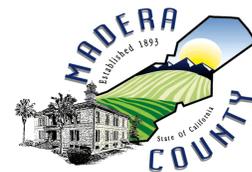


Utilities Special Committee Meeting
Survey Results
March 8, 2013



Outline

- Survey Results
 - Online Survey
 - Dial-in Phone Survey
- County Services
- Fiscal Services
- Service Charge Increases
- Outsourcing



Survey Results

The County has approximately 5,700 utility customer.

- Online Survey
 - 380 Responses
- Dial-in Phone Survey
 - 50 Responses
- Approximately 7.5% participation

Survey Results



4. What service(s) does the County provide in your District?

		Response Percent	Response Count
Water		72.6%	276
Sewer		33.9%	129
Lighting		5.0%	19
Storm Drainage		13.7%	52
Landscaping & Irrigation for parks and landscape strips		0.8%	3
Not Sure		11.1%	42
		answered question	380
		skipped question	50



Survey Results

Summary of Utility Services Provided

- 30 Districts with Water Services
- 17 Districts with Sewer Services
- 2 Districts with Storm Drainage Services
- 8 Districts with Street Lighting Services
- 1 District with L&I services

Conclusion: Majority of the districts provide water services.

Survey Results

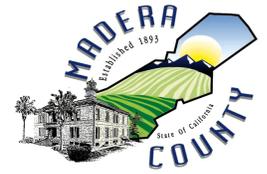


5. How professional are County staff in dealing with the sewer and water needs in your district?

Very professional	Moderately professional	Slightly un-professional	Not at all professional	Not Sure	Rating Average	Rating Count
47.0% (173)	21.7% (80)	4.9% (18)	3.5% (13)	22.8% (84)	5.30	368
answered question						368
skipped question						62

Conclusion: approximately 69% of the customers agree that County staff are professional.

Survey Results



6. How knowledgeable are County staff about the sewer and/or water system in your district?

Very knowledgeable	Moderately knowledgeable	Slightly unknowledgeable	Not at all knowledgeable	Not Sure	Rating Average	Rating Count
45.0% (165)	21.8% (80)	5.4% (20)	2.5% (9)	25.3% (93)	5.15	367
					answered question	367
					skipped question	63

Conclusion: approximately 67% of the customers agree that County staff are knowledgeable.

Survey Results



7. How responsive are County staff in dealing with the sewer and water needs in your district?

Very responsive	Moderately responsive	Slightly un-responsive	Not at all Responsive	Not Sure	Rating Average	Rating Count
45.9% (169)	22.6% (83)	7.1% (26)	5.2% (19)	19.3% (71)	5.36	368
answered question						368
skipped question						62

Conclusion: approximately 69% of the customers agree that County staff are knowledgeable.



Survey Results

8. If the County provides water service for you, in the last 12 months have you received a notice to boil your water from the County?

		Response Percent	Response Count
Yes		4.9%	18
No		66.0%	241
Not Sure		9.6%	35
Not Applicable – No water service		19.5%	71
		answered question	365
		skipped question	65

Conclusion: approximately 66% of the customers don't have water quality issues.

Survey Results



Facts:

- 10 Special Districts have water quality issues that exceed MCLs in both Primary and Secondary Drinking Water Standards.
- 12 Special Districts have water quality issues that exceed MCLs only in Secondary Drinking Water Standards.
- 8 Special Districts do not exceed Primary and Secondary Drinking Water Standards.
- 87% of customers have water quality issues that exceed MCLs either Primary or Secondary Drinking Water Standards.

District	Name	Number of Connections		Water	Water Quality					
		Existing	Ultimate		Exceed Primary & Secondary MCLs	# customers	Exceed Secondary MCLs ONLY	# customers	Do Not Exceed MCLs	# customers
MD-1	Hidden Lakes	46	208	X	1	46				
MD-5	Mountain Lakes	23	50	X					1	23
MD-6	Lake Shore	46	50	X	1	46				
MD-7	Marina View	76	92	X	1	76				
MD-8A	North Fork	155	200	X	1	155				
MD-10A	Madera Ranchos	900	1000	X			1	900		
MD-19A	Parkwood	263	263	X			1	263		
MD-19B	Parkwood	346	346	X			1	346		
MD-24	Teaford Meadows	62	72	X					1	62
MD-28	Ripperdan	16	16	X					1	16
MD-33	Fairmead	168	237	X					1	168
MD-36	Eastin Arcola	20	22	X			1	20		
MD-37	La Vina	172	174	X					1	172
MD-40	Sunset Ridge	26	31	X			1	26		
MD-42	Still Meadow	34	37	X	1	34				
MD-43	Miami Creek Knolls	27	27	X	1	27				
MD-46	Ahwahnee	94	110	X	1	94				
MD-58	Sierra Highlands	25	32	X			1	25		
MD-60	Dillon Estates	37	38	X			1	37		
MD-63A	Coarsegold South	43	101	X			1	43		
MD-73A	Quartz Mountain	120	139	X			1	120		
MD-85	Valeta	19	20	X					1	19
MD-95	Continental Estates	26	29	X	1	26				
CSA-01	Indian Lakes	457	520	X			1	457		
CSA-02B/C	Wishon Cove	32	36	X					1	32
CSA-03	Parksdale	510	556	X			1	510		
CSA-3B	Parksdale	51	128	X			1	51		
CSA-14	Chuckchase	32	32	X					1	32
CSA-16	Sumner Hill	34	49	X	1	34				
CSA-19	Rolling Hills	327	360	X	1	327				
					10	865	12	2798	8	524
						20.66%		66.83%		12.51%



Survey Results

9. Overall how satisfied are you with County staff and services in dealing with the sewer and water needs in your district?

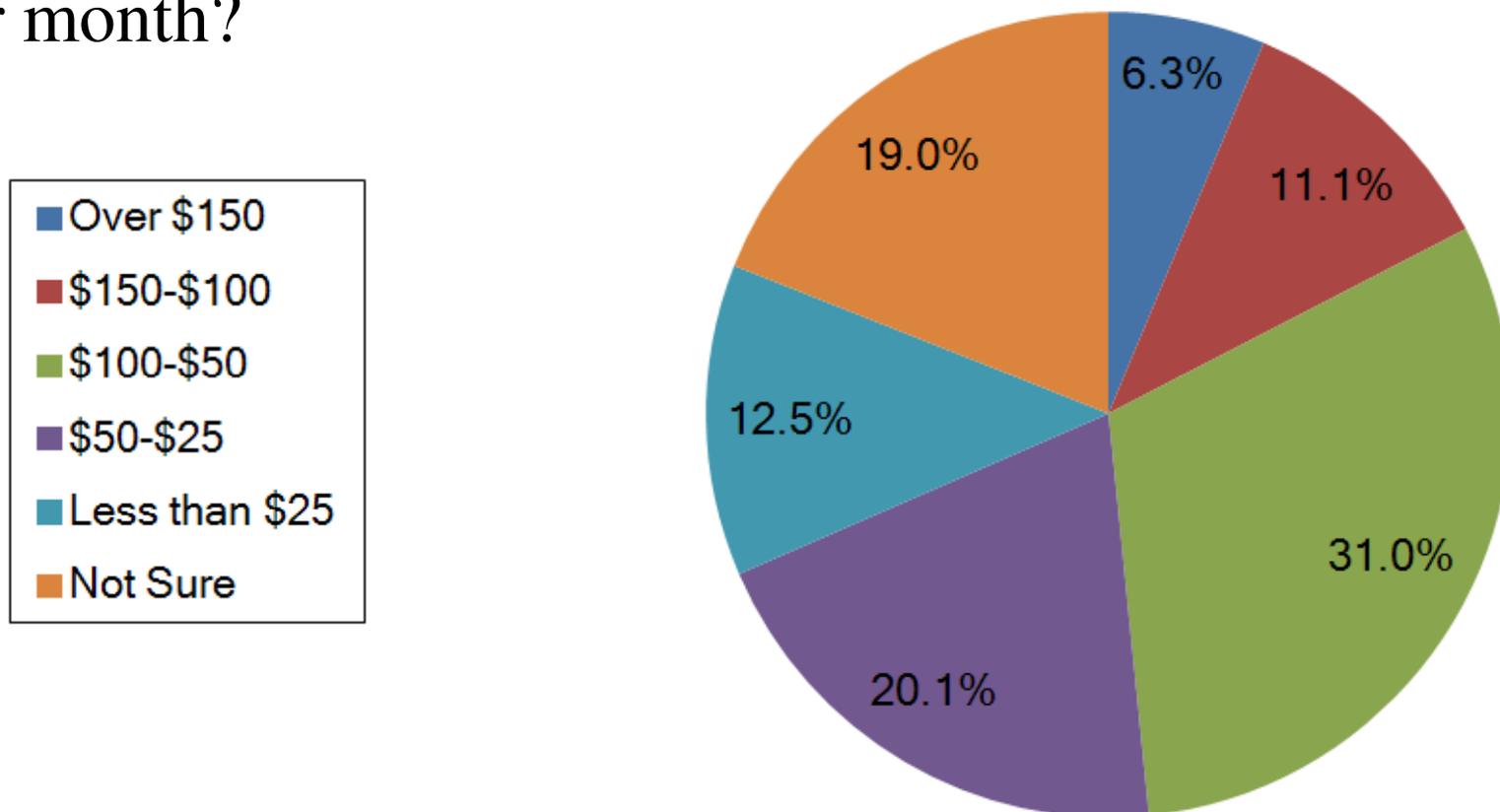
Very satisfied	Moderately satisfied	Slightly un-satisfied	Not at all satisfied	Not Sure	Rating Average	Rating Count
51.2% (188)	20.2% (74)	8.2% (30)	7.9% (29)	12.5% (46)	4.92	367
answered question						367
skipped question						63

Conclusion: approximately **71%** of the customers are satisfied with County services.



Survey Results

10. On average how much do pay for County services per month?



Conclusion: approximately 63.6% of the customers that responded pay less than \$100 per month for County services.



Survey Results

Facts:

- 26 Special Districts that pay less than \$100 per month for County utility services.
- Approximately 5300 (92%) customers pay less than \$100 per month for County utility services.
- Approximately 3,860 (67%) customers pay less than \$50 per month for County utility services.



Survey Results

11. Do you think the County's service charge to operate and maintain your sewer and/or water system are reasonable?

Very reasonable	Moderately reasonable	Slightly un-reasonable	Not at all reasonable	Not Sure	Rating Average	Rating Count
33.6% (121)	35.6% (128)	11.4% (41)	8.6% (31)	10.8% (39)	5.36	360
answered question						360
skipped question						70

Conclusion: approximately 69% of the customers agree that the service charges are reasonable.

Survey Results



12. Did you know that the County can only use revenues collected from rate payers in your District to fund operations, maintenance, repairs and improvements to the facilities in your District?

		Response Percent	Response Count
Yes		74.4%	268
No		25.6%	92
		answered question	360
		skipped question	70

Conclusion: approximately 74.4% of the customers are aware of the fiscal restrictions.



Survey Results

13. How receptive are you to increasing the service charges if the water quality for your District was improved?

Very receptive	Moderately receptive	Slightly un-receptive	Not at all receptive	Not Sure/Not Applicable	Rating Average	Rating Count
10.4% (37)	31.4% (112)	14.6% (52)	26.6% (95)	17.1% (61)	3.56	357
answered question						357
skipped question						73

Conclusion: close split (41.8% - 41.2%) with no majority. Water Quality is not an issue for most customers.

Survey Results



14. How receptive are you to increasing the service charges to fund needed improvements or repairs to your system?

Very receptive	Moderately receptive	Slightly un-receptive	Not at all receptive	Not Sure	Rating Average	Rating Count
13.4% (48)	36.5% (131)	18.1% (65)	23.4% (84)	8.6% (31)	4.22	359
answered question						359
skipped question						71

Conclusion: approximately 49.9% customers are receptive.

Survey Results



15. Do you support spending your District funds to evaluate if a private company can operate and maintain the County's sewer and water system at a lower cost?

		Response Percent	Response Count
Yes		19.7%	71
No		60.0%	216
Not Sure		20.3%	73
		answered question	360
		skipped question	70

Conclusion: approximately 60% of the customers do not support spending District funds for an evaluation.



Survey Results

16. In an effort to reduce overall cost, how receptive are you to getting quotes from contractors/companies to operate and maintain the County's sewer and water system?

Very receptive	Moderately receptive	Slightly un-receptive	Not at all receptive	Not Sure	Rating Average	Rating Count
14.6% (52)	23.3% (83)	14.3% (51)	38.5% (137)	9.3% (33)	3.53	356
answered question						356
skipped question						74

Conclusion: approximately 52.8% of the customers (slight majority) are not receptive.



Survey Results

17. In an effort to reduce overall cost, how receptive are you to the County outsourcing some of the task and/or functions currently being performed by the County (such as billing & collections, and meter readings)?

Very receptive	Moderately receptive	Slightly un-receptive	Not at all receptive	Not Sure	Rating Average	Rating Count
20.7% (74)	26.6% (95)	13.7% (49)	29.1% (104)	9.8% (35)	4.10	357
answered question						357
skipped question						73

Conclusion: (47.3% - 42.8%) with no majority and 9.8% undecided.

Survey Results



18. Is there a citizens group in your District that works with County staff on addressing your sewer and/or water systems issues and needs?

		Response Percent	Response Count
Yes		58.3%	208
No		5.9%	21
Not Sure		35.9%	128
		answered question	357
		skipped question	73

Conclusion: approximately 58.3% of the customers that responded are aware of the oversight committees.



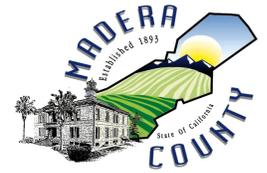
Survey Results

19. Would you be willing to participate in a citizens group to represent your districts in addressing your sewer and/or water systems issues and needs?

		Response Percent	Response Count
Yes		40.6%	145
No		31.1%	111
Not Sure		28.3%	101
		answered question	357
		skipped question	73

Conclusion: approximately 40.6% of the customers that responded are willing to participate or already participating in oversight committees.

County Services



	Very	Moderately	Slightly Un-	Not at all	Not Sure
Professional	47.0%	21.7%	4.9%	3.5%	22.8%
Knowledgeable	45.0%	21.8%	5.4%	2.5%	25.3%
Responsive	45.9%	22.6%	7.1%	5.2%	19.3%
Overall satisfied	51.2%	20.2%	8.2%	7.9%	12.5%

Conclusion: approximately 69% of customers (overwhelming majority) are satisfied with County services.

Approximately 11% of customers are not satisfied with County services.

Approximately 20% of customers are not sure.

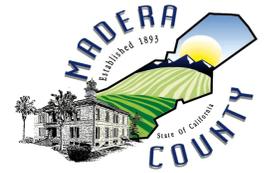
Fiscal Services



	>\$150	\$150-\$100	\$100-\$50	\$50-\$25	<\$25	Not Sure
Service Charges	6.3%	11.1%	31.0%	20.1%	12.5%	19.0%
	Very	Moderately	Slightly Un-	Not at all	Not Sure	
Reasonable	33.6%	35.6%	11.4%	8.6%	10.8%	

Conclusion: Majority of the customers agree that the County's service charges are reasonable.

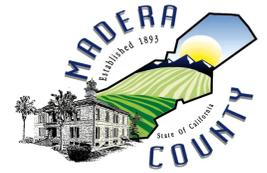
Service Charge Increases



				YES	NO
Revenues collected in District stays in District.				74.4%	25.6%
Receptive	Very	Moderately	Slightly Un-	Not at all	Not Sure
Water Quality	10.4%	31.4%	14.6%	26.6%	17.1%
Imp & Repairs	13.4%	36.5%	18.1%	23.4%	8.6%

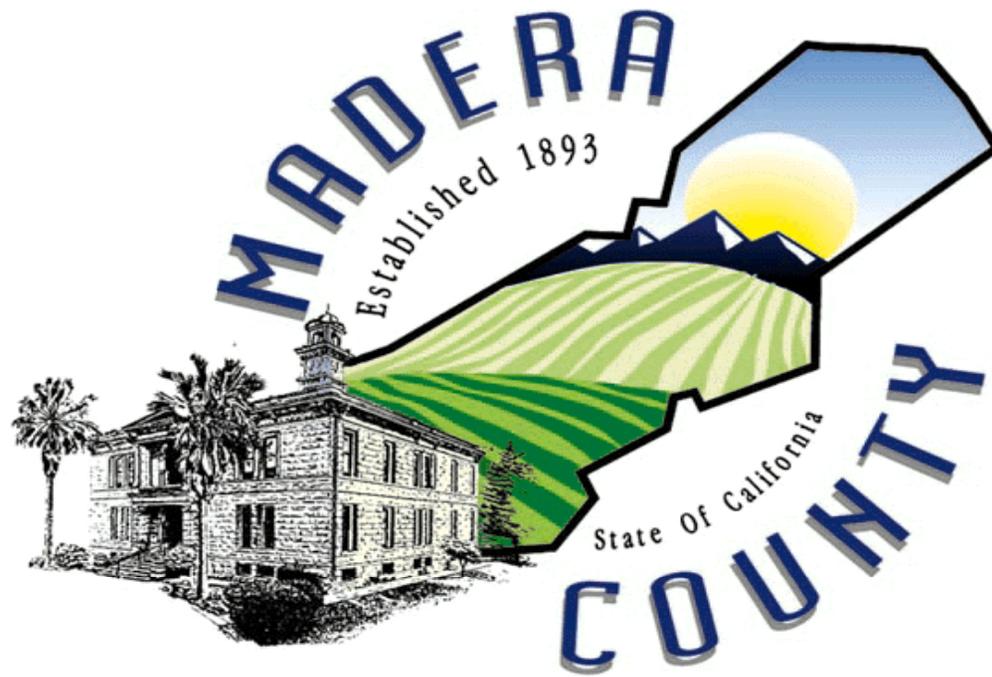
Conclusion: Majority of the customers that responded are aware that revenues collected in their district are spent within their district. Close split 50/50 on increasing rates to improve water quality and for system repairs/improvements.

Outsourcing



			YES	NO	Not Sure
Support spending District funds for evaluation to outsource			19.7%	60.0%	20.3%
Receptive	Very	Moderately	Slightly Un-	Not at all	Not Sure
O&M (ALL)	14.6%	23.3%	14.3%	38.5%	9.3%
Portions	20.7%	26.6%	13.7%	29.1%	9.8%

Conclusion: Majority of customers do not support paying for evaluation. Close split on outsourcing O&M , and portion of County tasks. Customers are still interested in the County's ability to reduce its overall cost.



Special Districts Questions?