



## **Results of the Groundwater Well Assistance Program Survey-2024**

***\*\*All results are for individuals who responded to this survey\*\****

### **1. How individuals heard about the program:**

*(Please note; some individuals who responded to this survey answered this question with multiple methods of how they heard about this program so total will exceed 100%)*

8.3% from a District Event

8.3% from the newspaper

8.3% from emails from the District

16.7% from a friend or family member

16.7% from the District website

29% from District Staff

37.5% from other sources

### **2. Individuals contacted by District Staff prior to their well having issues:**

41.7% were contacted by District Staff prior to their well having issues

58.3% were not contacted by District Staff prior to their well having issues

### **3. How long it took to restore water in wells:**

For 45.8%, it took less than 1 day to restore water in their well.

For 8.3%, it took less than 2 days to restore water in their well.

For 12.5%, it took between 2 to 4 days to restore water in their well.

For 33.4%, it took longer than 4 days to restore water in their well.

### **4. Satisfaction with the process of receiving assistance under GWAP:**

66.7% were either satisfied or very satisfied with the process of receiving assistance under GWAP.

16.7% of individuals were very dissatisfied

*(Please note; not everyone who responded to this survey provided a response for this question)*

### **5. Satisfaction with the assistance provided by District Staff for GWAP:**

87.5% were either satisfied or very satisfied

12.5% were either very dissatisfied or dissatisfied

95.8% said they would recommend this program to others

4.2% said they would not recommend this program to others

6. Challenges noted during the process of receiving assistance through GWAP:

Length of time taken to restore water

Preference of driller to utilize

Need to involve lessor regarding a water lease

7. Changes and improvements recommended were as follows:

Keep owners informed of water levels and issues

Stop water from being sent out of the District

Faster initial response