

2018 JCW Customer Satisfaction Survey

Final Report

*Conducted for
Johnson County Wastewater*



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July 2018

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Section 1:
Executive Summary



2018 Johnson County Wastewater Customer Satisfaction Survey

Purpose and Methodology

During the summer of 2018, ETC Institute administered a customer satisfaction survey for Johnson County Wastewater (JCW). This was the twelfth customer satisfaction survey administered by JCW; customer satisfaction surveys have been conducted biannually since 2012. The purpose of the survey is to gather input from customers about a wide range of issues that influence customer satisfaction and to determine how satisfaction has changed during the past year. The survey was administered by phone to a random sample of 405 JCW customers. The overall results of the survey have a precision of at least +/-4.9% at the 95% level of confidence. The survey results for most of the questions are shown graphically in Section 2 of this report; tabular data results are provided in Section 3 and the survey instrument is shown in Section 4.

The major findings from the current survey and any significant changes from the survey conducted earlier this year are outlined below and on the following page. Changes of 5% or more from the previous survey are considered statistically significant for questions that were asked to all respondents on the survey. The results for questions that were asked to a subsample of respondents may not be statistically significant depending on the number of respondents.

Major Findings

- **Overall Satisfaction with the Quality of Wastewater Service.** Ninety-two percent (92%) of the customers surveyed, who had an opinion, were “very satisfied” or “satisfied” with the overall quality of wastewater service provided by JCW. This was the same percentage as the winter of 2017.
- **Satisfaction with the Odor from Wastewater Treatment Centers.** Most (93%) of the customers surveyed, who had an opinion, were “very satisfied” or “satisfied” with the odor from wastewater treatment centers in the area where they live. This was a decrease of 2% from 95% in the winter of 2017 to 93% in the summer of 2018.

- **Satisfaction with How Well JCW Keeps Residents Informed.** Seventy-four percent (74%) of the customers surveyed, who had an opinion, were “very satisfied” or “satisfied” with how well JCW kept them informed about issues related to their wastewater service. This was a significant increase of 8% from 66% in the winter of 2017 to 74% in the summer of 2018.
- **Satisfaction with What Residents Are Charged for Wastewater Service.** Forty-six percent (46%) of the customers surveyed, who had an opinion, were “very satisfied” or “satisfied” with what they are charged for wastewater service. This was a decrease of 4% from 50% in the winter of 2017 to 46% in the summer of 2018.
- **Overall Satisfaction with Customer Service.** Eighty-eight percent (88%) of the customers surveyed, who had an opinion, were “very satisfied” or “satisfied” with the overall quality of customer service provided by JCW. The specific customer service category that respondents were most satisfied with, based on the combined percentage of “very satisfied” and “satisfied” responses among those who had an opinion, was the hours that customer service is available (88%). Satisfaction levels increased in two of the customer service categories from the winter of 2017 to the summer of 2018; one of these increases was significant: hours that customer service is available (+7%).
- **Sewer Backups.** Of the 7% of customers who reported they had a sewer backup in their home in the summer of 2018, 32% (or 9 customers) felt it was caused by Johnson County Wastewater. Four of the residents surveyed in the winter of 2017 who had a sewer backup in their home felt it was caused by Johnson County Wastewater.
- **Overall Satisfaction with JCW Personnel.** A total of 6% (or 24 customers) had called JCW for any reason during the past 90 days. Of these customers, ninety-six percent (96%) were “very satisfied” or “satisfied” with how easy it was to contact JCW personnel. This was a significant increase of 12% from 84% in the winter of 2017 to 96% in the summer of 2018. Seventy-five percent (75%) of the customers who had contacted JCW during the past 90 days were “very satisfied” or “satisfied” with the responsiveness of JCW personnel to their request. This was a decrease of 2% from 77% in the winter of 2017 to 75% in the summer of 2018.
- **Recent Phone Experience with Johnson County Wastewater.** Customers who had contacted JCW during the past 90 days were asked a series of yes/no questions related to their experiences. The findings showed that all (100%) of the customers surveyed felt they were treated with respect; 100% indicated the employee with whom they spoke was courteous; 96% felt the length of time it took to speak to an employee was acceptable; 96% felt it was fairly easy to determine which phone number to call for help; 96% indicated the customer service center was open at the time they needed to call; 92% felt the employee was technically competent and knowledgeable; and 79% felt the employee adequately helped resolve their question or concern. The number of respondents to this question was too small to determine if the changes from the previous surveys were statistically significant.

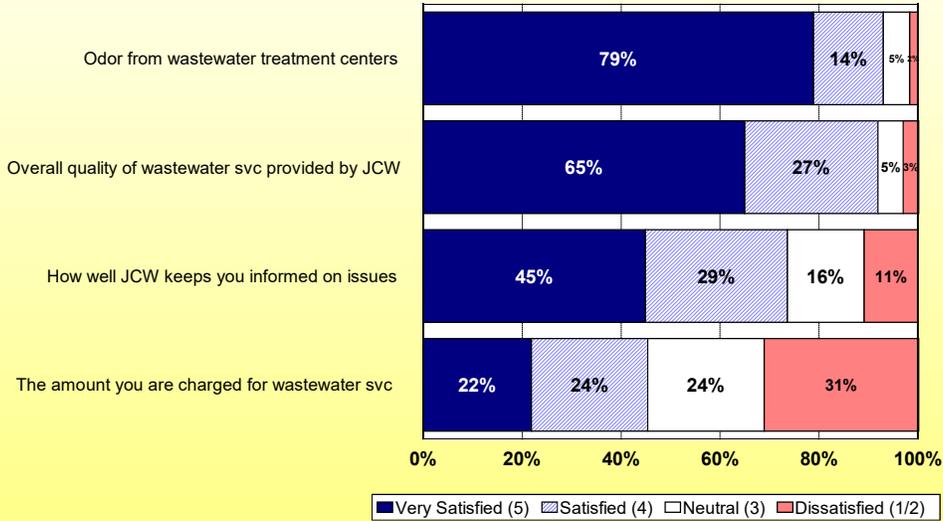
Conclusion

- Overall satisfaction with the quality of wastewater services provided by Johnson County Wastewater remained steady between the winter of 2017 and the summer of 2018. Areas that have shown significant increases in satisfaction since the winter of 2017 include: how well Johnson County Wastewater keeps residents informed (+8%) and hours that customer service is available (+7%).
- For those who had called Johnson County Wastewater during the past 90 days, satisfaction with how easy it was to contact JCW personnel showed a significant increase of 12% from the winter of 2017. Nine customers who had a sewer backup during the summer of 2018 felt it was caused by Johnson County Wastewater. The average wait time that it took for respondents to speak with someone in customer service was 2.6 minutes in the summer of 2018, a decrease of 0.2 minutes from the winter of 2017.

Section 2:
Charts and Graphs

Q1. Satisfaction with Specific Services Provided by Johnson County Wastewater

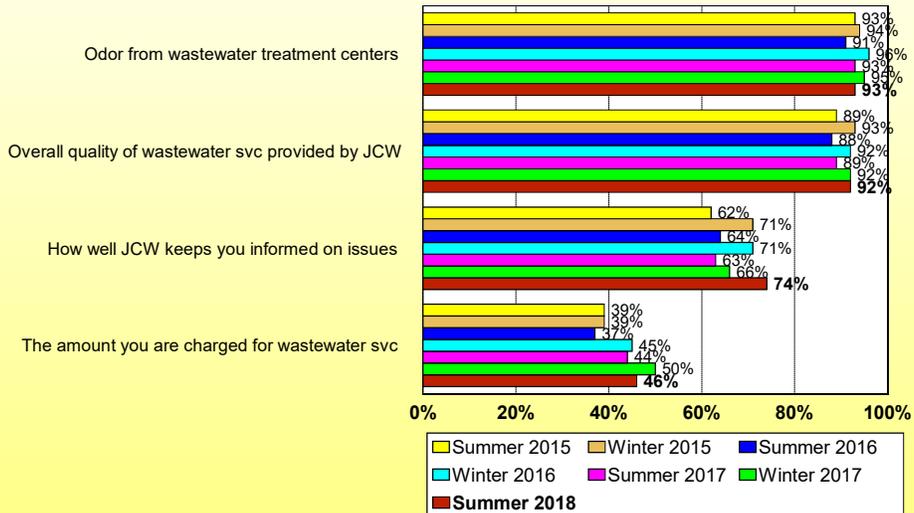
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q1. Satisfaction with Specific Services Provided by Johnson County Wastewater: 2015 to Summer 2018

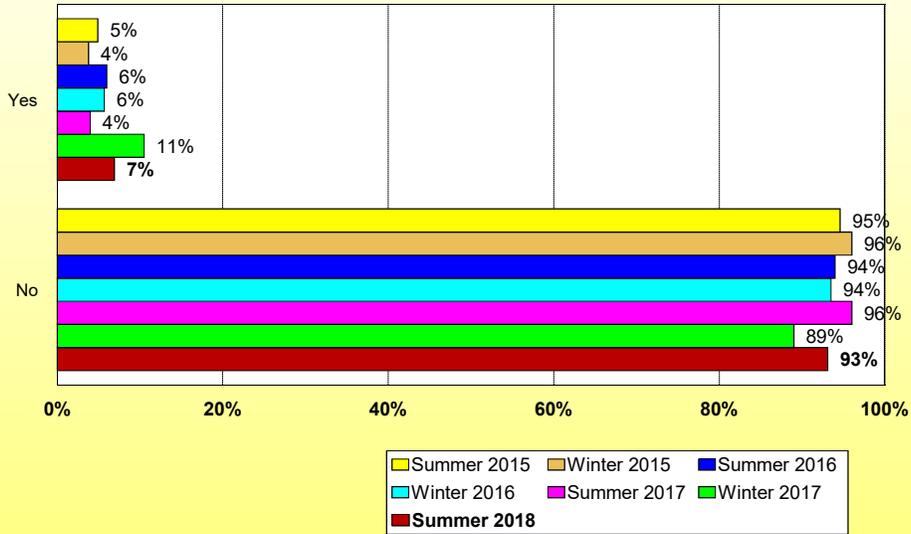
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q2. Have you had a sewer backup in your home during the past year? 2015 to Summer 2018

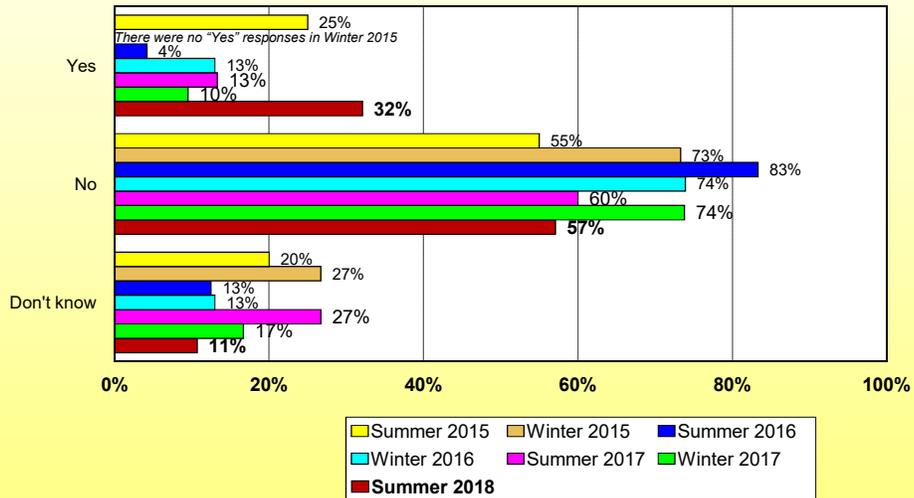
by percentage of respondents



Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q2a. Was the back up caused by Johnson County Wastewater? 2015 to Summer 2018

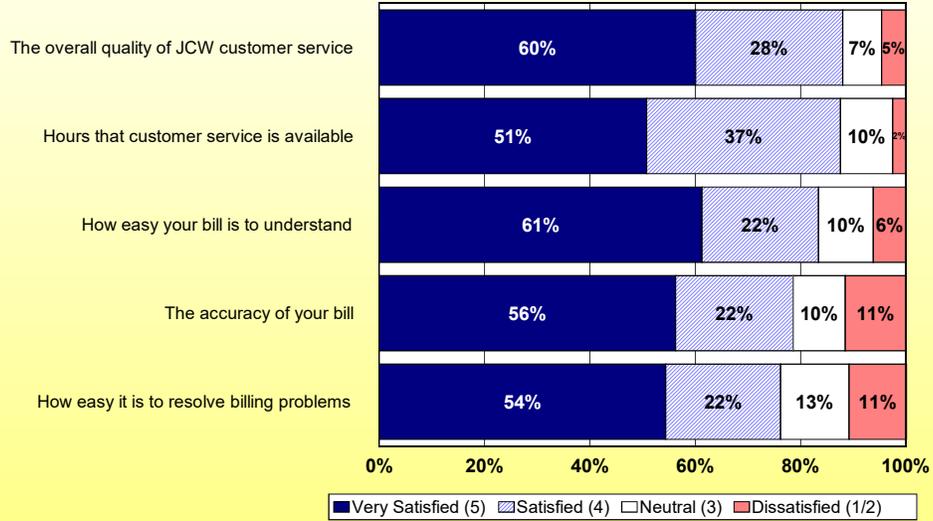
by percentage of respondents who indicated they had a sewer backup in their home during the past year



Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q3. Satisfaction with Various Aspects of JCW Customer Service

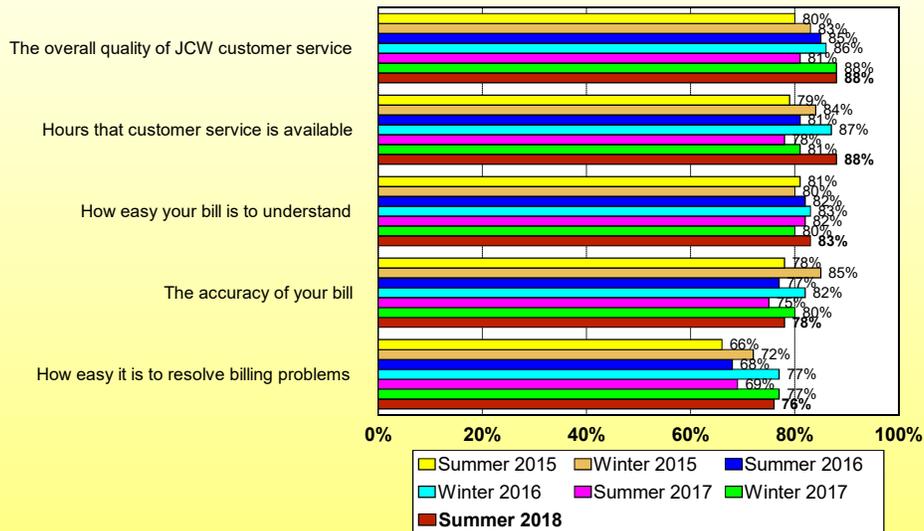
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q3. Satisfaction with Various Aspects of JCW Customer Service: 2015 to Summer 2018

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

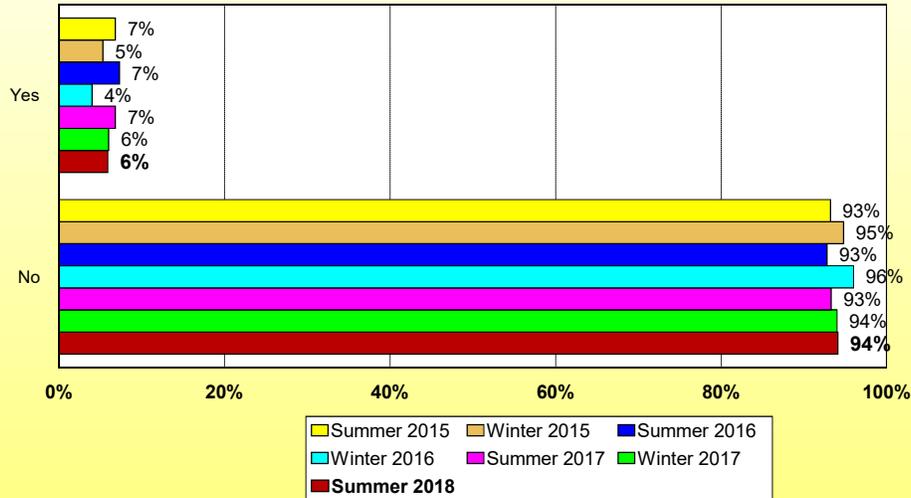


Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q4. Have you called Johnson County Wastewater for any reason during the past 90 days?

2015 to Summer 2018

by percentage of respondents

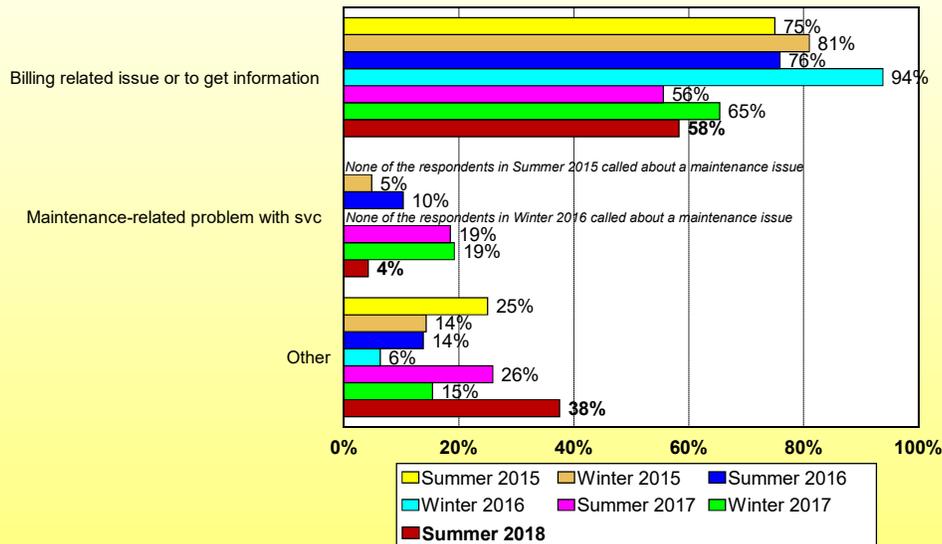


Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q4a. Which of the following BEST describes the reason for your most recent call to Johnson County Wastewater?

2015 to Summer 2018

by percentage of respondents who had called JCW for any reason during the past 90 days

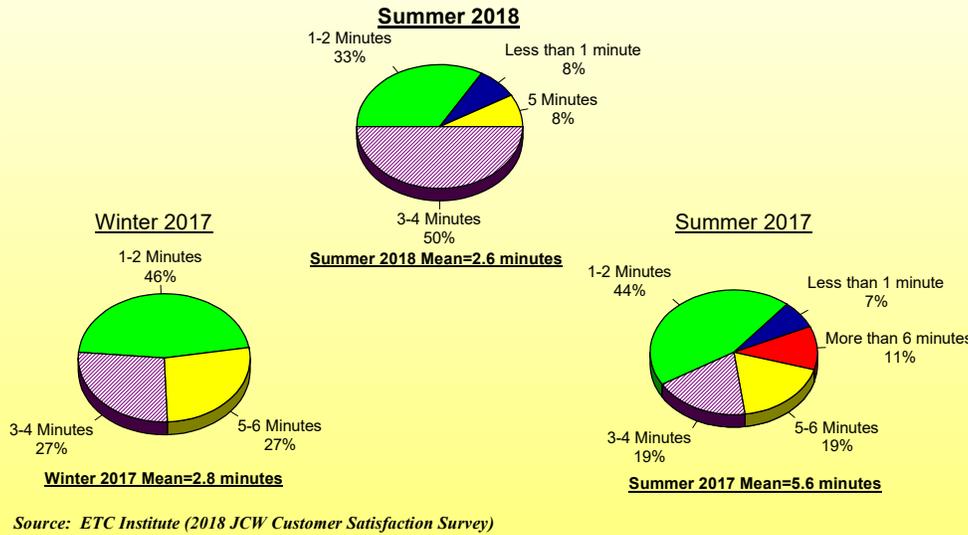


Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q4b. On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you?

Summer 2017 to Summer 2018

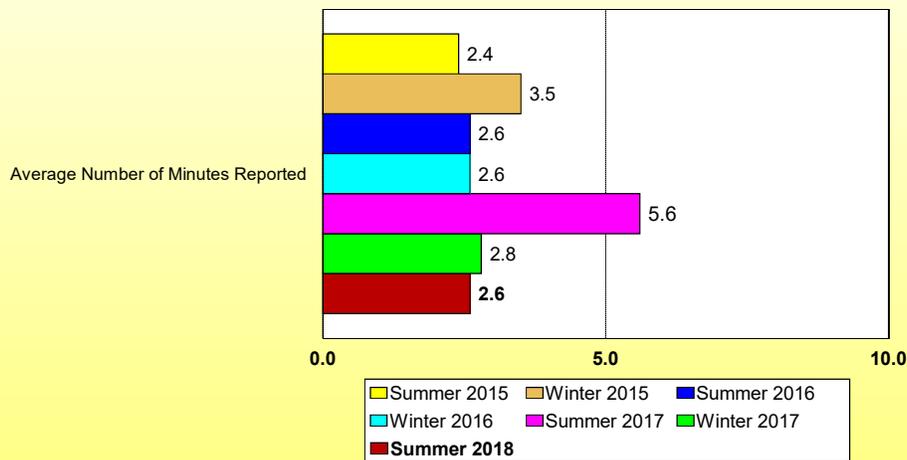
by percentage of respondents who had called JCW for any reason during the past 90 days



Q4b. On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you?

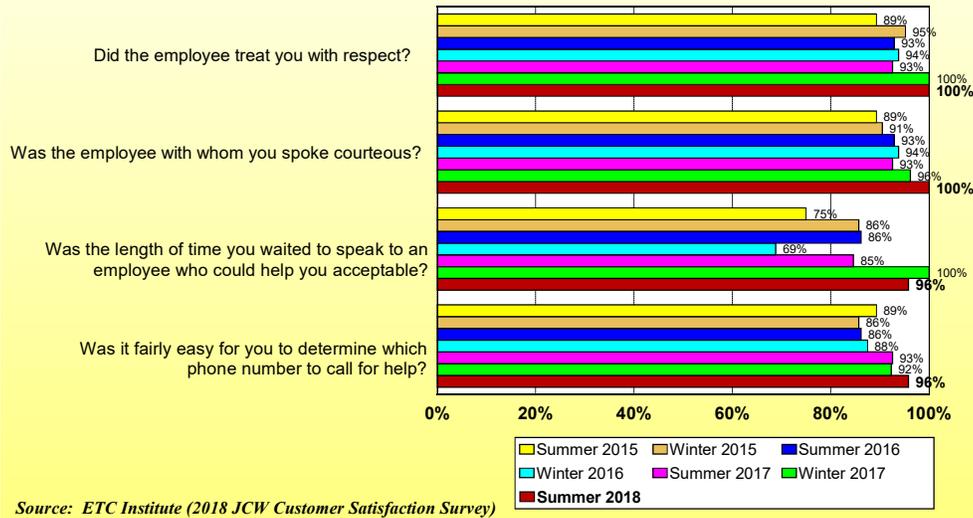
2015 to Summer 2018

by percentage of respondents who had called JCW for any reason during the past 90 days



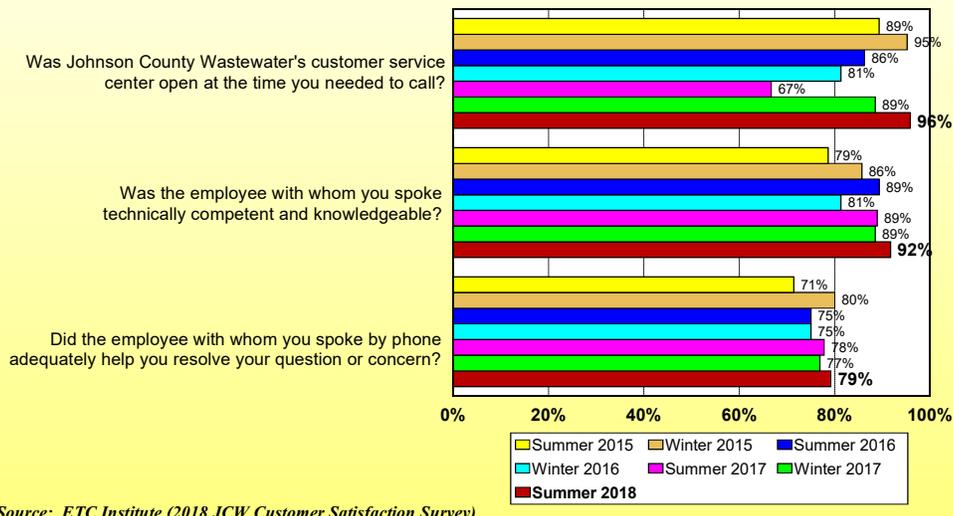
Q4c. Please answer the following questions YES or NO based on your most recent experience with Johnson County Wastewater by phone: 2015 to Summer 2018

by percentage of respondents who had called JCW for any reason during the past 90 days and said "yes" to the question (excluding don't knows)



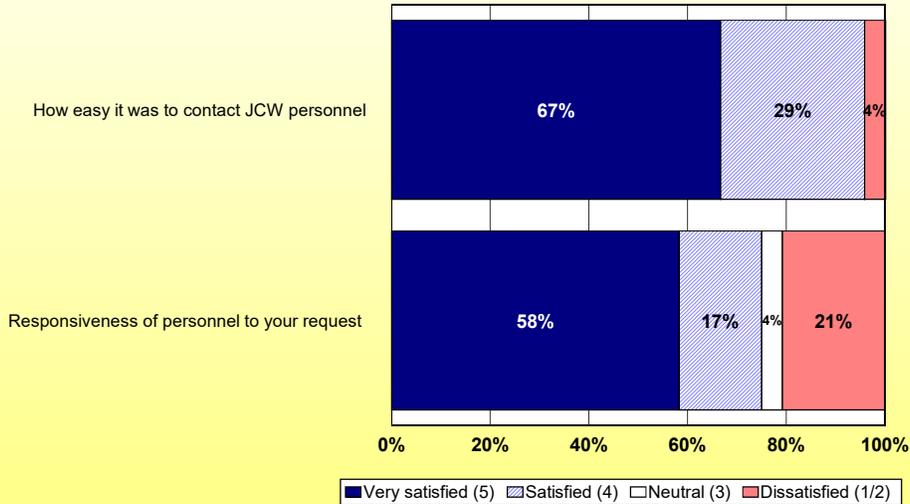
Q4c. (Cont.) Please answer the following questions YES or NO based on your most recent experience with Johnson County Wastewater by phone: 2015 to Summer 2018

by percentage of respondents who had called JCW for any reason during the past 90 days and said "yes" to the question (excluding don't knows)



Q4d-e. Overall Satisfaction with Various Aspects of Johnson County Wastewater Personnel

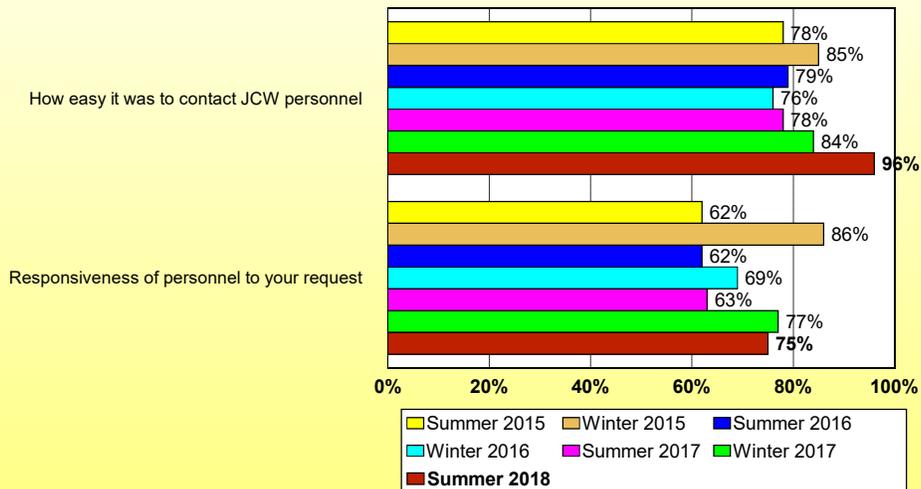
by percentage of respondents who had called JCW for any reason during the past 90 days
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q4d-e. Overall Satisfaction with Various Aspects of Johnson County Wastewater Personnel: 2015 to Summer 2018

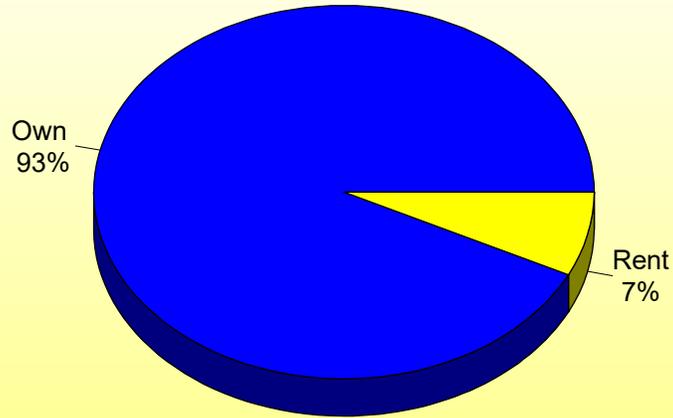
by percentage of respondents who had called JCW for any reason during the past 90 days
by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q5. Do you own or rent your current residence?

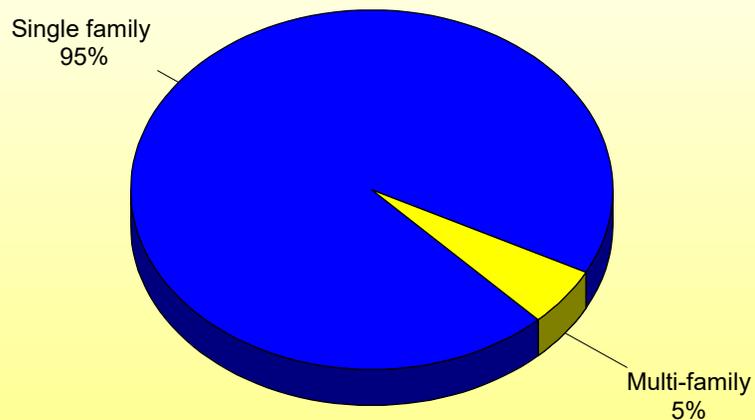
by percentage of respondents



Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Q6. Which of the following BEST describes your home:

by percentage of respondents



Source: ETC Institute (2018 JCW Customer Satisfaction Survey)

Section 3:
Tabular Data

Q1. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with specific services provided by Johnson County Wastewater.

(N=405)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1.(A) Odor from wastewater treatment centers in the area where you live	73.1%	13.1%	4.9%	0.7%	0.7%	7.4%
Q1.(B) The overall quality of wastewater services provided by Johnson County Wastewater	62.7%	25.9%	4.9%	0.7%	2.2%	3.5%
Q1.(C) How well Johnson County Wastewater keeps you informed about issues related to you wastewater service	37.8%	24.2%	13.1%	4.4%	4.7%	15.8%
Q1.(D) The amount you are charged for wastewater services	20.2%	21.7%	21.7%	16.5%	12.3%	7.4%

WITHOUT "DON'T KNOW"

Q1. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with specific services provided by Johnson County Wastewater. (without "don't know")

(N=405)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1.(A) Odor from wastewater treatment centers in the area where you live	78.9%	14.1%	5.3%	0.8%	0.8%
Q1.(B) The overall quality of wastewater services provided by Johnson County Wastewater	65.0%	26.9%	5.1%	0.8%	2.3%
Q1.(C) How well Johnson County Wastewater keeps you informed about issues related to you wastewater service	44.9%	28.7%	15.5%	5.3%	5.6%
Q1.(D) The amount you are charged for wastewater services	21.9%	23.5%	23.5%	17.9%	13.3%

Q2. Have you had a sewer backup in your home during the past year?

Q2. Have you had a sewer backup in your home during the past year?	Number	Percent
Yes	28	6.9 %
No	377	93.1 %
Total	405	100.0 %

Q2a. (IF YES to #2) Was the backup caused by Johnson County Wastewater?

Q2a. Was the backup caused by Johnson County Wastewater?	Number	Percent
Yes	9	32.1 %
No	16	57.1 %
Don't know	3	10.7 %
Total	28	100.0 %

Q2b. (IF YES to #2a) Did Johnson County Wastewater respond promptly to your request for service?

Q2b. Did Johnson County Wastewater respond promptly to your request?	Number	Percent
Yes	4	44.4 %
No	3	33.3 %
Don't know	2	22.2 %
Total	9	100.0 %

Q2c. (IF YES to #2a) Was your problem resolved to your satisfaction?

Q2c. Was your problem resolved to your satisfaction?	Number	Percent
Yes	2	22.2 %
No	7	77.8 %
Total	9	100.0 %

Q3. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with customer service provided by Johnson County Wastewater.

(N=405)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3.(A) How easy your bill is to understand	58.3%	21.0%	9.9%	3.5%	2.5%	4.9%
Q3.(B) The accuracy of your bill	44.9%	17.8%	7.9%	5.7%	3.5%	20.2%
Q3.(C) How easy it is to resolve billing problems	25.9%	10.4%	6.2%	2.2%	3.0%	52.3%
Q3.(D) Hours that customer service is available	30.4%	22.0%	5.9%	0.7%	0.7%	40.2%
Q3.(E) The overall quality of customer service provided by Johnson County Wastewater	38.3%	17.8%	4.7%	1.5%	1.5%	36.3%

WITHOUT "DON'T KNOW"

Q3. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with customer service provided by Johnson County Wastewater. (without "don't know")

(N=405)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3.(A) How easy your bill is to understand	61.3%	22.1%	10.4%	3.6%	2.6%
Q3.(B) The accuracy of your bill	56.3%	22.3%	9.9%	7.1%	4.3%
Q3.(C) How easy it is to resolve billing problems	54.4%	21.8%	13.0%	4.7%	6.2%
Q3.(D) Hours that customer service is available	50.8%	36.8%	9.9%	1.2%	1.2%
Q3.(E) The overall quality of customer service provided by Johnson County Wastewater	60.1%	27.9%	7.4%	2.3%	2.3%

Q4. Have you called Johnson County Wastewater for any reason during the past 90 days?

Q4. Have you called Johnson County Wastewater for any reason during the past 90 days?

	Number	Percent
Yes	24	5.9 %
No	381	94.1 %
Total	405	100.0 %

Q4A. (Only if YES to #4) Which of the following BEST describes the reason for your most recent call to Johnson County Wastewater?

Q4a. Which of the following describes the PRIMARY reason you called Johnson County Wastewater during the past 90 days?

	Number	Percent
Other	9	37.5 %
Billing related issue	14	58.3 %
Maintenance related issue	1	4.2 %
Total	24	100.0 %

Q4a. Other

Q4a. Other

-
- CANCEL SERVICE
 - CHANGING INFO
 - Disconnected service
 - I am a plumber who has to generally call them dailey. I have had problems with both sewer inspections and manhold inspections. New computer need to work the bugs out.
 - JUST WANTED THE OPTION TO HAVE HIS PAYMENT COME OFF HIS CREDIT CARD RATHER THAN A CHECKING ACCOUNT
 - MOVING
 - MOVING SERVICE
 - moving service
 - WATER DISTRICT # 1 SAID TO CALL AND NOTIFY OF POOL FILLING

Q4b. On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you?

Q4b. On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you?

	Number	Percent
0	2	8.3 %
1	6	25.0 %
2	2	8.3 %
3	5	20.8 %
4	7	29.2 %
5	2	8.3 %
Total	24	100.0 %

Mean = 2.6 minutes

Q4c. Please answer the following questions YES or NO based on your most recent experience with Johnson County Wastewater by phone:

(N=24)

	Yes	No
Q4c.(1) Was it fairly easy for you to determine which phone number to call for help from the appropriate individual at Johnson County Wastewater?	95.8%	4.2%
Q4c.(2) Was Johnson County Wastewater's customer service center open at the time you needed to call?	95.8%	4.2%
Q4c.(3) Was the length of time you waited to speak to an employee who could help you acceptable?	95.8%	4.2%
Q4c.(4) Was the employee with whom you spoke technically competent and knowledgeable?	91.7%	8.3%
Q4c.(5) Was the employee with whom you spoke courteous?	100.0%	0.0%
Q4c.(6) Did the employee with whom you spoke treat you with respect?	100.0%	0.0%
Q4c.(7) Did the employee with whom you spoke by phone adequately help you resolve your question or concern?	79.2%	20.8%

Q4d-e. Overall, how satisfied were you with:

Q4d. Overall, how satisfied were you with the responsiveness of Johnson County Wastewater personnel to your request?

	Number	Percent
Very Dissatisfied	2	8.3 %
Dissatisfied	3	12.5 %
Neutral	1	4.2 %
Satisfied	4	16.7 %
Very Satisfied	14	58.3 %
Total	24	100.0 %

Q4d-e. Overall, how satisfied were you with:

Q4e. Overall, how satisfied were you with how easy it was to contact Johnson County Wastewater personnel?	Number	Percent
Very Dissatisfied	1	4.2 %
Satisfied	7	29.2 %
Very Satisfied	16	66.7 %
Total	24	100.0 %

Q4d. If not satisfied, why?

Q4d If not satisfied, why?

-
- BECAUSE THE ANSWER SHE GAVE ME WERE TOO STANDER, I FEEL SHE DIDN'T INVESTIGATED
 - ISSUE WAS NOT RESOLVED
 - REFUSED TO LET HIM TALK TO SUPERVISOR AND COULD NOT RESOLVE PROBLEM.
 - STILL DON'T KNOW WHY PMTS CAN'T BE TAKEN OFF HIS CREDIT CARD EVERY MTH WHICH IS HOW HE PAYS ALL OF HIS BILLS
 - THEY DID NOTHING

Q5. Do you own or rent your current residence?

<u>Q5. Do you own or rent your current residence?</u>	<u>Number</u>	<u>Percent</u>
Own	376	92.8 %
Rent	29	7.2 %
Total	405	100.0 %

Q6. Which of the following BEST describes your home:

<u>Q6. Which of the following BEST describes your home?</u>	<u>Number</u>	<u>Percent</u>
Single Family	383	94.6 %
Multi Family	22	5.4 %
Total	405	100.0 %

Section 4:
Survey Instrument

Customer ID from Call Sheet: _____

Phone Number: _____

Date: _____

Interviewer: _____

JCW Customer Satisfaction Survey – 2018

This is _____ calling for Johnson County Wastewater. The reason I am calling is that Johnson County Wastewater would like your opinion about how well the organization is serving its customers in order to improve the quality of service provided. Do you have time to answer a few questions? [The survey takes less than 5 minutes].

1. I'd like to begin by asking you to rate your satisfaction with specific services provided by the Johnson County Wastewater. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied" please rate the following:

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Odor from wastewater treatment centers in the area where you live	5	4	3	2	1	9
(B) The overall quality of wastewater services provided by Johnson County Wastewater	5	4	3	2	1	9
(C) How well Johnson County Wastewater keeps you informed about issues related to you wastewater service	5	4	3	2	1	9
(D) The amount you are charged for wastewater services	5	4	3	2	1	9

2. Have you had a sewer backup in your home during the past year?

___(1) Yes ___(2) No [skip to Q3]

2a. [IF YES to #2] Was the backup caused by Johnson County Wastewater?

___(1) Yes - ask 2b & 2c ___(2) No [skip to Q3]

2b. [IF YES to #2a] Did Johnson County Wastewater respond promptly to your requests for service?

___(1) Yes ___(2) No [skip to Q3]

2c. [IF YES to #2a] Was your problem resolved to your satisfaction?

___(1) Yes ___(2) No [skip to Q3]

3. Next I'll ask you about your satisfaction with customer service provided by Johnson County Wastewater. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very Dissatisfied," please rate your satisfaction with the following:

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) How easy your bill is to understand	5	4	3	2	1	9
(B) The accuracy of your bill.....	5	4	3	2	1	9
(C) How easy it is to resolve billing problems	5	4	3	2	1	9
(D) Hours that customer service is available	5	4	3	2	1	9
(E) Overall quality of customer service provided by Johnson County Wastewater	5	4	3	2	1	9

4. Have you called Johnson County Wastewater for any reason during the past 90 days?
___(1) Yes [ask Questions A through C below] ___(2) No [go to Q5 on next page]

Only IF YES to #4

(A) Which of the following describes the PRIMARY reason you called Johnson County Wastewater during the past 90 days:

- ___(1) Billing related issue or to get information – did not involve a service call to their home or neighborhood?
- ___(2) Maintenance related problem with service - did involve a service call to their home or neighborhood?
- ___(3) Other: _____

(B) On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you?

_____ minutes

(C) Please answer the following questions YES or NO based on your most recent experience with Johnson County Wastewater by phone:

- YES NO (1) Was it fairly easy for you to determine what phone number to call to get help from the appropriate individual at Johnson County Wastewater?
- YES NO (2) Was Johnson County Wastewater's customer service center open at the time you needed to call?
- YES NO (3) Was the length of time you waited to speak to an employee who could help you acceptable?
- YES NO (4) Was the employee you spoke with technically competent and knowledgeable?
- YES NO (5) Was the employee with whom you spoke with courteous?
- YES NO (6) Did the employee with whom you spoke with treat you with respect?
- YES NO (7) Did the employee with whom you spoke with by phone adequately help you resolve your question or concern?

	Very				Very	Don't
<u>Overall, how satisfied were you with:</u>	<u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Dissatisfied</u>	<u>Know</u>

(D) The responsiveness of Johnson County Wastewater personnel to your request..... 5..... 4.....3 2..... 1 9
if not satisfied ask why? _____

(E) How easy it was to contact Johnson County Wastewater personnel 5..... 4.....3 2..... 1 9

5. Do you own or rent your current residence? ___(1) Own ___(2) Rent

6. Which of the following BEST describes your home:

- ___(1) Single family ___(2) Multi-family ___(3) Other

Johnson County Wastewater Thanks You for Your Time. This Concludes the Survey.

Address from printout: _____

Zip Code: _____