

Water Advisory Committee/Technical Advisory Committee/Operations Staff Survey, 2011

CF/0-0-2 Public & Water Contractors Surveys

Operations Staff 2011 (14 Responses out of 43, 33% Response Rate)

Question	2011 Average	2010 Average
When you submit a question to Agency staff by phone or email do you receive a prompt, informative and accurate response?	4.14	3.57
Do you receive adequate advanced notice about changes in system capacity, water quality, operational changes?	3.64	3.68
When you report a problem or complaint about an Agency service or program does the Agency act promptly to respond to your concern?	4.23	2.88
Are written communications from the Agency timely, informative and accurate?	4.00	3.13
Do you find the Agency's internet website to be a useful source of information about Agency news and activities?	4.13	3.23
Are Agency staff available to speak with you when you call and willing to meet with you when you ask them to?	4.36	3.53
Does the Agency provide information to you in a form that you can forward to your Board and Council members so that they are adequately informed of current water supply issues?	3.90	4.07
Does the Agency keep you informed on a regular basis about its long term strategy for future water supply and any anticipated water supply restrictions, water quality threats or unplanned cost increases?	3.64	3.52

TAC 2011 (6 Responses out of 14, 43% Response Rate)

Question	2011 Average	2010 Average
Are presentations by Agency staff in WAC / TAC meetings and other public settings factual, relevant and informative?	3.50	3.36
When you submit a question to Agency staff by phone or email do you receive a prompt, informative and accurate response?	3.83	3.64
Do you receive adequate advanced notice about changes in system capacity, water quality, operational changes?	3.67	3.10
When you report a problem or complaint about an Agency service or program does the Agency act promptly to respond to your concern?	3.60	3.00
Are written communications from the Agency timely, informative and accurate?	3.67	3.18
Do you find the Agency's internet website to be a useful source of information about Agency news and activities?	4.17	3.90
Are Agency staff available to speak with you when you call and willing to meet with you when you ask them to?	4.50	4.00
Does the Agency provide information to you in a form that you can forward to your Board and Council members so that they are adequately informed of current water supply issues?	3.33	3.70
Does the Agency keep you informed on a regular basis about its long term strategy for future water supply and any anticipated water supply restrictions, water quality threats or unplanned cost increases?	3.33	3.00

WAC 2011 (7 Responses out of 16, 44% Response Rate)

Question	2011 Average	2010 Average
Are presentations by Agency staff in WAC / TAC meetings and other public settings factual, relevant and informative?	4.29	3.78
When you submit a question to Agency staff by phone or email do you receive a prompt, informative and accurate response?	4.14	3.71
Do you receive adequate advanced notice about changes in system capacity, water quality, operational changes?	3.71	2.67
When you report a problem or complaint about an Agency service or program does the Agency act promptly to respond to your concern?	3.83	3.25
Are written communications from the Agency timely, informative and accurate?	3.71	3.29
Do you find the Agency's internet website to be a useful source of information about Agency news and activities?	4.00	3.17
Are Agency staff available to speak with you when you call and willing to meet with you when you ask them to?	4.43	4.14
Does the Agency provide information to you in a form that you can forward to your Board and Council members so that they are adequately informed of current water supply issues?	4.00	3.33
Does the Agency keep you informed on a regular basis about its long term strategy for future water supply and any anticipated water supply restrictions, water quality threats or unplanned cost increases?	3.57	3.00

OVERALL AVERAGE SCORE

3.90

3.42

Note: "Always" = 5, "Most of the time" = 4, "Sometimes" = 3, "Rarely" = 2, "Never" = 1, "Don't Know/Skips" = Null