Managing Your Small Water System for the Future
May 3, 2016
Summary of Survey Results

Out of 13 attendees, 13 returned a complete survey, a 100% response rate. Most respondents felt that the workshop was relevant and practical for their work. The majority found the level of technical information appropriate to easy and the pace of the workshop appropriate to somewhat slow.

<table>
<thead>
<tr>
<th>1. This workshop was relevant and practical for my work.</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Disagree or Agree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>53.9%</td>
<td>38.5%</td>
<td></td>
<td>4.42</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. I will be able to use what I learned in this workshop.</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Disagree or Agree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>0%</td>
<td>23.1%</td>
<td>30.8%</td>
<td>38.5%</td>
<td></td>
<td>4.17</td>
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</tbody>
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<thead>
<tr>
<th>3. The self-assessment exercises were useful.</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Disagree or Agree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>61.5%</td>
<td>30.8%</td>
<td></td>
<td>4.33</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>4. This workshop was a good way for me to explore this content.</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Disagree or Agree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>0%</td>
<td>7.7%</td>
<td>46.2%</td>
<td>38.5%</td>
<td></td>
<td>4.33</td>
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</table>
7. What was your most important reason for attending today?

The most common answer involved learning more about water systems or related issues. All submitted answers are included below:

- More education in potable water
- To learn more
- Learn more about SOPs
- New to managing water systems —wanted to learn as much as possible
- Learn more about water system operation
- Trying to bring H2O supply into the 21st century
- Learn how to evaluate my/our water system plan and improve it
- Become more familiar with expectations of PWS and to make connections with RI resource people

8. Did we help you achieve your most important reason for attending?

Twelve of the thirteen respondents (92%) said that we did help them achieve their most important reason for attending. One respondent was “not sure.”

Either way, please let us know what we could have done better by checking all options that apply and writing any comments in the space provided.

Out of the choices provided, two (2) said we could have clarified the workshops objectives. Although one respondent wrote “No — too much time taken ‘explaining’ the objectives.”
One (1) respondent said we could have improved the instructional methods.

One (1) respondent said we could have shortened the time for the workshop and added “3 hours.”

**Other Improvements?**

- Did a good job here. Good video — right amount of time
- Bring example of what a SOP template might look like for maintaining a water system — different levels
- Eliminated distracting clips in slide show presentation
- Provide more notice of coming workshops (more than 1 week)
- Please do not read powerpt slides

**9. What specific topics would you like to see covered in future workshops?**

*The most common suggestion related to SOPs.*

- Water saving topics/Residential
- Who can work on what? What can well people do? What can plumbers do? What requires a licensed person? What requires engineers?
- Preparing SOPs; Operator Training
- Types of water treatment available for small public systems
- Explanation of RI/EPA water quality requirements
- Open to other training opportunities — starting @ ground level — development in creating the best water systems
- SOPs more indepth
- Technology updates
- Provide email with links to S.O.P.’s. Is Charlestown is test of definite system?

**Additional Comments and Suggestions for Future Training**

- Attendee participation a good idea. Shared experiences. Worth the time spent.
- Good introduction to the water issues.
- Great training!
- Thank you! Great training.
- I enjoyed the program and various discussions regarding systems and the problems we all face.
- Might be interested in meeting with Tom — dependent on timing.