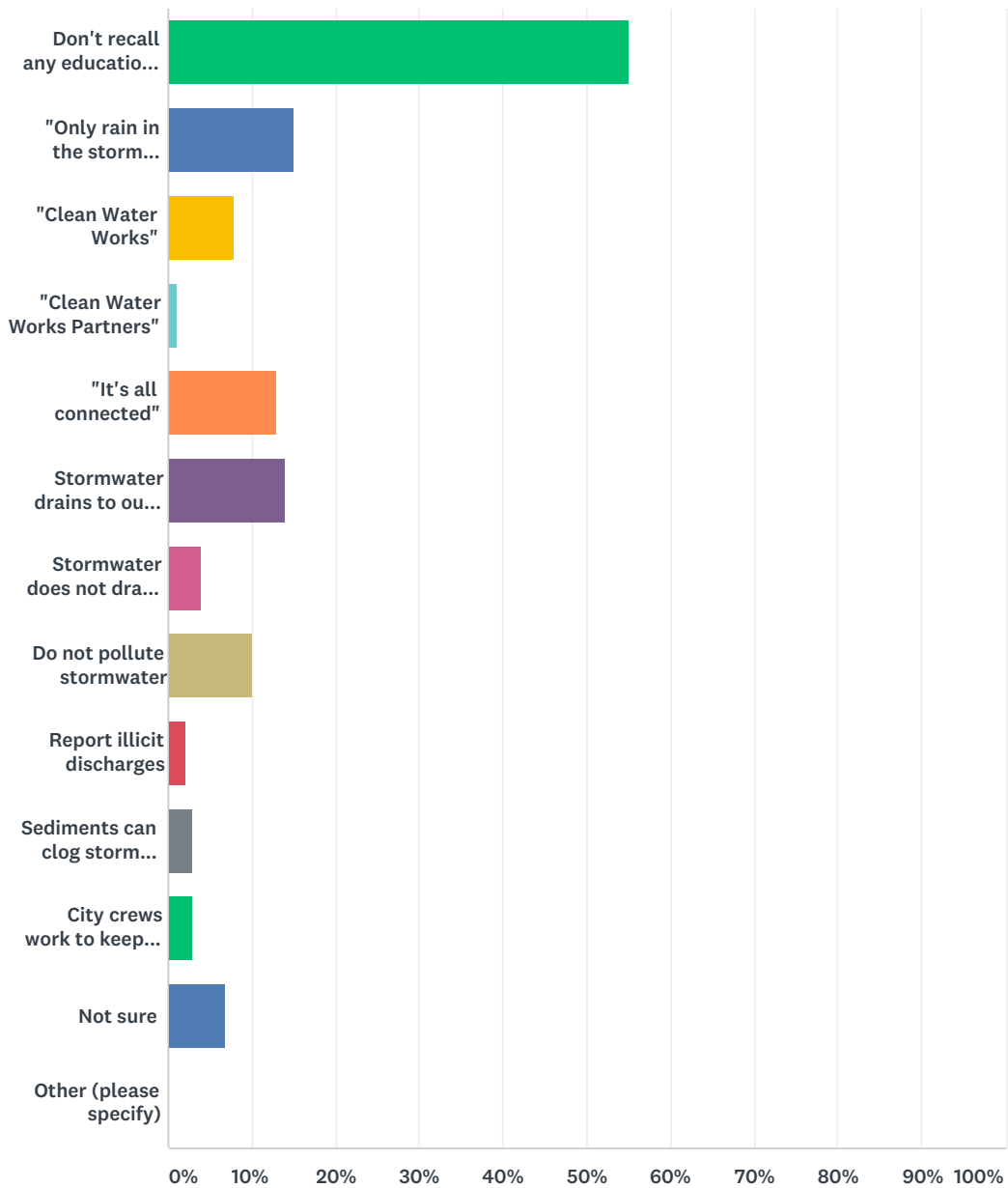


Q1 What City of Bend stormwater messages do you recall over the last year, if any?

Answered: 100 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---------------------------------------|-----------|----|
| Don't recall any educational messages | 55.00% | 55 |
| "Only rain in the storm drain" | 15.00% | 15 |
| "Clean Water Works" | 8.00% | 8 |
| "Clean Water Works Partners" | 1.00% | 1 |
| "It's all connected" | 13.00% | 13 |

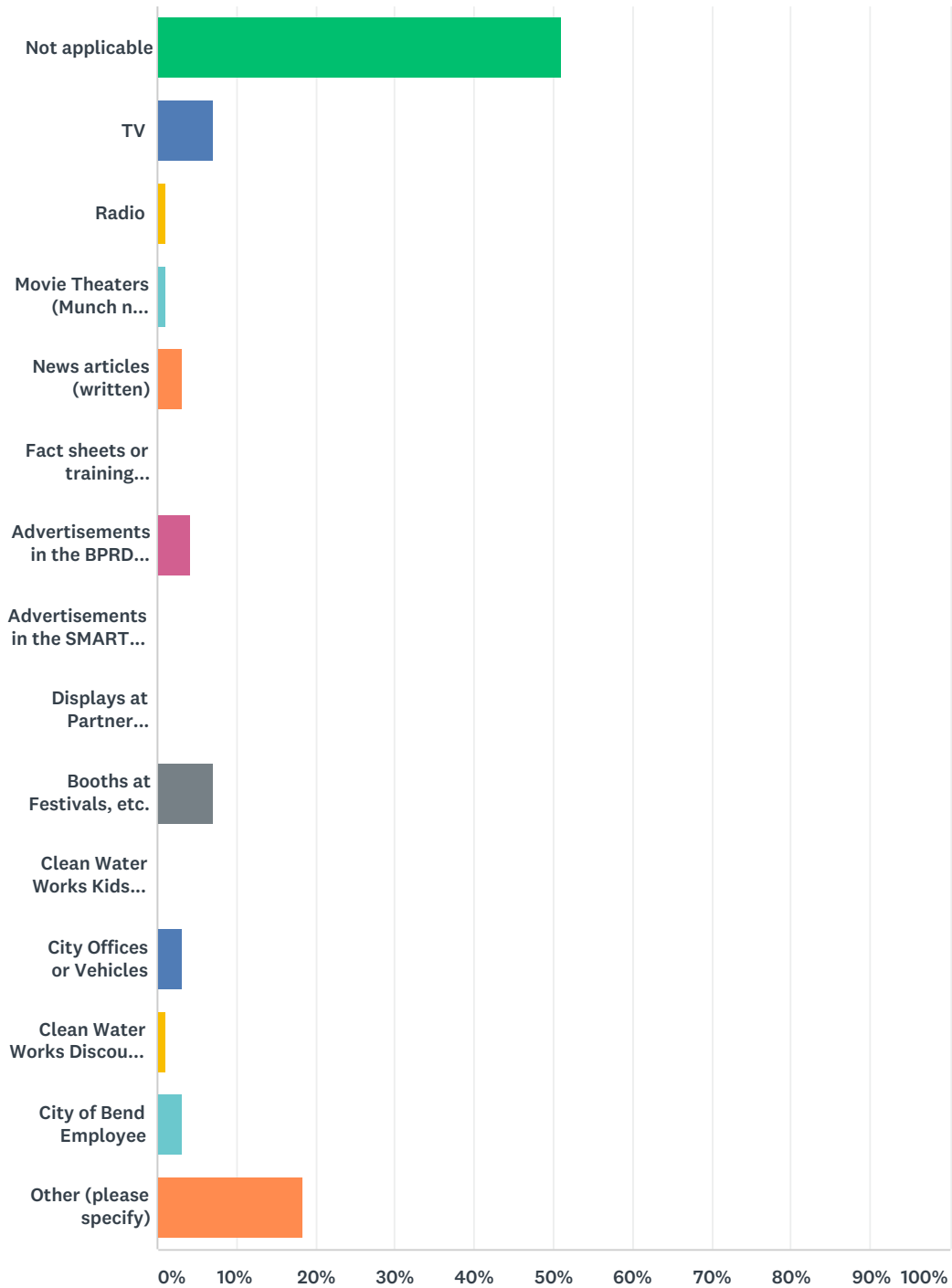
City of Bend Stormwater Quality Public Survey 2018

| | | |
|---|--------|----|
| Stormwater drains to our river or towards our drinking water supply | 14.00% | 14 |
| Stormwater does not drain to our sanitary sewer | 4.00% | 4 |
| Do not pollute stormwater | 10.00% | 10 |
| Report illicit discharges | 2.00% | 2 |
| Sediments can clog storm drains and pollute our river | 3.00% | 3 |
| City crews work to keep our waters clean | 3.00% | 3 |
| Not sure | 7.00% | 7 |
| Other (please specify) | 0.00% | 0 |
| Total Respondents: 100 | | |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|------|
| | There are no responses. | |

Q2 Where do you remember seeing or hearing stormwater pollution prevention messages?

Answered: 98 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Not applicable | 51.02% | 50 |
| TV | 7.14% | 7 |

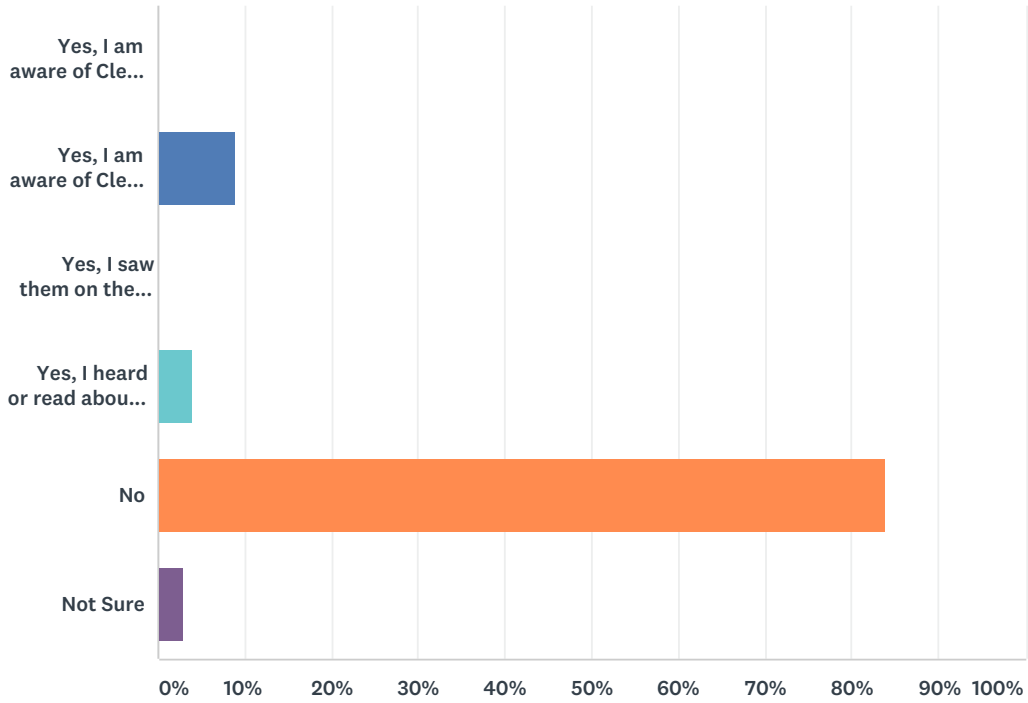
City of Bend Stormwater Quality Public Survey 2018

| | | |
|--|--------|-----------|
| Radio | 1.02% | 1 |
| Movie Theaters (Munch n Movies; BendFilm events/festival) | 1.02% | 1 |
| News articles (written) | 3.06% | 3 |
| Fact sheets or training provided by my employer as part of Clean Water Works Partnership Program | 0.00% | 0 |
| Advertisements in the BPRD recreation guide | 4.08% | 4 |
| Advertisements in the SMART Shopper | 0.00% | 0 |
| Displays at Partner Organizations (window stickers or point of purchase displays) | 0.00% | 0 |
| Booths at Festivals, etc. | 7.14% | 7 |
| Clean Water Works Kids Video Contest | 0.00% | 0 |
| City Offices or Vehicles | 3.06% | 3 |
| Clean Water Works Discount Cards | 1.02% | 1 |
| City of Bend Employee | 3.06% | 3 |
| Other (please specify) | 18.37% | 18 |
| TOTAL | | 98 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|----|---|--------------------|
| 1 | This site | 1/25/2019 10:06 AM |
| 2 | Facebook | 1/24/2019 8:36 PM |
| 3 | Have not heard anything | 1/15/2019 5:08 PM |
| 4 | Nextdoor web site | 1/11/2019 4:57 PM |
| 5 | On curbs by drains | 1/10/2019 3:16 PM |
| 6 | on storm drains | 1/8/2019 4:13 PM |
| 7 | Have never seen anything | 1/8/2019 1:20 PM |
| 8 | near the storm drain | 1/8/2019 7:34 AM |
| 9 | no where | 1/7/2019 9:38 PM |
| 10 | Maybe tv | 1/7/2019 7:33 PM |
| 11 | manhole covers | 1/7/2019 7:19 PM |
| 12 | Don't remember | 1/7/2019 7:09 PM |
| 13 | Storm drain covers | 1/7/2019 4:57 PM |
| 14 | Curb medallions | 1/7/2019 4:13 PM |
| 15 | At the Drains | 1/7/2019 1:33 PM |
| 16 | City of Bend newsletter | 1/7/2019 1:23 PM |
| 17 | on the drains themselves, someone painted on them that they drain to the ocean. | 1/7/2019 1:06 PM |
| 18 | Dont remember | 1/7/2019 12:57 PM |

Q3 Are you aware that there are companies/non-profits who are Clean Water Works Partners (i.e., who have publically pledged to actively take steps to protect water quality) (check all that apply)?

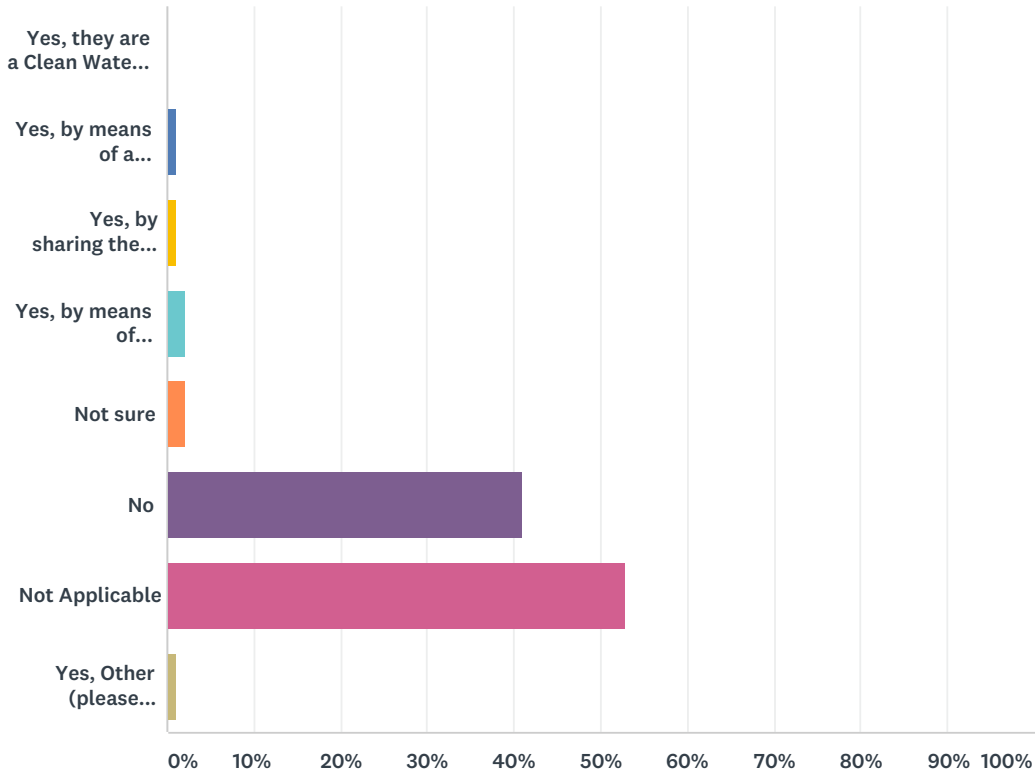
Answered: 99 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----------|
| Yes, I am aware of Clean Water Works Partners and I used a Clean Water Works Partner Discount Card | 0.00% | 0 |
| Yes, I am aware of Clean Water Works Partners but I did not use the discount card | 9.09% | 9 |
| Yes, I saw them on the Clean Water Works website | 0.00% | 0 |
| Yes, I heard or read about the program in the media | 4.04% | 4 |
| No | 83.84% | 83 |
| Not Sure | 3.03% | 3 |
| TOTAL | | 99 |

Q4 Has your employer provided training to you in 2018 on best practices that you can take to protect water quality, or did your company/non-profit actively take part in an effort to protect water quality (e.g., river cleanup, etc.) (select all that apply).

Answered: 100 Skipped: 0

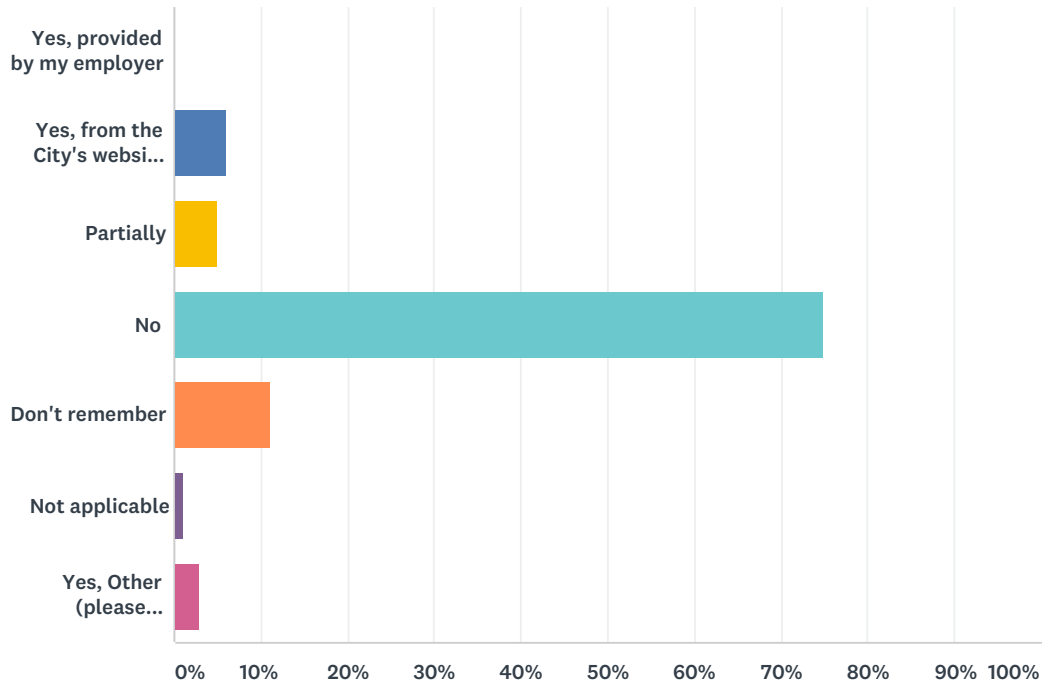


| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Yes, they are a Clean Water Works Partner | 0.00% | 0 |
| Yes, by means of a meeting/workshop to discuss | 1.00% | 1 |
| Yes, by sharing the City's fact sheet/brochure or video with educational tips to me | 1.00% | 1 |
| Yes, by means of participating in a clean-up event or other active steps to help protect river or other water quality | 2.00% | 2 |
| Not sure | 2.00% | 2 |
| No | 41.00% | 41 |
| Not Applicable | 53.00% | 53 |
| Yes, Other (please specify) | 1.00% | 1 |
| Total Respondents: 100 | | |

| # | YES, OTHER (PLEASE SPECIFY) | DATE |
|---|---|-------------------|
| 1 | As a self-employed landscape designer I have attended meetings held by the city's water department. | 1/7/2019 12:57 PM |

Q5 Have you read any educational fact sheets/brochures or watched any videos about stormwater quality in 2018 (choose all that apply)?

Answered: 100 Skipped: 0

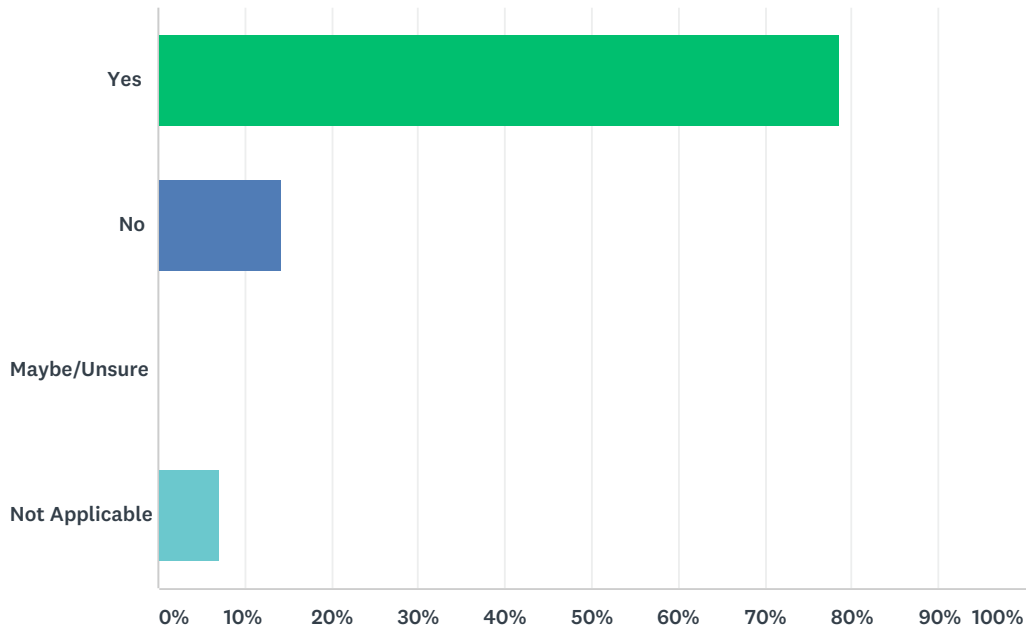


| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Yes, provided by my employer | 0.00% | 0 |
| Yes, from the City's website (www.bendoregon.gov/cleanwaterworks) | 6.00% | 6 |
| Partially | 5.00% | 5 |
| No | 75.00% | 75 |
| Don't remember | 11.00% | 11 |
| Not applicable | 1.00% | 1 |
| Yes, Other (please specify) | 3.00% | 3 |
| Total Respondents: 100 | | |

| # | YES, OTHER (PLEASE SPECIFY) | DATE |
|---|---|-------------------|
| 1 | for my Portland nonprofit - Depave | 1/8/2019 10:36 AM |
| 2 | my own research on ocean water quality measurements | 1/7/2019 8:33 PM |
| 3 | Printed material provided by city water department given to those in the landscape industry | 1/7/2019 12:57 PM |

Q6 Did these materials give you new tools or understanding regarding ways to protect water quality (river and drinking water), or the importance of protecting it?

Answered: 14 Skipped: 86

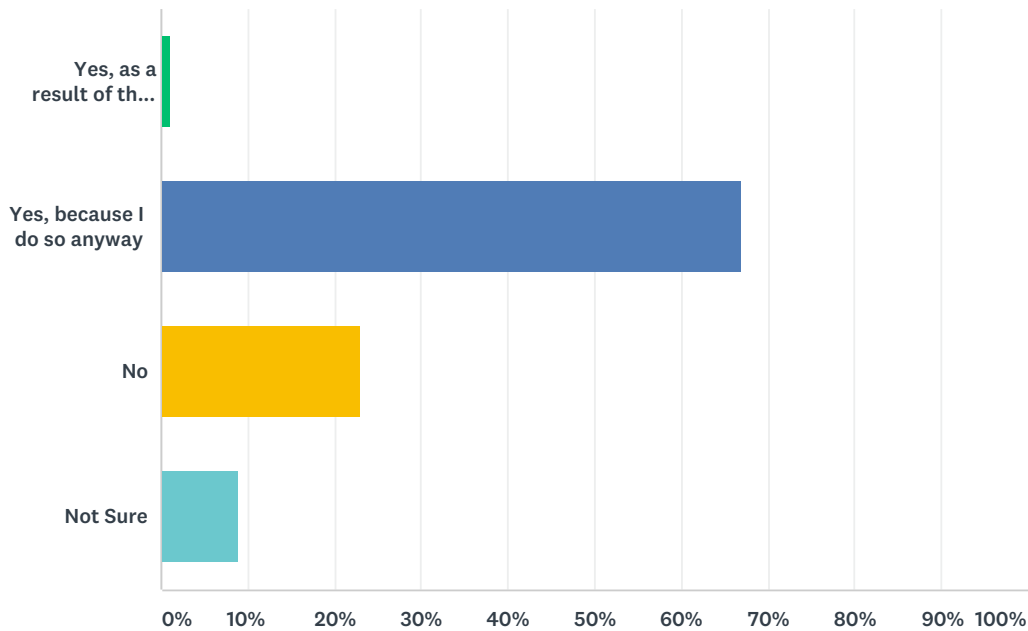


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 78.57% | 11 |
| No | 14.29% | 2 |
| Maybe/Unsure | 0.00% | 0 |
| Not Applicable | 7.14% | 1 |
| TOTAL | | 14 |

| # | COMMENTS/ IF UNSURE, PLEASE DESCRIBE? | DATE |
|---|---------------------------------------|-------------------|
| 1 | Depave.org is the best | 1/8/2019 10:36 AM |

Q7 Have you actively taken steps to protect water quality at your workplace or home?

Answered: 100 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|------------|
| Yes, as a result of the education that I received as part of the Clean Water Works campaign | 1.00% | 1 |
| Yes, because I do so anyway | 67.00% | 67 |
| No | 23.00% | 23 |
| Not Sure | 9.00% | 9 |
| TOTAL | | 100 |

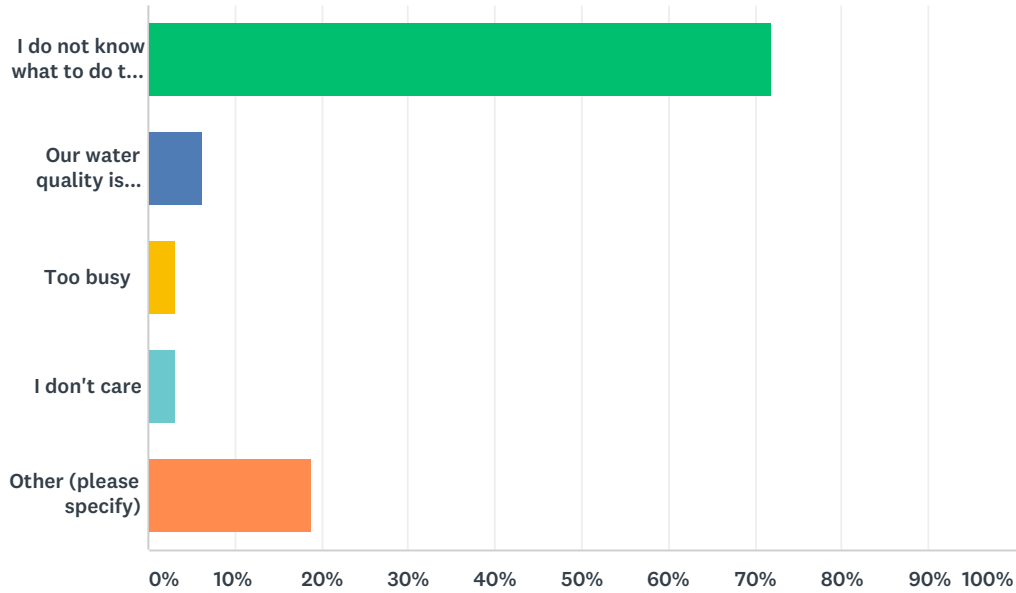
| # | IF YES, PLEASE DESCRIBE ONE OR TWO ACTIONS THAT YOU HAVE TAKEN THIS YEAR TO PROTECT WATER QUALITY | DATE |
|----|---|-------------------|
| 1 | I do not use fertilizers. | 1/25/2019 2:28 PM |
| 2 | Don't use Roundup | 1/15/2019 6:49 PM |
| 3 | Installed an under the sink filtration system | 1/14/2019 9:45 PM |
| 4 | Backflush testing | 1/14/2019 9:54 AM |
| 5 | 3 drains by home i try to keep clean. | 1/10/2019 3:17 PM |
| 6 | Provide more than adequate storm water retention at our new home. Not pour any water or liquids onto the streets. | 1/8/2019 9:55 PM |
| 7 | I don't put anything down storm drains, nothing at all. | 1/8/2019 4:14 PM |
| 8 | pick up dog poop left behind by others along the river trail | 1/8/2019 7:35 AM |
| 9 | I don't use herbicides or pesticides or chemical fertilizer in my yard because I don't want them running off into stormwater. | 1/7/2019 10:05 PM |
| 10 | Put most food waste in trash or compost. Poor nothing in gutters or onto land...dispose. | 1/7/2019 8:36 PM |

City of Bend Stormwater Quality Public Survey 2018

| | | |
|----|--|-------------------|
| 11 | I work directly with agricultural landowners to improve their water quality and irrigation improvement projects. | 1/7/2019 7:31 PM |
| 12 | cleaned up a construction worker's oil spill, do not use pesticides | 1/7/2019 7:22 PM |
| 13 | Clear pine needles etc away from storm water grate by my home. | 1/7/2019 3:07 PM |
| 14 | less kitchen waste down the drain | 1/7/2019 2:17 PM |
| 15 | annual backflow test, reduced use of lawn fertilizer and paid extra attention to areas that might drain to the roadway | 1/7/2019 1:24 PM |
| 16 | I've replanted a hill side with natives to reduce erosion | 1/7/2019 1:08 PM |
| 17 | Complained to HOA about litter & leaves being blown down (landscapers) going down street drains | 1/7/2019 12:56 PM |
| 18 | not used fertilizer or weed killer near river | 1/7/2019 12:53 PM |

Q8 For your last answer, why?

Answered: 32 Skipped: 68



| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| I do not know what to do to protect water quality | 71.88% | 23 |
| Our water quality is fine; I do not need to protect it | 6.25% | 2 |
| Too busy | 3.13% | 1 |
| I don't care | 3.13% | 1 |
| Other (please specify) | 18.75% | 6 |
| Total Respondents: 32 | | |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|---|--------------------|
| 1 | No knowledge of problem | 1/24/2019 8:54 PM |
| 2 | Have never heard of this program | 1/15/2019 5:09 PM |
| 3 | I work hard to conserve water but I'm not sure I take steps to "protect" its quality. Oregon boasts its clean water so I didn't think it needed much attention. | 1/14/2019 10:22 AM |
| 4 | We recycle chemicals other than that don't know | 1/7/2019 7:35 PM |
| 5 | I don't put stuff down storm drains | 1/7/2019 7:28 PM |
| 6 | I don't like the amount of chlorine in our water | 1/7/2019 2:29 PM |

Q9 Please describe one or two actions that you have taken this year to protect water quality.

Answered: 50 Skipped: 50

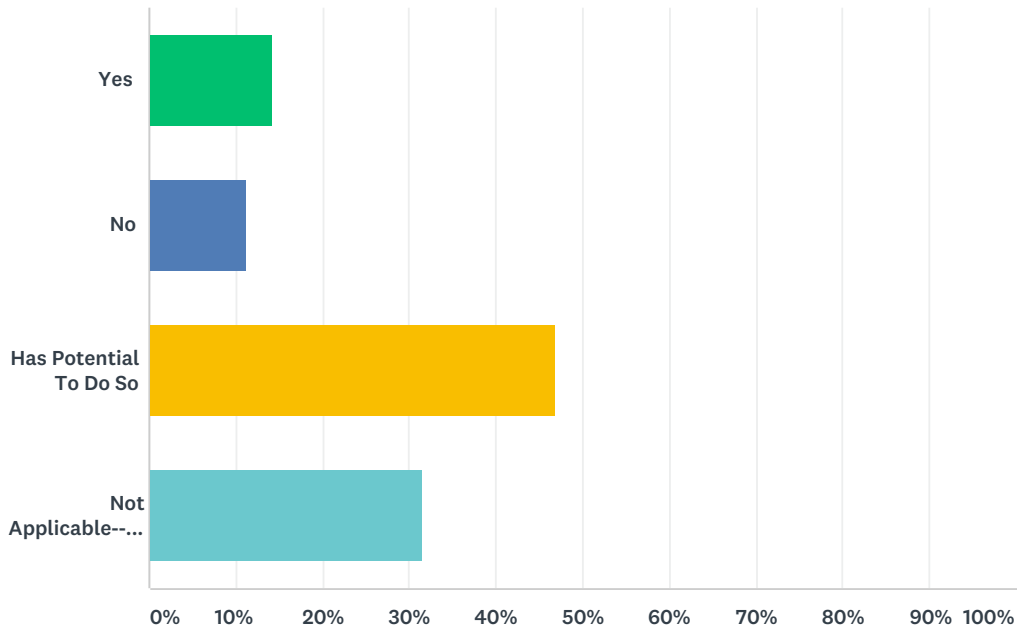
| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | Reduced turf feeding, keep non-organics out of waste water | 1/25/2019 3:42 PM |
| 2 | N/A | 1/25/2019 2:28 PM |
| 3 | Environmentally safe laundry detergents...no grease down the drains...no car washes other than a car wash facility..and use organic fertilizer..alfalfa pellets for plants and trees | 1/25/2019 10:08 AM |
| 4 | Don't throw anything down the drain that does not belong there; only rain down the storm drain, only the three P's in the toilet, only shower water in the shower. | 1/25/2019 7:37 AM |
| 5 | Prevent/stop oil leaks, in vehicles. | 1/25/2019 4:50 AM |
| 6 | For my family, I only have rain fo down the drain, but Hayden homes and other builders have left garbage and grime there | 1/24/2019 8:37 PM |
| 7 | direct roof runoff into "rain gardens", remove litter from streets. | 1/24/2019 8:36 PM |
| 8 | Dont use Roundup | 1/15/2019 6:50 PM |
| 9 | I am very careful about what we put down the drain in our home. I know people that arent and I try to educate them. | 1/15/2019 11:40 AM |
| 10 | A backflow valve on my water supply. | 1/15/2019 8:05 AM |
| 11 | I don't use pesticides or petroleum fertilizers | 1/14/2019 9:48 PM |
| 12 | Backflow testing | 1/14/2019 9:55 AM |
| 13 | Scraping cooking oil in the trash. Clearing the 4 storm drains on my street. | 1/11/2019 4:58 PM |
| 14 | keeping drains clear, I now have a gravel driveway to soak up the runoff instead of running down to the city drain. | 1/10/2019 3:18 PM |
| 15 | Clearing the area around storm drain of debris, and opting to wash my car not in driveway but at proper facility. | 1/9/2019 4:38 PM |
| 16 | Never pour any pollutants in the drains. Never use salt or chemical deicers | 1/9/2019 8:17 AM |
| 17 | This year is only 8 days old; the only thing is something I have not done: I haven't put anything down a storm drain. Only rainwater and snow melt do down the one in front of my driveway. A lot of dust and grit have fallen down it, however. | 1/8/2019 4:15 PM |
| 18 | Own an EV. Our roof runoff just goes into the yard mainly. | 1/8/2019 10:37 AM |
| 19 | Pick up dog poop left behind by others along the river trail. Clean up debris on my street near the storm drain | 1/8/2019 7:36 AM |
| 20 | We never dump anything into storm drains. We use a commercial car wash instead of washing cars at home. We pack out our trash when we are on river trails. | 1/7/2019 10:06 PM |
| 21 | use less water in general | 1/7/2019 9:39 PM |
| 22 | Very careful not to spill oil and dispose of it appropriately. | 1/7/2019 9:23 PM |
| 23 | Already did. | 1/7/2019 8:36 PM |
| 24 | See previous answer | 1/7/2019 7:32 PM |
| 25 | No chemicals into storm drains | 1/7/2019 6:18 PM |
| 26 | Washed car at car wash that recycles | 1/7/2019 5:55 PM |
| 27 | Sweep up dust and lawn clippings instead of hosing off into street. Skip washing car, look for green certified car wash to keep soap out of drains | 1/7/2019 5:04 PM |

City of Bend Stormwater Quality Public Survey 2018

| | | |
|----|--|-------------------|
| 28 | Damning runoff | 1/7/2019 4:58 PM |
| 29 | Not use lawn chemicals | 1/7/2019 4:14 PM |
| 30 | I removed my small patch of lawn so I wouldn't need fertilizer...I put in drip irrigation to eliminate run off. I shovel snow and/or use sand instead of ice melt. | 1/7/2019 4:14 PM |
| 31 | Periodically cleaned pine needles/debris from drains on our street. We do not use garden or household chemicals that could impact water quality. | 1/7/2019 3:55 PM |
| 32 | See previous. | 1/7/2019 3:07 PM |
| 33 | Clean up after my dog. Use car wash. Only small lawn in front, no lawn in back yard. | 1/7/2019 2:23 PM |
| 34 | Buffer material around the adjacent storm drain | 1/7/2019 2:11 PM |
| 35 | Pick up trash and not introducing waste into the waterways | 1/7/2019 2:10 PM |
| 36 | Backflow testing | 1/7/2019 2:10 PM |
| 37 | Taking precautions about what we put in sinks, toilets. | 1/7/2019 2:06 PM |
| 38 | Mindful of what goes into our water system. | 1/7/2019 1:50 PM |
| 39 | clean up oil leaks and attend to source of leak divert gutter downspouts to garden/lawn areas | 1/7/2019 1:37 PM |
| 40 | Clear out the storm drain in front of our house and dispose of chemicals at the Knott Landfill | 1/7/2019 1:34 PM |
| 41 | Unblocked ice & snow drain. | 1/7/2019 1:29 PM |
| 42 | reduced lawn fertilizer use and paid extra attention when applying fertilizer on areas that could drain into the stormwater system | 1/7/2019 1:25 PM |
| 43 | Reducing sprinkler runoff, no washing car at home. | 1/7/2019 1:19 PM |
| 44 | I planted native plants to slow erosion on bare soil. | 1/7/2019 1:09 PM |
| 45 | kept the drain clean of any debris - | 1/7/2019 1:06 PM |
| 46 | Using safe products to wash my car. Catching any fluid when working on my car. | 1/7/2019 12:59 PM |
| 47 | Complained to HOA Property Management Co about landscapers blowing litter and leaves down storm drains. Complaint fell on deaf ears. It continues. | 1/7/2019 12:57 PM |
| 48 | fixed car leak asap, dispose of harmful chemicals correctly | 1/7/2019 12:55 PM |
| 49 | see above | 1/7/2019 12:53 PM |
| 50 | Prevent overspray on landscape. Removing yard debris. | 1/3/2019 1:03 PM |

Q10 Do you think the Clean Water Works overall educational campaign helps make a positive difference for water quality (click all that apply)?

Answered: 98 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Yes | 14.29% | 14 |
| No | 11.22% | 11 |
| Has Potential To Do So | 46.94% | 46 |
| Not Applicable--I don't know well enough to say | 31.63% | 31 |
| Total Respondents: 98 | | |

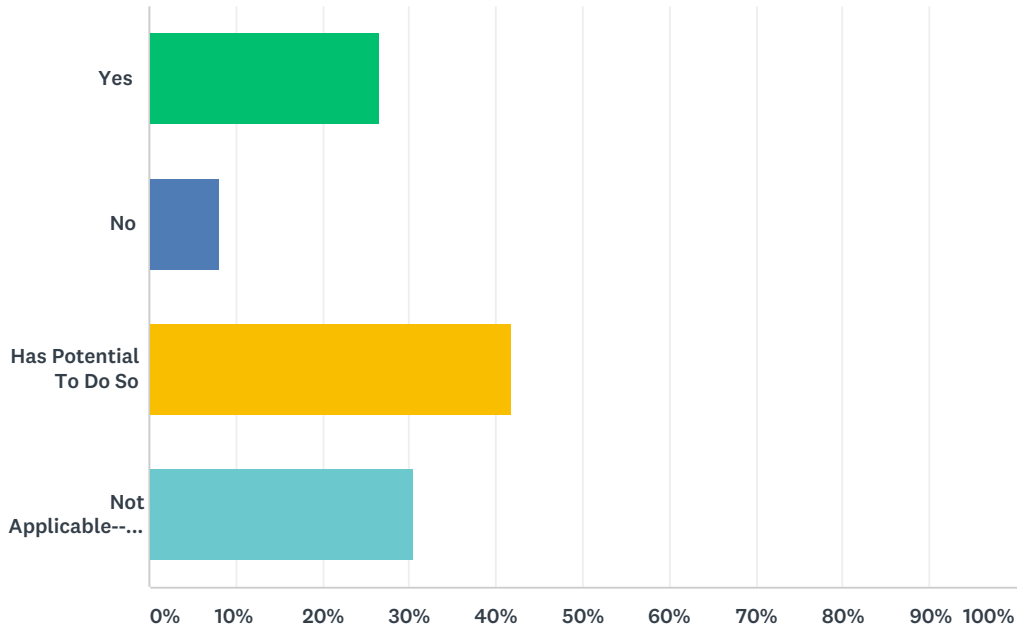
| # | COMMENTS. IF "NO" OR "HAS POTENTIAL", PLEASE EXPLAIN. | DATE |
|---|--|--------------------|
| 1 | Not enough of the community is aware or even cares that this is an issue | 1/25/2019 3:43 PM |
| 2 | I would be helpful if it had a broader reach and was known about by more people. | 1/25/2019 2:29 PM |
| 3 | The message could be stronger, made more often, more visible. Steps can be taken to ban "flushable wipes" and other things people flush (feminine products) that murder a treatment plant and pollute our waters. Go big with this. | 1/25/2019 7:40 AM |
| 4 | Schools. This needs to be learned, when young. | 1/25/2019 4:51 AM |
| 5 | The campaigns needs to reach more people | 1/24/2019 12:06 PM |
| 6 | There are people that care and those that dont, and all the campaigns you have arent going to make people care that have the attitude " it doesnt affect me". People in this town, especially seniors of low income are struggling just to save their homes and keep up with out of control costs, rising water bills, electric etc. | 1/15/2019 11:49 AM |
| 7 | I haven't seen if it is effective or not | 1/14/2019 1:49 PM |

City of Bend Stormwater Quality Public Survey 2018

| | | |
|----|---|--------------------|
| 8 | I think it could be helpful if the campaign was more visible. An infographic or webpage describing the campaign and its goals. | 1/14/2019 10:34 AM |
| 9 | Our water is fine. | 1/14/2019 9:43 AM |
| 10 | I've lived in Bend for 3 years. I read the local paper, listen to local radio and have a broad network of friends whom are very abreast of all things Bend. There's only a few times I remember hearing about water: free oil scraper, clear storm drains and back flow valve. I'm not even sure if the last 2 even apply to "clean water". | 1/11/2019 5:03 PM |
| 11 | I think it sounds great but I have not seen any info | 1/10/2019 7:39 AM |
| 12 | More education is needed | 1/9/2019 4:39 PM |
| 13 | I don't recall hearing much about it and the details. | 1/8/2019 9:56 PM |
| 14 | I'm guessing many people feel powerless to prevent storm water from entering the river. | 1/8/2019 7:00 AM |
| 15 | I have seen very few if any announcements. I do what a can for Clean Water based on prior education. | 1/7/2019 10:06 PM |
| 16 | I can tell you with the amount of money we pay in water bills, comparatively to similar places I've lived, it isn't well spent City of Bend Water. | 1/7/2019 8:40 PM |
| 17 | In PDX, there are drawings by most storm drains. Not here | 1/7/2019 6:19 PM |
| 18 | Needs better broadcasting of the issue. | 1/7/2019 4:32 PM |
| 19 | Education leads to action | 1/7/2019 4:15 PM |
| 20 | Needs more exposure! | 1/7/2019 3:56 PM |
| 21 | need more education done | 1/7/2019 2:23 PM |
| 22 | I've never heard of Clean Water Works until this survey. | 1/7/2019 2:11 PM |
| 23 | It is advertised an ad not as something that grabs your interest | 1/7/2019 1:36 PM |
| 24 | I'm not fully aware of the extent of the campaign. A large percentage of people that live in Bend care about the environment and will take steps to protect and enhance it. The strategy to advertise the campaign may need to be assessed and enhanced. | 1/7/2019 1:29 PM |
| 25 | Need to do more adds, outreach. I haven't heard of it before. | 1/7/2019 1:11 PM |
| 26 | We also complained about pesticide used on lawns and the LARGE amount of irrigation runoff and all that poison pesticide is going down street drains. Complaints fell on deaf ears! | 1/7/2019 12:58 PM |

Q11 Do you think the Clean Water Works Partnership Program specifically (i.e., reaching out to community partners who publically pledge to actively take steps to protect water quality) helps make a positive difference for water quality (click all that apply)?

Answered: 98 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Yes | 26.53% | 26 |
| No | 8.16% | 8 |
| Has Potential To Do So | 41.84% | 41 |
| Not Applicable--I don't know well enough to say | 30.61% | 30 |
| Total Respondents: 98 | | |

| # | COMMENTS. IF "NO" OR "HAS POTENTIAL", PLEASE EXPLAIN. | DATE |
|---|--|--------------------|
| 1 | See previous comment. Educate | 1/25/2019 7:40 AM |
| 2 | If well explained and given easy cost-effective steps to follow. | 1/15/2019 6:53 PM |
| 3 | see ABOVE ANSWER | 1/15/2019 11:49 AM |
| 4 | It depends on which community partners. Plus, sometimes when campaigns are too "in your face" they have the opposite effect than intended. | 1/14/2019 10:34 AM |
| 5 | ??? | 1/14/2019 9:43 AM |
| 6 | I sure hope it does. I think the signs next to storm water drains that show the fish with the message that the storm water drain is water the fish swim in, is the most helpful. | 1/8/2019 4:17 PM |
| 7 | not familiar with the program | 1/8/2019 7:36 AM |
| 8 | IF more people were knowledgeable, they might do more. I have seen very few if any announcements. I do what a can for Clean Water based on prior education. | 1/7/2019 10:06 PM |

City of Bend Stormwater Quality Public Survey 2018

| | | |
|----|--|-------------------|
| 9 | To expect community partners to step up the utility itself needs to lead by example. Make that obvious and REAL and the community will follow in lockstep. | 1/7/2019 8:40 PM |
| 10 | Need to do more adds, outreach. I haven't heard of it before. | 1/7/2019 1:11 PM |
| 11 | There needs to be enforcement. Can't hire enforcement? Get volunteers | 1/7/2019 12:58 PM |

Q12 What recommendations do you have, if any, for the Clean Water Works Partnership Program or the City's Stormwater Program? Is there anything you would change or improve?

Answered: 41 Skipped: 59

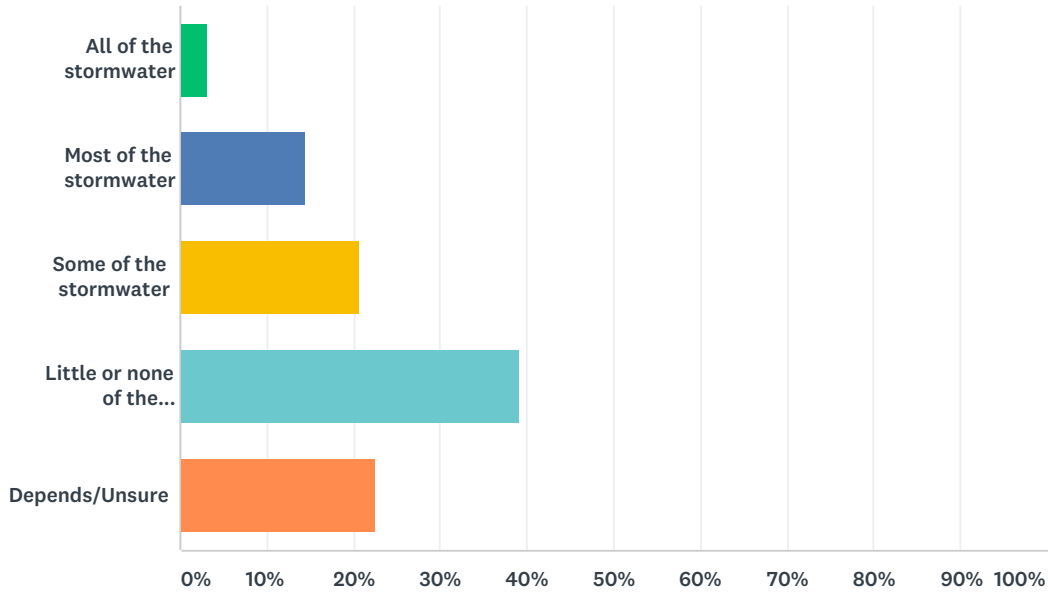
| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | have no recommendations at this time need more info. | 1/25/2019 10:10 AM |
| 2 | Put yourself in the rate payers position; pays bill, knows very little about how storm water, clean water and water are processed and work from there. Get the message out further and louder. | 1/25/2019 7:42 AM |
| 3 | Continue advertising | 1/25/2019 5:08 AM |
| 4 | Signs in parks? Brochures for tourists (hotels)? | 1/25/2019 4:54 AM |
| 5 | Clean the water | 1/24/2019 8:39 PM |
| 6 | Clearer messaging. Ads in more local news sources and magazines | 1/24/2019 12:07 PM |
| 7 | Maybe promote it on the City of Bend Facebook page where I saw the survey? I don't recall seeing it there if it was already promoted there. | 1/14/2019 9:17 PM |
| 8 | Lower the cost to homeowners for the program | 1/14/2019 1:54 PM |
| 9 | Be more visible. Be clearer about goals, issues to tackle, and how community members can help and why it's beneficial to them to help. | 1/14/2019 10:38 AM |
| 10 | Inspections and fines for business compliance | 1/10/2019 7:40 AM |
| 11 | Needs more visibility | 1/9/2019 8:22 AM |
| 12 | I don't recall seeing much detail about the program. Maybe a flyer needs to be sent to every household. | 1/8/2019 9:58 PM |
| 13 | I'd get volunteer groups or individuals to make storm water drains either with the painted on fish stencil or with the notice that the storm water goes straight to the river. | 1/8/2019 4:18 PM |
| 14 | I don't know. | 1/8/2019 1:24 PM |
| 15 | Get the word out. I don't know anything about it. I only know there is too much water usage by residents and their lawns. | 1/8/2019 10:40 AM |
| 16 | Need to educate about the use of pesticides and fertilizers that harm our water supply | 1/8/2019 7:39 AM |
| 17 | Maybe divert storm drain system to sewage treatment facilities. Road contaminants aren't going to go away any time soon no matter what I do at home. | 1/8/2019 7:06 AM |
| 18 | More public education. | 1/7/2019 10:06 PM |
| 19 | fix the storm water systems. they overflow so much that some grates get lifted up. | 1/7/2019 9:41 PM |
| 20 | A lot of new residents as we are. Possibly send info with move in. | 1/7/2019 8:59 PM |
| 21 | Don't know enough to say | 1/7/2019 7:38 PM |
| 22 | I work for a state agency and I have not heard about this program. It might help to reach out to the local state agencies to help spread the word or educate us on what have been done on the city level. | 1/7/2019 7:34 PM |
| 23 | I am unaware of the program | 1/7/2019 7:31 PM |
| 24 | Not sure | 1/7/2019 7:12 PM |
| 25 | Stormwater classes for professionals and contractors. Provide guidance on the correct construction and sizing of swales and drainage basins. Tours and experiment with green roofs or new techniques. | 1/7/2019 5:07 PM |
| 26 | Get more involved with community we're not Portland | 1/7/2019 5:00 PM |

City of Bend Stormwater Quality Public Survey 2018

| | | |
|----|--|-------------------|
| 27 | Increase awareness. | 1/7/2019 4:34 PM |
| 28 | Educate people about Waterbody their storm drain discharges to | 1/7/2019 4:17 PM |
| 29 | Outreach to households. | 1/7/2019 3:58 PM |
| 30 | Keep getting the word out. | 1/7/2019 3:07 PM |
| 31 | Publicity | 1/7/2019 2:36 PM |
| 32 | Retired so no education at work. More education in the water bill? | 1/7/2019 2:23 PM |
| 33 | I'm not sure what they do, so I cannot comment. | 1/7/2019 2:14 PM |
| 34 | I'm not aware of the extent of the campaign, but believe a multi-faceted approach is necessary. People consume information in many ways/forms. Providing information through those various channels is necessary. The campaign should include real examples of how these programs make a difference. | 1/7/2019 1:46 PM |
| 35 | More public awareness on social media | 1/7/2019 1:37 PM |
| 36 | New occupant hook-ups to water should get information about what not to put in drains. | 1/7/2019 1:31 PM |
| 37 | I literally have never seen anything about this and I live in Bend. Expand your outreach | 1/7/2019 1:26 PM |
| 38 | Need to do more adds, outreach. I haven't heard of it before. | 1/7/2019 1:12 PM |
| 39 | There need to be fines associated with management companies, HOAs, and professional landscape companies as they are the ones making the biggest mess of stormwater drains sewers | 1/7/2019 1:02 PM |
| 40 | More outreach, homeowners need to understand that lawn products also impact clean water. | 1/7/2019 1:00 PM |
| 41 | more visibility, sponsor events, take out ad space | 1/7/2019 12:56 PM |

Q13 After entering the street drains in Bend, about how much of that stormwater would you estimate gets treated and cleaned at a sewer treatment or water reclamation plant?

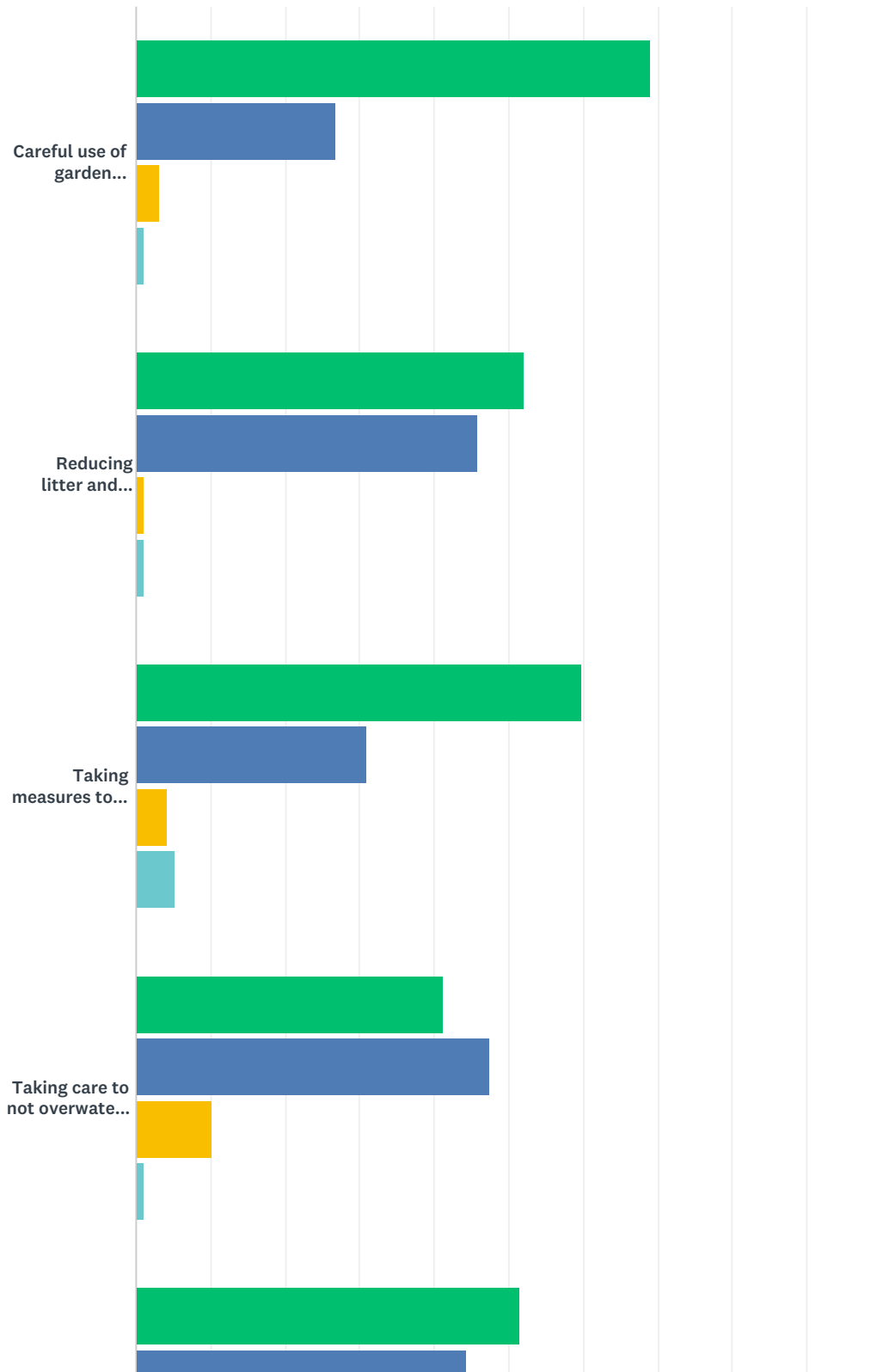
Answered: 97 Skipped: 3



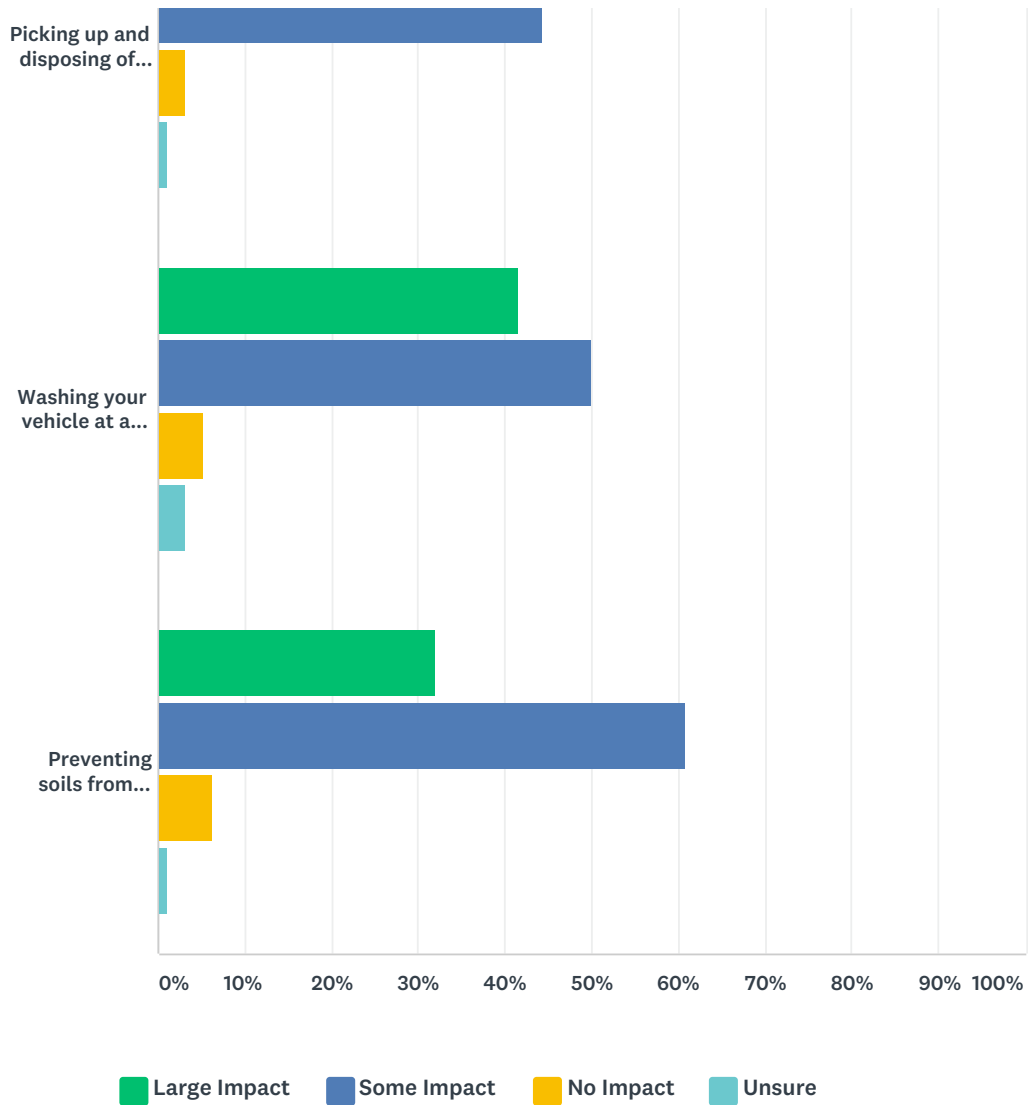
| ANSWER CHOICES | RESPONSES | |
|----------------------------------|-----------|-----------|
| All of the stormwater | 3.09% | 3 |
| Most of the stormwater | 14.43% | 14 |
| Some of the stormwater | 20.62% | 20 |
| Little or none of the stormwater | 39.18% | 38 |
| Depends/Unsure | 22.68% | 22 |
| TOTAL | | 97 |

Q14 Please tell me if you think that the following actions taken by residents could have a large impact, some impact, or no impact on improving stormwater quality.

Answered: 97 Skipped: 3



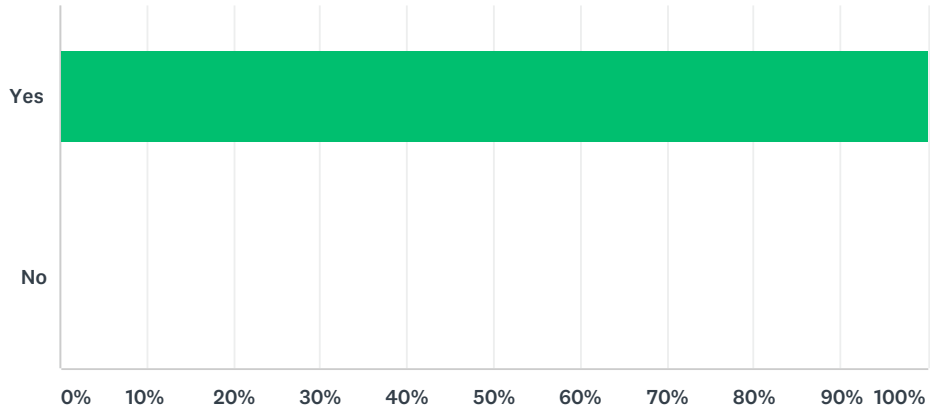
City of Bend Stormwater Quality Public Survey 2018



| | LARGE IMPACT | SOME IMPACT | NO IMPACT | UNSURE | TOTAL |
|---|--------------|--------------|--------------|------------|-------|
| Careful use of garden fertilizers and pesticides | 69.07% 67 | 26.80% 26 | 3.09% 3 | 1.03% 1 | 97 |
| Reducing litter and waste on the streets and sidewalks | 52.08% 50 | 45.83% 44 | 1.04% 1 | 1.04% 1 | 96 |
| Taking measures to keep lead out of dirt and water | 59.79% 58 | 30.93% 30 | 4.12% 4 | 5.15% 5 | 97 |
| Taking care to not overwater your lawn | 41.24% 40 | 47.42% 46 | 10.31% 10 | 1.03% 1 | 97 |
| Picking up and disposing of pet waste | 51.55% 50 | 44.33% 43 | 3.09% 3 | 1.03% 1 | 97 |
| Washing your vehicle at a car wash that treats or recycles wastewater, rather than washing it at home | 41.67% 40 | 50.00% 48 | 5.21% 5 | 3.13% 3 | 96 |
| Preventing soils from getting into the streets and storm drains | 31.96% 31 | 60.82% 59 | 6.19% 6 | 1.03% 1 | 97 |

Q15 I live or work within Bend.

Answered: 97 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 100.00% | 97 |
| No | 0.00% | 0 |
| TOTAL | | 97 |