

## Small Public Water Systems Technical Needs Assessment

- 1) What is your position?  
 " Water Utility Manager  
 " Water Utility Operator (Operator Classification \_\_\_\_\_)  
 " Consultant  
 " Other (Please explain \_\_\_\_\_)
  
- 2) What is the source of your water supply? (check all that apply)  
 " Wells                      Number \_\_\_\_\_                      Approximate Depth \_\_\_\_\_ ft.  
 " Surface  
     " Reservoir            " Stream/River  
 " Both Surface and Groundwater  
 " Purchased
  
- 3) Please provide a brief description of the treatment processes used at your plant \_\_\_\_\_  
 \_\_\_\_\_
  
- 4) How many customers does your system serve?  
 " 0-500                      " 1501-3300  
 " 501-1500                      " more than 3300  
 Number of connections \_\_\_\_\_                      Employees (full-time equivalents) \_\_\_\_\_  
 Average daily water delivery \_\_\_\_\_ (gallons/day)
  
- 5) What do you envision as your most pressing issues over the next 10 years? (Please rank the following in order, with 1 being the highest need and 6 the least)  
 \_\_\_\_\_ Technology (selecting the best long term technical solutions to meet water treatment needs)  
 \_\_\_\_\_ Financial (structuring rates, developing adequate rate base for fiscal needs)  
 \_\_\_\_\_ Managerial (decisions on current technical, financial, and administrative issues, future planning)  
 \_\_\_\_\_ Regulatory (interpreting and complying with existing and new state and federal regulations)  
 \_\_\_\_\_ Infrastructure (maintaining/expanding existing infrastructure to meet current and future needs)  
 \_\_\_\_\_ Water Supply (securing an adequate supply of water for projected future needs)  
 \_\_\_\_\_ Other (Please explain \_\_\_\_\_)  
 \_\_\_\_\_
  
- 6) Which of the following water supply/water quality issues do you think small systems need more help in addressing? (1=critical, 2=important, 3=helpful, 4=little need, 5=not necessary)  
 1 2 3 4 5  
 " " " " " Corrosion Control (water plant and distribution mains)  
 " " " " " Corrosion Control (Lead and Copper Rule)  
 " " " " " Agrichemical Impacts on Water Supply & Quality (nitrate, phosphate)  
 " " " " " Agrichemical Impacts on Water Supply & Quality (pesticides)  
 " " " " " Arsenic in Groundwater  
 " " " " " Radionuclides in Groundwater  
 " " " " " Disinfectants/Disinfection Byproducts  
 " " " " " Total Coliform  
 " " " " " Microbiological Issues (other than coliform rule)  
 " " " " " Emergency Response Planning  
 " " " " " Organic Chemical Contamination/Treatment  
 " " " " " Inorganic Chemical Contamination/Treatment  
 " " " " " SCADA (Supervision Control And Data Acquisition) Systems  
 " " " " " Preparation of Consumer Confidence Reports  
 " " " " " Preparation of Water Conservation Plans  
 " " " " " Preparation of Source Water Protection Plans

7) What resources do you access for help regarding technical problems?  
 (1=frequently, 2=occasionally, 3=never) Do you access their Web Site? (if available)

1	2	3		Yes	No
"	"	"	U.S. EPA Headquarters Safe Drinking Water Administrator's Office	"	"
"	"	"	Regional U.S. EPA Office	"	"
"	"	"	State Drinking Water Program Headquarters	"	"
"	"	"	Regional State Drinking Water Program Office	"	"
"	"	"	National Drinking Water Clearinghouse	"	"
"	"	"	Rural Community Assistance Program	"	"
"	"	"	Rural Water Association	"	"
"	"	"	Rural Utilities Service (USDA)	"	"
"	"	"	Consulting Firms	"	"
"	"	"	American Water Works Association	"	"
"	"	"	Other Water Supply Managers/Operators	"	"
"	"	"	National Sanitation Foundation	"	"
"	"	"	Other Internet-based Resources Please list _____		
_____ )					
"	"	"	Other (Please list _____)		
"	"	"	Publications (Please list _____)		
_____ )					

8) What type of training/education do you think is most needed? (Please rank in order, with 1 being the highest need, and 8 the least)

- \_\_\_\_\_ Specific Treatment Processes (e.g., coagulation, disinfection, etc.)
- \_\_\_\_\_ Laboratory Procedures
- \_\_\_\_\_ Water Treatment Plant Operating Procedures (developing operating manuals, calculations, etc.)
- \_\_\_\_\_ Federal Water Regulations (interpretation and implementation)
- \_\_\_\_\_ Managerial and Financial Capacity Development (assessment and benchmarking tools)
- \_\_\_\_\_ Technology (evaluation and selection of best technology to meet system needs)
- \_\_\_\_\_ Emergency Planning
- \_\_\_\_\_ Computer Software (understanding/using available software tools for utility system operation and management)
- \_\_\_\_\_ Distribution System Maintenance
- \_\_\_\_\_ Other (Please explain \_\_\_\_\_)

9) Which of the following types of training would you be most inclined to utilize?  
 (1=very likely, 2= likely, 3=unlikely)

1	2	3	
"	"	"	Regional workshop/conference
"	"	"	Long-distance learning (utilizing local community college or other public facility)
"	"	"	Home-study course (written)
"	"	"	Home-study course (electronic/CD)
"	"	"	Home-study course (videos)
"	"	"	Internet-based educational material

10) Do you have access to the following resources? (L/S = library or school)

Home Work	L/S	None		Home Work	L/S	None	
"	"	"	Fax Machine	"	"	"	email
"	"	"	Computer	"	"	"	Internet

11) MTAC and the other Technology Assistance Centers (TAC's) were established to provide technical assistance for Small Public Water Supplies and Native American Water Supplies. What type of assistance do you feel is of the most critical need to small systems that the TAC's can provide? \_\_\_\_\_

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