Households for which we had no telephone number were sent letters, signed by the mayor, asking them to log on to the survey website and complete the questionnaire. A reminder post card was mailed one week later. Some 2000 households were invited to participate.

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### BUSINESS SURVEY

A companion survey was conducted among businesses in Sammamish. Letters and two reminder cards – one week apart - were mailed to 135 business, and 3 school districts, asking the owner or manager to log onto the questionnaire website and complete the survey. 20 businesses responded to the survey, 16 completed it. Data were collected from January 26 through February 13.

It must be kept in mind that survey research cannot predict the future. Although great care and the most rigorous methods available were employed in the design, execution and analysis of this survey, these results can be interpreted only as representing the answers given by these respondents to these questions at the time they were interviewed.



## RESPONDENT PROFILE

In interpreting these findings, it is important to keep in mind the characteristics of the people actually interviewed. This table presents a profile of the 458 respondents in the survey.

NOTE: Here and throughout this report, percentages may not add to 100%, due to rounding.

<b>GENDER*:</b>	48%	Male
	52%	Female
*(phone survey only)		
<b>AGE:</b>	7%	18-35
	38%	36-50
	40%	51-64
	14%	65+
	2%	No Answer
<b>HOUSEHOLD:</b>	50%	Couple with children at home
	37%	Couple with no children at home
	4%	Single with children
	7%	Single with no children at home
	2%	No Answer
<b>INCOME:</b>	10%	\$75,000 or less
	12%	\$75 to \$99,000
	21%	\$100 to \$149,000
	38%	Over \$150,000
	19%	No Answer



# KEY FINDINGS

## SOLID WASTE

- ◆ **Sammamish residents are largely satisfied with their garbage and recycling service.**
  - Asked to rate 6 aspects of their service, 74% or more rated each aspect as "good" or "satisfactory." And 56% rated all 6 as "good" or "satisfactory."
  - Cost was the lowest-rated aspect, and even there 74% said it was "good" (15%) or "satisfactory" (59%).
- ◆ **There is some confusion about whether solid waste collection is a "city service":**
  - 4% said they did not know whether they subscribe to the "city garbage and recycling service";
  - 5% said they did not. Nearly 4 in 10 respondents who said they do not subscribe to the "city garbage and recycling service" said that Republic, Waste Management or a "private company" picked up their garbage.
- ◆ **About half of residents (52%) were unwilling to pay a "slightly higher rate" to be able to recycle more types of material.**
  - 1 in 4 were willing and another 1 in 4 said they might be willing.
- ◆ **1 in 3 have had an animal get into their garbage at least once.**
  - 1 in 10 were willing to pay more for bear-resistant containers.
- ◆ **6 in 10 subscribe to yard debris & food waste collection program.**
- ◆ **1 in 5 were likely to use weekly collection in winter, including**
  - 29% of current subscribers and
  - 6% of non-subscribers.
- ◆ **In weighing a proposal to combine solid waste services (garbage, recycling *and* yard/food waste) into a single-billed service, residents found both pro and con arguments "very significant":**
  - Lower cost to customers was rated as "very significant" to 56%, but
  - Forcing non-users to pay was "very significant" to 54%, while
  - Helping the environment was "very significant" to 52%.



◆ **In the end, cost to customers was rated as the top priority in the new contract.**

- 5 separate considerations were rated as "high priority" considerations in the new contract by a majority of respondents. However,
- 46% ranked cost as the *single most important* factor.
- The second highest-ranked factor – reliability – was far behind at 21%, followed by environmental impact (16%), types of material to be recycled (14%) and customer service (3%).

## **CABLE SERVICES**

◆ **9 in 10 Sammamish households have cable service,**

- 9 in 10 of those are Comcast customers,
- More than 8 in 10 have bundled cable service.
- Half of Comcast customers have television, internet and telephone service.

◆ **Large majority of Comcast customers are satisfied with their cable service, including:**

- 75% who rated the number of channels as satisfactory or better;
- 71% for internet speed;
- 70% for the reliability of the service;
- 66% for customer service.

◆ **Only cost of the 5 aspects tested was rated as unsatisfactory by most respondents:**

- 63% rated cost "unsatisfactory" (33%) or "Poor" (30%).

◆ **Most were also satisfied with Comcast customer service, including:**

- Reaching someone who could help them (57%);
- Resolution of their issue (64%);
- The courtesy of the customer service representative (79%). However
- Most (58%) were dissatisfied with the amount of time they spent on hold.



## BUSINESS RESPONDENTS

**NOTE:** 20 Businesses responded to the survey, but not all answered every question. These results are based on the number answering each question.

### ◆ **17 of 19 businesses subscribe to garbage and recycling service:**

- 11 subscribed through their landlord/lease;
- 6 were not sure how it works;
- Of the remaining 2, one takes their garbage and recycling home and the other has an arrangement with a neighboring business to use their dumpster.

### ◆ **Most satisfied with the service:**

- All 12 of those responding to the question were satisfied with the "overall quality of the service" and the reliability of pickup after storms;
- 1 was dissatisfied with the thoroughness of the pickup;
- 1 was dissatisfied with customer service;
- 3 were dissatisfied with the cost.

### ◆ **6 of 11 responding "maybe" would pay more to be able to include more materials in recycling:**

- Only 1 said definitely "yes."

### ◆ **Cost and reliability should be the top priorities in the new contract:**

- 9 of 16 responding rated "cost to customers" as the most important factor; 14 had rated it separately as a "high" (6) or "top" priority.
- 3 said "impact on the environment" was the most important factor; 11 had rated that as a "high" (9) or "top" (2) priority.
- 2 said "reliability of service was the most important factor; 15 had rated reliability as a "high" (13) or "top" priority (2).
- 2 named "types of materials able to be recycled as most important; 11 had rated that as a "high" (9) or "top" priority (2).

### ◆ **13 of 16 businesses responding subscribe to cable services:**

- 3 subscribe to Comcast;
- 9 subscribe to another service.

### ◆ **Cable more used for Internet and telephone than for television:**

- 3 respondents each had internet and telephone;
- Only 1 had cable television.

### ◆ **All 3 of the Comcast business customers were satisfied with the internet speed, reliability and customer service.**

- 2 of 3 were satisfied with the monthly cost.



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# FINDINGS

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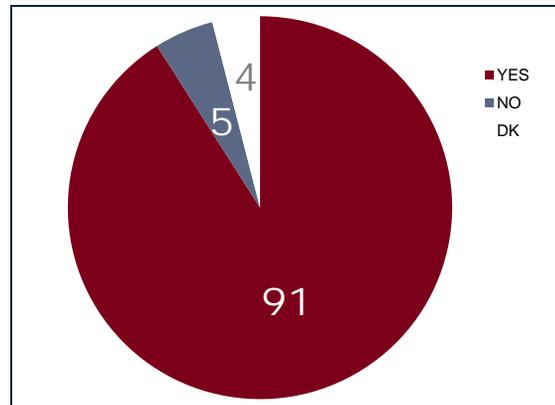


## 9 in 10 Households Report Subscribing to City Garbage & Recycling Service

Q1: Are you currently subscribed to the city garbage and recycling service?

How do you dispose of your household garbage?

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

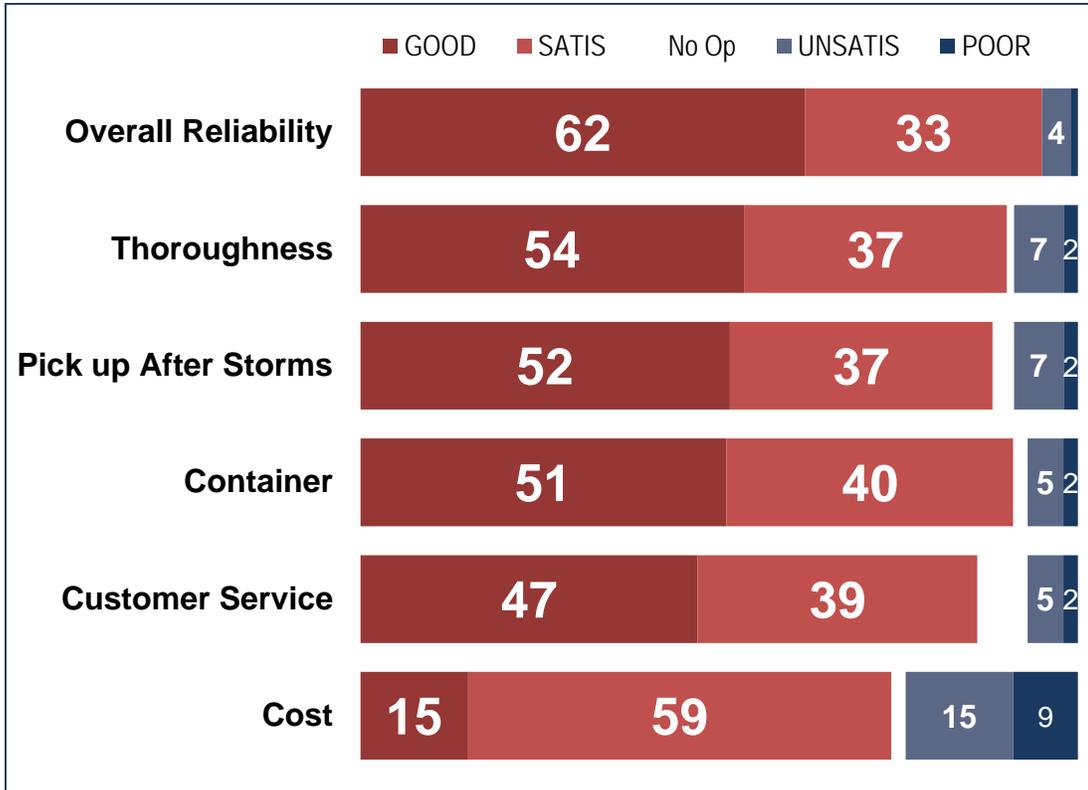


### Some confusion about "city service"

- **Asked why they did not subscribe to the city garbage and recycling service:**
  - 6 of the 23 non-subscribers (26%) said it was "not a city service";
  - 5 said they did not need it (22%);
  - 4 said the cost was too high (17%);
  - 2 said there is no pick up at their location (9%);
  - 2 did not know about it;
  - 3 gave other, miscellaneous reasons; and
  - 1 did not know.
- **Asked how they disposed of their garbage, 11 of the 23 "non-subscribers" (48%) said their garbage was picked up by:**
  - Waste Management (4 said that);
  - Republic (4);
  - A Private Company (1).
  - Two live in an apartment or condo and just take it to the dumpster.
- **Among the other non-subscribers:**
  - 9 take it to the dump themselves (39%);
  - 3 recycle or compost it themselves (13%).



## Residents Satisfied with Garbage & Recycling Service



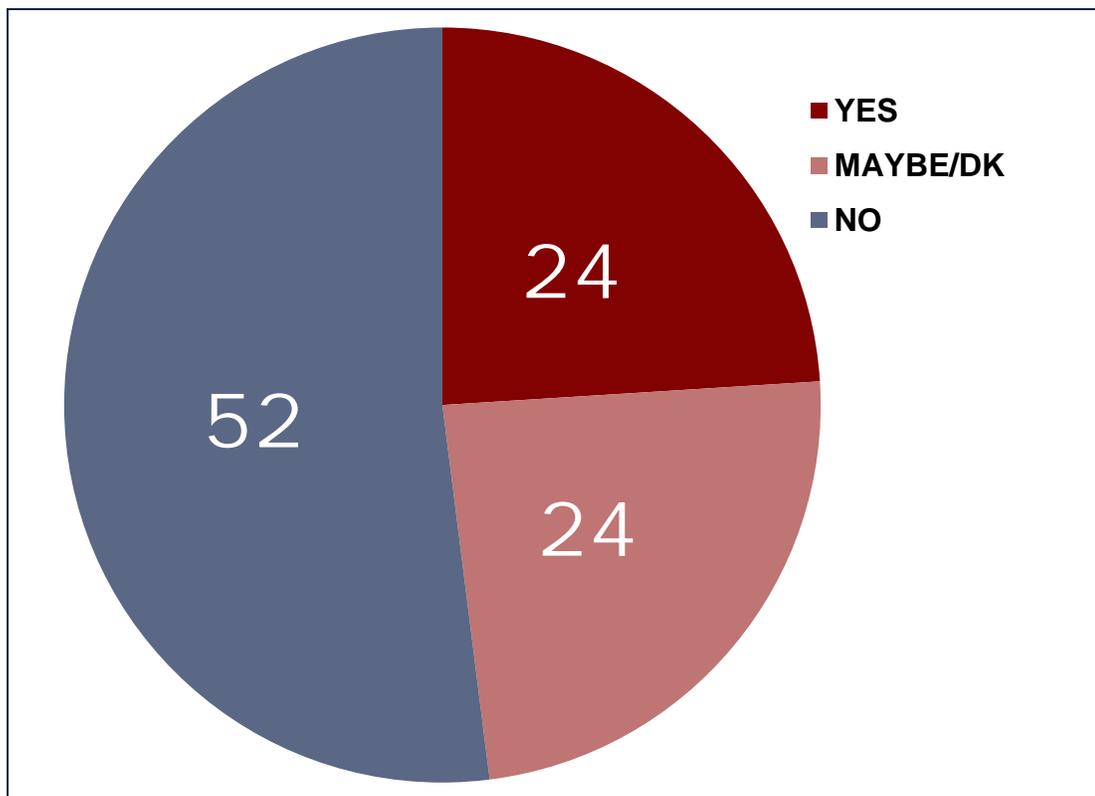
Q2: The following are some aspects of the garbage and recycling service. As I read each one, please tell me if you would rate that as Excellent, Good, Satisfactory, Unsatisfactory, or Poor. The first one is...

- \* Overall reliability of service
- \* Thoroughness; that is, picking up everything
- \* Reliability of pick up after storms
- \* The container used for your garbage
- \* The quality of the customer service
- \* The cost of the service

- **Substantial majorities were well-satisfied with all aspects of their garbage and recycling collection service.**
  - At least 74% rated each aspect as "good" or "satisfactory."
- **52% rated all 6 aspects as "satisfactory" or "good," and 52% rated 3 or more of the aspects as "good."**



## Most Unwilling to Pay More for More Recycling



Q3 If you could put more types of material into your recycling, such as batteries and Styrofoam, would you be willing to pay a slightly higher rate?

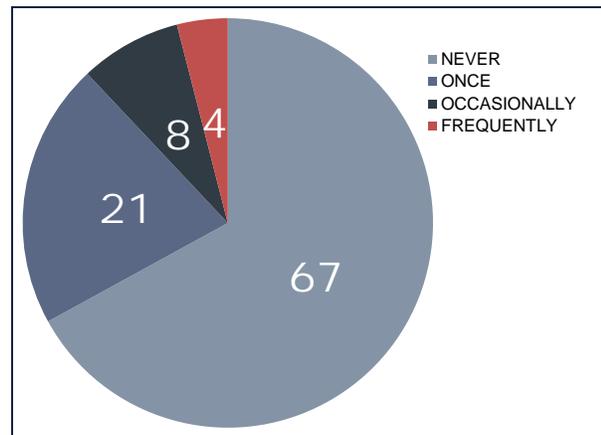
- **Just 1 in 4 subscribers were willing to pay more in order to be able to recycle more types of material.**
  - Another 1 in 4 might be willing, but
  - 52% were unwilling to "pay a slightly higher rate" for that service.



## 1 in 3 Have Had Animals Get Into Their Garbage

Q4: How often – if at all – have you had a problem with bears or other animals getting into your garbage or food waste containers?

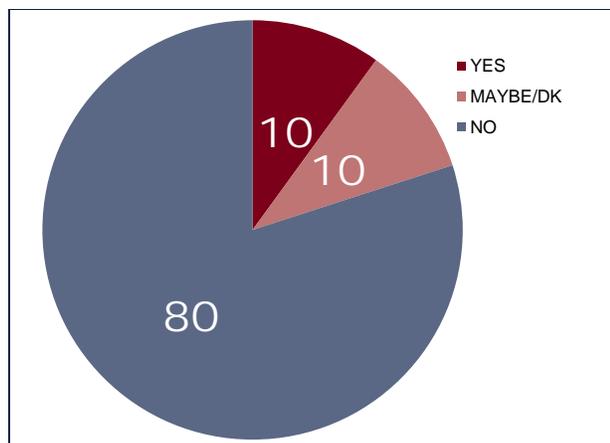
- **Only 12% have had the problem more than "once or twice".**
  - 4% said it happened frequently.
  - 8% said "once in a while" (occasionally).



## Few Willing to Pay for Bear-resistant Containers

Q5: Would you be willing to pay roughly \$2 dollars per month for containers that were more bear-resistant?

- **10% would be willing to pay \$2/mo. more for bear-resistant containers.**
  - Another 10% said "maybe".
- **9 of 16 (56%) who had the problem "frequently" would pay more, as would:**
  - 16 of 35 (46%) of those who said "occasionally", but
  - 85% of those who had the problem only "once in a while" or never were not willing to pay extra.

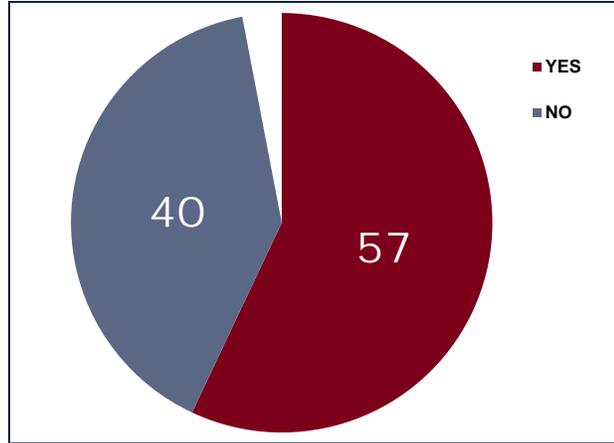




## Nearly 6 in 10 Subscribe to Yard Debris & Food Waste Collection Program

Q6 Are you currently subscribed to the yard debris and food waste collection program?

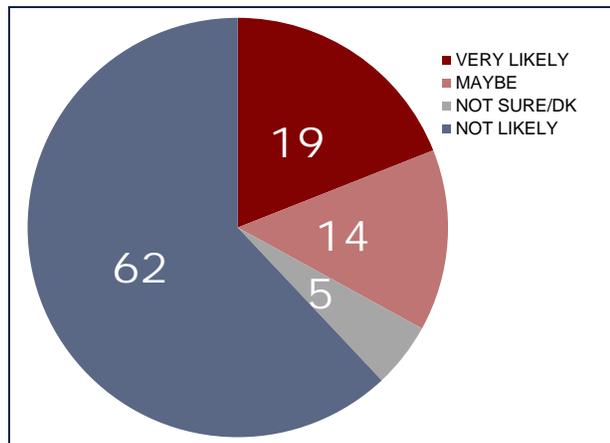
- **Most likely to subscribe are families with children at home earning more than \$100,000 per year**
  - 63% of couples with children compared to 53% of couples with no children and 41% if singles.
  - 61% of those with incomes over \$100,000 vs. 34% of those under \$75,000



## Most Unlikely to Use Weekly Collection in Winter

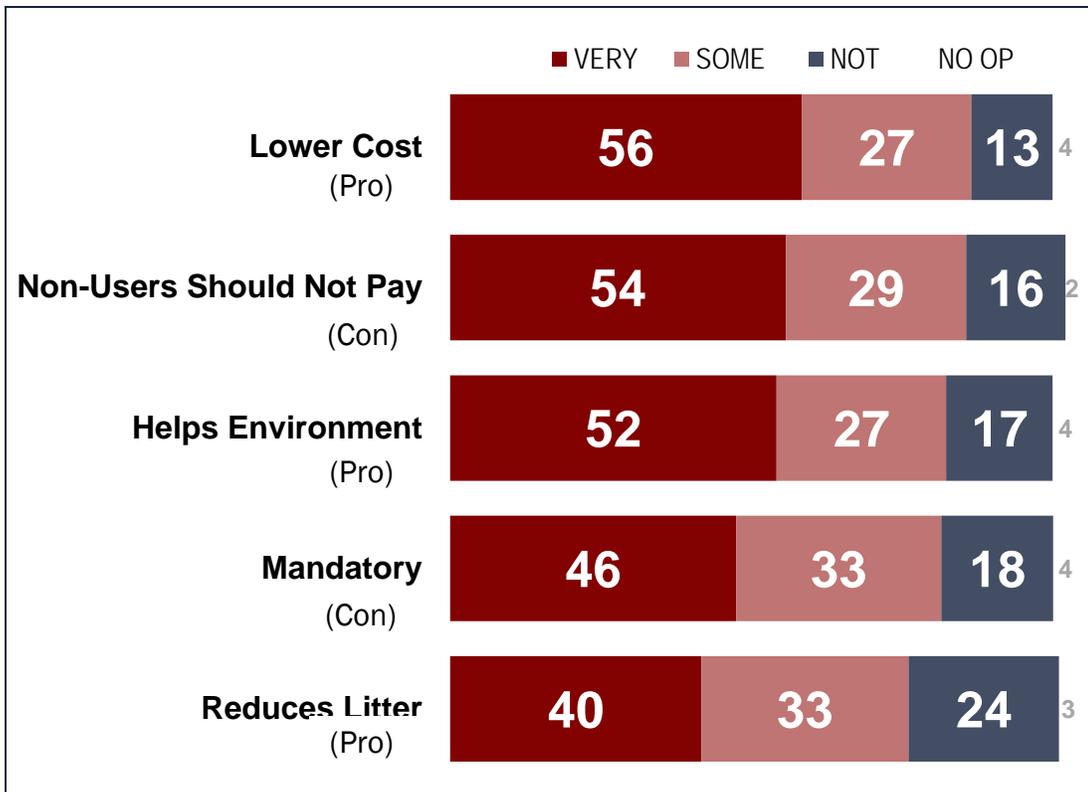
Q7 Currently, collection of yard and food waste is reduced to every other week between December and February. Would you use weekly yard and food waste service if it were provided December – February?

- **Current subscribers were more likely than non-subscribers to consider using the extended service:**
  - Among current subscribers:**
    - 44% were "very likely" to use the proposed service (29%) or "maybe" would (15%).
  - Among non-subscribers:**
    - 75% were unlikely to use it, but 17% might consider it, including 6% who said they were "very likely" to use it.





## Conflicting Arguments Seen as "Significant" for Combined, Mandatory Solid Waste Service



Q8 As you know, yard and food waste collection is currently 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:

- \* The cost for individual customers would be lower
- \* Households who don't use a service should not have to pay for it
- \* Having everyone participate helps the environment because less material is sent to the landfill
- \* The fact that these services would be mandatory, not voluntary
- \* Having everyone participate reduces litter and illegal dumping

- **Both pro and con arguments were seen as "very significant" in the decision to combine solid waste services:**

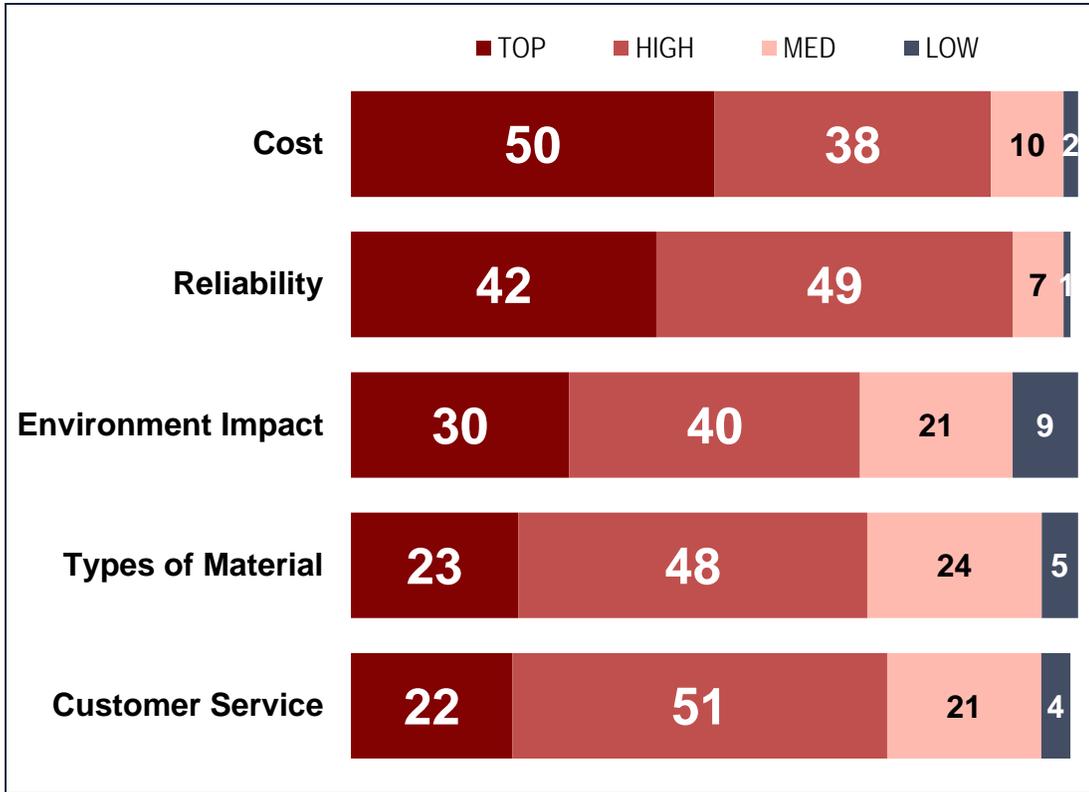
- 3 of 5 pro and con arguments tested were rated as "very significant" by a majority of subscribers, including
  - "The cost for individual customers would be lower" (56%);
  - "Households who don't use the service should not have to pay for it" (54%);
  - "Having everyone participate reduces litter and illegal dumping" (52%).

- **Overall, most subscribers rated most arguments as "very significant":**

- 52% rated at least 3 of the 5 arguments "very significant" including 24% who thought at least 4 of the 5 were "very significant".



## Cost, Reliability Highest Priorities for New Solid Waste Contract



Q9 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 in the new contract. The first one is...

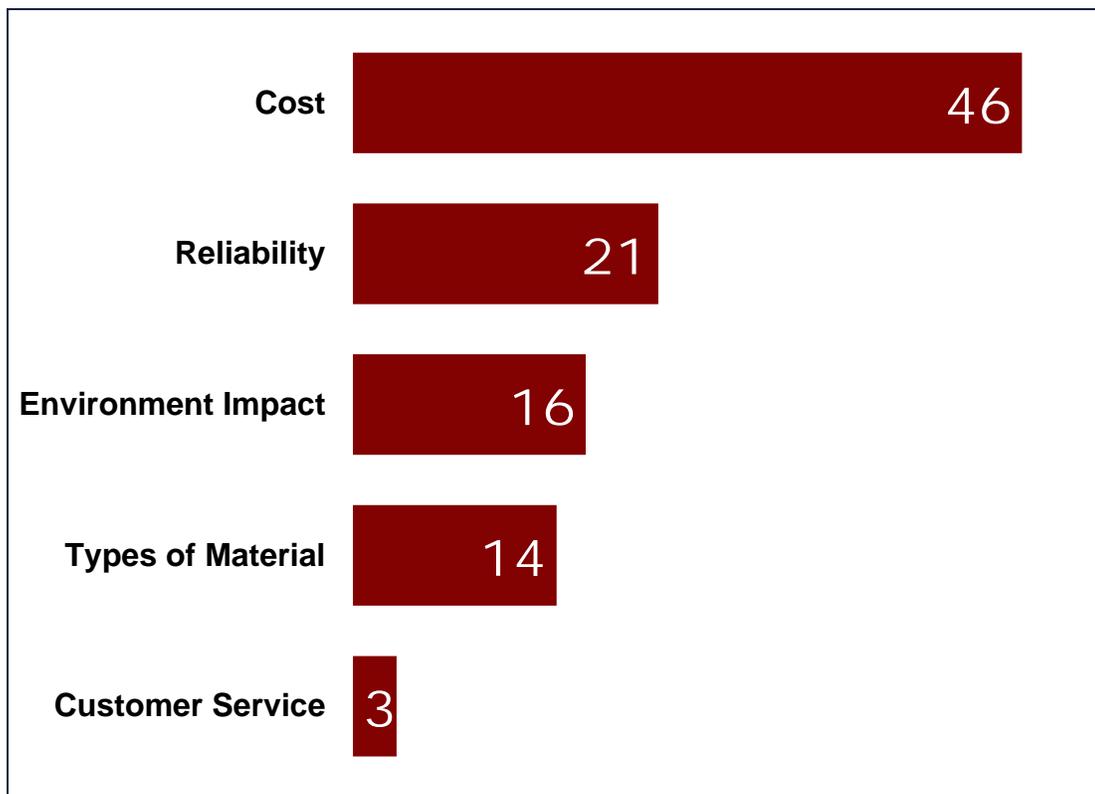
- \* Cost to the customers
- \* Reliability of the service
- \* The impact on the environment
- \* Types of materials that can be recycled
- \* Quality of customer service

• **All 5 considerations for the new solid waste collection contract tested in this survey were rated as "top" or "high" priority factors by substantial majorities.**

- Cost to customers was rated a "top priority" by 50% of customers.
- Reliability of service was rated a "top priority" by 42%.



## Cost is the Top Priority for New Contract



Q10 Which of the things I have just listed would be the most important to you in the new contract for solid waste services?

- **When customers were asked to indicate which one of these factors would be the most important, cost was ranked #1 by a substantial margin.**
  - The factors were ranked in the same order as their individual ratings, but cost was ranked #1 by twice as many customers as #2 reliability.

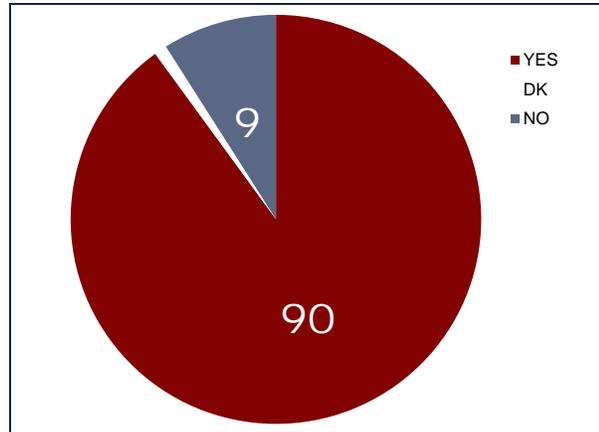


## CABLE SERVICES

### 9 in 10 Sammamish Households Have Cable Service

Q11 These next questions are about cable service. Do you subscribe to a cable service for television, internet and or landline telephone at your home?

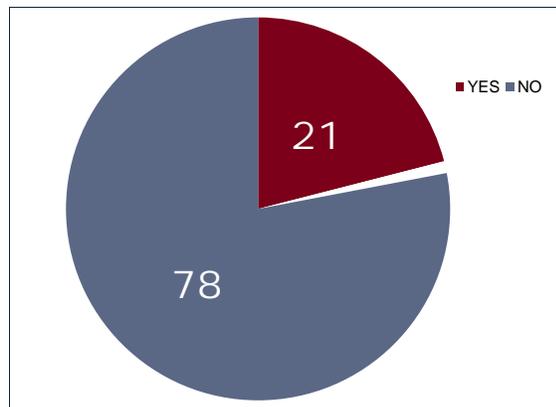
- **Of those currently without Cable, 56% (n=19) have discontinued cable service**
  - 50% did so because of price
  - 27% because of service



### 1 in 5 Have Switched Cable Companies

Q12 Since you have lived in Sammamish, have you ever switched a cable service?

Q121 Which cable company did you switch from?  
Why did you switch?



- **Equivalent Numbers Switched from Comcast, Other Companies:**
  - 45% switched From Comcast.
  - 49% switched from another cable company.
- **Price was the top reason giving for changing providers:**

**COMCAST [N=38]**

- 47% Price
- 26% Unreliable Service
- 11% No Choice
- 11% Went To Dish / Satellite
- 5% Internet Speed
- 5% Customer Service

**OTHER [N=42]**

- 12% Price
- 7% Internet Speed
- 2% No Choice
- 2% Service Package
- 2% Customer Service
- 69% Not Sure

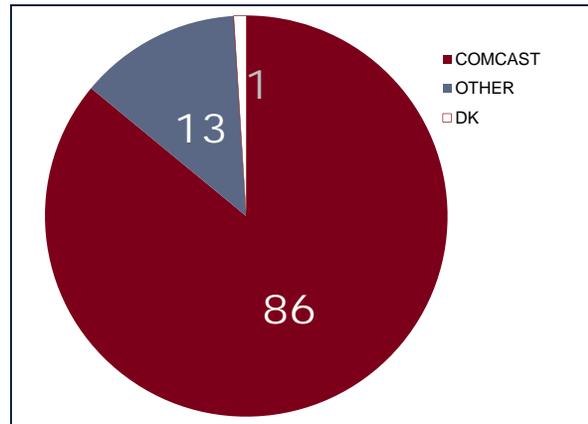


## Nearly 9 in 10 Cable Customers Have Comcast

- **Half chose Comcast because they had no choice**

What are some of the main reasons you chose Comcast? (n=356)

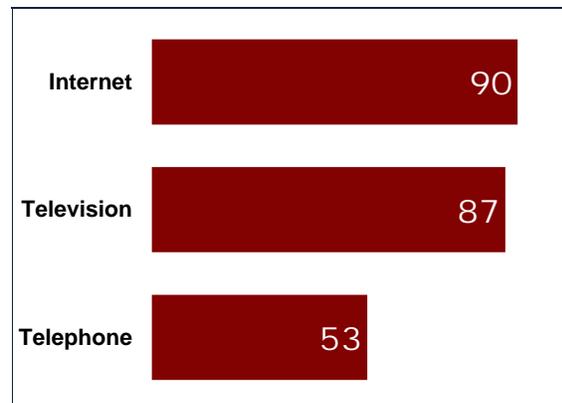
- 51% No Choice**
- 11% Internet Speed**
- 10% Cost/ Value**
- 8% Reliability / Service**
- 7% Bundled Services**
- 5% Programming**



## Most Comcast Customers Have Bundled Service

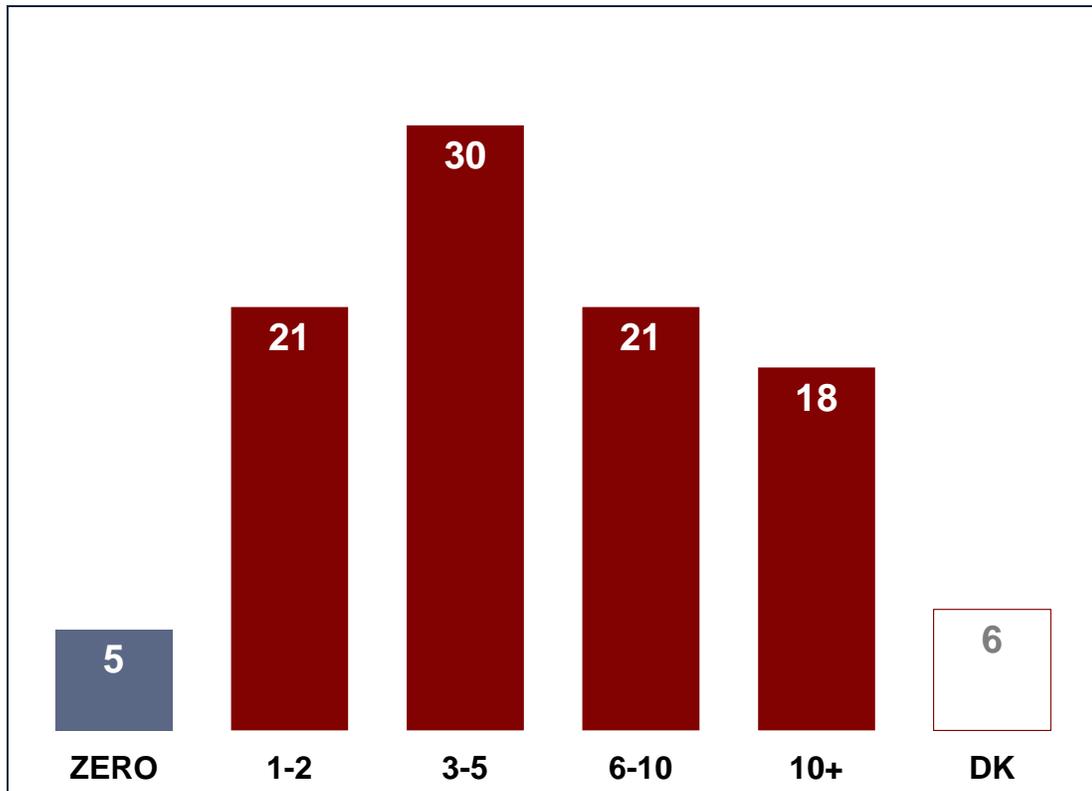
Q15 Which of the following cable services do you have? [n=356]

- **Only 16% of Comcast customers have just 1 service**
- **48% of Comcast customers have all 3 services**
- **Internet slightly more popular than television subscriptions**





## 9 in 10 Have Experienced Loss of Cable Signal

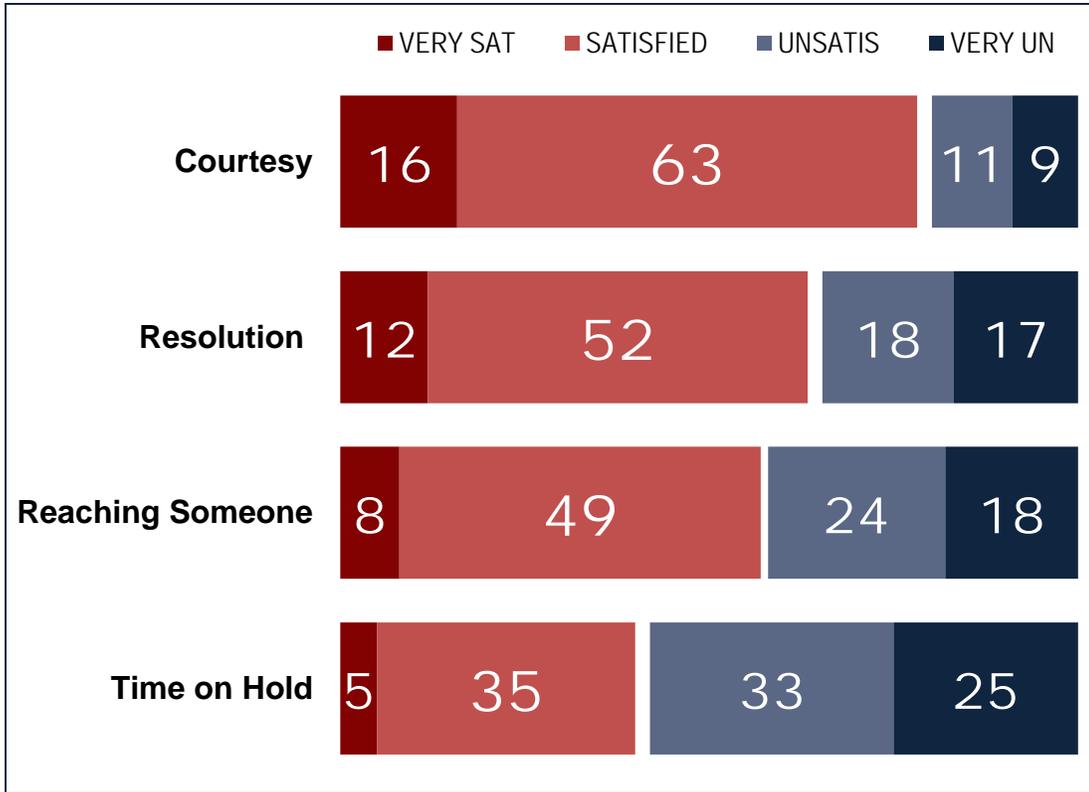


Q16 During the past two years, how many times have you lost your cable signal or cable internet for a period of 15 minutes or more? [n=356 Comcast Customers]

- **89% of Comcast customers have lost cable or internet signal for 15+ minutes at least once in the past 2 years;**
  - 39% have lost signal 6+ times.



## Most Satisfied with Comcast Customer Service Except for Time on Hold



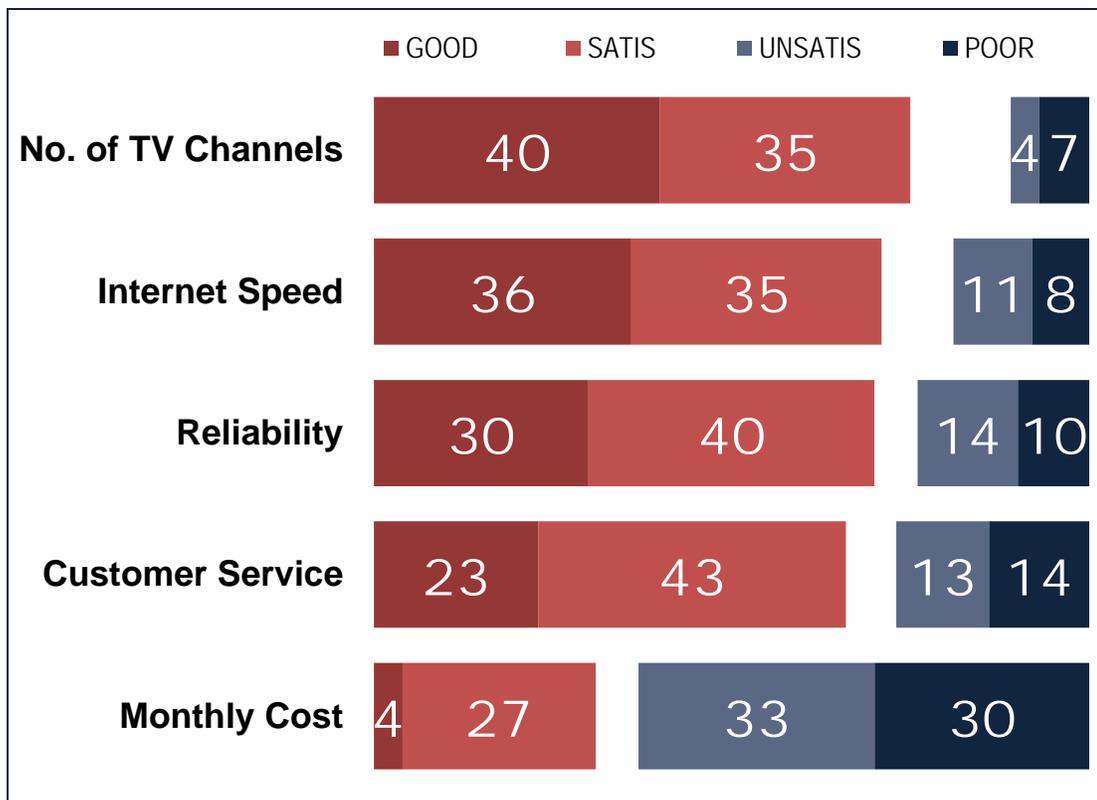
Q17 When you called the cable company's office, were you satisfied or unsatisfied with the following? [Is that: *Very Unsatisfied*, *Unsatisfied*, *Satisfied*, *Very Satisfied*].

- \* Reaching someone who could help you
- \* The length of time you were on hold
- \* The courtesy of the customer service representative
- \* Resolution of the issue you called about

- **88% have called Comcast for information, service or to register a complaint.**
- **A majority of customers were satisfied with their call to Customer Service, Including:**
  - Reaching someone who could help them (57%);
  - Resolution of their issue (64%);
  - The courtesy of the customer service representative (79%).
- **Most (58%) were dissatisfied with the amount of time they spent on hold, including**
  - 25% who were "very unsatisfied."



## Large Majorities Satisfied with Comcast Service; But Unhappy About Cost



Q18 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...

- \* Number of TV channels
- \* Internet speed
- \* Reliability of Service
- \* Customer Service
- \* Monthly cost

- **Sizeable majorities rated various aspects of Comcast's service as "good" or "satisfactory," including:**
  - 75% who rated the number of channels as satisfactory or better;
  - 71% for internet speed;
  - 70% for the reliability of the service;
  - 66% for customer service.
- **Only cost of the 5 aspects tested was rated as unsatisfactory by most respondents:**
  - 63% rated cost "unsatisfactory" (33%) or "Poor" (30%).
- **Overall, 69% rated 3 or more of these aspect "satisfactory" or better.**
  - 10% rated none of them "satisfactory" or better.



# DISCUSSION

These results indicate that Sammamish residents are generally satisfied with both their solid waste and cable services. They would like the cost to be lower for each service, but relatively few of these respondents had complaints about the quality of these services.

There is some confusion about whether or not garbage collection is a city service, but that was not widespread. About 5% of respondents either did not know whether they were subscribed to the city garbage service or misunderstood the service, saying that their garbage was picked up by a private company, not the city.

Satisfaction with the service can lead to resistance to change, especially those involving higher costs:

- Only one in ten were willing to pay for bear-resistant containers for example – far fewer than the one in three who had had animals get into their garbage at least once.
- Fewer than one in four were willing to pay a "slightly higher rate" to be able to recycle more types of material.
- Just one in five were likely to use weekly organics collection in winter.

The proposal to combine solid waste collection services could engender a robust community discussion. While this survey did not "call for the question," both pro and con arguments were considered to be "very significant" by sizable portions of residents. The primary debate will be between lower cost and helping the environment on one side versus mandatory enrollment on the other. Most survey respondents liked the lower cost and helping the environment, but not making the services mandatory or making non-users pay for the service. Cost appears to be the trump card, but there could be substantial resistance to mandatory services.

Cost to customers is clearly the most important consideration for the new contract. Cost was named as the top contract consideration by nearly as many as the next three factors combined – service reliability, environmental impact and types of material able to be recycled.



A large majority of cable users said they were satisfied with their service. As with solid waste, they named cost as their chief concern with the service.

Nine in 10 respondents have cable, 9 in 10 of those have Comcast, and 8 in 10 have bundled services, including half with television, internet and television. Interestingly, internet subscriptions slightly outnumbered television subscriptions, but both were around 9 in 10 subscribers.

Even though half of these respondents chose Comcast because they "had no choice," more than two-thirds of Comcast customers were generally satisfied with their service and with the customer service. None of the factors were rated as "good" by most respondents, but sizeable majorities rated four of the five service elements as "satisfactory" or better. Only cost was rated as unsatisfactory by a majority of Comcast customers.



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# APPENDIX

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# **RESIDENTIAL SURVEY**

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<b>SAMPLE:</b>	458 Adult residents of Sammamish
<b>MARGIN OF SAMPLING ERROR:</b>	±4.5% at the 95% level of confidence
<b>DATA COLLECTION:</b>	228 via telephone survey with live interviewers (26% via cell phone) 230 via online survey
<b>FIELD DATES:</b>	Jan 24 – Feb 7, 2015
<ul style="list-style-type: none"> <li>• The questions are presented here as they were asked in the interview</li> <li>• The figures in bold type are percentages of respondents who gave each answer.</li> <li>• Percentages may not add to 100% due to rounding.</li> </ul>	

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

- 91 YES
- 5 NO
- 4 DK/NA

1.1. IF NO: How do you dispose of your household garbage? [n=23]

- 39% Take to dump
- 17% Republic picks it up
- 17% Waste Management picks it up
- 13% Compost /Recycle
- 9% Live in Condo/Apt – take to dumpster
- 4% Private Company
- 4% Have Very Little

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

- [n=23]
- 26% Not a city company
- 22% Don't need it
- 17% Cost
- 9% No pick up at my location
- 9% Did not know about it
- 4% Recycle / Compost

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, Satisfactory, Unsatisfactory, or Poor The first one is...

ROTATE	POOR	UNSATIS	SATIS	GOOD	DK
A. Overall reliability of service .....	1	4	33	62	*
B. Thoroughness; that is, picking up everything	2	7	37	54	1
C. Reliability of pick up after storms .....	2	7	37	52	3
D. The container used for your garbage .....	2	5	40	51	2
E. The quality of the customer service .....	2	5	39	47	7
F. The cost of the service .....	9	15	59	15	2

3. If you could put more types of material into your recycling, such as batteries and styrofoam, would you be willing to pay a slightly higher rate?
- 24 YES
  - 24 MAYBE / DEPENDS
  - 52 NO
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...
- 67 Never
  - 21 Maybe once or twice
  - 8 Once in a while
  - 4 Frequently
  - 1 DK/NA
5. Would you be willing to pay roughly \$2 dollars per month for containers that were more bear-resistant?
- 10 YES
  - 9 MAYBE / DEPENDS
  - 80 NO
  - 1 DK/NA
6. Are you currently subscribed to the yard debris and food waste collection program?
- 57 YES
  - 40 NO
  - 3 DK/NA

## YARD & FOOD WASTE

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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? [ASKED OF ALL]
- 62 Not likely to use
  - 14 Maybe likely to use
  - 19 Very likely to use
  - 3 [NOT SURE / DEPENDS]
  - 1 DK/NA

8. As you know, yard and food waste collection is currently 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	NOT	SOME	VERY	DK
A. The cost for individual customers would be lower .....	13	27	56	4
B. Households who don't use a service should not have to pay for it.....	16	29	54	2
C. Having everyone participate helps the environment because less material is sent to the landfill .....	17	27	52	4
D. The fact that these services would be mandatory, not voluntary .....	18	33	46	4
E. Having everyone participate reduces litter and illegal dumping.....	24	33	40	3

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 in the new contract. The first one is...

ROTATE	LOW	MED	HIGH	TOP	DK/NA
A. Cost to the customers .....	2	10	28	50	*
B. Reliability of the service.....	1	7	49	42	1
C. The impact on the environment .....	9	21	40	30	*
D. Types of materials that can be recycled.....	5	24	48	23	*
E. Quality of customer service .....	4	21	51	22	1

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

- 46 Cost to customers
- 21 Reliability of service
- 16 Environmental impact
- 14 Types of materials able to be recycled
- 3 Quality of customer service

## 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?

**90 YES**

**12. HAVE CABLE [N=414]:** Since you have lived in Sammamish, have you ever switched a cable service?

**21% YES**

**12.1.** Which cable company did you switch from? [n=85]

**12.2.** Why did you switch from? [ Q12.1 ]?

**COMCAST [n=38]**

47% Price  
26% Unreliable service  
11% No choice  
11% Went to Dish / Satellite  
5% Internet speed  
5% Customer Service

**OTHER [n=42]**

12% Price  
7% Internet speed  
2% No choice  
2% Service package  
2% Customer Service  
69% Not sure

**13. NO CABLE [n=41]:** Since you have lived in Sammamish, have you ever discontinued a cable service?

**56% YES**

**13.1.** Which cable company did you discontinue? [n=23]

**13.2.** Why did you discontinue [ Q13.1 ]?

**COMCAST [n=19]**

47% Price  
26% Unreliable Service  
11% Dislike Company

**OTHER [n=3]**

2/3 Price  
1/3 Unreliable Service

**14. HAVE CABLE [N=414]:** Which cable company do you subscribe to currently?

**86 COMCAST**

**13 OTHER**

**1 DK/NA**

**14.1.** What are some of the main reasons you chose [ Q14 ]?

**COMCAST [n=356]**

51% No choice  
11% Internet Speed  
10% Cost/ Value  
8% Reliability / Service  
7% Bundled Services  
5% Programming

15. Which of the following cable services do you have? [n=356]

- 90 Internet
- 87 Television
- 53 Landline Telephone
- 1 DK/NA

16. 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? [n=356]

5% [zero] 21% [1-2 times] 30% [3-5 times] 21% [6-10 times] 17% [10+ times]

17. Have you ever called your cable company for information, service or to register a complaint? [n=356]

**88 YES**

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

[n=314]	VERY DISSAT	DISATIS	SATIS	VERY	DK/NA
A. Reaching someone who could help you .....	18	24	49	8	1
B. The length of time you were on hold.....	25	33	35	5	2
C. The courtesy of the customer service representative .....	9	11	63	16	2
D. Resolution of the issue you called about .....	17	18	52	12	2

18. 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...

[n=356]	POOR	UNSATIS	SATIS	GOOD	NA
A. Number of TV channels.....	7	4	35	40	14
B. Internet speed .....	8	11	35	36	10
C. Reliability of Service.....	10	14	40	30	6
D. Customer Service .....	14	13	43	23	7
E. Monthly cost .....	30	33	27	4	6

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

- 7** 18-35
- 38** 36-50
- 40** 51-64
- 14** 65+
- 2** NA

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

- 50** Couple with Children at Home
- 37** Couple with No Children at Home
- 4** Single with Children at Home
- 7** Single with No Children at Home
- 2** [NA]

**21.** 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 last year.

- 10** Under \$75,000
- 12** \$75 to 99,000
- 21** \$100 to 149,000
- 38** Over \$150,000
- 19** [NO ANSWER]



801 228<sup>th</sup> Avenue SE, Sammamish, Washington 98075-9509  
Phone: 425-295-0500 • Fax: 425-295-0600 • [www.sammamish.us](http://www.sammamish.us)

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January 23, 2015

Dear Neighbor,

The City of Sammamish is conducting a survey to learn more about residents' opinions about city services. Your household was selected at random to participate in the survey. For this study to be representative, it is important that we hear from your household.

The survey is available online. To take the survey, please type this address into your internet browser:

<http://sgiz.mobi/s3/samm>

We are trying to get a scientifically representative sample, so we ask that the survey be completed by the male or female head of your household with the most recent birthday.

The survey is being conducted by Elway Research, Inc., a highly respected independent research firm. Elway will collect and tally the results and publish a summary analysis. Your answers are anonymous and confidential, and no one in city government will see your individual responses. Results will be published in a few weeks.

We hope you will let us know what you think. Your input will be valuable as we look to improve city services. We know you are very busy, so we appreciate you taking the time to help shape the future of these services in the City of Sammamish. If you have any questions, please contact our Administrative Services Director, Beth Goldberg, at 425-295-0510 or [bgoldberg@sammamish.us](mailto:bgoldberg@sammamish.us).

Sincerely,

A handwritten signature in black ink that reads "Tom Vance". The signature is written in a cursive, flowing style.

Tom Vance, Mayor

**Dear Sammamish Resident:**

Last week we sent you an invitation to take part in a Survey for the City of Sammamish.



**If you have already completed the survey, *Thank You!***

If you have not already done so, please log on to the website below and take the survey today. Your household was specifically selected to make this survey representative of Sammamish residents.

Your opinions and ideas will help Sammamish City Government improve service. Your responses will be anonymous and confidential.

Thank you for your cooperation in this important study.

A handwritten signature in blue ink that reads "Stuart Elway".

TAKE THE SURVEY ON LINE BY FRIDAY, FEB. 7  
Log on at: <http://sgjz.mobi/s3/samm>

Elway Research, Inc.

Questions: Beth Goldberg at City Hall (425) 295-0510 or [bgoldberg@sammamish.us](mailto:bgoldberg@sammamish.us).

REVERSE SIDE:

CITY OF SAMMAMISH  
801 – 228<sup>th</sup> SE  
SAMMAMISH WA 98075

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# **COMMERCIAL SURVEY**

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<b>SAMPLE:</b>	20 Business Owners/Managers in Sammamish 16 completed the survey
<b>DATA COLLECTION:</b>	On line. Letters and two reminder cards were mailed to 135 business in the City of Sammamish, plus 3 school districts, asking the owner or manager to log onto the questionnaire website and complete the survey
<b>FIELD DATES:</b>	Jan 26 – Feb 13, 2015
<ul style="list-style-type: none"> <li>• The questions are presented here as they were asked in the interview</li> <li>• The figures in bold type are the number of respondents who gave each answer.</li> </ul>	

1. Are your business or organization currently subscribed to the city garbage and recycling service. Either directly or through you lease?

- 0** YES, DIRECTLY
- 11** YES, THROUGH LEASE
- 6** YES, BUT NOT SURE HOW
- 2** NOT SUBSCRIBED

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

- 1 Through arrangement with (QFC)
- 1 Take it home

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

- 2 not enough volume

2. The following are some aspects of the garbage and recycling service. For each one, indicate whether you would rate that as Good, Satisfactory, Unsatisfactory, or Poor.

ROTATE	POOR	UNSATIS	SATIS	GOOD
<b>A.</b> Overall reliability of service .....	<b>0</b> .....	<b>0</b> .....	<b>8</b> .....	<b>4</b>
<b>B.</b> Reliability of pick up after storms .....	<b>0</b> .....	<b>0</b> .....	<b>10</b> .....	<b>2</b>
<b>C.</b> Thoroughness – that is, picking up everything .....	<b>0</b> .....	<b>1</b> .....	<b>8</b> .....	<b>3</b>
<b>D.</b> The container used for your garbage .....	<b>0</b> .....	<b>1</b> .....	<b>7</b> .....	<b>4</b>
<b>E.</b> The cost of the service .....	<b>1</b> .....	<b>2</b> .....	<b>8</b> .....	<b>1</b>
<b>F.</b> The quality of the customer service .....	<b>0</b> .....	<b>1</b> .....	<b>10</b> .....	<b>1</b>

3. If you could put more types of material into your recycling, such as batteries and Styrofoam, would you be willing to pay a slightly higher rate?

- 1** YES
- 6** MAYBE / DEPENDS
- 4** NO

4. 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. For each factor below, indicate whether you think that should be a Top priority in the new solid waste contract, a High priority, Medium or a Low priority.

ROTATE	LOW	MED	HIGH	TOP
A. Cost to the customers .....	0	2	6	8
B. Reliability of the service.....	0	1	13	2
C. Quality of customer service .....	1	5	7	3
D. Types of materials that can be recycled.....	1	4	9	2
E. The impact on the environment .....	1	4	9	2

5. Which of these things would be the most important to you in the new contract for solid waste services:

- 9 Cost to customers
- 2 Reliability of service
- 0 Quality of customer service
- 2 Types of materials able to be recycled
- 3 Environmental impact

---

## CABLE SERVICES

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

- 13 YES
- 3 NO

7. Has this business ever switched cable providers?

- 4 YES
- 6 NO
- 3 NOT SURE

7.1. IF YES: Which company did you switch from?

- 0 COMCAST
- 3 OTHER
- 1 DON'T RECALL

7.2. Why did you switch cable companies?

- 1 Better programming
- 3 Price

8. Have you ever discontinued a cable service at this location"
- 0 YES
  - 3 NO
  - 0 NOT SURE
- 8.1. IF YES: Which company did you discontinue?
- 8.2. Why did you discontinue that cable service?
9. Which cable company do you subscribe to currently?
- 3 COMCAST
  - 9 OTHER
  - 1 DK/NA
- 9.1. What are some of the main reasons you chose that company?
- 5 price
  - 5 no choice/ availability
  - 1 reliability
  - 1 Unwilling to work with Comcast
10. Which of the following cable services do you have?
- 1 Television
  - 3 Internet
  - 3 Landline Telephone

**ASKED ONLY OF COMCAST CUSTOMERS:**

**11.** 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?

**3** said 2 times

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

**2** YES

**1** NO

**13.** When you called the cable company's office, were you satisfied or Dissatisfied with the following?

DO NOT ROTATE	VERY	DISSAT	SATIS	VERY
A. Reaching someone who could help you .....	0	0	2	0
B. The length of time you were on hold.....	0	2	0	0
C. The courtesy of the customer service representative .....	0	0	2	0
D. Resolution of the issue you called about .....	0	0	2	0

**14.** How would you rate your cable provider on the following factors.

ROTATE	POOR.....	UNSATIS.....	SATIS.....	GOOD.....	NOT APPLY
A. Monthly cost .....	0	1	2	0	0
B. Internet speed .....	0	0	2	1	0
C. Number of TV channels.....	0	0	0	1	2
D. Reliability of Service.....	0	0	1	2	0
E. Customer Service .....	0	0	3	0	0

*Thank you for taking the time to complete this survey,  
Your answers will be very helpful.*



801 228<sup>th</sup> Avenue SE, Sammamish, Washington 98075-9509  
Phone: 425-295-0500 • Fax: 425-295-0600 • [www.sammamish.us](http://www.sammamish.us)

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January 28, 2015

Dear Business Operator,

The City of Sammamish is conducting a survey to learn about residents' and business' opinions about city services. Your business was selected to participate in the survey. For this study to be representative of the Sammamish business community, it is vital that we hear from you.

The survey is available online. To take the survey, please type this address into your internet browser:

<http://sgiz.mobi/s3/samm2>

Owner or manager of this business should complete the survey. Your answers are anonymous and confidential, and no one in city government will see your individual responses. It will take less than 10 minutes to complete.

The survey is being conducted by Elway Research, Inc., a highly respected independent research firm. Elway will collect and tally the results and publish a summary analysis. Results will be published in a few weeks.

We hope you will let us know what you think. Your input will be valuable as we look to improve city services. We know you are very busy, so we appreciate you taking the time to help shape the future of these services in the City of Sammamish. If you have any questions, please contact our Administrative Services Director, Beth Goldberg, at 425-295-0510 or [bgoldberg@sammamish.us](mailto:bgoldberg@sammamish.us).

Sincerely,

A handwritten signature in black ink that reads "Tom Vance". The signature is written in a cursive, flowing style.

Tom Vance, Mayor

## REMINDER CARD 1

### Dear Sammamish Business Operator:

Last week we sent you an invitation to take part in a survey for the City of Sammamish.

The City is opening its contracts for solid waste and cable services and would like the business community's input. You were specifically selected to make this survey representative of Sammamish businesses. If you tried to take the survey and were unsuccessful, please try again. The technical problem has been corrected.

**If you have not already done so, please log on to the website below and take the survey today.** Your responses will be anonymous and confidential.

Thank you for your cooperation in this important research.



Elway Research, Inc.

Questions: Beth Goldberg at City Hall (425) 295-0510 or bgoldberg@sammamish.us.



TAKE THE SURVEY ON LINE

Log on at: <http://sgiz.mobi/s3/samm2>

## REMINDER CARD 2

### Dear Sammamish Business Operator:

The City of Sammamish needs to hear from you.

The City is opening its contracts for solid waste and cable services and would like the business community's input. You were selected to make this survey representative of businesses in our city.

**If you have already taken the survey, Thank You!**

**If you have not already done so, please log on to the website below and take the survey today.** The survey is being administered independently by Elway Research, so your responses will be anonymous and confidential.

Thank you for your cooperation in this important research.



**Tom Vance, Mayor**

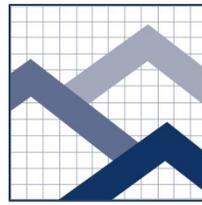
Questions: Beth Goldberg, Administrative Services Director (425)295-0510 or bgoldberg@sammamish.us.



PLEASE TAKE THE SURVEY by FRIDAY, FEB. 13

Log on at: <http://sgiz.mobi/s3/samm2>





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*City of Sammamish*

**Citizen Survey:  
Solid Waste & Cable Services Performance**

February 2015

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**CROSSTABULATION TABLES**

<b>SAMPLE:</b>	458 Adult residents of Sammamish
<b>MARGIN OF SAMPLING ERROR:</b>	±4.5% at the 95% level of confidence
<b>DATA COLLECTION:</b>	228 via telephone survey with live interviewers (26% via cell phone) 230 via online survey
<b>FIELD DATES:</b>	Jan 24 – Feb 7, 2015
<ul style="list-style-type: none"> <li>The questions are presented here as they were asked in the interview</li> <li>The figures in bold type are percentages of respondents who gave each answer.</li> <li>Percentages may not add to 100% due to rounding.</li> </ul>	

- Are you currently subscribed to the city garbage and recycling service?
  - 91** YES
  - 5** NO
  - 4** DK/NA
  - IF NO: How do you dispose of your household garbage? [n=23]
 

39% Take to dump	9% Live in Condo/Apt – take to dumpster
17% Republic picks it up	4% Private Company
17% Waste Management picks it up	4% Have Very Little
13% Compost /Recycle	
  - What is the main reason you do not subscribe to the garbage service? [n=23]
 

26% Not a city company	9% No pick up at my location
22% Don't need it	9% Did not know about it
17% Cost	4% Recycle / Compost
- 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, Satisfactory, Unsatisfactory, or Poor The first one is...
 

<b>ROTATE</b>		<b>POOR</b>	<b>UNSATIS</b>	<b>SATIS</b>	<b>GOOD</b>	<b>DK</b>
A. Overall reliability of service .....	<b>1</b>	<b>4</b>	<b>33</b>	<b>62</b>	<b>*</b>	
B. Thoroughness; that is, picking up everything .....	<b>2</b>	<b>7</b>	<b>37</b>	<b>54</b>	<b>1</b>	
C. Reliability of pick up after storms .....	<b>2</b>	<b>7</b>	<b>37</b>	<b>52</b>	<b>3</b>	
D. The container used for your garbage .....	<b>2</b>	<b>5</b>	<b>40</b>	<b>51</b>	<b>2</b>	
E. The quality of the customer service .....	<b>2</b>	<b>5</b>	<b>39</b>	<b>47</b>	<b>7</b>	
F. The cost of the service.....	<b>9</b>	<b>15</b>	<b>59</b>	<b>15</b>	<b>2</b>	

- If you could put more types of material into your recycling, such as batteries and styrofoam, would you be willing to pay a slightly higher rate?
  - 24** YES
  - 24** MAYBE / DEPENDS
  - 52** NO
- 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...
  - 67** Never
  - 21** Maybe once or twice
  - 8** Once in a while
  - 4** Frequently
  - 1** DK/NA
- Would you be willing to pay roughly \$2 dollars per month for containers that were more bear-resistant?
  - 10** YES
  - 9** MAYBE / DEPENDS
  - 80** NO
  - 1** DK/NA
- Are you currently subscribed to the yard debris and food waste collection program?
  - 57** YES
  - 40** NO
  - 3** DK/NA

**YARD & FOOD WASTE**

- 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? [ASKED OF ALL]
  - 62** Not likely to use
  - 14** Maybe likely to use
  - 19** Very likely to use
  - 3** [NOT SURE / DEPENDS]
  - 1** DK/NA

8. As you know, yard and food waste collection is currently 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	NOT	SOME	VERY	DK
A. The cost for individual customers would be lower .....	13	27	56	4
B. Households who don't use a service should not have to pay for it .....	16	29	54	2
C. Having everyone participate helps the environment because less material is sent to the landfill .....	17	27	52	4
D. The fact that these services would be mandatory, not voluntary .....	18	33	46	4
E. Having everyone participate reduces litter and illegal dumping .....	24	33	40	3

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 in the new contract. The first one is...

ROTATE	LOW	MED	HIGH	TOP	DK/NA
A. Cost to the customers .....	2	10	28	50	*
B. Reliability of the service .....	1	7	49	42	1
C. The impact on the environment .....	9	21	40	30	*
D. Types of materials that can be recycled .....	5	24	48	23	*
E. Quality of customer service .....	4	21	51	22	1

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

- 46 Cost to customers
- 21 Reliability of service
- 16 Environmental impact
- 14 Types of materials able to be recycled
- 3 Quality of customer service

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?

90 YES

12. HAVE CABLE [N=414]: Since you have lived in Sammamish, have you ever switched a cable service?

21% YES

12.1. Which cable company did you switch from? [n=85]

12.2. Why did you switch from? [ Q12.1 ]?

COMCAST [n=38]	OTHER [n=42]
47% Price	12% Price
26% Unreliable service	7% Internet speed
11% No choice	2% No choice
11% Went to Dish / Satellite	2% Service package
5% Internet speed	2% Customer Service
5% Customer Service	69% Not sure

13. NO CABLE [n=41]: Since you have lived in Sammamish, have you ever discontinued a cable service?

56% YES

13.1. Which cable company did you discontinue? [n=23]

13.2. Why did you discontinue [ Q13.1 ]?

COMCAST [n=19]	OTHER [n=3]
47% Price	2/3 Price
26% Unreliable Service	1/3 Unreliable Service
11% Dislike Company	

14. HAVE CABLE [N=414]: Which cable company do you subscribe to currently?

86 COMCAST

13 OTHER

1 DK/NA

14.1. What are some of the main reasons you chose [ Q14 ]?

COMCAST [n=356]
51% No choice
11% Internet Speed
10% Cost/ Value
8% Reliability / Service
7% Bundled Services
5% Programming

15. Which of the following cable services do you have? [n=356]

- 90 Internet
- 87 Television
- 53 Landline Telephone
- 1 DK/NA

16. 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? [n=356]

5% [zero] 21% [1-2 times] 30% [3-5 times] 21% [6-10 times] 17% [10+ times]

17. Have you ever called your cable company for information, service or to register a complaint? [n=356]

88 YES

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

[n=314] VERY DISSAT DISATIS SATIS VERY DK/NA

- A. Reaching someone who could help you ..... 18 ..... 24 ..... 49 ..... 8 ..... 1
- B. The length of time you were on hold ..... 25 ..... 33 ..... 35 ..... 5 ..... 2
- C. The courtesy of the customer service representative ..... 9 ..... 11 ..... 63 ..... 16 ..... 2
- D. Resolution of the issue you called about ..... 17 ..... 18 ..... 52 ..... 12 ..... 2

18. 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...

[n=356] POOR UNSATIS SATIS GOOD NA

- A. Number of TV channels ..... 7 ..... 4 ..... 35 ..... 40 ..... 14
- B. Internet speed ..... 8 ..... 11 ..... 35 ..... 36 ..... 10
- C. Reliability of Service ..... 10 ..... 14 ..... 40 ..... 30 ..... 6
- D. Customer Service ..... 14 ..... 13 ..... 43 ..... 23 ..... 7
- E. Monthly cost ..... 30 ..... 33 ..... 27 ..... 4 ..... 6

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

- 7 18-35
- 38 36-50
- 40 51-64
- 14 65+
- 2 NA

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

- 50 Couple with Children at Home
- 37 Couple with No Children at Home
- 4 Single with Children at Home
- 7 Single with No Children at Home
- 2 [NA]

21. 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 last year.

- 10 Under \$75,000
- 12 \$75 to 99,000
- 21 \$100 to 149,000
- 38 Over \$150,000
- 19 [NO ANSWER]

# **SAMMAMISH RESIDENTIAL SURVEY**

## **FEB 2015**

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# **BANNER TABLES**

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### **READING THE CROSTABULATION TABLES**

The crosstabulations found in this report are presented in a "banner table" format. Categories of respondents (e.g. "35-54 years old," or "Female") are listed across the top of each page (the "banner"). The questions asked in the survey are listed down the left margin. The figures in the cells are percentages based on the number of respondents in the category at the head of each



## Exhibit #2

SAMMAMISH UTILITIES SATISFACTION SURVEY  
FEBRUARY 2015  
ELWAY RESEARCH

### TABLE OF CONTENTS

Banner 1

Table Q1	Page 1	Q1. Are you currently subscribed to the city garbage and recycling service?
Table Q111	Page 2	Q1.1. How do you dispose of your household garbage?
Table Q112	Page 3	Q1.2. What is the main reason you do not subscribe to the garbage service?
Table Q2A	Page 4	Q2A. Overall reliability of service
Table Q2B	Page 5	Q2B. Reliability of pick up after storms
Table Q2C	Page 6	Q2C. Thoroughness; that is, picking up everything
Table Q2D	Page 7	Q2D. The container used for your garbage
Table Q2E	Page 8	Q2E. The cost of the service
Table Q2F	Page 9	Q2F. The quality of the customer service
Table Q3	Page 10	Q3. If you could put more types of material into your recycling, such as batteries and styrofoam, would you be willing to pay a slightly higher rate?
Table Q4	Page 11	Q4. How often - if at all - have you had a problem with bears or other animals getting into your garbage or food waste containers?
Table Q5	Page 12	Q5. Would you be willing to pay roughly \$2 dollars per month for containers that were more bear-resistant?
Table Q6	Page 13	Q6. Are you currently subscribed to the yard debris and food waste collection program?
Table Q7	Page 14	Q7. 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?
Table Q8A	Page 15	Q8A. The cost for individual customers would be lower
Table Q8B	Page 16	Q8B. Having everyone participate helps the environment because less material is sent to the landfill
Table Q8C	Page 17	Q8C. Households who don't use a service should not have to pay for it
Table Q8D	Page 18	Q8D. Having everyone participate reduces litter and illegal dumping
Table Q8E	Page 19	Q8E. The fact that these services would be mandatory, not voluntary

## Exhibit #2

SAMMAMISH UTILITIES SATISFACTION SURVEY  
FEBRUARY 2015  
ELWAY RESEARCH

### TABLE OF CONTENTS

Table Q9A	Page 20	Q9a. Cost to the customers
Table Q9B	Page 21	Q9B. Reliability of the service
Table Q9C	Page 22	Q9C. Quality of customer service
Table Q9D	Page 23	Q9D. Types of materials that can be recycled
Table Q9E	Page 24	Q9E. The impact on the environment
Table Q10	Page 25	Q10. Which of the things I have just listed would be the most important to you in the new contract for solid waste services:
Table Q11	Page 26	Q11. These next questions are about cable service. Do you subscribe to a cable service for television, internet and or landline telephone at your home?
Table Q12	Page 27	Q12. Since you have lived in Sammamish, have you ever switched a cable service?
Table Q121	Page 28	Q12.1. Which cable company did you switch from?
Table Q122C	Page 29	Q12.2. Why did you switch from Comcast?
Table Q122C	Page 30	Q12.2. Why did you switch from other cable company?
Table Q13	Page 31	Q13. Since you have lived in Sammamish have you ever discontinued a cable service?
Table Q131	Page 32	Q13.1. Which cable company did you discontinue?
Table Q132C	Page 33	Q13.2. Why did you discontinue Comcast?
Table Q132O	Page 34	Q13.2. Why did you discontinue other cable company?
Table Q14	Page 35	Q14. Which cable company do you subscribe to currently?
Table Q141	Page 36	Q141. What are some of the main reasons you chose Comcast?
Table Q141B	Page 38	Q141. What are some of the main reasons you chose another company?
Table Q15	Page 39	Q15. Which of the following cable services do you have?
Table Q16	Page 40	Q16. 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?

## Exhibit #2

SAMMAMISH UTILITIES SATISFACTION SURVEY  
FEBRUARY 2015  
ELWAY RESEARCH

### TABLE OF CONTENTS

Table Q17	Page 41	Q17. Have you ever called your cable company for information, service or to register a complaint?
Table Q171A	Page 42	Q17.1A. Reaching someone who could help you
Table Q171B	Page 43	Q17.1B. The length of time you were on hold
Table Q171C	Page 44	Q17.1C. The courtesy of the customer service representative
Table Q171D	Page 45	Q17.1D. Resolution of the issue you called about
Table Q18A	Page 46	Q18A. Monthly cost
Table Q18B	Page 47	Q18B. Internet speed
Table Q18C	Page 48	Q18C. Number of TV channels
Table Q18D	Page 49	Q18D. Reliability of Service
Table Q18E	Page 50	Q18E. Customer Service
Table Q19	Page 51	Q19. I have just a few last questions for our statistical analysis. How old are you?
Table Q20	Page 52	Q20. Which of these best describes your household at this time?
Table Q21	Page 53	Q21. Approximate household income - before taxes - for last year.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
FEBRUARY 2015  
ELWAY RESEARCH

Q1. Are you currently subscribed to the city garbage and recycling service?

	Household											Income								
	Age					Couple with Children					Single with Children					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA				
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)					
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63				
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0				
Yes	418	29	159	168	53	5	216	150	15	29	3	41	53	85	161	59				
	91.3	93.5	91.4	92.3	85.5	100.0	93.9	87.7	88.2	90.6	100.0	87.2	94.6	89.5	93.1	93.7				
							CDE	H								GHj				
No	23	-	8	8	7	-	6	13	2	2	-	3	3	6	6	3				
	5.0		4.6	4.4	11.3		2.6	7.6	11.8	6.3		6.4	5.4	6.3	3.5	4.8				
								G												
DK/NA	17	2	7	6	2	-	8	8	-	1	-	3	-	4	6	1				
	3.7	6.5	4.0	3.3	3.2		3.5	4.7		3.1		6.4		4.2	3.5	1.6				

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q1.1. How do you dispose of your household garbage?

	Household															
	Age					Household					Income					
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Non-subscribers	23	-	8	8	7	-	6	13	2	2	-	3	3	6	6	3
	100.0		100.0	100.0	100.0		100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0
Take to city dump	9	-	2	3	4	-	2	5	1	1	-	2	1	3	2	-
	39.1		25.0	37.5	57.1		33.3	38.5	50.0	50.0		66.7	33.3	50.0	33.3	
Republic picks it up	4	-	1	2	1	-	1	3	-	-	-	-	-	-	2	1
	17.4		12.5	25.0	14.3		16.7	23.1							33.3	33.3
Waste Management	4	-	3	1	-	-	2	2	-	-	-	-	1	1	1	1
	17.4		37.5	12.5			33.3	15.4				33.3	16.7	16.7	16.7	33.3
Condo/Apt	2	-	1	1	-	-	-	1	1	-	-	-	-	1	1	-
	8.7		12.5	12.5				7.7	50.0					16.7	16.7	
Compost it	2	-	-	-	2	-	1	1	-	-	-	-	-	2	-	-
	8.7				28.6		16.7	7.7						33.3		
Have very little	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	1
	4.3			12.5						50.0						33.3
Recycle it	1	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-
	4.3				14.3			7.7				33.3				
Private company	1	-	1	-	-	-	-	1	-	-	-	-	1	-	-	-
	4.3		12.5					7.7				33.3				

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q1.2. What is the main reason you do not subscribe to the garbage service?

	Household															
	Age					Couple					Income					
	=====					with		with no		with		=====			Over	
	Total	18-35	36-50	51-64	65+	NA	Children	Children	Children	Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	\$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Non-subscribers	23	-	8	8	7	-	6	13	2	2	-	3	3	6	6	3
	100.0		100.0	100.0	100.0		100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0
Not city company	6	-	4	1	1	-	3	3	-	-	-	-	2	-	2	1
	26.1		50.0	12.5	14.3		50.0	23.1				66.7		33.3	33.3	
			d													
Not needed	5	-	-	2	3	-	-	3	-	2	-	-	1	2	1	1
	21.7			25.0	42.9			23.1		100.0		33.3	33.3	16.7	33.3	
										H						
Cost	4	-	1	1	2	-	2	2	-	-	-	1	-	2	-	-
	17.4		12.5	12.5	28.6		33.3	15.4				33.3		33.3		
No pickup at my location	2	-	1	1	-	-	-	1	1	-	-	1	-	-	-	1
	8.7		12.5	12.5				7.7	50.0			33.3				33.3
No knowledge of it	2	-	1	1	-	-	-	1	1	-	-	-	-	-	2	-
	8.7		12.5	12.5				7.7	50.0						33.3	
Recycle it	1	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-
	4.3				14.3			7.7				33.3				
Other mention	2	-	1	1	-	-	1	1	-	-	-	-	-	1	1	-
	8.7		12.5	12.5			16.7	7.7						16.7	16.7	
DK/NA/Unsure	1	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-
	4.3			12.5				7.7						16.7		

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q2A. Overall reliability of service

	Household															
	Age						Couple					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Subscribers	418	29	159	168	53	5	216	150	15	29	3	41	53	85	161	59
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	399	25	151	162	53	5	208	143	13	29	3	40	50	83	153	56
=====	95.5	86.2	95.0	96.4	100.0	100.0	96.3	95.3	86.7	100.0	100.0	97.6	94.3	97.6	95.0	94.9
				BCD	BCD				GH	GH						
Good	260	15	91	106	42	4	129	98	8	21	2	25	33	50	102	37
	62.2	51.7	57.2	63.1	79.2	80.0	59.7	65.3	53.3	72.4	66.7	61.0	62.3	58.8	63.4	62.7
				BCD												
Satisfactory	139	10	60	56	11	1	79	45	5	8	1	15	17	33	51	19
	33.3	34.5	37.7	33.3	20.8	20.0	36.6	30.0	33.3	27.6	33.3	36.6	32.1	38.8	31.7	32.2
			E	e												
Bottom Two (Net)	18	4	8	5	-	-	8	6	2	-	-	1	3	2	7	3
=====	4.3	13.8	5.0	3.0			3.7	4.0	13.3			2.4	5.7	2.4	4.3	5.1
		d														
Unsatisfactory	15	3	7	4	-	-	7	4	2	-	-	1	2	2	6	2
	3.6	10.3	4.4	2.4			3.2	2.7	13.3			2.4	3.8	2.4	3.7	3.4
Poor	3	1	1	1	-	-	1	2	-	-	-	-	1	-	1	1
	0.7	3.4	0.6	0.6			0.5	1.3				1.9		0.6	1.7	
DK/NA	1	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-
	0.2			0.6				0.7							0.6	

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q2B. Reliability of pick up after storms

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Subscribers	418	29	159	168	53	5	216	150	15	29	3	41	53	85	161	59
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	370	26	138	151	47	5	186	139	12	27	3	38	45	72	147	52
=====	88.5	89.7	86.8	89.9	88.7	100.0	86.1	92.7	80.0	93.1	100.0	92.7	84.9	84.7	91.3	88.1
						bCDE		G		GHi						
Good	217	17	75	88	32	4	105	88	5	17	1	24	27	36	86	33
	51.9	58.6	47.2	52.4	60.4	80.0	48.6	58.7	33.3	58.6	33.3	58.5	50.9	42.4	53.4	55.9
					c	c		gI		i		n			n	
Satisfactory	153	9	63	63	15	1	81	51	7	10	2	14	18	36	61	19
	36.6	31.0	39.6	37.5	28.3	20.0	37.5	34.0	46.7	34.5	66.7	34.1	34.0	42.4	37.9	32.2
Bottom Two (Net)	37	3	16	14	3	-	25	8	3	-	-	1	5	10	13	6
=====	8.9	10.3	10.1	8.3	5.7		11.6	5.3	20.0			2.4	9.4	11.8	8.1	10.2
							H							L	l	l
Unsatisfactory	27	1	11	12	3	-	18	6	3	-	-	1	3	9	10	3
	6.5	3.4	6.9	7.1	5.7		8.3	4.0	20.0			2.4	5.7	10.6	6.2	5.1
							h							L		
Poor	10	2	5	2	-	-	7	2	-	-	-	-	2	1	3	3
	2.4	6.9	3.1	1.2			3.2	1.3					3.8	1.2	1.9	5.1
DK/NA	11	-	5	3	3	-	5	3	-	2	-	2	3	3	1	1
	2.6		3.1	1.8	5.7		2.3	2.0		6.9		4.9	5.7	3.5	0.6	1.7

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q2C. Thoroughness; that is, picking up everything

	Household															
	Age						Couple					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Subscribers	418	29	159	168	53	5	216	150	15	29	3	41	53	85	161	59
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	380	24	142	154	52	5	197	142	11	27	1	37	46	77	148	56
=====	90.9	82.8	89.3	91.7	98.1	100.0	91.2	94.7	73.3	93.1	33.3	90.2	86.8	90.6	91.9	94.9
					BCD	BCD	K	iK		K						
Good	227	14	80	92	38	2	116	81	8	21	-	27	29	42	81	37
	54.3	48.3	50.3	54.8	71.7	40.0	53.7	54.0	53.3	72.4		65.9	54.7	49.4	50.3	62.7
					BCD					GH		no				o
Satisfactory	153	10	62	62	14	3	81	61	3	6	1	10	17	35	67	19
	36.6	34.5	39.0	36.9	26.4	60.0	37.5	40.7	20.0	20.7	33.3	24.4	32.1	41.2	41.6	32.2
			e				J	iJ						1	L	
Bottom Two (Net)	36	5	16	13	1	-	18	7	4	2	2	4	7	7	12	3
=====	8.6	17.2	10.1	7.7	1.9		8.3	4.7	26.7	6.9	66.7	9.8	13.2	8.2	7.5	5.1
		E	E	E				h	h		GHJ					
Unsatisfactory	27	4	11	11	-	-	16	3	3	2	1	2	6	6	9	2
	6.5	13.8	6.9	6.5			7.4	2.0	20.0	6.9	33.3	4.9	11.3	7.1	5.6	3.4
							H		h							
Poor	9	1	5	2	1	-	2	4	1	-	1	2	1	1	3	1
	2.2	3.4	3.1	1.2	1.9		0.9	2.7	6.7		33.3	4.9	1.9	1.2	1.9	1.7
DK/NA	2	-	1	1	-	-	1	1	-	-	-	-	-	1	1	-
	0.5		0.6	0.6			0.5	0.7						1.2	0.6	

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q2D. The container used for your garbage

	Household															
	Age						Couple					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Subscribers	418	29	159	168	53	5	216	150	15	29	3	41	53	85	161	59
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	379	24	139	157	50	5	195	136	13	28	3	39	48	74	146	54
=====	90.7	82.8	87.4	93.5	94.3	100.0	90.3	90.7	86.7	96.6	100.0	95.1	90.6	87.1	90.7	91.5
				c	c	BCDe					GH					
Good	213	15	71	90	32	3	109	81	6	14	1	23	29	39	82	30
	51.0	51.7	44.7	53.6	60.4	60.0	50.5	54.0	40.0	48.3	33.3	56.1	54.7	45.9	50.9	50.8
					C											
Satisfactory	166	9	68	67	18	2	86	55	7	14	2	16	19	35	64	24
	39.7	31.0	42.8	39.9	34.0	40.0	39.8	36.7	46.7	48.3	66.7	39.0	35.8	41.2	39.8	40.7
Bottom Two (Net)	31	5	18	6	2	-	20	8	1	1	-	1	3	9	14	3
=====	7.4	17.2	11.3	3.6	3.8		9.3	5.3	6.7	3.4		2.4	5.7	10.6	8.7	5.1
		de	DE											L	1	
Unsatisfactory	22	3	14	4	1	-	15	5	1	1	-	1	2	7	10	2
	5.3	10.3	8.8	2.4	1.9		6.9	3.3	6.7	3.4		2.4	3.8	8.2	6.2	3.4
			DE													
Poor	9	2	4	2	1	-	5	3	-	-	-	-	1	2	4	1
	2.2	6.9	2.5	1.2	1.9		2.3	2.0					1.9	2.4	2.5	1.7
DK/NA	8	-	2	5	1	-	1	6	1	-	-	1	2	2	1	2
	1.9		1.3	3.0	1.9		0.5	4.0	6.7			2.4	3.8	2.4	0.6	3.4
								G								

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q2E. The cost of the service

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Subscribers	418	29	159	168	53	5	216	150	15	29	3	41	53	85	161	59
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	307	20	111	129	42	2	160	110	9	24	1	24	39	64	126	39
=====	73.4	69.0	69.8	76.8	79.2	40.0	74.1	73.3	60.0	82.8	33.3	58.5	73.6	75.3	78.3	66.1
				f	f					k				l	Lp	
Good	61	4	18	27	12	-	28	27	1	4	1	7	9	13	23	8
	14.6	13.8	11.3	16.1	22.6		13.0	18.0	6.7	13.8	33.3	17.1	17.0	15.3	14.3	13.6
					c											
Satisfactory	246	16	93	102	30	2	132	83	8	20	-	17	30	51	103	31
	58.9	55.2	58.5	60.7	56.6	40.0	61.1	55.3	53.3	69.0		41.5	56.6	60.0	64.0	52.5
														L	L	
Bottom Two (Net)	103	8	44	38	10	2	51	38	6	5	1	15	13	20	34	17
=====	24.6	27.6	27.7	22.6	18.9	40.0	23.6	25.3	40.0	17.2	33.3	36.6	24.5	23.5	21.1	28.8
												o				
Unsatisfactory	64	2	28	28	4	1	33	22	5	3	-	8	7	14	21	13
	15.3	6.9	17.6	16.7	7.5	20.0	15.3	14.7	33.3	10.3		19.5	13.2	16.5	13.0	22.0
			bE	bE					j							
Poor	39	6	16	10	6	1	18	16	1	2	1	7	6	6	13	4
	9.3	20.7	10.1	6.0	11.3	20.0	8.3	10.7	6.7	6.9	33.3	17.1	11.3	7.1	8.1	6.8
		d														
DK/NA	8	1	4	1	1	1	5	2	-	-	1	2	1	1	1	3
	1.9	3.4	2.5	0.6	1.9	20.0	2.3	1.3			33.3	4.9	1.9	1.2	0.6	5.1

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
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 Lowercase letters indicate significance at the 90% level.



SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q3. If you could put more types of material into your recycling, such as batteries and styrofoam, would you be willing to pay a slightly higher rate?

	Household											Income				
	Age					Couple					Single	Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Subscribers	418	29	159	168	53	5	216	150	15	29	3	41	53	85	161	59
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	99	4	46	41	8	-	58	33	2	5	1	9	11	19	47	12
	23.7	13.8	28.9	24.4	15.1		26.9	22.0	13.3	17.2	33.3	22.0	20.8	22.4	29.2	20.3
			BE													
Maybe/Depends	100	8	42	37	9	2	53	36	4	5	-	6	13	18	42	13
	23.9	27.6	26.4	22.0	17.0	40.0	24.5	24.0	26.7	17.2		14.6	24.5	21.2	26.1	22.0
															1	
No	218	17	70	90	36	3	104	81	9	19	2	26	29	48	72	33
	52.2	58.6	44.0	53.6	67.9	60.0	48.1	54.0	60.0	65.5	66.7	63.4	54.7	56.5	44.7	55.9
				c	Cd					g		o		o		
DK/NA	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	1
	0.2		0.6				0.5									1.7

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q4. How often - if at all - have you had a problem with bears or other animals getting into your garbage or food waste containers?

	Household										Income					
	Age					Couple					Single					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Subscribers	418	29	159	168	53	5	216	150	15	29	3	41	53	85	161	59
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Never	278	20	102	111	38	3	130	110	11	21	1	26	40	54	107	36
	66.5	69.0	64.2	66.1	71.7	60.0	60.2	73.3	73.3	72.4	33.3	63.4	75.5	63.5	66.5	61.0
								G					P			
Maybe once or twice	87	4	36	37	9	1	52	28	2	4	1	10	7	20	36	10
	20.8	13.8	22.6	22.0	17.0	20.0	24.1	18.7	13.3	13.8	33.3	24.4	13.2	23.5	22.4	16.9
Once in a while	35	3	15	12	5	-	19	10	2	3	1	4	4	6	13	8
	8.4	10.3	9.4	7.1	9.4	-	8.8	6.7	13.3	10.3	33.3	9.8	7.5	7.1	8.1	13.6
Frequently	16	1	6	8	-	1	14	2	-	-	-	1	1	4	5	5
	3.8	3.4	3.8	4.8	-	20.0	6.5	1.3	-	-	-	2.4	1.9	4.7	3.1	8.5
							H									
DK/NA	2	1	-	-	1	-	1	-	-	1	-	-	1	1	-	-
	0.5	3.4	-	-	1.9	-	0.5	-	-	3.4	-	-	1.9	1.2	-	-

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
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SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q5. Would you be willing to pay roughly \$2 dollars per month for containers that were more bear-resistant?

	Household										Income					
	Age					Couple with Children					Single with Children					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Subscribers	418	29	159	168	53	5	216	150	15	29	3	41	53	85	161	59
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	41	3	22	12	3	1	25	12	2	2	-	4	3	10	15	9
	9.8	10.3	13.8	7.1	5.7	20.0	11.6	8.0	13.3	6.9		9.8	5.7	11.8	9.3	15.3
			De													m
Maybe/Depends	39	4	20	14	1	-	23	11	3	1	-	1	5	7	19	5
	9.3	13.8	12.6	8.3	1.9		10.6	7.3	20.0	3.4		2.4	9.4	8.2	11.8	8.5
		e	E	E			j								L	
No	336	22	116	142	48	4	167	127	10	25	3	36	45	67	126	45
	80.4	75.9	73.0	84.5	90.6	80.0	77.3	84.7	66.7	86.2	100.0	87.8	84.9	78.8	78.3	76.3
				C	bC			g			GHIJ					
DK/NA	2	-	1	-	1	-	1	-	-	1	-	-	-	1	1	-
	0.5		0.6		1.9		0.5			3.4				1.2	0.6	

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q6. Are you currently subscribed to the yard debris and food waste collection program?

	Household															
	Age					Household					Income					
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	262	13	108	112	24	3	145	92	7	13	1	16	28	55	108	38
	57.2	41.9	62.1	61.5	38.7	60.0	63.0	53.8	41.2	40.6	33.3	34.0	50.0	57.9	62.4	60.3
			BE	BE			hiJ					1	L	L	L	L
No	184	16	62	66	36	2	78	76	9	18	2	30	28	36	59	24
	40.2	51.6	35.6	36.3	58.1	40.0	33.9	44.4	52.9	56.3	66.7	63.8	50.0	37.9	34.1	38.1
		c			CD			G		G		NOF	O			
DK/NA	12	2	4	4	2	-	7	3	1	1	-	1	-	4	6	1
	2.6	6.5	2.3	2.2	3.2		3.0	1.8	5.9	3.1		2.1		4.2	3.5	1.6

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q7. 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?

	Household										Income					
	Age					Couple					Single					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Not likely to use	284	18	114	102	44	3	143	106	10	19	3	27	31	57	114	42
	62.0	58.1	65.5	56.0	71.0	60.0	62.2	62.0	58.8	59.4	100.0	57.4	55.4	60.0	65.9	66.7
			d		D					GHIJ						
Maybe likely to use	65	6	20	28	9	1	30	27	1	6	-	8	10	18	15	8
	14.2	19.4	11.5	15.4	14.5	20.0	13.0	15.8	5.9	18.8		17.0	17.9	18.9	8.7	12.7
												o	o	o		
Very likely to use	88	5	33	42	7	1	49	29	3	6	-	7	10	15	40	12
	19.2	16.1	19.0	23.1	11.3	20.0	21.3	17.0	17.6	18.8		14.9	17.9	15.8	23.1	19.0
				E												
Not sure/Depends	15	2	3	8	2	-	5	8	1	1	-	4	5	3	2	-
	3.3	6.5	1.7	4.4	3.2		2.2	4.7	5.9	3.1		8.5	8.9	3.2	1.2	
												o	o			
DK/NA	6	-	4	2	-	-	3	1	2	-	-	1	-	2	2	1
	1.3		2.3	1.1			1.3	0.6	11.8			2.1		2.1	1.2	1.6

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q8A. The cost for individual customers would be lower

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very significant	256	16	97	103	35	3	132	91	9	19	2	28	32	52	92	38
	55.9	51.6	55.7	56.6	56.5	60.0	57.4	53.2	52.9	59.4	66.7	59.6	57.1	54.7	53.2	60.3
Somewhat significant	123	9	55	47	11	-	73	38	4	6	1	8	11	30	54	14
	26.9	29.0	31.6	25.8	17.7		31.7	22.2	23.5	18.8	33.3	17.0	19.6	31.6	31.2	22.2
			E				Hj							Lm	Lm	
Not significant	61	6	17	25	11	1	24	30	1	5	-	8	10	10	24	8
	13.3	19.4	9.8	13.7	17.7	20.0	10.4	17.5	5.9	15.6		17.0	17.9	10.5	13.9	12.7
								Gi								
DK/NA	18	-	5	7	5	1	1	12	3	2	-	3	3	3	3	3
	3.9		2.9	3.8	8.1	20.0	0.4	7.0	17.6	6.3		6.4	5.4	3.2	1.7	4.8
								G	g							

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q8B. Having everyone participate helps the environment because less material is sent to the landfill

	Household															
	Age					Household					Income					
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very significant	238	15	99	93	26	3	127	79	9	19	1	27	19	53	95	33
	52.0	48.4	56.9	51.1	41.9	60.0	55.2	46.2	52.9	59.4	33.3	57.4	33.9	55.8	54.9	52.4
			E				h					M		M	M	M
Somewhat significant	124	11	40	50	20	2	64	45	4	9	1	12	20	23	47	18
	27.1	35.5	23.0	27.5	32.3	40.0	27.8	26.3	23.5	28.1	33.3	25.5	35.7	24.2	27.2	28.6
Not significant	79	5	29	32	12	-	37	34	2	4	1	6	13	16	29	11
	17.2	16.1	16.7	17.6	19.4		16.1	19.9	11.8	12.5	33.3	12.8	23.2	16.8	16.8	17.5
DK/NA	17	-	6	7	4	-	2	13	2	-	-	2	4	3	2	1
	3.7		3.4	3.8	6.5		0.9	7.6	11.8			4.3	7.1	3.2	1.2	1.6
								G					O			

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q8C. Households who don't use a service should not have to pay for it

	Household											Income				
	Age					NA	Couple	Couple	Single	Single	NA	Income				
	Total	18-35	36-50	51-64	65+		with Children	with no Children	with Children	with no Children		Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very significant	245	12	90	95	43	2	121	91	6	22	3	26	31	50	86	39
	53.5	38.7	51.7	52.2	69.4	40.0	52.6	53.2	35.3	68.8	100.0	55.3	55.4	52.6	49.7	61.9
					BCD					ghI	GHIJ					o
Somewhat significant	131	13	55	53	7	2	76	41	7	5	-	8	16	28	57	16
	28.6	41.9	31.6	29.1	11.3	40.0	33.0	24.0	41.2	15.6	-	17.0	28.6	29.5	32.9	25.4
		E	E	E			HJ		j					1	L	
Not significant	73	6	26	32	9	-	31	34	2	5	-	11	8	16	29	6
	15.9	19.4	14.9	17.6	14.5		13.5	19.9	11.8	15.6		23.4	14.3	16.8	16.8	9.5
								g				P				
DK/NA	9	-	3	2	3	1	2	5	2	-	-	2	1	1	1	2
	2.0		1.7	1.1	4.8	20.0	0.9	2.9	11.8			4.3	1.8	1.1	0.6	3.2

Comparison Groups: BCDEF/GHIJK/LMNO

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q8D. Having everyone participate reduces litter and illegal dumping

	Household															
	Age					Household					Income					
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very significant	185	9	75	75	24	1	105	58	5	15	1	21	15	42	72	27
	40.4	29.0	43.1	41.2	38.7	20.0	45.7	33.9	29.4	46.9	33.3	44.7	26.8	44.2	41.6	42.9
							H					m		M	M	m
Somewhat significant	149	14	57	61	13	2	75	52	7	10	2	13	23	30	55	21
	32.5	45.2	32.8	33.5	21.0	40.0	32.6	30.4	41.2	31.3	66.7	27.7	41.1	31.6	31.8	33.3
		E	e	E												
Not significant	109	8	37	41	20	2	49	51	3	5	-	9	15	20	45	14
	23.8	25.8	21.3	22.5	32.3	40.0	21.3	29.8	17.6	15.6	-	19.1	26.8	21.1	26.0	22.2
								gj								
DK/NA	15	-	5	5	5	-	1	10	2	2	-	4	3	3	1	1
	3.3		2.9	2.7	8.1		0.4	5.8	11.8	6.3		8.5	5.4	3.2	0.6	1.6
								G				o				

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q8E. The fact that these services would be mandatory, not voluntary

	Household											Income				
	Age					NA	Couple	Couple	Single	Single	NA	Income				
	Total	18-35	36-50	51-64	65+		with Children	with no Children	with Children	with no Children		Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Very significant	209	10	74	89	32	2	96	85	7	19	-	21	22	51	75	27
	45.6	32.3	42.5	48.9	51.6	40.0	41.7	49.7	41.2	59.4		44.7	39.3	53.7	43.4	42.9
				b	b					g				m		
Somewhat significant	149	13	69	50	13	3	93	41	5	7	1	13	21	25	64	19
	32.5	41.9	39.7	27.5	21.0	60.0	40.4	24.0	29.4	21.9	33.3	27.7	37.5	26.3	37.0	30.2
		E	DE			e	HJ								n	
Not significant	83	8	27	36	11	-	40	33	3	5	1	10	10	17	30	15
	18.1	25.8	15.5	19.8	17.7		17.4	19.3	17.6	15.6	33.3	21.3	17.9	17.9	17.3	23.8
DK/NA	17	-	4	7	6	-	1	12	2	1	1	3	3	2	4	2
	3.7		2.3	3.8	9.7		0.4	7.0	11.8	3.1	33.3	6.4	5.4	2.1	2.3	3.2
					c			G								

Comparison Groups: BCDEF/GHIJK/LMNOF

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q9a. Cost to the customers

	Household											Income				
	Age					Couple					Single					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top priority	229	19	88	85	30	3	117	85	6	16	-	22	30	46	85	27
	50.0	61.3	50.6	46.7	48.4	60.0	50.9	49.7	35.3	50.0		46.8	53.6	48.4	49.1	42.9
High priority	175	10	65	72	26	2	88	60	10	14	3	18	21	39	67	26
	38.2	32.3	37.4	39.6	41.9	40.0	38.3	35.1	58.8	43.8	100.0	38.3	37.5	41.1	38.7	41.3
									gh							
Medium priority	46	1	19	22	4	-	24	19	1	2	-	5	3	9	21	7
	10.0	3.2	10.9	12.1	6.5		10.4	11.1	5.9	6.3		10.6	5.4	9.5	12.1	11.1
			b	B											m	
Low priority	7	1	1	3	2	-	1	6	-	-	-	2	2	-	-	3
	1.5	3.2	0.6	1.6	3.2		0.4	3.5				4.3	3.6			4.8
								G								
DK/NA	1	-	1	-	-	-	-	1	-	-	-	-	-	1	-	-
	0.2		0.6					0.6						1.1		

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
FEBRUARY 2015  
ELWAY RESEARCH

Q9B. Reliability of the service

	Household											Income				
	Age					NA	Couple		Single		NA	Income				
	Total	18-35	36-50	51-64	65+		with Children	with no Children	with Children	with no Children		Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top priority	193	9	72	78	29	2	100	75	4	11	-	18	12	43	81	27
	42.1	29.0	41.4	42.9	46.8	40.0	43.5	43.9	23.5	34.4		38.3	21.4	45.3	46.8	42.9
					b		i	i				m		M	M	M
High priority	226	15	86	91	31	2	108	82	12	19	3	27	36	39	80	33
	49.3	48.4	49.4	50.0	50.0	40.0	47.0	48.0	70.6	59.4	100.0	57.4	64.3	41.1	46.2	52.4
									Gh		GHIJ	n	NO			
Medium priority	30	5	14	9	1	1	21	7	1	1	-	1	7	9	11	2
	6.6	16.1	8.0	4.9	1.6	20.0	9.1	4.1	5.9	3.1		2.1	12.5	9.5	6.4	3.2
		dE	E				Hj						Lp	Lp		
Low priority	6	1	1	3	1	-	1	4	-	1	-	1	1	2	-	1
	1.3	3.2	0.6	1.6	1.6		0.4	2.3		3.1		2.1	1.8	2.1		1.6
DK/NA	3	1	1	1	-	-	-	3	-	-	-	-	-	2	1	-
	0.7	3.2	0.6	0.5				1.8						2.1	0.6	

Comparison Groups: BCDEF/GHIJK/LMNOP  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.  
Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q9C. Quality of customer service

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top priority	102	5	35	42	19	-	48	44	3	6	-	16	9	22	35	14
	22.3	16.1	20.1	23.1	30.6		20.9	25.7	17.6	18.8		34.0	16.1	23.2	20.2	22.2
												Mo				
High priority	234	13	91	93	33	2	115	81	9	23	3	24	31	46	89	31
	51.1	41.9	52.3	51.1	53.2	40.0	50.0	47.4	52.9	71.9	100.0	51.1	55.4	48.4	51.4	49.2
										GH	GHIJ					
Medium priority	98	8	42	38	7	2	56	34	4	3	-	6	11	20	43	14
	21.4	25.8	24.1	20.9	11.3	40.0	24.3	19.9	23.5	9.4		12.8	19.6	21.1	24.9	22.2
			E	e			J	j							L	
Low priority	19	4	5	7	2	1	11	7	1	-	-	-	4	5	5	4
	4.1	12.9	2.9	3.8	3.2	20.0	4.8	4.1	5.9				7.1	5.3	2.9	6.3
DK/NA	5	1	1	2	1	-	-	5	-	-	-	1	1	2	1	-
	1.1	3.2	0.6	1.1	1.6			2.9				2.1	1.8	2.1	0.6	

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q9D. Types of materials that can be recycled

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top priority	105	6	39	47	10	1	50	44	2	8	-	10	12	21	44	12
	22.9	19.4	22.4	25.8 <sub>e</sub>	16.1	20.0	21.7	25.7	11.8	25.0	-	21.3	21.4	22.1	25.4	19.0
High priority	219	14	91	82	29	1	118	72	7	16	2	25	23	47	81	28
	47.8	45.2	52.3 <sub>f</sub>	45.1	46.8	20.0	51.3 <sub>h</sub>	42.1	41.2	50.0	66.7	53.2	41.1	49.5	46.8	44.4
Medium priority	108	9	34	42	22	1	48	47	6	6	1	11	14	22	41	18
	23.6	29.0	19.5	23.1	35.5 <sub>Cd</sub>	20.0	20.9	27.5	35.3	18.8	33.3	23.4	25.0	23.2	23.7	28.6
Low priority	24	2	8	11	1	2	14	7	1	2	-	-	7	4	7	5
	5.2	6.5	4.6	6.0 <sub>e</sub>	1.6	40.0 <sub>e</sub>	6.1	4.1	5.9	6.3	-	-	12.5 <sub>no</sub>	4.2	4.0	7.9
DK/NA	2	-	2	-	-	-	-	1	1	-	-	1	-	1	-	-
	0.4	-	1.1	-	-	-	-	0.6	5.9	-	-	2.1	-	1.1	-	-

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
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SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q9E. The impact on the environment

	Household															
	Age					Household					Income					
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top priority	135	9	54	53	16	2	72	48	-	15	-	16	21	22	56	13
	29.5	29.0	31.0	29.1	25.8	40.0	31.3	28.1		46.9		34.0	37.5	23.2	32.4	20.6
										gH			nP		p	
High priority	185	9	71	79	23	1	96	66	11	8	1	18	12	43	68	31
	40.4	29.0	40.8	43.4	37.1	20.0	41.7	38.6	64.7	25.0	33.3	38.3	21.4	45.3	39.3	49.2
							J		gHJ		m		M	M	M	M
Medium priority	94	9	31	33	18	2	42	38	5	6	2	9	16	19	35	12
	20.5	29.0	17.8	18.1	29.0	40.0	18.3	22.2	29.4	18.8	66.7	19.1	28.6	20.0	20.2	19.0
					cd						gj					
Low priority	43	4	17	17	5	-	20	18	1	3	-	4	7	10	14	7
	9.4	12.9	9.8	9.3	8.1		8.7	10.5	5.9	9.4		8.5	12.5	10.5	8.1	11.1
DK/NA	1	-	1	-	-	-	-	1	-	-	-	-	-	1	-	-
	0.2		0.6					0.6						1.1		

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
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 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q10. Which of the things I have just listed would be the most important to you in the new contract for solid waste services:

	Household											Income				
	Age					Couple					Single	Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Cost to customers	212	15	78	83	29	3	97	82	12	14	3	30	28	38	75	27
	46.3	48.4	44.8	45.6	46.8	60.0	42.2	48.0	70.6	43.8	100.0	63.8	50.0	40.0	43.4	42.9
									Ghj			NOF				
Reliability of service	96	7	34	37	18	-	50	37	3	5	-	5	10	22	40	11
	21.0	22.6	19.5	20.3	29.0		21.7	21.6	17.6	15.6		10.6	17.9	23.2	23.1	17.5
														L	L	
Quality of customer service	13	1	4	6	2	-	6	7	-	-	-	1	1	2	5	4
	2.8	3.2	2.3	3.3	3.2		2.6	4.1				2.1	1.8	2.1	2.9	6.3
Types of materials able to be recycled	62	2	21	32	5	2	31	23	-	8	-	3	7	15	26	10
	13.5	6.5	12.1	17.6	8.1	40.0	13.5	13.5		25.0		6.4	12.5	15.8	15.0	15.9
				BE										1	1	
Environmental impact	73	6	35	24	8	-	46	21	1	5	-	7	10	17	27	11
	15.9	19.4	20.1	13.2	12.9		20.0	12.3	5.9	15.6		14.9	17.9	17.9	15.6	17.5
				d			HI									
DK/NA	2	-	2	-	-	-	-	1	1	-	-	1	-	1	-	-
	0.4		1.1					0.6	5.9			2.1		1.1		

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
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SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q11. These next questions are about cable service. Do you subscribe to a cable service for television, internet and or landline telephone at your home?

	Household										Income					
	Age					Couple					Single					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	414	30	157	163	55	5	213	154	14	27	2	42	48	90	156	55
	90.4	96.8	90.2	89.6	88.7	100.0	92.6	90.1	82.4	84.4	66.7	89.4	85.7	94.7	90.2	87.3
		cd				CDE								m		
No	41	1	15	19	6	-	17	16	3	5	-	5	8	5	17	6
	9.0	3.2	8.6	10.4	9.7		7.4	9.4	17.6	15.6		10.6	14.3	5.3	9.8	9.5
				b									n			
DK/NA	3	-	2	-	1	-	-	1	-	-	1	-	-	-	-	2
	0.7		1.1		1.6			0.6			33.3					3.2

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

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Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q12. Since you have lived in Sammamish, have you ever switched a cable service?

	Household											Income				
	Age					Couple					Single					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total cable subscribers	414	30	157	163	55	5	213	154	14	27	2	42	48	90	156	55
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	85	6	36	30	11	2	50	29	2	4	-	10	10	18	32	11
	20.5	20.0	22.9	18.4	20.0	40.0	23.5	18.8	14.3	14.8		23.8	20.8	20.0	20.5	20.0
No	324	24	118	133	42	3	162	122	11	23	2	32	37	71	122	44
	78.3	80.0	75.2	81.6	76.4	60.0	76.1	79.2	78.6	85.2	100.0	76.2	77.1	78.9	78.2	80.0
											GHIJ					
DK/NA	5	-	3	-	2	-	1	3	1	-	-	-	1	1	2	-
	1.2		1.9		3.6		0.5	1.9	7.1				2.1	1.1	1.3	

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
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 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q12.1. Which cable company did you switch from?

	Household											Income				
	Age					Couple					Income					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total cable switchers	85	6	36	30	11	2	50	29	2	4	-	10	10	18	32	11
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	-	100.0	100.0	100.0	100.0	100.0
Comcast	38	2	17	14	3	2	22	15	-	1	-	2	4	8	18	4
	44.7	33.3	47.2	46.7	27.3	100.0	44.0	51.7		25.0		20.0	40.0	44.4	56.3	36.4
															L	
Other	42	3	16	15	8	-	24	13	2	3	-	8	6	8	13	6
	49.4	50.0	44.4	50.0	72.7		48.0	44.8	100.0	75.0		80.0	60.0	44.4	40.6	54.5
					c				GH			NO				
DK/NA	5	1	3	1	-	-	4	1	-	-	-	-	-	2	1	1
	5.9	16.7	8.3	3.3			8.0	3.4						11.1	3.1	9.1

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

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Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q12.2. Why did you switch from Comcast?

	Household											Income				
	Age					NA	Couple	Couple	Single	Single	NA	Under	\$75,000-	\$100,000-	Over	NA
	Total	18-35	36-50	51-64	65+		with	with no	with	with no		\$75,000	\$99,000	\$149,000	\$150,000	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast cable switchers	38	2	17	14	3	2	22	15	-	1	-	2	4	8	18	4
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		100.0		100.0	100.0	100.0	100.0	100.0
Price/Expensive	18	1	9	6	1	1	10	7	-	1	-	1	1	2	11	3
	47.4	50.0	52.9	42.9	33.3	50.0	45.5	46.7		100.0		50.0	25.0	25.0	61.1	75.0
										GH					n	n
Poor service/Unreliable	10	-	3	4	3	-	4	5	-	1	-	-	2	3	4	-
	26.3		17.6	28.6	100.0		18.2	33.3		100.0		50.0	37.5	22.2		
					CD					GH						
Only one available	4	1	-	2	-	1	2	2	-	-	-	1	-	-	2	1
	10.5	50.0		14.3		50.0	9.1	13.3				50.0			11.1	25.0
Try dish/Competitor	3	-	2	1	-	-	2	1	-	-	-	-	-	-	3	-
	7.9		11.8	7.1			9.1	6.7							16.7	
Needed High speed Internet	2	-	1	1	-	-	1	1	-	-	-	-	1	1	-	-
	5.3		5.9	7.1			4.5	6.7				25.0	12.5			
Customer service	2	-	2	-	-	-	2	-	-	-	-	-	-	1	-	-
	5.3		11.8				9.1							12.5		
Better deal with satellite	1	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-
	2.6		5.9				4.5							12.5		
Service Package	1	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-
	2.6		5.9				4.5							12.5		

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

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SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q12.2. Why did you switch from other cable company?

	Household											Income				
	Age					NA	Couple		Single		NA	Income				
	Total	18-35	36-50	51-64	65+		with Children	with no Children	with Children	with no Children		Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total other cable switchers	42	3	16	15	8	-	24	13	2	3	-	8	6	8	13	6
	100.0	100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0
Price/Expensive	5	-	2	2	1	-	2	2	-	1	-	1	-	2	1	-
	11.9		12.5	13.3	12.5		8.3	15.4		33.3		12.5		25.0	7.7	
Needed High speed Internet	3	-	1	2	-	-	3	-	-	-	-	1	-	-	2	-
	7.1		6.3	13.3			12.5					12.5			15.4	
Only one available	1	-	1	-	-	-	-	-	1	-	-	-	-	-	1	-
	2.4		6.3						50.0						7.7	
Service Package	1	-	1	-	-	-	-	-	1	-	-	-	-	-	1	-
	2.4		6.3						50.0						7.7	
Customer service	1	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-
	2.4		6.3				4.2							12.5		
Other mention	2	-	-	2	-	-	1	1	-	-	-	1	-	1	-	-
	4.8			13.3			4.2	7.7				12.5		12.5		
DK/NA/Unsure	29	3	10	9	7	-	17	10	-	2	-	5	6	4	8	6
	69.0	100.0	62.5	60.0	87.5		70.8	76.9		66.7		62.5	100.0	50.0	61.5	100.0
		CD											LNO			LNO

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
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SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
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Q13. Since you have lived in Sammamish have you ever discontinued a cable service?

	Household											Income				
	Age					NA	Couple	Couple	Single	Single	NA	Income				
	18-35	36-50	51-64	65+	with Children		with no Children	with Children	with no Children	Under \$75,000		\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total non-cable subscribers	41	1	15	19	6	-	17	16	3	5	-	5	8	5	17	6
	100.0	100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0
Yes	23	1	8	12	2	-	10	11	1	1	-	1	6	3	11	2
	56.1	100.0	53.3	63.2	33.3		58.8	68.8	33.3	20.0		20.0	75.0	60.0	64.7	33.3
		CDE					j	J					Lp		L	
No	18	-	7	7	4	-	7	5	2	4	-	4	2	2	6	4
	43.9		46.7	36.8	66.7		41.2	31.3	66.7	80.0		80.0	25.0	40.0	35.3	66.7
									gH			MO				m

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
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 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q13.1. Which cable company did you discontinue?

	Household											Income				
	Age					NA	Couple		Single		NA	Income				
	Total	18-35	36-50	51-64	65+		with Children	with no Children	with Children	with no Children		Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total discontinuers	23 100.0	1 100.0	8 100.0	12 100.0	2 100.0	-	10 100.0	11 100.0	1 100.0	1 100.0	-	1 100.0	6 100.0	3 100.0	11 100.0	2 100.0
Comcast	19 82.6	1 100.0	7 87.5	10 83.3	1 50.0	-	9 90.0	8 72.7	1 100.0	1 100.0	-	1 100.0	5 83.3	3 100.0	10 90.9	-
Other	3 13.0	-	1 12.5	1 8.3	1 50.0	-	1 10.0	2 18.2	-	-	-	-	-	-	1 9.1	2 100.0
DK/NA	1 4.3	-	-	1 8.3	-	-	-	1 9.1	-	-	-	-	1 16.7	-	-	-

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

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SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q13.2. Why did you discontinue Comcast?

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast discontinuers	19	1	7	10	1	-	9	8	1	1	-	1	5	3	10	-
	100.0	100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	
Price/Expensive	9	1	3	5	-	-	4	4	1	-	-	1	4	2	2	-
	47.4	100.0	42.9	50.0			44.4	50.0	100.0			100.0	80.0	66.7	20.0	
		CD							GH			O	O			
Poor service/Unreliable	5	-	2	2	1	-	2	3	-	-	-	-	1	-	4	-
	26.3		28.6	20.0	100.0		22.2	37.5				20.0		40.0		
				CD												
Dislike of company	2	-	2	-	-	-	2	-	-	-	-	-	-	-	2	-
	10.5		28.6				22.2							20.0		
Other mention	2	-	-	2	-	-	-	1	-	1	-	-	-	1	1	-
	10.5			20.0				12.5		100.0				33.3	10.0	
										H						
DK/NA/Unsure	2	-	1	1	-	-	2	-	-	-	-	-	-	-	2	-
	10.5		14.3	10.0			22.2							20.0		

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q13.2. Why did you discontinue other cable company?

	Household											Income				
	Age					Couple					Single					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total other discontinuers	3	-	1	1	1	-	1	2	-	-	-	-	-	-	1	2
	100.0		100.0	100.0	100.0		100.0	100.0							100.0	100.0
Price/Expensive	2	-	1	-	1	-	1	1	-	-	-	-	-	-	1	1
	66.7		100.0		100.0		100.0	50.0							100.0	50.0
Poor service/Unreliable	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1
	33.3			100.0				50.0								50.0

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q14. Which cable company do you subscribe to currently?

	Household															
	Age						Couple					Income				
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total cable subscribers	414	30	157	163	55	5	213	154	14	27	2	42	48	90	156	55
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Comcast	356	25	136	142	45	4	181	131	14	24	2	34	40	81	135	48
	86.0	83.3	86.6	87.1	81.8	80.0	85.0	85.1	100.0	88.9	100.0	81.0	83.3	90.0	86.5	87.3
									GHj		GHj					
Other	52	5	18	19	9	1	29	20	-	3	-	8	7	8	20	5
	12.6	16.7	11.5	11.7	16.4	20.0	13.6	13.0		11.1		19.0	14.6	8.9	12.8	9.1
DK/NA	6	-	3	2	1	-	3	3	-	-	-	-	1	1	1	2
	1.4		1.9	1.2	1.8		1.4	1.9					2.1	1.1	0.6	3.6

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q141. What are some of the main reasons you chose Comcast?

	Household											Income				
	Age					NA	Couple		Single		NA	Income				
	Total	18-35	36-50	51-64	65+		with Children	with no Children	with Children	with no Children		Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast subscribers	356	25	136	142	45	4	181	131	14	24	2	34	40	81	135	48
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Only cable service provider available	183	13	67	78	22	1	91	72	6	11	-	16	23	40	74	21
	51.4	52.0	49.3	54.9	48.9	25.0	50.3	55.0	42.9	45.8	-	47.1	57.5	49.4	54.8	43.8
Fast internet speed	39	2	17	18	1	1	24	13	1	1	-	-	8	8	17	5
	11.0	8.0	12.5	12.7	2.2	25.0	13.3	9.9	7.1	4.2	-	-	20.0	9.9	12.6	10.4
			E	E			j									
Good value/Cost	34	3	11	13	6	-	15	15	1	2	1	6	4	8	5	9
	9.6	12.0	8.1	9.2	13.3	-	8.3	11.5	7.1	8.3	50.0	17.6	10.0	9.9	3.7	18.8
											0	0		0		0
Good service/Reliability	30	-	8	14	7	1	11	14	-	4	1	3	1	7	9	9
	8.4	-	5.9	9.9	15.6	25.0	6.1	10.7	-	16.7	50.0	8.8	2.5	8.6	6.7	18.8
					c											MO
Bundled services	23	-	10	9	4	-	13	8	1	1	-	2	1	6	10	3
	6.5	-	7.4	6.3	8.9	-	7.2	6.1	7.1	4.2	-	5.9	2.5	7.4	7.4	6.3
Programming/Variety/On demand	16	2	7	5	2	-	10	3	1	2	-	1	-	3	7	5
	4.5	8.0	5.1	3.5	4.4	-	5.5	2.3	7.1	8.3	-	2.9	-	3.7	5.2	10.4
Convenient	15	3	7	5	-	-	8	5	2	-	-	3	2	4	6	-
	4.2	12.0	5.1	3.5	-	-	4.4	3.8	14.3	-	-	8.8	5.0	4.9	4.4	-
Have Comcast but don't like them	6	-	-	5	1	-	1	5	-	-	-	-	-	-	4	2
	1.7	-	-	3.5	2.2	-	0.6	3.8	-	-	-	-	-	-	3.0	4.2
								g								

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q141. What are some of the main reasons you chose Comcast?

	Household											Income				
	Age					Couple					Single					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Good customer service	5 1.4	-	-	3 2.1	2 4.4	-	-	3 2.3	-	1 4.2	1 50.0	2 5.9	-	2 2.5	1 0.7	-
Cant use dish/Location unsutible	5 1.4	-	1 0.7	3 2.1	1 2.2	-	1 0.6	-	-	4 16.7 G	-	1 2.9	1 2.5	2 2.5	1 0.7	-
Other mention	12 3.4	1 4.0	7 5.1	3 2.1	1 2.2	-	9 5.0	3 2.3	-	-	-	1 2.9	-	2 2.5	6 4.4	1 2.1
DK/NA/Unsure	23 6.5	3 12.0	9 6.6	6 4.2	3 6.7	1 25.0	9 5.0	7 5.3	3 21.4	3 12.5	-	2 5.9	4 10.0	6 7.4	8 5.9	1 2.1

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q141. What are some of the main reasons you chose another company?

	Household															
	Age						Couple					Income				
	=====						with		with no			=====				
	Total	18-35	36-50	51-64	65+	NA	Children	Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast subscribers	52	5	18	19	9	1	29	20	-	3	-	8	7	8	20	5
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Good value/Cost	10	2	6	2	-	-	7	3	-	-	-	-	1	2	7	-
	19.2	40.0	33.3	10.5			24.1	15.0				14.3	25.0	35.0		
			d													
Good service/Reliability	3	-	1	1	1	-	2	1	-	-	-	-	-	-	2	-
	5.8		5.6	5.3	11.1		6.9	5.0							10.0	
Fast internet speed	2	1	-	1	-	-	-	1	-	1	-	1	-	-	1	-
	3.8	20.0		5.3				5.0		33.3		12.5			5.0	
Only cable service provider available	2	-	1	-	1	-	1	1	-	-	-	-	-	-	1	-
	3.8		5.6		11.1		3.4	5.0							5.0	
Bundled services	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-
	1.9			5.3			3.4									
Other mention	3	-	-	2	1	-	-	2	-	1	-	1	-	1	-	-
	5.8			10.5	11.1			10.0		33.3		12.5		12.5		
DK/NA/Unsure	31	2	10	12	6	1	18	12	-	1	-	6	6	5	9	5
	59.6	40.0	55.6	63.2	66.7	100.0	62.1	60.0		33.3		75.0	85.7	62.5	45.0	100.0
						BCDE							O			NO

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q15. Which of the following cable services do you have?

	Household															
	Age						Couple					Income				
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast subscribers	356	25	136	142	45	4	181	131	14	24	2	34	40	81	135	48
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Television	311	19	112	132	41	3	155	118	13	19	2	30	35	69	121	40
	87.4	76.0	82.4	93.0	91.1	75.0	85.6	90.1	92.9	79.2	100.0	88.2	87.5	85.2	89.6	83.3
				bc							GHJ					
Internet	320	23	127	124	39	4	166	114	13	23	2	30	37	74	124	40
	89.9	92.0	93.4	87.3	86.7	100.0	91.7	87.0	92.9	95.8	100.0	88.2	92.5	91.4	91.9	83.3
			d			CDE				h	GH					
Landline Telephone	190	7	65	81	35	1	91	73	8	16	2	23	21	46	67	28
	53.4	28.0	47.8	57.0	77.8	25.0	50.3	55.7	57.1	66.7	100.0	67.6	52.5	56.8	49.6	58.3
			B	B	BCDF						GHIJ	O				
DK/NA	2	-	2	-	-	-	1	1	-	-	-	-	-	2	-	-
	0.6		1.5				0.6	0.8						2.5		

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q16. 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?

	Household											Income				
	Age					Couple					Single					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Comcast subscribers	356	25	136	142	45	4	181	131	14	24	2	34	40	81	135	48
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
0	19	2	8	5	3	-	11	6	-	1	1	3	1	2	8	5
	5.3	8.0	5.9	3.5	6.7		6.1	4.6		4.2	50.0	8.8	2.5	2.5	5.9	10.4
																n
1-2	73	8	30	25	9	-	38	27	2	4	-	5	7	16	31	9
	20.5	32.0	22.1	17.6	20.0		21.0	20.6	14.3	16.7		14.7	17.5	19.8	23.0	18.8
3-5	107	8	36	47	13	2	52	44	3	7	-	15	15	30	32	9
	30.1	32.0	26.5	33.1	28.9	50.0	28.7	33.6	21.4	29.2		44.1	37.5	37.0	23.7	18.8
												OP	P	OP		
6-10	73	2	29	31	10	-	36	26	5	4	1	3	5	17	33	11
	20.5	8.0	21.3	21.8	22.2		19.9	19.8	35.7	16.7	50.0	8.8	12.5	21.0	24.4	22.9
			B	B	b									1	Lm	1
More than 10	64	3	26	28	5	2	37	19	2	6	-	8	8	13	25	10
	18.0	12.0	19.1	19.7	11.1	50.0	20.4	14.5	14.3	25.0		23.5	20.0	16.0	18.5	20.8
DK/NA	20	2	7	6	5	-	7	9	2	2	-	-	4	3	6	4
	5.6	8.0	5.1	4.2	11.1		3.9	6.9	14.3	8.3		10.0	3.7	4.4	8.3	
MEAN	10.74	8.87	9.22	12.86	8.38	30.50	12.09	9.38	8.00	11.18	4.00	7.79	19.69	9.63	10.27	11.55
						CE										
STANDARD DEVIATION	25.04	20.66	15.95	33.14	16.21	46.65	28.79	21.59	5.46	20.56	5.66	8.12	53.12	16.81	22.42	20.96
STANDARD ERROR	1.37	4.31	1.40	2.84	2.56	23.33	2.18	1.95	1.58	4.38	4.00	1.39	8.85	1.90	1.97	3.16

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q17. Have you ever called your cable company for information, service or to register a complaint?

	Household											Income				
	Age					Couple					Single					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast subscribers	356	25	136	142	45	4	181	131	14	24	2	34	40	81	135	48
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Yes	314	17	117	130	43	4	159	113	13	23	2	30	34	72	117	44
	88.2	68.0	86.0	91.5	95.6	100.0	87.8	86.3	92.9	95.8	100.0	88.2	85.0	88.9	86.7	91.7
			b	B	BC	BCD			gh	GH						
No	41	8	18	12	2	-	22	17	1	1	-	4	6	8	18	4
	11.5	32.0	13.2	8.5	4.4	-	12.2	13.0	7.1	4.2	-	11.8	15.0	9.9	13.3	8.3
		cDE	E				j	j								
DK/NA	1	-	1	-	-	-	-	1	-	-	-	-	-	1	-	-
	0.3		0.7					0.8						1.2		

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
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SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q17.1A. Reaching someone who could help you

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total complaint callers	314	17	117	130	43	4	159	113	13	23	2	30	34	72	117	44
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	177	9	55	77	34	2	82	73	6	14	2	22	14	41	64	27
=====	56.4	52.9	47.0	59.2	79.1	50.0	51.6	64.6	46.2	60.9	100.0	73.3	41.2	56.9	54.7	61.4
				c	BCD			G			GHIJ	MnO				m
Very satisfied	24	2	6	9	7	-	7	13	1	2	1	2	3	6	9	1
	7.6	11.8	5.1	6.9	16.3		4.4	11.5	7.7	8.7	50.0	6.7	8.8	8.3	7.7	2.3
					c			G								
Satisfied	153	7	49	68	27	2	75	60	5	12	1	20	11	35	55	26
	48.7	41.2	41.9	52.3	62.8	50.0	47.2	53.1	38.5	52.2	50.0	66.7	32.4	48.6	47.0	59.1
				c	C							MnO				M
Bottom Two (Net)	133	7	60	52	9	2	75	39	6	9	-	8	18	31	52	16
=====	42.4	41.2	51.3	40.0	20.9	50.0	47.2	34.5	46.2	39.1		26.7	52.9	43.1	44.4	36.4
			dE	E			H						L	1	1	
Unsatisfied	76	2	36	31	6	1	41	26	4	4	-	4	11	18	30	10
	24.2	11.8	30.8	23.8	14.0	25.0	25.8	23.0	30.8	17.4		13.3	32.4	25.0	25.6	22.7
			BE										1		1	
Very unsatisfied	57	5	24	21	3	1	34	13	2	5	-	4	7	13	22	6
	18.2	29.4	20.5	16.2	7.0	25.0	21.4	11.5	15.4	21.7		13.3	20.6	18.1	18.8	13.6
		e	E	e			H									
DK/NA	4	1	2	1	-	-	2	1	1	-	-	-	2	-	1	1
	1.3	5.9	1.7	0.8			1.3	0.9	7.7				5.9		0.9	2.3

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q17.1B. The length of time you were on hold

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total complaint callers	314	17	117	130	43	4	159	113	13	23	2	30	34	72	117	44
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	124	9	37	47	30	1	55	50	6	11	2	16	13	32	39	20
=====	39.5	52.9	31.6	36.2	69.8	25.0	34.6	44.2	46.2	47.8	100.0	53.3	38.2	44.4	33.3	45.5
		c			CDF					GHIJ		O				
Very satisfied	15	2	4	6	3	-	7	6	1	1	-	1	2	6	3	1
	4.8	11.8	3.4	4.6	7.0		4.4	5.3	7.7	4.3		3.3	5.9	8.3	2.6	2.3
Satisfied	109	7	33	41	27	1	48	44	5	10	2	15	11	26	36	19
	34.7	41.2	28.2	31.5	62.8	25.0	30.2	38.9	38.5	43.5	100.0	50.0	32.4	36.1	30.8	43.2
					Cdf					GHIJ		o				
Bottom Two (Net)	183	8	76	81	12	3	101	60	6	12	-	14	18	39	76	23
=====	58.3	47.1	65.0	62.3	27.9	75.0	63.5	53.1	46.2	52.2		46.7	52.9	54.2	65.0	52.3
			E	E		E	h								l	
Unsatisfied	105	4	41	49	7	3	51	40	4	8	-	8	10	17	46	15
	33.4	23.5	35.0	37.7	16.3	75.0	32.1	35.4	30.8	34.8		26.7	29.4	23.6	39.3	34.1
			E	E		BcdE									N	
Very unsatisfied	78	4	35	32	5	-	50	20	2	4	-	6	8	22	30	8
	24.8	23.5	29.9	24.6	11.6		31.4	17.7	15.4	17.4		20.0	23.5	30.6	25.6	18.2
			E	E			H									
DK/NA	7	-	4	2	1	-	3	3	1	-	-	-	3	1	2	1
	2.2		3.4	1.5	2.3		1.9	2.7	7.7				8.8	1.4	1.7	2.3

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q17.1C. The courtesy of the customer service representative

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total complaint callers	314	17	117	130	43	4	159	113	13	23	2	30	34	72	117	44
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	246	12	82	109	39	3	117	96	9	20	2	26	22	58	93	35
=====	78.3	70.6	70.1	83.8	90.7	75.0	73.6	85.0	69.2	87.0	100.0	86.7	64.7	80.6	79.5	79.5
				C	bc			G		g	GHIj	M		m		
Very satisfied	49	2	9	26	11	1	15	25	3	5	1	5	4	10	20	7
	15.6	11.8	7.7	20.0	25.6	25.0	9.4	22.1	23.1	21.7	50.0	16.7	11.8	13.9	17.1	15.9
				C	C			G								
Satisfied	197	10	73	83	28	2	102	71	6	15	1	21	18	48	73	28
	62.7	58.8	62.4	63.8	65.1	50.0	64.2	62.8	46.2	65.2	50.0	70.0	52.9	66.7	62.4	63.6
Bottom Two (Net)	62	5	30	20	4	1	39	15	3	3	-	4	10	14	22	7
=====	19.7	29.4	25.6	15.4	9.3	25.0	24.5	13.3	23.1	13.0		13.3	29.4	19.4	18.8	15.9
		e	DE				H									
Unsatisfied	33	3	15	13	1	1	21	8	2	2	-	3	5	8	13	3
	10.5	17.6	12.8	10.0	2.3	25.0	13.2	7.1	15.4	8.7		10.0	14.7	11.1	11.1	6.8
			E	E			h									
Very unsatisfied	29	2	15	7	3	-	18	7	1	1	-	1	5	6	9	4
	9.2	11.8	12.8	5.4	7.0		11.3	6.2	7.7	4.3		3.3	14.7	8.3	7.7	9.1
			D										1			
DK/NA	6	-	5	1	-	-	3	2	1	-	-	-	2	-	2	2
	1.9		4.3	0.8			1.9	1.8	7.7				5.9		1.7	4.5
			d													

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q17.1D. Resolution of the issue you called about

	Household															
	Age						Couple					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total complaint callers	314	17	117	130	43	4	159	113	13	23	2	30	34	72	117	44
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	200	12	65	86	33	3	89	86	8	14	2	21	17	46	71	35
=====	63.7	70.6	55.6	66.2	76.7	75.0	56.0	76.1	61.5	60.9	100.0	70.0	50.0	63.9	60.7	79.5
				c	C			G			GHIJ	m				MnO
Very satisfied	37	2	7	19	9	-	13	14	4	5	1	4	6	7	13	4
	11.8	11.8	6.0	14.6	20.9		8.2	12.4	30.8	21.7	50.0	13.3	17.6	9.7	11.1	9.1
				C	C				g							
Satisfied	163	10	58	67	24	3	76	72	4	9	1	17	11	39	58	31
	51.9	58.8	49.6	51.5	55.8	75.0	47.8	63.7	30.8	39.1	50.0	56.7	32.4	54.2	49.6	70.5
								GIJ				M		M	m	MnO
Bottom Two (Net)	109	5	49	42	10	1	68	25	4	9	-	9	15	26	45	7
=====	34.7	29.4	41.9	32.3	23.3	25.0	42.8	22.1	30.8	39.1		30.0	44.1	36.1	38.5	15.9
			E				H					P	P	P	P	
Unsatisfied	55	-	25	24	6	-	31	14	3	6	-	6	8	11	26	1
	17.5		21.4	18.5	14.0		19.5	12.4	23.1	26.1		20.0	23.5	15.3	22.2	2.3
												P	P	P	P	
Very unsatisfied	54	5	24	18	4	1	37	11	1	3	-	3	7	15	19	6
	17.2	29.4	20.5	13.8	9.3	25.0	23.3	9.7	7.7	13.0		10.0	20.6	20.8	16.2	13.6
		e	e				Hi									
DK/NA	5	-	3	2	-	-	2	2	1	-	-	-	2	-	1	2
	1.6		2.6	1.5			1.3	1.8	7.7				5.9		0.9	4.5

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q18A. Monthly cost

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast subscribers	356	25	136	142	45	4	181	131	14	24	2	34	40	81	135	48
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	109	7	37	44	18	2	55	39	6	8	1	11	8	26	37	20
=====	30.6	28.0	27.2	31.0	40.0	50.0	30.4	29.8	42.9	33.3	50.0	32.4	20.0	32.1	27.4	41.7
																Mo
Good	13	3	4	4	1	1	8	4	-	1	-	2	-	2	5	3
	3.7	12.0	2.9	2.8	2.2	25.0	4.4	3.1		4.2		5.9		2.5	3.7	6.3
Satisfactory	96	4	33	40	17	1	47	35	6	7	1	9	8	24	32	17
	27.0	16.0	24.3	28.2	37.8	25.0	26.0	26.7	42.9	29.2	50.0	26.5	20.0	29.6	23.7	35.4
					Bc											m
Bottom Two (Net)	226	16	90	90	25	2	116	81	8	16	1	20	28	52	91	24
=====	63.5	64.0	66.2	63.4	55.6	50.0	64.1	61.8	57.1	66.7	50.0	58.8	70.0	64.2	67.4	50.0
													P		P	
Unsatisfactory	119	6	46	51	14	1	57	45	3	11	1	11	15	25	49	14
	33.4	24.0	33.8	35.9	31.1	25.0	31.5	34.4	21.4	45.8	50.0	32.4	37.5	30.9	36.3	29.2
Poor	107	10	44	39	11	1	59	36	5	5	-	9	13	27	42	10
	30.1	40.0	32.4	27.5	24.4	25.0	32.6	27.5	35.7	20.8		26.5	32.5	33.3	31.1	20.8
DK/NA	21	2	9	8	2	-	10	11	-	-	-	3	4	3	7	4
	5.9	8.0	6.6	5.6	4.4		5.5	8.4				8.8	10.0	3.7	5.2	8.3

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q18B. Internet speed

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast subscribers	356	25	136	142	45	4	181	131	14	24	2	34	40	81	135	48
Top Two (Net)	255	16	97	99	38	3	128	101	8	16	1	25	23	68	98	31
===== bCD	71.6	64.0	71.3	69.7	84.4	75.0	70.7	77.1	57.1	66.7	50.0	73.5	57.5	84.0	72.6	64.6
Good	129	9	47	49	20	3	64	52	3	9	1	12	12	31	56	13
===== bcd	36.2	36.0	34.6	34.5	44.4	75.0	35.4	39.7	21.4	37.5	50.0	35.3	30.0	38.3	41.5	27.1
Satisfactory	126	7	50	50	18	-	64	49	5	7	-	13	11	37	42	18
===== MO	35.4	28.0	36.8	35.2	40.0	-	35.4	37.4	35.7	29.2	-	38.2	27.5	45.7	31.1	37.5
Bottom Two (Net)	67	7	28	27	3	1	38	14	6	7	1	5	12	8	27	11
===== E	18.8	28.0	20.6	19.0	6.7	25.0	21.0	10.7	42.9	29.2	50.0	14.7	30.0	9.9	20.0	22.9
Unsatisfactory	40	4	15	18	1	1	22	8	5	4	-	4	7	4	14	7
===== e	11.2	16.0	11.0	12.7	2.2	25.0	12.2	6.1	35.7	16.7	-	11.8	17.5	4.9	10.4	14.6
Poor	27	3	13	9	2	-	16	6	1	3	1	1	5	4	13	4
===== l	7.6	12.0	9.6	6.3	4.4	-	8.8	4.6	7.1	12.5	50.0	2.9	12.5	4.9	9.6	8.3
DK/NA	34	2	11	16	4	-	15	16	-	1	-	4	5	5	10	6
===== n	9.6	8.0	8.1	11.3	8.9	-	8.3	12.2	-	4.2	-	11.8	12.5	6.2	7.4	12.5

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q18C. Number of TV channels

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast subscribers	356	25	136	142	45	4	181	131	14	24	2	34	40	81	135	48
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	268	16	96	111	40	3	135	102	10	17	2	26	25	63	106	35
=====	75.3	64.0	70.6	78.2	88.9	75.0	74.6	77.9	71.4	70.8	100.0	76.5	62.5	77.8	78.5	72.9
					BCd					GHIJ				m	m	
Good	144	9	48	61	22	2	69	62	6	6	-	14	15	31	59	18
	40.4	36.0	35.3	43.0	48.9	50.0	38.1	47.3	42.9	25.0		41.2	37.5	38.3	43.7	37.5
								J								
Satisfactory	124	7	48	50	18	1	66	40	4	11	2	12	10	32	47	17
	34.8	28.0	35.3	35.2	40.0	25.0	36.5	30.5	28.6	45.8	100.0	35.3	25.0	39.5	34.8	35.4
										GHIJ				m		
Bottom Two (Net)	40	2	17	17	1	1	19	13	3	3	-	3	7	6	15	6
=====	11.2	8.0	12.5	12.0	2.2	25.0	10.5	9.9	21.4	12.5		8.8	17.5	7.4	11.1	12.5
			E	E												
Unsatisfactory	14	1	4	8	-	1	6	5	1	2	-	1	3	3	5	2
	3.9	4.0	2.9	5.6		25.0	3.3	3.8	7.1	8.3		2.9	7.5	3.7	3.7	4.2
Poor	26	1	13	9	1	-	13	8	2	1	-	2	4	3	10	4
	7.3	4.0	9.6	6.3	2.2		7.2	6.1	14.3	4.2		5.9	10.0	3.7	7.4	8.3
			E													
DK/NA	48	7	23	14	4	-	27	16	1	4	-	5	8	12	14	7
	13.5	28.0	16.9	9.9	8.9		14.9	12.2	7.1	16.7		14.7	20.0	14.8	10.4	14.6
		de	d													

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q18D. Reliability of Service

	Household															
	Age						Household					Income				
	Total	18-35	36-50	51-64	65+	NA	Couple with Children	Couple with no Children	Single with Children	Single with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast subscribers	356	25	136	142	45	4	181	131	14	24	2	34	40	81	135	48
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	249	18	87	101	37	2	117	99	8	19	2	23	26	58	92	33
=====	69.9	72.0	64.0	71.1	82.2	50.0	64.6	75.6	57.1	79.2	100.0	67.6	65.0	71.6	68.1	68.8
					C			G		GHIJ						
Good	107	9	31	45	18	2	48	45	3	9	1	10	10	22	42	15
	30.1	36.0	22.8	31.7	40.0	50.0	26.5	34.4	21.4	37.5	50.0	29.4	25.0	27.2	31.1	31.3
				c	C											
Satisfactory	142	9	56	56	19	-	69	54	5	10	1	13	16	36	50	18
	39.9	36.0	41.2	39.4	42.2		38.1	41.2	35.7	41.7	50.0	38.2	40.0	44.4	37.0	37.5
Bottom Two (Net)	85	5	39	33	6	2	53	21	6	5	-	8	10	20	36	10
=====	23.9	20.0	28.7	23.2	13.3	50.0	29.3	16.0	42.9	20.8		23.5	25.0	24.7	26.7	20.8
			E				H		H							
Unsatisfactory	49	2	27	15	3	2	31	11	4	3	-	6	6	11	19	7
	13.8	8.0	19.9	10.6	6.7	50.0	17.1	8.4	28.6	12.5		17.6	15.0	13.6	14.1	14.6
			bDE			e	H									
Poor	36	3	12	18	3	-	22	10	2	2	-	2	4	9	17	3
	10.1	12.0	8.8	12.7	6.7		12.2	7.6	14.3	8.3		5.9	10.0	11.1	12.6	6.3
DK/NA	22	2	10	8	2	-	11	11	-	-	-	3	4	3	7	5
	6.2	8.0	7.4	5.6	4.4		6.1	8.4				8.8	10.0	3.7	5.2	10.4

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q18E. Customer Service

	Household											Income				
	Age					NA	Couple	Couple	Single	Single	NA	Income				
	Total	18-35	36-50	51-64	65+		with Children	with no Children	with Children	with no Children		Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Comcast subscribers	356	25	136	142	45	4	181	131	14	24	2	34	40	81	135	48
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Top Two (Net)	232	15	82	94	38	3	108	91	10	21	2	26	20	50	91	35
=====	65.2	60.0	60.3	66.2	84.4	75.0	59.7	69.5	71.4	87.5	100.0	76.5	50.0	61.7	67.4	72.9
					BCD			g		GH	GHIj	M			M	M
Good	80	4	20	36	18	2	31	40	3	5	1	9	5	17	29	14
	22.5	16.0	14.7	25.4	40.0	50.0	17.1	30.5	21.4	20.8	50.0	26.5	12.5	21.0	21.5	29.2
				C	BCd			G								M
Satisfactory	152	11	62	58	20	1	77	51	7	16	1	17	15	33	62	21
	42.7	44.0	45.6	40.8	44.4	25.0	42.5	38.9	50.0	66.7	50.0	50.0	37.5	40.7	45.9	43.8
										GH						
Bottom Two (Net)	98	6	43	39	5	1	61	26	4	3	-	5	15	28	35	8
=====	27.5	24.0	31.6	27.5	11.1	25.0	33.7	19.8	28.6	12.5	-	14.7	37.5	34.6	25.9	16.7
			E	E			HJ					LP	LP			
Unsatisfactory	47	2	14	25	4	1	27	16	1	2	-	3	7	10	20	4
	13.2	8.0	10.3	17.6	8.9	25.0	14.9	12.2	7.1	8.3	-	8.8	17.5	12.3	14.8	8.3
				c												
Poor	51	4	29	14	1	-	34	10	3	1	-	2	8	18	15	4
	14.3	16.0	21.3	9.9	2.2	-	18.8	7.6	21.4	4.2	-	5.9	20.0	22.2	11.1	8.3
		e	DE	E			HJ					1	LOP			
DK/NA	26	4	11	9	2	-	12	14	-	-	-	3	5	3	9	5
	7.3	16.0	8.1	6.3	4.4	-	6.6	10.7	-	-	-	8.8	12.5	3.7	6.7	10.4

Comparison Groups: BCDEF/GHIJK/LMNOP

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q19. I have just a few last questions for our statistical analysis. How old are you?

	Household															
	Age					Couple					Income					
	Total	18-35	36-50	51-64	65+	NA	with Children	with no Children	with Children	with no Children	NA	Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
18-35	31	31	-	-	-	-	20	9	-	2	-	5	7	5	10	4
	6.8	100.0					8.7	5.3		6.3		10.6	12.5	5.3	5.8	6.3
36-50	174	-	174	-	-	-	141	19	9	3	1	10	15	45	80	17
	38.0		100.0				61.3	11.1	52.9	9.4	33.3	21.3	26.8	47.4	46.2	27.0
							HJ		HJ					LMP	LMP	
51-64	182	-	-	182	-	-	56	99	7	19	-	19	28	32	71	23
	39.7			100.0			24.3	57.9	41.2	59.4		40.4	50.0	33.7	41.0	36.5
								G		G			N			
65+	62	-	-	-	62	-	10	41	1	8	2	13	6	12	11	15
	13.5				100.0		4.3	24.0	5.9	25.0	66.7	27.7	10.7	12.6	6.4	23.8
								GI		GI	GI	MNO				mnO
NA/REF	9	-	-	-	-	5	3	3	-	-	-	-	-	1	1	4
	2.0					100.0	1.3	1.8						1.1	0.6	6.3
																o

Comparison Groups: BCDEF/GHIJK/LMNO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q20. Which of these best describes your household at this time?

	Household											Income				
	Age					NA	Couple		Single		NA	Income				
	18-35	36-50	51-64	65+	with Children		with no Children	with Children	with no Children	Under \$75,000		\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Couple with Children at Home	230	20	141	56	10	2	230	-	-	-	-	10	23	58	102	30
	50.2	64.5	81.0	30.8	16.1	40.0	100.0					21.3	41.1	61.1	59.0	47.6
		DE	bDEF	E								L	LMP	LM	L	
Couple with No Children at Home	171	9	19	99	41	3	-	171	-	-	-	23	21	28	62	27
	37.3	29.0	10.9	54.4	66.1	60.0		100.0				48.9	37.5	29.5	35.8	42.9
		C		BC	BCd	C						N				n
Single with Children at Home	17	-	9	7	1	-	-	-	17	-	-	5	4	1	5	1
	3.7		5.2	3.8	1.6				100.0			10.6	7.1	1.1	2.9	1.6
												Nop	n			
Single with No Children at Home	32	2	3	19	8	-	-	-	-	32	-	9	8	8	3	3
	7.0	6.5	1.7	10.4	12.9					100.0		19.1	14.3	8.4	1.7	4.8
				C	C							nOP	Op	O		
NA/REF	8	-	2	1	2	-	-	-	-	-	3	-	-	-	1	2
	1.7		1.1	0.5	3.2						100.0				0.6	3.2

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

SAMMAMISH UTILITIES SATISFACTION SURVEY  
 FEBRUARY 2015  
 ELWAY RESEARCH

Q21. Approximate household income - before taxes - for last year.

	Household											Income				
	Age					NA	Couple	Couple	Single	Single	NA	Income				
	Total	18-35	36-50	51-64	65+		with Children	with no Children	with Children	with no Children		Under \$75,000	\$75,000-\$99,000	\$100,000-\$149,000	Over \$150,000	NA
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Sample	458	31	174	182	62	5	230	171	17	32	3	47	56	95	173	63
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Under \$75,000	47	5	10	19	13	-	10	23	5	9	-	47	-	-	-	-
	10.3	16.1	5.7	10.4	21.0		4.3	13.5	29.4	28.1		100.0				
					Cd			G	G	Gh						
\$75,000 to 99,000	56	7	15	28	6	-	23	21	4	8	-	-	56	-	-	-
	12.2	22.6	8.6	15.4	9.7		10.0	12.3	23.5	25.0		100.0				
		c		C						g						
\$100,000 to 149,000	95	5	45	32	12	-	58	28	1	8	-	-	-	95	-	-
	20.7	16.1	25.9	17.6	19.4		25.2	16.4	5.9	25.0				100.0		
			d				HI	i		I						
Over \$150,000	173	10	80	71	11	1	102	62	5	3	1	-	-	-	173	-
	37.8	32.3	46.0	39.0	17.7	20.0	44.3	36.3	29.4	9.4	33.3				100.0	
			E	E			J	J								
No answer	87	4	24	32	20	4	37	37	2	4	2	-	-	-	-	63
	19.0	12.9	13.8	17.6	32.3	80.0	16.1	21.6	11.8	12.5	66.7				100.0	
					BCD	BCDE					gij					

Comparison Groups: BCDEF/GHIJK/LMNOP  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.  
 Lowercase letters indicate significance at the 90% level.

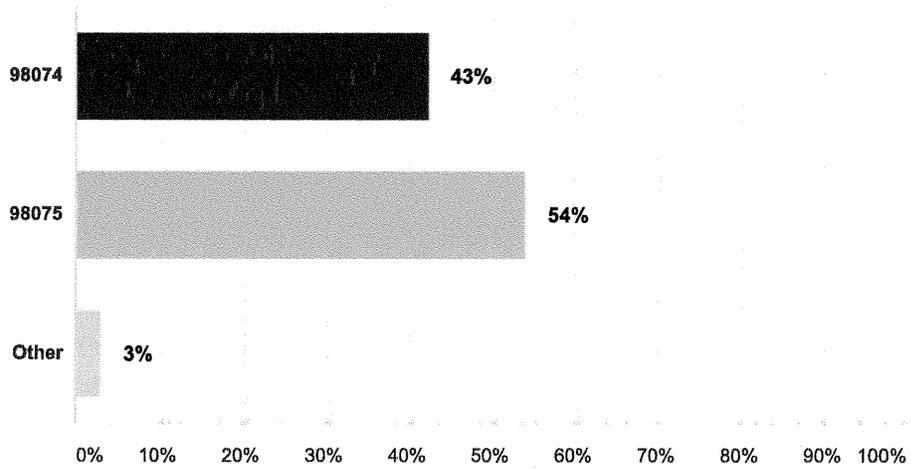


**Informal Survey Results**  
**Utilities Satisfaction Survey**  
February 2015

Exhibit 3

### Q1 What is your zip code?

Answered: 479 Skipped: 0

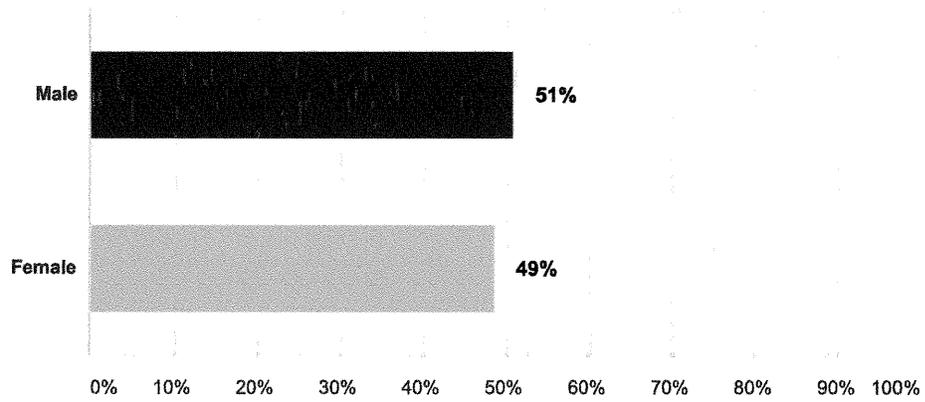


Answer Choices	Responses	Count
98074	43%	204
98075	54%	260
Other	3%	15
<b>Total</b>		<b>479</b>

Exhibit 3

### Q2 Gender

Answered: 471 Skipped: 8

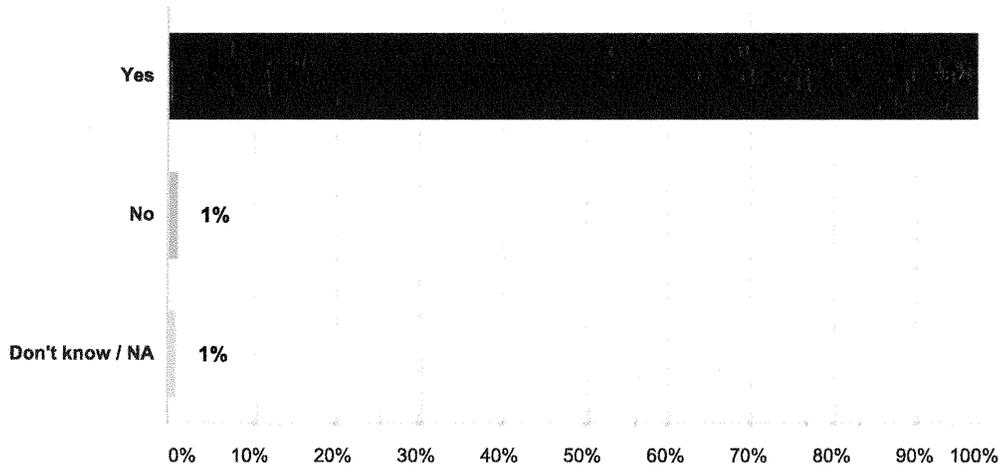


Answer Choices	Responses
Male	51% 241
Female	49% 230
<b>Total</b>	<b>471</b>

## Exhibit 3

### Q3 Do you currently subscribe to garbage and recycling services?

Answered: 479 Skipped: 0



Answer Choices	Responses
Yes	98% 468
No	1% 6
Don't know / NA	1% 5
<b>Total</b>	<b>479</b>

Exhibit 3

### Q4 How do you dispose of your household garbage?

Answered: 6 Skipped: 473

#	Responses	Date
1	Take to KC xfer station	2/13/2015 5:06 PM
2	We have compost bins, but go to Issaquah recycling and to the King Co. transfer station.	2/12/2015 9:45 AM
3	Apartment has recycle bins and compactor.	2/11/2015 7:01 AM
4	I haul it to the transfer station.	2/9/2015 8:59 AM
5	Take it to Factoria dump.	1/30/2015 7:33 PM
6	Compost. Recycle at WA Works in Issaquah (sheltered workshop). The occasional bag of garbage goes in the neighbor's can (with their permission).	1/28/2015 10:06 AM

## Exhibit 3

**Q5 What is the main reason you do not subscribe to the garbage service?**

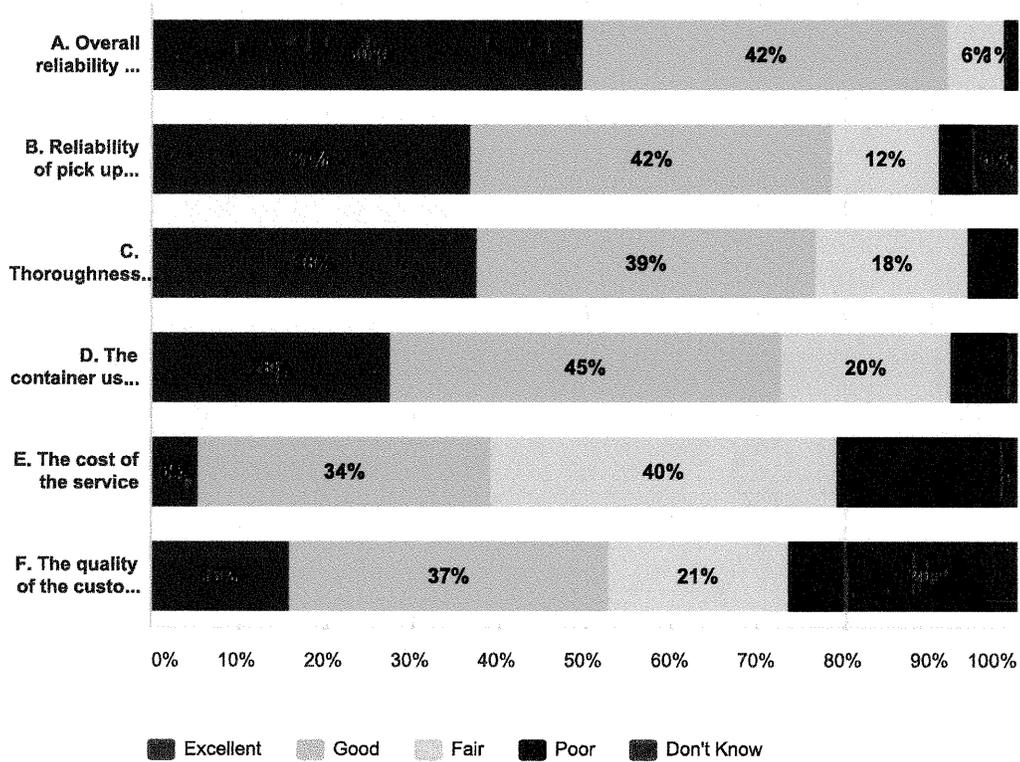
Answered: 6 Skipped: 473

#	Responses	Date
1	no curbside service at my address	2/13/2015 5:06 PM
2	It is too hard to take the cans to the pick-up spot up a steep driveway.	2/12/2015 9:45 AM
3	Apartments provide for fees that is paid with rent	2/11/2015 7:01 AM
4	There are to many can placed near our driveway now. We live next to a private road and there is nearly a dozen can that clutter the area. There are times that I need to move cans to get to the street. The pick up crews don't take care to keep the driveway clear when they pick up.	2/9/2015 8:59 AM
5	To expensive. Do have that much garbage. Recycle a lot.	1/30/2015 7:33 PM
6	Low garbage output, frequent travel.	1/28/2015 10:06 AM

## Exhibit 3

**Q6 The following are some aspects of the garbage and recycling service. Please indicate if you would rate the aspect as Excellent, Good, Fair, or Poor.**

Answered: 441 Skipped: 38

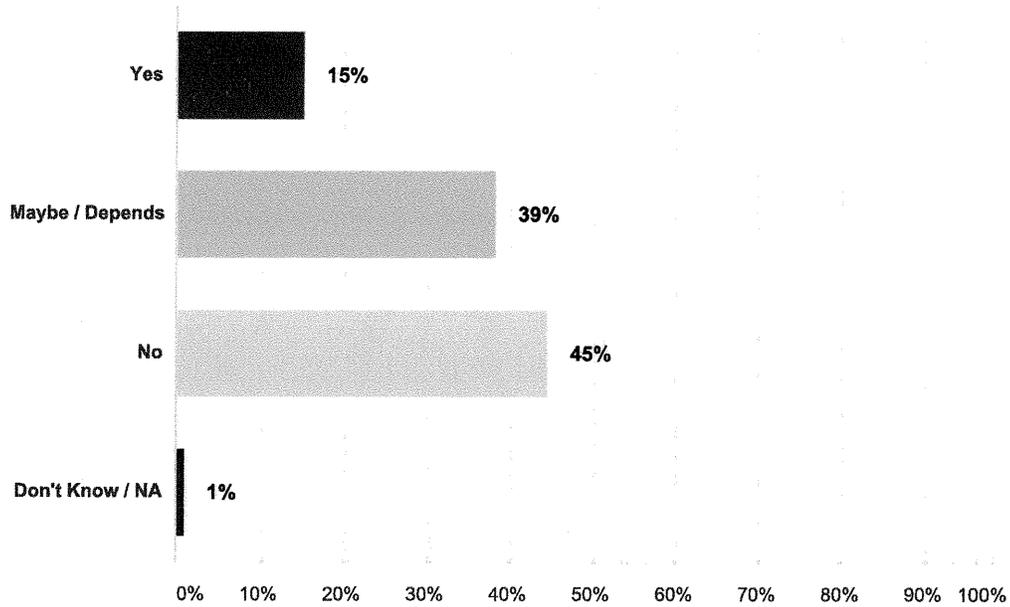


	Excellent	Good	Fair	Poor	Don't Know	Total
A. Overall reliability of services provided	50% 219	42% 186	6% 28	1% 6	0% 0	439
B. Reliability of pick up after storms	37% 162	42% 184	12% 54	4% 17	5% 22	439
C. Thoroughness - that is, picking up everything	38% 165	39% 172	18% 77	5% 24	0% 0	438
D. The container used for your garbage	28% 120	45% 197	20% 85	6% 28	1% 4	434
E. The cost of the service	5% 24	34% 148	40% 176	19% 82	2% 8	438
F. The quality of the customer service	16% 69	37% 160	21% 90	6% 28	20% 86	433

## Exhibit 3

**Q7 If you could put more types of material into your recycling, such as batteries and styrofoam, would you be willing to pay a slightly higher rate?**

Answered: 442 Skipped: 37

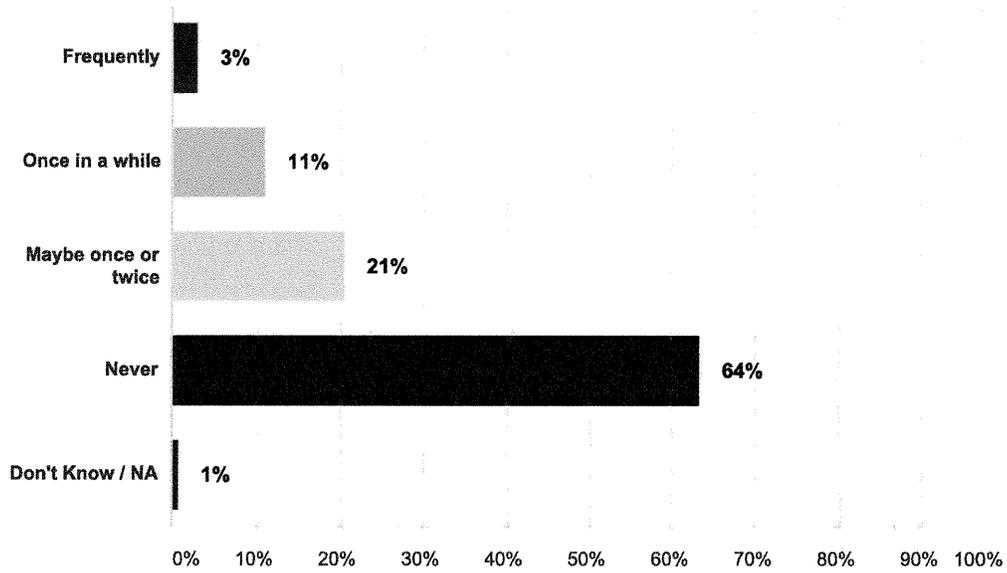


Answer Choices	Responses	Count
Yes	15%	68
Maybe / Depends	39%	171
No	45%	198
Don't Know / NA	1%	5
<b>Total</b>		<b>442</b>

## Exhibit 3

**Q8 How often – if at all - have you had a problem with bears or other animals getting into your garbage or food waste containers?**

Answered: 441 Skipped: 38

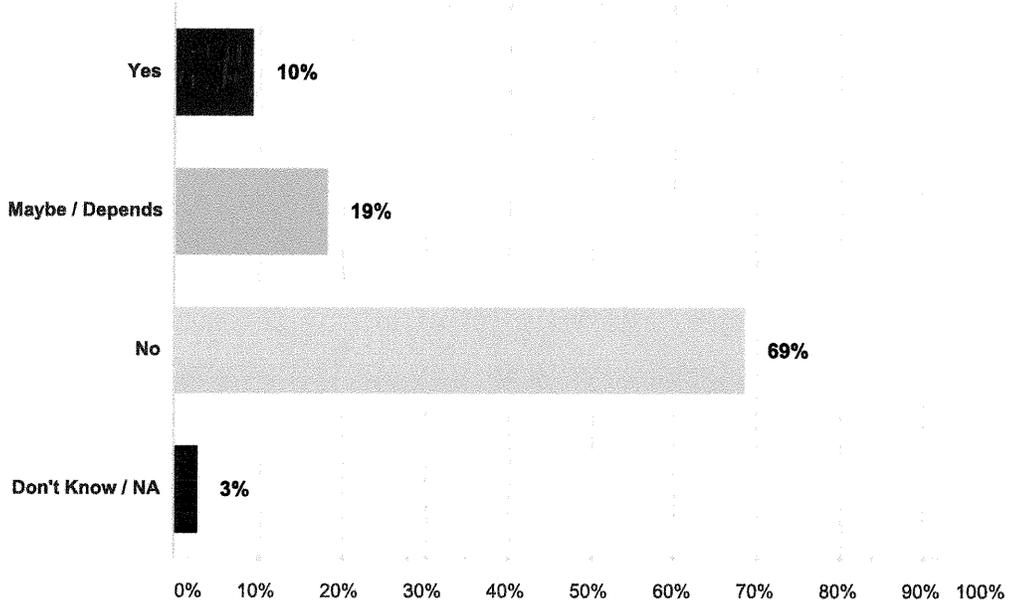


Answer Choices	Responses	Count
Frequently	3%	14
Once in a while	11%	50
Maybe once or twice	21%	92
Never	64%	281
Don't Know / NA	1%	4
<b>Total</b>		<b>441</b>

## Exhibit 3

**Q9 Would you be willing to pay roughly \$2 dollars per month for containers that were more bear-resistant?**

Answered: 441 Skipped: 38

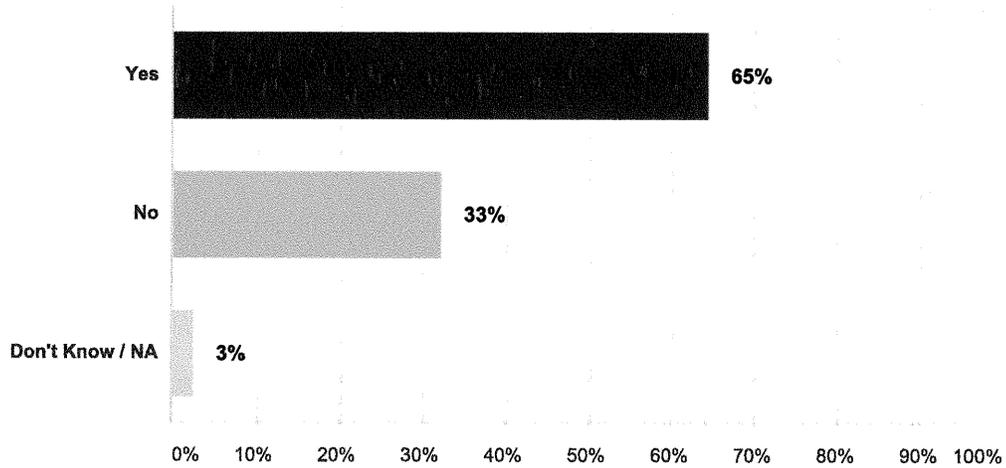


Answer Choices	Responses	
Yes	10%	42
Maybe / Depends	19%	82
No	69%	304
Don't Know / NA	3%	13
<b>Total</b>		<b>441</b>

Exhibit 3

**Q10 Are you currently subscribed to the yard debris and food waste collection program?**

Answered: 430 Skipped: 49

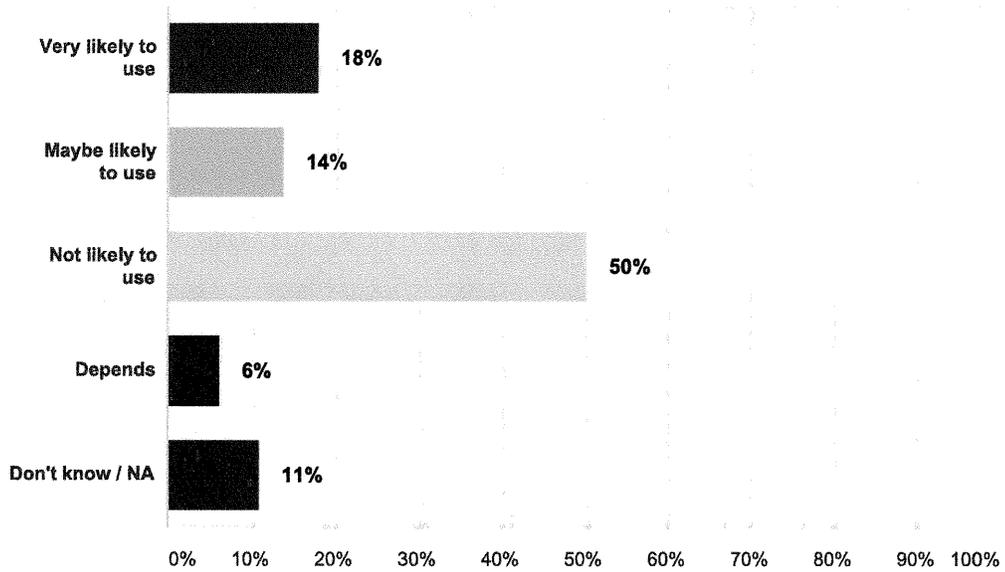


Answer Choices	Responses	
Yes	65%	278
No	33%	140
Don't Know / NA	3%	12
<b>Total</b>		<b>430</b>

Exhibit 3

**Q11 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?**

Answered: 434 Skipped: 45

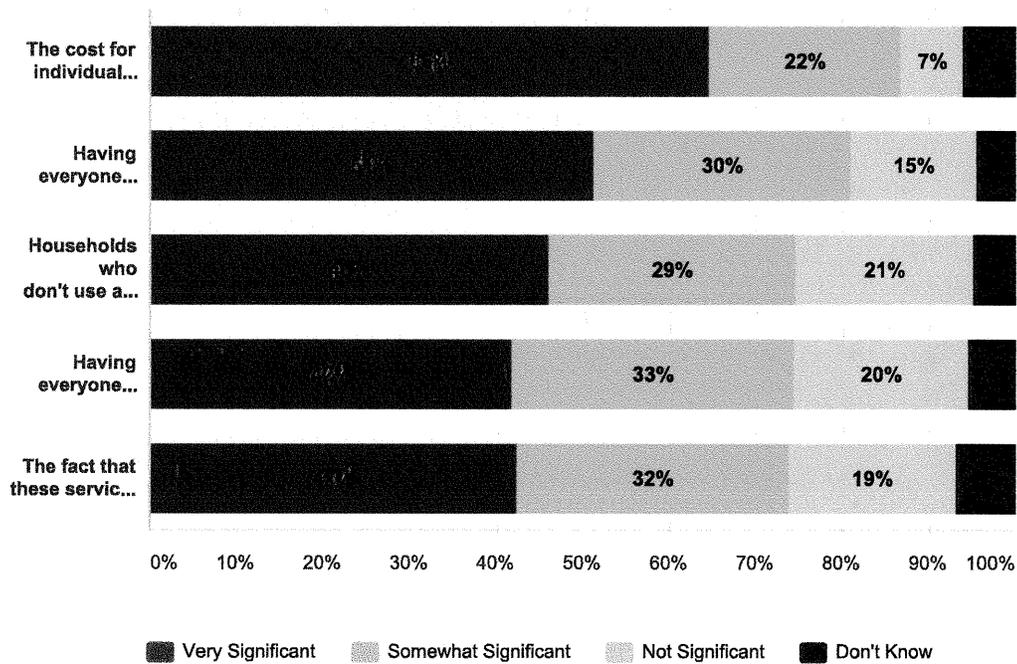


Answer Choices	Responses	Count
Very likely to use	18%	79
Maybe likely to use	14%	61
Not likely to use	50%	219
Depends	6%	27
Don't know / NA	11%	48
<b>Total</b>		<b>434</b>

Exhibit 3

**Q12 Yard and food waste collection is currently 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. Listed are some potential advantages and disadvantages of this proposal. Indicate whether that argument is: 1) Very Significant; 2) Somewhat Significant; 3) Not Significant to your thinking about the proposal.**

Answered: 425 Skipped: 54

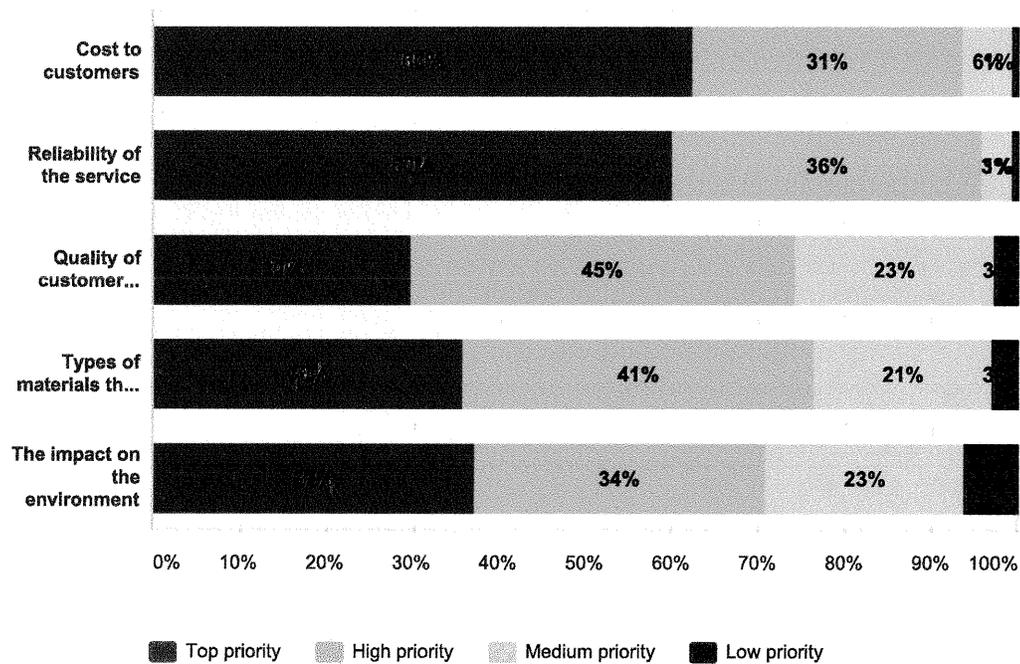


	Very Significant	Somewhat Significant	Not Significant	Don't Know	Total
The cost for individual customers would be lower	65% 272	22% 93	7% 31	6% 24	420
Having everyone participate helps the environment because less material is sent to the landfill	51% 217	30% 126	15% 62	4% 18	423
Households who don't use a service should not have to pay for it	46% 194	29% 120	21% 87	5% 19	420
Having everyone participate reduces litter and illegal dumping	42% 176	33% 137	20% 85	5% 22	420
The fact that these services would be mandatory, not voluntary	42% 179	32% 133	19% 82	7% 28	422

Exhibit 3

**Q13 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. Indicate whether you think that the following should be a top priority in the new solid waste contract, a high priority, medium or a low priority.**

Answered: 433 Skipped: 46

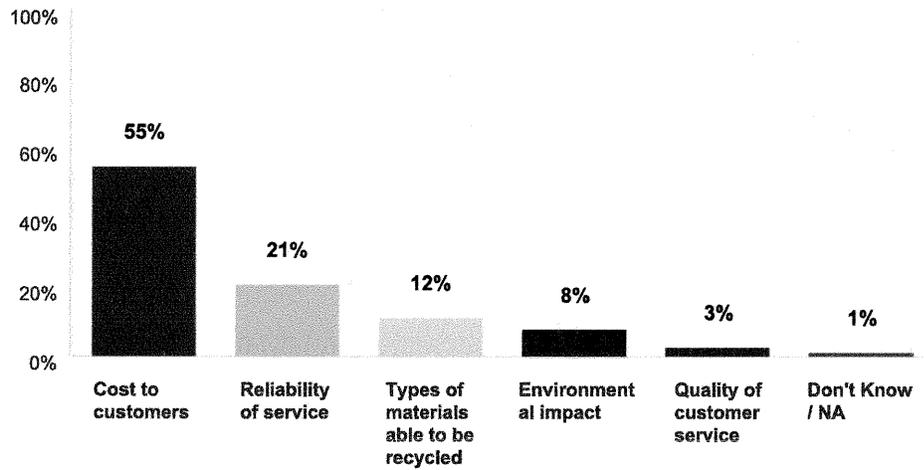


	Top priority	High priority	Medium priority	Low priority	Total
Cost to customers	63% 270	31% 135	6% 24	1% 3	432
Reliability of the service	60% 260	36% 155	3% 14	1% 3	432
Quality of customer service	30% 127	45% 190	23% 98	3% 11	426
Types of materials that can be recycled	36% 155	41% 175	21% 89	3% 12	431
The impact on the environment	37% 160	34% 144	23% 99	6% 26	429

Exhibit 3

**Q14 Which of the factors listed in the previous question would be the most important to you in the new contract for solid waste services?**

Answered: 432 Skipped: 47



Answer Choices	Responses	
Cost to customers	55%	238
Reliability of service	21%	91
Types of materials able to be recycled	12%	50
Environmental impact	8%	34
Quality of customer service	3%	13
Don't Know / NA	1%	6
<b>Total</b>		<b>432</b>

## Exhibit 3

### Q15 Do you have any other feedback you'd like to provide about garbage services in the City of Sammamish?

Answered: 125 Skipped: 354

#	Responses	Date
1	Driver should not pickup containers that are placed on sidewalks. Sidewalks are for pedestrians.	2/22/2015 7:49 PM
2	The current team we have is friendly and we have not had many instances of no pickup.	2/20/2015 11:08 AM
3	Re yard waste pickup, I would prefer they resume weekly pickup again the first of February as the weather is good enough to allow yard cleanup at that time. Right now I have a full can waiting for next week's pickup.	2/16/2015 2:19 PM
4	With the increased amount of waste ideally being recycled, perhaps we could look at every other week for garbage pickup therefore reducing the cost.	2/16/2015 12:11 PM
5	Do NOT let environmentalists and other Liberal Types hijack and implement changes to suit their own cults.	2/15/2015 2:14 PM
6	Overall I am very pleased. More types of plastic recycling would be helpful. Weekly yard waste in Nov and Dec helps clear fall tree debris, but don't need Jan-Feb	2/14/2015 8:16 AM
7	Been very happy with our service and I especially like the yard waste arrangement with extra bundles taken as needed	2/13/2015 8:23 PM
8	Sammamish rates are significantly higher than those of Bellevue/Clyde Hill/Medina. How can that be?	2/13/2015 7:09 PM
9	I have three trifle rent drivers do pick up. The yard waste and garbage pick up drivers are outstanding. The recycle truck driver has hit trees, knocked down power lines, hit a car, knocks over the can and leaves it, and does not pick up spills.	2/13/2015 7:05 PM
10	The cost for trash and recycle only is ridiculous ! ! ! !	2/13/2015 5:25 PM
11	Question #10 is confusing. "Argument" means what?	2/13/2015 3:25 PM
12	Don't make me rent the recycle bin, if I have to pay for recycling at least let me buy my own bin so I don't have to pay a monthly fee for the rest of my life.	2/11/2015 3:04 PM
13	Please get waste management	2/10/2015 6:32 PM
14	I am satisfied with Waste Managements service. The pickup in my area is on a Friday early am. If the community would put their garbage out in the morning instead of the night before no bear proof cans would be needed. A new type trash can would be costly to the customer and time consuming and costly to the garbage service company. Also why possibly injure the bear who will get the food. Stop tempting the bear, they were here first.	2/10/2015 6:29 PM
15	Would like the option of setting out an even smaller garbage container (at less cost), as we hardly generate any garbage with the food waste program.	2/10/2015 5:57 PM
16	My main irritation with the garbage (not recycle) service is the way they throw the cans around - I have had to replace my can twice because they keep getting broken.	2/10/2015 2:41 PM
17	1) Recycling old bulbs, paints are very difficult. Can we get notification (if we choose to subscribe) of what and where do we get rid of those 2) If families are recycling LESS (by weight) why cant those families be given discounts. This will promote LESS garbage generation 3) If 2 families can share their garbage containers will you promote/provide discounts. If YES, please send flyers and entertain us to opt-in 4) Provide every means by which we can generate less garbage	2/10/2015 2:23 PM
18	Please provide multiple companies to service, that way if one provider is not performing to the top most quality, then users have the chance to switch providers at any time.	2/10/2015 11:14 AM
19	Not having options on recycle and yard waste costs - at least with garbage cans you can choose size to use that fits your family. With recycle and yard waste it is one size for all. Also the cost is high - want to see reduced costs for waste.	2/10/2015 11:06 AM
20	Waste Management customer service is terrible	2/10/2015 10:20 AM

21	In the past year, drivers often set bins down on our lawn. Also, frequently bits of trash are across the lawn or in the street. Seems less tidy and attentive as far as service goes, in recent months. I'm doing some "clean-up" once or twice a month.	2/10/2015 9:00 AM
22	Include access to routine "show and tell" tours for the public to observe handling of trash from curb side to final disposal sites. 1st hand observation for students and responsible, interested citizens. Mandatory for anyone found or admittedly guilty of litter.	2/9/2015 9:02 PM
23	It is extremely important to our family that we have bear proof containers. With over 20 sightings on or near our property in the last four years we need to stop attracting them into our neighborhoods. King County fish and wildlife believes that having bear proof containers is a key part in preventing these animals from seeking food in the neighborhoods. They are becoming less scared of us, and more prevalent. It is time to take action now before someone gets hurt or killed.	2/9/2015 8:19 PM
24	We often don't fill our containers, and only take them out for collection every other week. Is there any consideration for every-other week service?	2/9/2015 4:52 PM
25	No	2/9/2015 4:30 PM
26	I was not charged for yard waste in our last home in REdmond but now we are being charged \$10 a month. Am not happy to have to now pay for it and when I called, not real reason except well it is the area. would like it to be zero.	2/9/2015 4:09 PM
27	Waste Management only picks up recycling every other week. Needs to be more often. If we want people to recycle, it has to be picked up before the bins are full!	2/9/2015 3:28 PM
28	Overall I have been satisfied with our current garbage services.	2/9/2015 3:00 PM
29	When they pick up the trash, please make sure the lids are returned to our containers.	2/9/2015 2:52 PM
30	I live in a condo, so the yard waste doesn't really apply.	2/9/2015 2:31 PM
31	With previous garbage collection company's (have lived here 27 years) Friday garbage collection was rotated about every 5 years or more, I hate the fact that this is not done anymore. Fridays are a bad collection day if you plan to go somewhere for the weekend.	2/9/2015 2:26 PM
32	I am very satisfied with our current Waste Management Service.	2/9/2015 12:56 PM
33	The other day my daughter asked me where the garbage went. I told her. Then she asked me whether we took out the trash every week. Then she asked whether every house on the street did. And every street in the city. You could see what she was thinking. It all amounts to a mountain of garbage and it is not particularly comforting to think that while we have beautiful, clean homes in Sammamish, there is some "invisible" rubbish pile somewhere in someone's backyard. With environmental awareness and climate change awareness, we should finally realize that there is no free lunch. I would be happy to see Sammamish Council provide leadership in this space and I would be happy to pay for my impact. So, please reduce the amount going to landfills. And, please restrict the use of non-reusable water bottles. Same with styrofoam (and everything else that cannot be properly recycled). Furthermore, I would encourage you to ensure that everything that comes from a grocery store is recyclable and/or has already been recycled. Sammamish has been beautiful for hundreds of generations already. Let's leave it beautiful for hundreds more.	2/9/2015 12:27 PM
34	The service should not be mandatory.	2/9/2015 9:03 AM
35	So far ok so don't screw it up ok? Don't try to make it or yourselves into some environmental issue. Just provide a low cost reliable service. Period!	2/9/2015 8:14 AM
36	Poor service by the current provider	2/9/2015 12:25 AM
37	Happy with what we have in 98075 currently	2/8/2015 10:41 PM
38	Collection teams currently come to our neighborhood around (and often before) 6:00 am. While I appreciate that the collection teams have a lot of work to do, this work is far too loud to happen so early in the morning. Everyone in our home wakes early on trash days - especially inconvenient with small, sleep-sensitive children. I suggest that this work not begin any earlier than at least 7:00 am, but would prefer 8:00 am or later.	2/8/2015 10:37 PM
39	I would like to be billed monthly	2/8/2015 10:17 PM

40	We chose to use our own trash can rather than rent one from the company because the rental price was, in my opinion, too high. The result has been our having to replace our trash can because the trucks have destroyed it. The last city we lived in trash, recycling, and yard waste were all included in the same reasonable price, and truck friendly receptacles were provided by the company and included in the price. I would really like to see that here.	2/8/2015 9:36 PM
41	I currently own my round garbage can which requires the driver to exit his truck and manually empty it. If I obtain a truck lifted container from Republic Services they will charge me for renting it. Why should I pay extra for something that likely saves them time and money?	2/7/2015 1:23 PM
42	Waste Management drivers have been friendly, helpful, and extremely reliable for many many years! I hope Sammamish doesn't change our service.	2/5/2015 7:02 PM
43	we have had issues with customer service ~ not picking up items, leaving nasty notes on containers, taking our containers. Would pay more for better service. Not happy with current.	2/5/2015 5:18 PM
44	I have seen containers with wheels broken... but it seems like the company we use is good about responding with new containers. I have had squirrels or raccoons scratch all the way thru our garbage can lid in the past.	2/4/2015 3:13 PM
45	Safety of drivers is also very important. I would like to see the City weigh this factor and reliability more than cost. Taking the lowest bid isn't always the best.	2/4/2015 2:30 PM
46	our cleanscapes service was so much better. charged for trash but not for recycling and yard waste - and their customer service was great.	2/3/2015 9:55 PM
47	Please consider a contract that will provide for collection of recycled material every week. The current on/off schedule leads to overflowing bins for me and my neighbors.	2/3/2015 3:46 PM
48	Lately, garbage and yard waste sometimes spills out of the can and left on the street. the workers do not bother to pick up.	2/2/2015 12:58 PM
49	Waste Management provides electronics recycling to other communities in the area. Why is it not available in Sammamish?	2/2/2015 9:48 AM
50	I cannot get them to replace the recycling bin that was broken by their own truck. Customer service is very lacking.	2/1/2015 9:10 PM
51	Their trucks have damaged my yard when they tried to turnaround at the end of 24th st, west of Pine Lake. They also damaged my group mailbox by doing the same thing. This actions were very upsetting.	2/1/2015 8:58 PM
52	Don't turn our service into that idiotic Liberal Service which Socialist Seattle is starting to force upon their residents.	2/1/2015 8:09 PM
53	These services have been very good.	1/31/2015 10:08 PM
54	I have no current problems with Republic Services. The workers are polite, they pick up the trash that has fallen out of the cart and overall do a good job. I like that you can get an additional yard waste container at a reasonable rate. Would be nice if twice a year they had bulk pick up service for no additional fee.	1/29/2015 9:14 PM
55	With large trees, no amount of yard recycling can keep up in the winter. Therefore I already make provisions with compost and hauling and a yard waste service would be an expensive redundancy.	1/29/2015 8:46 PM
56	I would not be in favor of food recycling with yard waste. I compost and generally have very little food waste. If mandatory I would be paying for a service I don't use.	1/29/2015 8:10 PM
57	Feel they should be responsible for returning owner-supplied yard waste containers that get dumped in the collection truck.	1/29/2015 8:41 AM
58	Recycling should be every week and non recycle every other week to encourage more recycling rather than trash. Charge more \$\$ each month for non recycling.	1/28/2015 10:17 PM
59	Recycling, yard waste and food waste should be free. Charge for trash. Trash ser if should be mandatory for occupied homes.	1/28/2015 8:32 PM
60	I know that some parts of Sammamish have yard waste and recycling every week that would be so great here for us as well	1/28/2015 8:28 PM
61	Given the high property tax burden and the few city services offered it would be great if the city included waste collection as a covered or at least subsidized service to city residents.	1/28/2015 8:06 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

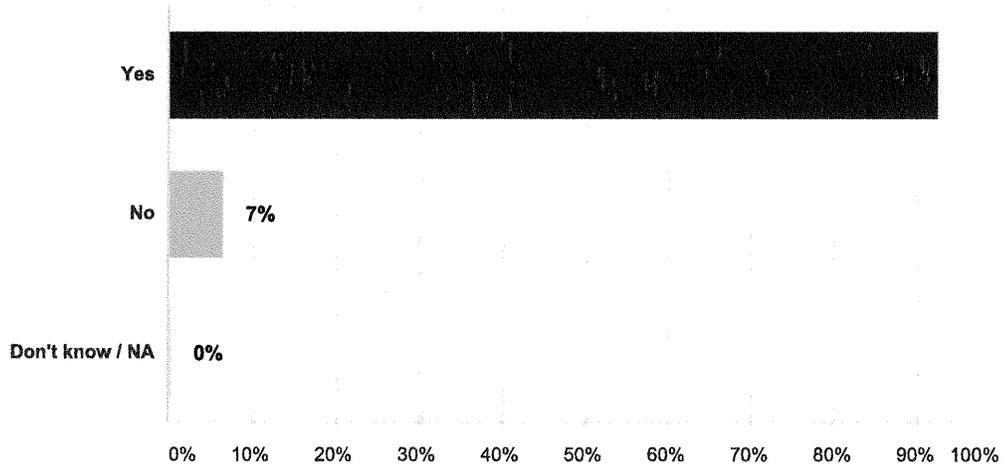
62	The yard waste is very expensive, they turn it into compost and make money reselling it. If yard waste pick up was less expensive more people would use it.	1/28/2015 8:05 PM
63	Hard to say about cost. Moved from Arizona and it cost 25 per month for everything. Cost in Washington State for everything is high.	1/28/2015 5:51 PM
64	Since collection of yard and food waste is reduced to every other week between December and February, we should pay less for the service and not be billed the full amount. Thanks.	1/28/2015 4:28 PM
65	Current service provider has been excellent. If using another service, verify lower cost and comparable service before making a change.	1/28/2015 4:13 PM
66	I would like a more comprehensive approach to recycling that included things such as Class 1 plastics. Supermarket plastic bags, as well as Styrofoam and batteries.	1/28/2015 1:52 PM
67	Animal resistant garbage cans would be great! Current cans have the lids flying across the street in the wind and are susceptible to animals	1/28/2015 11:12 AM
68	Our neighborhood is served by waste management. They do not provide good service. We would like to have a different company if possible. Also, the bi-weekly recycle service is ridiculous. All nearby cities have weekly service AND pay lower cost!	1/28/2015 10:09 AM
69	I do not believe garbage service should be mandatory in any case. For those, such as ourselves, who've figured out how to handle our waste efficiently and effectively, it's punitive.	1/28/2015 10:08 AM
70	Yes. The trucks used for this service are big polluters and very noisy. Obviously anything that can be done to improve on these two items would be great.	1/28/2015 10:06 AM
71	Educataion is an important factor to participation. Do not know what percentage of people are recycling food waste.	1/28/2015 9:53 AM
72	Dropping back to every 2 weeks for yard waste pickup in the winter makes sense, but which week is it?? WM needs to make it easy to find out.	1/28/2015 9:07 AM
73	I'm very impressed with the customer service for Republic Services. We recently had an issue where our yard waste bin was missed for pick up. I called the Customer Service line and they were friendly, took ownership and addressed the situation right away. They even grabbed our Xmas tree which wasn't put out for pickup and was lying around 50 feet away from the bin! I would hate to see the level of service go down with a change in vendor.	1/28/2015 8:29 AM
74	My garbage service currently does not provide a container for garbage, so, we have to provide our own. Bears and other animals getting in to our garbage is a big issue in our neighborhood. We would really appreciate having a uniform garbage container that is bear resistant provided for our use as part of our garbage service.	1/28/2015 8:26 AM
75	Leaving Food Scraps out for 2 weeks concerns us that it will attract bears,	1/28/2015 7:45 AM
76	No thanks.	1/28/2015 1:39 AM
77	both cans are far too large for a single elderly women. Smaller ones should be available. Cost accordingly!!!!	1/27/2015 11:48 PM
78	Food debris is required to be in a huge cart with yard waste. We never fill it, it is smelly and filthy and hard to clean as such a big cart. The refuse to provide a smaller one!	1/27/2015 9:54 PM
79	Would like to see recycling every week. We typically fill our recycling bin before the two week pickup	1/27/2015 9:37 PM
80	Customer service is not responsive, I have tried for multiple months to have a broken container replaced to no avail	1/27/2015 9:28 PM
81	I love the Clean Scapes store in Gilman Village. They take all sorts of hard to recycle items for free. Their bid for Bellevue's contract was lower than Republic's.	1/27/2015 9:25 PM
82	Vendor should supply garbage can for autoloading on trucks like they do for recycle and yard waste	1/27/2015 9:08 PM
83	Love weekly recycling. Waste Management only picked up every other week at previous house	1/27/2015 8:59 PM

84	I Love that Issaquah's 98027 currant garbage service provider, called CleanScapes, includes food waste as part of the service, not a separate option, and the total bill is lower than what I am paying now for garbage + recycling alone. I also like that the company appears to be very Environmentally conscious. I believe they have a rate for a tiny garbage can & a tiny Food and Yard waste, which I would prefer :) As for the currant Customer Service with my currant provider, I often experience really long hold times, if I call, and when I get a person live, sometimes they are really Lovely, and sometimes they are Not. I also appreciate that CleanScapes has a store on Gilman Blvd in Issaquah, so I can stop in and get a live person. They accept specialty recycling there, for some items that are not currently accepted in my currant provider's recycling bins. The staff in the CleanScapes store tend to be young, vibrant and cheerful. Y-E-S to bear proof garbage bins, and I feel it should be Mandatory in areas that are known to have bear "problems", such as what I've heard of the Issaquah Highlands and Preston. Also, 6 AM Garbage Pickup is So UnAppreciated. When I lived in Westport, Connecticut, I showed proof of town residency, and received a sticker to place on the back or inside the trunk of my car. This enabled me to go to the town dump for free and drop off my garbage & recyclables. It was Fun and EZ to do. I also dropped it off during the daytime, NOT 6 AM. Thanks Sooo Much for the Survey!! I've been wanting to express this for quite some time now!!!! Much Appreciated :-)	1/27/2015 8:35 PM
85	Trying to keep bears out of food/yard waste for 2 weeks is impossible in this warm weather. This is not doable in our climate. We must have every week pickup.	1/27/2015 8:16 PM
86	Question 10 was very confusing. I had to guess how to answer them. I like very much that I have the liberty to choose my level of service ala carte. I really do not want to be required to pay for service that I do not need. I especially do not want to have compulsory separated garbage streams like Seattle has done with fines or refusal to pick up for failure etc.	1/27/2015 7:55 PM
87	Your questions did not take in to consideration those who are composting their yard waste in their own backyards or composting food waste in worm bins or green cones. These folks should NOT have to pay more for something they are capable of doing and are doing on their own property to help with the landfill problem. Thank You for thinking about these folks in your future decisions regarding garbage collection.	1/27/2015 7:31 PM
88	would love to have a weekly recycle schedule rather than every other week.	1/27/2015 7:15 PM
89	Customer Service would be important and behaving in a monopolistic manner.	1/27/2015 7:12 PM
90	We've had multiple occasions where the pickup was missed and it took many follow up phone calls with customer service and almost a week later before they come back and pick it up. Reliable service is important.	1/27/2015 7:11 PM
91	It would be nice to have the ability to have large item disposal service at a fair price.	1/27/2015 6:52 PM
92	Recycling pickup should be weekly. Recyclable materials represent the majority of waste.	1/27/2015 6:42 PM
93	I wouldn't use yard waste in winter, because we go south. I have no complaints about Waste Mgmt service.	1/27/2015 6:17 PM
94	We are currently very pleased with existing service. Reliable, take recycling and yard waste as well as trash.	1/27/2015 6:04 PM
95	when they are in a hurry they drop trash at many stops and leave the litter throughout the neighborhood. Also garbage cans found 15 feet away and in the street at times.	1/27/2015 6:02 PM
96	Can't answer #10, 11 and 12 as our garbage and recycling bills are combined	1/27/2015 5:50 PM
97	They are reliable. If I call they are helpful. Don't do much yard waste in winter so every other week fine. Bears are a problem - not!	1/27/2015 5:38 PM
98	Recycling should not have a cost, the company sells the product we are donating.	1/27/2015 5:14 PM
99	Mandatory food waste and yard waste would be great in forcing some people to do it, but we compost, so we would find this added cost a burden. And one that we shouldn't have to take on, because we are responsible for our own reusable waste.	1/27/2015 4:33 PM
100	Stop missing our house! We're one of 4 cans in a row and have been missed twice in last 6 months.	1/27/2015 4:17 PM
101	We need more days/locations during the year to drop off paint, oil, batteries etc.	1/27/2015 4:02 PM
102	Current service starts at 6am in our neighborhood and is very loud. They also leave the cans scattered around the street.	1/27/2015 3:49 PM
103	I would like more information on what types of food waste I can place in yard waste container. Based on the Republic website, we aren't supposed to place food in the yard waste container as is now required in Seattle. If I had the option, I would -- especially materials that I can't place in my own compost bins.	1/27/2015 3:47 PM

104	Weekly recycle pickup instead of every other week please!!! If encouraging recycling, doesn't that only make sense?	1/27/2015 3:42 PM
105	Since we recycle now more than ever, I wish recycle pick up were every week. We really need it!	1/27/2015 3:39 PM
106	It would be great to offer weekly Recycling collection, not every other week.	1/27/2015 3:32 PM
107	Do NOT make food ad yard waste mandatory. We compost all our waste on our 5 acre property to use in our gardens and forest.	1/27/2015 3:26 PM
108	no	1/27/2015 3:05 PM
109	Would love to reduce number of bins. I understand San Francisco has Garbage combined with Recycle - why can't we do the same?	1/27/2015 3:03 PM
110	Weekly yard waste pick-up during the winter would be very helpful. I have a hard time keeping up with storm debris etc. with yard waste pick limited to every two weeks.	1/27/2015 2:56 PM
111	Not at this time.	1/27/2015 2:49 PM
112	It would be great if we could chose between a couple vendors and not be told which to use. In a fair market I'd like to chose my own	1/27/2015 2:43 PM
113	Please consider going with Cleanscapes. Our current program in Sammamish seems poor. Thank you.	1/27/2015 2:42 PM
114	See no. 4, they do not provide a garbage container only a recyclable container that we rent. See no. 10. I do not like the way the question is worded nor the responses available. It appears to be a set up to get the response you want vice what the customer needs. For example the question reads "The cost for individual customers would be lower". My response was intended to indicate that the cost is the prevailing concern. However, from the choices I picked "Not Significant". Had I picked "Very Significant" what message would I send, that I do not care about the cost or that I like the fact that the cost would be lower. Poor question, poor responses and makes me question the survey validity!	1/27/2015 2:38 PM
115	It's very expensive. Much more than what we paid in issaquah. I Do NOT like that recycling comes every other week. That is ridiculously! Especially since they come less yet we pay more. Also our yard waste hasn't been picked up in over a month!	1/27/2015 2:36 PM
116	If service is not given due to impassable roads, my bill should be credited	1/27/2015 2:31 PM
117	Please change your contract to Clean Scapes. I drive down to their store to recycle things our current company won't pick up. They do not charge for recycling or yard waste and provide bear-proof cans at no additional charge. They promote less waste by offering much smaller can sizes. Please consider Clean Scapes. Thank you!	1/27/2015 2:28 PM
118	Communication is atrocious. Little useful information is on their website and there is no easy phone access. When I email them, there is never a followup by email or phone--they send a snail mail message. They leave us cryptic things on the trash container (most recent was a garbage sticker, but with no indication of why--no other neighbors got one). We have been "ticketed" for not lining up our barrels 18-24 inches apart...but if we do this, we can't exit our driveway to go to work, and we have been ticketed for having our barrels in the street. We call them the Trash Nazis.	1/27/2015 2:26 PM
119	My "bear problem" was solved by not putting garbage out until morning. It would not be fair to have mandatory food waste when I live by myself and have almost no food waste.	1/27/2015 2:22 PM
120	Overall I'm very happy with Waste Management picking up my garbage, yard waste and recycling.	1/27/2015 2:21 PM
121	Recycling services every week would be nice. Currently our neighborhood has pickup every other week.	1/27/2015 2:20 PM
122	recycling should be collected every week not every other.	1/27/2015 2:20 PM
123	Didn't even know about the food waste collection program. Where do I get more info?	1/27/2015 2:14 PM
124	I think it's important for all to be picked up weekly. Less frequent than that is hard and gross to store.	1/27/2015 2:13 PM
125	I would like a clearer understanding of what can go in my recycling big. The news always talks about Seattle but what about Sammamish? Can our recycling take plastic or not? If so, what kinds of plastic? Can my yard waste take all kitchen scraps, including meat, or is it just vegetables and fruit. I'm confused!	1/27/2015 2:12 PM

**Q16 Do you subscribe to a cable service for television, internet and or landline telephone at your home?**

Answered: 440 Skipped: 39

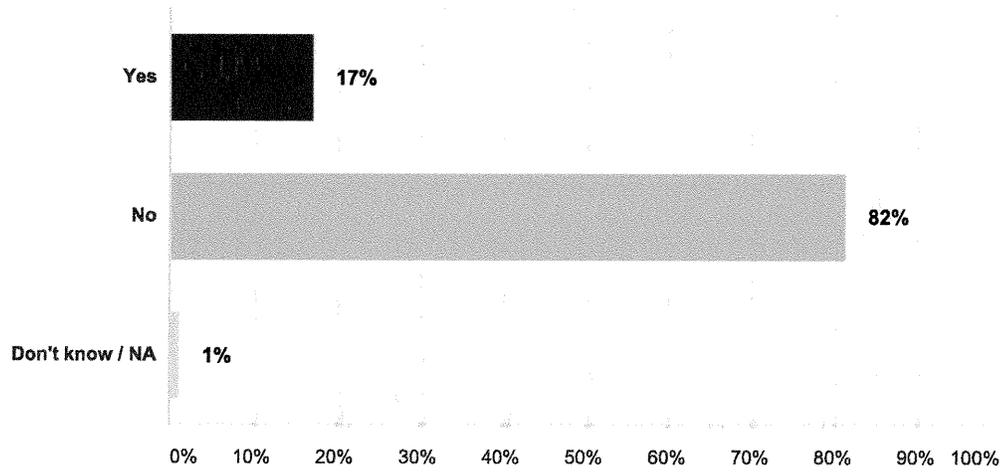


Answer Choices	Responses	Count
Yes	93%	409
No	7%	29
Don't know / NA	0%	2
<b>Total</b>		<b>440</b>

Exhibit 3

**Q17 Since you have lived in Sammamish, have you ever switched a cable service?**

Answered: 412 Skipped: 67

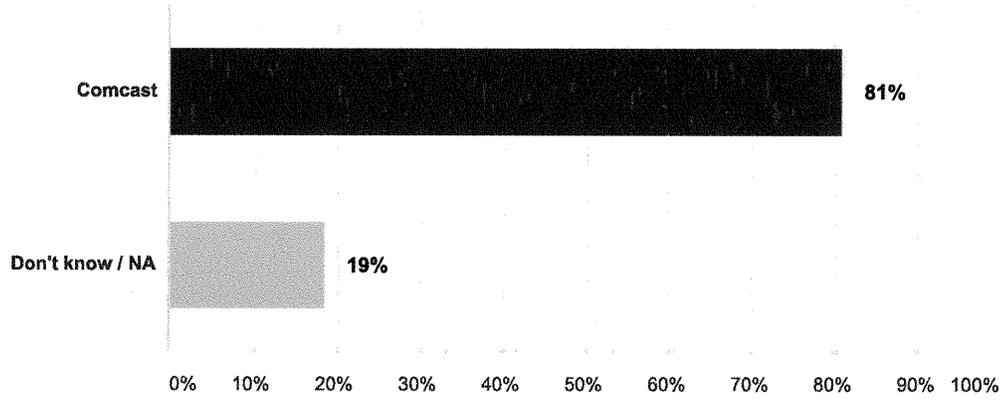


Answer Choices	Responses	
Yes	17%	71
No	82%	336
Don't know / NA	1%	5
<b>Total</b>		<b>412</b>

## Exhibit 3

### Q18 Which cable company did you switch from?

Answered: 53 Skipped: 426



Answer Choices	Responses
Comcast	81% 43
Don't know / NA	19% 10
<b>Total</b>	<b>53</b>

## Exhibit 3

### Q19 Why did you switch from that company?

Answered: 65 Skipped: 414

#	Responses	Date
1	The internet was unreliable, we have since switched back to Comcast but are again having reliability issues.	2/21/2015 2:05 PM
2	Lousy service, particularly cable TV. I went to Direct TV for 5 years and LOVED it, but switched back to Comcast last year as Direct TV did not carry the Pac12 Network. I still have the same bad opinion of Comcast-cable service still stinks.	2/16/2015 2:23 PM
3	They kept increasing the costs for internet and cable with no real improvements. Consider Comcast a criminal company for which someone(s) need to do some jail time and be fined.	2/15/2015 2:15 PM
4	Not happy with service. Expensive.	2/13/2015 9:40 PM
5	I switched for better service and lower cost. I would like to have the choice to switch from Comcast to another service for lower cost and possible better service.	2/13/2015 3:30 PM
6	cost	2/13/2015 2:02 PM
7	We dropped phone and switched to basic cable due to price.	2/11/2015 7:47 PM
8	High cost.	2/10/2015 2:48 PM
9	1) Comcast customer service is the worst I have ever come across 2) Very expensive. 3) We would like to pay for the service we want to watch, where as Comcast forces to buy service that we are not interested in 3) We would like to see NPR & CSPAN as free (very nominal fees) but Comcast does not let us	2/10/2015 2:26 PM
10	Very Expensive and no choices but accept bundled packages	2/10/2015 1:12 PM
11	Centurylink has very poor connection and Comcast keeps raising the rate while service is poor.	2/10/2015 11:07 AM
12	Costs to much for services.	2/10/2015 11:06 AM
13	slow	2/9/2015 8:20 PM
14	price and program offerings	2/9/2015 7:46 PM
15	BC Comcast not in Amesbury.	2/9/2015 4:10 PM
16	We switched to Qwest, now CenturyLink, because their phone service had the physical landlines. A couple of years ago, when the power went out for multiple days during the large snowstorm, we had no cell phone service when the backup batteries went out in the cell phone towers. This way, using an old plug-in phone, we have phone connection over our landline. I don't know if this makes a difference now, but have not looked to switching back to Comcast.	2/9/2015 2:23 PM
17	Price keeps going up	2/9/2015 11:58 AM
18	Cost	2/9/2015 9:19 AM
19	High prices after initial low prices. Constantly having to call and threaten to discontinue service unless they lowered the price. Confusing bill. Rude customer service.	2/9/2015 7:20 AM
20	High cost bad service	2/9/2015 6:29 AM
21	Cost keeps going up	2/8/2015 10:07 PM
22	Too expensive	2/8/2015 9:56 PM
23	Terrible customer service, horrible connections, service often down, slow, incredibly expensive	2/8/2015 9:51 PM
24	HD TV	2/8/2015 9:46 AM
25	cost	2/8/2015 7:37 AM
26	Unreliable	2/5/2015 7:04 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

27	it was changed for us. We sure don't like Comcast tho...it is such a monopoly!!! I wish we could have a la carte services and just pay for the channels we really want to have versus signing up for packages.	2/4/2015 3:15 PM
28	Service no longer available	2/2/2015 7:39 PM
29	Because they are horrible, the worst company on the planet	1/31/2015 4:57 PM
30	Speed of connection	1/31/2015 4:08 PM
31	unreliable, infamously bad customer service (which I dealt with), inconsistent internet speeds, also made the decision based on knowledge of their shady practices	1/29/2015 3:31 PM
32	Was using Dish service. Price kept going up	1/29/2015 11:22 AM
33	Service wouldn't work. Too far from exchange.	1/28/2015 11:52 PM
34	price and better channel line up at Comcast	1/28/2015 8:26 PM
35	We went back to Direct TV as soon as we could after moving here, but we still have our internet and land phone (only because it is bundled) through Comcast. I would drop Comcast immediately if I had other workable options. Their equipment is antiquated, the service is expensive and of poor quality, and the customer service is terrible.	1/28/2015 8:13 PM
36	better internet speed from comcast	1/28/2015 6:15 PM
37	Poor service	1/28/2015 4:21 PM
38	Programming	1/28/2015 12:59 PM
39	problems with services	1/28/2015 12:01 PM
40	Prices were super high and quality of equipment was poor	1/28/2015 11:12 AM
41	cost	1/28/2015 10:49 AM
42	Too expensive	1/28/2015 9:53 AM
43	Cost and Bundling Services	1/28/2015 7:46 AM
44	Cost	1/28/2015 6:15 AM
45	Cost	1/27/2015 9:28 PM
46	Unreliable service, it often dropped	1/27/2015 9:22 PM
47	Expensive & poor reliability.	1/27/2015 8:45 PM
48	Duplicated with Directv	1/27/2015 5:50 PM
49	slow internet speed	1/27/2015 5:08 PM
50	worst customer service ever	1/27/2015 4:25 PM
51	No NFL	1/27/2015 3:58 PM
52	Use Comcast for internet. Switched to DirecTV for TV due to better cost.	1/27/2015 3:50 PM
53	Poor quality of product at too high a price.	1/27/2015 3:43 PM
54	Poor quality and extremely poor customer service	1/27/2015 3:35 PM
55	All of Sahalee switched	1/27/2015 3:15 PM
56	Expense and lack of reliability.	1/27/2015 3:12 PM
57	bad service.	1/27/2015 3:11 PM
58	Don't remember.	1/27/2015 2:55 PM
59	they have terrible customer service	1/27/2015 2:47 PM
60	Price and Bandwidth	1/27/2015 2:42 PM
61	high cost	1/27/2015 2:26 PM
62	I live in a condo complex and had no choice	1/27/2015 2:22 PM

Exhibit 3  
Utilities Satisfaction Survey

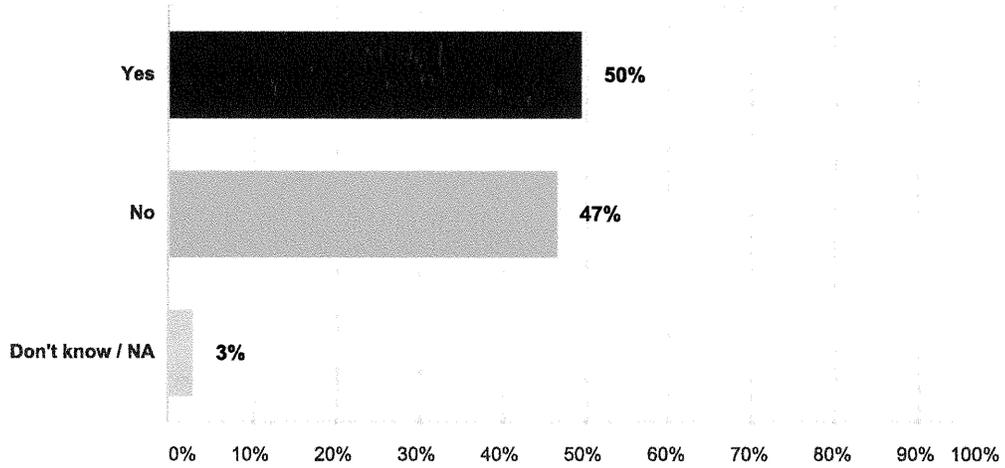
SurveyMonkey

63	Rising cost of service.	1/27/2015 2:18 PM
64	Lost line of site	1/27/2015 2:17 PM
65	Paying for channels I never watch.	1/27/2015 2:15 PM

Exhibit 3

**Q20 Since you have lived in Sammamish, have you ever discontinued a cable service?**

Answered: 98 Skipped: 381

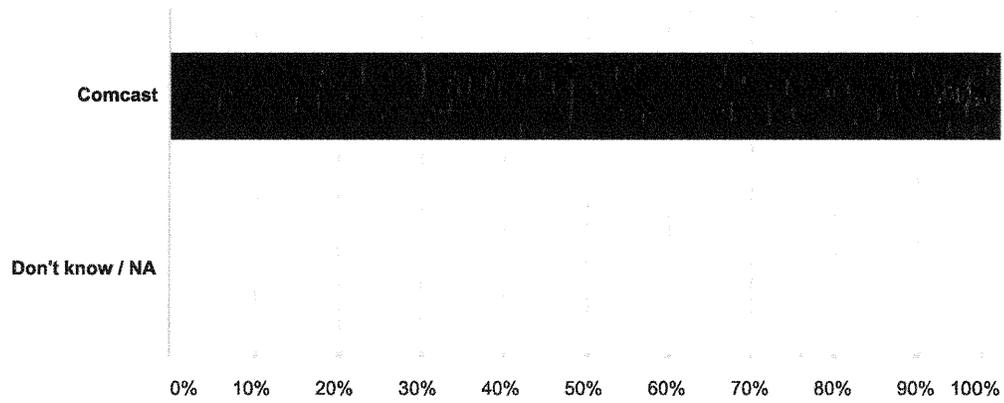


Answer Choices	Responses	
Yes	50%	49
No	47%	46
Don't know / NA	3%	3
<b>Total</b>		<b>98</b>

## Exhibit 3

### Q21 Which cable company did you discontinue?

Answered: 44 Skipped: 435



Answer Choices	Responses
Comcast	100% 44
Don't know / NA	0% 0
<b>Total</b>	<b>44</b>

## Exhibit 3

### Q22 Why did you discontinue that service?

Answered: 42 Skipped: 437

#	Responses	Date
1	We weren't using the cable enough to warrant the cost.	2/21/2015 2:05 PM
2	Moved to California and then back. I do not like the amount we pay for spotty cable service at night. I have considered going to Direct TV due to customer service and high bills	2/20/2015 11:10 AM
3	See above	2/16/2015 2:24 PM
4	The stuff on the TV is not worth paying for when you can get about 55 channels for free over the air with an antennae.	2/15/2015 2:16 PM
5	They were an awful company.	2/13/2015 3:31 PM
6	We stream most of our TV, and we were not using the cable.	2/11/2015 7:56 PM
7	Customer service is the worst	2/10/2015 2:26 PM
8	Very Expensive and no choices but accept bundled packages	2/10/2015 1:13 PM
9	Gets too expensive while no competition.	2/10/2015 11:07 AM
10	same as Internet reasons	2/9/2015 7:20 AM
11	Cost	2/8/2015 10:07 PM
12	Too expensive	2/8/2015 9:57 PM
13	Terrible service, too expensive, service down a lot	2/8/2015 9:52 PM
14	cost	2/8/2015 7:37 AM
15	Unreliable	2/5/2015 7:05 PM
16	Costs continued to increase and service was NOT reliable. Customer service was poor.	2/2/2015 12:56 PM
17	Their costs kept going up with no real benefits to our service. Cable companies are soon becoming dinosaurs which are being replaced by internet streaming sites.	2/1/2015 8:10 PM
18	Because they are too expensive and provide extremely poor customer service	1/31/2015 4:58 PM
19	Cost, increases, poor customer service	1/29/2015 8:50 PM
20	Price kept rising. Became way to expensive. Quality of programing and signal was poor.	1/29/2015 11:24 AM
21	See answer to 16 and 17	1/28/2015 8:13 PM
22	Can't stand them!	1/28/2015 1:00 PM
23	High prices & poor quality equipment	1/28/2015 11:13 AM
24	Too expensive	1/28/2015 9:53 AM
25	Switched to Dish	1/28/2015 6:03 AM
26	Unreliable service, poor customer service, cost	1/28/2015 5:55 AM
27	Cost/ performance	1/27/2015 9:29 PM
28	Price	1/27/2015 9:22 PM
29	The rate and although they provide low cost incentives to get you hooked, they quickly jerk around the cost. I got tired of playing games.	1/27/2015 8:56 PM
30	Because of frequent interruptions in service and price hikes	1/27/2015 8:18 PM
31	went with DISH for more channels	1/27/2015 6:18 PM

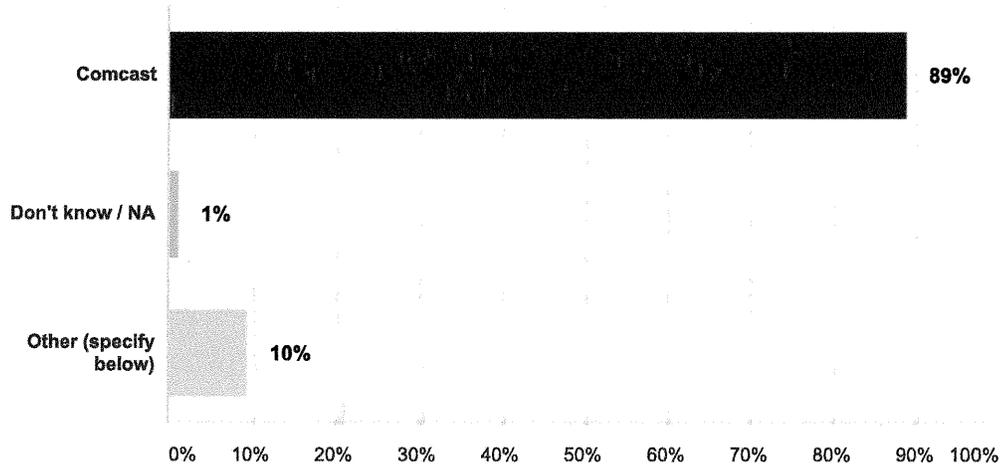
Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

32	Had Directv	1/27/2015 5:51 PM
33	Cost	1/27/2015 4:31 PM
34	No NFL	1/27/2015 3:59 PM
35	Switched to directv	1/27/2015 3:43 PM
36	Extremely poor customer service	1/27/2015 3:35 PM
37	cost and lack of reliability	1/27/2015 3:12 PM
38	cost and lack of reliability	1/27/2015 2:35 PM
39	Comcast customer service was the worst customer service we have ever experienced. It drove us to cancel the service altogether finally fed up enough.	1/27/2015 2:21 PM
40	Lost line of site	1/27/2015 2:18 PM
41	Cost	1/27/2015 2:18 PM
42	Paying for channels I never watch.	1/27/2015 2:15 PM

**Q23 Which cable company do you subscribe to currently?**

Answered: 387 Skipped: 92



Answer Choices	Responses	
Comcast	89%	345
Don't know / NA	1%	5
Other (specify below)	10%	37
<b>Total</b>		<b>387</b>

## Exhibit 3

### Q24 What are some of the main reasons you chose to subscribe to that company?

Answered: 318 Skipped: 161

#	Responses	Date
1	I have no other choice. Otherwise I will switch.	2/27/2015 7:40 PM
2	There's no other viable option for Internet connection with more than 9 Mbps. Needing Comcast for that, it's just easy/cheap to bundle TV with it. I could explore other TV options if that was not the case.	2/27/2015 11:46 AM
3	Only option for internet. DSL is the other option, but not viable due to extremely bad speeds and reliability.	2/27/2015 9:52 AM
4	No other option (Would have gone for satellite tv like Dish or Directv in a heart beat if not for the trees in our backyard obstructing the line of sight to the satellite)	2/27/2015 9:49 AM
5	Speed	2/27/2015 9:29 AM
6	Only option available - monopoly	2/26/2015 9:41 AM
7	Do I have another choice?	2/22/2015 7:50 PM
8	I don't have a choice.	2/21/2015 3:42 PM
9	It's the main provider in the area, we just subscribe to the smallest package.	2/21/2015 2:06 PM
10	Single solution for all of our needs. We have a very connected lifestyle.	2/20/2015 11:11 AM
11	the only cable company	2/16/2015 10:21 PM
12	Only choice to get the Pac12 Network.	2/16/2015 2:25 PM
13	I think it's the only one available - captive audience.	2/16/2015 12:12 PM
14	no choice	2/16/2015 12:07 PM
15	No other choice	2/16/2015 9:09 AM
16	Its free	2/15/2015 2:17 PM
17	no other choice	2/15/2015 10:31 AM
18	No other providers reasonably available	2/15/2015 10:09 AM
19	Convenience. Don't want a dish on my house. Want fast internet access and high bandwidth.	2/14/2015 8:35 AM
20	It's the only service available. A total monopoly.	2/14/2015 8:24 AM
21	seemed best service for price at the time	2/14/2015 8:17 AM
22	No other choice	2/13/2015 9:58 PM
23	No choice	2/13/2015 8:55 PM
24	available	2/13/2015 7:10 PM
25	No other choice, I can.'t use satellite due to tree blockage of sight lines. Otherwise I would not use Comcast.	2/13/2015 7:07 PM
26	no other choice for package deal	2/13/2015 5:01 PM
27	Its really the only choice available.	2/13/2015 4:46 PM
28	It seems to be my only choice. I searched online and called all the competitors and they said they didn't serve my area. I was going to switch land line service to Century Link, but Comcast matched their price - \$8.99/month for Century Link - \$24.99/month for Comcast!	2/13/2015 3:36 PM
29	Only choice for true broadband internet at the time we moved in.	2/13/2015 9:08 AM
30	fast internet.	2/12/2015 10:04 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

31	There is no other high bandwidth internet provider. If Sammamish gets Google or Municipal fiber, I would leave Comcast the very day it was available.	2/12/2015 11:00 AM
32	We don't have much choice, but prefer cable over satellite/	2/12/2015 9:50 AM
33	They are the only option. I would pick any other company if I could.	2/11/2015 7:58 PM
34	I believe it is the only available in neighborhood with high speed internet	2/11/2015 12:26 PM
35	Only current service with a reliable internet connection.	2/11/2015 11:39 AM
36	There was no other co.	2/11/2015 12:04 AM
37	was only choice at tie	2/10/2015 8:34 PM
38	No choices	2/10/2015 6:33 PM
39	Excellent product and service. Anytime I have had an issue Comcast resolved.	2/10/2015 6:32 PM
40	Reliable service.	2/10/2015 5:59 PM
41	Comcast pretty much has a chokehold on the market	2/10/2015 5:34 PM
42	I do not want a dish in my yard and Comcast is the only way to get cable TV in SAMM. as far as I know	2/10/2015 2:43 PM
43	inherited the service and had comcast at previous address	2/10/2015 2:29 PM
44	1) Internet is enough for us 2) Comcast prices are high	2/10/2015 2:27 PM
45	only option available to me	2/10/2015 1:59 PM
46	1. Customer Service 2. Flexible choices 3. Proven to be reliable	2/10/2015 1:14 PM
47	That was the only option. We didn't have FIOS or any of the other	2/10/2015 11:16 AM
48	only choice - not a satisfied customer.	2/10/2015 11:09 AM
49	It's the only one available other than Centurylink/DirectTV. Both have poor service reputation while keeps raising the rates and unreasonable contract term.	2/10/2015 11:09 AM
50	Dish could not get a signal due to trees	2/10/2015 11:04 AM
51	Long-time customer. Excellent customer service and reliability for price.	2/10/2015 11:00 AM
52	No choice	2/10/2015 10:21 AM
53	One of the only providers in the area	2/10/2015 9:54 AM
54	Only option for high speed internet	2/10/2015 9:25 AM
55	had Comcast at our previous address	2/10/2015 8:47 AM
56	No functional problems; quality is good and very reliable	2/10/2015 6:58 AM
57	The only existing in that time	2/10/2015 6:51 AM
58	There are no other choices	2/9/2015 11:33 PM
59	do NOT have any good alternatives :(	2/9/2015 10:24 PM
60	Highest internet speed available.	2/9/2015 9:03 PM
61	Only one available	2/9/2015 7:19 PM
62	Provides triple play. Good selection of channels. Fast internet. No credible alternatives to Comcast	2/9/2015 7:15 PM
63	Not any other option, really	2/9/2015 6:31 PM
64	I had been subscribed to Comcast before I moved to Sammamish. CenturyLink's internet services were previously slower, but I believe that CenturyLink is adding fiber-optic cable in the Trossach neighborhood now.	2/9/2015 5:10 PM
65	Quality of service is good.	2/9/2015 4:54 PM
66	Only option	2/9/2015 4:50 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

67	Only available provider	2/9/2015 4:45 PM
68	We are not able to get TV from satellite co because of trees.	2/9/2015 4:33 PM
69	Comcast is the only available service.	2/9/2015 4:01 PM
70	Bundled services	2/9/2015 3:42 PM
71	Basically out of necessity. I can't stand Comcast, I wish there were other options out there (that offered fast internet & cable).	2/9/2015 3:29 PM
72	very limited options	2/9/2015 3:25 PM
73	They were the only choice for a cable provider.	2/9/2015 3:07 PM
74	The only option available	2/9/2015 2:56 PM
75	reliable and good customer service	2/9/2015 2:54 PM
76	I live in a condo and there are no other services available. Getting a dish was too complicated for me. I need to keep it simple.	2/9/2015 2:54 PM
77	lack of reliable choices, particularly high speed internet.	2/9/2015 2:44 PM
78	Channel line-up. Internet speed	2/9/2015 2:32 PM
79	This company has changed through the years, it has been ATT, continue with them because our home is wired for them, don't want a new company running wild cable that looks terrible all over the outside of our house.	2/9/2015 2:29 PM
80	The option is very limited.	2/9/2015 1:51 PM
81	They are the biggest and everyone uses them.	2/9/2015 1:03 PM
82	I have been a long standing Comcast customer. I am very happy with the services of cable, Internet and land line. If I have ever had any issues they were very happy to help even when it was a computer or computer operator error, TV, phone that I owned, not their equipment.	2/9/2015 1:01 PM
83	It was my only choice to get a high speed internet connection. And they lured my wife in with a low rate for TV service. Now our bill has skyrocketed. Every other month my wife calls them to understand the rate and somehow reduce it. Yet every other month it goes back up. We can never understand why.	2/9/2015 12:29 PM
84	is there any other?	2/9/2015 12:26 PM
85	No other good option available.	2/9/2015 12:10 PM
86	lower price	2/9/2015 11:59 AM
87	Comcast is the sole provider for channels I am interested in. Best internet available.	2/9/2015 11:18 AM
88	Can't get Direct TV or Dish due to dish orientation to satellite	2/9/2015 11:09 AM
89	They are the only option	2/9/2015 10:27 AM
90	They are the only choice	2/9/2015 9:11 AM
91	No other choice.	2/9/2015 9:05 AM
92	only one available that provides cable, so bundling with internet and voice is more cost effective	2/9/2015 8:30 AM
93	It's the only company I can use, as satellite is not available because of tree obstruction to the southern sky.	2/9/2015 8:30 AM
94	Options for service, It sure AIN'T the price!	2/9/2015 8:15 AM
95	Only option for television other than satellite	2/9/2015 7:30 AM
96	Simply to get away from Comcast	2/9/2015 7:21 AM
97	Previously had it	2/9/2015 12:26 AM
98	Faster internet.	2/9/2015 12:00 AM
99	Triple play Previous customer at different residences.	2/8/2015 10:43 PM
100	It's the biggest	2/8/2015 10:38 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

101	Because there is no other choice for Internet other than DSL	2/8/2015 10:20 PM
102	No other choice	2/8/2015 10:15 PM
103	Lower cost	2/8/2015 10:08 PM
104	Expense	2/8/2015 9:58 PM
105	cost, customer service	2/8/2015 9:53 PM
106	The only one available	2/8/2015 9:49 PM
107	Been customer with them for long time. Though don't like the customer service, haven't looked at other options	2/8/2015 9:48 PM
108	It's the only cable option.	2/8/2015 9:39 PM
109	No other viable option. They are the worst company for customer service and if I had a better option I would drop them immediately.	2/8/2015 9:36 PM
110	It's the only one available along with internet and phone service.	2/8/2015 9:32 PM
111	Very reliable. We like the choices they offer.	2/8/2015 9:31 PM
112	It's always what we have had	2/8/2015 9:21 PM
113	no other option available	2/8/2015 9:19 PM
114	Only choice back then...	2/8/2015 9:15 PM
115	no other provider available in our area	2/8/2015 9:09 PM
116	Default provider	2/8/2015 9:09 PM
117	Only High Speed Internet available in our development, but customer service is terrible. We discontinued our TV & phone service three years ago, but forced to stay with Comcast for high speed Internet.	2/8/2015 4:00 PM
118	It's the only option. monopoly.	2/8/2015 2:45 PM
119	Only game in town - Would LOVE to switch but there are no alternatives for us.	2/8/2015 10:48 AM
120	no other option	2/8/2015 6:30 AM
121	Using the bundling service	2/7/2015 5:46 PM
122	It is the only reliable Internet provider.	2/7/2015 1:24 PM
123	Only company available	2/5/2015 8:42 PM
124	Haven't had the guts to change yet!	2/5/2015 8:30 PM
125	because it is the only company that offers the higher speed internet	2/5/2015 8:04 PM
126	It became available in my neighborhood.	2/5/2015 7:07 PM
127	Only one available.	2/5/2015 6:16 PM
128	bundling with telephone, cable & internet	2/5/2015 5:19 PM
129	what we've always had	2/5/2015 3:58 PM
130	only one available	2/5/2015 9:54 AM
131	Only that I have no choice to receive both cable tv and internet	2/4/2015 2:32 PM
132	Reliability	2/4/2015 2:31 PM
133	Lack of decent alternatives. Tall trees prevent satellite dish. No other good internet providers. Issaquah highlands has highspeed internet which is not comcast. Jealous of them	2/4/2015 12:44 PM
134	Not many choices or alternatives.	2/3/2015 3:47 PM
135	It's the only cable choice. We're stuck with Comcast.	2/3/2015 8:11 AM
136	supposedly better picture, more channels and faster internet	2/2/2015 1:00 PM

137	Excellent customer service, discounts available, and reliable service.	2/2/2015 12:57 PM
138	long time customer	2/2/2015 11:50 AM
139	convenience	2/2/2015 9:50 AM
140	Comcast has a monopoly in our area.	2/2/2015 9:49 AM
141	As far as I know, it's the only cable available in our area.	2/1/2015 9:28 PM
142	no other choices	2/1/2015 9:27 PM
143	No other choices	2/1/2015 9:10 PM
144	Its the only one. DSL is slow west of pine lake, the city needs to run fiber to my house.	2/1/2015 9:00 PM
145	no other option is available	2/1/2015 12:04 PM
146	I believe it was the only one	1/31/2015 10:09 PM
147	No other choice	1/31/2015 4:59 PM
148	it was the only one available when we signed up. dish was not an option	1/31/2015 2:27 PM
149	Only provider	1/31/2015 1:49 PM
150	It's the only one available	1/31/2015 10:14 AM
151	There is no other choice.	1/30/2015 10:59 AM
152	Only choice	1/30/2015 1:14 AM
153	Fastest internet speed	1/29/2015 9:15 PM
154	Cost	1/29/2015 8:53 PM
155	Our only choice for cable	1/29/2015 8:12 PM
156	reliable, local, excellent customer service	1/29/2015 3:32 PM
157	only one available	1/29/2015 2:18 PM
158	Initialy price was better than the satalite service we were using.	1/29/2015 11:25 AM
159	Little to no choice as it is a monopoly, municipalities should create a competitive environment by having multiple cable providers.	1/29/2015 10:13 AM
160	It's the only one we can get that is extremely fast.	1/29/2015 9:09 AM
161	TV cable service	1/29/2015 8:42 AM
162	Because we could bundle all of our services	1/29/2015 7:00 AM
163	Only cable in my area.	1/28/2015 10:18 PM
164	Variety of channels, advanced services	1/28/2015 9:24 PM
165	We have been long time subscribers to Direct TV and their cutting edge technology. With the Genie, we just needed line of site for one satellite connection and have receivers throughout the house. It is reliable, even in this weather, and their customer service is fantastic. Plus the NFL Sunday ticket	1/28/2015 8:15 PM
166	Don't have a choice.	1/28/2015 8:06 PM
167	It is the only company. I do not like the fact that Comcast is the only service provided.	1/28/2015 5:52 PM
168	No other options for us	1/28/2015 5:44 PM
169	I don't like satellite services and Comcast is the only one available which leads to no competition from other vendors and leaving residents at the mercy for high prices.	1/28/2015 5:34 PM
170	When we moved here in 2008, then Quest only offered DSL. We work from home, we need faster internet connection, so we chose Comcast for their TV, Internet and landline bundle service.	1/28/2015 4:31 PM
171	that's what's available	1/28/2015 4:11 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

172	It was my only option unless I went satellite. However satellite makes getting internet a challenge.	1/28/2015 2:23 PM
173	The fastest internet	1/28/2015 1:54 PM
174	Unfortunately the only cable provider available in our area.	1/28/2015 1:06 PM
175	Only one we can get.	1/28/2015 1:00 PM
176	lack of other viable options	1/28/2015 12:00 PM
177	ONLY option!	1/28/2015 11:44 AM
178	Convenience	1/28/2015 11:33 AM
179	DirecTV - awesome equipment, good prices, quality signal. Comcast Internet - I cant stand them but they are the only internet choice in town that has a decent speed over 20Mbps	1/28/2015 11:14 AM
180	Only option.	1/28/2015 10:38 AM
181	Not knowledgeable of other alternatives	1/28/2015 10:20 AM
182	The only cable company available in this area.	1/28/2015 10:09 AM
183	It is a monopoly, for all practical purposes, if you want to have fast internet.	1/28/2015 10:08 AM
184	We have Frontier for internet service only no cable.	1/28/2015 9:54 AM
185	only one available that doesn't use telephone equipment	1/28/2015 9:25 AM
186	No other choice	1/28/2015 9:01 AM
187	it was the primary one available	1/28/2015 8:31 AM
188	Internet service	1/28/2015 8:27 AM
189	I believe that Comcast is the only available cable service in my area.	1/28/2015 8:27 AM
190	My only choice.	1/28/2015 7:58 AM
191	seemed like the only company available in the area	1/28/2015 7:53 AM
192	it is the only one	1/28/2015 7:23 AM
193	Bundle services	1/28/2015 7:18 AM
194	TV and internet	1/28/2015 6:24 AM
195	Convenience	1/28/2015 6:12 AM
196	Not currently a subscriber	1/28/2015 5:55 AM
197	Fastest internet available.	1/28/2015 5:54 AM
198	There are choices?	1/28/2015 1:40 AM
199	Only one available	1/27/2015 11:50 PM
200	Few options. We had heard Frontier was going to be offering better speed and service but it never happened.	1/27/2015 11:48 PM
201	No other options	1/27/2015 11:29 PM
202	cost, quality and speed	1/27/2015 11:08 PM
203	Convenience	1/27/2015 10:26 PM
204	only option other than Century Link	1/27/2015 10:22 PM
205	Bundling and services - not price!	1/27/2015 10:18 PM
206	had been using it before moving ti sammamish	1/27/2015 9:59 PM
207	Fastest Internet speed	1/27/2015 9:58 PM
208	No other cable choice. On a steep hill with trees so dish reception poor	1/27/2015 9:55 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

209	convenience, familiarity, and for some time better performance for television and internet.	1/27/2015 9:52 PM
210	Cablecards	1/27/2015 9:51 PM
211	Comcast is the only provider of high-speed internet service in the north plateau. Cable reliability for television (as compared to satellite)	1/27/2015 9:39 PM
212	It's the only option for us (we can't use DISH, we're down in the trees.)	1/27/2015 9:37 PM
213	No other choice for high speed internet	1/27/2015 9:34 PM
214	Service	1/27/2015 9:30 PM
215	Better internet service	1/27/2015 9:23 PM
216	Channel access and DVR service	1/27/2015 9:10 PM
217	Internet speeds, static ip	1/27/2015 9:02 PM
218	Fast internet	1/27/2015 9:00 PM
219	Only choice available with decent internet speed.	1/27/2015 8:46 PM
220	I need WiFi	1/27/2015 8:37 PM
221	better service and better deal	1/27/2015 8:20 PM
222	Internet faster than DSL	1/27/2015 8:08 PM
223	No better choice	1/27/2015 8:07 PM
224	It's my only option for cable	1/27/2015 8:02 PM
225	Existing lease that I transferred from Redmond, plus the bundle price is competitive	1/27/2015 7:47 PM
226	Only option for cable	1/27/2015 7:22 PM
227	We don't have another choice!	1/27/2015 7:21 PM
228	Only one that services this area.	1/27/2015 7:16 PM
229	There is no other cable options and satellite isn't an option with all of the trees. We've used satellite in another area and wasn't happy with the cost and service.	1/27/2015 7:15 PM
230	only monopoly available	1/27/2015 7:09 PM
231	Not much choice	1/27/2015 6:53 PM
232	Only one available	1/27/2015 6:46 PM
233	Speed, available services, reliability	1/27/2015 6:43 PM
234	to our knowledge, there is no other cable company!	1/27/2015 6:29 PM
235	Ability to have same service in AZ in winter. Cost and # of channels	1/27/2015 6:20 PM
236	cheaper than Comcast and more reliable pricing and better customer service for the same speed I wanted.	1/27/2015 6:09 PM
237	For our needs, doesn't appear to have good reliable options. Just feel that I believe Comcast does not listen to our needs nor do the appear challenged by competitors. Leaves us without good alternatives.	1/27/2015 6:07 PM
238	Limited choice	1/27/2015 6:04 PM
239	triple play- seems like the best deal, but still expensive	1/27/2015 6:01 PM
240	Lots of programs. Is there a choice other than Direct TV?	1/27/2015 5:40 PM
241	Only one offered	1/27/2015 5:15 PM
242	Only provider for cable internet	1/27/2015 5:02 PM
243	No other choice	1/27/2015 4:44 PM
244	Said to be the most reliable.	1/27/2015 4:38 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

245	only one available	1/27/2015 4:35 PM
246	It was our ONLY choice!	1/27/2015 4:34 PM
247	No cable	1/27/2015 4:32 PM
248	No other choice	1/27/2015 4:30 PM
249	it's the only one available in our neighborhood unless you go to a Dish or satellite	1/27/2015 4:24 PM
250	have to have reliable service / work from home	1/27/2015 4:18 PM
251	Fastest option	1/27/2015 4:18 PM
252	Only game in town if I want cable instead of a dish.	1/27/2015 4:15 PM
253	only non dish option	1/27/2015 4:13 PM
254	it's the only one there.	1/27/2015 4:12 PM
255	Only choice for cable.	1/27/2015 4:10 PM
256	It was the only option unfortunately	1/27/2015 4:05 PM
257	Unfortunately, I don't think we have another option. We have too many trees to go with a satellite dish.	1/27/2015 4:04 PM
258	NFL and service	1/27/2015 4:00 PM
259	Lack of any other options	1/27/2015 3:48 PM
260	It is the only choice. We would like more choices/competition	1/27/2015 3:48 PM
261	It was ATT Broadband. I prefer broadband cable. Dislike Dish. Comcast is expensive, but reliable.	1/27/2015 3:40 PM
262	I have no other choice for internet	1/27/2015 3:37 PM
263	It was the only available at the time (I believe...)	1/27/2015 3:35 PM
264	No other option	1/27/2015 3:30 PM
265	In 1996, no service available. As ATTbi transitioned to Comcast, service became available on our street. We have remained loyal to date.	1/27/2015 3:29 PM
266	Limited choices offering similar speed options.	1/27/2015 3:28 PM
267	Services offered	1/27/2015 3:27 PM
268	We don't have Comcast so direct tv is the best option. We only have Wave	1/27/2015 3:25 PM
269	cost	1/27/2015 3:13 PM
270	Only one available.	1/27/2015 3:12 PM
271	No choice. Trees block satellites at my house.	1/27/2015 3:12 PM
272	Only option	1/27/2015 3:03 PM
273	Only one available that suits our needs	1/27/2015 3:03 PM
274	Monopoly--no choice	1/27/2015 2:57 PM
275	Had them at prior home.	1/27/2015 2:56 PM
276	It was the only one available at the time. Now I don't want DirectTV with CenturyLink	1/27/2015 2:56 PM
277	No other alternative except Dish TV. Would prefer a cabel...	1/27/2015 2:52 PM
278	Ease of installation and lack of eyesores.	1/27/2015 2:51 PM
279	Don't want satellite. No other choice.	1/27/2015 2:51 PM
280	Everything under one consolidate bill, but now getting ridiculously expensive. Need to consider other alternatives.	1/27/2015 2:46 PM
281	availability	1/27/2015 2:46 PM

Exhibit 3  
Utilities Satisfaction Survey

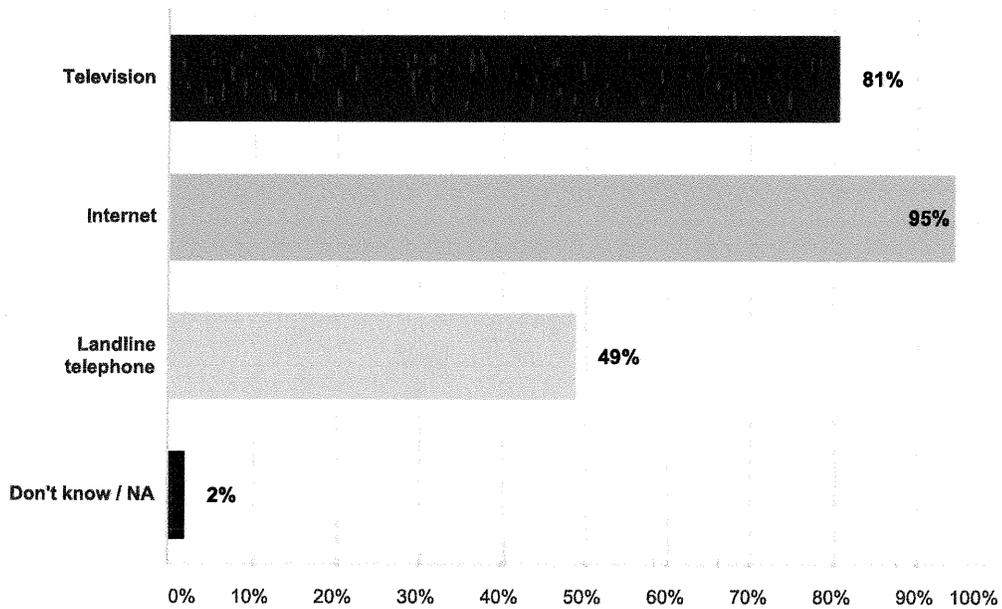
SurveyMonkey

282	There the only decent company in Sammamish. If I had another good choice I would do it. It's wrong that Comcast charges so much for simple internet service. I don't need cable I watch Netflix. Why can't I find a good reliable internet for a decent price??	1/27/2015 2:45 PM
283	Only choice other than satellite.	1/27/2015 2:45 PM
284	reliable nfl network	1/27/2015 2:44 PM
285	High def channels. selection of channels	1/27/2015 2:42 PM
286	Only one available	1/27/2015 2:39 PM
287	Cost, reliability, great customer servie	1/27/2015 2:38 PM
288	Only good reliable option	1/27/2015 2:38 PM
289	It's the only choice we have where I live.	1/27/2015 2:37 PM
290	Really only option if you,don't want to put a satellite on your house.	1/27/2015 2:37 PM
291	It's the only available company. I would LOVE to switch to another company - Comcast is horrible!	1/27/2015 2:37 PM
292	The nuisance of switching companies and equip,emt	1/27/2015 2:33 PM
293	no competition . I don't like direct tv.	1/27/2015 2:32 PM
294	Internet access	1/27/2015 2:29 PM
295	At the time, there were no other options. Direct TV is an option, but is always in a contract dispute with channels my husband considers essential, so it is not a practical alternative.	1/27/2015 2:28 PM
296	Nothing else available	1/27/2015 2:28 PM
297	Only one available.	1/27/2015 2:24 PM
298	Product offering ( TV, phone, web)	1/27/2015 2:23 PM
299	There were no other options besides Comcast for internet.	1/27/2015 2:23 PM
300	It was the only option when i moved into this house 12 years ago. The service is reliable enough to stick with it.	1/27/2015 2:22 PM
301	no other options when we moved to Sammamish in 2004	1/27/2015 2:22 PM
302	the only internet provider	1/27/2015 2:20 PM
303	no choice, really.	1/27/2015 2:20 PM
304	Only one offers an affordable bundle, we are fixed income.	1/27/2015 2:19 PM
305	Only cable available. Good speed over DSL or satellite.	1/27/2015 2:18 PM
306	Convenience of having cable/internet/phone with same company	1/27/2015 2:18 PM
307	It's the only one available	1/27/2015 2:18 PM
308	Nothing else is available!!!! The other internet providers offer way too slow speeds. So, I subscribed out of desperation.	1/27/2015 2:17 PM
309	only cable option. don't like/want satellite	1/27/2015 2:16 PM
310	no other good options	1/27/2015 2:16 PM
311	Do not know of alternative supplier	1/27/2015 2:15 PM
312	A pain to switch.	1/27/2015 2:14 PM
313	only option	1/27/2015 2:13 PM
314	The offer good high speed internet, which we bundle with our cable TV.	1/27/2015 2:13 PM
315	It's the only one available in my area.	1/27/2015 2:12 PM
316	There is no alternative.	1/27/2015 2:12 PM
317	only one	1/27/2015 2:06 PM

318	We can't get DISH at our house. Too many trees block the signal.	1/27/2015 1:41 PM
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**Q25 Which of the following cable services do you have? (Choose all that apply)**

Answered: 379 Skipped: 100

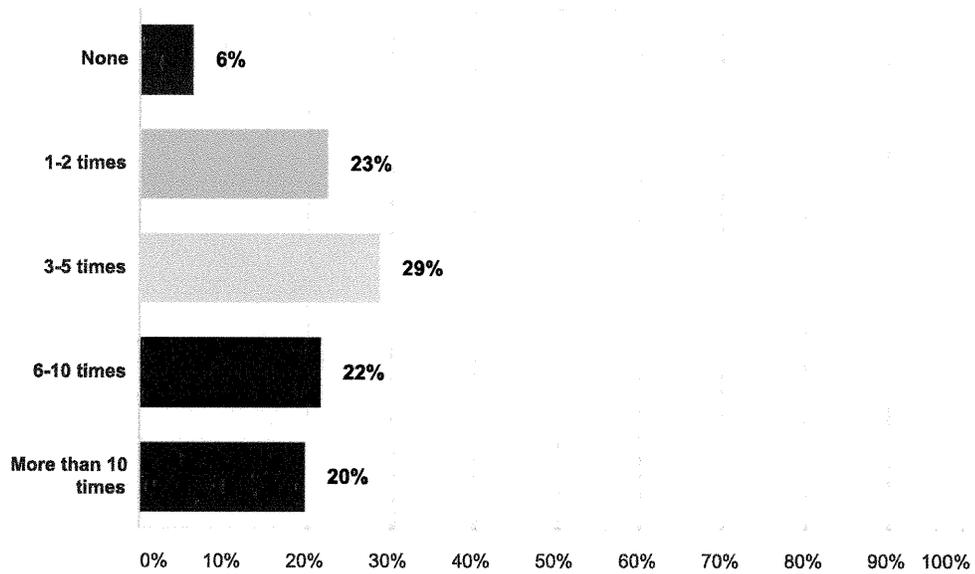


Answer Choices	Responses	Count
Television	81%	307
Internet	95%	360
Landline telephone	49%	187
Don't know / NA	2%	8
<b>Total Respondents: 379</b>		

## Exhibit 3

**Q26 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?**

Answered: 370 Skipped: 109

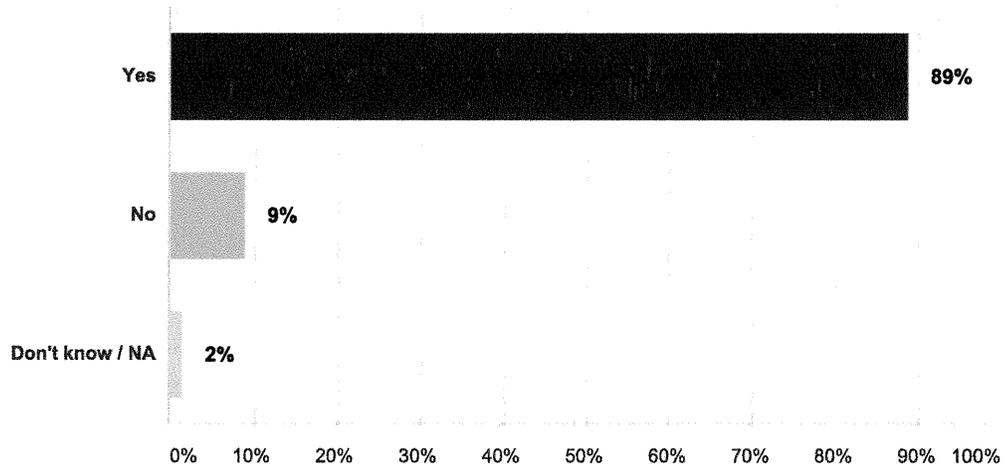


Answer Choices	Responses	
None	6%	24
1-2 times	23%	84
3-5 times	29%	107
6-10 times	22%	81
More than 10 times	20%	74
<b>Total</b>		<b>370</b>

## Exhibit 3

**Q27 Have you ever called the cable company for information, service or to register a complaint?**

Answered: 379 Skipped: 100

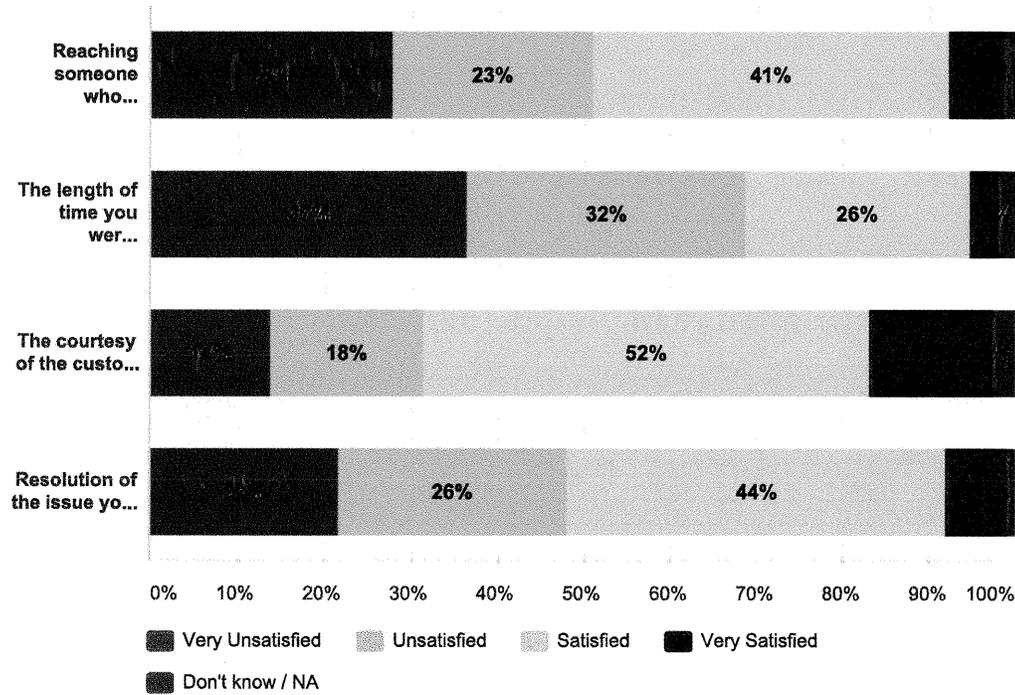


Answer Choices	Responses	Count
Yes	89%	338
No	9%	35
Don't know / NA	2%	6
<b>Total</b>		<b>379</b>

Exhibit 3

### Q28 When you called the cable company's office, were you satisfied or unsatisfied with the following?

Answered: 335 Skipped: 144



	Very Unsatisfied	Unsatisfied	Satisfied	Very Satisfied	Don't know / NA	Total
Reaching someone who could help you	28% 94	23% 78	41% 138	6% 21	1% 4	335
The length of time you were on hold	37% 123	32% 108	26% 87	3% 11	2% 6	335
The courtesy of the customer service representative	14% 47	18% 59	52% 173	14% 48	2% 8	335
Resolution of the issue you called about	22% 73	26% 88	44% 147	7% 23	1% 3	334

Exhibit 3

**Q29 How would you rate your cable provider on the following factors. For each factor, indicate whether it is Excellent, Good, Satisfactory, Unsatisfactory, or Poor.**

Answered: 407 Skipped: 72

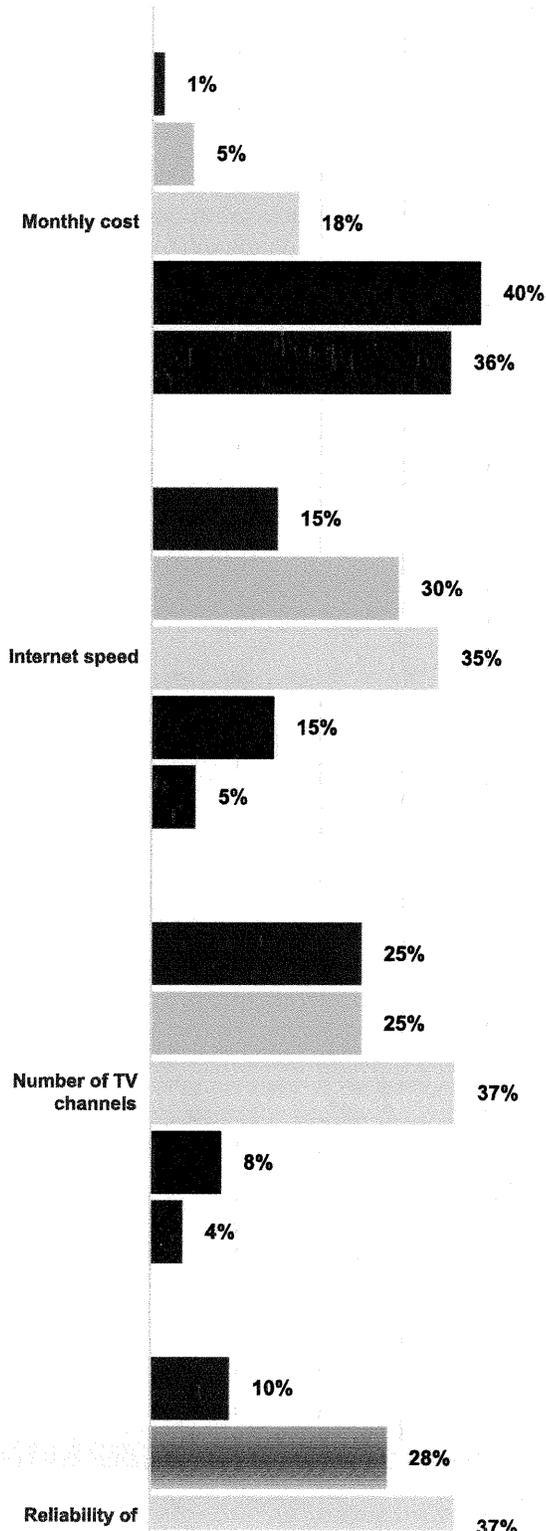
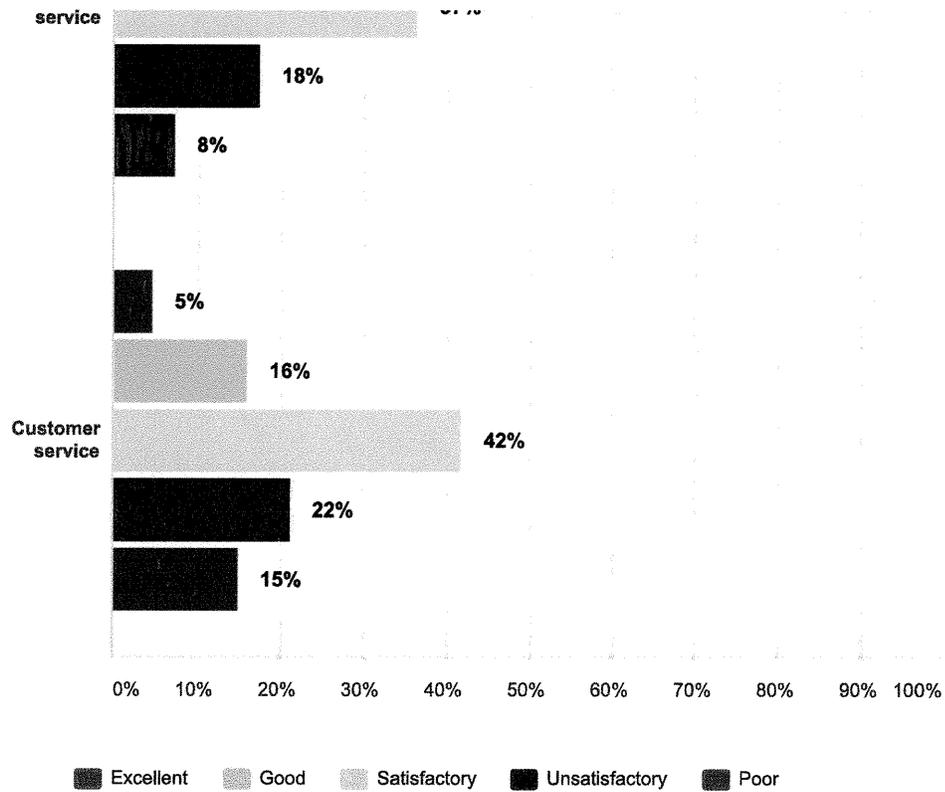


Exhibit 3

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

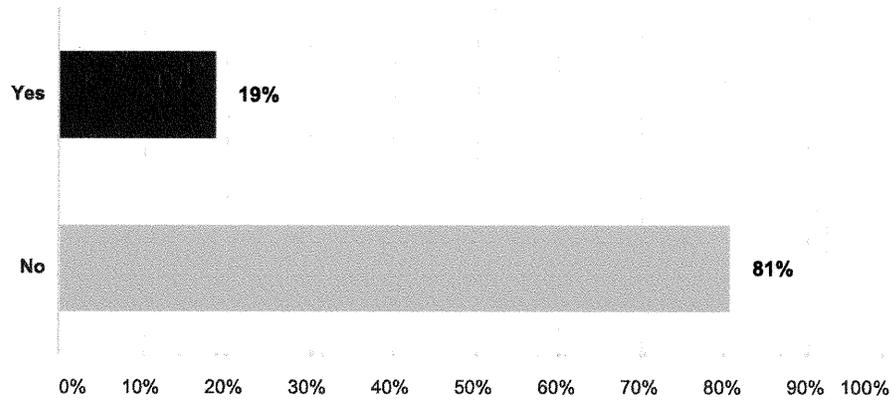


	Excellent	Good	Satisfactory	Unsatisfactory	Poor	Total
Monthly cost	1% 6	5% 20	18% 72	40% 160	36% 146	404
Internet speed	15% 61	30% 120	35% 139	15% 60	5% 22	402
Number of TV channels	25% 96	25% 96	37% 139	8% 32	4% 15	378
Reliability of service	10% 38	28% 114	37% 147	18% 71	8% 30	400
Customer service	5% 19	16% 65	42% 169	22% 86	15% 61	400

Exhibit 3

**Q30 Do you ever watch channel 21 (the City government channel)?**

Answered: 432 Skipped: 47

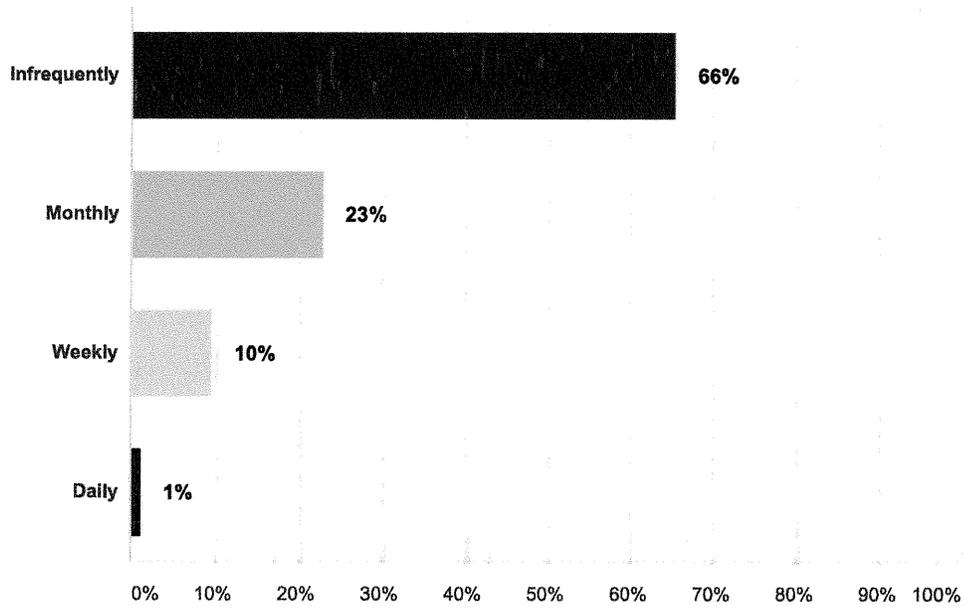


Answer Choices	Responses
Yes	19% 82
No	81% 350
<b>Total</b>	<b>432</b>

## Exhibit 3

### Q31 How frequently do you watch channel 21?

Answered: 82 Skipped: 397



Answer Choices	Responses	
Infrequently	66%	54
Monthly	23%	19
Weekly	10%	8
Daily	1%	1
<b>Total</b>		<b>82</b>

## Exhibit 3

### Q32 Do you have any other feedback you'd like to provide about cable services in the City of Sammamish?

Answered: 230 Skipped: 249

#	Responses	Date
1	I wish there was other viable option for Internet access that provided more than 9 Mbps. I would seriously consider switching and it would represent completion for Comcast, forcing prices down and quality up. FIOS would be a great alternative.	2/27/2015 11:48 AM
2	More options and reduce cost	2/27/2015 9:53 AM
3	Get rid of comcast. We beg you. Please get another high speed internet like Google Fiber or Centurylink 1Gbps connection to Sammamish. We will be forever indebted	2/27/2015 9:50 AM
4	Sammamish should run its own Internet service. Get rid of Comcast.	2/26/2015 9:42 AM
5	Comcast is extraordinary expensive. While advertising \$99 Triple-Play for new customers, they charge existing customers over \$180, without any premium channels. When I complain, they offer me some 'free' channel for 6 months, and then additional cost. Please give some competition to Comcast, or bring in fiber and make a Sammamish ISP.	2/22/2015 7:56 PM
6	We would be willing to pay slightly more for a service that would be reliable. It is a real issue for us that the internet is so unreliable considering our cell phones go down when the internet is down and we don't have a landline due to only having VOIP options which would also be connected to the internet reliability. We are very unhappy with the internet options.	2/21/2015 2:08 PM
7	At night the HD playback is very spotty and cuts out a lot. I was told it is due to high demand in our area, so an infrastructure upgrade is needed. Comcast is a necessary evil!	2/20/2015 11:13 AM
8	Comcast is terrible. Please get another cable/internet company to enter our service area. Competition is critical for service, price and customer satisfaction.	2/18/2015 4:32 PM
9	If there is a better cable option than Comcast. I don't know about it., but would certainly welcome it!	2/16/2015 2:30 PM
10	Comcast is terrible. Find an alternative, such as FIOS.	2/16/2015 9:10 AM
11	Let people know via the Sammamish web site that people have been able to get about 55 tv channels for free using an antennae.	2/15/2015 2:19 PM
12	There needs to be a choice. Comcast is rude and uncaring.	2/15/2015 10:32 AM
13	Customer service and timeliness of Comcast is outrageous. Horrible service - anyone else would be better. Disappointed at every turn. Needs to be a choice in service so the companies have a reason to provide good service. CHANGE IS NEEDED! OUT WITH COMCAST!	2/15/2015 10:14 AM
14	I don't want to be forced to pay for channels I do not watch. Additionally Comcast plays this "game" with bundled services where the lure you in with a low price only to have it jump significantly after 6 or 12 months. Just let me pay for what I want - period. We need more choices.	2/14/2015 8:39 AM
15	Please offer an alternative. We need competition to reduce cost	2/14/2015 8:25 AM
16	Comcast is the only game in town. I used to subscribe to their TV service, but quality content has decreased. Now I just have internet service.	2/13/2015 9:59 PM
17	Would like to see alacart system.	2/13/2015 8:57 PM
18	I feel I have no option for cable TV,therefor the costs are outrageous.	2/13/2015 7:10 PM
19	The only reason to have cable TV is NFL football	2/13/2015 7:10 PM
20	Can't get cable installed where I live.	2/13/2015 5:27 PM
21	Would like to have other cable company options	2/13/2015 5:02 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

22	I really, really think we need a choice of providers.	2/13/2015 3:38 PM
23	Too expensive	2/13/2015 2:04 PM
24	I would support an effort to build out municipal internet in Sammamish, just as Chattanooga, TN and other cities have done.	2/13/2015 9:17 AM
25	Please negotiate another option besides Comcast. Please.	2/12/2015 11:02 AM
26	Comcast provides satisfactory service, but because they have no competition, they frequently raise their rates, and it is a monumental task to get it reduced to previous levels.	2/12/2015 9:53 AM
27	I would use any other service. I feel like Comcast is just too expensive and the service isn't great.	2/11/2015 7:59 PM
28	Competition is the key, more important than the Comcast vs. Charter vs. Time Warner decision is making sure there is an Internet alternative like Century Link to keep the price down.	2/11/2015 3:07 PM
29	The cost of internet and tv cable is WAY TOO EXPENSIVE!! We don't use the pay channels (HBO, SHOWTIME, etc), and yet our bill keeps going up.	2/11/2015 12:28 PM
30	Comcast offers attractive new subscriber pricing and then raises prices for existing subscribers by about 20% per year on average.	2/11/2015 11:40 AM
31	Please allow more competition for cable/internet services!	2/11/2015 10:45 AM
32	comcast sucks - terrible customer service and very expensive - price keeps going up...	2/10/2015 8:35 PM
33	offer fiber * offer competition. Why is it so expensive????	2/10/2015 7:10 PM
34	Comcast is one of the worst companies ever, handsdown. Bad service, hardware and high cost we pay close to \$300 per month	2/10/2015 6:37 PM
35	Great saying, don't fix what's not broken.	2/10/2015 6:36 PM
36	We hate Comcast. No incentive for them to reduce prices or provide better service because they're a monopoly.	2/10/2015 6:02 PM
37	Find us someone, anyone other than Comcast. Nobody likes them, and with good cause. They only exist because they have a stranglehold on the market, their existence is not based on quality, cost, value proposition.	2/10/2015 5:36 PM
38	I do not want to be rookered into bundling services I don't need just to have the privilege of paying less than the outrageous \$275 a month I am already paying. I am constantly looking for ways to ditch Comcast and would greatly welcome any viable alternatives in Sammamish.	2/10/2015 2:46 PM
39	1) Fix your Customer Service and listen to customers. Bcos of your Customer Service issue you are loosing business 2) Based on demography in a city find out how-well you can package the deal(s) 3) make your web-site user friendly to help us create our service package based on our interest	2/10/2015 2:29 PM
40	I wish I had other options for cable. We are unable to use DirectTV b/c of satellite accessibility issues. I think competition would keep the prices down for services offered -- of which I don't think are worth what they are charging.	2/10/2015 2:02 PM
41	Comfort of Blanket agreement with Comcast as providert seems to be driving service quality degradation and has lead to the provider functioning almost in the realm of 'market monopoly' .	2/10/2015 1:18 PM
42	Use satellite for TV and an independent ISP for Internet as Comcast is so awful to deal with.	2/10/2015 11:46 AM
43	Please provide multiple providers year long. Also bring high speed providers like FIOS also for healthy options to consumers	2/10/2015 11:20 AM
44	Depending on who you get (when you finally reach someone) the resolution is a battle or not attained. I have been told to come to the Comcast store (horrible experience); to call another number; been lied to (covered this one by saying a new inexperienced representative); charged for services I did not ask for, sent some modems we never used or asked for and required to physically return them to a store or be charged for them (still have not refunded for the period I "had" them in the boxes)....I can go on. Basically I am totally dissatisfied with Comcast and want other options or the option to have straight reasonable rates without constant "new" charges, add-ons, new bundle increases, etc...it is a gimmick I am tired of. A monopoly and we are the victims.	2/10/2015 11:14 AM
45	ANYTHING but Comcast. They are HORRIBLE - horrible prices, horrible service, horrible speed (supposedly I am on the fastest program - BS)	2/10/2015 11:08 AM
46	I would like to have more than one option for high speed internet services.	2/10/2015 9:27 AM

47	We are extremely frustrated by Comcast's ongoing price increases and seemingly sneaky sales tactics. Maddening. From the consumer perspective, every time I deal with Comcast, I feel like I'm dealing with the stereotypical personality of a used car salesman. I always get satisfactory results, but it is an extremely unpleasant process dealing with Comcast.	2/10/2015 9:03 AM
48	cost is too high, bundle with un-used TV service	2/9/2015 11:00 PM
49	Way too expensive!!! Also the even worse thing is that the fee keeps increasing almost every month !!!	2/9/2015 10:26 PM
50	more competition please so that customers have more choices	2/9/2015 9:47 PM
51	cable services may become a thing of the past with newer products such as FireStick, Netflix streaming, TV through X Box	2/9/2015 7:47 PM
52	Comcast is nice but expensive. It would be nice to have competition (e.g. Frontier FIOS). It would be nice if the City's channel (Channel 21) were in HD. The video quality is terrible.	2/9/2015 7:17 PM
53	Comcast us horrific to deal with, and they have unadvertised specials that you need to ask for?? They drop out frequently and they have terrible service. And their prices are unbelievable, because their are so few options.	2/9/2015 6:35 PM
54	Not only is Comcast service unreliable and expensive, their customer service is probably the worst that I have seen from any company. Just several months back, the Comcast customer service rep threatened to put a fraud alert on our account if my wife cancelled our cable television service. The rep claimed that we would be seeking to renew our television service at their new subscriber rates. In addition, the rate for our services from Comcast has increased 50% since 2012. I would suggest that allowing more companies to offer Internet/TV/Phone service in Sammamish would both improve service and reduce rates for residents.	2/9/2015 5:25 PM
55	We use Comcast because they provide everything we need, and the service is reasonably good. HOWEVER, we absolutely cringe when there's a problem, because the customer service sucks, especially when you have to take a piece of equipment into a local store for repair or exchange. Horrible. Nightmare. And the cost is absolutely outrageous. We pay \$200/month for fairly basic services.	2/9/2015 4:59 PM
56	We have issues with Comcast regularly and it's very frustrating	2/9/2015 4:51 PM
57	Wish there was an alternate service .	2/9/2015 4:37 PM
58	would prefer to have wave with less cost to boxes	2/9/2015 4:11 PM
59	Provide more companies to choose from.	2/9/2015 4:03 PM
60	Comcast has a monopoly for all intensive purposes, which really limits options for customers.	2/9/2015 3:30 PM
61	Allow for more cable providers in order to provide more competition and hopefully reduce cost.	2/9/2015 3:27 PM
62	Need more competition for Comcast. Would be best if we can get Fiber Optic service similar to the one available at Issaquah Highlands	2/9/2015 2:58 PM
63	We definitely would like to have options. I plan on canceling my cable.	2/9/2015 2:55 PM
64	Lately our cable keeps going out, is it overloaded. Why does this keep happening, makes no sense!	2/9/2015 2:30 PM
65	Personally I do not like the look a a dish outside a house.	2/9/2015 1:05 PM
66	Comcast customer support is terrible.	2/9/2015 1:04 PM
67	For the love of God, please give us some choice in Internet providers. Or at least don't do anything (sign agreements, pass laws) that further tie us into Comcast. Please please partner with Issaquah, Redmond, and other cities in King County to determine options. Possibly create a Sammamish Wifi. Please sign up for Google Fiber. We desperately need choice. You know it and I know it.	2/9/2015 12:32 PM
68	you guys are doing pretty darn good. Should fight for bus service across plateau east to west, e.g. can't get down off hill to issaquah	2/9/2015 12:28 PM
69	It would be great to have more options. I dislike Comcast and their service, but it is the only option for reliable, fast Internet service in the area.	2/9/2015 12:11 PM
70	Costs need to be scaled back, Paying too much and it's a monopoly when you physically can't get satellite.	2/9/2015 11:10 AM
71	City should check on the availability of fiber optics.	2/9/2015 9:09 AM
72	Comcast seems to have a monopoly over cable and internet services. internet service is particularly bad, we need more choices so competition will improve quality	2/9/2015 8:32 AM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

73	Find someone else! Comcast has the worst customer service in the industry! Their prices are very unreasonable. They are my only option so they must be used.	2/9/2015 8:32 AM
74	More channels without raising the price. They monopolize short of satellite so hold them to a higher standard	2/9/2015 8:16 AM
75	The cost has gotten out of control. Technology enhancements should drive down cost. Comcast has a monopoly and as such has no incentive to take cost out.	2/9/2015 7:33 AM
76	I think as consumers we should have more choices for internet/cable services. I think the city should be developing fiber optic cable for faster speeds. I also wouldn't mind paying for it through taxes - so it would be available to everyone - just like roads, etc..	2/9/2015 7:24 AM
77	Quality of basic channels poor, everything else is add on. most satellite would provide the hd service and other channels as part of the channel network and not be additional cost	2/9/2015 12:28 AM
78	Having other options for cable would be beneficial- very unhappy that we have to stay with Comcast! The other options we have looked into are too slow!	2/9/2015 12:07 AM
79	I would like more choices that allow no contracts. We are forced into multi year contracts with Comcast or direct tv	2/8/2015 10:22 PM
80	More choices for internet	2/8/2015 9:59 PM
81	Get rid of Comcast. Found I was being overcharged for years for box I didn't have. Not competitive. Terrible service. Customer service is even worse.	2/8/2015 9:54 PM
82	I need just the internet. Please get me a service that provides only internet at lower cost	2/8/2015 9:50 PM
83	Need better and lower cost options.	2/8/2015 9:34 PM
84	Should be better deal for the price. Too expensive for what your get!	2/8/2015 9:16 PM
85	no additional internet service provider leaves us with no choice	2/8/2015 9:12 PM
86	Just a few choices, this is evil	2/8/2015 9:11 PM
87	Would love to see Sammamish invest in fiber, and provide an alternative to Comcast's local monopoly. Something like what the Issaquah Highlands have, would be a great option. Seriously, Comcast is atrocious. If I didn't need their high speed service, I would cancel in a heartbeat.	2/8/2015 4:03 PM
88	I really wish we had another option for Internet.	2/8/2015 2:46 PM
89	Please get an alternative to Comcast for internet. Their customer service is awful and they are so overpriced.	2/8/2015 10:51 AM
90	It's too expensive.	2/7/2015 5:47 PM
91	Comcast charges far too much for Internet access But they are the only reliable provider of services. We tried Frontier but they only have copper to our home and the speed was too slow. We need real competition. In addition, we only buy basic cable from Comcast because the packages are both too expensive and include and thus charge for channels we don't watch. We want to pay a reasonable price per channel. Finally, I would like to see the city provide high speed Internet for free, paid for business our taxes. Sammamish certainly doesn't need the franchise revenue from Comcast.	2/7/2015 1:31 PM
92	It is a terrible value compared to the high cost of the service!	2/5/2015 8:45 PM
93	our services are down often. Internet speed dramatically reduces in evening. Looking to switch service providers	2/5/2015 5:21 PM
94	See previous comment. We really wish we had more choices of who we could go with for our Internet and cable services! IT really feels like we are dealing with a Monopoly. We would love to pay for what we use and not get talked into various channel packages.	2/4/2015 3:26 PM
95	I am so glad I can keep up with the Council meetings. I often have a problem hearing some of the council speak as if their mic is off.	2/4/2015 2:34 PM
96	Provide an alternative for Comcast. We want high internet speeds like google fiber or the century link gigabit connection	2/4/2015 12:45 PM
97	poor customer service. repeatedly.	2/3/2015 9:56 PM

98	Comcast should do a better job of informing subscribers about price increases, even if the city has already approved the increases. In dealing with what could be considered a virtual monopoly, as customers we have very little influence on any process involving Comcast. We need more choices such as convincing Google or CenturyLink to get involved.	2/3/2015 8:15 AM
99	Internet speeds are variable. Very slow during high use periods	2/2/2015 7:41 PM
100	Comcast has a monopoly on cable services and because of that their rates are high and not competitive. It is ridiculous that you have to pay a monthly charge for a box to run each TV. Their rates are too high. We have recently been without a phone and internet for several days. Customer service did not know what to do after 45 min on the phone. We then had to schedule a repair person who told us that there were crews "sweeping" our area for problems and it was detected before we had to call. Comcast should have notified us and the neighbors with the problem and not have to wait for individual services to be disrupted. When we speak to a customer service rep, they are usually from India or some foreign location and follow a script. They do not have intimate knowledge of our area. They are automated drones. Comcast is an annoying company to deal with. Every time you turn around, there is an additional charge for something. We need fiber optics in our area.	2/2/2015 1:11 PM
101	There is no competition in Sammamish, so there is no incentive for Comcast to do anything for us. We're stuck with service which is too expensive and slow compared to other communities.	2/2/2015 9:51 AM
102	I feel that it's too expensive for what I get. I pay for more television channels than I want just to get a few that I want due to their combinations that are available.	2/1/2015 9:32 PM
103	not enough choice	2/1/2015 9:29 PM
104	I would like to have more choices	2/1/2015 9:11 PM
105	Power service is very poor. A slight wind can cause the power to flicker. In 2006 we were without power for 7 days. After that they cut and trimmed a bunch of trees. Since then they forgot to tree trim, in 2013 we were without power for a day and a half. Last year the power when out again for nearly a day. The power company should be fined \$200 for every 12 hour period that the power is out!	2/1/2015 9:04 PM
106	would like another option. Comcast is too expensive. we are thinking about not using cable at all anymore and just using an antenna for TV	2/1/2015 12:06 PM
107	I'm disappointed that the Comcast doesn't include batteries for backup for their modems. Seems like it would be part of providing a good experience for customers in the case of power outages and allowing the customer to perhaps still have home phone service.	2/1/2015 9:44 AM
108	PLEASE look into increasing competition on high speed internet services (faster than 50 Mbps). We need more choices and competition.	1/31/2015 11:29 PM
109	Comcast should be sued for providing such poor service and gouging their customers	1/31/2015 5:00 PM
110	I have been very disappointed in our service lately. Dropping of wifi, tv signal etc. Every time a tech comes out they find a "new" problem that the other tech "happened" to not see. Each time it is "fixed" and every time we still have problems. A new cable provider to choose from would either be good for all of us or make Comcast fix the problems and get us up to the speed as everyone else	1/31/2015 2:30 PM
111	Comcast is terrible	1/31/2015 1:50 PM
112	Yes, we cancelled our comcast TV service (had to keep internet because of business reasons, but if we could, we would cancel that too) due to POOR SERVICE, CONSTANT OUTAGES, and HIGH COST. WE NEED MORE OPTIONS IN OUR AREA. Comcast has NOT been a good service to my neighborhood (Hidden Ridge) and MANY neighbors report outages often. We would not give them a dime of our money if we could do without higher speed internet but because of my business, I need high speed internet. We now use old fashioned antennae to watch TV. Free and more reliable except during storms.	1/31/2015 10:17 AM
113	This survey is poorly constructed. Clearview is internet and phone and just fine. COMCAST SUCKS which is why I CUT the cable and an antenna and web for TV.	1/29/2015 8:56 PM
114	Bundling of channels of poor quality and no ability to have better quality channels without escalating in cost is aggravating and frustrating. If it were possible I'd opt out of cable. Basis cable is a wasteland and I refuse to pay exorbitant fees for premium channels. I get the DVD's from the library.	1/29/2015 8:20 PM

115	The cost of cable service keeps going up. This increase far exceeds the general cost of living changes and I do not see how it is justified. Most of the cable channels have very little program content. I stick with Comcast only because they provide the Canadian channel. If they drop that channel I will be more likely to drop them. What I require of any provider is that the program content is scheduled for my time zone, not the East Coast, and that the program content has closed captioning readily available.	1/29/2015 7:41 PM
116	Crazy expensive, very unreliable, poor quality. No longer use cable. Get our programming over internet now.	1/29/2015 11:27 AM
117	Municipalities, including the City of Sammamish should create an environment of open competition. By choosing one franchise cable provider you limit competition and choice for the citizens of Sammamish. As internet/data access has reached a necessity/utility status the City of Sammamish should take a more active role in ensuring open competition, not granting monopolies.	1/29/2015 10:18 AM
118	Have been waiting over four months for trenching of cable line to house, meanwhile, have temporary line crossing a sidewalk that is a trip hazard.	1/29/2015 8:44 AM
119	Comcast is the worst company I've had the misfortune to deal with. Their customer service is terrible. The quality of service is horrific and the price of this terrible service is daylight robbery. I have no other option but to use them. The lack of competition is an affront to all that America stands for. Sammamish, please do not renew their franchise and instead offer a not for profit city run service.	1/28/2015 11:58 PM
120	The "packages" provided by Comcast are TRASH !!! You need to subscribe to a number of trash channels which are bundled with the few you really want. You should be able to pick & choose which individual channels you want. Not the "packages" they want to sell you.	1/28/2015 10:21 PM
121	My answer to 28 reflects my experience with Comcast, who you refer to as the "cable" provider, although Direct TV is my current provider for tv channels.	1/28/2015 8:18 PM
122	Comcast is outrageously expensive, they keep jacking up the bill. The internet speeds they offer are slow. Would love to have another cable option, preferably a fiber option.	1/28/2015 8:10 PM
123	I'm shocked that for being in a tech savvy area we have such poor internet services and speeds and the rates paid are not lower than on the east coast given the poor quality of service.	1/28/2015 8:08 PM
124	We have Comcast and often during summer we get interference from our TV cable to internet connection. That is having the cable split between TV and internet does not work in summer, but seems fine in winter!	1/28/2015 6:17 PM
125	We need more options here. The cost of internet goes up even though all of the infrastructure is already there. I only have internet, don't understand why it needs to go up. I understand cable since there is a cost to do business with the service providers and contracts.	1/28/2015 5:55 PM
126	I would like to have choices when picking a provider versus being locked into Comcast.	1/28/2015 5:36 PM
127	The Comcast internet service has gone poor for many months. It comes and goes frequently during the day. We work from home and use VPN connections to the office. The frequent disruptions cause a lot of headaches.	1/28/2015 4:37 PM
128	Something--anything, other than Comcast	1/28/2015 4:22 PM
129	I would like choices between different companies. I'd also like to see if we can have the cable companies do all	1/28/2015 2:26 PM
130	Also watch TVW on channel 23 for the State Legislature. How about more programs on the Sammamish Channel	1/28/2015 1:57 PM
131	It would be great to have an alternative to Comcast. Although the internet speed is great, the service and cost are not. Comcast is taking advantage of the limited choice available to us and has absolutely no incentive to improve their service or reduce their pricing. With the increase in HD streaming per household, fast internet speeds are a necessity and there's no other provider that can provide similar speeds in our area. We're currently paying \$200/month for internet/TV/Phone and are considering cable cutting. However, by opting out of Comcast's triple play service and only paying for internet access, the internet service alone gets pricier. We'd LOVE to have a viable fast internet alternative to Comcast. If we could get 50+Mbps internet for <\$50/mo., we would switch immediately.	1/28/2015 1:14 PM
132	Please give us more options!	1/28/2015 1:01 PM
133	Comcast is rubbish - but you're only giving us one choice. Free market would help; a monopoly gives them a pass on making their services any better.	1/28/2015 11:46 AM
134	We really need another choice for internet other than Comcast. They charge way too much and have horrible customer service. For TV, we at least have choices (DirecTV, Dish)	1/28/2015 11:16 AM

135	Comcast is a monopoly. We need more choices!	1/28/2015 10:39 AM
136	the cost of Comcast's cable service is ridiculously high; but as with any near monopoly, we don't have much choice.	1/28/2015 10:11 AM
137	Comcast requires people to subscribe to very expensive TV services, if one wants to have fast internet. It is a "mafia-like" behavior that the city should not (must not) allow.	1/28/2015 10:10 AM
138	N/A	1/28/2015 10:10 AM
139	It would be nice to have a choice beside Comcast., I only use Frontier and it is slower DSL. We do not have the high speed option.	1/28/2015 9:56 AM
140	Get more options. Get fiber cable companies in Sammamish. Get local channel option only as Sammamish's over-the-air reception is crap. Have ala carte options. I don't want 200+ channels. Build some creative packages for consumers -- sports package, kids package, old man package, etc. Don't force us to buy the pre-packaged crap; don't force us to buy an upgrade to get a single new channel.	1/28/2015 9:29 AM
141	We need options to drive down cost through competition. A monopoly hurts customers.	1/28/2015 9:02 AM
142	Would love to have some more options with good high speed internet and lower cost. I would like to have a cheaper cable option where we could only pay for the channels we want to watch. We're currently shopping around for options.	1/28/2015 8:33 AM
143	Cost of service is high, but to move to another service my internet speed gets reduced. Kind of a catch 22.	1/28/2015 8:28 AM
144	Would like other options besides Comcast.	1/28/2015 7:59 AM
145	wish we had more companies to choose from rather than just Comcast	1/28/2015 7:55 AM
146	On occasion I have landed on City Council Meetings, it moves too slow, like watching paint dry. Maybe I would watch if I knew ahead of time what the topic of discussions would be. I would watch a decision on interesting topics. Maybe if you would include your publish your agenda on your email alerts.	1/28/2015 7:51 AM
147	Signals are poor have to have boosters in house	1/28/2015 7:21 AM
148	N/A - I dropped cable several years ago because I was not happy with the provider (MDM). Comcast only became available to me a few years ago as an option. I didn't subscribe because of the cost.	1/28/2015 5:56 AM
149	There are choices?	1/28/2015 1:41 AM
150	is another cable co available as competition	1/27/2015 11:54 PM
151	Comcast is horrible and expensive. So unreliable, we literally have problems every other day. We had terrible problems with our new service in new construction, were told we had to pay for "boost" later to be told we never should have needed it. I loathe every time I have to contact them for anything. I get tired of having to call for the "special" of the month to try to manage the costs of my cable bill. On demand is unreliable, "reaching X1 platform" always had problems, it's terrible.	1/27/2015 11:51 PM
152	we need more service providers competing for business, competition ultimately benefits the consumer.	1/27/2015 11:09 PM
153	I wonder if more competition would help. However it is much better than our cellular which is abysmal	1/27/2015 9:57 PM
154	the internet service is simply not reliable. But the television is excellent. So I have CenturyLink DSL and Comcast for internet service so that when comcast data is not operating I have a good backup. I will never put my telephone line through comcast...I'd go all cellular before doing that.	1/27/2015 9:53 PM
155	With only one viable choice, we have no recourse if we are unhappy with Com Cast.	1/27/2015 9:43 PM
156	I think that if there were a fiber provider in the north plateau I would be interested in their services.	1/27/2015 9:41 PM
157	I want more choice Comcast makes me purchase cable to get internet or else internet by itself is more expensive then when combined with cable, and prices are too high and no option for fiber	1/27/2015 9:36 PM
158	Internet service is too costly	1/27/2015 9:31 PM
159	It is way too expensive	1/27/2015 9:13 PM
160	Would love to have another option for FAST internet	1/27/2015 9:02 PM
161	I hate that we have a monopoly. It is poor for customers to not be able to choose between providers.	1/27/2015 8:58 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

162	I wish there was some other internet option at decent speed than Comcast. My only other option is Frontier, but the max speed available is laughable at my area - 3Mbps.	1/27/2015 8:47 PM
163	Since I use my cell phone and no TV, I am not eligible for Comcast's bundle packages and I would much prefer a lower monthly rate. Additionally, their vacation hold policy is not very friendly. I am considering switching to Verizon cellular for my internet for my laptop.	1/27/2015 8:41 PM
164	TV is Dish. No channel 21. Sad face.	1/27/2015 8:12 PM
165	I avoid using cable.	1/27/2015 7:56 PM
166	It would be nice to have competitors to comcast, more than 1 would be nice, such as frontier.	1/27/2015 7:45 PM
167	We would like to subscribe to basic TV cable without extra channels for a reasonable cost. Impossible to get a cost estimate for this service. We would like to have a choice of cable providers. We would like to have superfast internet service. There's absolutely no reason that other countries have better internet service than available in the U.S.A. We should all be able to get fiber connections. Competition between cable providers would lower cost, increase options, increase speed and increase customer service.	1/27/2015 7:26 PM
168	It would be good to have another option available to residents.	1/27/2015 7:17 PM
169	Feels like a monopoly... high \$'s...	1/27/2015 7:17 PM
170	don't watch channel 21 because i don't have TV	1/27/2015 7:10 PM
171	We hate Comcast and are doing everything to get rid of it including installing a small satellite for local channels and subscribing to Netflix and/or Amazon. The gap is live sporting events and other live shows, but when they are streamed online, sometimes we can stream them to tv over the Xbox. The quality isn't always great, but we have to get rid of Comcast. It is ridiculously expensive and the customer service is terrible. It feels like a monopoly. Hate it with a passion!	1/27/2015 6:32 PM
172	Questions were a little unclear. We have no cable service; DISH is not cable.	1/27/2015 6:21 PM
173	Speed and reliability are key. Devising a personal need option/package would be amazing. We have multiple devices, only watch a few channels, yet want great power and good customer service when we have questions. We are senior citizens with a need to lower our monthly bill without losing the convenience of speed, power and options.	1/27/2015 6:16 PM
174	Pay way to much for the few channels I watch	1/27/2015 6:06 PM
175	Cable goes out w/ electricity so reliability isn't much of a cable problem- maybe we need a different choice for electricity?	1/27/2015 5:43 PM
176	Should not be cheaper to have a home phone no than not. Quality of Internet service is very unstable.	1/27/2015 5:17 PM
177	Very interested in other cable provider options such as Wave Broadband.	1/27/2015 5:03 PM
178	Provide more choices or competitions	1/27/2015 4:47 PM
179	VOIP telephone service must require the vendor to provide battery back-up that will keep phones working for at least 12 hours (used to be provided in the phone modem but is now extra and no one knows to ask for it. So essentially, if there is a power outage there is no phone/911 service.	1/27/2015 4:43 PM
180	would like more options for faster internet service. Internet service seems very slow at peak times and there is very little option for other services.	1/27/2015 4:42 PM
181	I'm cancelling my cable TV service and trying to find other Internet provider service.	1/27/2015 4:39 PM
182	WE HATE COMCAST! Doesn't everybody? Why does the city force us to deal with a company that has such a terrible satisfaction and customer service rating? PLEASE give us better options.	1/27/2015 4:35 PM
183	I have no other choice and they continue to increase the cost. They also encrypted all channels so you have to use their box and they now charge for this.	1/27/2015 4:32 PM
184	Cable pricing should be consistent for everyone. Having new customers get better pricing than existing customers is awful. Being able to call and threaten to quit to get a better price is also bad. Treat your customers with respect. Publish your rates and be consistent and fair.	1/27/2015 4:28 PM
185	there should be more options for fast internet service. Comcast is our only option - and it is spotty at best. Customer service is atrocious. To live in an area with many microsoft employees, it is amazing that we can't get a true high speed internet connection.	1/27/2015 4:27 PM

Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

186	would like cable rates lowered - or have more completion for same services offered - in other words, more than 1 choice	1/27/2015 4:26 PM
187	We need fiber optic! The old cable infrastructure currently in place is unacceptable.	1/27/2015 4:17 PM
188	Would like more options and more consistency in what is charged. If you complain about cost they will magically drop ... why not just charge everyone more equitably and fairly?	1/27/2015 4:14 PM
189	It would be great if there was another choice	1/27/2015 4:11 PM
190	I would like sammish to promote more competition. For many of us the on tv provider is Comcast and there is no competition just a monopoly. Let's create incentives for Wave broadband, centurylink, etc to build out their physical plant to improve broadband and tv options	1/27/2015 4:09 PM
191	Hate comcast. We'd love more options.	1/27/2015 4:06 PM
192	I would REALLY like to have other options -- including FIOS.	1/27/2015 3:49 PM
193	We need more choices. Comcast is the only option due to the large trees around our house and it is very expensive.	1/27/2015 3:49 PM
194	Wish that it didn't cost more to get rid of land line. Wish that we didn't have to have cable and that stations were just available via Internet, like HBO, local channels, etc.	1/27/2015 3:41 PM
195	Please we would like other choice for cable and internet that is not Comcast!	1/27/2015 3:40 PM
196	More options should be available per neighborhood.	1/27/2015 3:37 PM
197	We need more options/competition and fiber optic cable. Also need a stripped down cable option that will provide major channels at a low cost.	1/27/2015 3:33 PM
198	Dump Comcast as they are a terrible provider.	1/27/2015 3:29 PM
199	Never had it.	1/27/2015 3:24 PM
200	I would like a choice of providers.	1/27/2015 3:13 PM
201	I hate the quality of the image / compression compared to Satellite. Unfortunately we can't have Satellite due to the trees in our neighborhood. I also hate that there aren't more al le cart options for what I pay for cable	1/27/2015 3:05 PM
202	It would be nice to have options other than Comcast. Have been having problems with the new modem and am waiting for them to make improvements in the neighborhood which supposedly provides better service. Unfortunately until then, modem needs to be rebooted at least once a day. Satisfaction level is pretty low right now.	1/27/2015 3:01 PM
203	Reliability is a big issue. We lose the cable in every storm.	1/27/2015 2:59 PM
204	wish more providers had their service in sammamish	1/27/2015 2:53 PM
205	Not at this time.	1/27/2015 2:52 PM
206	Comcast needs to build more infrastructure for our area. They need to be able to deliver what they promise. Customer service through an upgrade was the worse experience in my life.	1/27/2015 2:52 PM
207	Getting very expensive!!	1/27/2015 2:47 PM
208	please have an alternative to Comcast.	1/27/2015 2:47 PM
209	Get a good reliable internet provider that is reasonless on price. It's wrong that Comcast makes you bundle up all these things you don't need to get a fair price on Internet.	1/27/2015 2:46 PM
210	When are the new wires that have been installed going to be hooked up?	1/27/2015 2:44 PM
211	Why dont we have more competition for cable service? also, a year ago I tried to get a breakdown on the cost of services for cable tv. for example I wanted to know the cost of a DVR box vice the cost of a cable card. Took me over an hour using the Comcast web site and two calls before I obtained what I wanted and they had to send it to me. This info should have been readily available on line.	1/27/2015 2:43 PM
212	Cost too high with no other good choice.	1/27/2015 2:43 PM
213	We're not likely to switch to cable away from satellite for tv, but we would be interested in alternatives for internet service (other than Comcast - wouldn't ever use them again if I can help it).	1/27/2015 2:40 PM

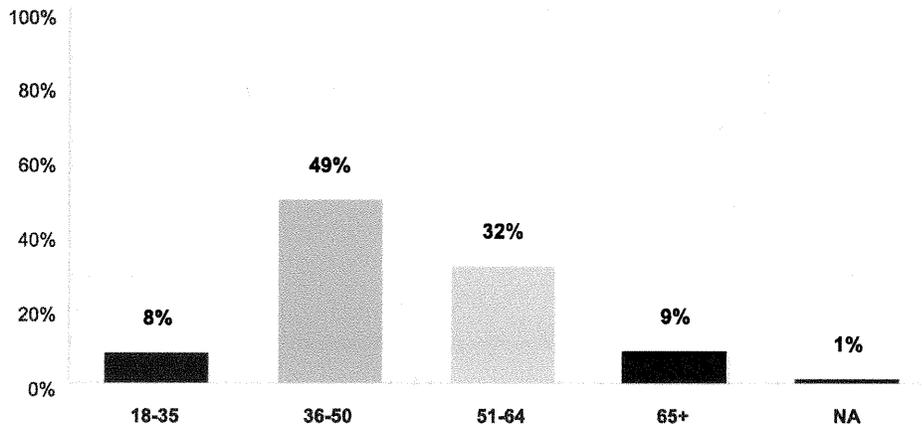
Exhibit 3  
Utilities Satisfaction Survey

SurveyMonkey

214	We need more options. Competition always works to make things better.	1/27/2015 2:38 PM
215	Get FIOS!	1/27/2015 2:38 PM
216	Please make every effort to provide an alternative to Comcast. Would love to have access to Verizon FIOS. Better yet, for longer term planning, think about municipal service.	1/27/2015 2:38 PM
217	There isn't enough space here and its bad for my blood pressure to try to convey to you how much we despise Comcast services. Their required equipment is garbage, needs frequent replacement or adjusting, and the fees they charge for services that they only sporadically render are nearly criminal. They never credit our bill for the services which are absent, their customer service requires repetition of the entire history of the problem to each person you are passed of to and each time you call to start the discussion of the same problems again and again. We are embarking on an investigation of streaming services in the hopes that we can eliminate their cable service, and dump our land line (my elderly parents are the only ones who call us on that line), and see if we can minimize our dependency on them. If there were a real alternative, we would use it in a heartbeat. I rank banks far ahead of Comcast as responsible corporate citizens.	1/27/2015 2:36 PM
218	We need more competition.	1/27/2015 2:34 PM
219	It would be nice to get a reasonable price for just internet access.	1/27/2015 2:30 PM
220	We need another provider in 98074	1/27/2015 2:29 PM
221	It would be nice to promote a little healthy competition for Comcast on the plateau by allowing another cable provider access to the infrastructure.	1/27/2015 2:25 PM
222	Cable services are very expensive, competition to get other good provider at a good price would be a nice change. We try to decrease our bill and if we drop our landline our cost goes up, it's ridiculous how much it cost!	1/27/2015 2:25 PM
223	Don't fix what isn't broken.	1/27/2015 2:24 PM
224	would like fiber as an option for internet	1/27/2015 2:22 PM
225	We are seniors, I really wish the cable companies offer us a lower price, we are fixed income. I have to call the company at least once a year to try and keep our bill down!	1/27/2015 2:21 PM
226	Internet Speeds are most important. Please apply for google fiber or any of the other 1 gig speeds. We are jealous of Issaquah highlands and are tired of the monopoly of comcast.	1/27/2015 2:18 PM
227	Definitely goes out frequently with wind storms. Not so much an issue for tv or internet...but the cable phone outages bother me for safety reasons.	1/27/2015 2:15 PM
228	I would immediately drop Comcast if there was a viable alternative.	1/27/2015 2:14 PM
229	I wish Comcast had better competition.	1/27/2015 2:13 PM
230	It is way too expensive. I don't need all those channels but they don't offer a cheaper package for fewer channels.	1/27/2015 1:43 PM

### Q33 What is your age?

Answered: 421 Skipped: 58

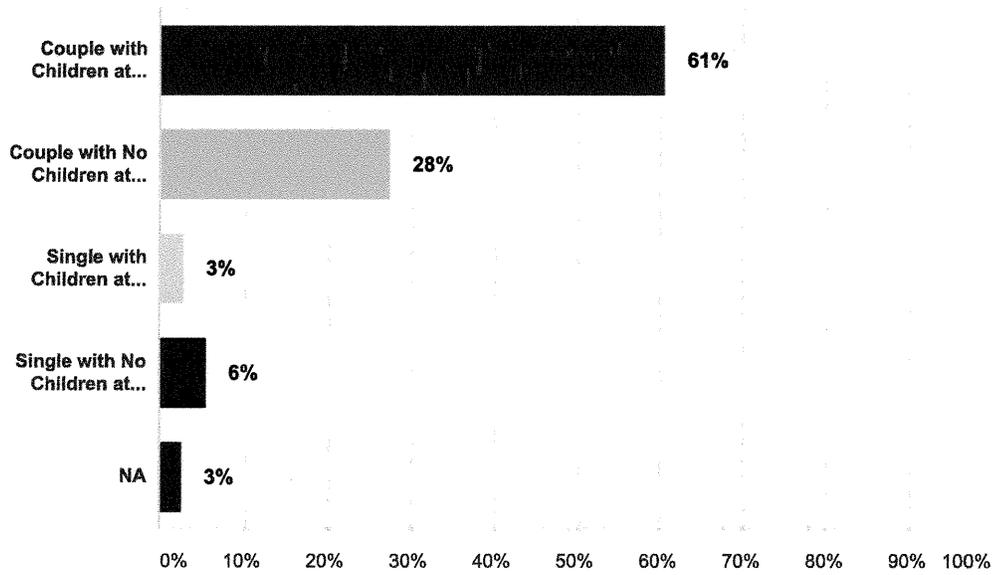


Answer Choices	Responses	
18-35	8%	35
36-50	49%	208
51-64	32%	134
65+	9%	38
NA	1%	6
<b>Total</b>		<b>421</b>

Exhibit 3

### Q34 Which of these best describes your household at this time?

Answered: 421 Skipped: 58

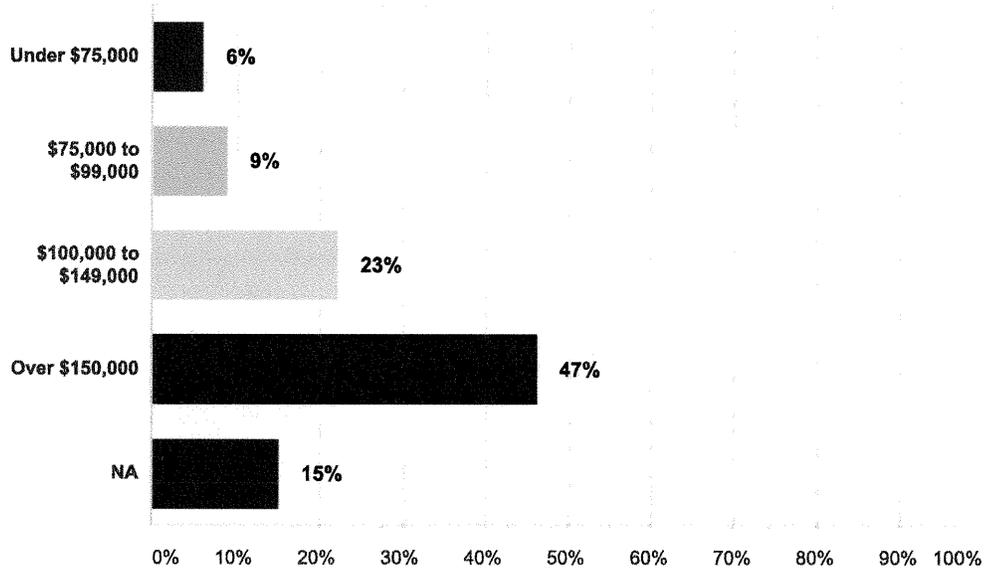


Answer Choices	Responses	
Couple with Children at Home	61%	257
Couple with No Children at Home	28%	117
Single with Children at Home	3%	12
Single with No Children at Home	6%	24
NA	3%	11
<b>Total</b>		<b>421</b>

## Exhibit 3

**Q35 Which category best describes your approximate household income - before taxes - for this year?**

Answered: 416 Skipped: 63



Answer Choices	Responses	
Under \$75,000	6%	26
\$75,000 to \$99,000	9%	38
\$100,000 to \$149,000	23%	94
Over \$150,000	47%	194
NA	15%	64
<b>Total</b>		<b>416</b>

Exhibit 3

# **Update: Eastside Fire & Rescue**

Presentation will be given at the meeting.





## MEMORANDUM

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**DATE:** March 11, 2015  
**TO:** City Council  
Ben Yazici, City Manager  
**FROM:** Laura Philpot, PE; Assistant City Manager/Public Works Director  
**RE:** Resolution declaring support for Eastside Fire & Rescue's formation of a nonprofit corporation

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Please find attached a draft resolution for the City Council's review and comment regarding Eastside Fire and Rescue's formation of a nonprofit corporation. This resolution will be discussed at the March 16, 2015 study session. It is currently scheduled to come back to the Council for consideration on April 7, 2015.

Please let me know if you have any questions.



**CITY OF SAMMAMISH  
WASHINGTON  
RESOLUTION NO. R2015- \_\_\_\_\_**

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**A RESOLUTION OF THE CITY OF SAMMAMISH,  
WASHINGTON, DECLARING SUPPORT FOR EASTSIDE  
FIRE AND RESCUE'S FORMATION OF A NONPROFIT  
CORPORATION**

WHEREAS, the City of Sammamish has been a partner in Eastside Fire and Rescue (EF&R) since incorporation and has enjoyed the benefits of fire protection from that organization since that time; and

WHEREAS, in December 2013, the EF&R partners entered into a revised interlocal agreement (ILA) that continues the EF&R partnership through at least December 31, 2021; and

WHEREAS, RCW 39.34.030 authorizes the EF&R Partners to create a separate legal entity to exercise their joint powers, which entity may include a nonprofit corporation organized pursuant to Chapter 24.06 RCW. In such case, RCW 39.34.030 also requires that the EF&R Partners specify such nonprofit corporation in the ILA for the exercise of joint powers; and

WHEREAS, the EF&R partners have expressed their willingness to organize EF&R as such a non-profit corporation, subject to resolution by the State Department of Retirement Systems and the Internal Revenue Service of outstanding issues regarding the impact on firefighter retirement plans caused by any such reorganization of EF&R as a non-profit corporation; and

WHEREAS, subject to the satisfactory resolution of such issues by the State Department of Retirement Systems and the Internal Revenue Service related to firefighter retirement plans, the EF&R Partners desire to create a nonprofit corporation pursuant to chapter 24.06 RCW and to amend the Interlocal Agreement accordingly to satisfy the requirement of RCW 39.34.030;

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

**Section 1.** The City Council supports the operation of EF&R as a non-profit corporation organized under RCW 24.06, subject to the satisfactory resolution by the Department of Retirement Systems and the Internal Revenue Service of the outstanding issues regarding firefighter retirement plans.

**PASSED BY THE CITY COUNCIL OF THE CITY OF SAMMAMISH,  
WASHINGTON AT A REGULAR MEETING THEREOF THIS \_\_\_\_<sup>H</sup> DAY OF  
\_\_\_\_\_, 2015.**

CITY OF SAMMAMISH, WASHINGTON

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Mayor Thomas E. Vance

ATTEST/AUTHENTICATED:

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Melonie Anderson, City Clerk

APPROVED AS TO FORM:

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Michael R. Kenyon, City Attorney

Filed with the City Clerk: March 11, 2015

Passed by the City Council:

Resolution No.: R2015-\_\_\_\_

## **Discussion: Regional Fire Authority**

