

Information Item: Customer Satisfaction Survey Results

Jeannine Clancy, Assistant General Manager, Technical Services
Ned Smith, Director, ES Finance & Revenue

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Agenda



Background & Methodology



Communities



Industrial Waste



Water Resources



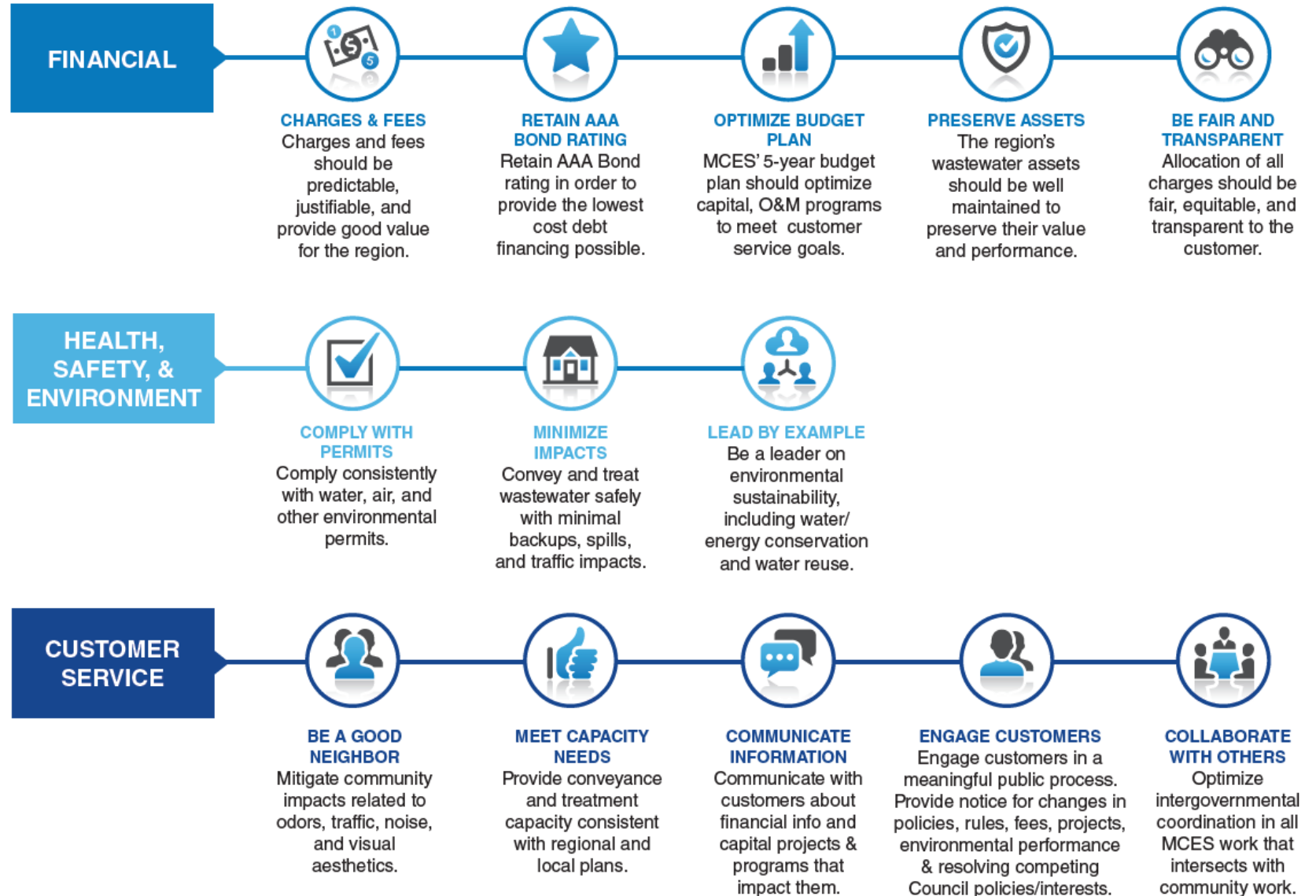
Next Steps



Background



Metropolitan Council Environmental Services (MCES) is committed to meeting its Customer Level of Service.



The goals of the survey were defined as:

1. Gather perceptions of MCES from three customer segments: Communities, Industrial Waste and Water Resources customers.
2. Measure customer satisfaction by segment.
3. Identify strengths of MCES and areas in which MCES can improve.

Survey results will be used to:

- Address identified issues
- Provide feedback to customers
- Strengthen customer relationships
- Baseline for future satisfaction surveys





Qualitative Interviews

- Goal of the qualitative interviews was to support survey development: develop survey language based on customer input and ensure inclusion of customer-identified significant issues.
- 15 phone interviews of selected MCES customers across the three segments.
 - 7 Community customers
 - 5 Industrial Waste customers
 - 3 Water Resources customers

Quantitative Interviews

- Conduct phone interviews with watershed, community and business customers.
 - Community customers, primarily designated first contacts.
 - Industrial Waste customers, including community contacts who manage permits
 - Water Resources customers, including watersheds districts and organizations and community staff who interact with MCES Water Resources

Survey Methodology



Surveys were conducted from:

October 24 – November 30, 2018



82 Communities

(73 different communities out of 110 served)



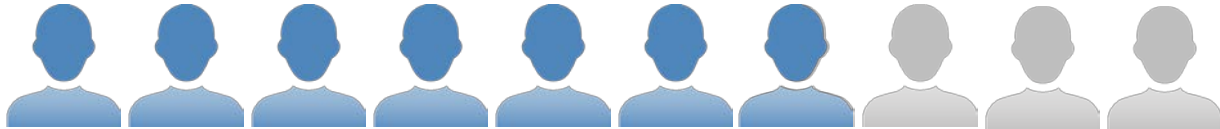
270 Industrial Waste



35 Water Resources

(15 city staff & 20 representatives from watershed districts or organizations)

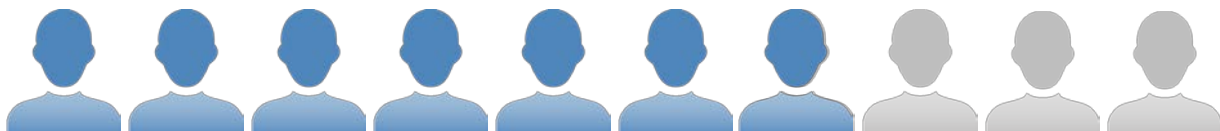
Survey Results



More than 70% of respondents
say they are **satisfied or very satisfied** with
MCES work in the region



88% level of satisfaction
with Industrial Waste customers which is the
highest level of satisfaction



72% level of satisfaction
with city customers which is the **second**
highest level of satisfaction

Community Strengths



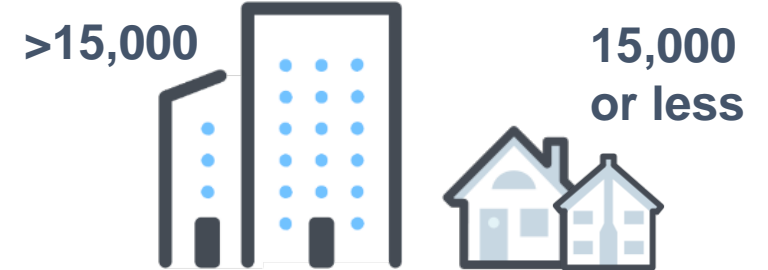
Strong majority are satisfied with capital project coordination and communication



High level of satisfaction with communication on Sewer Availability Charge and the Municipal Wastewater Charge



High satisfaction with interagency and city coordination on projects, awareness and responsiveness



The Top 10 and larger communities (>15,000) are more likely than smaller communities (15,000 or less) to strongly agree that MCES works with you as a partner

69% of communities **agree or strongly agree** that MCES services are priced fairly



Community Improvement Areas



Continued effort on
intergovernmental
coordination



Comprehensive Plan
feedback

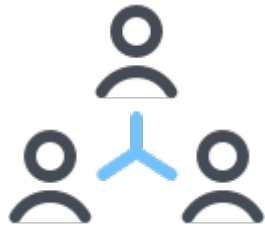


Raise the level of
communications on
MCES service



Opportunity for improved
outreach and collaboration of
MCES water supply activities

Industrial Waste Strengths



Majority of industrial waste customers are satisfied with staff's knowledge, responsiveness, ability to answer questions.



A majority of IW customers with unannounced visits are very satisfied with monitoring technicians' professionalism, helpfulness and knowledge.



A majority of IW customers with an enforcement action in the last five years are very satisfied with enforcement action staff's respectfulness.

Industrial Waste Customers are satisfied with communications overall.

Industrial Waste Improvement Areas



Promote the use of the Industrial Waste page of the website.



Identify improvements to the Open Channel newsletter that raise its usefulness.



Provide additional training for on-line reporting tool, especially for smaller customers.

Industrial Waste customers report strong interest in reports that recap the results of inspections.

Water Resources Strengths



High level of satisfaction with Water Resources staff interactions, identifying strong relationships with Water Resources staff.



Customers recognize the importance of MCES water quality monitoring activities as either a key or supplemental source of water quality data.



Water Resources customers consider regional water quality data, reports and trend assessments as a highly valued service.

Water Resources Improvement Areas



Identified interest in providing input to Water Resources Policy plan through input meetings or a permanent group.



Consider investigating emerging contaminants as a part of water quality assessment.



Continue to provide or expand regional water quality and quantity database support and sharing.

Next Steps



**Develop a work plan
to address
improvement areas**



**Provide survey
results to customer
groups**



**Perform a survey
again in
3-4 years**

Questions

Jeannine Clancy, Assistant General Manager, Technical Services

651-602-1210

jeannine.clancy@metc.state.mn.us

Ned Smith, Director, ES Finance & Revenue

651-602-1162

ned.smith@metc.state.mn.us

