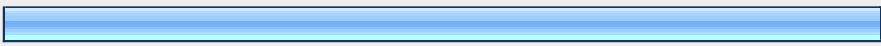


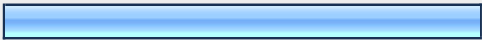



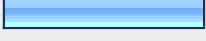



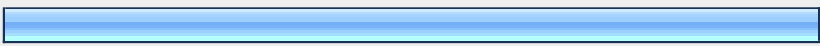
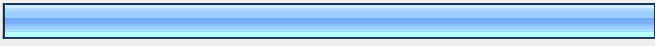
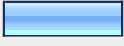

Oak Lodge Sanitary District Customer Survey

1. I am a:			
		Response Percent	Response Count
Residential customer of Oak Lodge Sanitary District		96.7%	1,130
Business customer		2.2%	26
Industrial customer		0.0%	0
Not a customer of the District		0.0%	0
Other:		1.0%	12
<i>answered question</i>			1,168
<i>skipped question</i>			5

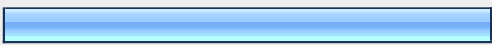
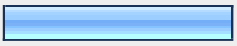
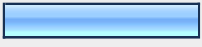
2. My home / business is in:			
		Response Percent	Response Count
Oak Grove		52.7%	605
Jennings Lodge		14.3%	164
Oatfield Ridge		5.3%	61
Gladstone		2.7%	31
Milwaukie		21.9%	252
Other:		3.1%	36
<i>answered question</i>			1,149
<i>skipped question</i>			24

3. I have been an Oak Lodge Sanitary District customer:			Response Percent	Response Count
1-2 years			9.0%	104
3-5 years			12.8%	149
6-10 years			13.8%	160
11-20 years			20.2%	235
More than 20 years			44.2%	514
Not a District customer			0.0%	0
			answered question	1,162
			skipped question	11

4. My interactions with the Oak Lodge Sanitary District include (check all that apply):			Response Percent	Response Count
Visited the office on River Rd.			50.3%	539
Contacted the office / staff			39.4%	422
Toured the treatment plant			3.0%	32
Served on a committee			2.1%	22
Attended a Board meeting			6.5%	70
Attended a presentation			6.0%	64
Read the newsletter			69.1%	741
Visited the website			8.7%	93
Other:			9.5%	102
			answered question	1,072
			skipped question	101

5. The District provides the following services:			
		Response Percent	Response Count
Wastewater (sewage) collection and treatment		90.1%	1,023
Stormwater management		71.8%	815
Not sure		12.9%	146
Other services:		6.0%	68
		<i>answered question</i>	1,135
		<i>skipped question</i>	38

6. To the best of your knowledge, where does your wastewater end up after it has been treated?		
		Response Count
		839
		<i>answered question</i>
		839
		<i>skipped question</i>
		334

7. During the past six months do you remember reading, seeing or hearing any information specifically about Oak Lodge Sanitary District?			
		Response Percent	Response Count
Yes		53.8%	594
No		25.0%	276
Not sure		21.3%	235
		<i>answered question</i>	1,105
		<i>skipped question</i>	68

Regarding: reading, seeing or hearing any information specifically about Oak Lodge Sanitary District

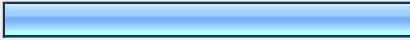
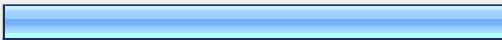
7a. Where did you read / see / hear the information?

		Response Count
		470
	<i>answered question</i>	470
	<i>skipped question</i>	703

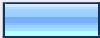
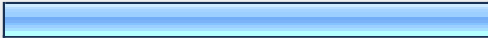
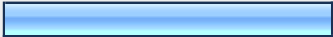
7b. Can you recall the topic(s)?

		Response Count
		315
	<i>answered question</i>	315
	<i>skipped question</i>	858








8. Do you know where the Oak Lodge Sanitary District's wastewater treatment facility is located?

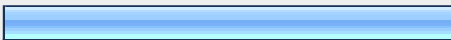


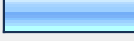
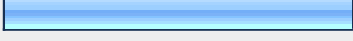
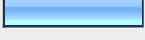


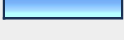
		Response Percent	Response Count
No / Not sure		44.8%	495
Yes (Location):		55.2%	611
	<i>answered question</i>		1,106
	<i>skipped question</i>		67

9. Are you aware of Oak Lodge Sanitary District's plan to upgrade the wastewater treatment facility?

		Response Percent	Response Count
Fully understand		10.3%	113
Some idea		53.5%	588
Little/no idea		36.2%	398
		answered question	1,099
		skipped question	74

10. The best way to keep me informed:



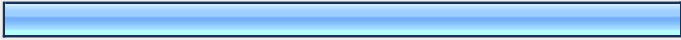


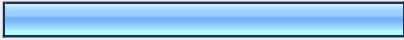

		Response Percent	Response Count
Newsletter		62.7%	690
Bill inserts		53.0%	583
Website		4.5%	50
E-mail		10.4%	115
Newspaper		14.1%	155
Radio		3.0%	33
Other:		2.3%	25
		answered question	1,101
		skipped question	72

11. I want to know more about:			Response Percent	Response Count
Water quality			49.5%	322
Wastewater system			39.9%	260
Stormwater management			43.9%	286
District operations			14.1%	92
Rates			38.2%	249
Bill paying options			15.1%	98
Board of Directors			4.1%	27
How to get involved			6.6%	43
Other (please specify)			12.9%	84
			answered question	651
			skipped question	522

12. Here is how I would rate the service I receive from Oak Lodge Sanitary District, on a scale of one (poor) to seven (excellent):										
	(Poor) 1	2	3	4	5	6	7 (Excellent)	Rating Average	Response Count	
OLSD Service	0.4% (4)	1.0% (11)	0.8% (9)	9.5% (101)	15.7% (167)	33.6% (357)	38.9% (413)	5.96	1,062	
									answered question	1,062
									skipped question	111

13. What else do you want to tell us?		Response Count
		367
		answered question
		367
		skipped question
		806

14. To enter the drawing, please provide your contact information:

		Response Percent	Response Count
Name:		99.8%	954
Address:		96.9%	926
City/Town:		74.8%	715
State:		93.6%	895
ZIP/Postal Code:		43.5%	416
Email Address:		43.9%	420
Phone Number:		91.2%	872
		<i>answered question</i>	956
		<i>skipped question</i>	217