**Post-Advisory Community Survey**

**PURPOSE**

Surveys are an important element of an evaluation. Conducting a survey after an advisory can provide crucial information about messages and the communication preferences of a water system’s audiences.

**DIRECTIONS**

This survey can be used for phone, mail, or online formats. The questions provided are suggestions and should be adapted to suit the advisory and community. The questions in this example can be placed in regular water system surveys or in public health surveys.

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[Letterhead or Logo]

[Water System] needs your help to better serve you and protect your community’s health. We want to improve public information and advice. Specifically, [Water System] wants to understand how people received information and advice about the drinking water advisory on [date(s)]. Your participation will help [Water System] improve communication in the future.

The survey below will take about [##] minutes to complete. All information collected is confidential. We cannot identify who does or does not participate, or link answers to any one person.

We will use the results of this survey to [report data, describe how you will use/publish the data].

[Instructions about how to submit the survey: Consider using e-mail and an online survey tool to conduct the survey to make it easier to tabulate results. Otherwise, include a self-addressed stamped envelope or postage- paid form to improve response rates.]

###### For more information or if you have questions, please contact:

[Water system contact name] [Water system contact phone] [Water system website]

[Local public health department name] [Local public health department phone] [Local public health department website]

1. Which type of water do you prefer to drink? Please rank your preferences using a scale of 1–4, with 1 as the most preferred type and 4 as the least preferred.

Water straight from the tap

Bottled water

Filtered tap water

Other (please specify)

1. How many 8-ounce glasses of water do you drink on a normal day?

* 0
* 1–3
* 4–6
* 7+

1. On [date], [Water System] issued a [type] advisory because [reason].

**Did you know about this [type] water advisory on [date]?**

* + Yes
  + No (Skip to Question 14)

3a. What advice did you get during this [type] water advisory? Check all that apply.

* + Do not use tap water
  + Boil all tap water
  + Not sure what the advice was
  + Do not drink tap water
  + Was told the water was safe
  + I did not get any advice (Go to Question 4)

3b. Where did you get the information about this [type] water advisory? Check all that apply.

* + Family member or friend or neighbor
  + [Water System]
  + [Local newspaper(s)]
  + Local radio. Which station(s):
  + [Local Health Department]
  + Website, blog, other web format.

Please specify:

* + Coworker
  + Automated message (e.g., answering machine, voicemail, email, text message). Please specify:
  + Social media (e.g., Facebook, Twitter)

Please specify:

* + Door hanger or Door-to-door visit
  + Other. Please specify:
  + Television. Which station(s):

1. During this [type] water advisory, did you use water straight from the tap to: (Check all that apply)
   * Flush the toilet
   * Brush teeth
   * Make baby formula
   * Wash hands
   * Wash face
   * Water plants
   * Wash, prepare, or cook food
   * Shower or bathe
   * Give to pets
   * Drink
   * Make coffee or tea
   * Make other beverages (e.g., fruit juice, powdered drink mix)
2. During this [type] water advisory, did you boil the tap water before you used it?
   * Yes
   * No (Go to Question 6)

5a. If yes, did you use boiled tap water to: Check all that apply.

* + Flush the toilet
  + Brush teeth
  + Make baby formula
  + Wash hands
  + Wash face
  + Water plants
  + Wash, prepare, or cook food
  + Give to pets
  + Drink
  + Make coffee or tea
  + Make other beverages (e.g., fruit juice, powdered drink mix)

1. Did you hear the [type] water advisory ended on [date]?
   * Yes
   * No (Go to Question 7)

6a. If yes, where did you hear or see about the end of the [advisory]? Check all that apply.

* + Family member or friend or neighbor
  + [Water System]
  + [Local newspaper(s)]
  + Local radio. Which station(s):
  + [Local Health Department]
  + Website, blog, other web format.

Please specify:

* + Coworker
  + Automated message (e.g., answering machine, voicemail, email, text message). Please specify:
  + Social media (e.g., Facebook, Twitter)

Please specify:

* + Door hanger or Door-to-door visit
  + Other. Please specify:
  + Television. Which station(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6b. When you heard the [type] water advisory ended, did you resume regular water use?

* + Yes
  + No

1. What sources of information about the [type] water advisory were most useful? Please rank using 1 as the most useful and 10 as the least useful.

Family member or friend or neighbor Coworker

[Water System] Automated message (e.g., answering

[Local newspaper] machine, voicemail, email, text message). Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Local radio. Which station(s):

[Local Health Department] Social media (e.g., Facebook, Twitter)

Website, blog, other web format.Please specify:

Please specify: Door hanger or Door-to-door visit

Television. Which station(s): Other. Please specify:

1. Did you want more information during the advisory?
   * I really needed more information
   * I would have liked more information
   * I had enough information
2. How clear was the advice about your tap water? Select one.
   * Very unclear
   * Unclear
   * Understandable
   * Clear
   * Very clear
3. Please add below any comments you would like to make about the information you received.
4. **During the [type] water advisory, can you remember what caused the problem with your tap water? If so, please give details and where you heard it.**
5. **After the incident, did you find out more about what caused the problem with your tap water? If so, please give details of the new information and where you received it.**
6. **How long did you boil your water?**
   * Until it started to bubble/ reached the boiling point
   * A few seconds after it started to boil

* 1 minute after it started to boil
* 2–4 minutes after it started to boil
* 5 minutes or more after it started to boil
* I did not boil my water

1. If you could have gotten more information about the advisory, which source would you MOST have wanted to give you more information? Select one.
   * Family member or friend or neighbor
   * [Water System]
   * [Local newspaper(s)]
   * Local radio. Which station(s):
   * [Local Health Department]
   * Website, blog, other web format.

Please specify:

* + Coworker
  + Automated message (e.g., answering machine, voicemail, email, text message). Please specify:

* + Social media (e.g., Facebook, Twitter)

Please specify:

* + Door hanger or Door-to-door visit
  + Other. Please specify:
  + Television. Which station(s):

##### Demographics

1. Did you live in [area] on [date of event]?

* Yes
* No

15a. If no, what was your ZIP code on [date]?

1. **Gender**

* Male
* Female

1. What is your age?

|  |  |  |  |
| --- | --- | --- | --- |
| *  | * 17 or under |  | 51–60 |
| *  | * 18–30 |  | 61–70 |
| *  | * 31–40 |  | 70+ |
| *  | * 41–50 |  |  |

1. **Do you have children under the age of 18 in your home?**

* Yes, how many
* No (Go to Question 19)

18a. How many children under the age of 18 are in your home?

**18b. Age range of children. Check all that apply.**

* 0–1 year
* 2–4 years
* 5–12 years
* 13–17 years

1. Is English the primary language in your home?
   * Yes
   * No, the primary language is

##### Thank you for taking the time to complete this questionnaire.