

## WSAC Exit Interview Comments Overview

### **Question 9: For the criteria you selected as being most important, why was this criteria the most significant in your rating process?**

#### *Key Quotes:*

“This is about water, nothing else. effectiveness is the most important criteria.”

“A lot of the issues we face today are due to the lack of consideration for our environment; and having the knowledge we do now about the impact we make with our actions today for future generations it's a moral obligation to not repeat mistakes.”

“We need a realistic solution that can be implemented FAST”

Effectiveness, or one of the defining characteristics of effectiveness, was mentioned or alluded to in roughly 16 of the 62 comments, or roughly 26 percent of the time.

Practicability, or one of the defining characteristics of practicability, was mentioned or alluded to in 11 comments, or roughly 17 percent of the time. Environmental Benefits/ Impacts, or the one of the defining characteristics thereof, was mentioned 17 times, or roughly 27 percent of the time. Local economic benefits were mentioned indirectly, but were not listed as the most important criteria by any respondent directly.

It is clear from comments received that environmental impacts/benefits are extremely important to those who attended the convention, and are seen as the most important factor by a significant portion of those who participated in the exit interview. However, effectiveness and practicability are also listed as being the most important by a significant number of those participated. While respondents were generally conscience of the need to balance all of these criteria, the ability to provide water in way that does not significantly impact the environment is the prevailing sentiment of aggregate comments for this question.

### **Question 10: Can you elaborate more on how you balanced the competing needs of multiple criteria?**

#### *Key Quotes:*

“Practicability was important because if an idea is not practicable, it doesn't matter how good an idea is if it will never happen.”

“The more environmentally sound options often also provide clean, green local jobs. I took a long term view of costs and effects. I am concerned that some approaches are not proven safe for long term use(toilet to tap, and even tertiary recycled water on annual food crops).”

“All four are certainly important, but for me I believe we have to prioritize "the greater good." That "good" means ensuring we have a safe, reliable supply to maintain/enhance our quality of life. Sacrifices will have to be made by all interested parties.

When questioned about balancing the sometimes competing needs of each criteria, respondents showed a greater willingness to compromise on what they felt was the most important criteria. In answering this question many commented on how practicability and effectiveness are paramount considerations. The overarching sentiment of the aggregate comments is that projects will of course need to be effective and practical to be considered, but that this balance does not mean environmental considerations should be left to the wayside. Local economic and community benefits are not a major priority when being considered alongside the other 3 criteria.

**Question 12: Why do these types of projects appeal to you more than others? (In regards to the three “types”: supply, storage and conservation.**

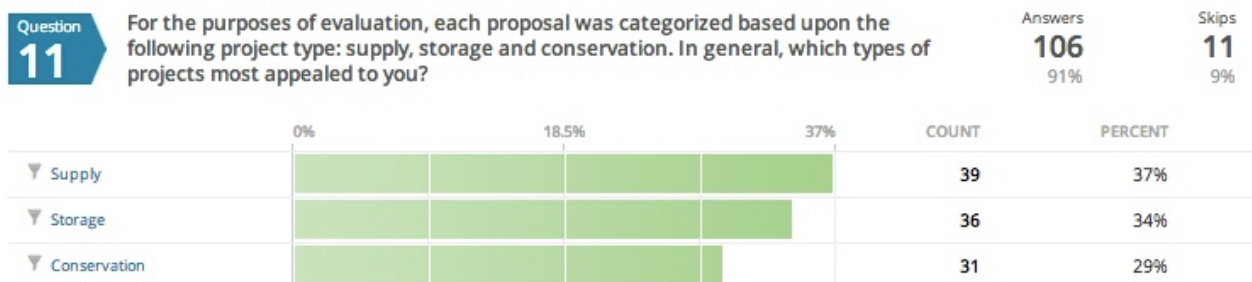
*Key Quotes:*

*“There is plenty excess water in San Lorenzo every winter. A cost effective storage solution is only trumped by a breakthrough energy solution.”*

*“I consider these demand-side projects. there are still a lot of low hanging fruit (ways to improve efficiency). these are smart & necessary regardless of supply-side additions.”*

*“Because we are totally dependent on rainfall for our water, securing a supplemental supply of water is the most important consideration.”*

This was a follow up question to Question 11 which asked respondents to identify their preferred project type from supply, storage and conservation. The results of question 11 are shown below:



Of those that picked supply and left a comment, most acknowledged the limits of being dependent on rainfall. From a closer review of those who chose supply and left a comment, it seems as though this group believes that conservation alone will not adequately address the current problem and that storage solutions are unreliable because of their dependence on rainfall. Of those who picked storage and chose to leave a comment, many believed that we are receiving enough water naturally and that management and capacity are our main problems. To them conservation falls short, but storage is seen a less costly alternative to developing a new supply. For those who chose conservation and leave a comment they see the problem as being closely related to personal choices, that is people are still using too much water, and that supply/storage options are associated with growth.

**Question 13: If you had to select a project, or multiple projects together, to meet the water supply needs of the city, which project(s) would you choose and why?**

*Key Quotes:*

*“The whole Conservation panoply, conservation pricing, water neutral development ordinance, the best quarry for more storage, and Locquifer /water transfers to treat our watershed as a whole.*

*I am concerned about the Soquel aquifer leaking and having private wells, so Scotts Valley looks safer, but it would be great to help out Soquel’s saltwater intrusion, if it is truly viable and we could get water back.”*

*“Ground water recharge, off stream storage and water recycling.”*

*“Regional water sharing, managing excess water to support those who need it in bad times. Though we need a diverse portfolio that includes surface water, reclaimed water, groundwater and storm water.”*

Question 13 resulted in a wide variety of answers, not just in terms of different project groups, but also in regards to individual projects. Out of the 71 comments collected, 12 directly referenced desalination, 12 directly referenced water recycling and 11 directly referenced conservation. These 3 options were the most frequently mentioned, with the rest of the comments discussing a diversity of other solutions, including quarry storage, grey water, aquifer recharge, and off stream storage. among others. No one project or group of projects was significantly more preferable than any other, beyond the 3 previously mentioned.

**Question 14: When accounting for all four criteria, which proposal would you rate as being the best overall, and why?**

*Key Quotes:*

*“Desalination...because it provides a new source of water. potable reuse is a close second, but ultimately, it is dependent on existing water...provided by rainfall.”*

*“Desal Alt. Their options are the only ones that address the root problem. they are the only truly sustainable options with long term security.”*

*“Watershed restoration and early action in dry years, booth 19. Great examples of projects that were successful in 2009 and strategies for convincing the public to conserve water all of the time.”*

Only 53 respondents chose to leave a comment clarifying what they felt was the strongest singular project overall. The most frequently mentioned projects were desalination (7), Desal Alternatives group of solutions (6) and recycled water (5). Others mentioned the use of the Liddel Quarry, or an off-stream storage option. Again, no one proposal carried a significant proportion of respondents to warrant an “overall” preferable option amongst those who chose to leave a comment.

**Question 15: Out of the proposals you rated today, were there any you do not want to see implemented. If so why?**

*Key Quotes:*

*“Desalination*

*Why not:*

- 1. Capital intensive.... Can't build one smaller than 2.5 Mgd*
- 2. Expensive capital cost/ volume of water*
- 3. Expensive operating cost/volume of water*
- 4. Energy intensive.”*

*“Recycling water for potable or row crops because our country&apos chemical laws and use leave us with so many synthetic chemicals we cannot test for them and understand their effects adequately. Rising rates of autism, cancer, and endocrine disruption are critical and we had better pay attention to climate and non-renewable energy use.”*

*“Most of the apparent independent contractors that are here advertising their services or products. They would not be motivated to conduct adequate research regarding environment impacts and other fields that would not accrue capital for their business.”*

Of the 48 respondents who chose to leave a comment for this question, 27 (56%) directly mentioned desalination as a project they do not want to see implemented. While this is a majority of those who chose to leave comments for this question, it is only 23 percent of the total respondent pool.

### **Question 16: Were there any proposals you wanted to see but didn't?**

#### *Key Quotes:*

*“I would like to see a proposal for allowing each water customer to see, in real time, the amount of water being consumed. somewhat like a smart meter... the city,s water meters are electronic, but they are underground and out of sight, i am not able to lift the heavy water meter lid, but would appreciate having an interface that would let me read the meter from my computer.”*

*“Limits to population growth, living in watershed sustainably.”*

*“No, the one I wanted was being proactive before a drought happens and these proposals completely covered that idea.”*

Of the 40 respondents who chose to leave a comment for this question, 25 (63%) stated that there were no proposals absent from the convention that they would have liked to see.