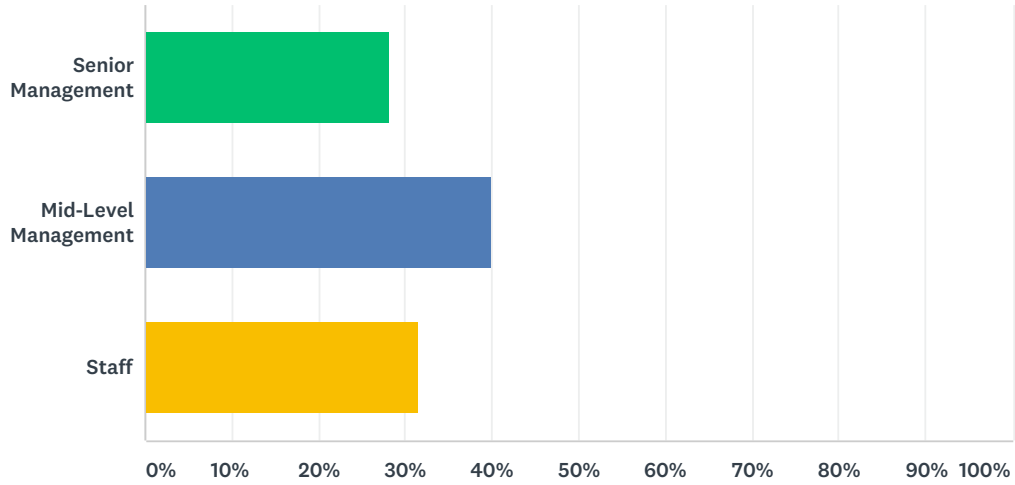


## Q1 Thank you for responding to the survey: What role do you play at your agency?

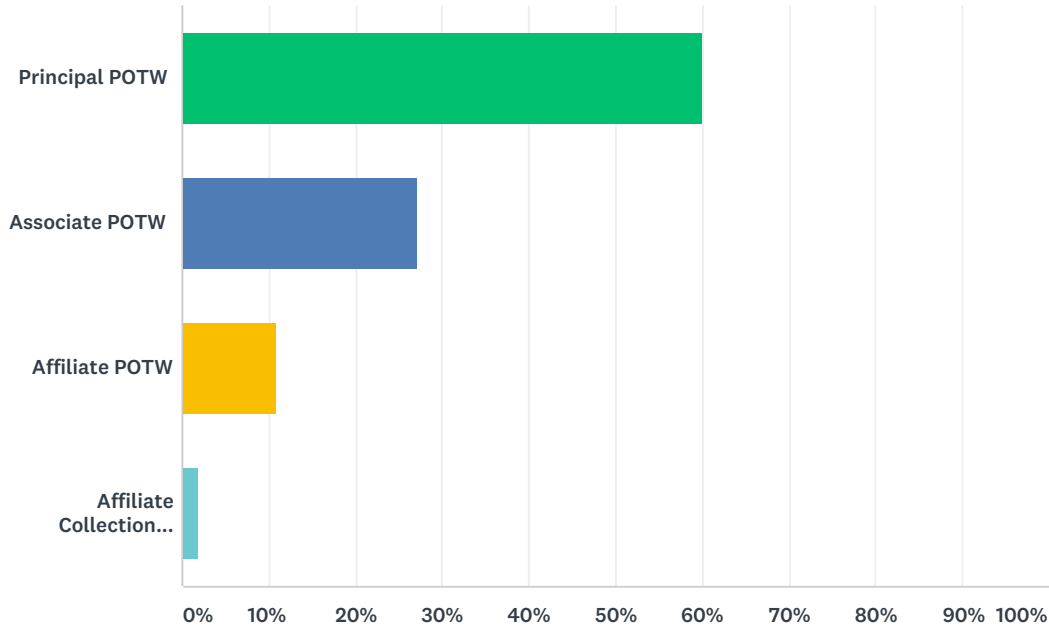
Answered: 60 Skipped: 0



ANSWER CHOICES	RESPONSES	
Senior Management	28.33%	17
Mid-Level Management	40.00%	24
Staff	31.67%	19
TOTAL		60

## Q2 What type of BACWA Member is your agency?

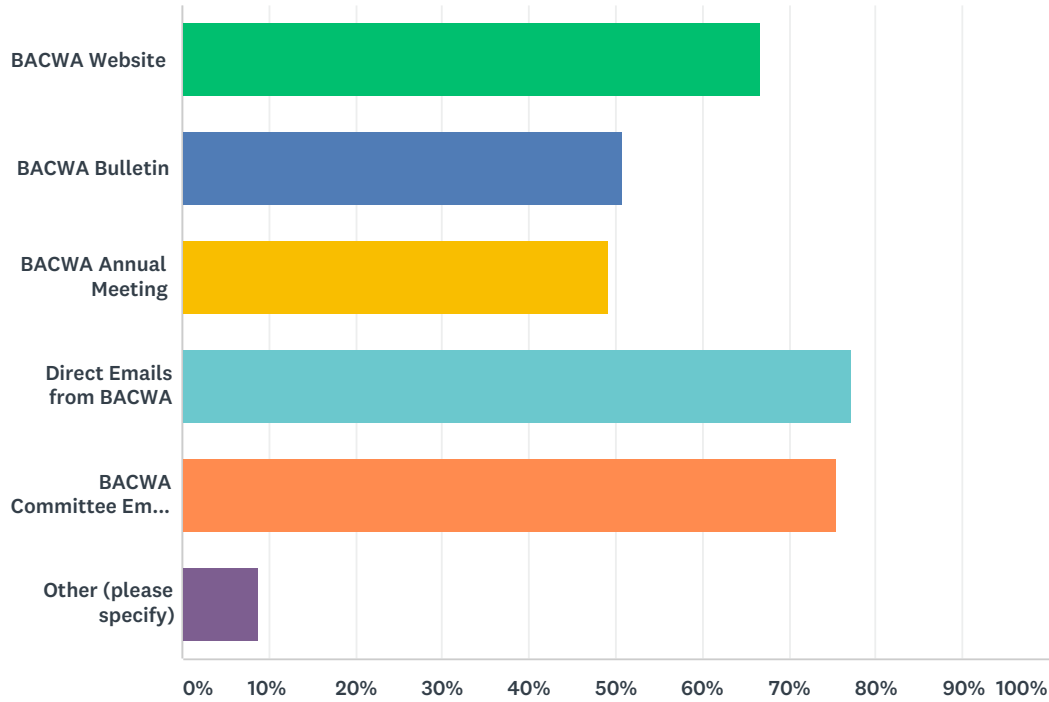
Answered: 55 Skipped: 5



ANSWER CHOICES	RESPONSES	
Principal POTW	60.00%	33
Associate POTW	27.27%	15
Affiliate POTW	10.91%	6
Affiliate Collection System	1.82%	1
TOTAL		55

### Q3 How do you access information from BACWA (click all that apply)

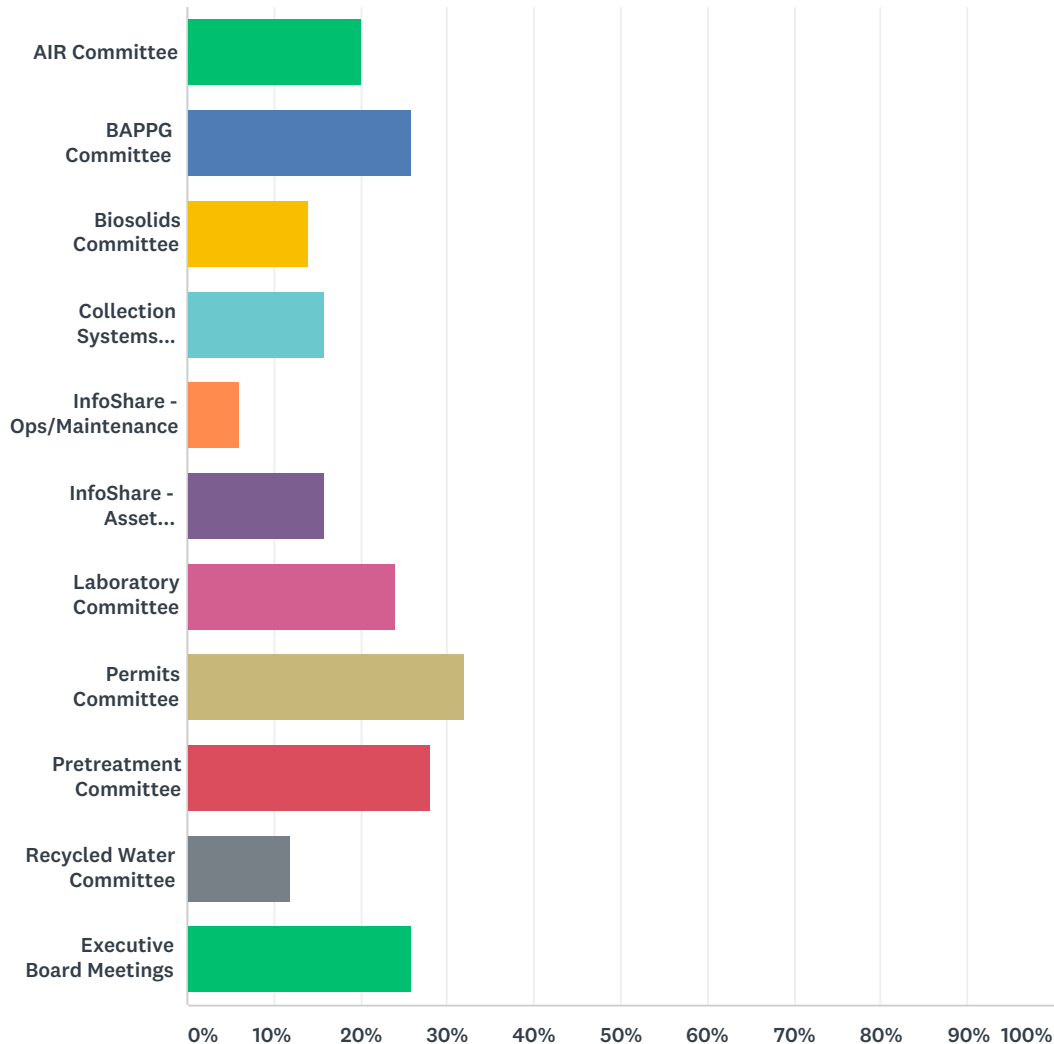
Answered: 57 Skipped: 3



ANSWER CHOICES	RESPONSES	
BACWA Website	66.67%	38
BACWA Bulletin	50.88%	29
BACWA Annual Meeting	49.12%	28
Direct Emails from BACWA	77.19%	44
BACWA Committee Email Lists	75.44%	43
Other (please specify)	8.77%	5
Total Respondents: 57		

## Q4 Do you attend any BACWA Committee meetings or Executive Board Meetings? Click all that apply.

Answered: 50 Skipped: 10



ANSWER CHOICES	RESPONSES	
AIR Committee	20.00%	10
BAPPG Committee	26.00%	13
Biosolids Committee	14.00%	7
Collection Systems Committee	16.00%	8
InfoShare - Ops/Maintenance	6.00%	3
InfoShare - Asset Management	16.00%	8
Laboratory Committee	24.00%	12
Permits Committee	32.00%	16
Pretreatment Committee	28.00%	14

## BACWA Membership Satisfaction Survey

Recycled Water Committee	12.00%	6
Executive Board Meetings	26.00%	13
Total Respondents: 50		

## Q5 Do you have any suggestions for improving Committee or Executive Board Meetings?

Answered: 31   Skipped: 29

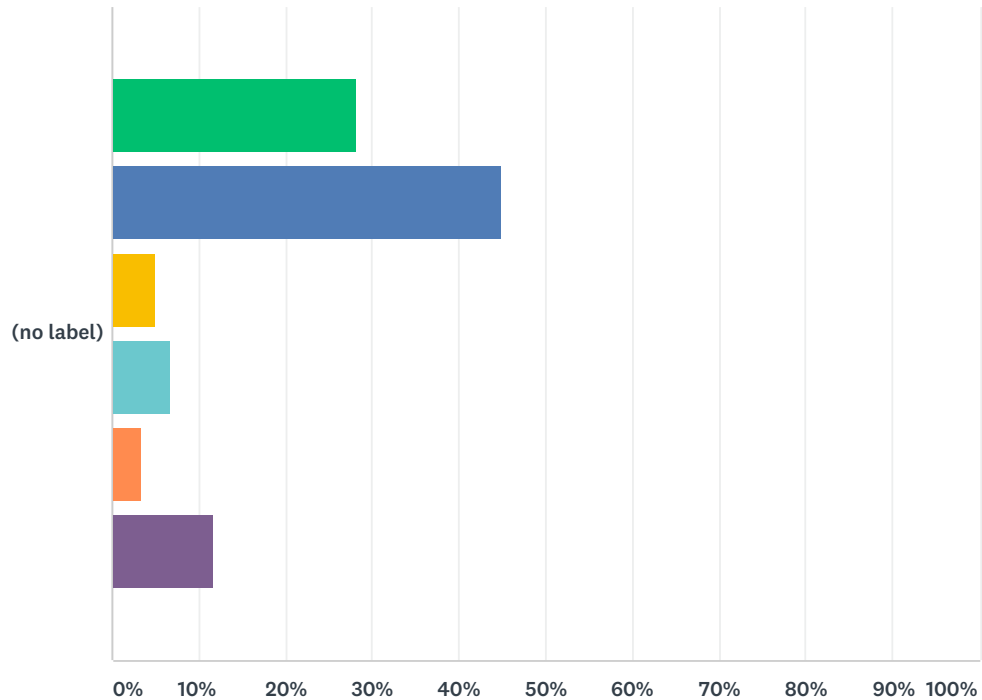
#	RESPONSES	DATE
1	Try to save time specifically allotted for questions when having outside speakers give presentations so they aren't interrupted too frequently	1/16/2018 3:37 PM
2	No. Great organization/leadership/staff.	1/3/2018 1:39 PM
3	nope	12/18/2017 12:52 PM
4	none at this time	12/15/2017 8:24 AM
5	Keep the emails coming.	12/15/2017 6:09 AM
6	No thanks	12/14/2017 10:12 PM
7	None at this time. the meetings are very good and informational	12/14/2017 9:44 AM
8	Being able to phone in to Committee meetings is great, but a webcast would be even better.	12/14/2017 8:43 AM
9	No	12/13/2017 8:14 AM
10	No	12/13/2017 7:54 AM
11	It would be helpful if the collection system committee meetings could be accessed via phone conferencing	12/13/2017 7:46 AM
12	Update website routinely and more timely with Committee meetings, minutes, and agendas. Some committees don't send out calendar appointments (e.g., through Outlook) so keeping track of upcoming meetings relies on emails and can be difficult.	12/13/2017 7:40 AM
13	Options to attend meetings via webcam etc. commute is getting harder I do not want to miss meetings but would like to have that option of listening and participating without the drive in.	12/12/2017 4:20 PM
14	no	12/12/2017 4:19 PM
15	Permits is very good, no suggestions	12/12/2017 4:01 PM
16	No	12/12/2017 3:32 PM
17	Not at this time	12/12/2017 2:12 PM
18	n/a	12/12/2017 1:14 PM
19	none	12/12/2017 1:00 PM
20	none	12/12/2017 12:56 PM
21	No	12/12/2017 12:56 PM
22	Team building/networking games!	12/12/2017 12:51 PM
23	Can we look into getting contact hours (CWEA) for attending meetings. This might give incentive to attend more often and justify sending more staff members to the meetings.	12/6/2017 10:09 AM
24	No suggestions currently	12/5/2017 8:37 AM
25	Would prefer a location that is easier to get to by vehicle and has better parking	12/4/2017 5:42 PM
26	It would be great if Executive Board meetings were held on Monday - Thursday. Also, for Permits Committee and Executive Board meetings, it would be good to have a meeting space other than the library at EBMUD's treatment plant. That room is cramped and has no cellular data reception nor WiFi available.	11/29/2017 11:27 AM
27	no	11/29/2017 6:55 AM
28	Manage agenda on time	11/28/2017 1:12 PM

## BACWA Membership Satisfaction Survey

29	Better telecommunications for some of the committee meetings.	11/28/2017 1:04 PM
30	Since I'm typically too busy to attend BACWA Committee meetings, it would be helpful if the minutes for those meetings came out promptly after the Committee meeting, rather than (much later) in time for the BACWA Board packet. Often times, deadlines for Committee action items have passed by that time.	11/28/2017 1:00 PM
31	No	11/28/2017 11:55 AM

## Q6 Please rate how easy it is to access information on the BACWA.org website?

Answered: 60 Skipped: 0



■ Information is easy to find 
 ■ Mostly easy 
 ■ OK 
 ■ Somewhat difficult 
 ■ Information is difficult to find 
 ■ N/A

	INFORMATION IS EASY TO FIND	MOSTLY EASY	OK	SOMEWHAT DIFFICULT	INFORMATION IS DIFFICULT TO FIND	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	28.33%	45.00%	5.00%	6.67%	3.33%	11.67%	60	2.00
	17	27	3	4	2	7		



## Q7 Do you have any suggestions for improving the BACWA website?

Answered: 29   Skipped: 31

#	RESPONSES	DATE
1	I use the regulatory update matrix. I appreciate the 2X updates. I would not want the frequency to be reduced. My bias is towards 3-4X per year.	1/3/2018 1:39 PM
2	It would be helpful if the calendars were updated frequently and all meetings on the calendar had the complete address of where the meeting was to be held, along with any other useful items like: where to park, nearest public transit station etc. Example: the preferred place to park would be the garage on 6th street, located only two blocks away. The 6th street BART station will put you only two blocks away.	12/18/2017 12:52 PM
3	can't say	12/15/2017 8:24 AM
4	Be easy to navigate so far	12/15/2017 6:09 AM
5	Make it more user friendly	12/14/2017 10:12 PM
6	none at this time.	12/14/2017 9:44 AM
7	No.	12/14/2017 8:43 AM
8	No	12/13/2017 8:14 AM
9	No	12/13/2017 7:54 AM
10	Have not used the website	12/12/2017 5:00 PM
11	No	12/12/2017 4:20 PM
12	no	12/12/2017 4:19 PM
13	No	12/12/2017 4:01 PM
14	No	12/12/2017 3:32 PM
15	Not at this time	12/12/2017 2:12 PM
16	It has been straight forward for my needs.	12/12/2017 1:14 PM
17	its good	12/12/2017 1:00 PM
18	none	12/12/2017 12:56 PM
19	Keep it updated.	12/12/2017 12:56 PM
20	none	12/6/2017 10:09 AM
21	No	12/5/2017 8:37 AM
22	none	12/4/2017 5:42 PM
23	Not at this time.	11/29/2017 11:27 AM
24	no	11/29/2017 6:55 AM
25	Perhaps some info/document sharing on the website would be nice - minimizing the need for reinventing the wheel, so to speak.	11/28/2017 2:56 PM
26	no	11/28/2017 1:12 PM
27	none	11/28/2017 1:04 PM
28	No	11/28/2017 11:55 AM
29	It's a matter of balancing sensitive information versus sharing. I think meeting presentations and discussion summaries are helpful but not in the minutes format. Bulletin is most valuable	11/28/2017 11:52 AM

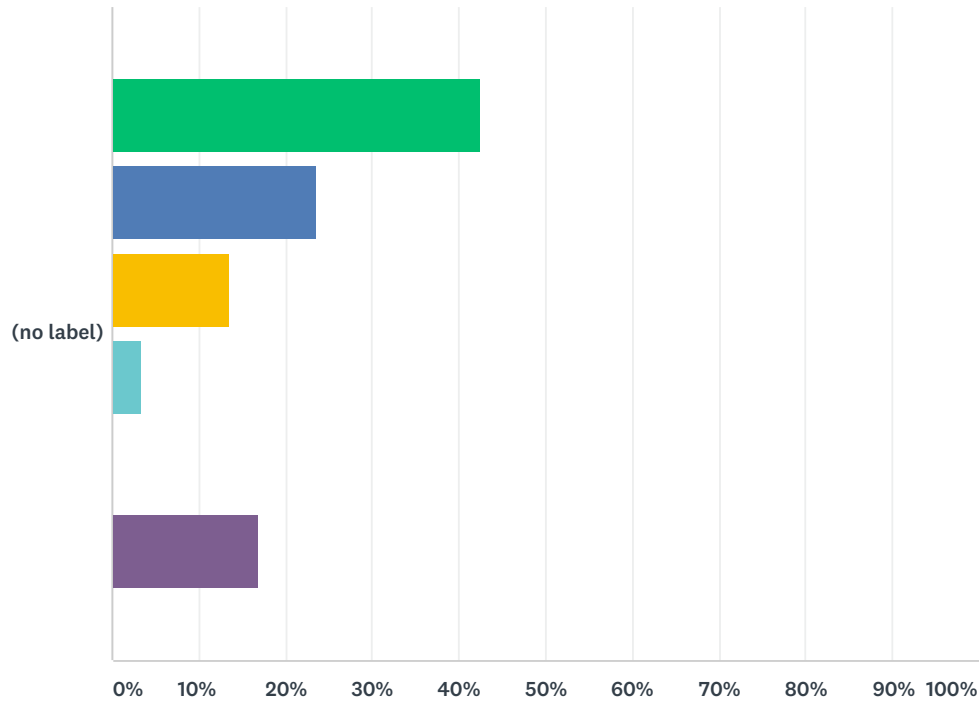
## Q8 How can BACWA encourage participation by Associate & Affiliate Members?

Answered: 25 Skipped: 35

#	RESPONSES	DATE
1	I think there already is a sufficient amount of outreach through the bulletin, committee meetings, annual meeting, permit strategy group, etc.	1/16/2018 3:37 PM
2	No opinion	1/3/2018 1:39 PM
3	Ask existing members to reach out to the others	12/15/2017 8:24 AM
4	More events	12/15/2017 6:09 AM
5	Keep providing good trainings like they do.	12/14/2017 9:44 AM
6	I find the Committee meetings to be very valuable, but attending all I would like to is a big time commitment. This is why I suggest meeting webcasts, or possibly just recordings we could access later. Also, I wish we had a portal on BACWA.org for each committee that we could use for posting questions and having conversations. Using Yahoo groups is somewhat cumbersome, and it would be very helpful to have access to past conversations from multiple committees in one place.	12/14/2017 8:43 AM
7	College outreach	12/13/2017 7:54 AM
8	More networking opportunities fun activities-start a page with photos of members a who's who in BACWA sort of like a facebook group etc.	12/12/2017 4:20 PM
9	I imagine its hard for smaller agencies to attend so many committee meetings. Maybe a committee for smaller agencies that covers all relevant topics (e.g Air, Biosolids, Permits, etc.) supported by BACWA staff would be helpful to them.	12/12/2017 4:19 PM
10	Be more responsive to their problems/needs.	12/12/2017 4:01 PM
11	Smaller Fees	12/12/2017 3:32 PM
12	Stay better connected	12/12/2017 2:12 PM
13	Emails with agendas for meetings to the members.	12/12/2017 1:14 PM
14	contact them	12/12/2017 1:00 PM
15	keep getting the word out	12/12/2017 12:56 PM
16	More email notifications?	12/12/2017 12:56 PM
17	More visuals at meetings. Lots of talking can get dry. We need something to look at.	12/12/2017 12:51 PM
18	Keeping each committee membership group aware of the related topics that concern the BACWA organization to be discussed at each meeting.	12/5/2017 8:37 AM
19	Holding meetings at times and locations that make it easier for people to attend, and providing conference call opportunities for as many meetings as possible.	11/29/2017 11:27 AM
20	emails on committee meetings and agendas, surveys on issues of concern	11/29/2017 6:55 AM
21	Contact agencies who are not participating, ask about their need, invite them to attend, recognize them when they do, follow up after they participate and invite them to continue.	11/28/2017 2:23 PM
22	make specific suggestions/requests	11/28/2017 1:12 PM
23	Provide them a voice on the BACWA Board.	11/28/2017 1:04 PM
24	No	11/28/2017 11:55 AM
25	Have specific site visits by region with key BACWA staff to get regional players and Plant managers together for issues perhaps. Agencies with staff capacity or issues that impact them I believe already participate well	11/28/2017 11:52 AM

## Q9 Please rate how satisfied you are with how BACWA has communicated with its members about the Nutrient Watershed Permit?

Answered: 59 Skipped: 1



■ Very satisfied 
 ■ Mostly satisfied 
 ■ OK 
 ■ Mostly unsatisfied 
 ■ Very unsatisfied 
 ■ N/A

	VERY SATISFIED	MOSTLY SATISFIED	OK	MOSTLY UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	42.37% 25	23.73% 14	13.56% 8	3.39% 2	0.00% 0	16.95% 10	59	1.73

## Q10 What issue(s) would you like to see addressed that are not currently being covered by BACWA?

Answered: 27    Skipped: 33

ANSWER CHOICES	RESPONSES	
Issue 1	100.00%	27
Issue 2	25.93%	7
Issue 3	11.11%	3
Issue 4	7.41%	2

#	ISSUE 1	DATE
1	Help/guidance with HRA's for air issues. What are best practices?	1/3/2018 1:39 PM
2	new regulations	12/15/2017 8:24 AM
3	Everything is great as of now	12/15/2017 6:09 AM
4	End use reasearch for Biosolids	12/14/2017 10:12 PM
5	Total Residual Chlorine monitoring (though this has recently come up)	12/14/2017 8:43 AM
6	Asset Managment	12/13/2017 7:54 AM
7	Sampling training	12/12/2017 4:48 PM
8	traffic/new opportunities to call in/skype etc.	12/12/2017 4:20 PM
9	More educational opportunities / seminars	12/12/2017 4:19 PM
10	removing 0.0 mg/l chlorine discharge limits	12/12/2017 4:01 PM
11	Workforce retention and recruitment	12/12/2017 3:32 PM
12	None at this time	12/12/2017 2:12 PM
13	Reliability Center Maintenance	12/12/2017 1:14 PM
14	wetlands restoration/construction for treatment	12/12/2017 1:13 PM
15	fiscal issues	12/12/2017 1:00 PM
16	none	12/12/2017 12:56 PM
17	No	12/12/2017 12:56 PM
18	proper electronic record keeping for pretreatment programs	12/12/2017 12:51 PM
19	ethics	12/12/2017 12:49 PM
20	Sharing of Monitoring Data on different sources: Breweries, Distilleries, others	12/12/2017 12:41 PM
21	No current suggestions	12/5/2017 8:37 AM
22	No suggestions at this time	11/29/2017 11:27 AM
23	Work with CASA and BABC on the biosolids mgmt issues resulting from SB1383	11/29/2017 8:57 AM
24	energy efficiency and net energy production	11/28/2017 1:12 PM
25	More participation and support with upcoming Biosolids issues.	11/28/2017 1:04 PM
26	Biogas production limited by BAAQMD Rules	11/28/2017 11:55 AM
27	Engineering projects/capital investments info sharing	11/28/2017 11:52 AM
#	ISSUE 2	DATE

## BACWA Membership Satisfaction Survey

1	Capital Project managment	12/13/2017 7:54 AM
2	Asset Tagging Standards	12/12/2017 1:14 PM
3	indirect discharges through wetlands/marshlands	12/12/2017 1:13 PM
4	responding to corruption	12/12/2017 12:49 PM
5	innovative technologies	11/28/2017 1:12 PM
6	Biogas production encouraged by landfill diversion rule	11/28/2017 11:55 AM
7	More engagement with Air issues	11/28/2017 11:52 AM
<b>#</b>	<b>ISSUE 3</b>	<b>DATE</b>
1	Addressing sea level rise	12/13/2017 7:54 AM
2	ISO Work Plans for Preventive Maintenance	12/12/2017 1:14 PM
3	wetlands enhancements for climate adaptation	12/12/2017 1:13 PM
<b>#</b>	<b>ISSUE 4</b>	<b>DATE</b>
1	Best Practices - Key Performance Indicators	12/12/2017 1:14 PM
2	investment in purple pipe infrastructure to ramp up water recycling	12/12/2017 1:13 PM

## Q11 Over the last 2 years has BACWA taken a direction or position that you have been dissatisfied with?

Answered: 36 Skipped: 24

#	RESPONSES	DATE
1	No	1/16/2018 3:37 PM
2	No	1/3/2018 1:39 PM
3	nope	12/18/2017 12:52 PM
4	none that comes to mind	12/15/2017 8:24 AM
5	No, BACWA keeps us up to date on regulations and rules which is fantastic. Helps out tremendously	12/15/2017 6:09 AM
6	No	12/14/2017 10:12 PM
7	none	12/14/2017 9:44 AM
8	No.	12/14/2017 8:43 AM
9	Yes	12/13/2017 8:14 AM
10	No	12/13/2017 7:54 AM
11	No	12/12/2017 4:20 PM
12	Yes, but nothing major. It is a challenge to please everyone and BACWA should continue to pursue the greatest help for the greatest number of agencies and not get caught up in peoples personal crusades.	12/12/2017 4:19 PM
13	yes	12/12/2017 4:01 PM
14	No	12/12/2017 3:32 PM
15	No	12/12/2017 2:12 PM
16	No	12/12/2017 2:12 PM
17	no	12/12/2017 1:27 PM
18	Satisfied	12/12/2017 1:26 PM
19	n/a	12/12/2017 1:14 PM
20	none	12/12/2017 1:00 PM
21	no	12/12/2017 12:56 PM
22	No	12/12/2017 12:56 PM
23	No	12/12/2017 12:41 PM
24	no	12/6/2017 10:09 AM
25	no	12/6/2017 7:45 AM
26	No	12/5/2017 8:37 AM
27	no	12/4/2017 5:42 PM
28	No	11/29/2017 11:27 AM
29	None	11/29/2017 8:57 AM
30	no	11/29/2017 6:55 AM
31	No	11/28/2017 2:56 PM
32	No	11/28/2017 2:23 PM

## BACWA Membership Satisfaction Survey

33	no	11/28/2017 1:12 PM
34	No	11/28/2017 1:04 PM
35	No	11/28/2017 1:00 PM
36	No	11/28/2017 11:55 AM

**Q12 If you would like BACWA to contact you to follow up on any of your replies, please give us your name and email address/phone.**

Answered: 7   Skipped: 53