

**The Spokane Aquifer Joint Board,
the City of Spokane, and CH2M Hill:**
Perceptions About the Spokane Aquifer
(weighted results)

May 17, 1999

*Synopsis of Results, Graphic Summary,
and Text of Responses to Open-Ended Questions*
(with text of questionnaire)

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Research Objectives

In early 1999, the Spokane Aquifer Joint Board and the City of Spokane, working through CH2M Hill, commissioned KXLY Research Services to conduct a telephone survey among Spokane area residents living within 14 target zip code areas. The overall objective of the survey was to measure current awareness and perceptions about the Spokane Aquifer and the attractiveness of measures designed to protect the Aquifer. The study design required a two-phase interviewing process: (1) each respondent would be initially interviewed by telephone, (2) information about the Aquifer would then be mailed to the respondent for review, and (3) a second call-back interview would be conducted.

Measurements in this two-phased process were to be collected in the following areas:

- **General perceptions about the local drinking water**
- **Awareness of and perceptions about the Spokane Aquifer**
 - Level of familiarity
 - Perceptions of threats to the Aquifer
- **Perceptions about the levels of annual Aquifer protection fees**
 - \$15 for homes without a septic tank
 - \$30 for homes with a septic tank
 - Incentives to pay higher fees
- **Reaction to the idea of an additional billing for additional water protection**
 - Willingness to pay an extra \$2 per month
 - Areas where the extra fee should be spent
- **Accountability for costs and perceptions about fees**
 - The entities who should bear the primary cost for protection
 - Reaction to annual fee levels after reading the mailed information
- **Perceptions related to respondent background characteristics**

KXLY Research Services maintains a commitment to explore other questions in the data if so requested.

Synopsis of Results

• Synopsis of Method

KXLY Research Services' interviewers completed 500 first-phase interviews with Spokane area residents living within 14 target zip code areas. After the initial interview, two pages of information about the Aquifer were mailed to each of the 500 respondents. Four hundred (400) of the respondents — all of whom having indicated reading the mailed materials — were re-interviewed during second-phase call-back interviewing. The results for this "final sample" of 400 are reported in this summaries that follow.

During phase-one interviewing, Spokane area households within 14 targeted zip code areas were randomly sampled, with one adult selected for interviewing within each household. Respondents were required to be 18 years of age or older. The questionnaire included 54 questions and took a median ten minutes to administer for the combined phases. The sample size of 400 provides a margin-of-error (at 95% confidence) of $\pm 4.9\%$.

Survey responses were weighted on a case-by-case basis to force gender x age proportions in the final sample to match those in the target population (that is, the adult residents living within the 14 zip code areas). This procedure enhances the sample's representativeness and the ease of making generalizations. All results reported in this volume are weighted.

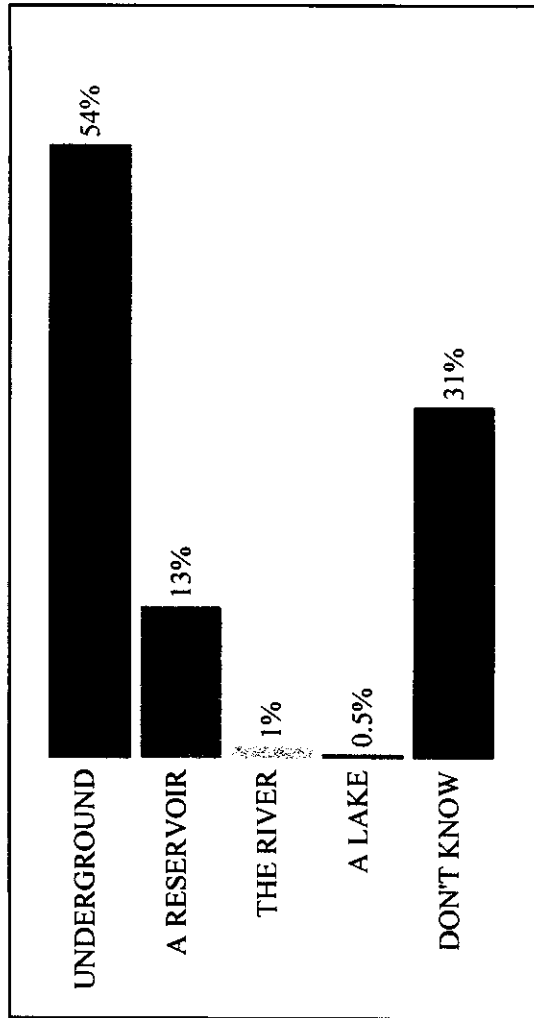
See "How the Survey was Conducted" and "Sample Weighting" for more additional details about methodology.

• General perceptions about the local drinking water (first-phase interview)

- **Use of bottled water (Q4):** About one in ten (11%) of the 400 in the final sample indicated drinking mostly bottled water on a typical day. Bottled water use varied significantly by age: among those aged 18 to 34, for instance, 18% reported using bottled water regularly, while the comparable figure for those 55+ was only 4%. Those with school-aged children also reported significantly higher bottled water use.

- **Perceived source of faucet drinking water (Q5):** As indicated in Figure 1, 54% knew their water

Figure 1: Perceived Source of Faucet Drinking Water (base: final sample, n=400)



Synopsis of Results (cont.)

came from underground, rather than from a lake, river, or reservoir. Males were significantly more likely than females to identify the correct answer (60% to 48%), but the biggest variation occurred among age groups. Almost seven in ten (69%) of those 55+ knew their water came from underground, while just four in ten (39%) adults 18 to 34 got it right. Among those claiming previous awareness of and at least "fair familiarity" with the Aquifer (in Q10 and Q11 respectively), 73% indicated the water came from underground.

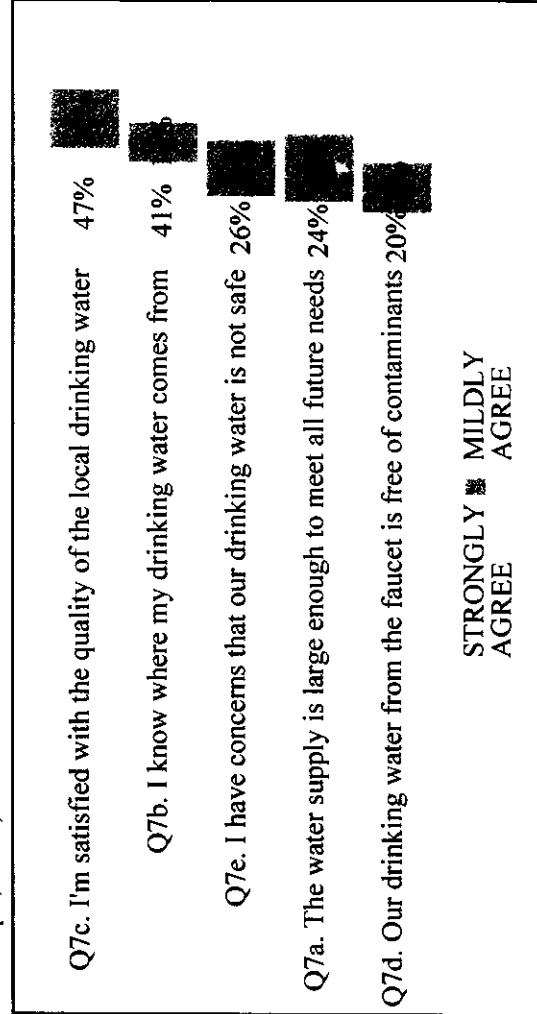
- **Top-of-mind image regarding "drinking water" (Q6):** Respondents were asked to identify (unaided) the "first thought, image, or concern that comes to your mind" about drinking water. The categories associated with the most frequently mentioned responses were these:

- Concerns about water contamination (25% of the final sample of 400)
- Clean, or clear, or fresh water (17%)
- Concerned about chemicals in the water (12%)
- Good quality or taste (10%)
- Safe from contaminants (7%)
- Concerned with adverse health effects from the water (3%)

Younger adults were much more likely than their older counterparts to respond with concerns about health and/or safety. Among those 18 to 34, 50% had reactions relating to contamination, chemicals, or health effects, as opposed to 40% in the overall sample (indicated above), and 27% of those aged 55+.

- **Perceptions about Drinking water safety and quality (Q7):** Respondents were asked to rate each of the statements shown in Figure 2 on a five-point scale, with 5 being "strongly agree" and 1 being "strongly disagree." Figure 2 indicates the proportions in the sample agreeing strongly or mildly with each statement (the statements

Figure 2: Percent Agreeing Strongly or Mildly With Each of the Following (base: final sample, n=400)



Synopsis of Results (cont.)

themselves are slightly abridged from the original questionnaire wordings).

As the proportions in Figure 2 suggest, respondents seemed fairly satisfied with the quality of Spokane's drinking water: 72% strongly or mildly agreed that they were satisfied with the quality, as opposed to 23% who strongly or mildly disagreed (the other 5% were in the middle). However, about 40% exhibited mild or strong concerns about the safety of the drinking water, and 49% disagreed strongly or mildly to the statement "our drinking water from the faucet is free of contaminants."

Overall satisfaction levels were highest with older adults and with those claiming prior familiarity with the Spokane Aquifer. Younger adults (18 to 34) and those less "Aquifer" knowledgeable were significantly more likely to report lower satisfaction levels, and higher levels of concern regarding health and safety issues. The following was true regarding Q7e (perceived water safety):

- Among 18 to 34's, 61% agreed strongly or mildly that "the drinking water is not as safe as it should be." Among those 55+, 36% agreed (35 to 54's were in the middle, with 52%).
- Among those less familiar with the Aquifer, 58% agreed the water seemed to have safety problems. Among those claiming higher Aquifer familiarity, only 44% agreed. Aquifer familiarity remained significantly associated with safety ratings even after statistically controlling for age effects.

- o **Quantity and quality versus other metropolitan areas of similar size (Q8, Q9, Q9a):** A strong majority (in Q8) thought Spokane County had either more (54%) or about the same (29%) amount of drinking water compared to other similarly sized metro areas. Only 2% thought the area had less than the typical amount of water.

Respondents remained similarly upbeat (in Q9) about the quality of the local drinking water compared with other area. About six in ten (58%) thought the region had "higher quality drinking water"; another 27% thought the region had "about the same quality." Only 7% rated the local water as comparatively inferior. When asked, in open-ended Q9a, why the water was better (or worse), the top responses (categorized; the "+" means a positive reason, the "-" the opposite) were as follows:

- + Good tasting, or related (40% of those indicating the water was "higher quality" or "lower quality" in Q9, or 260)
- + Clean, or cleaner than experienced elsewhere (17%)
- + Underground water source is better (14%)
- + Better quality overall (6%)
- The taste is inferior (5%)
- Contaminants lower the quality (5%)

Again, respondents with different background characteristics exhibited significantly different viewpoints. For instance, the following was true:

Synopsis of Results (cont.)

- Among those 55+, 66% thought the local water was of higher quality, versus 47% of those 18 to 34.
- Among those already familiar with the Aquifer, 70% rated the water of higher quality, versus 44% of those less familiar.

Differences by gender, marital status, and parental status were not large enough to be considered meaningful.

Additional details and supporting information can be found in the graphic summary section entitled "*General Perceptions About the Local Drinking Water (First-Phase Interview)*." Lists of verbatim responses to open-ended questions Q6 and Q9a are also included in an appendix to this volume.

● Awareness of and perceptions about the Spokane Aquifer (*first-phase interview*)

- Awareness and familiarity with the Spokane Aquifer (Q10, Q11): Eighty-three percent (83%) claimed to have already been aware that "Spokane's drinking water comes from underground, and it is called the Spokane Aquifer." Among this group, however, only 62% had, in Q5, correctly identified the underground as the source of local drinking water.

Males (at 87%) and those 55+ (at 96%) were most likely to identify themselves as already knowing about the Aquifer. At the opposite end, only 63% of those 18 to 34 did the same (and among these self-identified Aquifer-knowledgeable 18-34's, only 53% could correctly identify the local water source in Q5).

The 332 adults (out of 400) who claimed prior knowledge of the Aquifer rated their familiarity level as follows:

- 20% "very familiar"
- 46% "fairly familiar"
- 24% "not very familiar"
- 9% "not at all familiar"
- <1% "don't know"

Overall, about half the total sample -- the 55% in the final sample identifying themselves as both previously aware of the Aquifer (in Q10) and at least "fairly familiar" in Q11 -- were classified for the purposes of this presentation as being "more familiar with the Aquifer." The others were classified into the "less familiar" category. The composition of these two groups was as follows:

- "More familiar with Aquifer" included 72% of those 55+, 63% of those 35-54, and 66% of males
- "Less familiar with Aquifer" included 70% of those 18 to 34, and 55% of females.

Comparisons between these two groups are shown and discussed throughout this synopsis and the graphic summary.

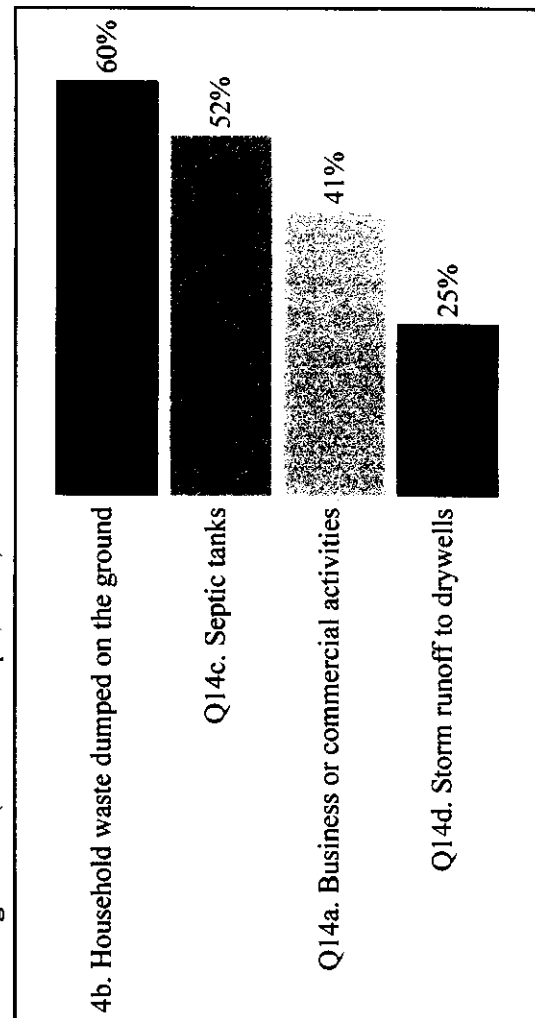
Synopsis of Results (cont.)

- **Things heard or known about the Aquifer (Q12):** Respondents at least somewhat familiar with the Aquifer were asked to explain what they had “read, heard, or know about the Spokane Aquifer.” The top response categories for this open-ended question were as follows:
 - Things related to pollution threats (27% of the 299 respondents who were previously aware of the Aquifer, and not indicating “not at all familiar” in Q11; multiple responses were allowed)
 - Located underground (26%)
 - Needs protection (14%)
 - Knows origin (13%)
 - Good filtering for, or provides, clean water (8%)
 - Plentiful water supply (8%)
 - Has seen map or knows where it runs (6%)
 - Supplies the area with drinking water (6%)
- **Aquifer location (Q13):** About one in three (35%) knew their house was “over the Aquifer.” Males (at 45%), adults 55+ (40%), and those claiming previous familiarity with the Aquifer (45%) were most likely to be part of this group.
- **Potential threats to local drinking water (Q14):** Respondents were asked if each of the potentially contaminating influences listed in Figure 3 posed a “major threat,” a “minor threat,” or “no threat” to the water in the Spokane Aquifer. As indicated in Figure 3, 60% labeled “household waste dumped on the ground” as a major threat, while only 41% thought the same about waste from “business or commercial activities.”

Responses from different demographic categories were generally consistent with Figure 3’s overall rank-ordering.

Additional supporting information can be found in the graphic summary section entitled “*Awareness of and Perceptions About the Spokane Aquifer (First-Phase Interview)*.” A verbatim response list to open-ended question Q12 is also included in this volume’s appendix.

Figure 3: Percent Indicating Each of the Following is a “Major Threat” to Local Drinking Water (base: final sample, n=400)



Synopsis of Results (cont.)

● Perceptions about the levels of annual Aquifer protection fees (*first-phase interview*)

About 75% of the sample reported their homes being currently connected to a sewer. Questions about an annual \$15 fee were directed to this group; other respondents — those without sewer connections — evaluated the \$30 fee. Respondents were asked if the \$15 or \$30 annual fee was “too high,” “about right,” or “too low,” and, if too high or too low, what would be a more appropriate fee level.

○ A \$15 fee for homes without a septic tank (Q16):

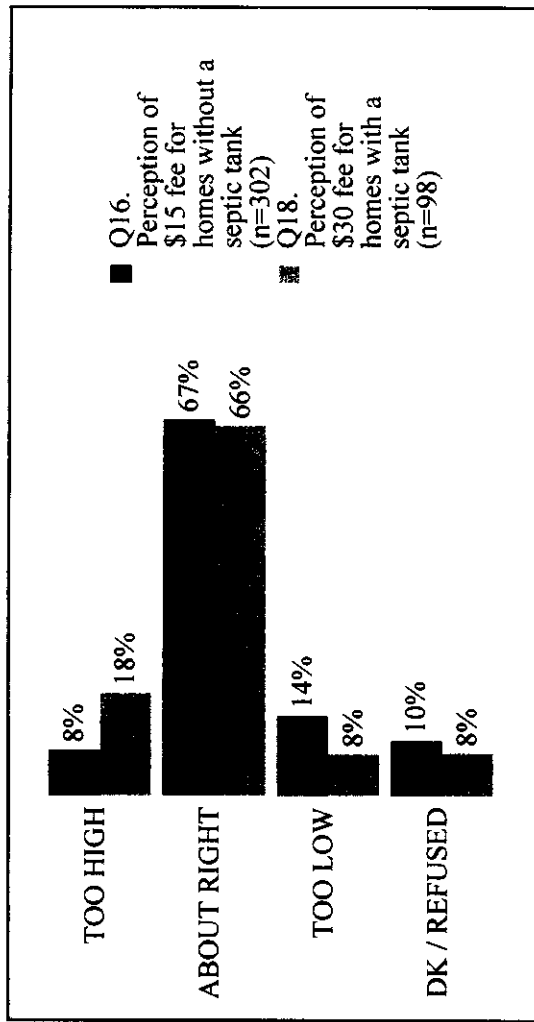
Figure 4's blue bars (which sum to 100% within rounding error) show the response distribution regarding the appropriateness of the \$15 fee. As Figure 4 indicates, only 8% thought the fee “too high,” while over eight in ten (81%) reported the fee as being either “just right” or “too low.” Interestingly, there were more “too low’s” than “too high’s,” suggesting the fee may actually be too low.

Differences by gender, marital status, parental status, and Aquifer familiarity level were not significant. Differences within age groups were significant, with younger adults slightly more willing to pay higher fees than their older counterparts. This may be because, as reported earlier in this summary, these adults show higher levels of concern for water health issues.

○ A \$30 fee for homes without a septic tank (Q18): As indicated by the green bars in Figure 4, 18% of those not connected to a sewer felt the fee was “too high.” However, that leaves 74% who felt the fee was either “just right” or “too low.” These results imply that the fee is clearly within the acceptable range for households to which this fee applies.

Regarding the question of more appropriate fee levels (asked in Q17 and Q19) for those regarding the \$15 or \$30 rates as either being “too high” or “too low,” no consensus existed for either group. (Charts detailing the distributions for suggested alternative fee levels are shown in the graphic summary.)

Figure 4: Perceptions About Annual Fees (base: final sample, n=302 without a septic tank, and n=98 with a septic tank)



Synopsis of Results (cont.)

- **Incentives to pay a higher Aquifer protection fee (Q20):** Figure 5 displays the proportions in the overall sample indicating “most likely yes” to the following question: “To protect the drinking water against ____, would you be willing to pay a higher Aquifer protection fee? Most likely yes, maybe, or most likely no?”

As a group, respondents were slightly more likely to say they would support household-waste related increases than increases related to business waste. This may reflect the degree of perceived threat (in Q14, a higher proportion rated household waste a “major threat” than business waste) or it may reflect an unwillingness on the part of households to pay for waste protection for businesses.

In general, younger adults (18 to 34) were significantly more open than older adults to accepting a fee increase to both protect against business and household waste.

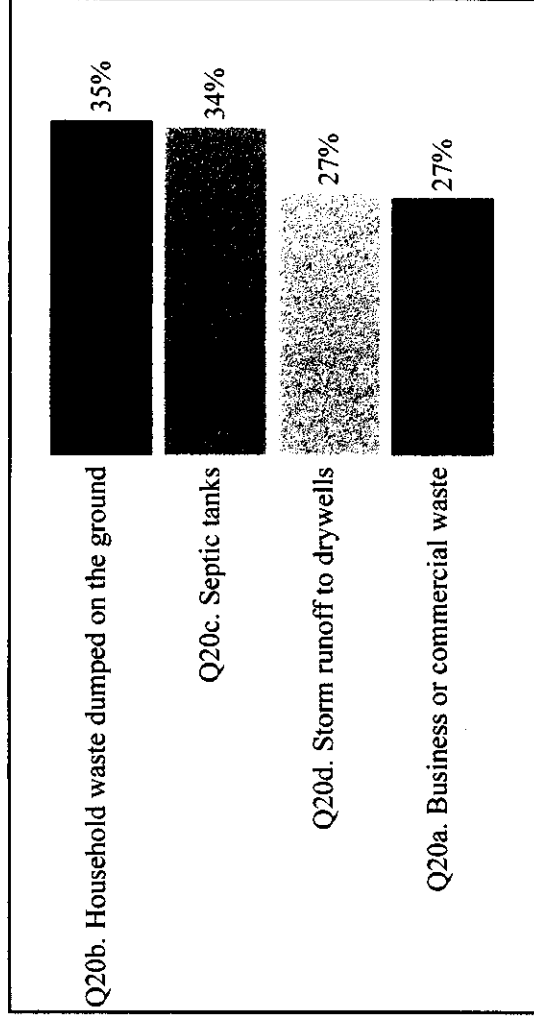
Additional details and supporting information can be found in the graphic summary section entitled “*Perceptions About the Levels of Annual Aquifer Protection Fees (First-Phase Interview)*.”

● **Reaction to the idea of an additional billing for additional water protection (second-phase interview)**

Q25 through Q32 were administered by interviewers during the second-phase portion of the interview. All respondents had reviewed the mailed materials prior to this second-phase.

- **Willingness to pay an extra \$2 per month for additional water protection (Q25):** Sixty-nine percent (69%) reported being willing to pay an extra fee. In general, those more willing to pay higher fees were also more likely to express reservations about drinking water safety: females, younger adults, those with children, and those least familiar with the Aquifer.

Figure 5: Percent Indicating “Yes” to Paying a Higher Protection Fee to Protect Against Each of the Following (base: final sample, n=400)



Synopsis of Results (cont.)

Age differences were especially strong. Among adults 18 to 34, 81% said they would pay more, as opposed to 54% of those 55+. Among women 18 to 34 with children, 93% indicated they would pay more.

Recommendations for spending the \$2 fee

(Q26): Those indicating (in Q25) being willing to pay an additional \$2 monthly fee were asked to make recommendations on how water departments should spend the extra money. Respondents were asked to rate each of the statements shown in Figure 6 on a five-point scale, with 5 being "definitely yes" and 1 being "definitely no" (the wordings in Figure 6 are abridged from their original versions). Figure 6 displays the (rank-ordered) mean ratings, with higher values indicating more support for that option (the dashed line indicates average bar length). Differences of about .12 or more can be considered statistically significant.

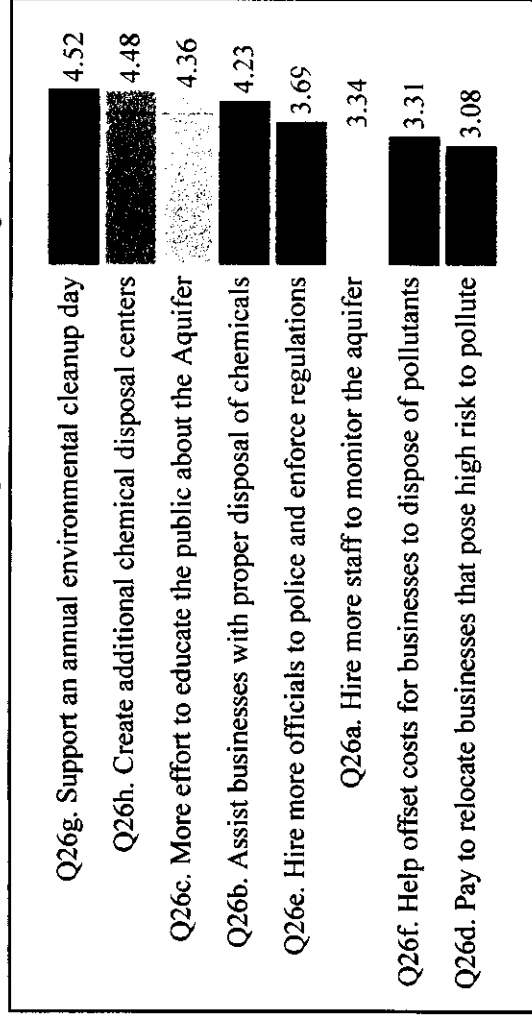
Younger adults (18 to 34) were much more willing than others to assist businesses with disposal (item b), to help offset some of the business costs of disposal (item f) and to pay for relocation (item d). The means for this group on these measures -- 4.43, 3.57, and 3.57, respectively -- were much higher than the overall means shown at left.

Additional details and supporting information can be found in the graphic summary section entitled "*Reaction to the Idea of an Additional Billing for Additional Water Protection (Second-phase Interview)*." A list of verbatim responses to open-ended question Q27 (prompting for other ideas on how to protect drinking water) is also included in an appendix to this volume, and the categorized results for this question displayed in the graphic summary.

Accountability for costs and perceptions about fees (second-phase interview)

- Who bears the cost, and who poses the biggest threat (Q28, Q29): Respondents were asked in Q28 to identify "who should bear the primary cost for our drinking water -- mostly households, mostly businesses, or both equally?" As a follow-up in Q29,

Figure 6: Average Rating for Options on Spending the \$2 Fee (base: willing to pay extra fee in Q25, n=276, excluding "don't know's"; higher values indicate more agreement)



Synopsis of Results (cont.)

respondents were then asked "who poses the biggest threat to our drinking water quality" with the same choices. Figure 7 indicates the response distributions for the two questions.

As indicated in Figure 7, over half the sample indicated (in Q29) that businesses were the bigger threat to water. This is a reversal of the results reported in Q14 (where household waste was seen to be a bigger threat than business or commercial waste) and may reflect the influence of the mailed Aquifer materials (which, among other things, mentioned the industrial disaster recreated in "A Civil Action").

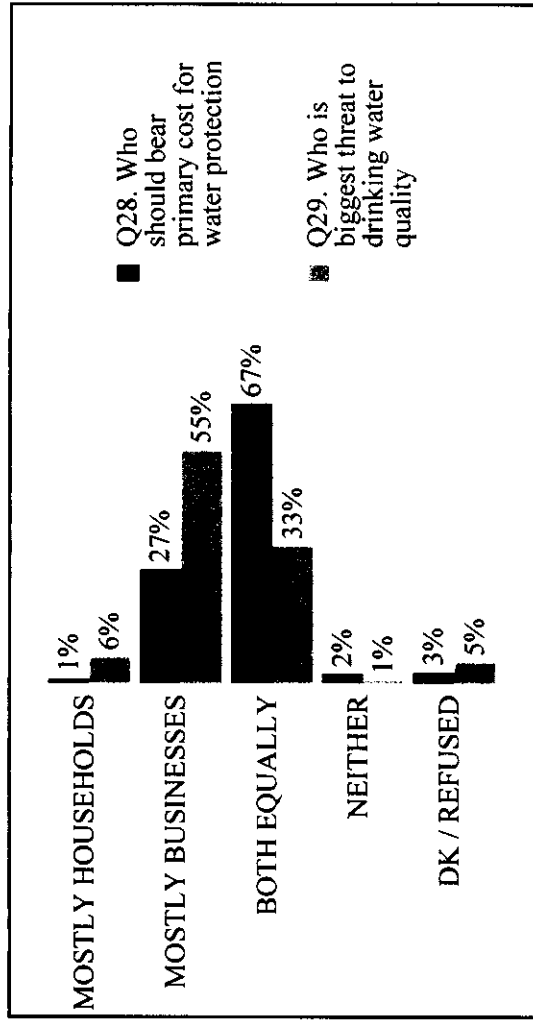
Interestingly, although a majority attributed the biggest threat to businesses, respondents were unwilling to apportion to businesses the major share of the water protection cost (in Q28). As Figure 7 shows, about two-thirds thought costs should be apportioned "about equally" between businesses and households. Among the 222 respondents who thought businesses were the primary threat, over half (54%) thought protection costs should be shared equally; only 40% thought businesses should bear the primary cost.

Parents with school-aged children were the most likely among demographic groups to assign the primary cost to businesses. Gender, age, and other differences were not significant, suggesting general agreement among demographic groups that businesses and households should share the cost burden about equally.

○ **Revisiting the \$15 and \$30 annual fees (Q30, Q31):** During the second-phase call-back, interviewers again asked respondents about the appropriateness of the \$15 annual fee (Q30, for those with sewer connections) or \$30 fee (Q31, for those without). The question wordings matched exactly those used in the first-phase interview (in Q16 and Q18). This repeated measurement exercise was designed to test the impact of the mailed materials on respondents' perceptions about the annual protection fee.

A comparison of the response distributions for Q16 and Q30 — presented in Figure 8 — indicates almost no movement between the two measurements, suggesting the mailed materials had no effect on perceptions about the appropriateness of the \$15 fee.

Figure 7: Who Should Bear the Cost, and Who Poses the Biggest Threat (base: final sample, n=400)



Synopsis of Results (cont.)

This does not necessarily mean the mailings had no effect. In the first-phase interview, 81% indicated the \$15 fee felt "about right" or "too low," meaning that the fee level already had achieved wide acceptability. In each of the two phases, only 8% rated the fee "too high."

As in Q16, respondents aged 18 to 34 were slightly more receptive to the fee level than adults aged 55+. Differences by gender, marital or parental status, or by Aquifer familiarity category were not statistically significant.

As Figure 9 shows, the mailings had a positive, but minor overall impact within the sample. Among the 98 respondents connected to a septic tank, 16% gave a better rating to the \$30 fee the second time, but another 6% decreased their rating, and 5% who said "about right" the first time, "didn't know" the second. The overall net change, as indicated in Figure 9, was not large enough to be statistically meaningful.

○ **Final comments to pass along (Q32):** Most (59%) had no final comments. The most mentioned categories for those who did were these:

- Take more preventative steps to ensure Aquifer safety (9% of the final sample).
- Try to increase public awareness of the problems (5%).
- Things are fine as they are (4%).
- The Aquifer provides quality water (4%).
- Don't raise water rates (2%).

Figure 8: Perceptions About a \$15 Annual Fee — First Versus Second Phase Responses (base: those with homes not connected to a septic tank, n=302)

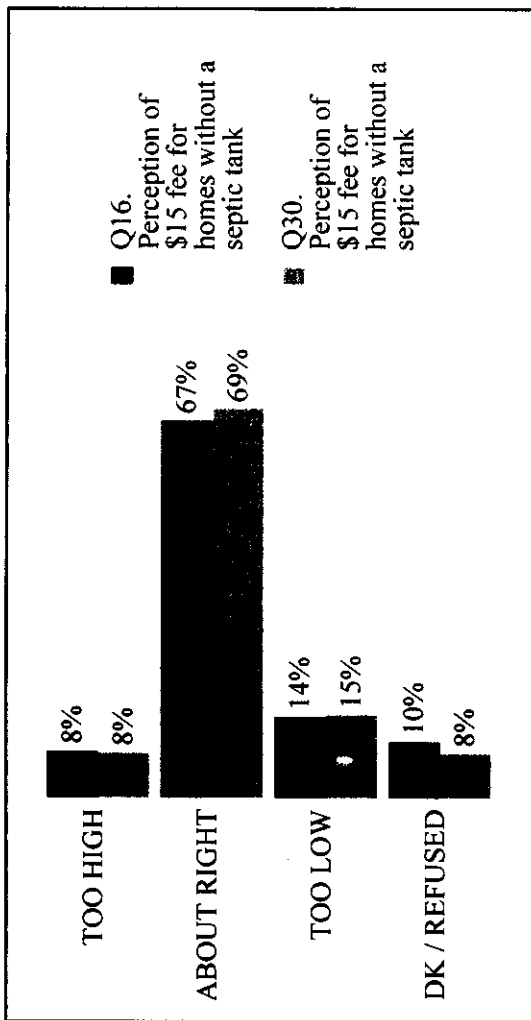
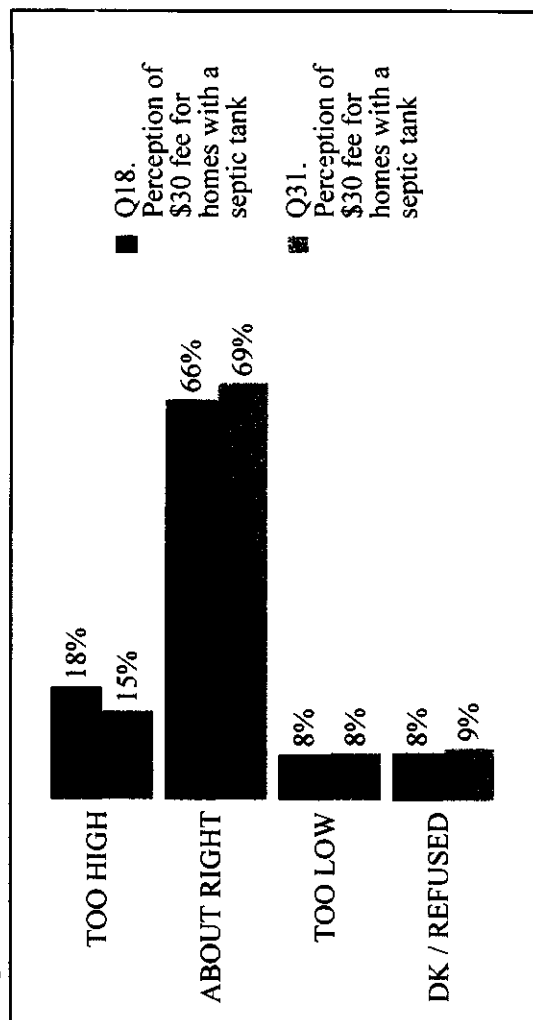


Figure 9: Perceptions About a \$30 Annual Fee — First Versus Second Phase Responses (base: those with homes connected to a septic tank, n=98)



Synopsis of Results (cont.)

Additional details and supporting information can be found in the graphic summary section entitled “*Accountability for Costs and Perceptions About Fees (Second-Phase Interview)*.” A list of verbatim responses to open-ended question Q32 is also included in an appendix to this volume, and the categorized results for this question displayed in the graphic summary.

How the Survey was Conducted

- **A telephone survey with 500 initial and 400 final interviews of Spokane area residents**
 - Interviewing was conducted between March 31 and May 10, 1999 (after a pre-test of the questionnaire).
 - Each respondent was interviewed twice during the following procedure:
 - An initial interview was conducted, during which the respondent agreed to review two pages of mailed information about Wellhead Protection Programs, sources of contamination, and potential solutions.
 - A second interview was then conducted after the respondent had received the materials. Only those who indicated they had actually read the mailed material were allowed to finish the interview.
 - Calls were made from 4-9pm weekdays and 10am-6pm weekends.
 - Households within 14 Spokane zip codes areas were randomly sampled using computer-generated phone numbers with residential prefixes for these zip codes. (The targeted zip codes were 99016, 99025, 99027, 99037, 99201, 99202, 99203, 99205, 99206, 99207, 99212, 99216, 99218, and 99223.)
 - Household selection was approximately proportionate to the population within each of the zip code areas.
 - To reach a qualified adult, interviewers attempted a minimum of four call attempts to each selected phone number.
- **Screening (definition of target adults)**
 - Respondents were required to have the following characteristics:
 - Currently living in one of the targeted zip code areas
 - At least 18 years of age or older
 - (For second-phase interviewing) Having read the Aquifer information sent by mail
- **Questionnaire**
 - Median (half below, half above) completion time: 7 minutes for phase-one interviewing, 3 minutes for phase-two
 - Content: 54 questions, including 38 in phase-one; 5 open-ended (that is, where category responses are not read)
- **Results weighted to force final sample gender x age proportions to match those in the target population** (see the following page for an explanation of the weighting procedure)
- **Accuracy (margins-of-error at n=400) when generalizing to the target population**
 - At 95% confidence: $\pm 4.9\%$
 - At 90% confidence: $\pm 4.1\%$
 - Margins-of-error are wider for subgroups

A note on presentation: in the graphic presentation that follows, numeric results are always shown rounded to the nearest integer (to enhance ease of review and interpretation). Because of this rounding, totals may not always add up to 100%. The displayed values are nevertheless correct.

Sample Weighting

To adjust for minor variations in non-response and gender x age coverage, individual cases for the final sample of 400 respondents were weighted to force sample age x gender proportions to match estimated population proportions for the combined 14-zip code target area. The weighting procedure enhances the representativeness of generalizations based upon survey estimates. In practice, the weighted and non-weighted results were similar and the weighting had no effect in altering conclusions derived from survey results.

Applied Weighting

Category	Estimated Eleven County Population Count*	Proportion ...		Applied Adjustment Weight**	Unadjusted Count	Weighted Count (rounded)
		In Population	In Sample			
Males 18-24	14,263	6.91%	4.25%	1.627	17	28
Males 25-34	19,285	9.35%	9.25%	1.011	37	37
Males 35-44	21,811	10.57%	10.25%	1.031	41	42
Males 45-54	15,881	7.70%	8.75%	0.880	35	31
Males 55-64	10,115	4.90%	5.50%	0.891	22	20
Males 65+	15,757	7.64%	8.00%	0.955	32	31
Females 18-24	13,487	6.54%	5.75%	1.137	23	26
Females 25-34	20,186	9.78%	10.50%	0.932	42	39
Females 35-44	23,118	11.21%	11.25%	0.996	45	45
Females 45-54	16,839	8.16%	8.75%	0.933	35	33
Females 55-64	11,326	5.49%	5.50%	0.998	22	22
Females 65+	24,246	11.75%	12.25%	0.959	49	47
Totals	206,314	100.00%	100.00%		400	400

*Population estimate source: Donnelly, 1996.

** Looking, for example, at the second row, males 25-34 were slightly under-sampled. In compiling weighted results, each male 25-34 was treated as the equivalent of "1.011" of a respondent. Adjustment weights (given in the fifth column above) greater than 1.0 indicate an under-sampling of the category, and weights less than one indicate the reverse. Males 18 to 24, who were significantly under-sampled, were the only ones primarily affected by the weights.

Respondent Background Characteristics

Overall characteristics of the final sample of 400 were as follows:

Background Characteristic Proportions*

Characteristic	Weighted	Unweighted
Percent female	53%	54%
Percent between the ages of 18 and 44	55%	51%
Percent married	60%	60%
Percent with children under age 18 living in the household	43%	43%
Percent with 5 years or more residency in the area	80%	81%
Percent with a home connected to a sewer	75%	74%

**Sample sizes, above, vary slightly between the weighted and unweighted samples. The unweighted counts reflect the actual number of respondents interviewed. The weighted counts incorporate adjustments to make sample x age proportions conform to population proportions.*

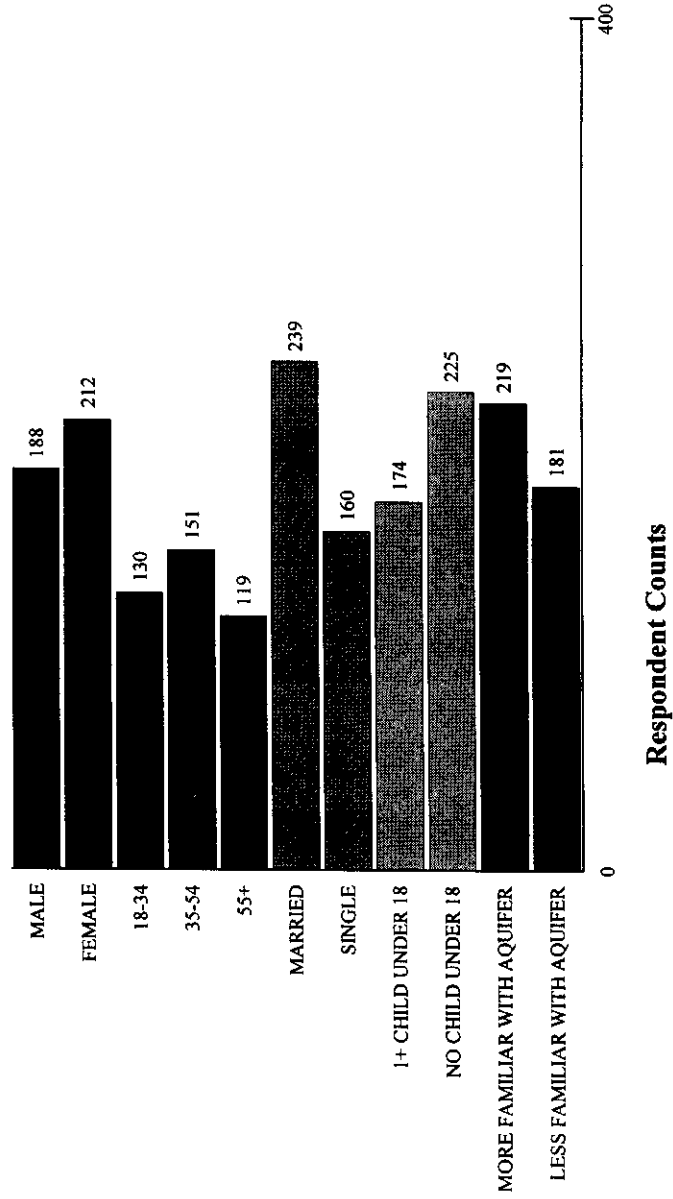
More details are provided in the graphic summary section entitled "Graphic Addendum: Respondent Background Characteristics."

Respondent Background Characteristics

Counts by Category

Base for chart:

Final sample (n=400, excluding refusals on any measurement shown below)



Notes

The counts at left indicate the number of completed second-phase interviews per background category.

During first-phase interviewing, 500 respondents completed the initial portion of the questionnaire and received Aquifer information by mail. Among this group of 500, 400 completed the second-phase interviews. The charts that follow report the (weighted) results for these 400 second-phase respondents.

These 400 constitute the "final sample" referred to at left and in subsequent charts.

In creating the categorizations at left, the respondents designated as "more familiar with Aquifer" were those who were aware of, and rated themselves as "very" or "fairly" familiar with, the Spokane Aquifer (that is, Q10= "yes" and Q11 = "1" or "2"). All others were put in the "less familiar with Aquifer" category.

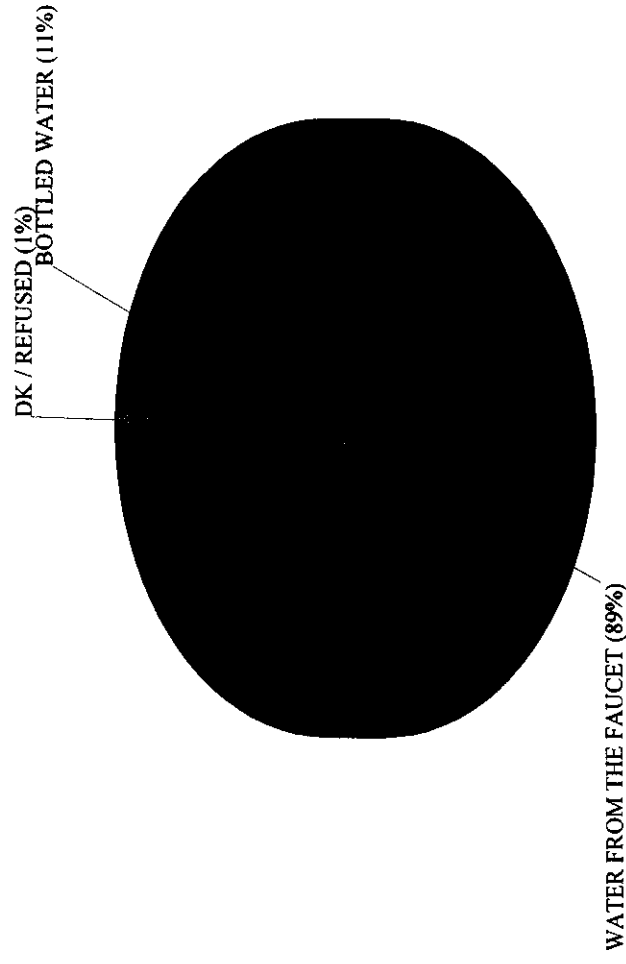
General Perceptions About the Local Drinking Water

First-Phase Interview

Immediate Source for Everyday Drinking Water

Q4. "On a typical day, do you drink mostly water from the faucet, or bottled water?"

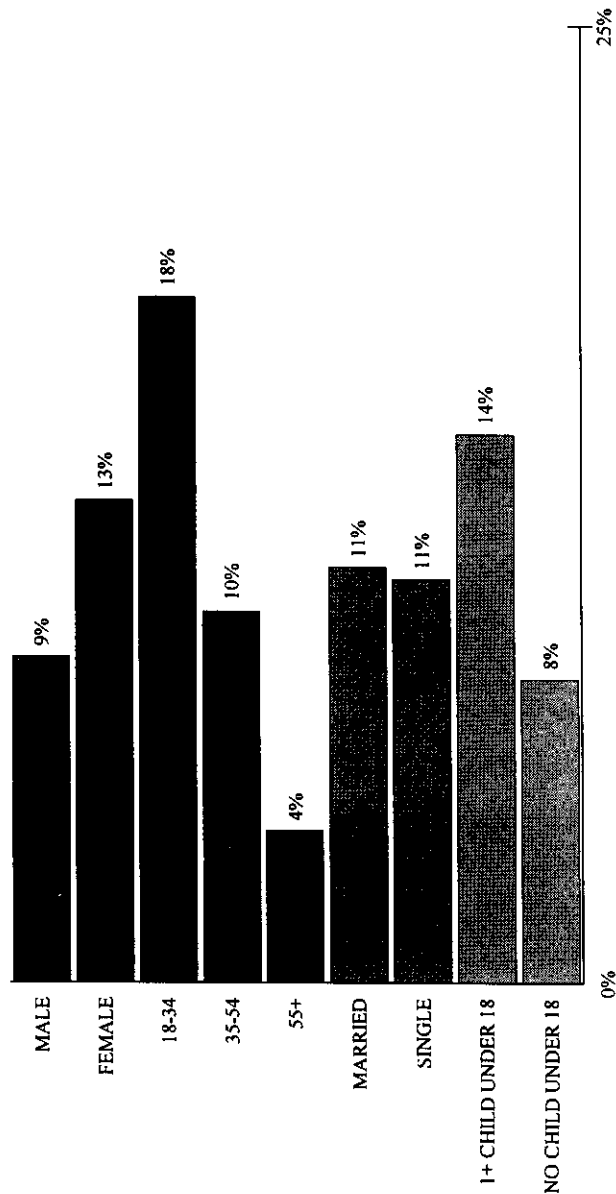
Base for chart: Final sample (n=400)



Immediate Source for Everyday Drinking Water, by Background Characteristic

Q4. "On a typical day, do you drink mostly water from the faucet, or bottled water?"

Base for chart: Final sample (n=400, excluding refusals on any background measurement)



Notes

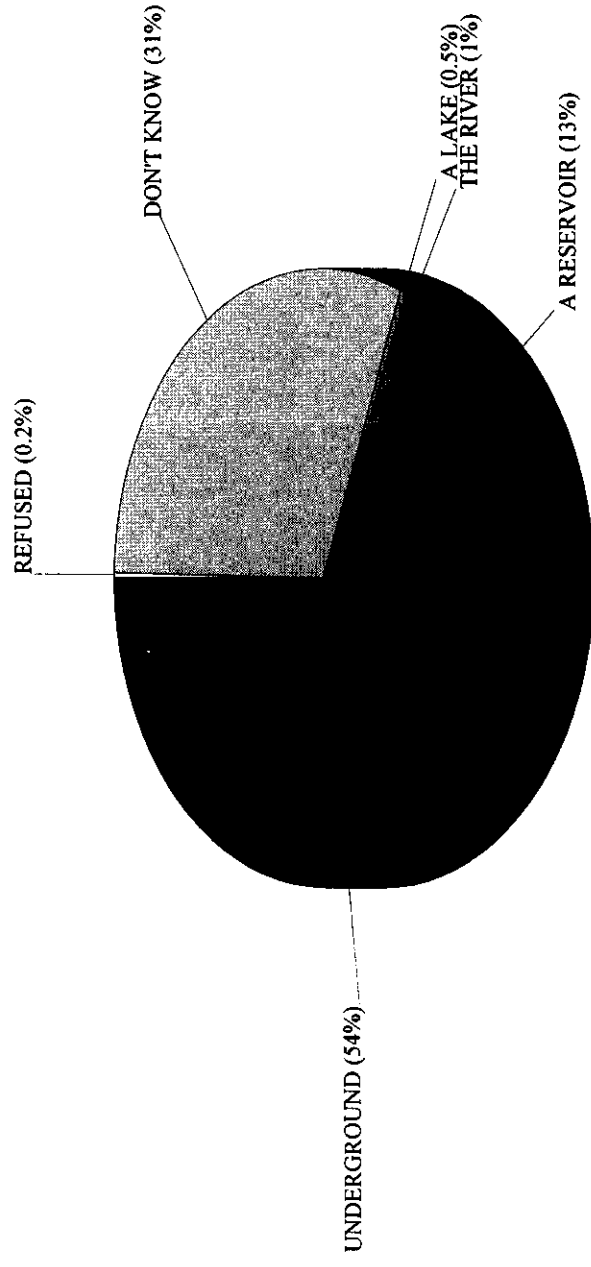
Bottled water use varied significantly ($p < .05$) by age and parental status. Younger adults (aged 18 to 34) and those with school-aged children were most likely to report using bottled water.

Differences by gender or marital status were not large enough to be statistically meaningful.

Perceived Source of Faucet Drinking Water

Q5. "Can you tell me where the water for your faucet comes from: a lake, the river, underground, or a reservoir?"

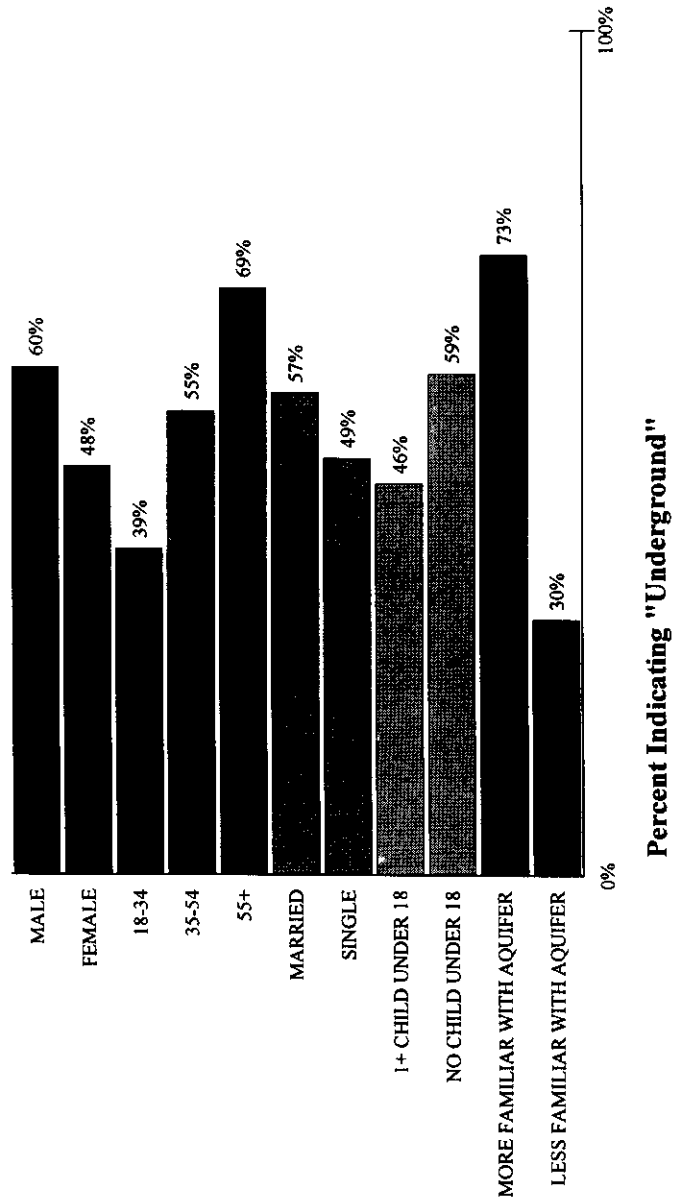
Base for chart: Final sample (n=400)



Perceived Source of Faucet Drinking Water, by Background Characteristic

Q5. "Can you tell me where the water for your faucet comes from: a lake, the river, underground, or a reservoir?"

Base for chart: Final sample (n=400, excluding refusals on any background measurement)



Notes

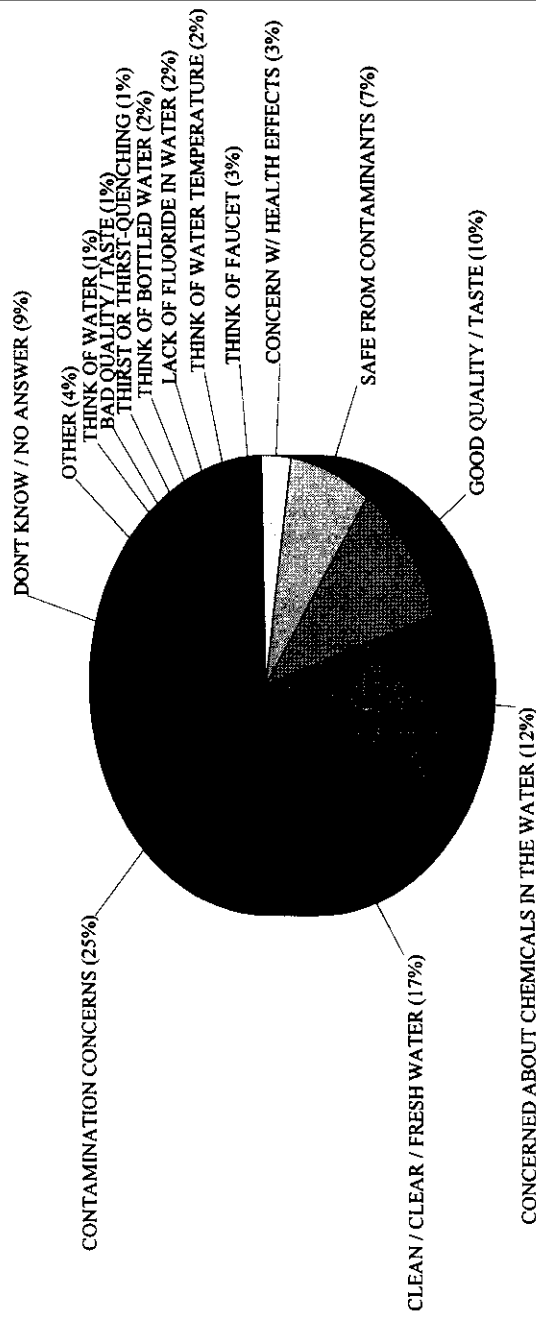
As indicated at left, males and older adults (including those without school-aged children) were significantly more likely to "get it right."

Among those who said they were already aware of, and at least "fairly familiar" with, the Spokane Aquifer, about three in four (73%) answered correctly.

Top-of-Mind Thought About "Drinking Water"

Q6. "When I say 'drinking water,' what's the first thought, image, or concern, that comes to your mind?"

Base for chart: Final sample (n=400)



Notes

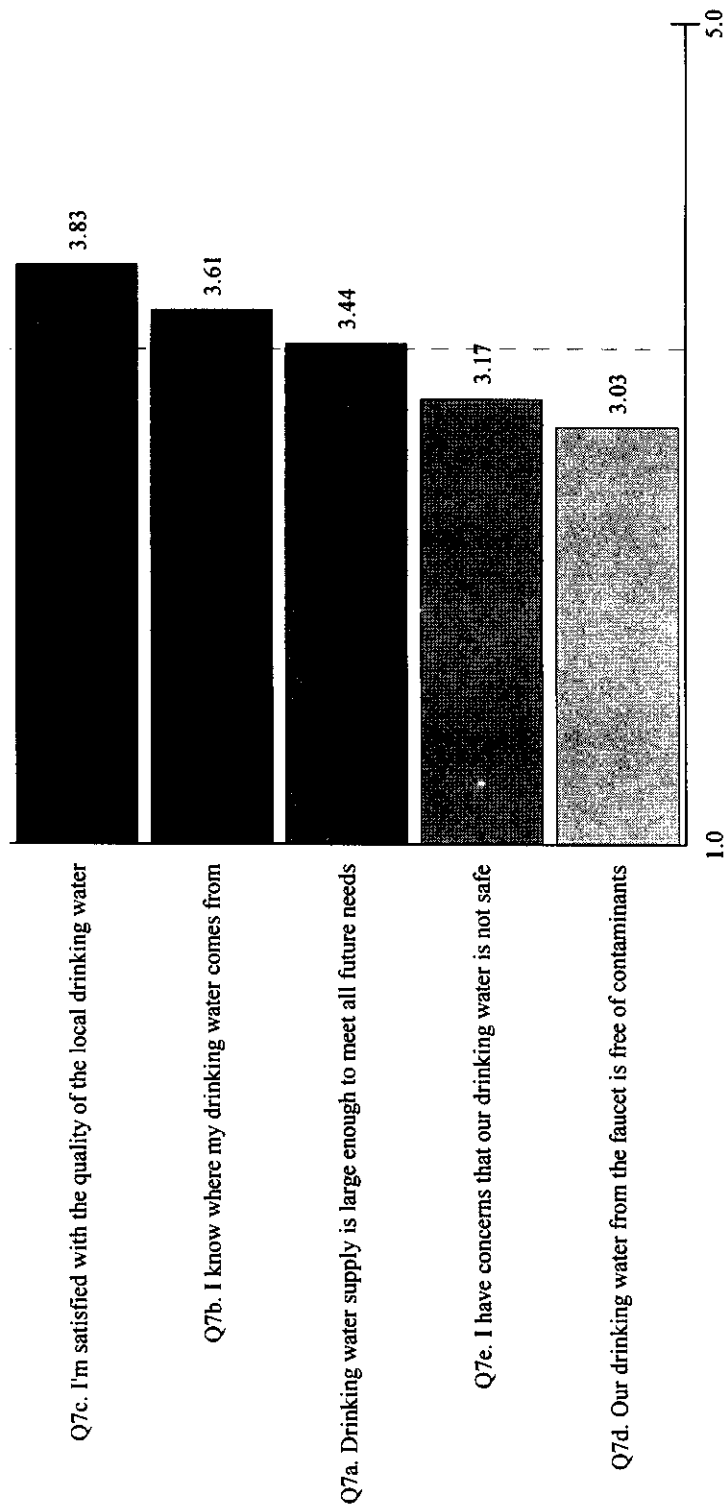
About 40% associated "drinking water" with some kind of health concern (at left, see the categories "concerns about contamination," "concerns about chemicals in the water," and "concerns about water's overall health effects").

Those most likely to express contamination and/or health concerns were younger (50% of those aged 18 to 34 expressed these comments) or less familiar with the Aquifer (47%). By contrast, only 27% of those adults aged 55+ and familiar with the Aquifer mentioned contamination or health concerns.

Perceptions About Drinking Water Safety and Quality

Q7a-e. "Now, I'm going to read a few statements, and I'd like you to tell me if you agree strongly, agree mildly, neither agree nor disagree, disagree mildly, or disagree strongly?"

Base for chart: Final sample (n=400, excluding "don't know's" on any question)



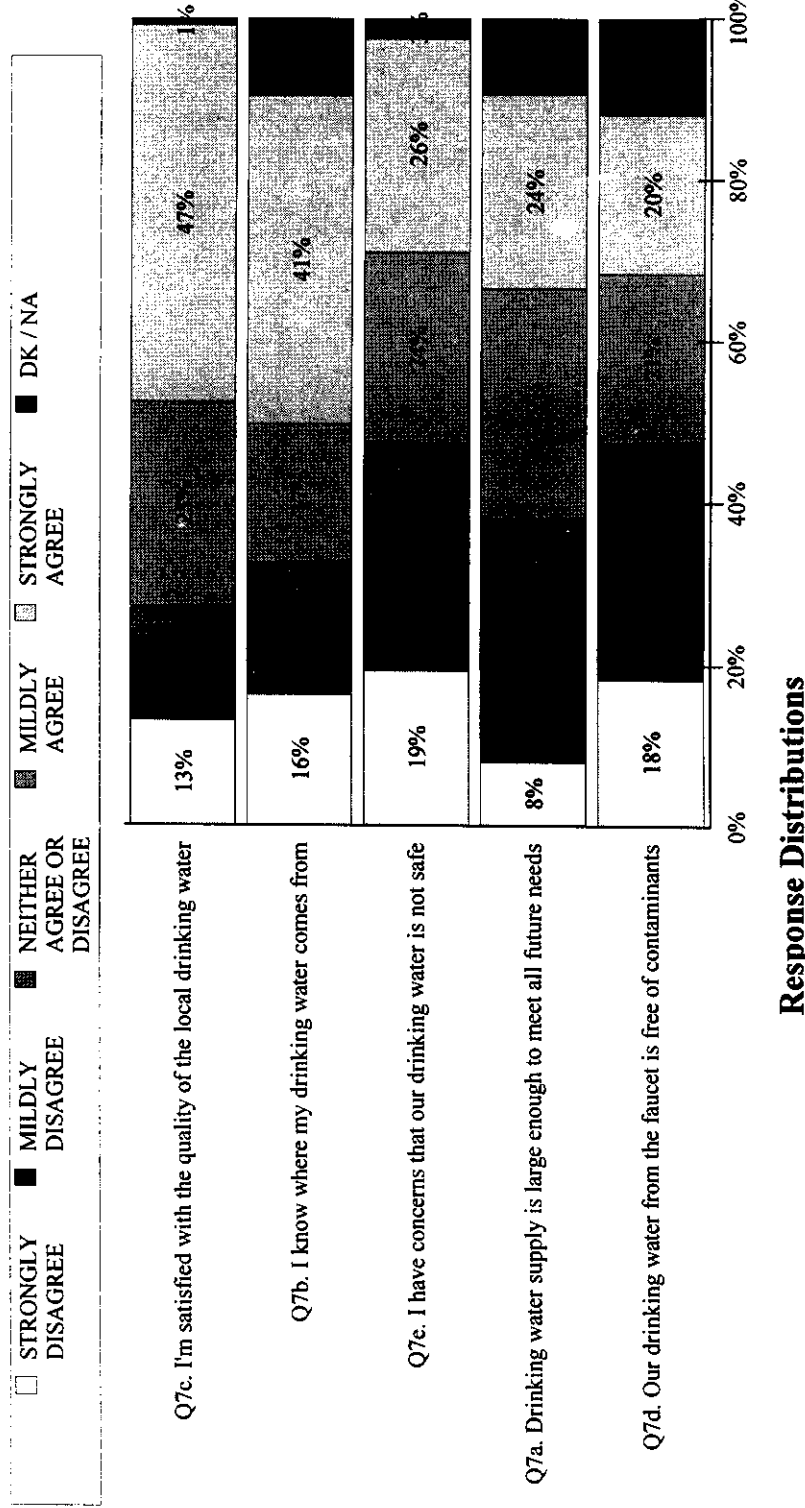
Average Ratings on a 5-pt. Scale (Higher Means More Agreement)

Ratings were on a 5-point scale, with 5 being "strongly agree" and 1 being "strongly disagree." The dashed line displays the average bar length.

Perceptions About Drinking Water Safety and Quality

Q7a-e. "Now, I'm going to read a few statements, and I'd like you to tell me if you agree strongly, agree mildly, neither agree nor disagree, disagree mildly, or disagree strongly?"

Base for chart: Final sample (n=400)



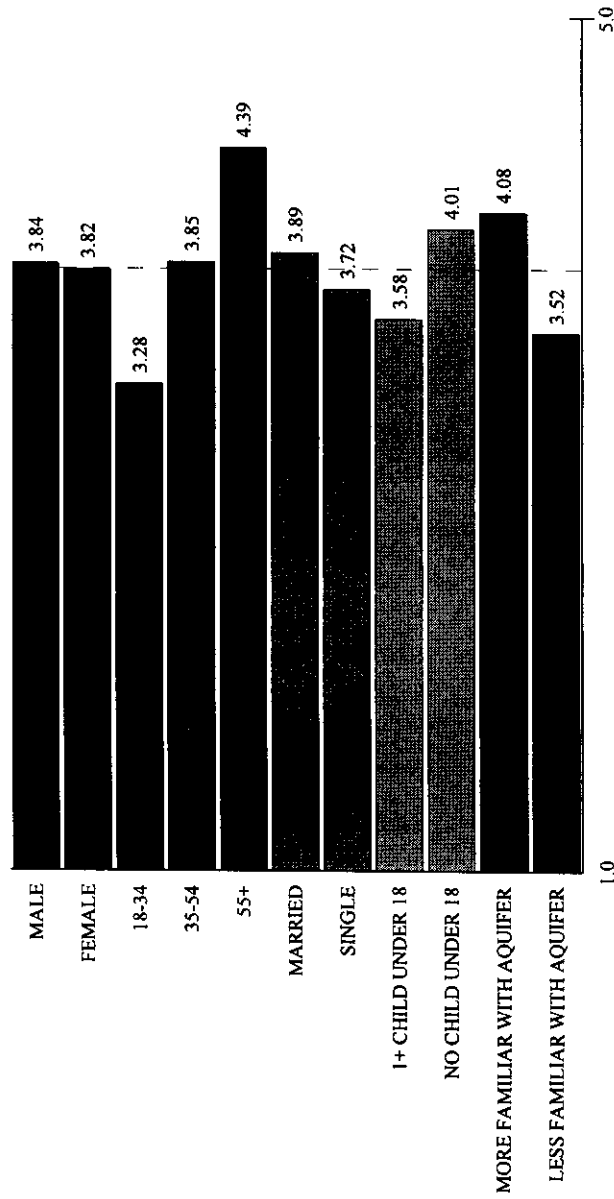
Segments sum to 100% within each bar. Bars are ordered by "strongly agree" proportions.

Level of Satisfaction with Water Quality

Q7c. Five-Point Scale Ratings on "I'm personally satisfied with the quality of the local drinking water."

Base for chart:

Final sample (n=400, excluding "don't know's" on any background measurement)



Average Ratings on a 5-pt. Scale (Higher Means More Agreement)

Notes

Among the questions in the Q7 set, the results of Q7c (this page) and Q7e (on the next page) best show the range of responses concerning water quality and health.

Overall satisfaction (as measured in Q7c) with water quality was high (47%, for instance, "strongly agreed" that they were satisfied with the quality of the local water; see the chart on the previous page). However, strong, statistically significant differences were found among age groups and Aquifer familiarity categories. In general, the following seems to be true:

- Older adults are more satisfied with the quality of the local drinking water than their younger counterparts.
- Compared with other adults, those more familiar with the Aquifer also seem more satisfied.

Ratings were on a 5-point scale, with 5 being "strongly agree" and 1 being "strongly disagree." The dashed line displays the average bar length.

Weighted results, May '99

Level of Concern With Water Safety

Q7e. Five-Point Scale Ratings on "I have concerns that our drinking water is not as safe as it should be."

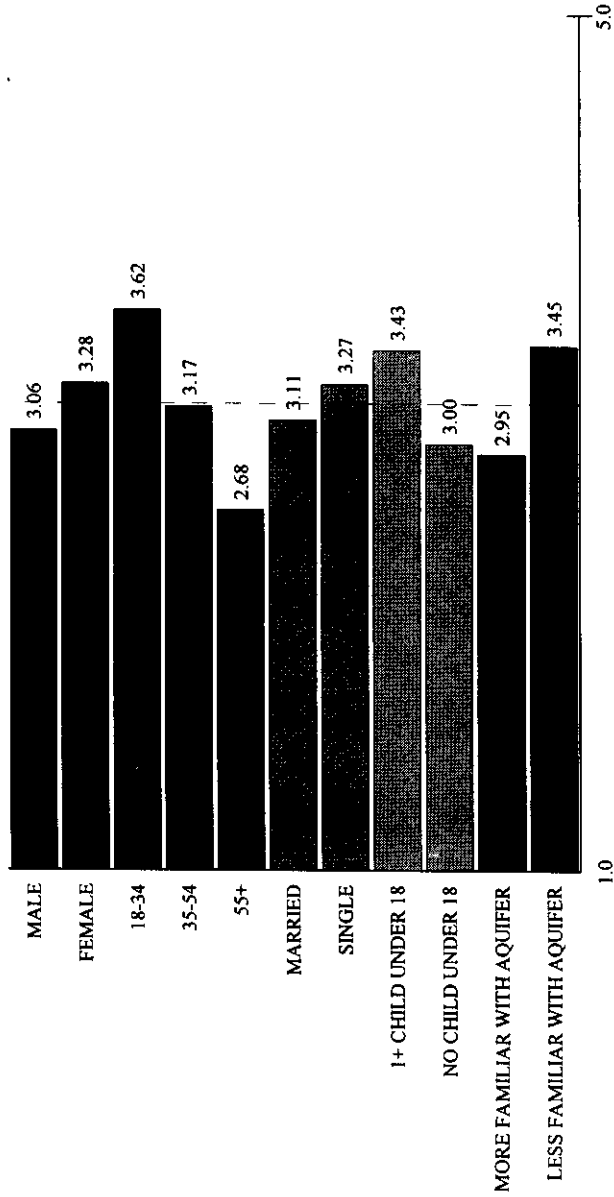
Base for chart:

Final sample (n=400, excluding "don't know's" on any background measurement)

Notes

These results are the converse of Q7c's (shown on the previous page).

Again, age, parental status, and Aquifer familiarity were statistically significant predictors of level of concern for drinking water safety. Younger adults, those with children, and those less familiar with the Aquifer were much more likely than others to question the safety of the local drinking water.



Average Ratings on a 5-pt. Scale (Higher Means More Agreement)

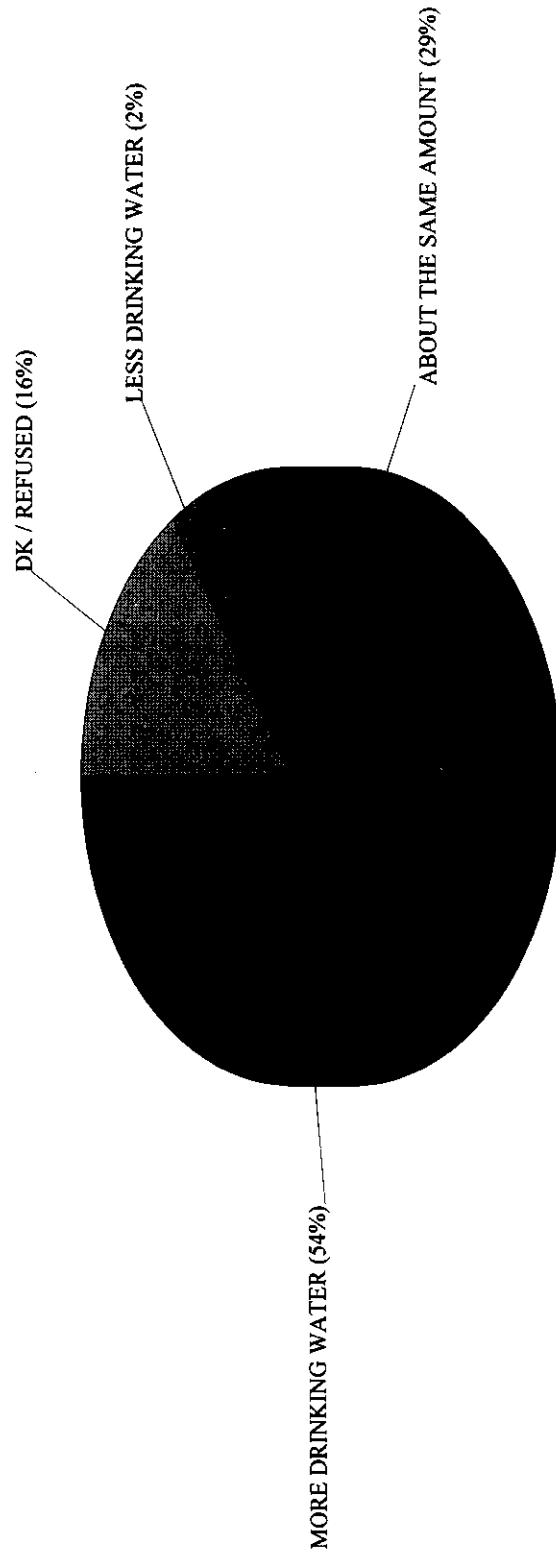
Ratings were on a 5-point scale, with 5 being "strongly agree" and 1 being "strongly disagree." The dashed line displays the average bar length.

Weighted results, May '99

Relative Amount of Local Drinking Water Available

Q8. "Compared with other metropolitan areas the size of Spokane County, do you think we have ___?"

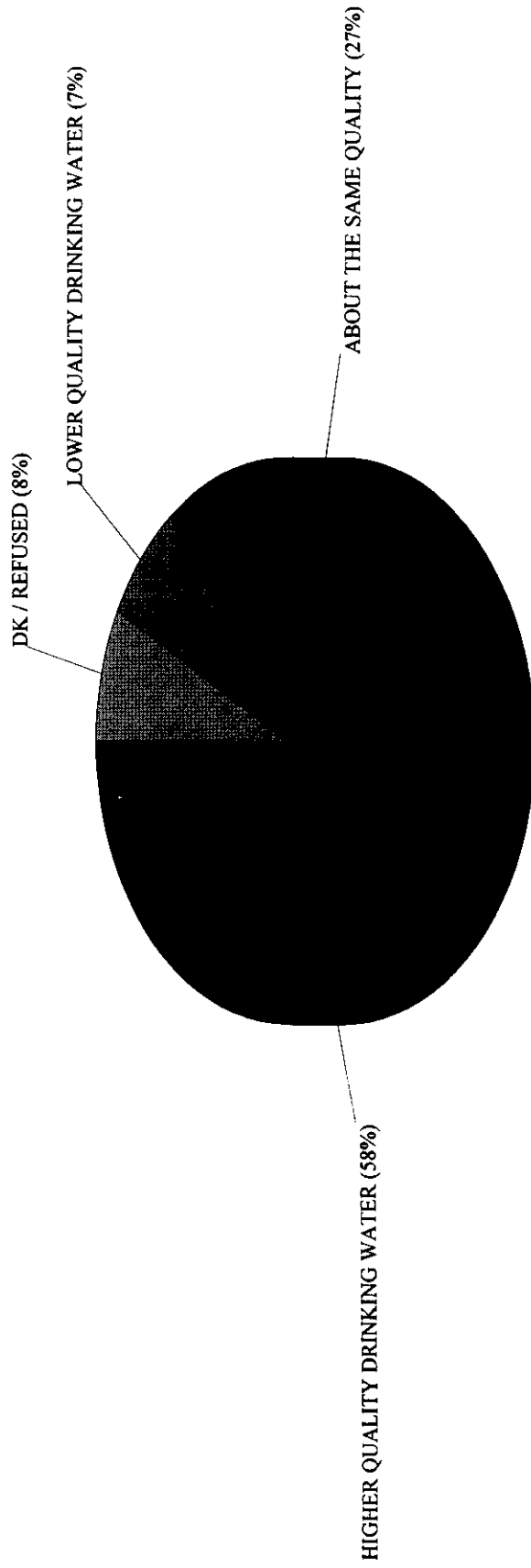
Base for chart: Final sample (n=400)



Relative Quality of Local Drinking Water

Q9. "Compared with other metropolitan areas the size of Spokane County, do you think we have ___?"

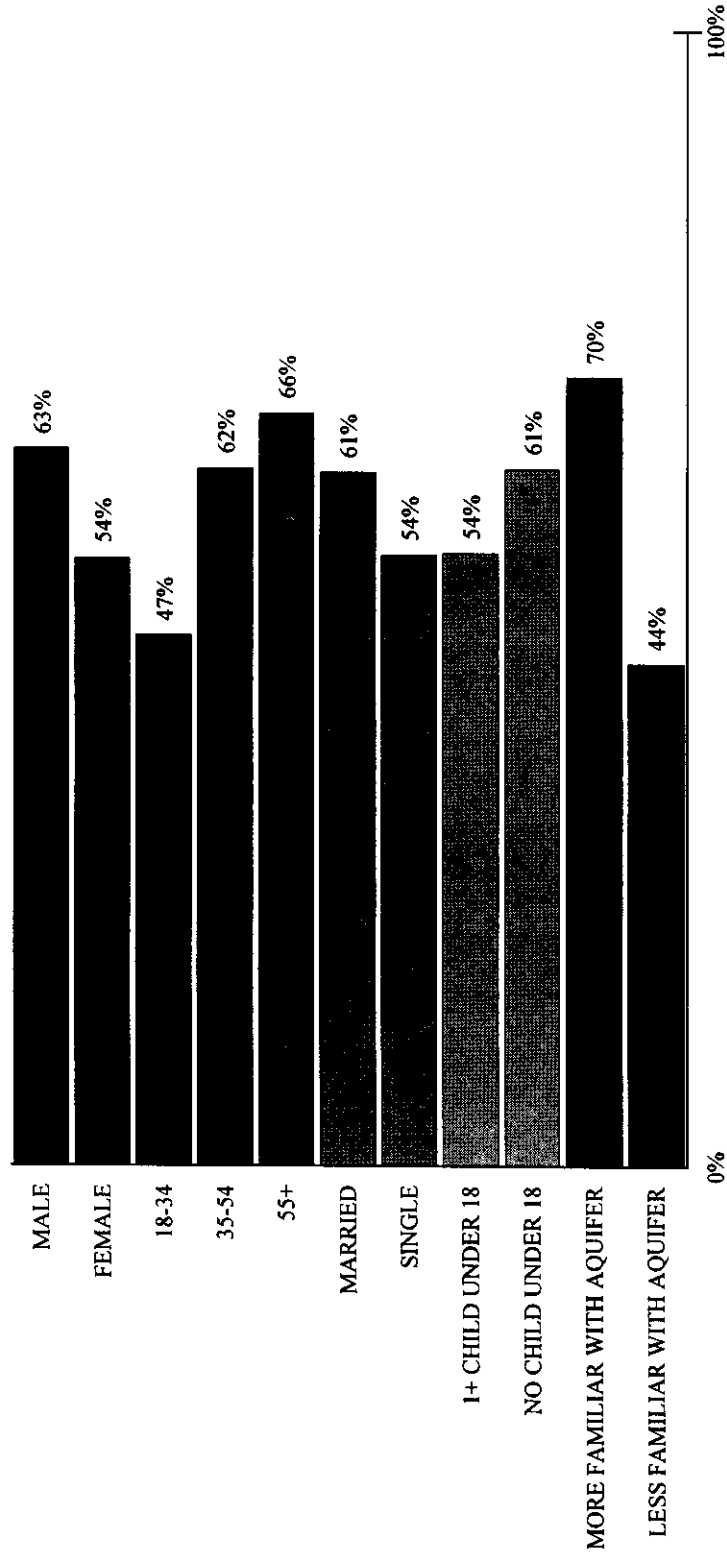
Base for chart: *Final sample (n=400)*



Relative Quality of Local Drinking Water, by Background Characteristic

Q9. "Compared with other metropolitan areas the size of Spokane County, do you think we have ___?"

Base for chart: Final sample (n=400 excluding "don't know's" on any background measurement)



Percent Indicating Region has "Higher Quality Drinking Water"

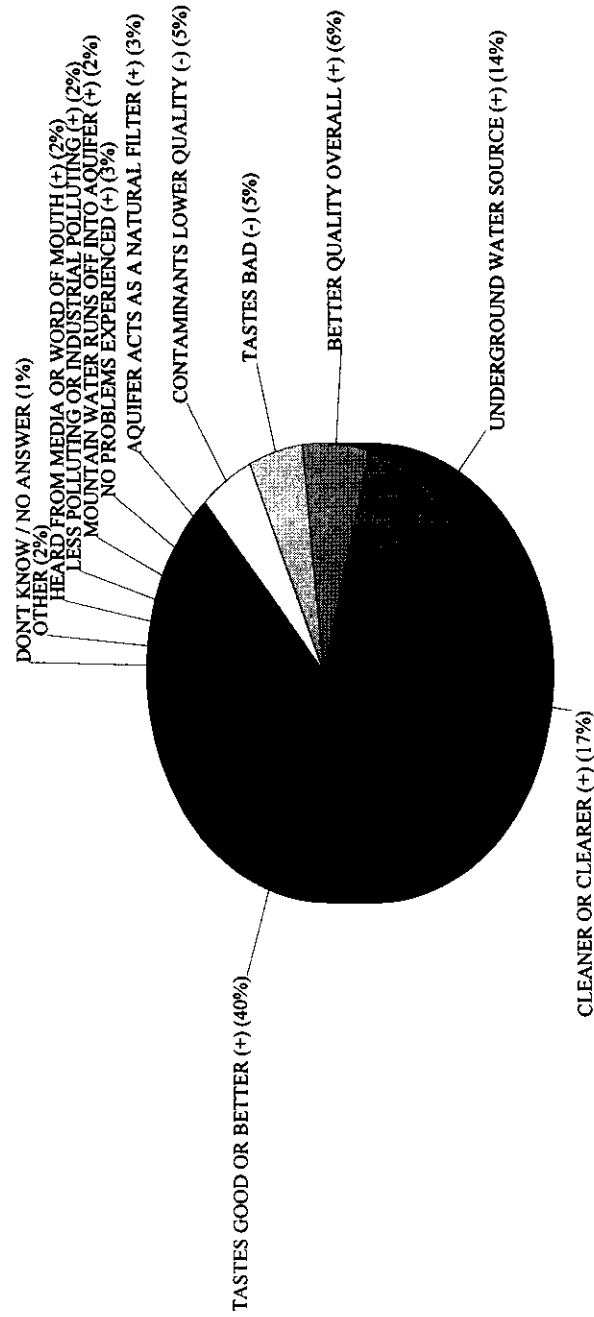
Reasons for Perceptions About Water Quality

Q9a. "Why do you think [the local region has higher/lower quality drinking water]?"

Base for chart: Those indicating, in Q9, that water quality was either "higher" or "lower" than in other similar metro areas (n=260)

Notes

A "+" following a category label indicates the category was associated with responses from those who felt water quality was "higher" than in other areas. A "-" after the category label indicates the reverse.



Categorizations of responses to an open-ended question are shown above. The list of verbatim responses is given in an appendix.

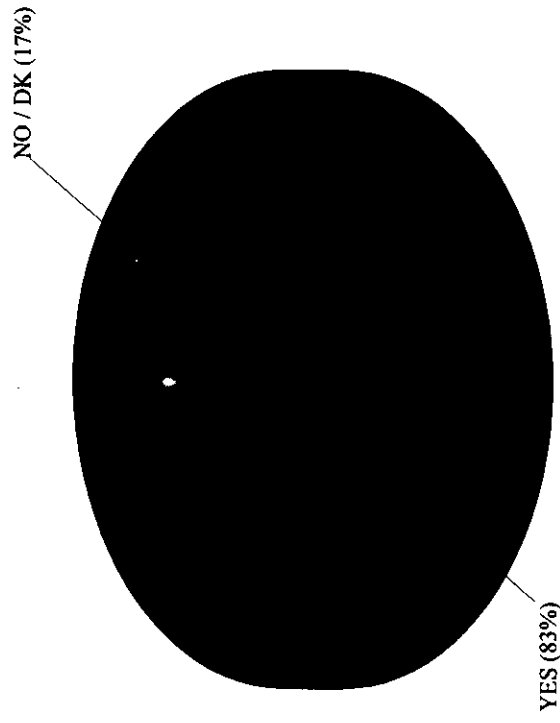
Awareness of and Perceptions About the Spokane Aquifer

First-Phase Interview

Previous Awareness of the Spokane Aquifer

Q10. "Were you aware before today that Spokane's drinking water comes from underground, and it is called the Spokane Aquifer?"

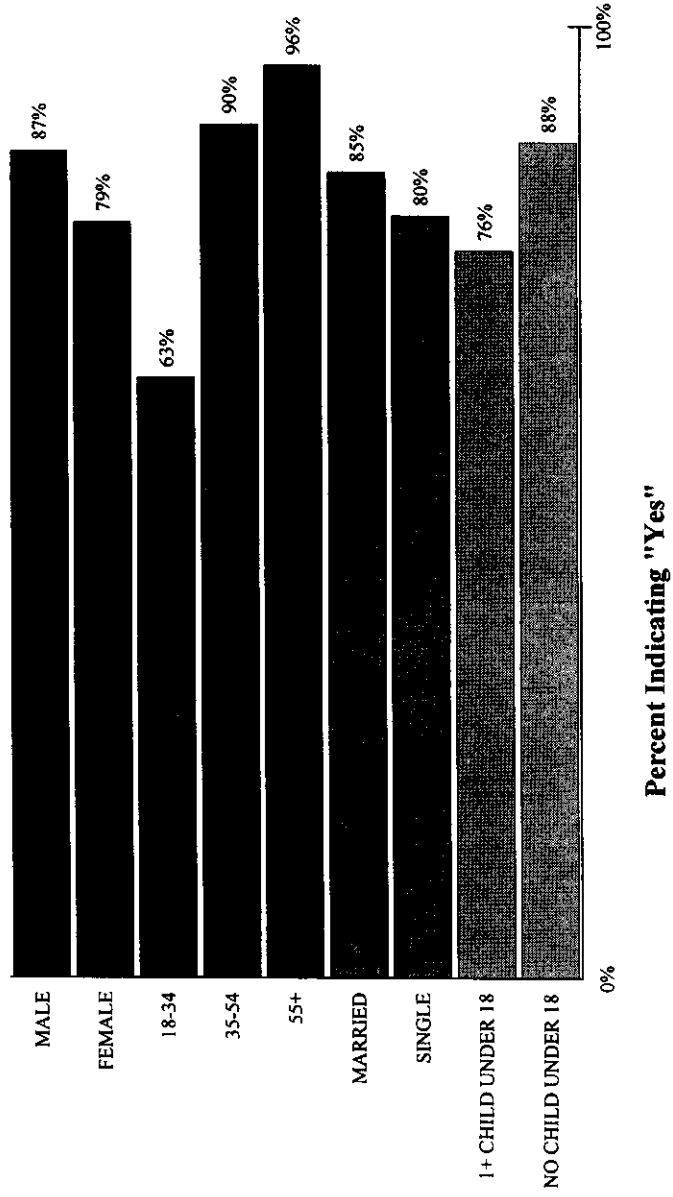
Base for chart: *Final sample (n=400)*



Previous Awareness of the Spokane Aquifer, by Background Characteristic

Q10. "Were you aware before today that Spokane's drinking water comes from underground, and it is called the Spokane Aquifer?"

Base for chart: Final sample (n=400, excluding refusals on any background measurement)



Notes

Males, older adults, and those without school-aged children were more likely than other demographic groups to claim previous awareness of the Aquifer.

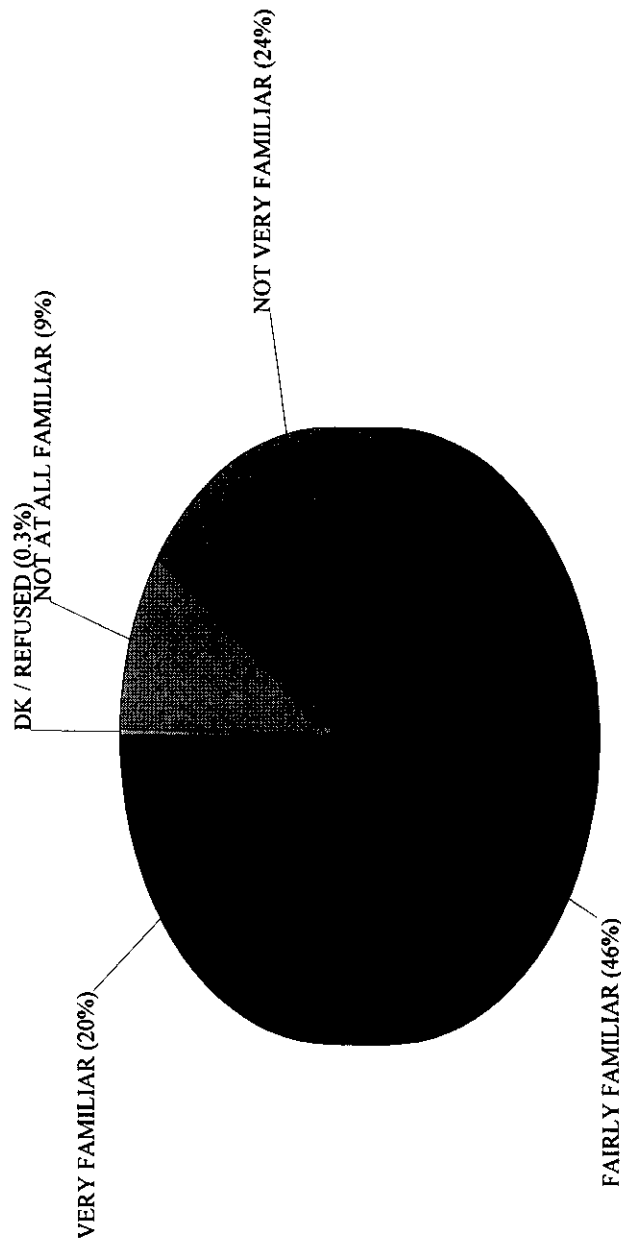
The statistical significance of parental status is a little misleading. Parental status is significant because of its association with age (in the sample, for example, 48% of those without school-aged children were 55+). Controlling for the effects of age, differences among parents and non-parents were not significant, suggesting that this is not a relevant predictor of Aquifer awareness.

The difference between married and single adults was not statistically significant.

Claimed Familiarity with the Spokane Aquifer

Q11. "How familiar are you with the Spokane Aquifer? Would you say that you are ___?"

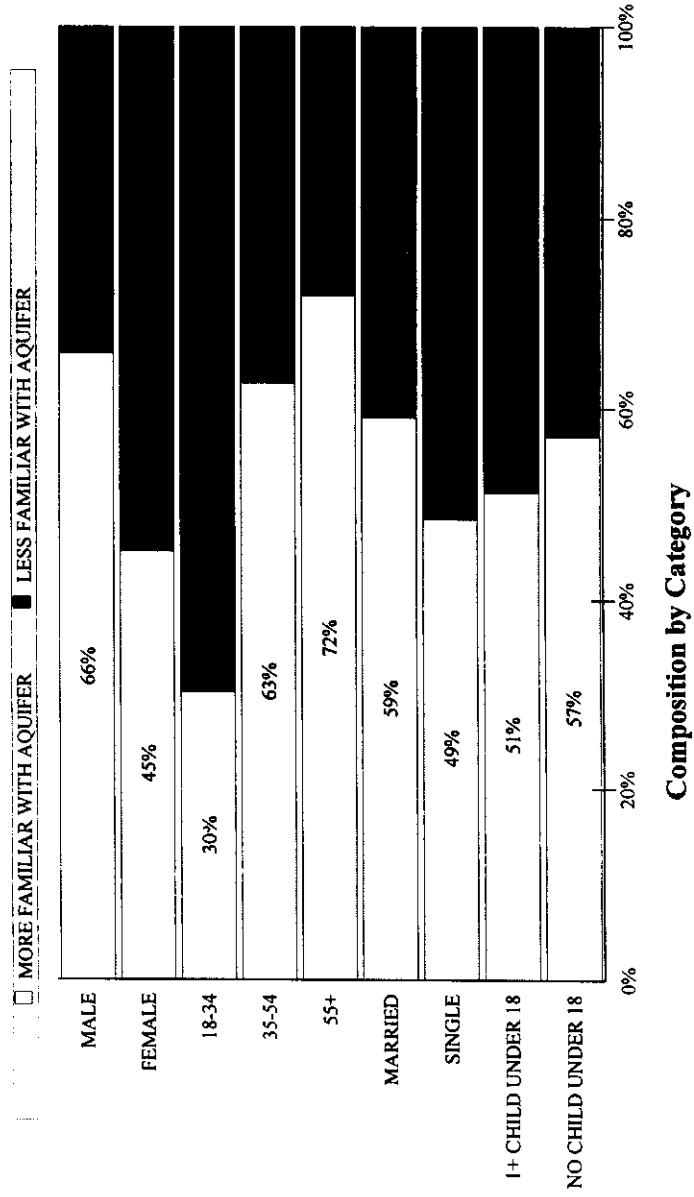
Base for chart: Those indicating, in Q10, that they were previously aware of the Aquifer (n=332)



Overall Familiarity With the Aquifer, by Background Characteristic

Categorization of the Final Sample Into "More Familiar" or "Less Familiar" Groups Based Upon the Results of Q10 and Q11

Base for chart: Final sample (n=400, excluding refusals on any background measurement)



Notes

Respondents were categorized based upon their answers to Q10 (previous Aquifer knowledge) and Q11 (claimed Aquifer familiarity).

- More familiar with Aquifer: Q10= "yes" and Q11= either "very" or "fairly" familiar
- Less familiar with Aquifer: everyone else

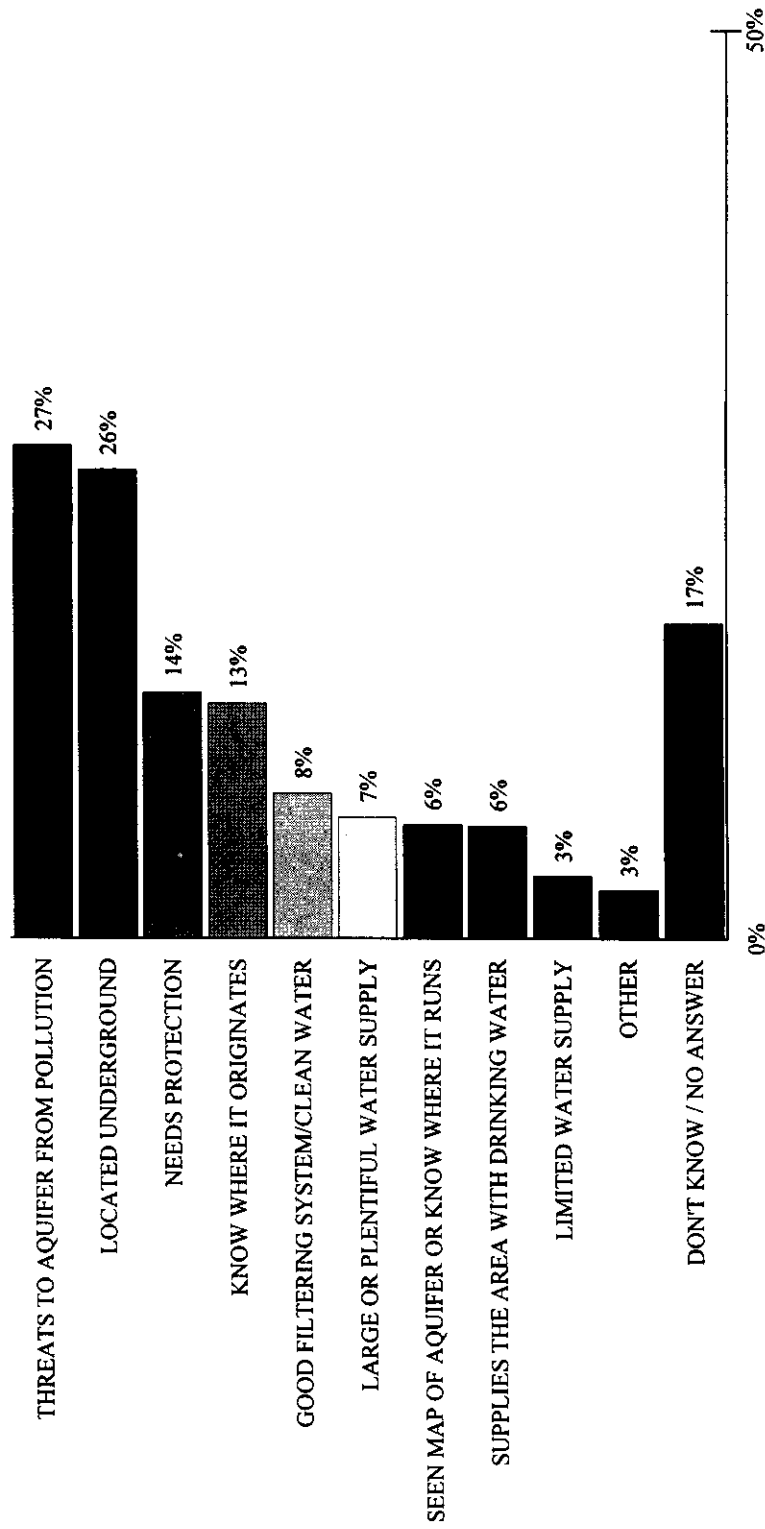
As is clear from the composition bars at left, males and older adults were significantly more likely to be classified as "more familiar." Conversely, seventy percent (70%) of younger adults were classified into the "less familiar" category.

Things Heard About the Spokane Aquifer

Q12. "In your own words, could you tell me what you've read, heard, or know about the Spokane Aquifer?"

Base for chart:

Those indicating, in Q10, they were previously aware of the Aquifer, and "very," "fairly," or "not very" familiar with Aquifer status in Q11 (n=299)

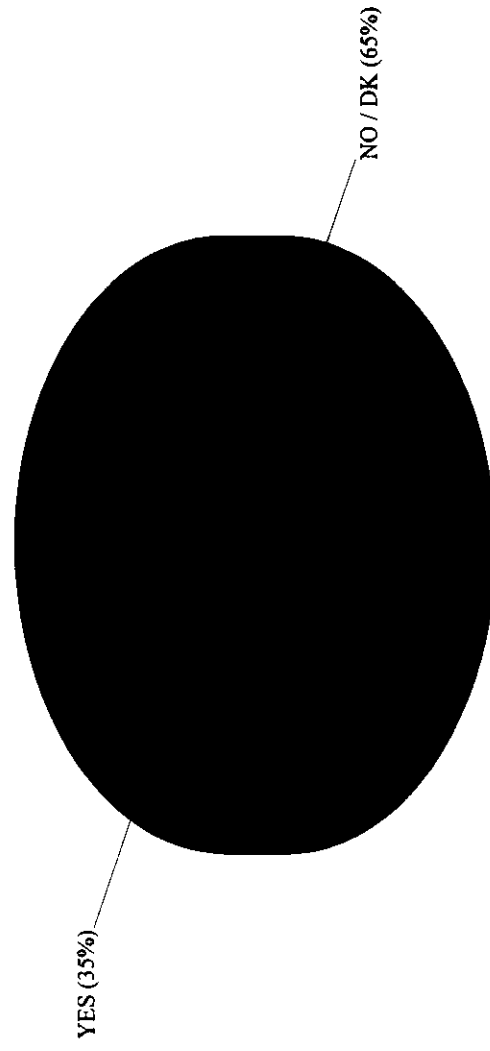


Bars sum to more than 100% because of multiple responses. Categorizations of open-ended responses are shown above; verbatim responses are listed in an appendix. Weighted results, May

Perception About Aquifer Locality

Q13. "Do you know if your house is over the Aquifer?"

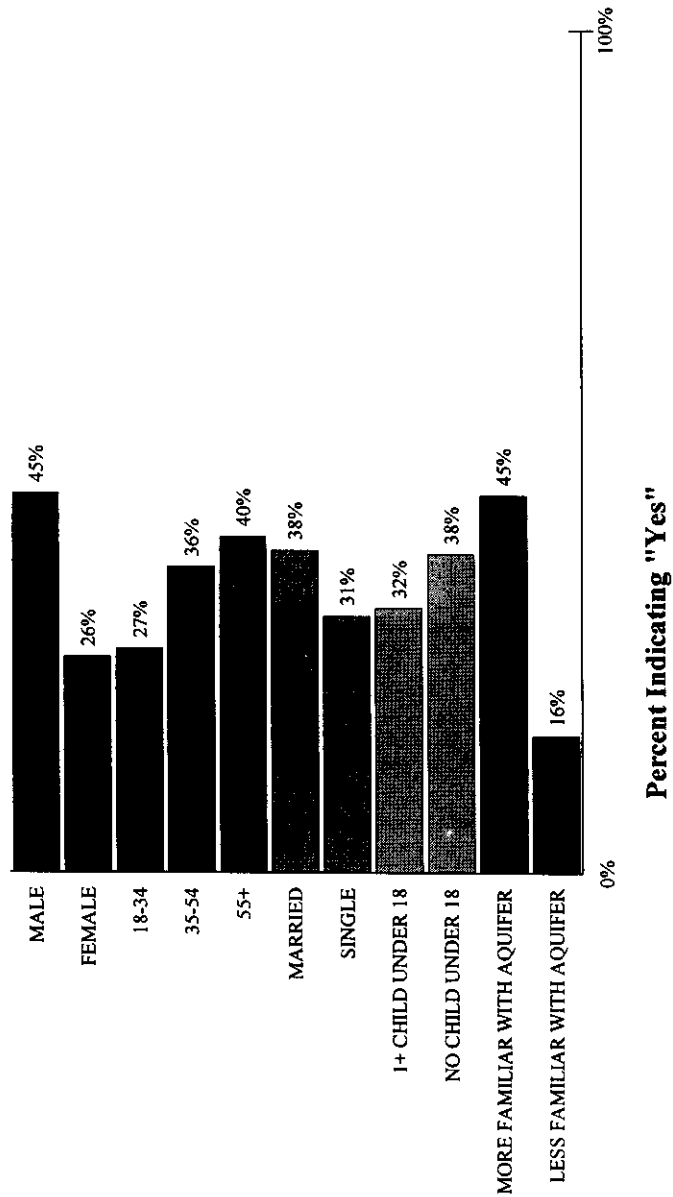
Base for chart: Those indicating, in Q10, that they were previously aware of the Aquifer (n=332)



Perception About Aquifer Locality, by Background Characteristic

Q13. "Do you know if your house is over the Aquifer?"

Base for chart: Those indicating, in Q10, that they were previously aware of the Aquifer (n=332, excluding refusals on any background measurement)



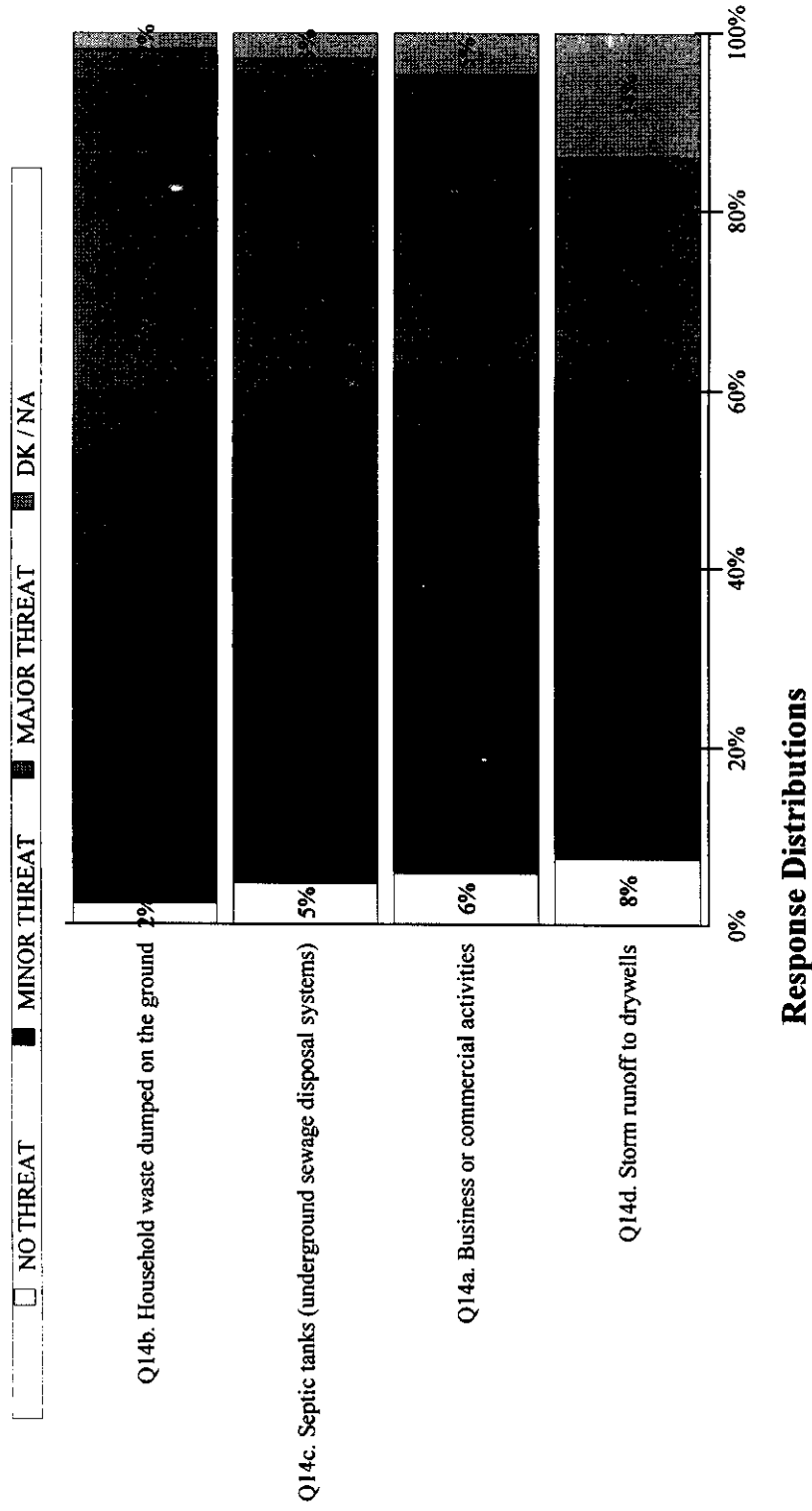
Notes

Gender, age, and Aquifer familiarity level differences were statistically significant. Differences in the other two areas (marital and parental status) were not large enough to be meaningful.

Perceptions About Threats to Local Drinking Water

Q14a-d. "Now, for each of the following, I'd like you to tell me if you think the item poses a 'major threat,' a 'minor threat,' or 'no threat' to the quality of the drinking water in the Spokane Aquifer?"

Base for chart: Final sample (n=400)



Segments sum to 100% within each bar. Bars are sorted on "major threat" proportions.

Perceptions About the Levels of Annual Aquifer Protection Fees

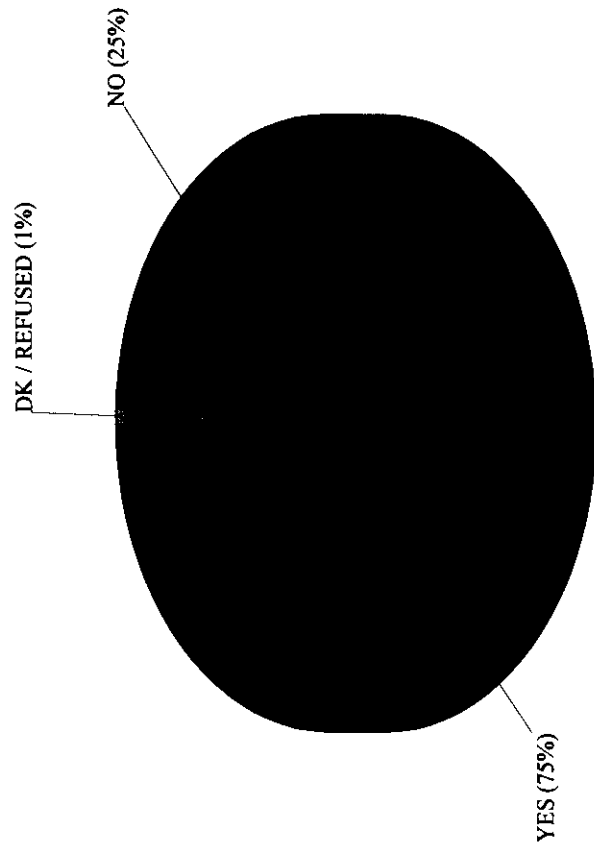
First-Phase Interview

Household Waste Disposal Method

Q15. "Is your home currently connected to a sewer?"

Base for chart:

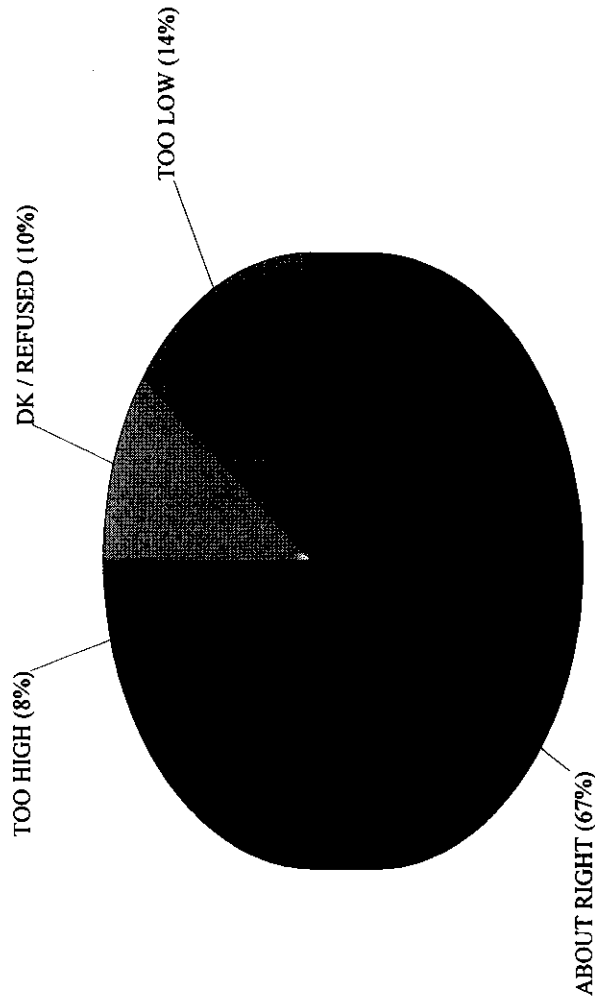
Final sample (n=400)



Perceptions About a \$15 Annual Fee

Q16. "Spokane homeowners currently pay . . . an annual fee of \$15 for homes without a septic tank. The fee is intended to protect the Aquifer and to fund the building of sewers. Do you think this Aquifer protection fee is ___?"

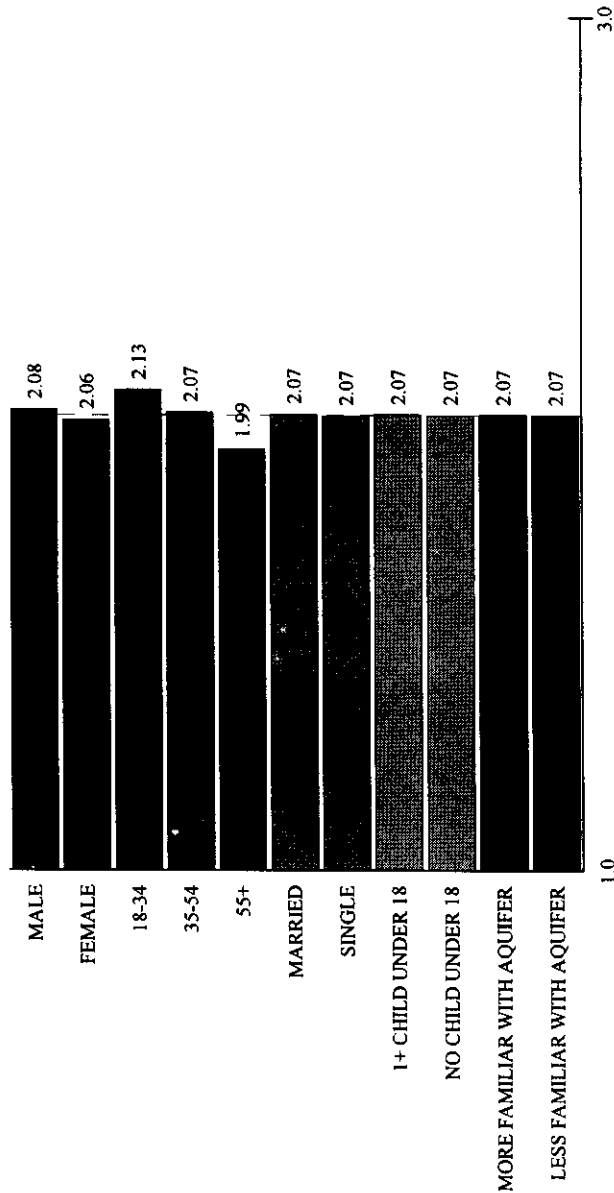
Base for chart: Those indicating, in Q15, that their household was connected to a sewer (n=302, including 3 "don't know's" on Q15)



Perceptions About \$15, by Background Characteristic

Q16. "Spokane homeowners currently pay . . . an annual fee of \$15 for homes without a septic tank. The fee is intended to protect the Aquifer and to fund the building of sewers. Do you think this Aquifer protection fee is ___?"

Base for chart: Those indicating, in Q15, that their household was connected to a sewer (n=302, excluding "don't know's" or refusals on any measure)



Average Ratings on a 3-pt. Scale (Higher Indicates More Receptivity to Fee)

Notes

As implied by the chart, significant variation existed only among age groups. The weak but statistically significant negative correlation ($Tau\ b = -.10, p=.06$) between age and fee perception suggests that younger adults are likely to be more open to fee additions or increases. Since younger adults seem much more likely to distrust the safety of the local water (see the prior results for Q7c, Q7e, and Q9), they may see the need for greater Aquifer protection.

This hypothesis is supported by the results of Q25 ("Would you be willing to pay an additional \$2 per month . . .?"), the full results of which are reported later in the graphic summary. Among those 18 to 34, 81% indicated a willingness to pay extra for water protection. Among those 55+, only 54% indicated such.

Perceptions About \$15, by Background Characteristic

Q16. "Spokane homeowners currently pay . . . an annual fee of \$15 for homes without a septic tank. The fee is intended to protect the Aquifer and to fund the building of sewers. Do you think this Aquifer protection fee is ___?"

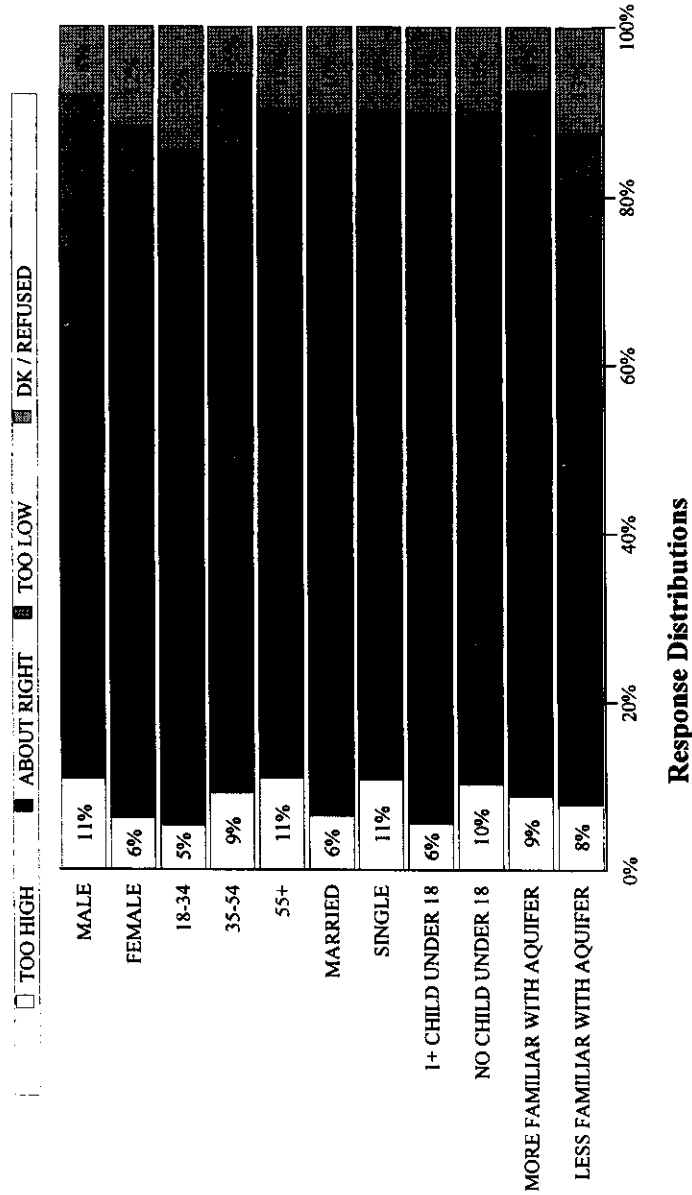
Base for chart: Those indicating, in Q15, that their household was connected to a sewer (n=302, including 3 "don't know's" on Q15)

Notes

Perceptions about the \$15 Aquifer fee were fairly consistent across different background categories, except by age.

Interestingly, there was no significant difference between the perceptions of those who were more familiar with the Aquifer and those who were less familiar -- the rating distributions were about the same for each of these two categories.

The "too low's" outnumbered the "too high's" in each of the categories at left.

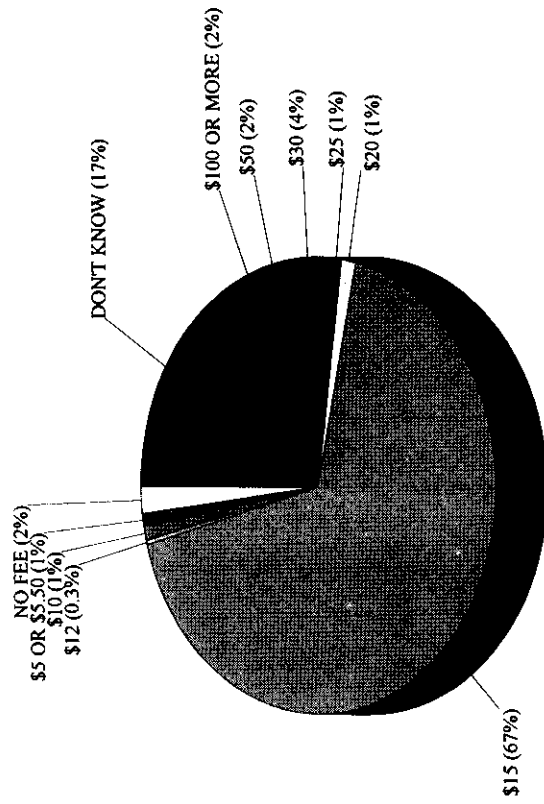


Segments sum to 100% within each bar.

The Right Amount for an Annual Fee for Households Without a Septic Tank

Q17. "What would you be willing to pay to maintain clean drinking water?"

Base for chart: Those indicating, in Q15, that their household was connected to a sewer (n=302, including 3 "don't know's" on Q15)



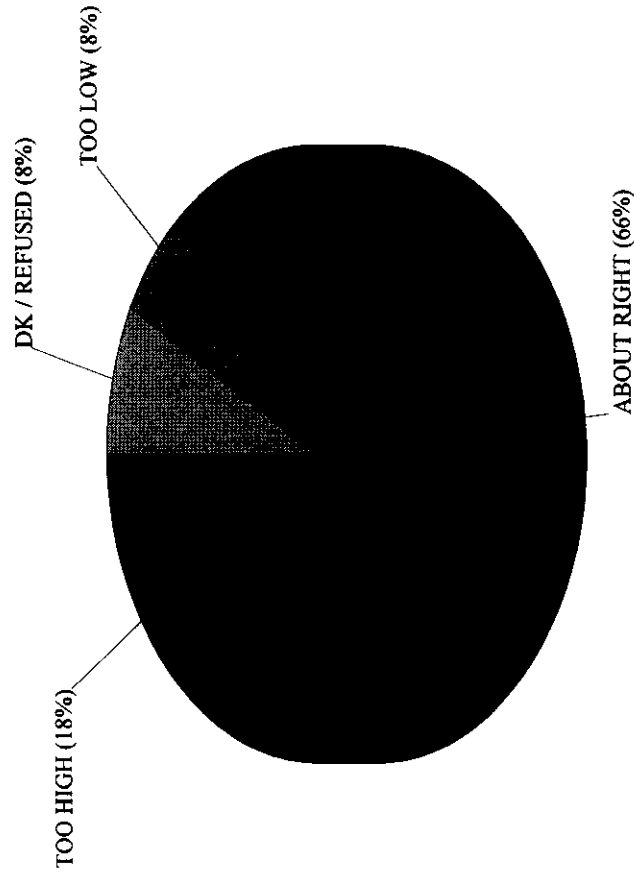
Notes

Only those respondents who indicated the \$15 fee seemed "too high" or "too low" in Q16 were prompted to provide a more appropriate fee level in Q17. For the chart at left, however, those who answered "just right" in Q16 were added back in at the \$15 level. The "don't know's" in Q15 were also added back in. That means the chart at left displays the fee preference distribution for all 302 respondents without a household septic tank.

Perceptions About a \$30 Annual Fee

Q18. "Spokane homeowners currently pay . . . an annual fee of \$30 for homes with a septic tank. The fee is intended to protect the Aquifer and to fund the building of sewers. Do you think this Aquifer protection fee is ___?"

Base for chart: Those indicating, in Q15, that their household was not connected to a sewer (n=98)



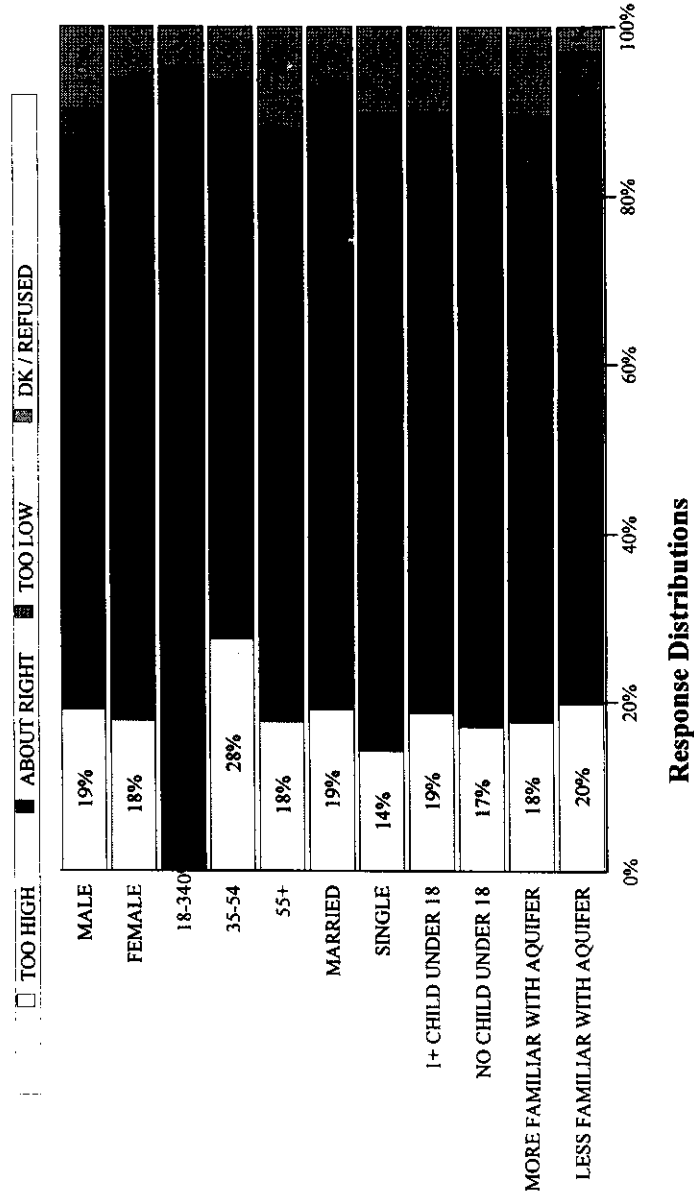
Perceptions About \$30, by Background Characteristic

Q18. "Spokane homeowners currently pay . . . an annual fee of \$30 for homes with a septic tank. The fee is intended to protect the Aquifer and to fund the building of sewers. Do you think this Aquifer protection fee is ___?"

Base for chart: Those indicating, in Q15, that their household was not connected to a sewer (n=98, excluding "don't know's" on any background measurement)

Notes

Age differences were statistically significant, but other differences (within gender, marital or parental status, and Aquifer familiarity) were not large enough to be meaningful. Note that the estimates at left are unstable and not precise because of the small sample sizes: from the top, 49 (for males), 49, 21, 45, 32, 70, 27, 47, 49, 64, 34, and 38.

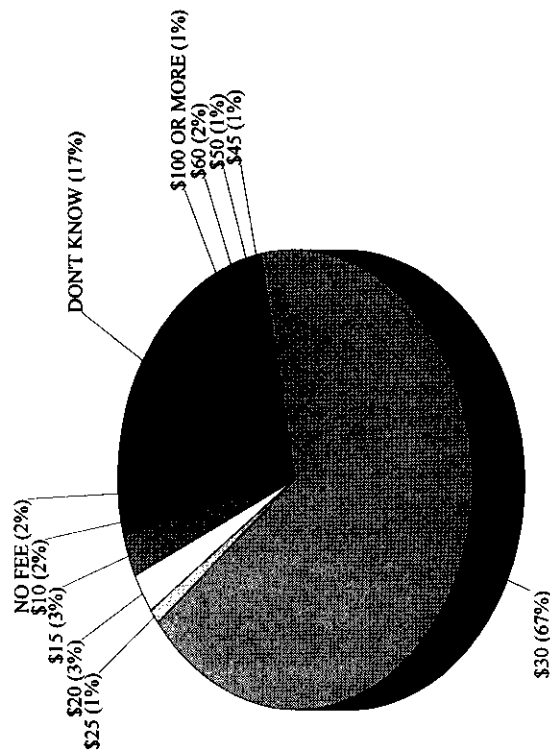


Segments sum to 100% within each bar.

The Right Amount for an Annual Fee for Households With Septic Tanks

Q19. "What would you be willing to pay to maintain clean drinking water?"

Base for chart: Those indicating, in Q18, that their household was not connected to a sewer (n=98)



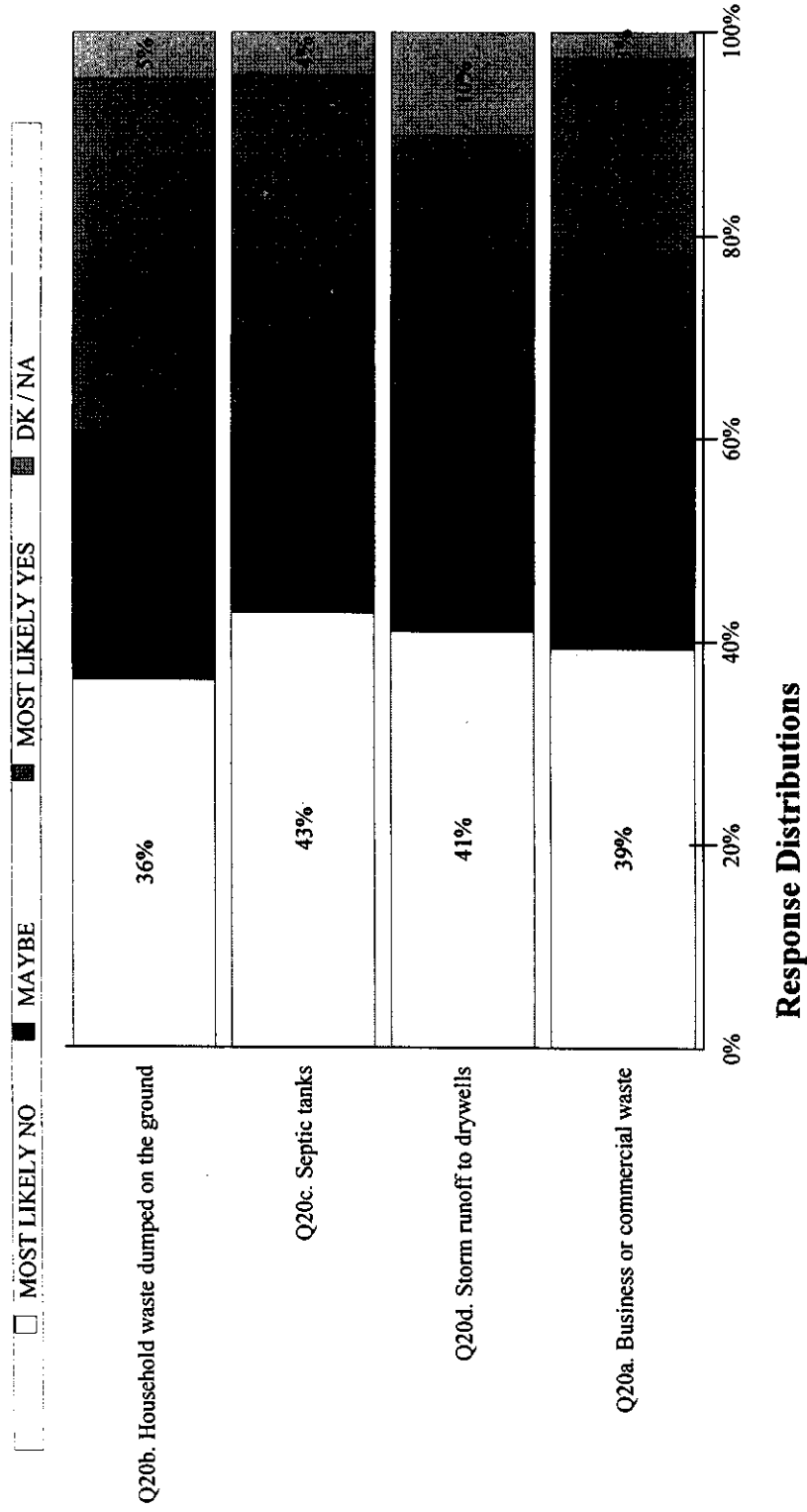
Notes

Only those respondents who indicated the \$30 fee seemed "too high" or "too low" in Q18 were prompted to provide a more appropriate fee level in Q19. For the chart at left, however, those who answered "just right" in Q18 were added back in at the \$30 level. The "don't know's" in Q18 were also added back in. That means the chart at left displays the fee preference distribution for all 98 respondents with a household septic tank.

Incentives to Pay a Higher Aquifer Protection Fee

Q20a-d. "To protect the drinking water in Aquifer wells against __, would you be willing to pay a higher Aquifer protection fee?"

Base for chart: Final sample (n=400)



Segments sum to 100% within each bar. Bars are ordered by "most likely yes" proportions.

Weighted results, May '99

Additional Billing for Additional Water Protection

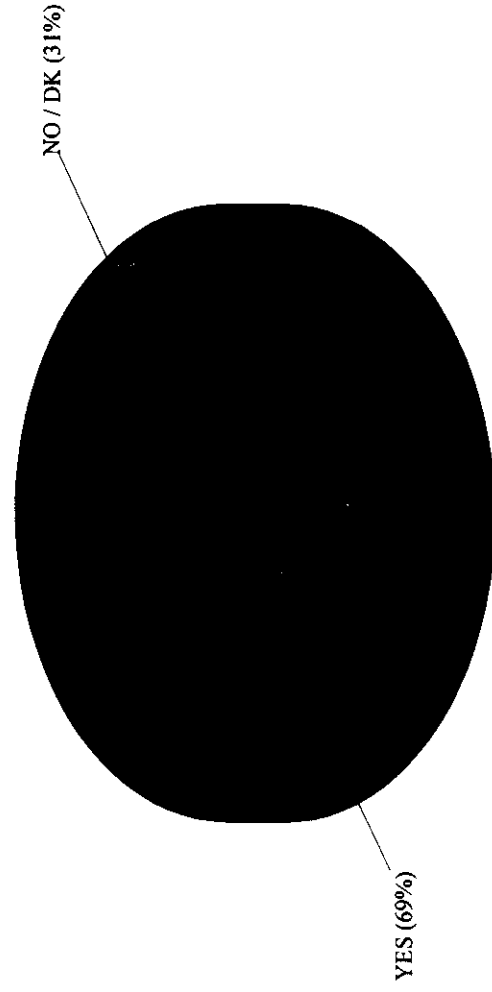
Second-Phase Interview

Willingness to Pay an Additional \$2 Per Month

Q25. "Currently, we are assessing whether additional protection measures are needed . . . Would you be willing to pay an additional \$2 per month on your water bill to enhance or maintain the water quality from the area water wells?"

Base for chart:

Final sample (n=400)



Willingness to Pay More, by Background Characteristic

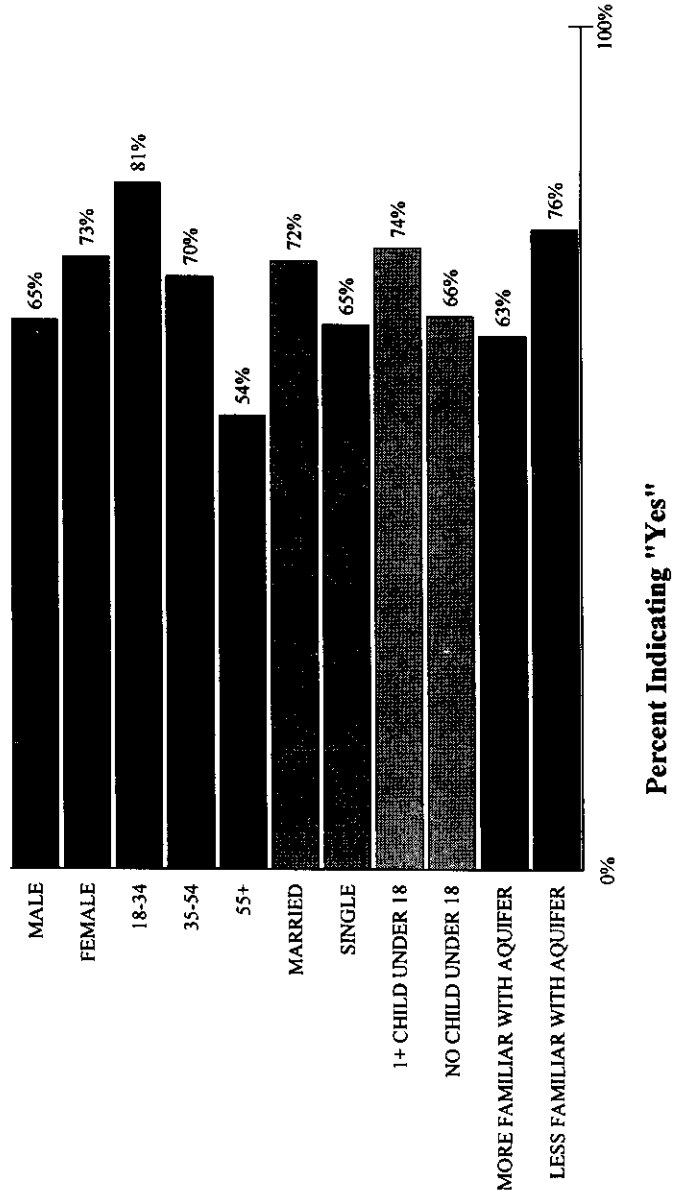
Q25. "Currently, we are assessing whether additional protection measures are needed . . . Would you be willing to pay an additional \$2 per month on your water bill to enhance or maintain the water quality from the area water wells?"

Base for chart: Final sample, second phase (n=400, excluding refusals on any background measurement)

Notes

The groups exhibiting the most concern about the safety of Spokane's drinking water -- females, younger adults, those with children, and those less familiar with the Aquifer -- were the ones most willing to pay for additional protection.

Differences by age group were especially strong: among adults 18 to 34, 81% said they would pay more, as opposed to 54% of adults 55+. Ninety-three percent (93%) of females 18 to 34, with children, indicated they would pay more.



Recommendations for Spending the \$2 Fee

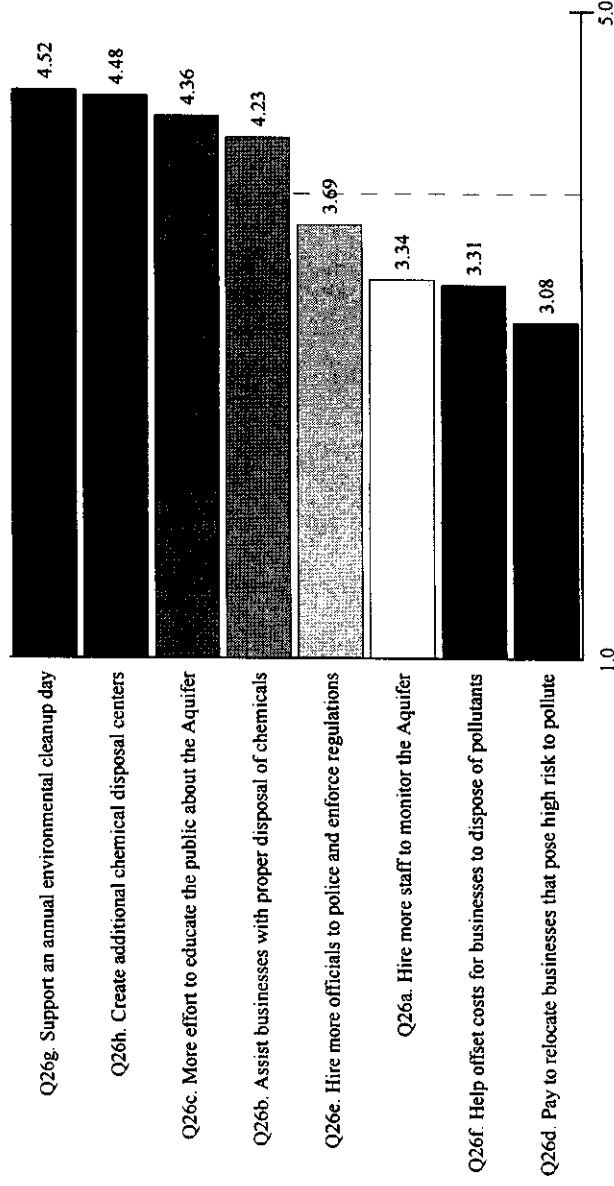
Q26a-h. "If you had to choose how the \$2 per month fee is spent, would you desire that water departments ____?"

Base for chart: Those in Q25 indicating "yes" to paying a \$2 additional fee (n=276, excluding "don't know's" on any question)

Notes

Differences between means of more than .12 can be considered statistically meaningful.

Younger adults (18 to 34) were much more willing than others to assist businesses with disposal (item b), to help offset some of the business costs of disposal (item f), and to pay for relocation (item d). The means for this group on these measures -- 4.43, 3.57, and 3.57, respectively -- were much higher than the overall means shown at left.



Average Ratings on a 5-pt. Scale (Higher Indicates More Support)

Ratings were on a 5-point scale, with 5 being "definitely yes" and 1 being "definitely no." The dashed bar indicates the average bar length.

Weighted results, May '99

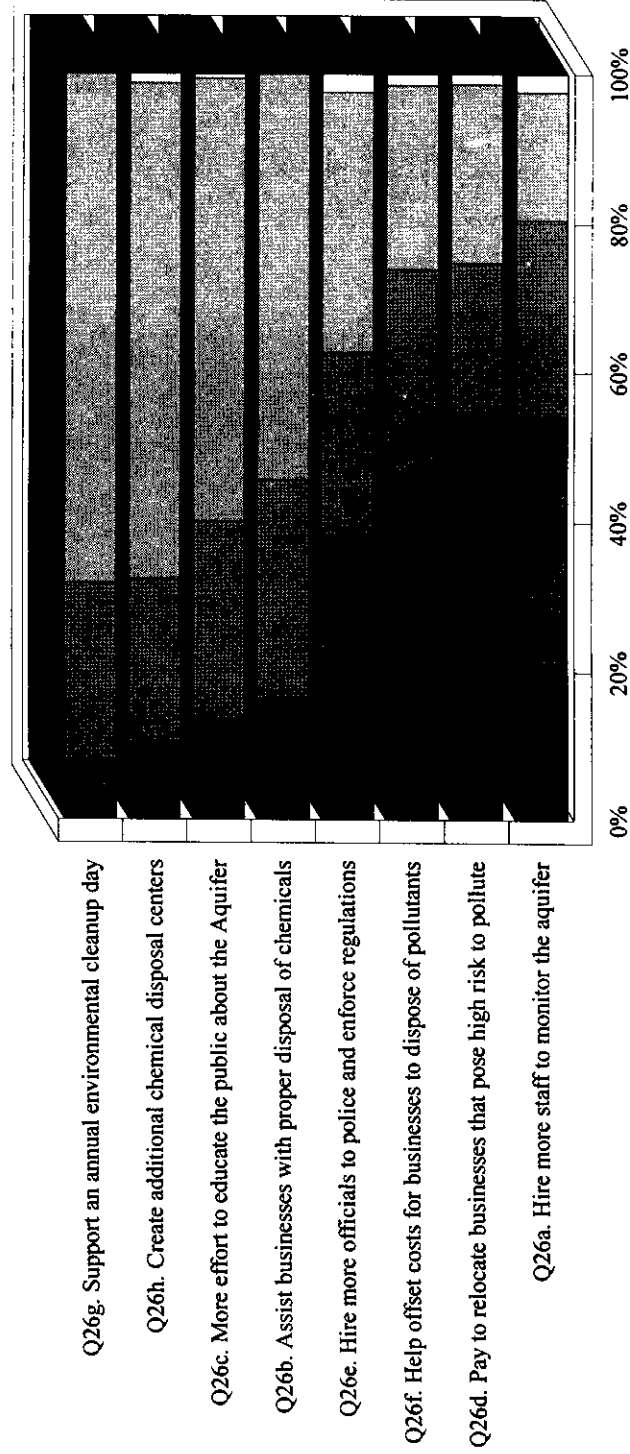
Recommendations for Spending the \$2 Fee

Q26a-h. "If you had to choose how the \$2 per month fee is spent, would you desire that water departments ___?"

Base for chart:

Those in Q25 indicating "yes" to paying a \$2 additional fee (n=276)

☐ DEFINITELY NO
 ☐ PROBABLY NO
 ☐ MAYBE
 ☐ PROBABLY YES
 ☐ DEFINITELY YES
 ☐ DK / NA



Response Distributions

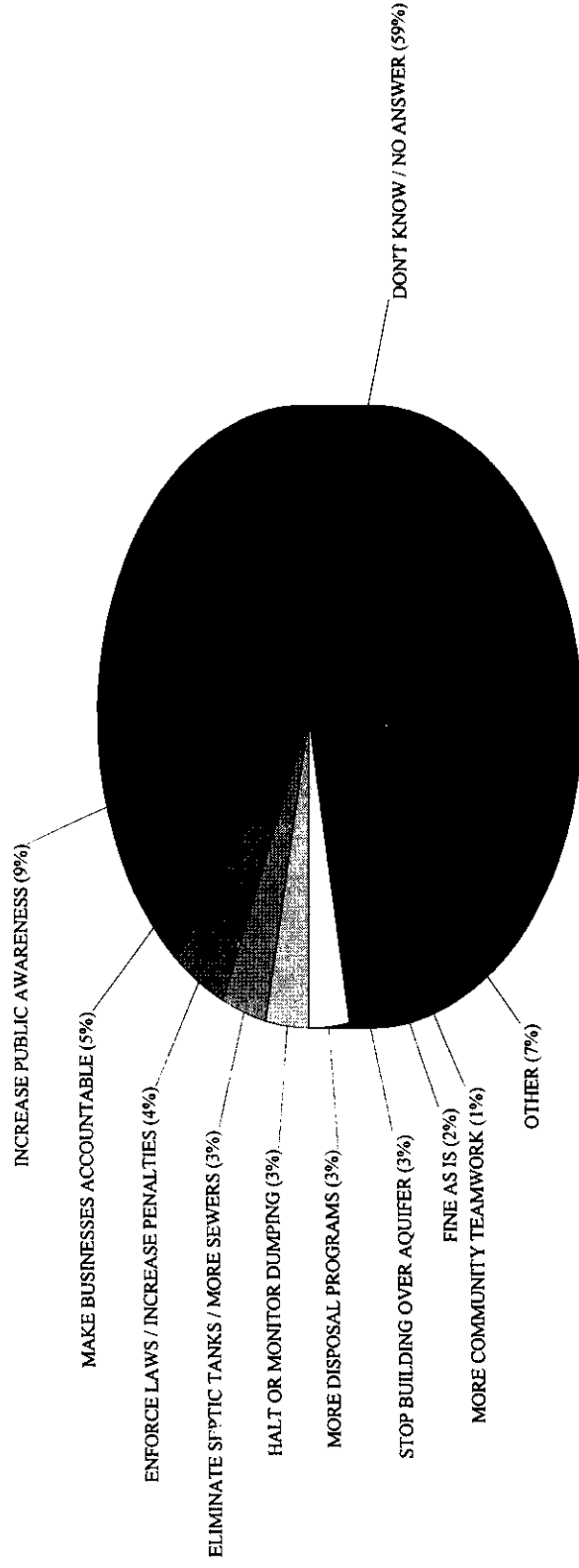
Segments sum to 100% within each bar. Bars are sorted on "definitely yes" proportions.

Weighted results, May '99

Other Ideas on How to Protect Our Drinking Water

Q27. "Having reviewed the information I sent to you, do you have any other ideas on how to protect our drinking water?"

Base for chart: Final sample (n=400)



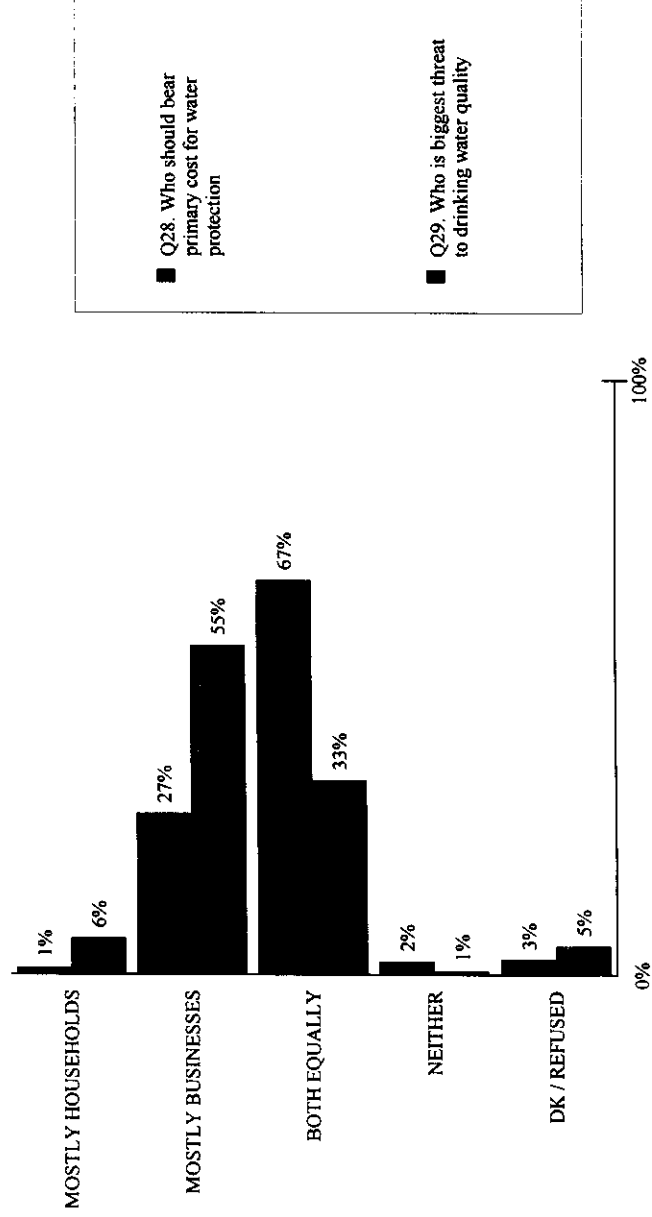
Accountability for Costs and Perceptions About Fees

Second-Phase Interview

Who Bears the Cost, and Who Poses the Biggest Threat

Q28. "Who do you think should bear the primary cost for protecting our drinking water?" and Q29. "Who do you think poses the biggest threat to our drinking water quality?"

Base for chart: Final sample (n=400)



Notes

Over half the sample (55%) indicated (in Q29) that businesses were the biggest threat to drinking water quality. This result appears contradictory to that of Q14, where a higher proportion of respondents assigned blame to household wastes. The change in perception may be due to the mailed information (which included a reference to "A Civil Action").

Although over half thought businesses were the biggest threat to drinking water quality, respondents were unwilling to apportion the major cost burden to businesses. About two-thirds (67%) thought costs should be apportioned "both equally" between businesses and households -- despite that only 33% thought that both households and businesses posed equal threats to water quality.

Among the 222 respondents who thought businesses were the primary threat to drinking water, over half (54%) thought protection costs should be shared equally; only 40% thought businesses should bear the primary cost.

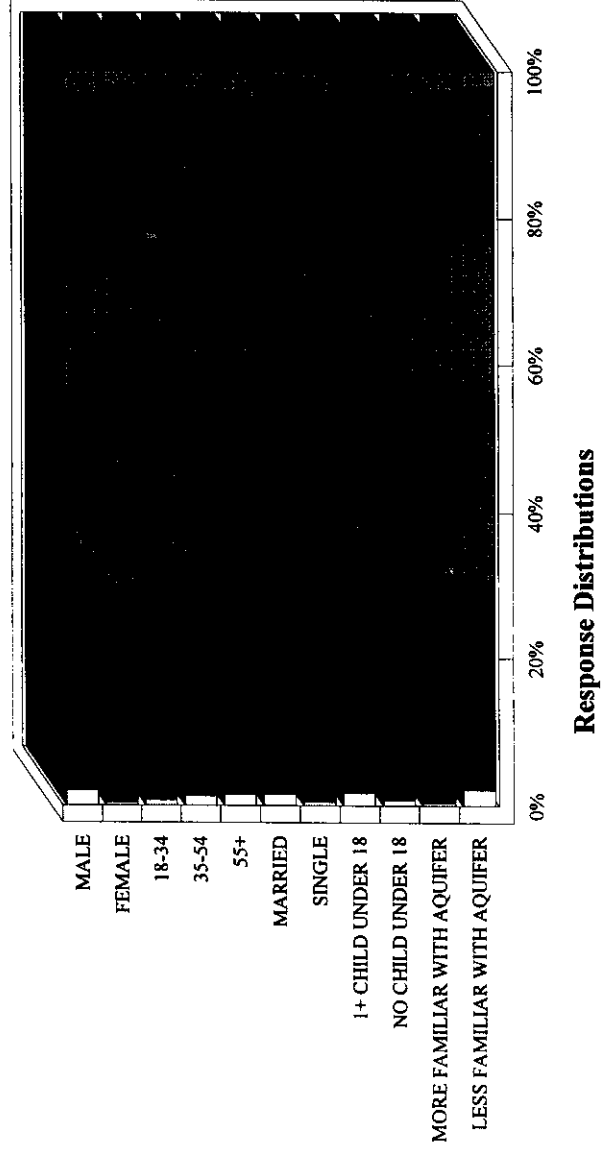
Perceptions About Who Should Bear the Cost, by Background Characteristic

Q28. "Who do you think should bear the primary cost for protecting our drinking water?"

Base for chart: Final sample (n=400, excluding refusals on any background measurement)

Notes

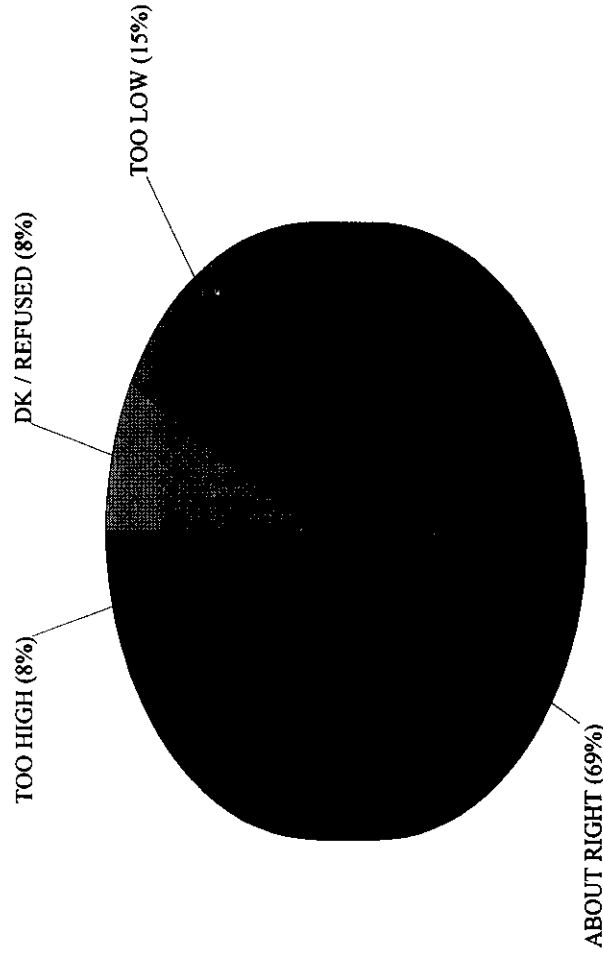
Parents with school-aged children were more likely than their non-parent counterparts to assign costs to businesses. Variations within each of the other background measurements at left were not large enough to be meaningful, suggesting general agreement among various demographic groups that businesses and households should share the cost burden about equally.



Perceptions About a \$15 Annual Fee -- Second Phase

Q30. "Spokane homeowners currently pay . . . an annual fee of \$15 for homes without a septic tank. The fee is intended to protect the Aquifer and to fund the building of sewers. Do you think this Aquifer protection fee is ___?"

Base for chart: Those indicating, in Q15, that their household was connected to a sewer (n=302, including 3 "don't know's" on Q15)



Perceptions About a \$15 Fee -- First Versus Second Phase

Q16 & Q30. "Spokane homeowners currently pay . . . an annual fee of \$15 for homes without a septic tank. The fee is intended to protect the Aquifer and to fund the building of sewers. Do you think this Aquifer protection fee is ___?"

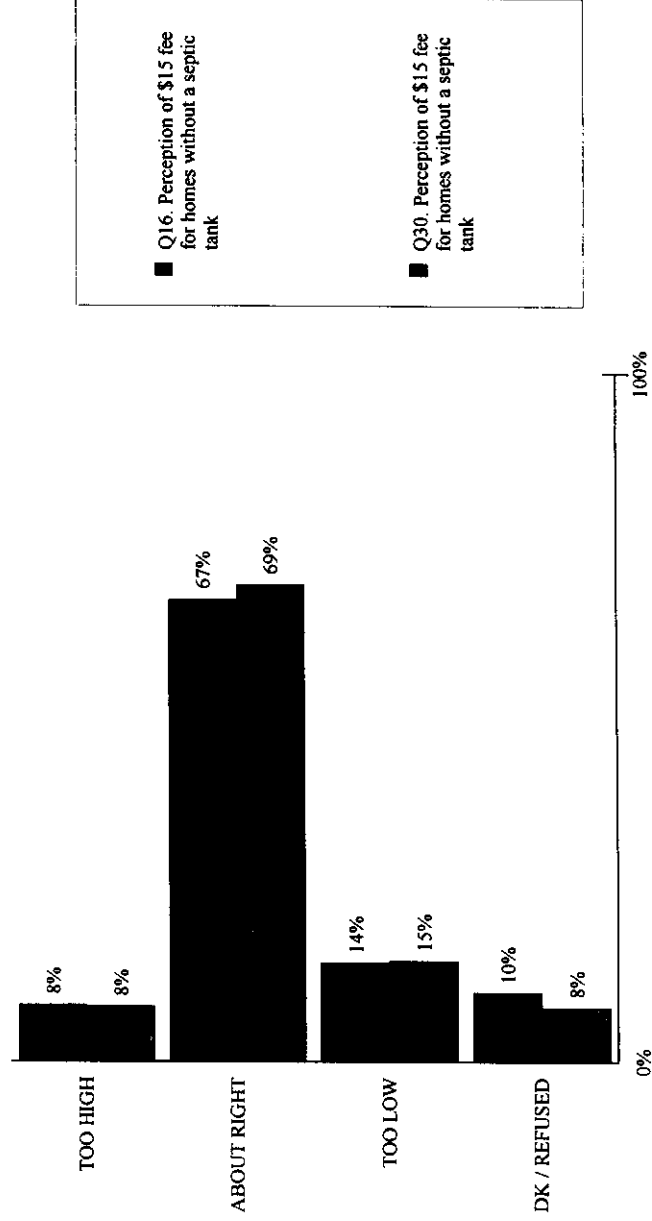
Base for chart: Those indicating, in Q15, that their household was connected to a sewer (n=302, including 3 "don't know's" on Q15)

Notes

During first-phase interviews, respondents without septic tanks were asked (in Q16) to evaluate the appropriateness of the \$15 annual fee. During the second-phase call-back interview, after having read the mailed information, respondents without tanks were again asked (in Q30) the same question. The objective was to measure whether the mailed information had influenced perceptions about the \$15 fee.

The results suggest the mailings had no meaningful effect on changing overall perceptions about the size of the fee. The proportions choosing each of the response categories at left hardly changed between the two measurements (the small difference between the two response distributions was not statistically significant).

This does not necessarily mean the mailings were ineffective. It does suggest that most people think the \$15 fee seems about right.



Bars sum to 100% by color.

Weighted results, May '99

Perceptions About a \$15 Annual Fee -- Second Phase, by Background Characteristic

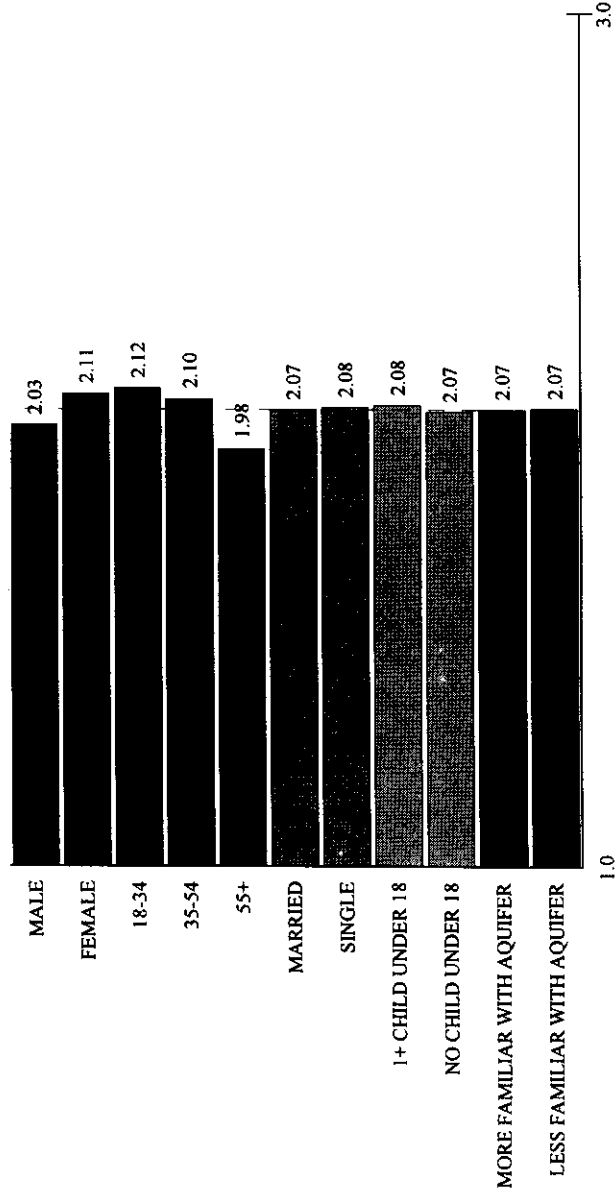
Q30. "Spokane homeowners currently pay . . . an annual fee of \$15 for homes without a septic tank. . . . Do you think this Aquifer protection fee is ___?"

Base for chart: *Those indicating, in Q15, that their household was connected to a sewer (n=302, excluding refusals on any measurement)*

Notes

The average ratings at left are almost identical to the averages measured in Q16 (the identical phase-one question). The mailed information had no significant impact (regarding fee levels) on any background group.

As in Q16, younger adults were more receptive to the fee (that is, more found the fee to be "just right" or "too low") than were older adults. Differences in other areas were not significant.



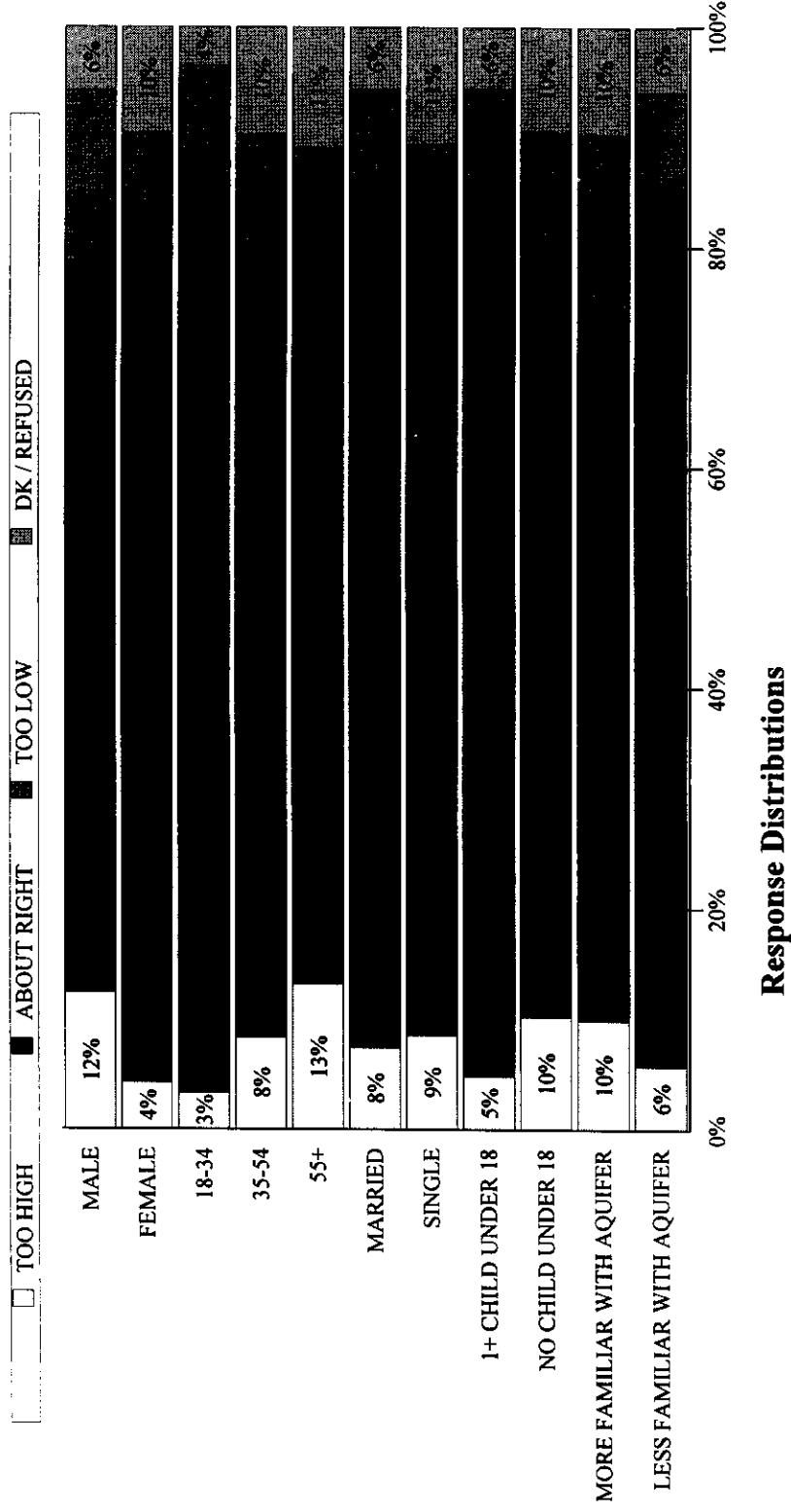
Average Ratings on a 3-pt. Scale (Higher Indicates More Receptivity to Fee)

Ratings were on a 3-point scale, with 1 being "too high" and 3 being "too low." The dashed line indicates average bar length.

Perceptions About a \$15 Annual Fee -- Second Phase, by Background Characteristic

Q30. "Spokane homeowners currently pay . . . an annual fee of \$15 for homes without a septic tank. . . . Do you think this Aquifer protection fee is ___?"

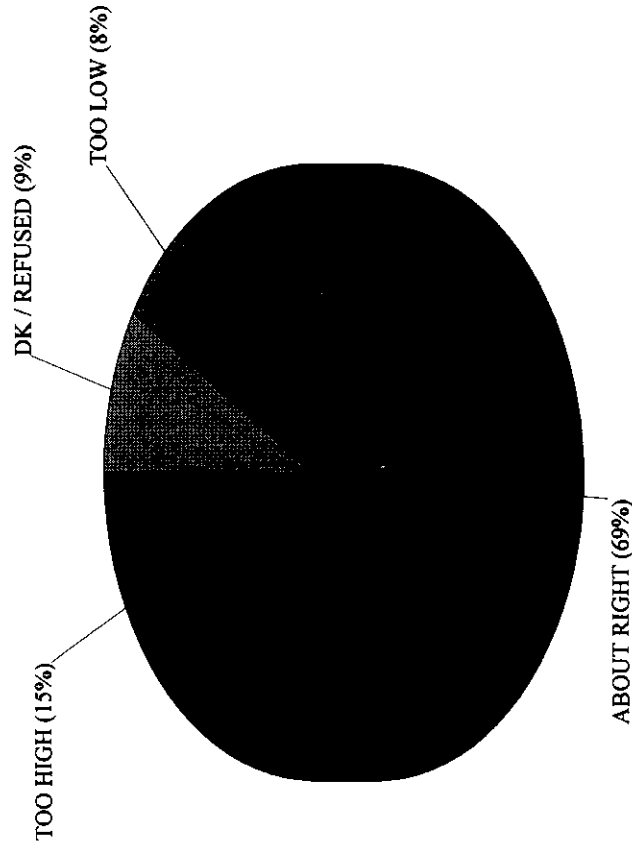
Base for chart: Those indicating, in Q15, that their household was connected to a sewer (n=302, excluding refusals on any measurement)



Perceptions About a \$30 Annual Fee -- Second Phase

Q31. "Spokane homeowners currently pay . . . an annual fee of \$30 for homes with a septic tank. The fee is intended to protect the Aquifer and to fund the building of sewers. Do you think this Aquifer protection fee is ___?"

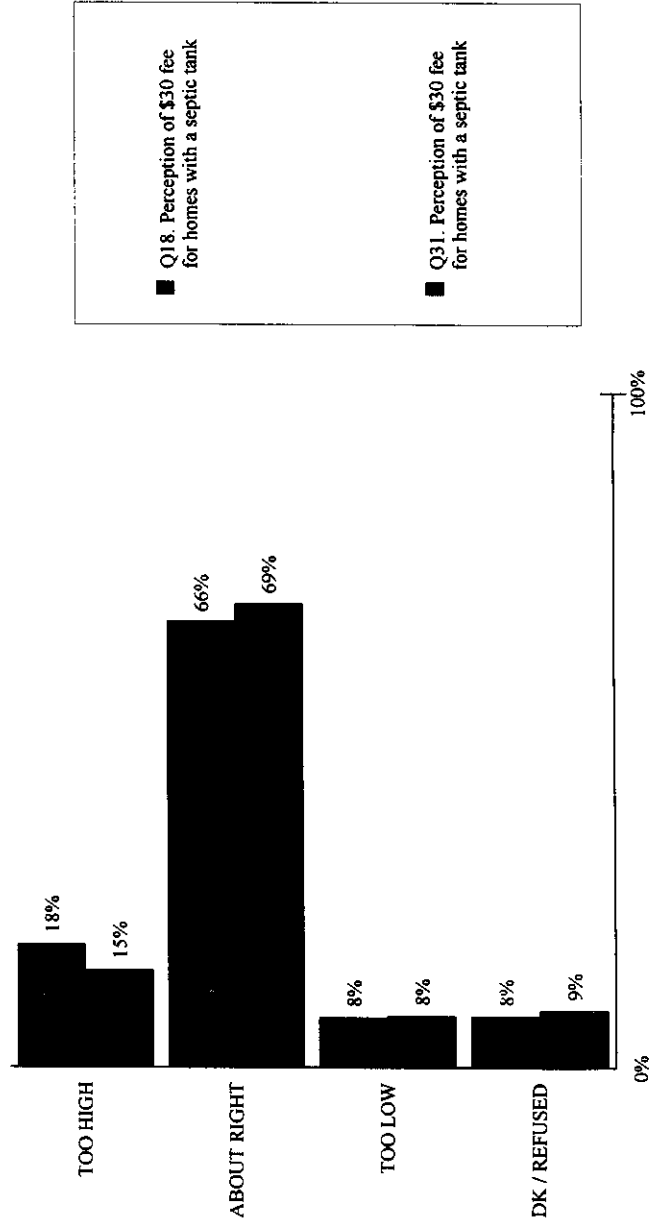
Base for chart: Those indicating, in Q15, that their household was not connected to a sewer (n=98)



Perceptions About a \$30 Fee -- First Versus Second Phase

Q18 & Q31. "Spokane homeowners currently pay . . . an annual fee of \$30 for homes with a septic tank. The fee is intended to protect the Aquifer and to fund the building of sewers. Do you think this Aquifer protection fee is ___?"

Base for chart: Those indicating, in Q15, that their household was not connected to a sewer (n=98)



Notes

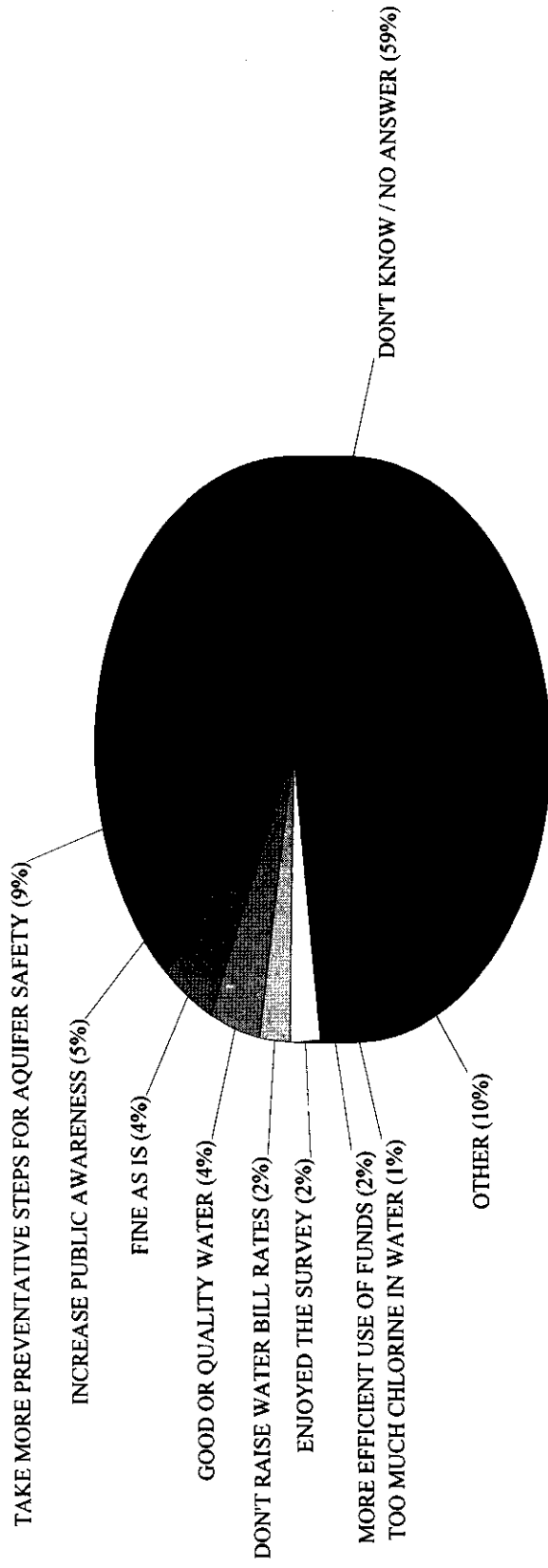
Respondents with septic tanks were asked this question twice; once in Q18, during the first-phase interview, and again in Q30, during the second-phase call-back interview.

The results imply that the mailings had only a minor effect at best. Although 16% of the 98 respondents gave a better rating to the \$30 fee the second time, another 6% decreased their rating, and 5% who said "about right" the first time, "didn't know" the second. The overall change, indicated at left, was not large enough to be statistically significant.

Other Comments to Pass Along

Q32. "And finally, do you have any other comments -- positive or negative -- you would like to pass along to your water utility? If so, I can take them."

Base for chart: Final sample (n=400)

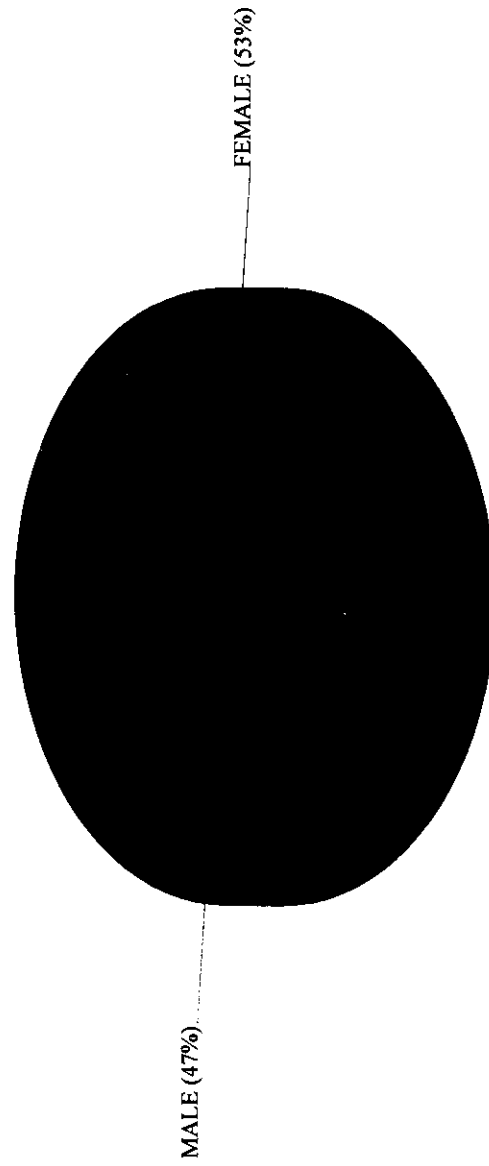


Addendum:
Respondent Background Characteristics

Gender

Respondent Background Characteristics

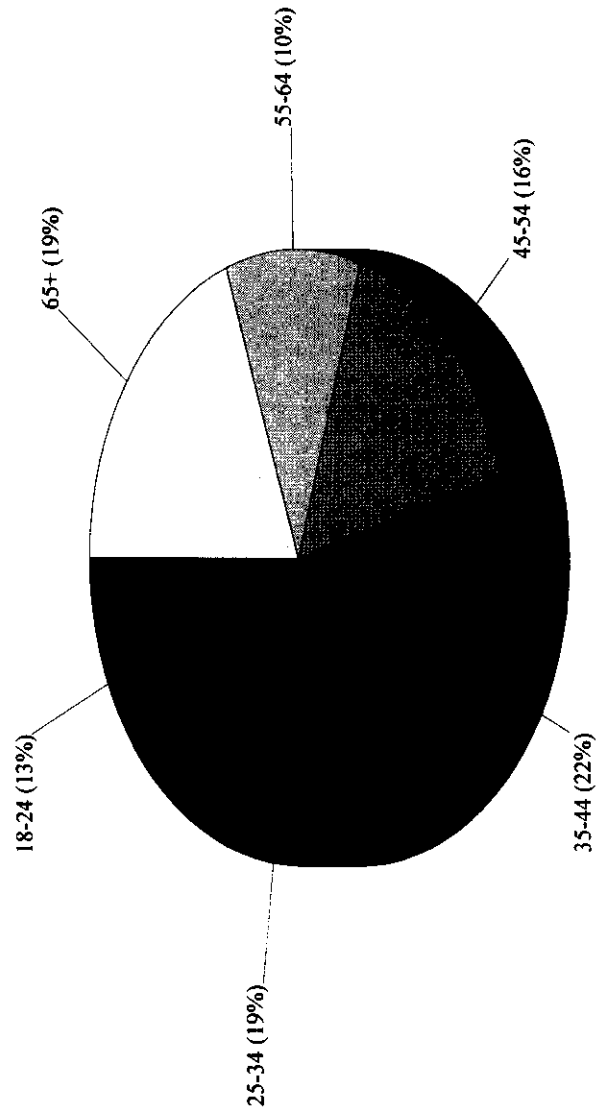
Base for chart: Final sample (n=400)



Age

Respondent Background Characteristics

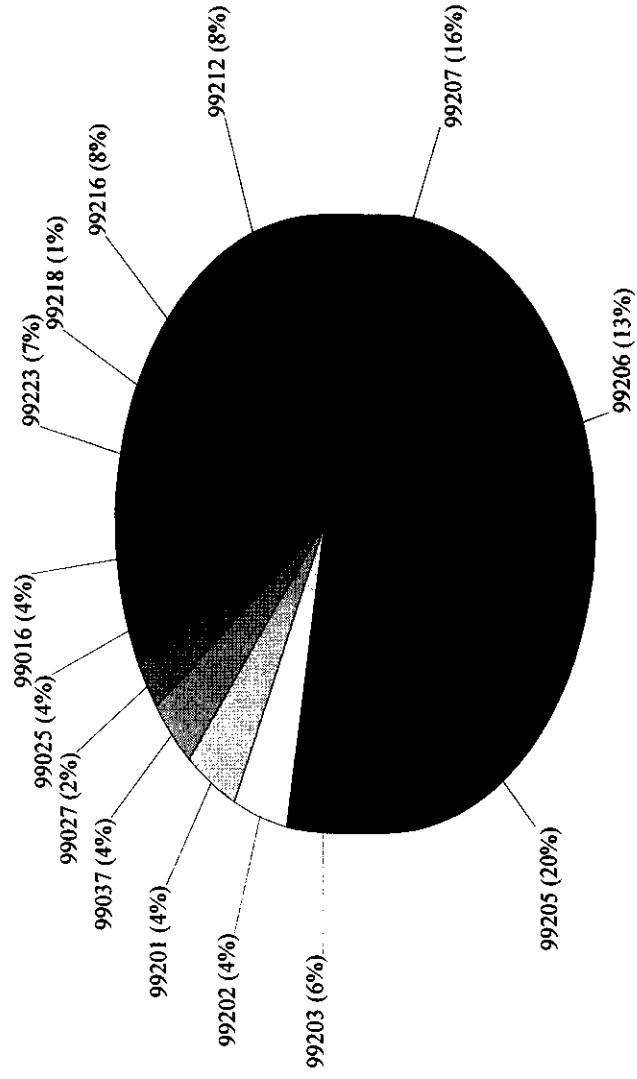
Base for chart: Final sample (n=400)



Zip Code of Residence

Respondent Background Characteristics

Base for chart: Final sample (n=400)

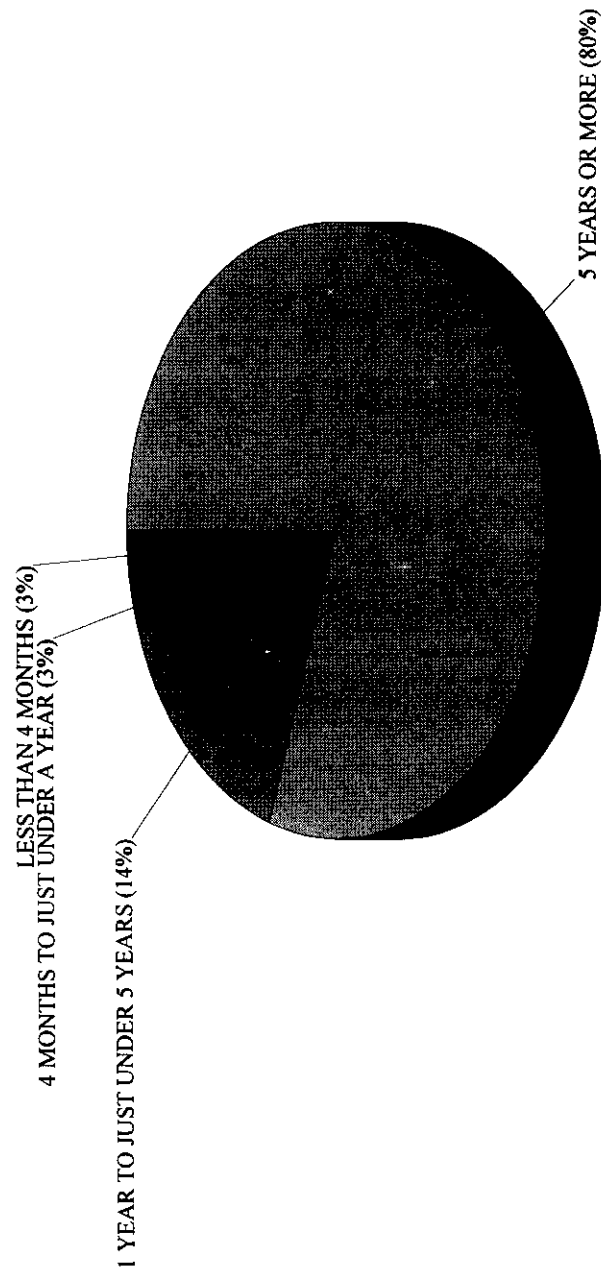


Length of Time Living in Spokane

Respondent Background Characteristics

Base for chart:

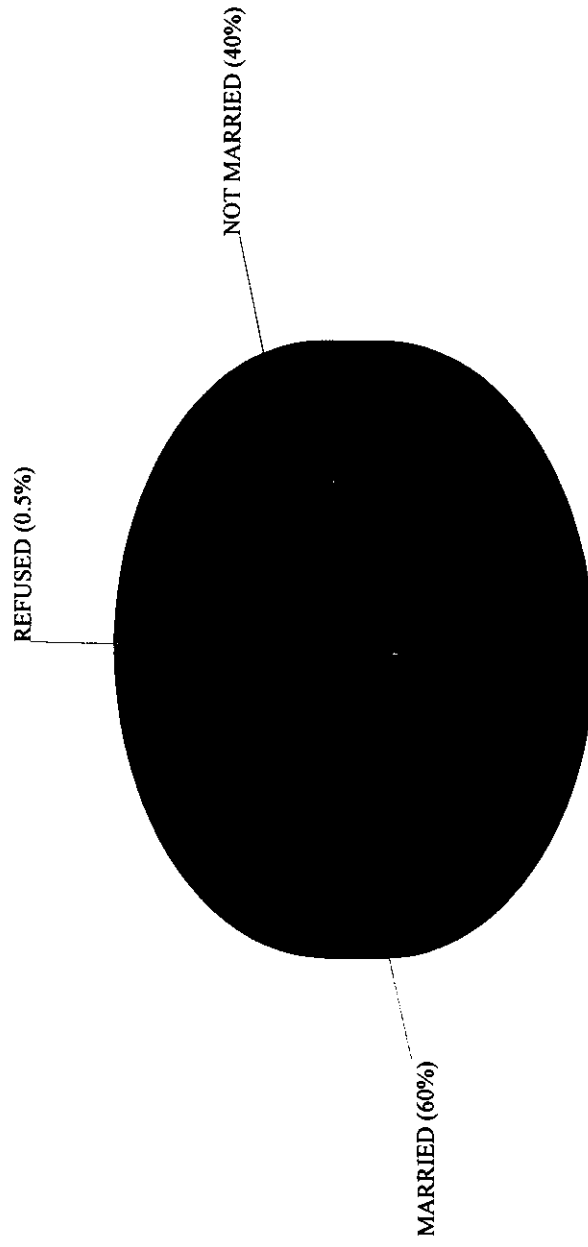
Final sample (n=400)



Marital Status

Respondent Background Characteristics

Base for chart: Final sample (n=400)



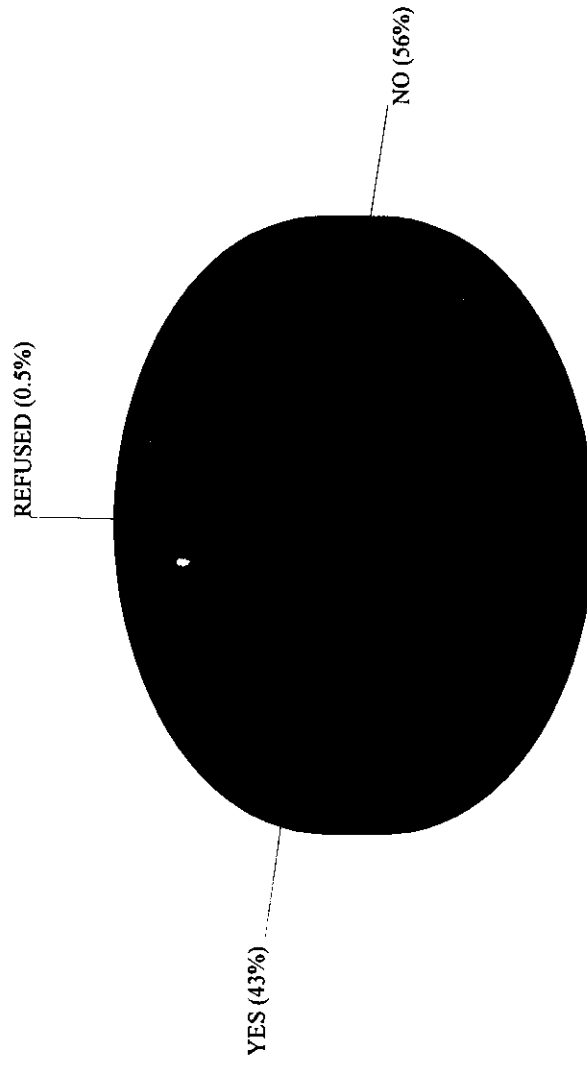
"Not married" was defined as "single, widowed, divorced, or separated."

Parent or Guardian of a Child Under 18

Respondent Background Characteristics

Base for chart:

Final sample (n=400)



Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?"

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#1	1st phase only	F25-34	Don't know	Don't know. (a/a/a) Hope it is not polluted.
#2	Both phases	F45-54	Don't know	Clean water. Because it tastes so good. I'm from California and it tastes really bad there and you can just taste the difference.
#3	Both phases	M25-34	A reservoir	Rust. (w/m) I've seen water from faucets come out orange from rust and calcium deposits. (a/e) No.
#4	Both phases	F25-34	Don't know	Bacteria. I think there may be hazardous bacteria in the water. (a/a/e) Not really.
#5	Both phases	F65+	Underground	Pure drinking water
#6	Both phases	F25-34	Underground	I don't know.
#7	Both phases	F65+	Don't know	There is no mineral taste, it's a pure taste.
#8	Both phases	F55-64	Underground	Clean, clean, clean water. I've been told by people that it's safe and clean to drink.
#9	Both phases	F35-44	A reservoir	It's cleanliness and good taste.
#10	Both phases	F35-44	Underground	The taste of drinking water is very good.
#11	Both phases	M45-54	Underground	Cold, clean water. (w/a) Just that it's good tasting.
#12	Both phases	F18-24	Underground	The chemicals. I am worried about the chemicals in the water like chlorine and pesticides. Separate they meet health regulations but when combined they become toxic. The water doesn't taste good.
#13	1st phase only	M65+	Underground	It's a well that is underground.
#14	Both phases	M45-54	Underground	I don't have any thoughts. (a/a/a) No.
#15	Both phases	M25-34	A reservoir	The kitchen sink. (w/a) Because that's where I get my water from.
#16	Both phases	M45-54	Don't know	I need clean water for healthy drinking.
#17	Both phases	F45-54	Underground	A glass of water that tastes clean.
#18	Both phases	F25-34	Underground	It's safe from contaminants.
#19	1st phase only	F18-24	Don't know	It's cold. (a/e) No.
#20	1st phase only	M55-64	Underground	Regulated. If not, they will hear from me. (i/w/w) The city has to attend to the health standards and so it needs to be regulated.
#21	Both phases	F35-44	A reservoir	I don't know.
#22	Both phases	M45-54	Underground	The aquifer and that it's pure water.
#23	Both phases	F18-24	Don't know	Nothing. (a/a/a) If it's cold I don't worry about it.
#24	Both phases	M25-34	Underground	Healthy. (why) That's my #1 concern, if the water is healthy when I drink it.
#25	Both phases	F55-64	Underground	Purity. (w/a) I want my drinking water to be pure.
#26	Both phases	M35-44	Don't know	Water filter (w/m) Cold, crisp, clear water. (a/e) No.
#27	Both phases	M35-44	Don't know	Taste. (w/m) That it tastes good. (a/e) No.
#28	Both phases	M35-44	Underground	That you're thirsty. (a/e) No.
#29	Both phases	F65+	Don't know	Our water here is good. It tastes fine and I believe it to be safe.
#30	Both phases	M65+	A reservoir	Purity. Is it pure or isn't it?
#31	Both phases	F25-34	Don't know	Chemicals. (w/a) I don't know what chemicals are in the water and I'd like to know.
#32	Both phases	M35-44	Underground	Tap water. Water out of the faucet.
#33	1st phase only	F18-24	Don't know	The water better be clean. Sometimes it tastes bad.
#34	Both phases	F65+	Underground	Good water. It has a good flavor, it just tastes so darn good.
#35	1st phase only	F45-54	Underground	Purity. (w/a) It's free of contamination. (a/e) No.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#36	Both phases	F65+	Underground	Chlorine. I can taste it in the water.
#37	1st phase only	F55-64	A reservoir	I hope it's okay. (how) It should be pure.
#38	Both phases	M18-24	Underground	Pollution. (t/m/m) Variety of pollution that enters our drinking water. First example that come to mind is storm run off.
#39	Both phases	M65+	Underground	None. (a/a/a) No.
#40	Both phases	F45-54	Underground	I've read all these studies on how pure and clear the quality is.
#41	Both phases	M55-64	Underground	Dirty water. (w/a) The water system has dirt in it and you have to leave the water running for a while so it clears out.
#42	Both phases	M65+	Underground	It has pure and good taste.
#43	Both phases	M45-54	Underground	Pollution. (w/a) I'm concerned about all the pollution going into the ground.. (a/e) No.
#44	1st phase only	F65+	A reservoir	Pure.
#45	1st phase only	M35-44	Don't know	It tastes good.
#46	Both phases	F65+	Don't know	Fluoridated. I would wonder if the water was fluoridated, sometimes they put fluoride in the water.
#47	Both phases	M25-34	Don't know	Cleanliness. (w/a) That's the first thing I think about when I go to get a drink of water, is it clean.
#48	1st phase only	F25-34	Don't know	Wondering where it comes from, there's a chlorine taste in the water.
#49	Both phases	F45-54	Don't know	Nothing.
#50	Both phases	F45-54	Underground	Pollution from industries, people dumping in the river.
#51	Both phases	F45-54	Underground	Don't know.
#52	Both phases	F65+	Underground	Lucky to have the water that we have. (why) I've lived in different places. I've tasted different drinking water and I think it is a blessing.
#53	Both phases	M35-44	Underground	Bottled water. (w/a) You see people drinking bottled water. (w/m) I associate the word drinking with bottled water.
#54	Both phases	F65+	Underground	People need to drink more of it. (w/m) They need to get rid of pop and get it out of circulation and drink water because it's healthier for you. (a/e) No.
#55	Both phases	F55-64	Underground	Water on tap. (w/a) It tastes good.
#56	1st phase only	M45-54	A reservoir	Taste. (w/a) It tastes great.
#57	1st phase only	F55-64	Underground	What people do on top of the aquifer. Building on top is another question.
#58	1st phase only	F25-34	Underground	I think how much chlorine and stuff goes into my body from the water. (a/e) No.
#59	Both phases	M55-64	Underground	Ghiradella (a/e) and hard water.
#60	Both phases	M65+	Don't know	Could be better, it's basically okay, but it could be better. (why) There's a taste there that isn't a natural taste, but I drink it anyway.
#61	Both phases	F55-64	Underground	I know that it tastes good. (a/e) I hope it's not contaminated.
#62	Both phases	F65+	Underground	Something good. (w/m) It is clear, pure and has no taste. I don't like the taste of chlorine in my water.
#63	1st phase only	M45-54	Don't know	Cleanliness. (w/m) That it is clean. (a/e) No.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#64	1st phase only	F65+	Don't know	Cold, clean, free of stuff. (what stuff) Bugs and pollutants.
#65	Both phases	M45-54	Lake	I wish the water was cold instantly, instead of having to run the water. (a/e) No.
#66	Both phases	F25-34	Underground	Minerals in the water. (why) I wonder what kind of minerals we have in our water and is there a reason or concern for contaminants.
#67	1st phase only	M45-54	Underground	I drink too much water. I average about 100 to 120 ounces a day.
#68	Both phases	M25-34	A reservoir	Nothing. (a/a/a) No.
#69	Both phases	F55-64	Underground	Taste, whether it tastes good or not.
#70	1st phase only	M25-34	A reservoir	How much contamination is in the water.
#71	Both phases	M18-24	The river	The drinking water doesn't have fluoride. (a/e) No.
#72	1st phase only	F65+	Don't know	Good and pure. (a/e) No.
#73	1st phase only	F25-34	Don't know	Lead in the water.
#74	Both phases	M35-44	Underground	Pollution, definitely. From septic to fuels.
#75	1st phase only	F18-24	Underground	Chlorine. I just don't like to drink chlorine.
#76	Both phases	F55-64	Underground	It's cold and clean. (i/w/w) Not visibly dirty to the naked eye, no aftertaste.
#77	Both phases	F65+	Underground	Just need for it, for my body. (a/e) Well they say that the more you drink the better your mind works.
#78	Both phases	F35-44	Underground	Possibly contaminants in the water.
#79	Both phases	M45-54	Underground	Pollutants. (w/a) Our drinking water comes from the mines and a lot of stuff comes from the old mines like rust and iron. (a/e) No.
#80	Both phases	F35-44	A reservoir	Bottled water, just from seeing commercials for like Arrowhead, brand bottled water.
#81	Both phases	F25-34	Underground	It's acceptable for human consumption.
#82	Both phases	F35-44	Underground	The water downtown tastes nasty and the water in the valley really tastes good.
#83	Both phases	F45-54	Don't know	Chlorine. (w/a) Bugs you can't see.
#84	Both phases	F45-54	Don't know	Safety of the water bacteria.
#85	Both phases	M65+	Underground	The water is not clean. (how) Because I can see the particles floating in the water. (a/e) No.
#86	1st phase only	M35-44	Don't know	Don't know. (a/a/a) No.
#87	Both phases	M25-34	Don't know	I envision some sort of a bottled water.
#88	Both phases	F45-54	Underground	Turning on the faucet.
#89	Both phases	M45-54	Underground	Nothing. (a/a/a) No.
#90	Both phases	F35-44	A reservoir	Whether it's clean water or not.
#91	Both phases	F35-44	A reservoir	That it's clear not murky or cloudy.
#92	Both phases	F18-24	A reservoir	Chemicals and lead in the water.
#93	Both phases	M35-44	Underground	The purity of the drinking water. (i/w/w) I wonder if it's free of algae and contaminants.
#94	Both phases	F45-54	Underground	It is good. (what) It is cold and refreshing, and I like the taste. In other places it was orange where I lived.
#95	Both phases	M35-44	Underground	Contamination from chemicals in the water.
#96	Both phases	F18-24	Don't know	The Chlorine in it.
#97	Both phases	F45-54	Underground	It's fresh. I think it's great. I really don't have any concerns.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#98	Both phases	M65+	Underground	I don't think about the water I just drink it. (a/a/a) No.
#99	Both phases	F55-64	Underground	Most important thing other than the air, because our bodies are made up of 85% water.
#100	1st phase only	F35-44	Underground	What concerns me whether or not the drinking water is pure enough or if the water has chlorine. (a/e) No.
#101	Both phases	F35-44	Don't know	Compared to every other city, it's the worst. (why) It has no taste. It tastes stale and old. (a/e) No.
#102	Both phases	M18-24	Don't know	Chlorine. (w/a) It tastes like Chlorine. It makes it taste bad. (a/c) No.
#103	Both phases	F65+	Underground	I like the water. I think we have terrific drinking water.
#104	Both phases	M65+	Underground	Nothing. (a/a/a) No.
#105	Both phases	M35-44	Underground	The water is clean and good enough to drink. (a/e) No.
#106	Both phases	F25-34	Underground	Clear water. If the water is clear or not.
#107	Both phases	F25-34	Don't know	I think the Spokane River is really dirty and it tastes like metal.
#108	Both phases	F25-34	Underground	Fresh. (why) It always taste good in Spokane.
#109	Both phases	M35-44	Underground	Aquifer.
#110	Both phases	M35-44	Underground	None. (a/a/a) No.
#111	Both phases	M35-44	A reservoir	Drinking Polluted water.
#112	Both phases	F35-44	The river	Nothing. (a/a) No.
#113	Both phases	F35-44	Underground	I wonder whether it's safe or not.
#114	Both phases	F18-24	Don't know	Faucet. (w/m) That's where the water comes from and that's what I think of when I think about drinking water.
#115	Both phases	F65+	Don't know	Sounds funny, but my first thought is my cold water is luke warm water.
#116	Both phases	F35-44	A reservoir	I wonder what's in it. Like is there chlorine fortified with iron.
#117	Both phases	F65+	Underground	It's something we need. (a/a/a) Is it safe to drink?
#118	Both phases	F45-54	Underground	Pollution in the water.
#119	Both phases	F35-44	Don't know	Local water is nasty. It tastes awful.
#120	Both phases	F45-54	Don't know	Chemicals. (w/a) I'm concerned about the water being frothy white when I boil it for tea.
#121	Both phases	M35-44	A reservoir	Clean. (why) I use to drink river water and it was brown. The water is clean in Spokane. (define) I'm not sure how.
#122	Both phases	F35-44	Underground	If the water is good? (i/w/w) Having not too many chemicals in it.
#123	1st phase only	M55-64	Underground	Purity. It is a concern that they dump stuff on the ground. (why pure) I've traveled a lot and it is pure compared to other places. (define pure) Clean, crystal clear.
#124	Both phases	F25-34	Don't know	No fluorides in the water. As a dental assistant, I feel we should have this.
#125	1st phase only	M45-54	Underground	No. (a/a/a) No.
#126	Both phases	F25-34	Underground	A glass of nice cold water.
#127	Both phases	F25-34	Don't know	I wonder if it's filtered properly.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#128	Both phases	M65+	Don't know	That the water is pure. (a/e) No.
#129	Both phases	F25-34	Underground	Nice and cool. (i/w/w) Our water comes from a filtered faucet, so it is clean and good. (a/e) No.
#130	Both phases	M25-34	Underground	No. (a/a) No.
#131	Both phases	F35-44	Don't know	If it tastes good or if it is chlorinated I don't like that kind of water.
#132	Both phases	F65+	A reservoir	The impure minerals leak and etc., seeping into the drinking water.
#133	Both phases	F55-64	Don't know	Don't know.
#134	Both phases	F35-44	The river	Gross. (i/w/w) It tastes and smells like Chlorine and dirt.
#135	Both phases	F45-54	A reservoir	Image of the faucet. (a/e) No.
#136	Both phases	M45-54	Don't know	Health issues. (i/w/w) Is it pure and free of bacteria? Is it going to stay that way as the growth of the community expands for the future?
#137	1st phase only	F25-34	Don't know	Water. (i/w/w) Thirsty. (a/e) No.
#138	1st phase only	F35-44	A reservoir	What else might be in it? (like what) I'm concerned of what bad chemical might be in it. (a/e) No.
#139	Both phases	M25-34	Don't know	Cold. (w/m) The water is cold. (a/e) No.
#140	Both phases	M45-54	Underground	Tastes good. (what) The water. (i/w/w) It just tastes good.
#141	1st phase only	F45-54	Don't know	No concerns really. It tastes fine. (a/a/a) No.
#142	Both phases	M55-64	Underground	The water is clean. (how's that) The water has been tested for any contaminants and it's pure. (a/e) No.
#143	Both phases	M45-54	Underground	Good tasting water from the faucet.
#144	Both phases	F35-44	Don't know	The chemicals in the water. (w/a) They're bad for the drinking water. (a/e) I live right by Kaiser Aluminum, and I'm afraid about Kaiser's waste being dumped into the ground. (a/e) No.
#145	Both phases	F25-34	Don't know	There's just crud in the water like chlorine and lead.
#146	Both phases	M25-34	Underground	Usually, the hardness of it. The minerals in it.
#147	Both phases	F65+	Underground	A glass of water. (a/e) No, I just think of drinking water.
#148	Both phases	F25-34	Don't know	Bacteria and whether it's in the water.
#149	Both phases	F25-34	Don't know	Cold drinking water I guess. (a/a/a) I think about particles, contaminants, and chemicals getting in the water that concerns me.
#150	Both phases	F55-64	Don't know	I've heard that there is some contaminant in the drinking water in some areas. But I'm not too sure where. (a/e) No.
#151	Both phases	F45-54	Underground	Contaminated ground water.
#152	Both phases	F45-54	A reservoir	The drinking water is cold and clear. (a/e) No.
#153	Both phases	F35-44	Underground	I think of the rocks and sediment that come out with the water. So, we have to clean the screens in our bathroom twice a month, and the kitchen once a year with a charcoal filter.
#154	1st phase only	F65+	Don't know	(a/a/a) No, I think it's good tasting.
#155	Both phases	F65+	Underground	The water tastes terrible, like chemicals. (a/e) No.
#156	Both phases	M55-64	Underground	Just good water with no bacteria.
#157	1st phase only	F35-44	Don't know	I don't know. (a/a) No.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#158	Both phases	F25-34	Underground	It is clear. (why) I don't want to put chemicals and dirt in my body.
#159	Both phases	F25-34	A reservoir	That it is clear. (define) It looks drinkable. I lived in a place before where the water was yellow.
#160	Both phases	F65+	A reservoir	The drinking water is good. (how's that) The water is cold and has no taste. (a/e) No.
#161	Both phases	M55-64	Don't know	Whisky and water. That's the only way I like it.
#162	1st phase only	M25-34	Don't know	Ahh. It comes from the faucet. It's better than water from Southern California.
#163	Both phases	M65+	Underground	Cleanliness. Wondering if the water is clean or not.
#164	1st phase only	F45-54	A reservoir	Our water has a high mineral capacity. I don't know if that's bad or good.
#165	Both phases	F55-64	Underground	Enough? (w/a) Is there enough water for future needs. Is the water high quality and safe to drink.
#166	Both phases	F45-54	Underground	Nothing really. (a/a/a) Clear drinking water.
#167	Both phases	M35-44	Underground	I don't know, maybe a drinking fountain. (why) Because, that's a place to get drinking water from. (a/e) No.
#168	Both phases	M65+	Underground	Something delicious. Nothing is better then water.
#169	Both phases	M45-54	Underground	The water is clean and healthy. (how's that) There are no pollutants in the water. (a/e) No..
#170	Both phases	M55-64	Underground	It is clear. (why) Other places I've been the water looked rusty.
#171	Both phases	F18-24	Don't know	What could be in it. (what) I don't know. I'm concerned about dirt. We have it in our water. It's from our pipes and it's like gravel.
#172	Both phases	M25-34	Underground	Quality is a concern. I think Spokane is lucky to have the quality of water that it does. It's high quality and I would like it to stay that way.
#173	Both phases	F45-54	Underground	The first thought is thirst quenching.
#174	Both phases	F25-34	Don't know	No concerns. (a/a/a) Can't think of anything.
#175	Both phases	F65+	Underground	It has to be pure and good to drink.
#176	Both phases	F45-54	Underground	Cold, clear and no aftertaste.
#177	1st phase only	M25-34	Underground	It is clear. (w/m) To see through it without seeing any dirt, not be murky.
#178	Both phases	F35-44	Underground	Spokane has good water and it tastes good.
#179	Both phases	M35-44	Underground	The additives in the water. (w/a) I wonder how much chlorine is in the water. (a/e) No.
#180	1st phase only	M45-54	Underground	Taste is fine. Tastes great.
#181	Both phases	F55-64	Underground	Good water, tastes good, people out of state complement us on our water.
#182	Both phases	F18-24	Underground	I'm concerned about the chemicals in the water. (what) Lead.
#183	Both phases	F25-34	Don't know	How it tastes. It tastes chlorinated. It tastes bad.
#184	Both phases	M25-34	Don't know	The drinking water comes out of faucet. (a/e) No.
#185	Both phases	F25-34	A reservoir	The drinking water from the faucet is chlorine tasting and it tastes terrible.
#186	1st phase only	F45-54	The river	Purity. (w/m) The taste. (w/a) If I leave it set out for a few days, it gets mold in it. When I set a bowl of water out for my cats it grows mold.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#187	Both phases	F65+	Underground	I'm confused about the gravel pit over the aquifer and them digging in it.
#188	Both phases	M35-44	Don't know	Contaminants. (w/m) Like the heavy metals such as lead and fertilization.
#189	Both phases	F18-24	Underground	The high amounts of lead in the water.
#190	Both phases	F25-34	Don't know	No fluoride in the water. I feel there should be fluoride to help people's teeth. I believe there is no fluoride in our water.
#191	Both phases	F35-44	Underground	It's pure. (w/m) It's safe to drink. (how) Our water has been tested and I know it's safe.
#192	1st phase only	F65+	Don't know	None.
#193	Both phases	F65+	Underground	Pure. (w/m) Without minerals or chlorine.
#194	1st phase only	M35-44	A reservoir	Contaminants. (w/a) Concerned about the contaminants. (w/a) I don't know what kind.
#195	Both phases	F45-54	Underground	Is it pure? (w/m) I'd like to know that the water is free of chemicals and junk like that.
#196	Both phases	M35-44	Underground	Good water, but concerned with the contaminants. Overall, it's good water.
#197	Both phases	F25-34	Don't know	How it tastes. (how) It tastes fine.
#198	1st phase only	F18-24	Don't know	Contaminated with harmful substances like rust. I know it has rust because of the water's color and the way it tastes. I believe it's harmful.
#199	Both phases	M45-54	Underground	Landfills and can they contaminates our water.
#200	Both phases	F35-44	A reservoir	Fluoride should be placed in the water. (why) My dentist says we need it in our water and it is not in our water supply.
#201	Both phases	M35-44	Underground	Chlorine in the water is a concern if it is in drinking water.
#202	Both phases	F35-44	Don't know	Cleanliness. (w/a) I don't want water to come out brown from iron. I want it to taste good.
#203	1st phase only	M55-64	Underground	Nothing. (a/a/a) No.
#204	Both phases	F25-34	Underground	I'm concerned about contamination from sewers.
#205	Both phases	M25-34	Don't know	Pollution from rivers and lakes. (w/a) General pollution, industrial mining and heavy metals.
#206	1st phase only	F35-44	Don't know	What do they put in it? (i/w/w) I think there is too much chlorine in our drinking water.
#207	Both phases	F25-34	Underground	Cleanliness. (w/m) Is the water clean?
#208	Both phases	F45-54	Don't know	My first thought is what is in it? Is there anything harmful in the water? (define harmful) Is the fertilizer on the ground seeping into the water? What chemicals are in the water?
#209	1st phase only	F35-44	Lake	Chemicals in the water. (w/a) Herbicides, pesticides, and chlorine. (w/a) They are unsafe.
#210	Both phases	F65+	Don't know	How much chlorine is in it. What's really in it such as contaminants.
#211	Both phases	M35-44	Underground	Absolutely no concern to me because we have some of the best water around. (i/w/w) Our water is pure tasting.
#212	1st phase only	M25-34	Underground	I pay \$30.00 a year, the aquifer runs from downtown to the park, it has a relatively shallow water table.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#213	Both phases	M45-54	A reservoir	It tastes good, but you can taste a difference when they chlorinate.
#214	Both phases	F45-54	Don't know	Nothing since I have gotten purifiers at my house.
#215	Both phases	M45-54	Underground	The mineral content. (w/m) Is it too high?
#216	Both phases	F25-34	A reservoir	My first thought is if it tastes good or is it clean? (define good and clean) Is it dirty? If there's stuff floating around in the water, I don't drink it.
#217	Both phases	M35-44	A reservoir	How clean it is. (explain) There isn't bacteria that causes diseases in the water.
#218	1st phase only	F65+	Don't know	Taste is my first thought. (a/a/a) It tastes like good water. Other places they have too much chlorine.
#219	Both phases	F25-34	Don't know	Whether or not it's good for me.
#220	Both phases	F65+	Underground	I'm hoping it's pure. (w/m) That it's safe to drink.
#221	Both phases	M55-64	Don't know	Taste. (w/a) It tastes terrible compared to well water.
#222	Both phases	M18-24	Don't know	I think of something in a jug, because bottled water says drinking water.
#223	Both phases	M18-24	Don't know	Without my filter sometimes I get grains of sand in my water. I can taste chemicals which makes it taste bad.
#224	1st phase only	M35-44	Don't know	Pollutants. (what kind) Chemicals. They should not be in the drinking water supply.
#225	Both phases	M65+	Underground	I hope it is safe.
#226	Both phases	F35-44	A reservoir	None.
#227	1st phase only	F45-54	Underground	I think our water just tastes good, clean, and fresh.
#228	Both phases	M18-24	Underground	My first thought is pollutants. (why) I know people have concerns about pollutants seeping into the ground.
#229	1st phase only	M65+	A reservoir	I want to keep the drinking water of high quality.
#230	1st phase only	M25-34	Don't know	Shadle Park water tower, my concern is that there might be lead in the water.
#231	Both phases	M65+	A reservoir	My first thought is, is it clean? (define clean) Clean as in pure.
#232	Both phases	F65+	Don't know	What comes out of the faucet and is suppose to be treated and safe to drink.
#233	Both phases	F65+	Underground	The purity of it. (w/m) I'm wondering if it will kill me with too much chlorine in it.
#234	Both phases	F25-34	Don't know	It tastes good, no chlorine, and it smells good.
#235	1st phase only	F35-44	Don't know	My first thought is too much chlorine.
#236	Both phases	F35-44	Don't know	None.
#237	Both phases	M55-64	Underground	Water that I drink and I think it tastes clean and good.
#238	Both phases	F35-44	A reservoir	None.
#239	Both phases	F25-34	A reservoir	I think of fresh and clean water.
#240	Both phases	F35-44	Underground	Bad taste. (like what) Aftertaste and chlorine.
#241	Both phases	M18-24	Underground	Cold. (w/m) Just a cold glass of water.
#242	Both phases	F25-34	Don't know	My first thought is bottled water because I drink only bottled water.
#243	Both phases	M45-54	Underground	It's good water it has a clean taste.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#244	Both phases	F35-44	Don't know	Pollutants. Lead and impurities. (w/a) I don't want them in my drinking water, they are unhealthy for you.
#245	Both phases	F45-54	Underground	The water is potable, fit to drink. (a/e) No.
#246	Both phases	F65+	Don't know	It's good. (w/a) I think that it tastes good.
#247	Both phases	M25-34	Underground	Well, I guess I'm thirsty, it tastes good now after we put a filter on the faucet.
#248	1st phase only	M35-44	Underground	I'm concerned about the threat of improper disposal of waste.
#249	Both phases	F35-44	Underground	My first thought is that it's clear. My concern is if it's clean and pure. (w/m) I wonder, if there is <u>anything in the water that could be harmful.</u>
#250	1st phase only	F35-44	Don't know	It's hard water with minerals and chlorine.
#251	Both phases	M35-44	Underground	Just that it tastes good.
#252	1st phase only	M35-44	Underground	I think of clear and good tasting.
#253	Both phases	M45-54	Underground	That at anytime the aquifer, our drinking water, can become polluted. (a/e) No.
#254	Both phases	M45-54	Underground	Taste. Does it taste good?
#255	1st phase only	F45-54	A reservoir	I don't drink the water here, I'm concerned about it like everyone, I drink filtered or bottled water.
#256	Both phases	M25-34	Don't know	The water should be pure and refreshing.
#257	Both phases	M35-44	Underground	Clear water. (w/m) That's the way it looks when I pour it out of the faucet.
#258	1st phase only	F25-34	Don't know	Is the water good enough to drink? I haven't had a problem with it so far.
#259	Both phases	F35-44	Underground	The water is drinkable. (i/w/w) I just got back from a vacation and you couldn't drink the water and here you can. (a/e) No.
#260	Both phases	F25-34	Don't know	Clean water. (why) We have a filter system and there's not anything bad in it. (explain bad) Like chemicals.
#261	Both phases	F65+	Don't know	Thirst quenching. (i/w/w) I have no concerns really.
#262	Both phases	M25-34	A reservoir	Nothing.
#263	Both phases	F35-44	Underground	Probably, organisms, bacterial organisms born in the water and causing illness.
#264	Both phases	F45-54	Don't know	Thirsty. (w/m) Just that. That's my first thought.
#265	Both phases	M25-34	Don't know	Cleanliness, free of impurities, and chlorine. (how) Well filtered and free of bacteria.
#266	Both phases	F65+	A reservoir	Quality of water. I lived in Moses Lake and could never drink the water. It tasted bad everywhere. I moved back to Spokane and it's good water.
#267	Both phases	F35-44	Underground	My first thought is, I want to be sure it is free of bacteria.
#268	Both phases	F35-44	Don't know	Chlorine, fluoride, ghiradella, bacteria in the water. I don't want these in the water.
#269	Both phases	M45-54	Don't know	I've never liked water much.
#270	Both phases	F25-34	Don't know	Pollution. (what kind) Over chlorinating.
#271	Both phases	F45-54	Underground	Thirst quenching, really good water that tastes good.
#272	Both phases	F35-44	A reservoir	I feel that it's safe and free of contaminants. (w/m) Like chemicals and chlorine.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#273	Both phases	F25-34	A reservoir	The water is clean. (how) The water is clear, it has no chlorine to it. (a/e) No.
#274	Both phases	M25-34	Don't know	That it's pure and cold.
#275	Both phases	F35-44	Don't know	That I'm concerned about the little floaties in the water. (w/m) The white film that forms on your pots, pans and glasses that come out of the faucet.
#276	1st phase only	F65+	Don't know	Clean water and not the smell of chemicals in it.
#277	Both phases	F45-54	Underground	We drink distilled water even though we have a purifier for our water. The reason for that is to preserve the coral calcium level in our tap water. We like the taste of bottled water, but don't dislike water from the faucet.
#278	1st phase only	M25-34	Don't know	I'm worried about purity. (w/a) Contaminants, lead and PCB's in our water.
#279	Both phases	F55-64	Underground	I think about the film or hard sediments that comes out on our dishes and clothes. I know it's hard water but it tastes good.
#280	Both phases	F65+	Don't know	For drinking and doing dishes, it's life and can't live without it. It's all right, sometimes a chlorine taste.
#281	Both phases	M55-64	Underground	I call it synthetic contamination. Insecticides, acids, and chemicals in the water.
#282	Both phases	M45-54	Underground	That it's cool, clean, no chemicals just overall good quality drinking water.
#283	Both phases	M45-54	Underground	Purity. (w/a) I want to drink pure water. (a/e) No.
#284	Both phases	M55-64	Underground	That it's pure and not contaminated. (a/e) Chlorinating, chemicals dumped in the water and fluoridation. I don't want my water medicated. I want the choice of clean pure water.
#285	1st phase only	F45-54	Don't know	Fluoride in the water.
#286	Both phases	M25-34	Don't know	Water that's not too good tastes like it has dirt in it. It tastes gritty.
#287	Both phases	F25-34	Don't know	That it tastes fine, there's no smell and it looks clear.
#288	Both phases	M35-44	Underground	Our water doesn't have fluoride added to it. We should be putting fluoride in our water.
#289	Both phases	F35-44	Don't know	If it is clean or not. (w/a) Cloudy water or dirty water is not good.
#290	Both phases	M45-54	A reservoir	A glass of water.
#291	Both phases	M55-64	Underground	Our water is very good, it's cold and doesn't taste bad at all.
#292	Both phases	F25-34	Underground	Aquifer protection. (w/m) I'm concerned about the unlimited growth over the aquifer, whether it's being contaminated or not.
#293	Both phases	F65+	Underground	Quality, how clean it is.
#294	1st phase only	M18-24	Don't know	Pretty much clean, and something that comes out the tap.
#295	Both phases	M35-44	Don't know	Nothing.
#296	Both phases	F25-34	Underground	Ecoli. (i/w/w) You hear about it on the news and you hope that the water is clean, but you just don't know for sure if there's a problem with the water.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#297	Both phases	F45-54	Underground	Contamination. (w/m) Ecoli, lead poisoning from pesticides and herbicides.
#298	1st phase only	F45-54	Underground	Pollutants in the water.
#299	Both phases	M65+	Don't know	The drinking water is safe, it doesn't have the negative things in it or things that taste bad.
#300	1st phase only	F18-24	Don't know	That it's clean. This water is gross. It's not pure. It's faucet water but better than drinking water in California.
#301	Both phases	F55-64	Don't know	Water which comes from the faucet. (a/e) No.
#302	Both phases	F18-24	Underground	My water bottle that I fill with water from the faucet. (w/e) It's my favorite one.
#303	Both phases	F65+	Underground	Nothing. (a/a/a) Bad in that minerals in the river may be getting into the aquifer.
#304	1st phase only	M65+	Underground	Good, clean fresh water with no contaminants.
#305	1st phase only	M35-44	Don't know	Purity, cleanliness. (w/a) Taste, I use a Brita filter for tap water.
#306	Both phases	F18-24	Underground	That the water's not see through. The hot water is cloudy and dirty looking.
#307	1st phase only	M35-44	A reservoir	None. (a/e) No.
#308	Both phases	M45-54	A reservoir	It has a whole lot of chlorine in it and you can smell it.
#309	1st phase only	M35-44	Underground	The water is clean. (w/a) I hope it's clean and safe to drink. (a/e) No.
#310	Both phases	F55-64	Don't know	If it's dirty. (what) I don't know.
#311	1st phase only	F65+	Underground	That it's clean. (w/m) Just that there are no impurities.
#312	Both phases	F65+	Underground	Is it pure or is it contaminated?
#313	Both phases	M25-34	Underground	The water is clear and tastes okay, it's not great. It tastes like it has some metal in it.
#314	Both phases	M45-54	A reservoir	Purity. (w/a) I want pure water, I'm against chemicals being in the water. If they have to put chemicals in the water then there's something wrong. (a/e) No.
#315	Both phases	M25-34	Don't know	The taste, kind of chlorinated.
#316	Both phases	F65+	Underground	I wonder if there is bacteria in it, or if it has fluoride in it.
#317	Both phases	M55-64	Don't know	Lime scale in water. I don't want it in my water.
#318	Both phases	F45-54	Don't know	I wonder how many germs are in it. Bacteria must be in it but I'm not sure how much that might be.
#319	Both phases	F55-64	Underground	Bacteria. (w/a) Whether or not our drinking water contains bacteria and is clean or not. (a/e) No.
#320	Both phases	M45-54	Don't know	Something that's drinkable, I like the water that doesn't have a smell.
#321	Both phases	F65+	Underground	Purity of the water. Is it pure from bacteria, chemicals, chlorine, and pollution?
#322	Both phases	M45-54	Underground	I feel there are too many dioxin from the paper mills up north.
#323	Both phases	M45-54	Don't know	The cleanliness. (w/m) Is it clean to drink.
#324	Both phases	M35-44	A reservoir	Clean, pure water.
#325	Both phases	F55-64	Don't know	Nothing comes to mind, I don't think about it. (a/a/a) No.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#326	Both phases	F35-44	Underground	Purity the water is safe to drink.
#327	1st phase only	F18-24	Underground	Clean water. (a/e) No.
#328	Both phases	M25-34	The river	I think of the purity of the water.
#329	Both phases	M55-64	Underground	Nothing.
#330	1st phase only	F65+	Underground	It's good, it doesn't have a foul taste or off color.
#331	Both phases	F25-34	Underground	When I use the water from the tap I see little particles or debris floating in it and it makes me nervous, to see that our water is not that safe. (a/e) No.
#332	1st phase only	M45-54	Don't know	The water has a real chemical taste to it.
#333	Both phases	F45-54	Don't know	Is it safe. (how) Are there chemicals to take out bacteria?
#334	Both phases	M45-54	Underground	How it tastes. Does it taste good or not? It's kind a weird that it varies from day to day.
#335	Both phases	F65+	Underground	That it is as pure as they can make it. (a/e) Pure, clean.
#336	1st phase only	F45-54	Underground	Fertilizer from agriculture and forest industries.
#337	Both phases	F25-34	A reservoir	Don't know. (a/a/a) No.
#338	Both phases	M45-54	Underground	The water clarity, good taste, clear water.
#339	Both phases	M35-44	Underground	Is there enough of it? Is it healthy, clear, and non-polluted?
#340	Both phases	M55-64	Underground	I wonder if it's clean. (w/m) I mean not contaminated.
#341	Both phases	M45-54	Underground	The aquifer and problems involved with that. Oh, just septic systems and railroad diesel storage systems.
#342	1st phase only	F35-44	Underground	Glass of water that tastes the same, it's not metallic. It's good clear water.
#343	Both phases	F65+	Underground	The drinking water isn't fluoridated and I would like to see the water here have fluoride in it. (a/e) No.
#344	Both phases	M45-54	Underground	Chlorine. Is there too much?
#345	1st phase only	F35-44	Don't know	The water tastes fresh and good.
#346	Both phases	F35-44	Don't know	I think of a glass of water.
#347	Both phases	F35-44	Underground	Pollution. (w/m) Minerals from mine tailing and lead.
#348	1st phase only	M35-44	Don't know	Aquifer
#349	1st phase only	M25-34	Don't know	How sanitary it is as opposed to river water.
#350	Both phases	F35-44	Lake	My water comes from the lake which is bottled water when I drink Spokane's water it is a strong taste like the water is chlorinated. (a/e) No.
#351	1st phase only	M45-54	Underground	None. (a/e) A little hard but it's good. We have hard water in the valley.
#352	Both phases	F35-44	A reservoir	Clean. Is the water clean?
#353	Both phases	F65+	Underground	Good tasting. No chlorine.
#354	Both phases	F35-44	Don't know	None.
#355	Both phases	F65+	Underground	The aquifer and it's pretty good drinking water.
#356	Both phases	M18-24	Don't know	I think of cleanliness. It is without chlorine.
#357	Both phases	F65+	Don't know	It tastes good, clean and fresh.
#358	1st phase only	F25-34	Underground	None.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#359	1st phase only	F18-24	Don't know	I drink it, I like it. (a/a/a) I don't really think about it too much. I turn the faucet and it comes out. (a/e) No.
#360	Both phases	F65+	Underground	Water. Cool, clear water.
#361	Both phases	M35-44	Underground	Clean. (w/a) I want few additives in our drinking water and I don't want any smell or no taste in our water. (a/e) No.
#362	1st phase only	F45-54	Underground	Safety. (i/w/w) Whether the water is pure or not.
#363	1st phase only	F18-24	Underground	Chlorine. About as much chlorine is in the water as the Shadle pool. The chlorine in water is bad.
#364	1st phase only	F45-54	Underground	My first thought is, 'what is in it? Are there any contaminants?'
#365	Both phases	F65+	Don't know	Cool, wet, doesn't taste like anything. It's clear and flows freely.
#366	Both phases	F18-24	Underground	I'm concerned about chlorine, pesticides in the water.
#367	1st phase only	F45-54	Underground	Here crisp, clean, clear water.
#368	Both phases	M18-24	Underground	I wonder what's in it.
#369	Both phases	M65+	Underground	Well, that it's watched closely to be kept reasonably clear. Tested frequently, I guess.
#370	Both phases	F25-34	Don't know	My biggest concern is if our water becomes contaminated. (a/e) No.
#371	Both phases	F65+	A reservoir	Germs. Is the water germ free?
#372	Both phases	M65+	Underground	I don't know. I have no problem with it.
#373	1st phase only	F55-64	A reservoir	The only thing that comes to my mind is that it doesn't have fluoride in it.
#374	Both phases	F65+	Underground	It is clean and blue.
#375	Both phases	F18-24	Underground	The chlorine in the water.
#376	1st phase only	F65+	Don't know	I like water, clean and fresh tasting.
#377	Both phases	M25-34	A reservoir	Uh, I don't really think about it. Clear water. (a/e) No.
#378	Both phases	F65+	Underground	The water is okay to drink. (i/w/w) Well, I read in the paper the water in the valley has been tasted and there seemed to be no problems to drink the water. (a/e) No.
#379	Both phases	F18-24	Don't know	That we need fluoride in our water.
#380	Both phases	F55-64	Underground	Houses with septic tanks. With as many septic tanks we have my concern is that the pollution from the tanks will get into the aquifer.
#381	Both phases	M35-44	Underground	Clean water that tastes good.
#382	Both phases	F25-34	A reservoir	My first thought, 'what is in it.' It doesn't taste good.
#383	Both phases	F45-54	A reservoir	Filtering out impurities. (i/w/w) Don't want contaminants in my drinking water.
#384	Both phases	M45-54	Underground	The purity and safety. (w/m) That there are no harmful bacteria in the water and that it's safe to drink.
#385	1st phase only	F65+	Underground	That they sprayed chemicals, pesticides, herbicides, and I'm worried that it is in the water here.
#386	1st phase only	F35-44	Underground	Is it clean. (how) From impurities, bacteria, fluoride.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#387	Both phases	M35-44	A reservoir	Bacteria in the water. Germs, wondering how safe the water really is.
#388	Both phases	F45-54	Don't know	Chlorine. I don't like it.
#389	Both phases	M35-44	Underground	Purity.
#390	1st phase only	F55-64	Underground	Pollutants in the water. (what) Fluorides for example.
#391	Both phases	M35-44	A reservoir	I don't have any. (a/a/a) No.
#392	1st phase only	F45-54	Underground	Contamination. Is it or isn't it.
#393	Both phases	M55-64	Underground	Nothing.
#394	1st phase only	F35-44	Don't know	It's not cold enough. (i/w/w) When it comes out of the faucet it's not very cold.
#395	Both phases	F35-44	Don't know	Is it contaminated. (how) Human and animal waste, chemicals.
#396	Both phases	M35-44	Underground	Clean and safe. (w/m) Just that there is no lead and no bacteria.
#397	Both phases	M55-64	Underground	Clean, is the water clean?
#398	Both phases	M25-34	Don't know	The smell of it. (i/w/w) I smell chlorine in our water, so I don't drink it.
#399	Both phases	M45-54	Don't know	Clean. (i/w/w) It tastes and smells clean.
#400	1st phase only	M25-34	Don't know	Clean (i/w/w) The water is pretty clean. It seems to be clean and tastes good.
#401	Both phases	F45-54	Don't know	Taste. (w/a) The water doesn't have a mineral like taste to it, the water has a pleasant taste to it.
#402	Both phases	F55-64	Don't know	Is it pure? Are they taking the impurities out.
#403	Both phases	M25-34	Underground	All the crud in it. (w/m) The pollutants.
#404	Both phases	M25-34	Don't know	Clean crystal clear. (w/m) Not cloudy.
#405	Both phases	F55-64	Don't know	I don't have any. (a/a/a) No, not at this time.
#406	Both phases	F65+	Don't know	Nothing.
#407	1st phase only	F45-54	Underground	I'm concerned if there is heavy metals or parasites in the water.
#408	Both phases	M65+	Underground	Is there too much lead?
#409	Both phases	M25-34	Don't know	Chlorine and iron, is there too much in the water.
#410	Both phases	M25-34	Don't know	Groundwater pollution, septic tanks and chemicals.
#411	Both phases	M18-24	Underground	Pollutants. (w/a) Industrial crap which comes from underground fuel tanks and chemicals, that is my concern for the future of our drinking water. (a/e) No.
#412	Both phases	M55-64	Underground	The purity of the water.
#413	Both phases	F65+	Don't know	Perfectly fine.
#414	Both phases	F45-54	Underground	Nothing.
#415	Both phases	F45-54	Underground	I wonder what is in it. (w/m) Well I wonder if there are any impurities in the drinking water that will hurt me.
#416	Both phases	F55-64	Underground	Water that tastes good.
#417	Both phases	M25-34	A reservoir	Cleanliness. (w/m) What's in it, like chemicals, chlorine and pollutants.
#418	Both phases	F18-24	Don't know	I wonder if there are pollutants in it.
#419	Both phases	F65+	A reservoir	The taste and the purity of it. (w/m) Well, it tastes good but I worry if it has any chemicals like chlorine or pollutants in it like bacteria.
#420	Both phases	F65+	Underground	They should keep it clear, clean and pure.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#421	Both phases	M65+	Underground	Quality. (i/w/w) I think we could do better. The quality is not clean. (i/w/w) It doesn't have a good taste.
#422	Both phases	F25-34	Underground	Nitrates, if it's in the water.
#423	Both phases	F35-44	A reservoir	I'm concerned about contamination and if there's too much lead.
#424	Both phases	M45-54	Underground	Nothing.
#425	1st phase only	M25-34	Don't know	Purity of it. (i/w/w) How pure is the water I am drinking?
#426	Both phases	F65+	Underground	Clean and cold. (i/w/w) Our water taste clean and looks clean and it is cold to drink.
#427	1st phase only	M35-44	Underground	Clean, clear water. (a/e) No concerns.
#428	Both phases	M25-34	Underground	The faucet. (w/a) The water that comes out of the faucet is clean. (a/e) No.
#429	Both phases	F25-34	Don't know	What is in it? Is it polluted?
#430	Both phases	F55-64	Underground	I feel it's dirty we live on the river and I feel bacteria is in the water. Also I believe it's polluted. (i/w/w) From factories and metals from Lake Coeur d'Alene.
#431	Both phases	F45-54	Underground	Quality. (i/w/w) No funny taste or color.
#432	Both phases	F35-44	Underground	I wonder if the water is clean and pure. (w/m) I hope there aren't any toxins. (w/m) As in lead and chlorine.
#433	Both phases	F35-44	Don't know	The quality. (i/w/w) I hope that there's no pesticides or waste material in the water.
#434	Both phases	F65+	Don't know	I don't know where my water comes from.
#435	Both phases	M65+	Underground	If it's clean or fit to drink. (w/m) Not polluted.
#436	Both phases	F55-64	Underground	When I drink water straight out of the faucet I don't need to take my daily laxative.
#437	Both phases	M55-64	Underground	Sewage pollution. (w/m) The negative side is breaking a sewer line and polluting the aquifer.
#438	Both phases	M65+	Don't know	Don't know.
#439	Both phases	M25-34	Don't know	You had better filter your water or you're gonna be a filter. (w/m) I feel it's hard to trust the water or know what's in it unless you filter your water like I do. You seem some pretty strange stuff in the filter when you change it at the end of the year...
#440	Both phases	M55-64	Underground	Right out of the tap, it tastes terrible. (why) Because it tastes as though there are chemicals in it.
#441	Both phases	M55-64	A reservoir	Quality. (w/a) No concerns for us, we have soft water so there is no chemical build up.
#442	Both phases	M35-44	Underground	I hope they are not screwing with it. There are several areas where the aquifer is open and I'm concerned about it being kept pure.
#443	Both phases	M18-24	Don't know	Very good. (why) Pure, doesn't taste like bleach or chlorine.
#444	Both phases	M35-44	A reservoir	Putting water in a glass and then drinking it.
#445	Both phases	M35-44	Underground	Yuck. (how so) It has so much chlorine that you can smell.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#446	Both phases	M65+	Underground	Contamination. (w/a) The ground water is polluting our aquifer. (a/e) The gravel pits has been dug solid to the rock which also lets pollution into our aquifer. (a/e) No.
#447	1st phase only	M65+	Underground	Why is there so much lime in it?
#448	1st phase only	M35-44	Underground	It's tap water.
#449	Both phases	M18-24	Underground	The water tastes good and is refreshing and I'm worried the water may become contaminated. (a/e) No.
#450	1st phase only	M65+	Underground	None.
#451	Both phases	M45-54	Don't know	Making sure that it is pure and clean and safe to drink.
#452	Both phases	M18-24	Underground	Whether it's clean or not. (w/m) Bacteria, oil. That there's none in the water.
#453	1st phase only	M35-44	Underground	Cold. (w/m) I like it cold.
#454	Both phases	M25-34	Underground	Purity. Are there any contaminants in our drinking water?
#455	1st phase only	M25-34	Underground	Our water is clear tap water. (a/e) No.
#456	Both phases	M35-44	Underground	Pouring pollutants down the drain.
#457	Both phases	M25-34	Underground	Is there a lot of iron in it?
#458	Both phases	M18-24	Don't know	Ice water, clean. Not like bottled water, not that I mean ours is not as clean. I slightly prefer bottled water. (a/e) I can't put my finger on the taste difference.
#459	Both phases	M25-34	Underground	Toxins, I'm concerned about how much toxin is in my water.
#460	Both phases	M65+	Underground	It's cold. I enjoy it. I am not concerned about our water.
#461	Both phases	M18-24	Underground	I think about if it is pure and that it quenches my thirst.
#462	Both phases	M35-44	Underground	I feel the water is refreshing. It quenches my thirst.
#463	Both phases	M35-44	A reservoir	I think impure, my wife got tapeworm from the water and she almost died.
#464	Both phases	F18-24	Underground	Pollution. (w/m) Whether it has chemicals in it. Impurities I guess, whether there are any in it or not.
#465	Both phases	M25-34	Don't know	Chlorine, I don't want it in my water.
#466	Both phases	M55-64	Underground	Usually the water we consume and the water isn't as good as it used to be with more bacteria, viral reported by EPA.
#467	Both phases	M25-34	Underground	I feel like the water has pollutants because of all the mines and pulp mills.
#468	Both phases	M65+	Underground	Drinking water. (w/a) It comes from the aquifer.
#469	Both phases	M55-64	A reservoir	I want it cold and clean, looking fresh.
#470	Both phases	M65+	Underground	I think how pure the water is. (a/e) There is no iron or germs in Spokane water.
#471	Both phases	M65+	Underground	I hope that it's safe and pure to drink. (w/m) No bacteria or heavy metals.
#472	Both phases	M65+	Underground	The taste of water is very good and no chlorine taste.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#473	Both phases	F18-24	Don't know	A glass of water. (be more specific) I think of parasites.
#474	Both phases	M35-44	A reservoir	Quality. (how) It tastes metallic, sometimes bland and lukewarm. (a/e) Well the price is too much for the bad quality I am receiving.
#475	1st phase only	M18-24	The river	I think of bottled water. I don't like the taste of tap water, because the water doesn't taste pure.
#476	1st phase only	M25-34	Underground	My first thought is, is it clean? (w/m) Does it have contaminants or lead? Is it safe?
#477	Both phases	F18-24	Don't know	The taste of it. (w/m) Faucet water in other places sometimes tastes like chlorine. We are lucky to have good tasting water.
#478	Both phases	M65+	Underground	I don't worry about it, it's well controlled in the city. On some days you taste chlorine.
#479	Both phases	M35-44	Underground	Safe water, free of contaminants, no bacteria and no chemicals in it.
#480	1st phase only	F25-34	Don't know	Pollution and industrial waste. I use a filter.
#481	Both phases	M35-44	A reservoir	I'd like the water to be free of chlorine, because chlorine tastes terrible.
#482	Both phases	F18-24	Don't know	Nothing.
#483	Both phases	M18-24	A reservoir	I think of the chemicals in the water. The chemicals that come from the leaking of chemicals into the ground.
#484	Both phases	M65+	Underground	I think about great tasting water, for now, who knows what'll happen when they build the fuel station in Idaho.
#485	Both phases	F18-24	A reservoir	Pollution. (w/a) The Spokane River has pollution and my concern is that it would pollute the aquifer.
#486	Both phases	M65+	Underground	Well, we are lucky that there is plenty of water to drink. (a/e) No.
#487	Both phases	M65+	Underground	Taste and cool. (w/m) It doesn't taste like there are any chemicals in it.
#488	Both phases	M65+		Quality, there are so many things in the Spokane water like chlorine and I'm not sure what else, that I have concerns about the quality.
#489	Both phases	F18-24	Don't know	I wonder if it's clean enough to drink.
#490	1st phase only	M25-34	Don't know	I think of the faucet.
#491	Both phases	M65+	Underground	The water is pure. (i/w/w) The water doesn't have germs in it.
#492	Both phases	M25-34	Underground	I think that Spokane has some of the best drinking water in the nation. In general, the water here is better than most areas.
#493	Both phases	M65+	Underground	Impurities. (like what) Grit, sand or chlorine in the water.
#494	1st phase only	M18-24	Underground	Clear, clean, fresh, rocky tasting freshness.
#495	Both phases	F18-24	Underground	That it's not clean enough.
#496	Both phases	M25-34	Don't know	The condition of our water. (w/a) Because of chemicals in it, it does not taste like water. It has an iron taste to it.

Responses to Q6: "When I say "drinking water," what's the first thought, image, or concern that comes to mind?" (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q5. SOURCE OF FAUCET WATER?	Q6. TOP-OF-MIND IMAGE?
#497	Both phases	F18-24	Don't know	The water which comes out of the faucet tastes awful. (why) Because it has a chemical and or metal taste to it. (a/e) No.
#498	1st phase only	M18-24	Don't know	Cleanliness. I hope the waters clean. It should be clean.
#499	Both phases	F18-24	Don't know	The drinking water is polluted. (how) Because they can't filter all the bad stuff that's in it. (a/e) No.
#500	Both phases	M18-24	Don't know	Clean water. (w/m) No dirty water, contaminants in it. Just that it's clear looking.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse]

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#2	Both phases	F45-54	Higher quality	It tastes so darn good.
#3	Both phases	M25-34	Higher quality	I've lived everywhere from the east to the west coast and this is the best tasting water I've had.
#8	Both phases	F55-64	Higher quality	Because of the underground. The aquifer. (w/a) I've read information somewhere that it is clean and safe to drink.
#9	Both phases	F35-44	Higher quality	It tastes better. I've been in places where when you run bath water and it is tinted yellow.
#10	Both phases	F35-44	Higher quality	Because I have tasted water in other states and it has tasted bad.
#11	Both phases	M45-54	Higher quality	Because water comes from run-off from the mountains and from the aquifer.
#12	Both phases	F18-24	Higher quality	Because it comes from the aquifer. When I lived in Colorado the water was worse. (how) More contaminants.
#13	1st phase only	M65+	Higher quality	All I can do is compare the water to others (South Dakota), and we have very good water. (why) It tastes clean.
#14	Both phases	M45-54	Higher quality	Because I've tasted water all over the U.S. and we have the best tasting water.
#15	Both phases	M25-34	Higher quality	Because of our location, the Pacific Northwest. I heard about a survey that was done here and that it is spring fed and clean and healthy.
#17	Both phases	F45-54	Higher quality	I'm from L.A. They have poor water. (why) It has a bad taste and our water here is clear and tastes great!
#20	1st phase only	M55-64	Higher quality	Because I have been to other metropolitan areas and their water is not nearly as clean, clear, tasteful or as good as ours.
#21	Both phases	F35-44	Higher quality	It's pure. (how) I like the taste. It doesn't taste dirty. (a/e) No.
#22	Both phases	M45-54	Higher quality	The aquifer is nice and there's a big supply. (w/m) I don't know. (a/e) No.
#23	Both phases	F18-24	Higher quality	I had some pretty funky tasting water in other places. (w/a) I think that the city takes steps to make sure it's clean. (what) I think they do testing to make certain that things aren't going in there that shouldn't be there.
#24	Both phases	M25-34	Higher quality	Because I feel that we have less pollution in Spokane compared to other areas and that our water is more clean and tastes better.
#26	Both phases	M35-44	Higher quality	I lived in Phoenix and Denver and their drinking water wasn't as clean as ours.
#27	Both phases	M35-44	Higher quality	My experience. (w/a) It's just my comparison from water in other places. (a/e) No.
#28	Both phases	M35-44	Higher quality	I've been all around the country and we have the best drinking water. (how) It's clean, tastes great and it's not contaminated. (a/e) No.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#29	Both phases	F65+	Higher quality	I've drank it all my life and have no complaints. My sister lives in Bellingham and I've had Seattle water and both places have funny tasting water.
#32	Both phases	M35-44	Higher quality	I feel that water is very important to ones diet and that Spokane County's water is a lot purer and more healthy than most.
#34	Both phases	F65+	Higher quality	It tastes better. Water elsewhere is bad.
#36	Both phases	F65+	Higher quality	When I travel to L.A., California and back east, it is always good to get back home because we have better water.
#38	Both phases	M18-24	Lower quality	I work in different parts of the state and I think our water taste worse. (why) It just doesn't taste good.
#39	Both phases	M65+	Higher quality	Because we have an underground water supply and it's huge.
#40	Both phases	F45-54	Higher quality	When I visit other places it tastes more chlorinated. (why) I just think it tastes better.
#43	Both phases	M45-54	Higher quality	Because I haven't seen any pollution in our water and if there is, they take steps to keep the quality of the water fresh. (who) The city. (a/e) No.
#44	1st phase only	F65+	Higher quality	It's pure and safe to drink.
#45	1st phase only	M35-44	Lower quality	I don't like the water at all here. (why) It tastes funny. (why) I don't know, it just does.
#48	1st phase only	F25-34	Higher quality	The taste is better than anywhere else.
#49	Both phases	F45-54	Higher quality	There is no bad after taste in the water here.
#50	Both phases	F45-54	Higher quality	Because I have lived in a lot of states. California to here, Nevada, California, Kansas, and Oregon and I think out of all those places, tasting wise our water tastes better.
#53	Both phases	M35-44	Higher quality	I've read some material regarding this issue.
#54	Both phases	F65+	Higher quality	I used to live in Nashville and when you turned the water on cold, the water was warm. It was very hot down there. The water is cold here.
#56	1st phase only	M45-54	Higher quality	Because you taste it. (how) I've traveled all around the country and no other place has better drinking water than us. (a/e) No.
#61	Both phases	F55-64	Higher quality	Because we have a river running under us. Other areas don't get their water from underground rivers.
#62	Both phases	F65+	Higher quality	Tastes good. (t/m/m) Never had a problem with the taste. It's checked regularly. (t/m/m) It is checked by the water distributor in Millwood.
#63	1st phase only	M45-54	Higher quality	Because of the aquifer and the size of it.
#64	1st phase only	F65+	Higher quality	There is no visible sediments in our water and it tastes good.
#65	Both phases	M45-54	Higher quality	Because it comes from the aquifer and it's a natural underground water supply. (a/e) No.
#66	Both phases	F25-34	Higher quality	The water here is good, and that it tastes good.
#67	1st phase only	M45-54	Higher quality	I've lived all over the U.S and this is about the best I've tasted.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#68	Both phases	M25-34	Higher quality	Always tests good. (w/m) They have standards and the water has to be tested. There is very seldom bacteria in it. I don't think there has ever been bacteria in my area.
#69	Both phases	F55-64	Higher quality	Because I don't think the aquifer has been contaminated yet.
#70	1st phase only	M25-34	Higher quality	Been in a few places where they have aquifers and the water doesn't taste as good.
#74	Both phases	M35-44	Higher quality	In the places like Texas where they are more congested. They get the water from lakes or reservoirs and you can taste the difference.
#76	Both phases	F55-64	Higher quality	Because of the origin of the water, and because we pay a tax for aquifer protection.
#77	Both phases	F65+	Higher quality	Well I hear about it on the news and in the paper and they say it's good water.
#78	Both phases	F35-44	Higher quality	Going on the taste of the water, it's good tasting.
#87	Both phases	M25-34	Higher quality	It tastes good.
#88	Both phases	F45-54	Higher quality	Most cities the size of Spokane use a lot of chlorine.
#89	Both phases	M45-54	Higher quality	Because the water has no bad taste, no smell, no color, the water is pure and also high quality. (a/e) No.
#90	Both phases	F35-44	Lower quality	A lot of the homes are older and have lead in the pipes.
#91	Both phases	F35-44	Higher quality	That it is clear and odorless. Crisp, clean, tastes like bottled water.
#92	Both phases	F18-24	Lower quality	The mining practice.
#93	Both phases	M35-44	Higher quality	Because it's protected by the aquifer.
#94	Both phases	F45-54	Higher quality	Other places have water that stinks and it's orange. It smells like sea weed from the faucets in Oregon Coast Hotels.
#95	Both phases	M35-44	Higher quality	Because we don't have a filter; it's all natural.
#97	Both phases	F45-54	Higher quality	We have an aquifer that supplies us. They do a good job testing the water. I have more concerns about the pipes than I do the water going through them. (w/a the pipes) Some of the older pipes have lead in them and that is a concern to me.
#98	Both phases	M65+	Higher quality	I've been to some places/states and the water is hard to drink. (how's that) The taste is awful. It tastes like sulfur. (a/e)No.
#99	Both phases	F55-64	Higher quality	I think the Northwest has an abundant supply of water and the aquifer doesn't need a lot of chemicals.
#101	Both phases	F35-44	Lower quality	It tastes bad. It tastes stale and old.
#103	Both phases	F65+	Higher quality	I've been traveling and Spokane has the best tasting water.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#104	Both phases	M65+	Higher quality	The water tastes a lot better here than other places. (how's that) There's no bad taste such as sulfur. (a/e) No.
#105	Both phases	M35-44	Higher quality	I've traveled around and tasted the difference between other places' drinking water. I think our drinking water is better. (a/e) No.
#107	Both phases	F25-34	Lower quality	Because of the things found in the river; like dead bodies and garbage.
#109	Both phases	M35-44	Higher quality	In other places, the water is not as good. The water is good in Spokane. (why) Where we get our water. From the limestone. It is clean because of the process. The water comes from the aquifer and gravel pit cleans out the water.
#110	Both phases	M35-44	Higher quality	I've been in other metropolitan areas and the water here is so much cleaner and better tasting than anywhere else I've been.
#112	Both phases	F35-44	Higher quality	I've heard other people 'say don't drink the water' there, like back east and the Midwest because it's not as good. Ours tastes better.
#113	Both phases	F35-44	Higher quality	Because I've tasted other water in other places and ours is better.
#114	Both phases	F18-24	Higher quality	The water tastes better here than other places I've been.
#115	Both phases	F65+	Higher quality	Because it tastes better. When I've been traveling, the water hasn't tasted very good. Our water doesn't taste like chlorine.
#116	Both phases	F35-44	Higher quality	Our water just tastes better.
#120	Both phases	F45-54	Higher quality	I just tastes better.
#121	Both phases	M35-44	Higher quality	I've been in New York and it was not good. When I was in Seattle it tasted different. When I was in California, we didn't even drink it.
#122	Both phases	F35-44	Higher quality	The clarity and taste of it.
#123	1st phase only	M55-64	Higher quality	A lot of metropolitan areas get their water out of reservoirs. They must purify it. It starts out contaminated.
#124	Both phases	F25-34	Lower quality	We should have fluoride.
#125	1st phase only	M45-54	Higher quality	I've lived in other areas and the water there is not as good as it is in Spokane.
#126	Both phases	F25-34	Higher quality	A friend told me about it. That it is better drinking water.
#131	Both phases	F35-44	Higher quality	Because it tastes good. I don't like the water in other places.
#132	Both phases	F65+	Higher quality	In other areas I've been in the water doesn't taste as good as here.
#134	Both phases	F35-44	Lower quality	Based upon the taste of Spokane's water compared to the water of Oregon and California, Spokane's is gross tasting.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#135	Both phases	F45-54	Higher quality	Because I've lived other places with water that tastes bad. The water tasted a lot worse than this. It tasted horrible in fact.
#136	Both phases	M45-54	Higher quality	We have good water supply sources that are local and we have a small heavy industry base.
#139	Both phases	M25-34	Higher quality	Well I'm from L.A. and the water there is terrible. It tastes absolutely disgusting. (t/m/m) So, compared to L.A., the water here tastes better.
#140	Both phases	M45-54	Higher quality	I have lived in different areas and our water is better than theirs. (i/w/w) The taste is better. (how) We have harder water, and it tastes better. (why) It just does.
#141	1st phase only	F45-54	Higher quality	We've never had a shortage, or any scary problems. So, it must not be a problem.
#142	Both phases	M55-64	Higher quality	Because our water comes from an underground aquifer, it is clean.
#143	Both phases	M45-54	Higher quality	I go out of town a lot and our water is the best. Other places, the water is either too chlorinated or it tastes bad.
#144	Both phases	F35-44	Higher quality	Because the water doesn't taste as bad as other places I've been, such as Coeur D'alene Idaho. You can taste the chemicals in their water. (a/e) No.
#145	Both phases	F25-34	Higher quality	Because I've been to Seattle. North/South Carolina, Japan, and Spokane has the best water.
#147	Both phases	F65+	Higher quality	Because I've tasted the water in Arizona, and it doesn't taste good. Most of the people there drink bottled water.
#148	Both phases	F25-34	Higher quality	It just tastes better.
#154	1st phase only	F65+	Higher quality	I'm only going by taste. I've drunk water in other places and ours tastes better. Other places, it's not as good tasting.
#157	1st phase only	F35-44	Higher quality	Cause I hear it.
#158	Both phases	F25-34	Higher quality	I think we have the aquifer protecting our water. We have environmental and special interest groups working to protect our water.
#159	Both phases	F25-34	Higher quality	I've visited other places. It tastes better here.
#160	Both phases	F65+	Higher quality	Compared to other places our drinking water is better here. (a/e) No.
#163	Both phases	M65+	Higher quality	A lot these places, I really can't stand their water. We have good tasting drinking water.
#164	1st phase only	F45-54	Higher quality	I've been to different places and the water in most places tastes bad.
#166	Both phases	F45-54	Higher quality	I've tasted water else where and it's always awful.
#167	Both phases	M35-44	Higher quality	I've drunk water in a lot of places and it's better tasting here. Los Angeles' water is the worst I've had and Spokane's is close to some of the best.
#169	Both phases	M45-54	Higher quality	Because we have a basic general aquifer underneath the ground. (a/e) No.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"
[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#170	Both phases	M55-64	Higher quality	It just tastes better.
#172	Both phases	M25-34	Higher quality	Contamination from pollutants. (why) Probably because there's a diesel train story in the news and it's about polluting the aquifer.
#173	Both phases	F45-54	Higher quality	We do not have much in industrial population. Like in the Seattle area, there are more using sewers then Spokane.
#175	Both phases	F65+	Higher quality	In all the years we have lived here I find no problem with the drinking water.
#176	Both phases	F45-54	Higher quality	Because we don't have to worry about heavy metals or oils.
#177	1st phase only	M25-34	Higher quality	The system underground is better than other places. I've always thought it was better compared to other cities.
#178	Both phases	F35-44	Higher quality	Pure. (i/w/w) Well I know where it comes from so I know it's filtered which makes it pure.
#180	1st phase only	M45-54	Higher quality	The taste factor and the control of the aquifer. (w/m) The water tastes fine and great.
#182	Both phases	F18-24	Higher quality	Because it comes from the aquifer and it's clean.
#184	Both phases	M25-34	Higher quality	The water has no odor, and I've been to other metropolitan areas and the water is different then Spokane's water. (a/e) No.
#187	Both phases	F65+	Higher quality	It doesn't taste bad and there aren't any black spots.
#188	Both phases	M35-44	Lower quality	Each time I've moved into a different house, I've noticed the difference in the clarity in the water.
#190	Both phases	F25-34	Lower quality	Because I've seen pools of water, it's gross and contaminated.
#191	Both phases	F35-44	Lower quality	Because of the farming in Spokane. (w/a) The pesticides that are soaking into the ground are harmful.
#192	1st phase only	F65+	Higher quality	Never heard anyone complain about it.
#196	Both phases	M35-44	Higher quality	Because I think we have cleaner water.
#198	1st phase only	F18-24	Lower quality	It tastes like crap because it has rust in it.
#200	Both phases	F35-44	Lower quality	Tastes bad. Funny tasting. (i/w/w) I don't know. (a/a/a) I believe it's public knowledge there is something wrong with the area water supply, but not sure what.
#201	Both phases	M35-44	Higher quality	Because I lived in a city with worse water. Our water is cold and better tasting. (i/w/w) I feel our water has less chlorine in it.
#202	Both phases	F35-44	Lower quality	Friends can't drink water from the faucet, must be filtered. The water is bad, too much minerals so they have to filter.
#203	1st phase only	M55-64	Higher quality	I've been everywhere around the U.S. and our water is better. It just tastes better.
#205	Both phases	M25-34	Higher quality	Purely based on taste compared to other cities water taste.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#207	Both phases	F25-34	Higher quality	Since we live in a valley we get a lot of water from the mountain snow run off.
#209	1st phase only	F35-44	Lower quality	I had the water tested and it is of poor quality and full of pesticides, herbicides and chlorine.
#210	Both phases	F65+	Higher quality	I don't know, but I have heard other people complain about water in other cities.
#211	Both phases	M35-44	Higher quality	Because the aquifer is suppose to have the purest water around, in other areas the water does not come from an aquifer and it comes from lakes and streams, and that is not high quality.
#214	Both phases	F45-54	Higher quality	Because we get it from the aquifer. I lived in L.A., California and anything is an improvement.
#215	Both phases	M45-54	Higher quality	I've tasted water all over the country and ours was much better. I think because it has less crap in it. (w/e) Less impurities.
#216	Both phases	F25-34	Higher quality	I have lived here all my life and I haven't had any problems. I know people who are out of town and they've had problems. I trust our water.
#217	Both phases	M35-44	Higher quality	Because of our general surroundings. (w/m) The mountains and lakes are not being polluted by heavy industries such as coal mines or other ore mines.
#220	Both phases	F65+	Higher quality	Because I feel that our water is safe to drink.
#221	Both phases	M55-64	Lower quality	It's the way it tastes compared to well water. (a/e) No. (w/a) It doesn't taste clean, has chlorine taste to it.
#223	Both phases	M18-24	Lower quality	You can taste the difference. (i/w/w) Tastes like chemicals, like it's been treated.
#225	Both phases	M65+	Higher quality	The taste is better than where I use to live. In Texas, it did not taste as good as Spokane's. The water doesn't taste like chlorine.
#226	Both phases	F35-44	Higher quality	We're blessed with the Spokane aquifer. A high recharge rate, we don't have to worry about water running out. The chance of contaminants is minimized because it is flushed out regularly.
#227	1st phase only	F45-54	Higher quality	It's clear and tastes fresh.
#228	Both phases	M18-24	Higher quality	I've been in other cities. The water tastes polluted. Our water tastes better. Our water has less of a chemical taste to it.
#229	1st phase only	M65+	Higher quality	It is better because it comes from the aquifer. (w/m) Water is filtered by gravel, rocks, etc.
#230	1st phase only	M25-34	Higher quality	I've been in the military and I've drank water from many countries and ours tastes better.
#231	Both phases	M65+	Higher quality	There is talk of it being higher quality. I don't know what other cities do.
#232	Both phases	F65+	Higher quality	Because the water may not be perfect, or may not be perfectly clean, but it is better than many areas around. The water doesn't taste chlorinated.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"
[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#233	Both phases	F65+	Higher quality	It just tastes better and smells better. (how) In other places its dark, murkier and has a bad taste, ours doesn't.
#234	Both phases	F25-34	Lower quality	Tastes worse than other water. Valley water tastes better.
#235	1st phase only	F35-44	Lower quality	I know there is a lot of minerals and chlorine in the water.
#236	Both phases	F35-44	Higher quality	I think our water is better than other cities.
#237	Both phases	M55-64	Higher quality	Because I've been to other places where the water tastes funny, peculiar or cloudy.
#238	Both phases	F35-44	Higher quality	Because compared to other places, Spokane's water tastes better. (why) Doesn't have iron taste or chlorine taste.
#241	Both phases	M18-24	Higher quality	Other countries have water quality problems. (how) They have to boil their water before they drink it. Our water is better because we don't have to boil ours.
#242	Both phases	F25-34	Higher quality	We're not as over populated as other areas. We're close to the mountains, so there's not as much pollution in the water as in other areas.
#243	Both phases	M45-54	Higher quality	I've had some really terrible drinking water and the Spokane's water is very good and clear.
#245	Both phases	F45-54	Higher quality	I've seen tests. (w/a) I've seen cities compared to the size of Spokane, our water tastes better. (i/w/w) The water is free of contaminants and tastes clean. (a/e) No.
#246	Both phases	F65+	Higher quality	I haven't had any trouble with it so I just think it's good.
#247	Both phases	M25-34	Higher quality	I'm comparing it to a few places back in Minnesota and Minneapolis. Their water stinks, and tastes terrible. Even before we got the filter on our water I was willing to drink it, because it tastes clear and good.
#248	1st phase only	M35-44	Higher quality	I have traveled around. On the average the water is not good in other places.
#251	Both phases	M35-44	Higher quality	It's closer to the mountain run off. (t/m/m) Where the snow melts and runs down off the mountains.
#252	1st phase only	M35-44	Higher quality	I live in Newman Lake. I like the water here. Other places I've been the water is not as good.
#253	Both phases	M45-54	Higher quality	I've gone to other places and they had warnings not to drink the water and so far I haven't seen anything, any warnings here in Spokane. (a/e) No.
#254	Both phases	M45-54	Higher quality	The other places I've been I haven't liked the water. (why) It isn't as fresh tasting.
#257	Both phases	M35-44	Higher quality	Our water comes from the aquifer and others come from surface water. (w/m) Surface water is water from rivers, lakes, etc.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#259	Both phases	F35-44	Higher quality	The taste. (w/a) The water tastes clean, it tastes like drinking water. (a/e) No.
#260	Both phases	F25-34	Higher quality	Because of the area that it comes from. (where) The Pacific Northwest, and because of the quality of it, the quality is much better.
#261	Both phases	F65+	Higher quality	I don't know. (a/a/a) It tastes good. Some water in other areas have chlorine in it and you can taste it. It's bad.
#264	Both phases	F45-54	Higher quality	It tastes good. No aftertaste and that there is an abundance of it.
#265	Both phases	M25-34	Higher quality	Other areas have water that doesn't taste as good, minerals and chemicals. It tastes better compared to other places.
#266	Both phases	F65+	Higher quality	Because I have seven sisters in other areas and the water tastes bad. The water in Spokane always tastes good.
#268	Both phases	F35-44	Lower quality	In Seattle, the water is more plentiful and fresher. The water in Seattle tastes better. I'm not sure why it tastes better. Spokane water doesn't taste better and I don't know why it doesn't taste better.
#271	Both phases	F45-54	Higher quality	I think it's very pure water.
#274	Both phases	M25-34	Higher quality	The Spokane aquifer is the freshest source.
#276	1st phase only	F65+	Higher quality	I just like the water because it doesn't have the chemical smell.
#279	Both phases	F55-64	Higher quality	Because it tastes good and there's no after taste.
#280	Both phases	F65+	Higher quality	From what I've heard and what I have tasted, the water here tastes clean and is good and they try to take care of it.
#281	Both phases	M55-64	Higher quality	I don't think there's as much contamination here.
#282	Both phases	M45-54	Higher quality	Because the water tastes good and that it's clean good stuff.
#283	Both phases	M45-54	Higher quality	The water is good here. (i/w/w) I've been to other places and the water was not good to drink, it has contaminants, and Spokane does not have as many in our water. (a/e) No.
#284	Both phases	M55-64	Higher quality	Traditionally the aquifer is a cleaner source of water than above ground river water is.
#285	1st phase only	F45-54	Higher quality	I don't know.
#286	Both phases	M25-34	Lower quality	Because it just tastes different, it's nasty tasting.
#288	Both phases	M35-44	Higher quality	I used to live in Omaha and Spokane's is better.
#290	Both phases	M45-54	Higher quality	I've been to other places and the quality seems better here. (i/w/w) The taste is good, it's clean, the water is chlorinated. (a/e) No.
#291	Both phases	M55-64	Higher quality	Because the aquifer is somewhat protected.
#292	Both phases	F25-34	Higher quality	It tastes good. (i/w/w) No chlorine taste.
#293	Both phases	F65+	Higher quality	Well, water that comes from underground, I've been told, is cleaner.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"
[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#295	Both phases	M35-44	Higher quality	Because I have lived in L.A. and Denver and their water is not as good. It was cloudy or over chemicalized water.
#298	1st phase only	F45-54	Higher quality	I've been different places in the country and our water is always better.
#299	Both phases	M65+	Higher quality	Because of personal experience, I think our water is protected with the aquifer.
#300	1st phase only	F18-24	Higher quality	I've tasted California drinking water and it's really bad but this is a little better.
#301	Both phases	F55-64	Higher quality	I like the water. (i/w/w) The water tastes fine. (w/a) I don't know, just the other day I watched a program on TV stating the water out of the faucet is just as good as bottled water. (a/e) No.
#302	Both phases	F18-24	Higher quality	It tastes better than a lot of other water I've tasted.
#303	Both phases	F65+	Higher quality	I've been going to areas of California where the water is yellow. It's not as clean and pure as here, we are fortunate to have good water.
#305	1st phase only	M35-44	Lower quality	I have been in other cities where the quality is better and tastes better.
#306	Both phases	F18-24	Higher quality	It tastes better here in Spokane than the water in Ephrata or Seattle and other places I've been.
#307	1st phase only	M35-44	Higher quality	Because of where we get our water from, the aquifer, not from exposed water.
#308	Both phases	M45-54	Higher quality	Even though it has too much chlorine in it basically, it's good, clean water.
#309	1st phase only	M35-44	Higher quality	Because it comes from the aquifer which is an underground source. (a/e) No.
#310	Both phases	F55-64	Higher quality	Because our water is local and cleaner than other places.
#312	Both phases	F65+	Higher quality	I've drank water all over the world and Spokane's the best.
#314	Both phases	M45-54	Higher quality	Because of the aquifer and where were located, the change of seasons. Snow run off from the mountains supplies us with fresh water. (a/e) No.
#315	Both phases	M25-34	Higher quality	I know that Spokane sits on the aquifer and is less polluted.
#317	Both phases	M55-64	Lower quality	It doesn't taste good. (why) Minerals in water content too high.
#320	Both phases	M45-54	Higher quality	Because of all the water suppliers and all the rivers in our area I think they are taking care of it with the aquifer.
#321	Both phases	F65+	Higher quality	People say water from Seattle is worse here.
#322	Both phases	M45-54	Higher quality	It's better because it has less pollutants.
#324	Both phases	M35-44	Higher quality	Because I am a traveling salesman who buys bottled water in other places but drink water from the faucet in Spokane. The water is better because I can drink it here but not elsewhere.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#325	Both phases	F55-64	Higher quality	Because I lived in California and everybody drinks bottle water because the water down there is gross.
#326	Both phases	F35-44	Higher quality	I've been to a lot of cities where the water is bad and we've been blessed with the aquifer that helps our water to taste good and clear.
#329	Both phases	M55-64	Higher quality	It tastes better. I live the Valley and they don't put chemicals in it.
#330	1st phase only	F65+	Higher quality	Because I have tasted water from other areas and it has a foul taste to it and ours taste fresher and cold.
#331	Both phases	F25-34	Higher quality	I've gone other places and the water tastes bad, salty and here the water tastes pure. (a/e) No.
#333	Both phases	F45-54	Lower quality	Because I drink a lot of water and the quality, compared to other places, doesn't taste as good. It has an aftertaste. (what) I don't know.
#334	Both phases	M45-54	Higher quality	I've tasted a lot of bad water around the world and Spokane's isn't that bad.
#335	Both phases	F65+	Higher quality	I don't know. It seems to taste better. Not the chemical taste of other places.
#336	1st phase only	F45-54	Higher quality	We don't have a lot of pollutant industries and we don't have giant agriculture farms.
#338	Both phases	M45-54	Higher quality	It's tastes, not a lot of iron or sulfur, and not a lot of limestone.
#339	Both phases	M35-44	Higher quality	Because of the aquifer water which is clean and clear.
#340	Both phases	M55-64	Higher quality	Because we have minerals in our water. (w/m) It's close to mineral water.
#342	1st phase only	F35-44	Higher quality	Because of the aquifer and the natural springs that we have and I don't think we're doing all we can to protect it and keeping it from harm.
#347	Both phases	F35-44	Higher quality	I've been other places like N. Idaho, California and our water tastes better.
#348	1st phase only	M35-44	Higher quality	Because it comes from the aquifer and upstream there are not a lot of large cities.
#351	1st phase only	M45-54	Higher quality	I don't like soft water. Hard water tastes better.
#353	Both phases	F65+	Higher quality	Where it comes from, the aquifer.
#355	Both phases	F65+	Higher quality	Because of the aquifer.
#356	Both phases	M18-24	Higher quality	It tastes better. I've tasted bottled water, it doesn't taste any different.
#357	Both phases	F65+	Higher quality	Because any other water that I taste isn't good, and our water is fresh and good.
#358	1st phase only	F25-34	Higher quality	From going to other cities, it tastes better. (why) It tastes more pure.
#359	1st phase only	F18-24	Higher quality	The water here tastes way better than in Yakima. It's weird there in Yakima.
#360	Both phases	F65+	Higher quality	Because I have been other places where the water is horrible.
#362	1st phase only	F45-54	Higher quality	Tastes better, not as much chlorine in it.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#365	Both phases	F65+	Higher quality	Because I've been to other places where the water isn't as good and we have underground river that makes the water better.
#368	Both phases	M18-24	Higher quality	It doesn't stink like the water in Chewelah.
#369	Both phases	M65+	Higher quality	Uh, because it's watched quite closely. It's underground so it's quite pure. It's not contaminated yet.
#370	Both phases	F25-34	Higher quality	Because our tap water doesn't taste bad. (w/a) Our water tastes like it comes from bottled water there's no chemicals or chlorine in it. (a/e) No.
#371	Both phases	F65+	Higher quality	It tastes better than most places I've been.
#372	Both phases	M65+	Higher quality	I have no problem with it. I believe that it's higher quality because I have no problem with it.
#373	1st phase only	F55-64	Higher quality	I just think that it's adequately treated and I think there are safeguards enough.
#374	Both phases	F65+	Higher quality	Compared to Seattle, L.A. and Phoenix, our water is better.
#375	Both phases	F18-24	Higher quality	Because we are a smaller city with less people polluting the water.
#378	Both phases	F65+	Higher quality	Because I've been here many years and their hasn't been any negative reports about our drinking water (a/e) No.
#379	Both phases	F18-24	Lower quality	Because we need fluoride in the water.
#380	Both phases	F55-64	Higher quality	Good aquifer system. It's good because we have our own natural filter in the aquifer.
#381	Both phases	M35-44	Higher quality	This is due to the large flow in aquifer.
#382	Both phases	F25-34	Lower quality	The taste is like metallic and dirt. There is something floating around.
#384	Both phases	M45-54	Higher quality	Our water is more natural and that it has less fluoride.
#386	1st phase only	F35-44	Higher quality	I think the aquifer is pretty unique. (i/w/w) The way it works, filtering the water.
#391	Both phases	M35-44	Higher quality	It tastes better than most. No metallic taste to it.
#392	1st phase only	F45-54	Higher quality	I've had water all over the world and Spokane's is pretty good.
#394	1st phase only	F35-44	Higher quality	I don't enjoy the taste of water in other places. I don't know why I don't like the taste, it just does not taste as good as Spokane's.
#395	Both phases	F35-44	Higher quality	Because we have more water available to us, and more contaminants are washed out.
#397	Both phases	M55-64	Higher quality	Because we have a good source in the aquifer.
#400	1st phase only	M25-34	Higher quality	The taste, clarity, and no odor. (a/e) No.
#405	Both phases	F55-64	Higher quality	Because Spokane's water is much better than other places.
#406	Both phases	F65+	Higher quality	I've visited Montana and I'm not pleased with the water there, so ours is better.
#410	Both phases	M25-34	Higher quality	Because of the aquifer, it is cleaner.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#411	Both phases	M18-24	Higher quality	Because of the region. (w/a) It seems like it's a cleaner place to live than most areas. (a/e) No.
#412	Both phases	M55-64	Higher quality	We take good care of it and all the different people from the water district are always checking it.
#415	Both phases	F45-54	Higher quality	I've been drinking it for years and I'm quite satisfied with the quality of it.
#416	Both phases	F55-64	Higher quality	By tasting and looking at it.
#417	Both phases	M25-34	Higher quality	The taste. (w/m) There's no aftertaste. It tastes good, not bad.
#418	Both phases	F18-24	Higher quality	I've had water in other places and Spokane's is pretty good.
#421	Both phases	M65+	Lower quality	The taste is bad, other cities have better tasting water, and the water here is hard. (a/e) No.
#422	Both phases	F25-34	Higher quality	Other cities' water sucks. Other places have tasted like rust, and Spokane's doesn't.
#424	Both phases	M45-54	Higher quality	Because our water is better than other peoples elsewhere, it's cleaner.
#426	Both phases	F65+	Higher quality	It tastes good. (i/w/w) It has a clean taste to it. It does not look dirty.
#427	1st phase only	M35-44	Higher quality	Compared to places like North Idaho and Montana, it tastes better. I know from work that there are places in Republic that you can't even drink the water.
#428	Both phases	M25-34	Higher quality	Because I like the water. (why) The water tastes good, it's fine. (a/e) No.
#429	Both phases	F25-34	Higher quality	Tastes a lot better than other places although over the years Spokane's drinking water has lowered in quality but still the quality is higher than other areas.
#430	Both phases	F55-64	Higher quality	Because our water has no bad taste and other cities do.
#431	Both phases	F45-54	Higher quality	I like it because it comes out nice and cold. It tastes good so I don't have to go out and buy bottled water.
#433	Both phases	F35-44	Higher quality	I think it's clearer. (i/w/w) As far as pollutants compared with other cities, the more polluted the city, that is reflective of the cities water supply whether clean or dirty.
#434	Both phases	F65+	Higher quality	If I go to other places I don't like the taste of the water. It doesn't taste as good as our water.
#435	Both phases	M65+	Higher quality	Not as much pollution and fertilizer.
#437	Both phases	M55-64	Higher quality	Because water is filtered through the gravel aquifer underneath us and it purifies the water here in Spokane.
#440	Both phases	M55-64	Higher quality	Because of the aquifer there are not as many chemicals in ours as compared to Portland.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#441	Both phases	M55-64	Higher quality	The water is good all throughout the county. (w/a) I've been to several other states, and some places the water is terrible tasting.
#442	Both phases	M35-44	Higher quality	I've been to other areas where their water is of lower quality than our water.
#443	Both phases	M18-24	Higher quality	Tastes better than other areas I have been to.
#444	Both phases	M35-44	Higher quality	Because we have the aquifer and proper filtering.
#448	1st phase only	M35-44	Higher quality	I've lived in other areas with lower quality water.
#449	Both phases	M18-24	Higher quality	Because the water comes from underground which is the aquifer. (a/e) No.
#450	1st phase only	M65+	Higher quality	Our water tastes good. (how) It doesn't have that metallic taste.
#452	Both phases	M18-24	Higher quality	Because we have an aquifer and it has a natural filter.
#455	1st phase only	M25-34	Higher quality	Because we have mountain water which runs off into our aquifer. (a/e) No.
#456	Both phases	M35-44	Higher quality	We have more rain and snow to contribute to the aquifer.
#458	Both phases	M18-24	Higher quality	I have been to other metro areas. I always find myself complaining about the taste of the water. Other areas water tastes dirty as opposed to ours that tastes clean.
#460	Both phases	M65+	Higher quality	Because we are Spokane. (w/m) I have no idea why the water is better.
#461	Both phases	M18-24	Higher quality	Because we live near the mountains and the water comes down into the valleys with snow melt run-off.
#462	Both phases	M35-44	Higher quality	I think we have less agricultural and industrial polluting. That's why we have higher quality of water.
#463	Both phases	M35-44	Higher quality	I have tasted Seattle water. It is better than Spokane's. It has less chlorine.
#464	Both phases	F18-24	Higher quality	It has a good taste. It doesn't taste like sediments.
#465	Both phases	M25-34	Lower quality	I've done tests of the water, it was high in chlorine, which is not good.
#468	Both phases	M65+	Higher quality	Because we haven't polluted the aquifer yet. (a/e) We have miles of gravel in the ground and the gravel is a natural filter for the aquifer, and the septic tanks will pollute the aquifer. (a/e) No.
#469	Both phases	M55-64	Higher quality	I think our water is good and has no odor and clear and I think our water is very good.
#470	Both phases	M65+	Higher quality	I was in the Navy and went to Norfolk, Virginia. I couldn't wait to get back here to Spokane water. It tastes good and it's cold and not full of chlorine like some places.
#471	Both phases	M65+	Higher quality	Because our aquifer has a gravel bed that is a natural filter.

Responses to Q9a: "Why do you think [the quality of our water is better/worse than in in other metro areas]?"

[For those indicating water quality is better or worse] (cont.)

ID#	PARTICIPANT TYPE	GENDER X AGE	Q9. WATER QUALITY VERSUS OTHER AREAS?	Q9a. WHY DO YOU THINK THAT?
#473	Both phases	F18-24	Higher quality	Because I've been to a lot of cities and their water is crappy. (why) Their water has an aftertaste as opposed to our water.
#477	Both phases	F18-24	Higher quality	Water in other places never tastes as good. Water in North Spokane is not as good as water here in the valley. The water is not as cold in some areas of Spokane.
#478	Both phases	M65+	Higher quality	Personal experience. (i/w/w) Water in the South runs in lines that are under sand and the water there has a desert taste, a bad flavor. Even in Yakima the water tastes bad compared to Spokane.
#479	Both phases	M35-44	Higher quality	I know testing is done on the water and federal mandated and only a small amount of chlorine is put into the aquifer.
#480	1st phase only	F25-34	Higher quality	Tastes better than some places I've lived. I can taste chlorine in Spokane's water, but it tastes better than most places.
#481	Both phases	M35-44	Higher quality	Because the other states I've visited, the water tastes like iron.
#483	Both phases	M18-24	Lower quality	I have been in other places. The quality is better there. It was softer without metallic taste and chlorine taste.
#484	Both phases	M65+	Higher quality	Well, we don't get our water from polluted lakes like some areas.
#488	Both phases	M65+	Higher quality	I've been in many places and had the water and the water in Spokane is better quality.
#489	Both phases	F18-24	Higher quality	Well, compared to Seattle our water rules.
#490	1st phase only	M25-34	Higher quality	I have no opinion.
#491	Both phases	M65+	Higher quality	I've lived in other places and the water here is better, it tastes good and there's no chlorine in our water and also the water is pure and clean. (a/e) No.
#492	Both phases	M25-34	Higher quality	I think Spokane is higher rated water because of other surveys I've read about and other areas I've been to.
#493	Both phases	M65+	Higher quality	Because of the aquifer, the water is filtered.
#494	1st phase only	M18-24	Higher quality	For one thing you can drink the water right from the faucet and it's free of contaminants and tastes good.
#496	Both phases	M25-34	Lower quality	The water isn't safe to drink here, you have to boil it to make sure it's okay. It's not exactly safe.
#497	Both phases	F18-24	Lower quality	Because the water here tastes like it has chemicals or metal in it. (a/e) No.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer]**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#1	1st phase only	F25-34	Not very	I haven't read much, I am not very familiar with the aquifer.
#2	Both phases	F45-54	Fairly	That we have a pretty good filtering system.
#5	Both phases	F65+	Very	It's an adequate water supply. We need to be aware of it and take care of it.
#6	Both phases	F25-34	Fairly	That it's underground and I am concerned about the pollution running through the ground into our aquifer. (a/e) No.
#7	Both phases	F65+	Not very	I've heard good things about it and it sound okay. (t/m/m) Nothing comes to mind.
#8	Both phases	F55-64	Fairly	Less safe now because of the contaminants and building structures over the aquifer.
#9	Both phases	F35-44	Not very	It's underground and it's fairly large and I heard that there's always going to be enough water, but a while back I heard there wasn't going to be enough and they would have to resort to something else.
#10	Both phases	F35-44	Fairly	I know a gentleman who cleaned the aquifer. It is something that I pay \$15.00 a year for and it is for our good.
#11	Both phases	M45-54	Fairly	Nice cold, clear and refreshing water is produced as a result of the aquifer.
#12	Both phases	F18-24	Fairly	I've seen a map of its size. I've read it's getting more contaminated from mines sifting into Lake Coeur d'Alene and into the filter.
#13	1st phase only	M65+	Fairly	Don't know.
#14	Both phases	M45-54	Fairly	I've heard that we're trying to protect the water from contamination upstream.
#15	Both phases	M25-34	Not very	Not a lot, I've never really had any major concerns.
#16	Both phases	M45-54	Not very	Not too many people know about the aquifer. I have no idea.
#17	Both phases	F45-54	Not very	Don't know.
#20	1st phase only	M55-64	Very	I read it is a large underground river that flows through Spokane. It's sufficient to meet our needs for years and it's supposed to be relatively safe.
#21	Both phases	F35-44	Fairly	I don't know.
#22	Both phases	M45-54	Fairly	It starts in the Rathdrum area. It's miles wide and the water is bedded in rock. (a/e) No.
#24	Both phases	M25-34	Fairly	Nothing really, just that it comes from snow packed water.
#25	Both phases	F55-64	Fairly	I know that cattle cause contamination. There is tremendous concern of contamination through septic tanks. There is concern of the lack of sewers in the valley and there is a tremendous cost to install sewers. WSU conducted a survey in the 60's about the contamination and also, the aquifer goes through north Idaho.
#26	Both phases	M35-44	Fairly	Heard it's a large river under Spokane and has fairly clean water.
#27	Both phases	M35-44	Very	It's large, old, and it runs through Spokane River valley basin. (a/e) No.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#28	Both phases	M35-44	Fairly	It's underground, a river of water runs through the ground. The water comes from the mountains of Idaho and runs through streams and into the ground. (a/e) No.
#29	Both phases	F65+	Not very	I don't know. I've read a little about it, but I didn't pay attention to it.
#30	Both phases	M65+	Fairly	I don't know.
#32	Both phases	M35-44	Fairly	Purer than most but at risk for contamination.
#34	Both phases	F65+	Fairly	That a gravel company by the freeway punched a big hole in the aquifer. Also, that a huge underground river runs through it.
#35	1st phase only	F45-54	Very	We're fortunate with our water. (how) Because it's clean, but we need to be aware of what we put into the ground to keep it from being polluted. (a/e) No.
#38	Both phases	M18-24	Not very	I know it exists. (a/e) No.
#39	Both phases	M65+	Fairly	Goes to north Idaho and it runs through Spokane.
#40	Both phases	F45-54	Not very	That you need to be careful not to pour oil or chemicals on the ground that would seep through and contaminate the water.
#42	Both phases	M65+	Very	It is underground water originating from the northeast of us.
#43	Both phases	M45-54	Fairly	I have heard there are concerns of pollution in the aquifer underground. (a/e) No.
#44	1st phase only	F65+	Fairly	No, I don't know.
#46	Both phases	F65+	Very	I know we're working to protect our drinking water and that our water can be contaminated by septic tanks and oil.
#49	Both phases	F45-54	Fairly	Just that they, the city are worried about contamination from building on top of it.
#50	Both phases	F45-54	Not very	I really don't know.
#52	Both phases	F65+	Not very	I have heard it may not last forever, it must be contaminated. There is waste in it. (why) They are building on it. They are developing on top of it. There is stuff seeping down in it.
#53	Both phases	M35-44	Fairly	That it runs under the town and that the water is very clean.
#54	Both phases	F65+	Very	They need to get rid of the septic tanks in the Spokane Valley because that's where the aquifer is being contaminated. (a/e) No.
#55	Both phases	F55-64	Fairly	I know that it's underground and it comes from the Rathdrum Prairie area. (a/e) No.
#56	1st phase only	M45-54	Very	I've heard people talk about the aquifer soon to be contaminated, but I don't think that will happen.
#57	1st phase only	F55-64	Fairly	Large area of ground beneath. Too close to the surface, too dangerous to build on, too readily polluted.
#59	Both phases	M55-64	Very	Dumb question. It would take me about two hours to tell you how I feel about the Spokane aquifer.
#60	Both phases	M65+	Not very	I am under the assumption that it may be endangered by pollutants.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT		Q11.	Q12. WHAT HAVE YOU HEARD?
	TYPE	GENDER X AGE	FAMILIARITY WITH AQUIFER?	
#61	Both phases	F55-64	Fairly	I kind of know where it runs and there's a lot of it.
#63	1st phase only	M45-54	Very	It's a large area underground and it's fed by North Idaho. I heard the upper layer of it may have contaminants from petroleum, but I feel fairly safe.
#65	Both phases	M45-54	Not very	I understand it is a very large aquifer.
#66	Both phases	F25-34	Not very	That it's underground and it's our main source of water.
#67	1st phase only	M45-54	Fairly	Don't know.
#68	Both phases	M25-34	Fairly	It's an underground river that comes from Priest Lake. (a/e) No.
#69	Both phases	F55-64	Fairly	I believe that the things we do with the land has had a bad effect on the water.
#72	1st phase only	F65+	Fairly	That it's there and we have to be careful of it. We need to quit dumping in the rivers so it doesn't get to the aquifer. (a/e) No.
#74	Both phases	M35-44	Fairly	It's combined with Coeur d' Alene and Spokane. The aquifer is combined with the two cities.
#75	1st phase only	F18-24	Fairly	That they are so big for a grassy swail, when you have a new building that is so many feet, like a layer of charcoal helps filter the aquifer so any chlorine is cut down. The grassy swail has a draining system that helps filter the water. This is for commercial buildings only, like the aquifer.
#76	Both phases	F55-64	Fairly	That it comes under Rathdrum prairie and that a layer of sediment lies underneath it that acts like a filter as such. I have also heard that companies like Kaiser help in doing their part to protect it. Also we do our part by not draining oils or chemicals onto the ground.
#77	Both phases	F65+	Fairly	I just listen to what the news says and other than that I'm not sure. (w/m) I don't pay all that much attention really.
#78	Both phases	F35-44	Fairly	Mostly that there may be concerns about the contaminants in the water.
#79	Both phases	M45-54	Very	I build houses so I know all about the aquifer. (w/a) Such as the water comes from the old mines and pollutants go into our drinking water from the old mines. (a/e) No.
#80	Both phases	F35-44	Not very	Just that it supplies our drinking water.
#81	Both phases	F25-34	Fairly	No. (a/a/a) No.
#82	Both phases	F35-44	Not very	Nothing really.
#83	Both phases	F45-54	Not very	Not much of anything.
#84	Both phases	F45-54	Fairly	There is a water table underground and we are very fortunate to have it.
#85	Both phases	M65+	Fairly	I know that the supply is adequate, but I think people should have their own filters. (a/e) No.
#87	Both phases	M25-34	Not very	I don't know.
#88	Both phases	F45-54	Fairly	I know it's large. I think I've heard concerns about agricultural pollutants.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#89	Both phases	M45-54	Very	The aquifer is underground the water runs through Spokane and the Spokane Valley. The aquifer is a ground river about 50 feet below ground level. (a/e) No.
#91	Both phases	F35-44	Fairly	That it is screwed by special interest groups.
#92	Both phases	F18-24	Fairly	That it needs to be protected.
#93	Both phases	M35-44	Very	It's rather large and it runs underground from the Pend Orielle area to Washington. It flows underground and the level is not very deep in some areas that makes me have some concern about whether it's being contaminated by pollutants.
#94	Both phases	F45-54	Fairly	It is in danger. They want to give it away. They are building on top of it. They want to supply other towns and cities with the water.
#95	Both phases	M35-44	Fairly	It's a shelf of water that we draw from for drinking and irrigation.
#97	Both phases	F45-54	Fairly	I know it's underground and we tap into it for water. You can see the aquifer in some places like gravel beds. (a/e) No.
#98	Both phases	M65+	Fairly	The water comes from the Ponderosa Lake which follows South across Spokane Valley and into the aquifer in Spokane. (a/e) No.
#99	Both phases	F55-64	Fairly	That it goes from Pond Oreille through here, and that there was some leakage. And that's why we put it in the sewer.
#100	1st phase only	F35-44	Fairly	Not off the top of my head. (a/a/a) No.
#101	Both phases	F35-44	Fairly	We had to change the piping to keep the water pure. They're also taking out a lot of septic tanks to keep the water pure. (a/e) No.
#102	Both phases	M18-24	Not very	It's a large water table underground and it's half the size of Spokane. (a/e) No.
#103	Both phases	F65+	Fairly	It's an unlimited supply. I know they had some sewer problems in the valley, but they've been taken care of.
#104	Both phases	M65+	Very	The water comes from Lake Pend Oreille and underground into the aquifer into Spokane. (a/e) No.
#105	Both phases	M35-44	Fairly	Sewers have been installed in the Valley area to protect the aquifer from sewage. (a/e) No.
#108	Both phases	F25-34	Fairly	They say it is depleting. There is not as much water as before.
#109	Both phases	M35-44	Very	It is contaminated from North Idaho. They are wanting to protect it from sewers. Ground water is also a problem.
#110	Both phases	M35-44	Very	I know totally about the aquifer and what's in our water. Leaching is a problem, but not as much as they make it out to be. Our water is really clean and the aquifer is a good safe place.
#111	Both phases	M35-44	Not very	No. (a/a) No.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#113	Both phases	F35-44	Fairly	More and more development is a threat to our aquifer. We also have concerns about industries leaking into our aquifer.
#115	Both phases	F65+	Fairly	I know it is a deep and underground reserve. It is free of contaminants.
#116	Both phases	F35-44	Not very	Hardly anything because I'm on consolidated irrigated water.
#117	Both phases	F65+	Not very	I haven't read anything. (a/a/a) Pollutants are coming into the aquifer.
#118	Both phases	F45-54	Very	It's in danger, because of the pollutants in the area that drain into the aquifer.
#121	Both phases	M35-44	Not very	I know several spots where they measure it. They use specimen bottles. I read about it in the newspaper.
#123	1st phase only	M55-64	Fairly	I know it runs through the valley to Rathdrum to Cheney.
#124	Both phases	F25-34	Not very	I don't know.
#125	1st phase only	M45-54	Fairly	It's an underground water supply. It has ten year drought protection.
#126	Both phases	F25-34	Not very	I haven't heard much about it.
#128	Both phases	M65+	Very	I worked on it. We dropped tablets in the water to see if it was contaminated. The tablets popped up behind WWP. The water turned green showing the contaminants it contained.
#129	Both phases	F25-34	Not very	I don't know much, but the level of the water is getting lower and lower. (why) I don't know. (a/e) No.
#130	Both phases	M25-34	Fairly	It's an underground natural water source.
#131	Both phases	F35-44	Not very	I know that it's there, I know that if we don't take care of it could be damaged.
#132	Both phases	F65+	Not very	Very little. (a/a) No.
#133	Both phases	F55-64	Not very	Don't know.
#135	Both phases	F45-54	Fairly	There are concerns of contamination. Our source is depleting.
#138	1st phase only	F35-44	Not very	Don't know.
#140	Both phases	M45-54	Fairly	It is a large underground lake. (a/e) No.
#141	1st phase only	F45-54	Not very	I've seen a map where it runs (the aquifer), but I don't remember where that was. I know we have to be concerned about what runs into it. I mean that is our water supply.
#142	Both phases	M55-64	Fairly	The aquifer is a giant river underground which comes from the Lake Ponderosa. (a/e) No.
#143	Both phases	M45-54	Fairly	Just that it's in danger from septic tanks and storm runoff because of chemicals that farmers use.
#145	Both phases	F25-34	Not very	Mostly just that it's there, and people who deal with it regularly are concerned about the status.
#146	Both phases	M25-34	Not very	It's a pretty large one. It's fed underground and stays at pretty much the same level.
#147	Both phases	F65+	Very	I don't think they are using the money we pay to them for what they say they're using it for.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#151	Both phases	F45-54	Not very	It's a natural artesian spring, and I have worries about chemicals being dumped on the ground and leaking into the water supply.
#152	Both phases	F45-54	Not very	There should be concerns about contaminants getting into the aquifer. (how's that) For example, Hanford waste seeping into the ground and some how getting into our aquifer. (a/e) I feel very strongly about getting Hanford cleaned up and closed. (a/e) No.
#153	Both phases	F35-44	Fairly	I know it's very large, and I assume we sell water off to other areas. I assume it is mountain rain and snow melt off, so we have to be careful what we dump into it.
#154	1st phase only	F65+	Not very	No, I can't.
#155	Both phases	F65+	Not very	The aquifer is a huge amount of water which is underground. (a/e) No.
#156	Both phases	M55-64	Fairly	Don't know. (a/e) No.
#158	Both phases	F25-34	Not very	I know it is the largest one or one of the largest ones in North America. When we pour oil and pesticides on the group, it goes into the aquifer. Our drinking water comes from the aquifer. I pay \$18.00 to protect the aquifer.
#160	Both phases	F65+	Fairly	The aquifer is an underground water supply. (a/e) No.
#163	Both phases	M65+	Very	That it's underground and it comes Pend Oreille.
#165	Both phases	F55-64	Fairly	It's vulnerable to contamination and we're not doing as much as we should to protect it. We're not protecting it, and it's not inexhaustible.
#166	Both phases	F45-54	Fairly	I just know that they are concerned about septic water going into the aquifer.
#167	Both phases	M35-44	Very	All the fertilizers and septic waste seeping into the aquifer and all that mess I've heard about. I'm very concerned about it.
#168	Both phases	M65+	Very	It's an underground river.
#169	Both phases	M45-54	Very	The water comes from Idaho and then runs underneath the ground and becomes the aquifer. (a/e) No.
#170	Both phases	M55-64	Fairly	It runs from Pend Oreille to Tum Tum.
#172	Both phases	M25-34	Fairly	I know that it runs from Spirit Lake to Rathdrum and all the way to the Valley.
#173	Both phases	F45-54	Not very	I know there are a lot of people concerned with population growth. The growth will damage the aquifer.
#175	Both phases	F65+	Fairly	The only thing I have heard is that they want to put a fueling station in Rathdrum over the aquifer, but I don't want them to take the chance.
#176	Both phases	F45-54	Fairly	That the aquifer has ample water and we have a good source of water.
#177	1st phase only	M25-34	Fairly	The filter system is through the soil. The aquifer is underground under shell rock.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#178	Both phases	F35-44	Fairly	That it's underground and that it runs through the valley.
#179	Both phases	M35-44	Not very	I don't know. (a/a/a) No.
#180	1st phase only	M45-54	Fairly	I hear a lot about the control or quality and testing of the water.
#181	Both phases	F55-64	Very	It comes from an underground river.
#182	Both phases	F18-24	Fairly	That it comes from an underground water system.
#184	Both phases	M25-34	Fairly	The aquifer travels underground which comes from Coeur d' Alene. (a/e) No.
#185	Both phases	F25-34	Not very	I have heard only the name aquifer.
#186	1st phase only	F45-54	Not very	In the Spokesman Review it showed a picture of Coeur d' Alene and Spokane and the article said it was contaminated.
#187	Both phases	F65+	Fairly	No.
#188	Both phases	M35-44	Very	From what I've read, companies like Acme and Pre-Mix put a crack in the top of the ground and are contaminating the aquifer.
#189	Both phases	F18-24	Fairly	Hanford buried nuclear waste by the aquifer and it's been leaking into the aquifer.
#190	Both phases	F25-34	Very	I know it's dirty. (why) Because, I took a geology course and got information on the aquifer. I was told it was not clean water.
#191	Both phases	F35-44	Not very	I know it exists.
#193	Both phases	F65+	Fairly	Don't know.
#194	1st phase only	M35-44	Not very	Not much.
#195	Both phases	F45-54	Fairly	Well I know it's underground and covers a lot of area but it's a limited source of drinking water.
#196	Both phases	M35-44	Very	Comes out of Lake Pend Oreille or it's linked to Lake Pend Oreille.
#199	Both phases	M45-54	Fairly	I've heard that there's a good chance of contamination from various sources like landfills.
#200	Both phases	F35-44	Very	It's huge, but huge things run out. Are other water sources available?
#201	Both phases	M35-44	Fairly	Big underground lake that flows east to west.
#203	1st phase only	M55-64	Fairly	It's way under. (w/m) Underground river from Montana.
#204	Both phases	F25-34	Fairly	Due to glaciers, from way back when the aquifer formed underground.
#206	1st phase only	F35-44	Fairly	I have read that they are trying to protect it. (how) I am not sure. (a/e) No, not really.
#207	Both phases	F25-34	Fairly	All I know is, that's where the water comes from.
#211	Both phases	M35-44	Very	It has the purest water around. (why) Because by the way it filters through the soil and makes it pure.
#212	1st phase only	M25-34	Very	It has a relatively shallow water table.
#213	Both phases	M45-54	Not very	People are pouring motor oil and pesticides on the ground. The table of the aquifer has a set amount and doesn't recharge, so it's going to be damaged. We have a good thing going, but we are not taking good care of it.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#214	Both phases	F45-54	Fairly	It is a reservoir with underground water that comes through a rock formation. It is fairly filtered and it is also fed through the underground river.
#215	Both phases	M45-54	Fairly	I think it runs into the tank on Ray St.
#218	1st phase only	F65+	Not very	I haven't heard anything definite.
#220	Both phases	F65+	Fairly	Nothing, just that we had our water tested.
#221	Both phases	M55-64	Not very	The water is supposed to be fit to drink but to me it is not fit to drink. It tastes like there is chemicals in it. (what) Not sure.
#223	Both phases	M18-24	Fairly	A big underground river.
#224	1st phase only	M35-44	Not very	It needs to be protected from contaminants. (like what) I'm not sure.
#225	Both phases	M65+	Fairly	It comes as far as Coeur d' Alene or even further into Idaho.
#226	Both phases	F35-44	Very	The Spokane aquifer was left by Spokane floods which laid down gravel. The water originates in the Rathdrum prairie area.
#227	1st phase only	F45-54	Fairly	It's just the underground drinking water that we have and shouldn't waste.
#228	Both phases	M18-24	Not very	I don't know a lot. I know it's underneath us.
#229	1st phase only	M65+	Very	It begins in the mountains of West Montana and seeps into the ground into our area, and moves very slowly. We have drilled many holes into the aquifer to pump water out.
#230	1st phase only	M25-34	Not very	Mountain water pumped out of the ground. I think we were close to a drought a couple of years ago, right?
#231	Both phases	M65+	Fairly	I know it goes as far as Lake Coeur d' Alene or Priest Lake. The aquifer has clean water and they are watching it steadily.
#232	Both phases	F65+	Fairly	I have heard that the Spokane aquifer is in danger of all the sewage that is going into it and we need to take measures to preserve the water that we have.
#233	Both phases	F65+	Fairly	It's suppose to be monitored and safe to drink.
#237	Both phases	M55-64	Fairly	I know that it's an underground river that runs from Northern Idaho and Northern Washington.
#238	Both phases	F35-44	Very	It cleanses the water in Spokane. (w/e) I don't know more.
#240	Both phases	F35-44	Fairly	It's underground and could be depleted.
#241	Both phases	M18-24	Fairly	I know where it is located and it's a very large area, it runs through Spokane and Coeur d' Alene. It's not too deep and they have good water.
#243	Both phases	M45-54	Very	That it is well maintained and they pay a lot of attention to it, and continue to check on it.
#244	Both phases	F35-44	Not very	Nothing.
#245	Both phases	F45-54	Fairly	Well in the last ten years we've taken strides to keep our aquifer clean. (a/e) No.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#246	Both phases	F65+	Fairly	That they do what they can to protect it from things getting in it. (what things) Things that would harm you.
#247	Both phases	M25-34	Fairly	I've heard the Spokane aquifer is under the valley area. There are several wells tapped for the city aquifer.
#248	1st phase only	M35-44	Not very	I know people are concerned with the possibility of it not being large enough.
#249	Both phases	F35-44	Fairly	A river that runs beneath the Spokane area. It is continual running water and it can get contaminants from dumping.
#250	1st phase only	F35-44	Not very	Not much.
#252	1st phase only	M35-44	Fairly	The aquifer is a good source for our water. If we're not careful, there will be a problem. It could be easily contaminated.
#253	Both phases	M45-54	Fairly	The aquifer is underneath the ground and under the whole Spokane area and the aquifer can become polluted at anytime such as oil being dumped on the ground and getting into our aquifer.
#254	Both phases	M45-54	Fairly	It runs under Spokane.
#257	Both phases	M35-44	Very	It is a result of glacier water melted down and it runs from Idaho, travels through the valley and runs over gravel to filter it.
#258	1st phase only	F25-34	Not very	Our tax dollars pay for it.
#259	Both phases	F35-44	Very	The aquifer is an underwater river which is filtered in several layers to protect the aquifer from pollution which will get into the water from the ground. (a/e) I know there's many agencies taking steps in order to keep the aquifer clean of pollution. (a/e) No.
#261	Both phases	F65+	Not very	I haven't read anything about it really. (w/a) I don't know.
#262	Both phases	M25-34	Fairly	It's where we get our water from.
#263	Both phases	F35-44	Fairly	The aquifer is in danger from contaminants, seeping into the basin and causing contamination.
#264	Both phases	F45-54	Not very	Just that they've had a lot of trouble concerning whether it's pure or not. The newspaper had an article on it. I don't remember all of it.
#265	Both phases	M25-34	Not very	Haven't heard much, I don't know the details. Just know it is there.
#266	Both phases	F65+	Not very	I don't know anything about the aquifer.
#267	Both phases	F35-44	Not very	I know it is big. The water shortage scares are B.S. It is good quality, I haven't had a problem.
#268	Both phases	F35-44	Fairly	Aquifer water is one of the best sources for drinking water, but is in danger from chemicals seeping into the ground.
#271	Both phases	F45-54	Very	I heard about where it comes from the aquifer and concerns that they have about contamination of the aquifer.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#272	Both phases	F35-44	Fairly	That I'm concerned about contaminants. It's supposed to be protected from these things, at least that's what they are saying.
#273	Both phases	F25-34	Not very	I'm not to sure. (a/a/a) Well I know several years ago the water supply was low, but not now, and that's all I know. (a/e) No.
#274	Both phases	M25-34	Fairly	It's a good source of drinking water and it would be possible to contaminate it if we're not careful.
#276	1st phase only	F65+	Not very	I heard that it is getting contaminated.
#277	Both phases	F45-54	Not very	I've heard that it is very wide, it's underground and the aquifer is underneath most of us.
#278	1st phase only	M25-34	Fairly	It's tested on a regular basis and we're in no danger of a drought anytime soon because of yearly snowfall in the area.
#280	Both phases	F65+	Fairly	We are very fortunate for what we have and we need to take care of the aquifer.
#281	Both phases	M55-64	Very	Main run off is Mount Spokane. The mining has had runoff in the aquifer.
#282	Both phases	M45-54	Fairly	That our drinking water comes from underground and that it's fed by Lake Coeur d'Alene and the Spokane River. That there was some concern about an oil leak by Lincoln St. that may have contaminated the water.
#283	Both phases	M45-54	Very	The aquifer is an underground river which comes from Idaho. (a/e) No.
#284	Both phases	M55-64	Fairly	It comes from Pend Oreille Lake, and filters along the Rathdrum Prairie and Spokane County. Majority of Spokane water comes from the aquifer.
#285	1st phase only	F45-54	Not very	Nothing.
#288	Both phases	M35-44	Fairly	Underground river flows under all of Spokane.
#289	Both phases	F35-44	Not very	Contaminants can easily penetrate the aquifer like oils or chemicals.
#290	Both phases	M45-54	Fairly	We're taking care not to pollute the aquifer. (a/e) No.
#291	Both phases	M55-64	Fairly	I know the boundaries, where it lives, and I know the reason for it going to the sewage system.
#292	Both phases	F25-34	Fairly	That it runs under the river, starting around Post Falls and to the Valley and that it's filtered by the gravel when it runs through it.
#293	Both phases	F65+	Very	It is a great source of water and we need to be careful of what we build over it.
#295	Both phases	M35-44	Not very	It is one of the largest aquifers in the Western United States.
#297	Both phases	F45-54	Fairly	I've heard that because of the farming, the pesticides, herbicides seep down to the aquifer and contaminate the aquifer.
#298	1st phase only	F45-54	Fairly	What I've heard is that it doesn't work very well.
#299	Both phases	M65+	Fairly	Basically it's very adequate and something that is going for us. I wish our air is protected like the water.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#302	Both phases	F18-24	Not very	That the water comes from underground.
#303	Both phases	F65+	Very	We had access to information about the aquifer when I taught. It's an underground river that flows underneath the area.
#304	1st phase only	M65+	Very	Just what I read in the papers of the news and I know where it comes from, the underground.
#305	1st phase only	M35-44	Not very	Nothing.
#307	1st phase only	M35-44	Fairly	Nothing.
#308	Both phases	M45-54	Fairly	Basically that it originates out of Pend Orielle Lake and that they are concerned with contamination from the valley.
#309	1st phase only	M35-44	Fairly	The aquifer runs underground from Rathdrum Prairie. (a/e) And the septic tanks can cause contamination to the aquifer. (a/e) No.
#310	Both phases	F55-64	Not very	We are polluting it. (how) With chemicals and chlorine.
#311	1st phase only	F65+	Not very	It's underground and that it has a large supply of water.
#312	Both phases	F65+	Not very	I know that it's part of our purification process.
#313	Both phases	M25-34	Fairly	It's damaged very easily, and it is quite large.
#314	Both phases	M45-54	Fairly	The aquifer is an underground water supply. (a/e) No.
#315	Both phases	M25-34	Not very	That it's a large aquifer.
#316	Both phases	F65+	Fairly	That it runs underground.
#317	Both phases	M55-64	Fairly	Nothing.
#319	Both phases	F55-64	Fairly	The aquifer is an underground river. (a/e) I've heard that in some parts of the area you can see the aquifer above ground which can become contaminated very easily. (a/e) No.
#321	Both phases	F65+	Very	It is a continual source of good water.
#322	Both phases	M45-54	Fairly	It's huge and it comes down from Priest River.
#323	Both phases	M45-54	Fairly	I've heard that it's contaminated by pollutants.
#324	Both phases	M35-44	Fairly	It is large, deep underground river with a large supply of water.
#325	Both phases	F55-64	Not very	I only know about it when they send me a bill. I know that it is supposed to clean the water.
#326	Both phases	F35-44	Fairly	Well just what I said we have the underground aquifer that supplies our county.
#327	1st phase only	F18-24	Not very	I don't know
#328	Both phases	M25-34	Fairly	I know it is the source of water for all of Spokane. It is a highly filtered system. The earth is the filter.
#329	Both phases	M55-64	Very	Underground river that comes down through Idaho. It is good, safe water.
#331	Both phases	F25-34	Fairly	The aquifer is an underground river. The aquifer naturally purifies the water. (a/e) No.
#332	1st phase only	M45-54	Fairly	Basically it's a water supply that sit on Bedrock and extends to Rathdrum Prairie to Tum Tum, WA.
#333	Both phases	F45-54	Not very	They have to check the water all the time for bacteria.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#334	Both phases	M45-54	Very	Well I know that this is where our water supply comes from, the Rathdrum area.
#335	Both phases	F65+	Fairly	Way back when they started I saw maps, where it flows and things. I've never studied it deeply, though.
#336	1st phase only	F45-54	Fairly	It's a big underground river. Melted snow, the Spokane river, and the Coeur d'Alene Lake all go into the aquifer.
#338	Both phases	M45-54	Very	I'll tell you this, that the Spokane Aquifer is not too deep so contaminants can easily get into it.
#339	Both phases	M35-44	Very	It is our only source of drinking water.
#340	Both phases	M55-64	Very	The aquifer is going down. (w/m) It's depleting itself. (w/m) It's gradually depleting.
#341	Both phases	M45-54	Fairly	Oh that there are concerns about pollution from septic tanks and population growth, not having enough water in the future.
#342	1st phase only	F35-44	Fairly	What I have read in the newspaper and particular article on gentleman research on the aquifer and river of springs in our area.
#343	Both phases	F65+	Not very	I know environmentalists are trying to protect our aquifer from any harm. (a/e) No.
#344	Both phases	M45-54	Very	It starts over the Rathdrum Prairie and continues throughout Spokane. (w/e) If they build that train refueling station and if it ruptures the aquifer will be in big trouble.
#346	Both phases	F35-44	Very	When people dump on the ground, it is not good for the water. This is the illegal dumping. When people dump down the streets; the rain gutter. It could contaminate the aquifer.
#347	Both phases	F35-44	Fairly	It's underground. Water from the Spokane River seeps down into the aquifer. Contaminants from the land can soak into the aquifer.
#348	1st phase only	M35-44	Very	I have seen a map of the aquifer.
#350	Both phases	F35-44	Fairly	Don't know.
#351	1st phase only	M45-54	Fairly	I know it's an underground lake that covers a lot of the valley. I'm concerned about more development. I think we need more sewers instead of septic tanks. I don't want Burlington Northern trying to put a diesel storage system above Rathdrum Prairie. That is right above the east end of the aquifer.
#353	Both phases	F65+	Fairly	No. I don't know.
#354	Both phases	F35-44	Not very	Nothing.
#355	Both phases	F65+	Fairly	I think it's good safe water. It could be contaminated where it rises to the surface.
#357	Both phases	F65+	Not very	That the contamination is going into the aquifer and contaminating the water.
#358	1st phase only	F25-34	Very	It purifies our water. (how) I don't know.
#359	1st phase only	F18-24	Not very	Only that it's where our water comes from.
#360	Both phases	F65+	Very	I know the history of it and it needs to be protected.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#361	Both phases	M35-44	Fairly	The aquifer extends from Rathdrum Prairie and is underground. (a/e) I've heard somewhere in Rathdrum they're debating if they should put a fuel storage in the area and a lot of people are saying no, that they're afraid it will get into the aquifer and contaminate the water. (a/e) No.
#362	1st phase only	F45-54	Fairly	I know it's an underground lake that spans most of Spokane city. I've seen a map of it. I think it's being contaminated by ground waste and septic tanks.
#363	1st phase only	F18-24	Very	I know that we are having problems (what) Areas of town have had problems with water like chemicals, germs, bacteria.
#364	1st phase only	F45-54	Fairly	It is a large underground river.
#365	Both phases	F65+	Very	I think it originates up in N. Idaho and runs through the Spokane Valley into the Spokane River.
#366	Both phases	F18-24	Fairly	It is an underground water reservoir.
#367	1st phase only	F45-54	Not very	Don't know.
#368	Both phases	M18-24	Not very	Nothing.
#369	Both phases	M65+	Fairly	It's an extensive aquifer. It covers a large area under Spokane, the valley, and some of Idaho. It's shrinking and possibly starting to be contaminated from disposal systems. It's being used faster than it's being replaced.
#371	Both phases	F65+	Not very	I really don't know.
#372	Both phases	M65+	Fairly	Nothing.
#373	1st phase only	F55-64	Fairly	I know the Spokane Aquifer comes from the valley and it flows towards here and is threatened by septic tanks over the aquifer.
#374	Both phases	F65+	Very	It is underground and water comes from the mountains in underground streams. There is concern the aquifer will be contaminated if dumping on the ground continues.
#376	1st phase only	F65+	Not very	That's where the drinking water comes from and they are trying to protect it.
#378	Both phases	F65+	Fairly	I've heard the aquifer comes from Rathdrum, ID. (a/e) I read in the paper that some type of storage for oil is going to be placed there and there has been many negative responses towards this idea. (a/e) No.
#380	Both phases	F55-64	Fairly	It flows under the valley. Supplies a huge area of Spokane, high quality water supply.
#381	Both phases	M35-44	Very	I do have concerns about the fueling station Burlington is planning to build over the aquifer. I'm concerned that this could damage our water if there were any problems.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#384	Both phases	M45-54	Fairly	I know that the residue from Mt. Missoula was caused by a glacier meltdown and that it flows down through several rivers and that it is filtered by gravel on the bottom of the river beds producing a filtration full of rich in minerals, high quality drinking water, making it clean, cool, and crispy.
#385	1st phase only	F65+	Very	The aquifer is in danger of being polluted.
#386	1st phase only	F35-44	Fairly	I know it was formed through floods, gravel was laid down and that's where we get our wells.
#387	Both phases	M35-44	Not very	The water is safe, no problems.
#388	Both phases	F45-54	Not very	Nothing.
#389	Both phases	M35-44	Not very	No, nothing more than what I know about most aquifers. (t/m/m) How they are formed, chemical deposits, how they rise and fall. (a/e) No.
#390	1st phase only	F55-64	Very	I just know we are polluting it rapidly. (what) The aquifer. (a/e) No.
#391	Both phases	M35-44	Fairly	It's good size, they're trying to eliminate the septic tanks, and it has more coming in than going out.
#392	1st phase only	F45-54	Fairly	I'm concerned about the train fueling station and how it would affect the aquifer if there was a problem.
#394	1st phase only	F35-44	Not very	There are concerns that it is open and contaminants are running through the aquifer causing our water to be in danger.
#395	Both phases	F35-44	Fairly	Nothing.
#397	Both phases	M55-64	Very	Well, I know that it starts in the Rathdrum Prairie area and ends in Spokane.
#398	Both phases	M25-34	Fairly	I know that there are a lot of worries about contaminants in the aquifer putting our water in danger.
#399	Both phases	M45-54	Not very	It's an underground river that passes through rocks to help clean the water we drink.
#400	1st phase only	M25-34	Not very	News says that they are concerned with septic tanks, sewage, lead, and the run off from Idaho.
#404	Both phases	M25-34	Fairly	That it runs underneath us and it is a source of pure clean drinking water.
#405	Both phases	F55-64	Very	It's going to be in Spokane and it's quite large and it is supposed to protect our water.
#407	1st phase only	F45-54	Not very	It used to be very pure and now there are concerns that it has been contaminated with pesticides.
#408	Both phases	M65+	Fairly	I'm concerned about the railroad fueling station and what problems it might have.
#409	Both phases	M25-34	Very	Runs under the Spokane River, there have been a few leaks as far as oil had gotten to the aquifer but it was cleaned up.
#410	Both phases	M25-34	Very	I've seen maps.
#411	Both phases	M18-24	Fairly	It's a huge underground lake, under the whole region here. That's about all I know. (a/e) No.
#412	Both phases	M55-64	Very	Comes from Lake Missoula, and we try to keep it pure.

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[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#413	Both phases	F65+	Not very	Just what I've read in the Spokesman Review and I just skim that. (what have you read) I don't know, I can't remember. (a/a/a) No.
#414	Both phases	F45-54	Fairly	Nothing.
#415	Both phases	F45-54	Fairly	That it supplies water for quite a few people, even as far away as California. It's underground and supposedly getting smaller because of the pollution increase.
#416	Both phases	F55-64	Fairly	Our water comes from the aquifer and we don't want to pollute it by having a railroad over it.
#417	Both phases	M25-34	Fairly	Just that it's underground and it runs through the city.
#420	Both phases	F65+	Very	It runs underneath the valley and there is a danger of pollution from sewers and septic tanks.
#421	Both phases	M65+	Very	I know they are trying to work to protect it but they need to study it more and make sure we don't build in the wrong areas. The water in the aquifer is pure and somewhere along the line it's being turned into impure water.
#424	Both phases	M45-54	Fairly	No.
#427	1st phase only	M35-44	Fairly	The water comes from N. Idaho, down to the valley. I know the EPA is regulating the sewers trying to improve and preserve the water quality.
#429	Both phases	F25-34	Not very	Not much, I know that is how we get our water. (a/e) No.
#430	Both phases	F55-64	Very	That it is a big underground river of water that comes from the Coeur d'Alene area.
#431	Both phases	F45-54	Very	Don't know.
#432	Both phases	F35-44	Not very	Nothing.
#433	Both phases	F35-44	Fairly	No, nothing at all.
#435	Both phases	M65+	Fairly	They keep on asking for more money to try to improve the aquifer but I haven't seen any improvement.
#436	Both phases	F55-64	Very	Well I heard the railroad gas station in Idaho could pose problems to the aquifer.
#437	Both phases	M55-64	Very	It is an underground body of water that flows through the Spokane area and it is intended to purify the water as it passes over the rocks.
#438	Both phases	M65+	Very	Don't know.
#439	Both phases	M25-34	Not very	It's there that's all. (a/a/a) There are efforts to keep it clean. (i/w/w) I know we pay something for it every year.
#440	Both phases	M55-64	Not very	It runs underneath Spokane and under Rathdrum Prairie. There are concerns about them putting a railroad diesel refueling system.
#441	Both phases	M55-64	Fairly	The aquifer is the biggest one in the state, it is large, and the hardest thing to do is to keep the aquifer from being polluted.
#442	Both phases	M35-44	Very	I believe it is underground.
#443	Both phases	M18-24	Not very	Don't know.

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[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#444	Both phases	M35-44	Fairly	I've seen maps of the aquifer and I know it's underneath the Spokane River and goes through Coeur d'Alene.
#445	Both phases	M35-44	Fairly	The aquifer people say it is safe, but I don't believe it is.
#446	Both phases	M65+	Fairly	The aquifer is an underground river which comes from Lake Pend Orielle. (a/e) There are numerous septic tanks that will eventually pollute our aquifer. (a/e) No.
#447	1st phase only	M65+	Very	Well, what I know is that no one really knows anything about it.
#448	1st phase only	M35-44	Fairly	That it can be contaminated by various substances on the surface.
#449	Both phases	M18-24	Fairly	The aquifer provides clean water but in time with all the human involvement it won't be as clean as it is. (a/e) No.
#450	1st phase only	M65+	Fairly	It's the sole source of our water supply and principle source. It can be endangered.
#452	Both phases	M18-24	Very	None.
#453	1st phase only	M35-44	Not very	Nothing.
#454	Both phases	M25-34	Very	That it's an underground water source and we better take good care of it.
#455	1st phase only	M25-34	Fairly	I've read about the water span from Coeur d'Alene to west of Spokane and it is an underground river. (a/e) No.
#458	Both phases	M18-24	Not very	Not a whole lot. I have seen diagrams, but I haven't really heard enough about it. I think that the diagrams made the aquifer look like a cavern. It seemed to flow the river in a cross section.
#460	Both phases	M65+	Fairly	Not too much. People have talked about it. (a/a/a) I've read about it but can't remember what I read.
#462	Both phases	M35-44	Fairly	I know it extends from Coeur d'Alene to Airway Heights.
#463	Both phases	M35-44	Not very	I know very little. I know it goes from Northern Idaho and is under Spokane.
#466	Both phases	M55-64	Fairly	The Spokane aquifer is in Pend Orielle Lake, by Coeur d'Alene and ends up in the Columbia system.
#467	Both phases	M25-34	Very	I know it runs through the valley and through the center of Spokane.
#468	Both phases	M65+	Very	The aquifer extends from Lake Pend Oreille towards Coeur d'Alene and under the city of Spokane. The aquifer was formed y glaciers many years ago. (a/e) No.
#469	Both phases	M55-64	Very	I just know the water comes from the aquifer and is clear and good water.
#470	Both phases	M65+	Fairly	I don't know how much but it's good that they don't let oil tanks sit on the aquifer so that oil won't seep into the water supply.

**Responses to Q12: "What have you read or heard about the Spokane Aquifer"
[For those previously aware of the Spokane Aquifer] (cont.)**

ID#	PARTICIPANT TYPE	GENDER X AGE	Q11. FAMILIARITY WITH AQUIFER?	Q12. WHAT HAVE YOU HEARD?
#471	Both phases	M65+	Very	20 years ago they conducted a 208 study. (what) They tested our water to see whether or not it was contaminated.
#472	Both phases	M65+	Very	It moves three feet a day, it varies in depth and varies from area to area how shallow it is. I know it runs slowly underground from Pend Orielle Lake and Rathdrum to Spokane.
#474	Both phases	M35-44	Fairly	Aquifer was being damaged by the spring run off. (where did you hear that) I read it in the paper about a year ago but don't remember the details.
#476	1st phase only	M25-34	Not very	It is located in the valley.
#477	Both phases	F18-24	Not very	Is it to purify water and store it? My grandfather worked there, but I don't know what he did.
#478	Both phases	M65+	Very	It comes from Lake Pend Orielle and Rathdrum and runs underground and under Spokane.
#479	Both phases	M35-44	Very	It's two hundred feet deep, it originated from Lake Coeur d'Alene and is extremely vulnerable to any spills.
#481	Both phases	M35-44	Fairly	That it is an underground river.
#484	Both phases	M65+	Fairly	I've heard it's one of the cleanest flows in the United States.
#485	Both phases	F18-24	Not very	No.
#486	Both phases	M65+	Fairly	I've seen maps and have volunteered to pass out aquifer protection flyers. I have read about it in the paper in the valley regarding concerns about sewer systems and septic tanks.
#487	Both phases	M65+	Not very	It is an underground system and the water comes from Coeur d'Alene Lake or Priest Lake.
#488	Both phases	M65+	Fairly	It's an underground river.
#489	Both phases	F18-24	Not very	All I know is that's our water source for the city.
#492	Both phases	M25-34	Fairly	I've read articles in the Spokesman Review about the aquifer to get some information. I know it's our clean water system.
#493	Both phases	M65+	Fairly	There is a danger of pollution getting into the water supply.
#494	1st phase only	M18-24	Not very	Don't know.
#498	1st phase only	M18-24	Not very	I know it's underground. Chemicals can go through the ground.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only]**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#2	F45-54	No/DK	No.	No.
#3	M25-34	Yes	Outside of developing better water treatment facilities, 2.00 should be spent on development of better filtration systems. Work towards better prevention so there is less cleanup.	Prevention is better than cleanup like I said before.
#4	F25-34	Yes	No, I have no idea.	No idea. (a/a/a) I can't think of anything.
#5	F65+	Yes	I think they are going in the right direction. I would have to have more detailed information to comment further on it but it seems to be headed in the right direction.	For the most part they are doing a good job. More educational programs are needed to inform public about the aquifer problems so we can understand them better.
#6	F25-34	Yes	No, nothing.	Nope.
#7	F65+	Yes	No.	I'm satisfied. Everything seems to be fine.
#8	F55-64	No/DK	Don't build (what) Septic tanks or refueling depot in Rathdrum, over the aquifer. Don't build anything that's harmful to our water, too close to the aquifer.	No, nothing.
#9	F35-44	Yes	I don't know. (a/a/a) Use environmental products only. Band anything different and educate the population about environmental products.	Please take care of our water the best way possible.
#10	F35-44	Yes	Monitoring the chemicals being put into our water. (w/e) Testing the water for pollutants and making sure the water is clean.	No, nothing.
#11	M45-54	Yes	No.	No.
#12	F18-24	Yes	More education with general public on how household chemicals effect the water.	No, nothing.
#14	M45-54	No/DK	Don't allow any more industries over the aquifer. (a/e) No.	To the city or county, quit spending our money on the North side where there is no aquifer and start spending it where the aquifer is.
#15	M25-34	Yes	I don't know what sits on the aquifer. Don't develop over the aquifer. (what) Buildings.	I think it's awesome that you are getting the public input on this issue.
#16	M45-54	No/DK	Nothing. (a/a/a) No.	No, not really.
#17	F45-54	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#18	F25-34	Yes	Nothing.	It would be nice for the public to be updated on current quality of water. (a/e) No.
#21	F35-44	Yes	No.	No, nothing.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#22	M45-54	Yes	No, not really. (a/a/a) Just that there should be a nominal fee all of the time that allows business to economically and efficiently dispose of chemicals and pollutants.	I think we need a complete breakdown of where the 15 or 30 dollars a year is going, not leave it up to the public's imagination. There are a lot of fees exacted and we need to know what money goes where and why.
#23	F18-24	Yes	No. (a/a/a) No.	They put too much chlorine in our drinking water. I don't feel it's good for use. You can smell the chlorine in our drinking water as well.
#24	M25-34	Yes	No. (a/a/a) No, nothing.	No. (a/e) No.
#25	F55-64	Yes	No.	I have a concern for our water and I feel if people were more educated they would be more aware of the importance of chemical disposal, and our water would be a lot safer and more protected.
#26	M35-44	No/DK	No. I don't think the people should get stuck paying for the protection. It's like a tax. Once it's there it won't ever go away. It'll just go up.	Ya. I get charged too much.
#27	M35-44	Yes	I think there should be more inspections or enforcement. (i/w/w) They need to hire more regulatory officials to police and enforce existing regulations for residents more than businesses.	There needs to be more education and awareness in residential areas and for the businesses.
#28	M35-44	Yes	Doing everything they can. Doing fine, just keep putting out signs for dumping and making sure they have dumping grounds.	I think we have good water here.
#29	F65+	No/DK	No I don't. I'm not an engineer, or whatever it would take to know that.	I'm not a very political person, but instead of charging us older, social security recipients on limited incomes, they should go after some of their stockholders to get some of the money that they need for maintenance and improvements.
#30	M65+	Yes	No.	Not at this time.
#31	F25-34	Yes	No.	Great job.
#32	M35-44	Yes	No.	No.
#34	F65+	No/DK	No, nothing.	I think Spokane has wonderful water. (a/e) No.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#36	F65+	No/DK	Nothing. (a/a/a) Parental responsibility to teach the kids not to pollute is important. Some generation along the way has dropped the ball on that.	I don't think the money we are currently paying goes to a good use. I probably could afford another \$2 a month, but with the way everything is going up, it all adds up. I think somebody somewhere is not making use of the funds, water is important, but I wouldn't vote to raise taxes on it.
#38	M18-24	No/DK	No.	No.
#39	M65+	Yes	Well, we here in Washington try to do our best to keep our water clean but I understand that the aquifer starts in Idaho. My concern is, is Idaho doing everything to keep the water clean?	As I said before, if Idaho doesn't cooperate in keeping it clean what good does it do us?
#40	F45-54	Yes	It's hard when you're not an expert. I would have to do some research on other cities with similar existing water problems, see what they did about it and see what we should do.	If businesses violate ordinances to cause contamination of the aquifer, and have been warned, then they should clean up their own mess. And if I pay more, I want to make the aquifer and water quality better not just keep it the same. With what we pay now, it should already be at least maintained.
#41	M55-64	No/DK	Go into the state of Idaho and contact the people over there and make sure they combine with Spokane to make our water free of pollutants. (a/e) No.	No, nothing.
#42	M65+	No/DK	I think it's mostly a community effort in protecting the ground and water. And controlling the waste water from where it's coming from. Community doing a good job as is.	No, I await to see how things come along on it.
#43	M45-54	Yes	Nothing. (a/a/a) No, I don't think so. I can't think of anything.	I don't know.
#46	F65+	No/DK	We need to really educate the whole population. Let people know where to take the hazardous materials and what it does do to our environment. Let them know just how serious it is.	No, I can't really think of anything except my water company does a pretty good job.
#47	M25-34	Yes	The information covered pretty much everything.	I'm fairly happy with the water.
#49	F45-54	No/DK	Nothing. (a/a/a) Just keep track of the industrial and commercial business dumping and disposal of waste.	No.
#50	F45-54	Yes	No response.	I have none at the moment.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#51	F45-54	No/DK	More money is not necessarily better. You need to improve management of money. Already receiving. (a/e) No.	All of us are fortunate to have an abundance of water supply and we need to be aware of the care needed to keep water good. Surveys like this and the time for opinions is a good step toward the care needed. Thank you.
#52	F65+	Yes	No, our drinking water is very special and the aquifer. (w/a) We're very lucky to have it.	The aquifer is under Rathdrum and there's a lot of businesses being built over the aquifer and we need to be aware and careful of our water.
#53	M35-44	No/DK	No. (a/a/a) Nothing really.	Not right now. (a/a/a) I can't think of anything really.
#54	F65+	No/DK	Go after the city 100% where the sewers are and leave the farmlands alone, we don't want to have our land striped for developments to come in.	No, except that Spokane has great drinking water and that's what I believe to be true.
#55	F55-64	Yes	I see a real cause for pollutants in our water system from gravel pits too close to the aquifer. Where the gravel pits are exposed to the aquifer water.	Nothing.
#59	M55-64	No/DK	Nothing.	Get some people with some brains and sense in on the water board. Home c industrial usage charge accordingly.
#60	M65+	Yes	No. (a/a/a) No.	It's bound to be cheaper now to pay for our water to stay clean, then it would be when the water is contaminated and we would have to pay to make the water clean.
#61	F55-64	Yes	Somehow make it easier for households to dispose of waste. Have a free clean-up place or send someone door-to-door to collect waste. Educate the public so they know what is happening to our water.	I can't think of anything.
#62	F65+	No/DK	No. (a/a/a) It looks like it's already taken care of. Well, businesses need to be checked on often to make sure regulations are being followed by them.	No. (a/a/a) No.
#65	M45-54	Yes	No.	No.
#66	F25-34	Yes	No.	No.
#68	M25-34	No/DK	No.	No.
#69	F55-64	Yes	No.	I feel we need to put forth more effort in protecting our water any way we can.
#71	M18-24	Yes	A different kinds of purification system. (what) Something that filters the water more than it does now. (a/e) Don't know what kind of machine would be used.	No, nothing.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#74	M35-44	Yes	Monitor septic tanks more closely.	No.
#76	F55-64	No/DK	No.	We really have great drinking water.
#77	F65+	No/DK	No, nothing.	No.
#78	F35-44	Yes	Monitoring of water quality. Work with businesses to help them with disposing of hazardous material. (a/e) And to inform the public more of the situation of aquifer and the water quality.	Nothing.
#79	M45-54	Yes	No.	No.
#80	F35-44	Yes	No.	Keep the water safe for our kids. And see more information about putting fluoride in our water. (i/w/w) California puts fluoride in their water and I feel we should consider it.
#81	F25-34	Yes	No.	No.
#82	F35-44	Yes	The businesses need to be more responsible for their cost involving disposal and homeowners need to be more educated and responsible about their disposals and chemical use. (how) Lawns.	One question asked was about policing and protecting our waters and I feel we need someone to make sure business don't just dump waste. Someone needs to keep business in line and watch so they obey the rules and regulations. Coming from another region where there were droughts and water restrictions, people from this area need to be educated and aware of the importance of quality water.
#83	F45-54	Yes	No, educate people on care and disposal to protect our water.	No.
#84	F45-54	Yes	No. (a/a/a) No.	The information that was sent to me should have been proofread. They mentioned that 2 Mead wells were found to have carbon tetrachloride. What is that? It also said it cost \$750,000 to fix. Who pays for that? I want to know.
#85	M65+	No/DK	No. (a/a/a) No.	No. (a/a/a) No.
#87	M25-34	No/DK	Stricter penalties for improper dumping and how it effects our aquifer. (a/e) Public awareness is needed. Also the information that is received was a great start on public awareness. (a/e) No.	No. (a/a/a) No.
#88	F45-54	Yes	No, don't think so, because they already covered it in the information that was sent to me.	I don't think so.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#89	M45-54	No/DK	I don't know.	Well basically what you sent me was a bunch of propaganda Bullshit. The biggest problem with the water in Spokane is in the Rathdrum Prairie and the possible fueling station they might build. The big problem is the people in Idaho don't even care.
#90	F35-44	Yes	No.	No.
#91	F35-44	Yes	No.	No.
#92	F18-24	Yes	No.	It's taken too long for any issuance to take place. (i/w/w) About the quality of our water. It's taken too long. (a/e) No.
#93	M35-44	Yes	No. (a/a/a) More public awareness.	Let us know about it. (about what) The aquifer and that, it's our main water supply. We need to be educated on how to take care of it.
#94	F45-54	Yes	No. (a/a/a) No.	No, nothing.
#95	M35-44	No/DK	Use common sense. Don't pour toxins on the ground or in the sewers.	Identify businesses that could be a hazard. Follow-up on solutions to the problems.
#96	F18-24	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#97	F45-54	Yes	An educational packet should be sent to schools. Educate kids now so they will be informed before they are adults.	No. We are with Vera. We are very happy. They are fair and we have good water.
#98	M65+	Yes	The thought of railroad putting in a fuel station up around Rathdrum. I'm completely against it. It's right around the area of our aquifer.	In Felts Field the aquifer is 40 feet down. I'm worried about septic tanks and dry wells getting in the aquifer. It should be more like 400 feet instead of 40 feet. I'm concerned about it wherever it's too close to the surface.
#99	F55-64	No/DK	No.	I think they need to be more frugal with spending their money. Just because it's government they don't need to waste their money.
#101	F35-44	No/DK	No.	The utility district needs to quit adding charges to our bill, and quit taking loans out without the voters permission. The city and county needs to get the approval of the voters first.
#102	M18-24	Yes	There needs to be tougher laws on air pollution specifically. (i/w/w) More stipulation as far as regulatory action is needed in Spokane. For a city our size we have a very high pollution rate and all of that air pollution seeps into the aquifer in the form of rainwater. Every bus. in Spokane has some form of pollution, dangers aquifer.	No, that covers it.
#103	F65+	Yes	No.	No.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#104	M65+	No/DK	I think the responsibility of paying for protecting the water should go to the developers and businesses because they are the ones that cause most of the problems, not the homeowners.	No.
#105	M35-44	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#106	F25-34	Yes	Not really.	No, not right now.
#107	F25-34	Yes	No.	No.
#108	F25-34	Yes	No.	No.
#109	M35-44	Yes	Something has to be done with pollutants dumped in rivers in Idaho, via the mines because that's where our water came from, Coeur d'Alene and Idaho.	They need to lobby against Idaho to clean up their polluting of the water ways.
#110	M35-44	No/DK	No.	No.
#111	M35-44	Yes	I think just education to the public is helpful. It made me think twice about any kind of chemicals I'm going to use on my yard and watching other neighbors and what they put on their yards.	We need to better educate the public. I think TV commercials would be a better medium than just information sent through the mail.
#112	F35-44	No/DK	No. (a/a/a) No.	No. (a/a/a) No, not at this time.
#113	F35-44	Yes	Well, we can't pay businesses that are a danger to move. That would be like cutting down the whole forest then paying the logger to move to another area because there's nothing left. (w/a) Education has to be the first, there are people here that dump paint down the sewers and don't know that that's our only resource for water...	Homeowners shouldn't be the sole bearers of the costs. We have strings of apartments going up and I would like to see the cost split by everybody by passing a level or something like that. Businesses should incur cost proportionate to it's amount of business and amount of dumping.
#114	F18-24	Yes	Businesses should be more patrolled on dumping chemicals on ground or into our water. (w/e) The public needs to do more and also a better plan into protecting our water.	It was nice to be educated by this survey and it would be good to keep public informed more about the aquifer.
#115	F65+	Yes	No.	Only that I'm glad they are working on it.
#116	F35-44	Yes	Not really. (a/a/a) Educate the public.	Not really. Thanks for the information.
#117	F65+	No/DK	No, nothing at all.	No. (a/a/a) No.
#118	F45-54	Yes	Nothing. (a/a/a) Nothing.	Nothing. (a/a/a) Just that, I have paid the annual fee in the past while knowing that there were neighborhood businesses that didn't and that angered me.
#119	F35-44	Yes	Nothing. (a/a/a) No.	Nothing. (a/a/a) No.
#120	F45-54	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#121	M35-44	Yes	Public education.	No. (a/a/a) No.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#122	F35-44	Yes	No. (a/a/a) No.	Just that you guys are doing a good job. Water is pretty precious, you can't live without it and it's good to know that you are concerned about the future.
#124	F25-34	Yes	There should be water waste treatment plants. (a/e) No.	I think there should be fluoride in the water to protect peoples teeth. I don't care how they put it in, but one part fluoride per million gallons of water is necessary.
#126	F25-34	No/DK	No.	No.
#127	F25-34	No/DK	Nothing. (a/a/a) No, I just don't know.	Nothing. (a/a/a) I feel that they are receiving money already for the aquifer. They shouldn't raise the rate when they should be paying for it out of the existing funds that come from the public.
#128	M65+	No/DK	Just that I don't want any sewage to go into our water.	No comments.
#129	F25-34	Yes	No.	No.
#130	M25-34	Yes	No.	No.
#131	F35-44	Yes	No.	No.
#132	F65+	Yes	Don't know.	I can't think of a thing.
#133	F55-64	Yes	No. (a/a/a) No.	No. (a/a/a) Nothing.
#134	F35-44	Yes	No. (any) No.	I wish there was something they could do to reduce the chlorine smell and taste in the water. (a/e) No.
#135	F45-54	No/DK	Everything being done is fine.	Nothing. (a/a/a) No.
#136	M45-54	Yes	No.	I appreciate your taking this time and steps, while our water quality is still good, to maintain the quality. (a/e) No.
#139	M25-34	Yes	No.	No.
#140	M45-54	Yes	No, everybody needs to do their own share.	No, we need to protect our drinking water as much as possible.
#142	M55-64	Yes	No. (a/a/a) No.	No. (a/a/a) Nothing.
#143	M45-54	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#144	F35-44	Yes	No, just watch or monitor how much chemicals are put into our water, I'm not sure who would do that though.	No, nothing at all.
#145	F25-34	Yes	No, just continue to recycle especially stuff like oil and have plenty of places to take it, then maybe people won't dump it anywhere.	I think they are doing a good job but I think they could do better. If it takes an extra 2 bucks a month to do it, then go for it.
#146	M25-34	Yes	I don't.	No. (a/a/a) No.
#147	F65+	No/DK	I live in the valley and the main thing is to hook everyone up to sewers.	No.
#148	F25-34	Yes	No. (a/a/a) No.	No, nothing.
#149	F25-34	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#150	F55-64	No/DK	No, I don't. (a/a/a) No.	I don't believe so.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
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[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#151	F45-54	Yes	Public education related to the aquifer and enforcing regulations on businesses that may be contaminating the aquifer.	I appreciate this survey and the time spent on getting public opinions. The public needs to be educated on our drinking water and the quality of it.
#152	F45-54	Yes	No, not beyond education. People need to know the pollution will do.	No. (a/a/a) No.
#153	F35-44	No/DK	Nothing. (a/a/a) From the written information I did not get what we are doing now. It just stated potential problems and solutions. I'm assuming we are monitoring businesses and discouraging homeowners to dispose of toxins and paints in drains. I know school kids were posting do not dump markers on drains...	Nothing. (a/a/a) I know what results they are going for with this survey. I think there's a gap between the questions being asked and how it's being done with a lack of information being sent out.
#155	F65+	No/DK	To enforce the rules they already have in place. That would be a great help.	Once again enforce the rules they already have especially with businesses. I've heard some horror stories about businesses and what they do as far as contaminating our land and water.
#156	M55-64	Yes	No. (a/a/a) No, the information in the mailed literature covered everything in detail.	No. (a/a/a) No.
#158	F25-34	Yes	So the public is educated on the current disposal sites and areas.	I'm glad they are doing this survey to find better and more ways to protect the aquifer.
#159	F25-34	Yes	No.	No.
#160	F65+	Yes	Nothing. (a/a/a) I would say that continuing the sewer system in the valley. We live on a cutoff line and I think the sewer project has bogged down.	The water is clean, I would like to see it maintained and I would pay a couple of dollars more to do that.
#161	M55-64	No/DK	No.	No, I'm happy.
#163	M65+	No/DK	No, they're doing a good job with keeping the water clean.	No. (a/a/a) No.
#165	F55-64	Yes	Educating the public is very important.	I am very pleased they are working so hard to protect the aquifer. It is in the best interest of everyone.
#166	F45-54	No/DK	No.	No.
#167	M35-44	Yes	We need stronger regulations on new developments, as more sewers are in the valley, there needs to be more accessibility to be hooked up.	I don't have any.
#168	M65+	Yes	There are a lot of laws enforcing the protection of our drinking water. Just keep enforcing the laws.	No. (a/a/a) We worry too much. I feel our drinking water is good. I haven't been told anything different by anyone yet.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#169	M45-54	No/DK	In the past drainage for residential construction were installed differently. (i/w/w) They need to go back in the regional way of installing drain fields because now the commercial construction companies are doing it inexpensively to cut cost and are relying on the sewer programs as a heal to all measures. (a/e) No.	There are many houses over the aquifer, and the drain fields are not properly installed because again the commercial construction companies are relying on sewers, which will not happen in my lifetime. (a/e) No.
#170	M55-64	Yes	Making a free day to give the ordinary person or homeowners disposal of pollutants.	No.
#171	F18-24	Yes	No. (a/a/a) Nothing.	No. (a/a/a) No.
#172	M25-34	Yes	No. (a/a/a) No.	No. (a/a/a) No, nothing.
#173	F45-54	Yes	No.	Don't put fluoride in the water.
#174	F25-34	Yes	No.	No.
#175	F65+	No/DK	No. (any) No.	I would just like to know when more sewers are going to be put in.
#176	F45-54	Yes	No.	Do whatever they need to do to protect the water supply.
#178	F35-44	Yes	I don't think so.	I don't think so.
#179	M35-44	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#181	F55-64	No/DK	No.	No.
#182	F18-24	Yes	No.	No.
#183	F25-34	Yes	No.	No.
#184	M25-34	No/DK	Nothing. (a/a/a) No.	Until there's some type of a plan, it's not appropriate to haphazardly throw money around. I think the water utilities do a good job. There really needs to be more public information available on how they go about assessing water quality. Specifically they should inform us about the testing process.
#185	F25-34	Yes	No.	No.
#187	F65+	Yes	No. Educate the people.	No.
#188	M35-44	Yes	No.	Add filtration systems on to the well head as you're pumping water out to purify water to reduce sediment.
#189	F18-24	Yes	No.	I learned from booklets that I got from Peaceful Valley Community Center that there are high amounts of metals, lead in our water and that's not good.
#190	F25-34	Yes	None.	None.
#191	F35-44	Yes	No. (any) No.	No. (any) No.
#193	F65+	Yes	None.	I wish the water had less chlorine.

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 [Second-phase respondents only] (cont.)

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#195	F45-54	Yes	No. (any) No.	I think that everyone should have to pay the aquifer fee such as those who live in apartments and or rent houses. (why) Because I rent houses and I shouldn't have to pay \$30.00 for each home I rent out, because they're using the water not me, they should pay also. (a/e) No.
#196	M35-44	No/DK	No, nothing comes to mind.	No.
#197	F25-34	Yes	No, nothing. (a/a/a) No.	No. (a/a/a) No.
#199	M45-54	Yes	Not at this point.	No, that's fine.
#200	F35-44	Yes	The aquifer is unprotected and unkept. (i/w/w) Anything and everything can get in through seepage. (w/a) If we could get rid of some of the businesses along the river, like Acme concrete that is over the top of the aquifer by the river. Kaiser Aluminum, who says they don't dump illegally but do. Maybe get them to conform to regulations	If they ever bring it up for the public I'd participate. (i/w/w) I have a big problem with big businesses they say they don't pollute the river, and the aquifer, but I know they do.
#201	M35-44	No/DK	Go after big businesses and get any money needed from them for their recklessness. (i/w/w) I work for Kaiser Aluminum and they are very reckless with spills of contaminants, so if anyone should pay extra it should be them. (w/a) Monitor industrial violations and hold companies accountable for the oils and corrosives that seep in aquifer.	No, that about covers it.
#202	F35-44	Yes	No. (a/a/a) No, nothing.	Keep everything safe and our water contaminant free and I'm glad to pay my water bill. (a/e) No.
#204	F25-34	Yes	They need to have a residential cleanup day for residence to get rid of paint and oil and stuff that gets poured down drainage sewers. Also more education of the public is important.	Education, a brochure needs to be done and sent out with details about the whole aquifer. I would also like to see a break down of where exactly all of the money goes.
#205	M25-34	Yes	No. (a/a/a) No.	No. (a/a/a) I would like to know about the safety measures taken.
#207	F25-34	Yes	Probably have more sites where residents as well as businesses can dispose of pollutants, more dump sites. Also have more sites where they actually clean the water.	No.

Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
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 [Second-phase respondents only] (cont.)

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#208	F45-54	Yes	Nothing comes to mind. (a/a/a) No.	I think that our community is mindless in what they're doing to our water supply. (i/w/w) For example people do not consider the effects of soap suds from washing their cars and using drains in their household pipes and how the sewage effects our water supply and I am just as guilty as anyone else. (a/e) No.
#210	F65+	Yes	No. (a/a/a) The aquifer is doing a great job.	I'm personally satisfied with our water, I've never thought our water ever tasted bad. (a/e) No.
#211	M35-44	No/DK	No.	No.
#213	M45-54	Yes	Education for the public, as in each individual and education for business operators, big businesses and farmers. We need a sense of community. (like what) So that we understand that our actions impact each other.	Protection of aquifer is urgent business people change their behavior because the messages urging them to do so are repeated very frequently. We learn by repetition so the message to protect the aquifer needs to be repeated more than once. A long campaign.
#214	F45-54	Yes	Group more houses together such as the outlining areas, this will eliminate having to have septic tanks. (a/e) No.	No. (a/a/a) No.
#215	M45-54	Yes	I think we should educate the next generation of water users.	I think this survey is a great idea, and the information you sent me was very informative.
#216	F25-34	Yes	Just being aware, educating the public a lot more.	No.
#217	M35-44	Yes	No.	No, nothing.
#219	F25-34	Yes	I don't.	I don't.
#220	F65+	Yes	No. (any) No.	No. (any) No.
#221	M55-64	No/DK	Start the cleanup with Acme construction and have them close up those pit that are polluting the aquifer.	No.
#222	M18-24	Yes	No.	No.
#223	M18-24	Yes	No.	No, nothing.
#225	M65+	No/DK	Not really.	I still have tiny rocks that are stopped by the filters coming out of all of my faucets.
#226	F35-44	Yes	Yes, accelerating the sewer projects. (i/w/w) Move ahead faster with the sewer projects.	No.
#228	M18-24	Yes	No. (any) No.	No. (any) No.
#231	M65+	Yes	No.	No.
#232	F65+	No/DK	Not really except I read an article today that people are dumping. (who) Homes and companies need to be monitored to assure no more dumping of pollutants. (a/e) No.	No. (a/a/a) No.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
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ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#233	F65+	Yes	Educate the public about the aquifer and how important it is not to be polluting the water.	Just that I feel it's very important to protect our drinking water and I believe that's what they're doing.
#234	F25-34	Yes	No.	The water on the north side tastes like chlorine and lead. It doesn't taste good like in the valley. We have family in the valley and their water is very good. We have to buy store water because of the bad taste of the water on the north side of Spokane.
#236	F35-44	Yes	No.	No.
#237	M55-64	Yes	No. (any) No.	No. (any) No.
#238	F35-44	Yes	No. (a/a/a) Everything has been done very well to keep our water clean. (a/e) No.	No. (a/a/a) No.
#239	F25-34	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#240	F35-44	No/DK	No. (a/a/a) No.	I would like to know what the \$2.00 fee would be used on that way I could make an informed judgement and what the reasons for this concern, for the extra money we are spending for our water. (a/e) No.
#241	M18-24	Yes	Nothing. (a/a/a) Other than I thought industrial big businesses a big problem. (i/w/w) There needs to be better proper disposal, better treatment, and better ways to get rid of the danger completely that may be threatening the aquifer.	No, nothing.
#242	F25-34	Yes	No. (a/a/a) No.	No, I don't.
#243	M45-54	Yes	First public education. Second water testing available for a minimal fee. A big problem is scaring people who test for bad water. Some man tried to scare us about our water and sell us a \$5,000 water purification system. It is not a good idea to have pristine water. If it was pure, without bacteria, more vulnerable to bacteria...	We really like the water here. We've been to Europe and seen dirty water. We have clean water here.
#244	F35-44	Yes	You have explored a lot of options in this survey that I would have thought of. Helping businesses dispose of chemicals is a very positive approach to problems.	I think it's a wonderful thing that you are looking into this area of our drinking water and I appreciate you asking my opinion.
#245	F45-54	No/DK	No.	No.
#246	F65+	Yes	I don't know. (a/a/a) No.	I don't think so. (a/a/a) No.

Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
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 [Second-phase respondents only] (cont.)

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#247	M25-34	No/DK	Public education is needed. There needs to be more information on what is needed to be done, what can be done. (i/w/w) Radio specials informing public with details, newspaper articles posing problems and potential solutions.	No, I don't think so.
#249	F35-44	No/DK	Getting the sewers in and getting rid of septic tanks. Getting people educated on not dropping or exposing chemicals on our land and make it convenient to dispose of hazardous chemicals. Educating the public on landscaping to help eliminate run off. Educate the public to healthier fertilizing property than from harmful chemical.	No, we're happy with our water.
#251	M35-44	Yes	No, I pretty much agree with what you're doing. I just don't want to pay for big companies water protection. They should be responsible out of their own moral obligation for themselves.	No. (a/a/a) Nothing.
#253	M45-54	Yes	No.	No. (a/a/a) No.
#254	M45-54	No/DK	No, nothing.	No.
#256	M25-34	No/DK	take money from congress and put it into water protection. They have plenty of money to fund these kinds of things.	No.
#257	M35-44	Yes	The water company needs to speed up the rate of new sewers, and hooking the houses up to the new sewers in the valley.	The water company needs to move quicker to solve our water problems. It seems like sooner would be better to consider ways to stop our water quality and quantity to diminish. It will cost a whole lot more later.
#259	F35-44	No/DK	It would be nice to see where the 15.00 goes, but no, I think all the necessary measures are in place to solve any pollution problem. (a/a/a) Educating the public that isn't from here about the aquifer, where the river water comes from and what the aquifer is.	I think as a tax payer, I would appreciate a letter sent explaining the budget, how much money is taken in and a breakdown of where the money is going.
#260	F25-34	Yes	None at this time.	None at this time.
#261	F65+	Yes	I can't think of anything.	No, I don't think so.
#262	M25-34	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#263	F35-44	Yes	Make it easier to dispose of pollutants like used motor oil and others for both businesses and public.	No, not really.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
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[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#264	F45-54	Yes	Not off hand, but in the information sent, getting rid of septic tanks would only solve part of the problem because pipes can still leak into our water. The suggestions in the information packet are helpful but the main thing is to keep people from dumping anything they want, anywhere they want.	No problems in the Greenacres area. I think water is cheaper and it tastes better than when I lived in north Spokane. I've only had a problem with the billing. They used to send a bill every 6 months or so but now it's included with my mortgage payment. The mortgage company says they don't pay water bills but that's where the bills are sent. No one on either side seems to know what is going on. It's frustrating.
#265	M25-34	Yes	No.	No.
#266	F65+	Yes	General public to quit putting pollutants in the ground. (i/w/w) Like chemicals for grass and killing weeds. Find more natural ways to work in yards.	No. (any) No.
#267	F35-44	No/DK	No.	My water bill is way to high. Although they do run the bill together with the garbage bill. I don't know which one is higher, the garbage or the water bill, but I think it's way to high. Also, I don't like those water scare mailers. We have plenty of water and I think the scare mailers are a bunch of B.S.
#268	F35-44	No/DK	Educate the public of how to dispose of pollutants.	Reach out to the public more. (i/w/w) Education, they need to let the public know what's going on with the aquifer and how to properly dispose of pollutants.
#269	M45-54	Yes	It would be good to include information in school grades 3-6. The children could educate parents. (a/e) No.	I've lived several places in the country and Spokane's water is better than most. (a/e) No.
#270	F25-34	Yes	Public awareness. (w/a) Think education is the key to protect our aquifer. (a/e) No.	No. (a/a/a) No.
#271	F45-54	Yes	No.	No.
#272	F35-44	No/DK	Don't endanger our water supply with unsafe building and business activities.	No.
#273	F25-34	Yes	No, there isn't.	No, I don't.
#274	M25-34	Yes	No.	No.
#275	F35-44	Yes	No.	No.
#277	F45-54	Yes	No.	No.

Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
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 [Second-phase respondents only] (cont.)

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#279	F55-64	Yes	The public, both homeowner and businesses need more education of hazards to the aquifer and our drinking water. A free day for collection of contaminants for households and businesses. The people on septic tanks, I want to know if there's a proven threat to our water and if so where in our area.	Education for the public. (a/e) There isn't enough emphasis in our community about environmental protection and on recycling. We need more of this in Spokane.
#280	F65+	No/DK	No.	No.
#281	M55-64	No/DK	They should have put in storm drains 30 years ago. They need to listen to people that have been around years for ideas of how to protect the water.	They need to have cheap advertisement for the public, so they know what to do with the stuff that is polluting our water. (i/w/w) The public needs to know where to take their oil and batteries etc. The public needs to be educated. It would be a lot nicer to lower the license fees on vehicles so that the people could afford to put their money towards useful things such as the aquifer. Families can not afford to help the economy because of how hi rent and car license fees. By dropping that, families could contribute to the economy.
#282	M45-54	No/DK	Other than keeping people from dumping sewage and chemicals, No. (a/a/a) Corporate businesses need to recycle and stop dumping liquids, chemicals etc. on their lots. (a/e) No.	No. (a/a/a) No.
#283	M45-54	No/DK	Commercial and industries need to be pin pointed first before households. The businesses need to be stopped from polluting the water.	They need to find out who is polluting the aquifer starting with the businesses first.
#284	M55-64	Yes	No.	The protection of the aquifer is very important and we need to protect it one way or another.
#286	M25-34	Yes	No. (any) No.	No. (any) No.
#287	F25-34	Yes	Educating the public about the aquifer.	I don't think so.
#288	M35-44	No/DK	I think that in the areas where there's not enough soil coverage, like in some areas of the valley and if that becomes a problem then we need to find a solution. If in the area of the valley where surface is close to the aquifer then find a solution, no indication of a problem yet. If it becomes a problem then find a solution.	Since there's already an aquifer fee, how is the money spent or money utilized? If that fee is only assessed to people on septic systems, it probably should be assessed to everyone over the aquifer including businesses. The assessments need to be made on region to region basis. What areas have greatest impacts on aquifer and can concentrate on these areas.

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ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#289	F35-44	No/DK	Make it less costly for people to dump or dispose of their chemicals so their not being dumped onto the ground. (a/e) And also don't use industrial areas to build businesses which may harm our aquifer.	No. (a/a/a) No.
#290	M45-54	Yes	No.	No.
#291	M55-64	No/DK	The business and industry needs to pay more protection money.	Just that big business needs to be taxed more.
#292	F25-34	Yes	Not really. (a/a/a) No.	Not really. (a/a/a) No.
#293	F65+	Yes	Tighter regulations on the development of businesses over the aquifer.	I think that the utilities that are funding the businesses need to be more strict and less intimidated by the businesses.
#295	M35-44	Yes	No.	No.
#296	F25-34	Yes	No.	No.
#297	F45-54	Yes	To eliminate all drain fields, everyone should be hooked up to sewers. (a/e) No.	Simply by hooking up everyone to a sewer system not septic tanks as soon as possible. (a/e) No.
#299	M65+	Yes	No. (any) No.	I think it would be helpful to know what the percentages of the sources, sewage, storm runoffs to the drywells, and feed lots are causing the polluting of the aquifer.
#301	F55-64	Yes	No.	No.
#302	F18-24	Yes	No. (a/a/a) No.	No. (a/a/a) I think Spokane has really good water. (i/w/w) The water is pure and has a good, clean taste. (a/e) No.
#303	F65+	Yes	I think informing the public about our aquifer and the dangers we are capable of doing to our water supply will make people aware to watch what they dump on the ground. If it is not to expensive to have a TV commercial that will catch the publics eye about our aquifer. (a/e) No.	No. (a/a/a) I'm pleased to have the pure water that we have. (a/e) No.
#306	F18-24	Yes	No, I couldn't think of a thing.	We just heard that the sewer won't be in until the year 2030 and it needs to be sooner for this area, at least within the next 5-10 years.
#308	M45-54	No/DK	I think if the county has a health department or ecology department that they should keep up with the regulations of sewers, wells and septic tanks.	The water we have is good but they may be putting in too much chlorine.
#310	F55-64	No/DK	Go after the factories that are doing the polluting of the aquifer.	No.
#312	F65+	No/DK	No. (any) No.	I have a question. Why do they allow septic tanks in the city? I don't think it's healthy.

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#313	M25-34	No/DK	No.	No.
#314	M45-54	Yes	I think it's already protected, don't need anything else done to it.	No.
#315	M25-34	Yes	Not at the moment.	No. (a/a/a) No.
#316	F65+	Yes	No. (a/a/a) No.	No.
#317	M55-64	Yes	I think that the quantity of heavy metals would be better taken care of in a treatment plant. There also needs to be a limit on the quarries or the water will never be clean.	No.
#318	F45-54	No/DK	No, I think \$30.00 annual fee that is charged to homeowners is sufficient enough to help maintain the aquifer.	No.
#319	F55-64	Yes	Just educate the public about the aquifer and our drinking water.	No.
#320	M45-54	Yes	No.	No.
#321	F65+	Yes	We don't have sewers in our area, they put sewers in the newer buildings, homes and the houses that have been here for about 40 years and haven't been upgraded with sewers and this would protect our aquifer if we could be upgraded also. (a/e) No.	I think they should put sewers in the older homes as well as the new homes. (a/e) No.
#322	M45-54	Yes	No, leave it up to the professionals to do this. I'm not knowledgeable enough, need more field people rather than so many office workers. Create more disposal sites to dispose of chemicals.	I'd like to speed up the hook ups of sewage for my area. Pipes need to be put in so we can hook up to the sewage system. I'm on a septic tank and would rather pay for the sewage all my neighbors want you to come finish this work.
#323	M45-54	Yes	No.	No.
#324	M35-44	Yes	No.	No comments. They are doing a good job.
#325	F55-64	No/DK	No.	No.
#326	F35-44	Yes	Educate the public about proper disposal of any chemicals or pollutants which may harm our aquifer.	No. (a/a/a) No.
#328	M25-34	No/DK	No.	No.
#329	M55-64	No/DK	Put the sewer in the valley that will help.	No.
#331	F25-34	Yes	Educate the public of the aquifer.	No. (a/a/a) No.
#333	F45-54	Yes	No.	Make sure our water is clean and safe.
#334	M45-54	Yes	No.	No.
#335	F65+	Yes	Already good enough. Leave good enough alone.	I feel it is important to keep the aquifer clean.
#337	F25-34	Yes	No. (a/a/a) No.	No. (a/a/a) No.

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ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#338	M45-54	Yes	The city and general public should not continue using oil on dirt roads to decrease the level of dust. Second anyone who disposes any type of pollutants on the ground should be fined for their actions, and third our county and city government should provide more disposal centers so people don't illegally dump pollutants on the ground.	We have really good water and I'm pleased to have the water that we have. (a/e) No.
#339	M35-44	Yes	Not at this time.	They have a big job ahead of them. They have to make sure it is not too onerous for business. (w/m) There is a lot to do, they need to make sure it's not too much for businesses to handle.
#340	M55-64	Yes	No, just keep doing what they're doing to keep our water clean and safe.	No. (any) No.
#341	M45-54	No/DK	No. (a/a/a) No.	No. (a/a/a) No.
#343	F65+	Yes	No. (any) No.	No. (any) No.
#344	M45-54	Yes	No.	Basically, we are doing well, except businesses need to pick up their share in the cost of utilities.
#346	F35-44	No/DK	No. (any) No.	I can't think of anything.
#347	F35-44	Yes	Curb side pickup of hazardous household materials.	No.
#350	F35-44	Yes	No. (any) No.	No. (any) No.
#352	F35-44	Yes	No.	No.
#353	F65+	Yes	No.	No.
#354	F35-44	Yes	No.	It was nice to get the information about the aquifer. I know a little more about it now. They should keep informing and educating the public about the aquifer.
#355	F65+	No/DK	The cement pit, Felts Field, by the airport it's a digging pit. It needs a netting or something to keep it from spilling out when the water level is high from rain.	No. (any) No.
#356	M18-24	Yes	Not at this time.	Nope.
#357	F65+	No/DK	No. (a/a/a) No.	No. (a/a/a) No.
#360	F65+	No/DK	No.	No.
#361	M35-44	Yes	No.	No.
#365	F65+	Yes	No.	How far North South does the aquifer extend? The public would like to know. I'd like to see it mapped so I would be able to see where it all is.
#366	F18-24	Yes	Just more strict and harsh punishments for people who violate regulations. (a/a/a) No.	No. (a/a/a) No.

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ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#368	M18-24	Yes	No.	No.
#369	M65+	Yes	I think all developers of all types, business or residential, must be forced to pay for both sewer and storm drain as part of their cost for getting their development approval.	I think there's too much concern being given to try and make this easy on any business, large or small, that is a serious pollution risk. (a/e) No.
#370	F25-34	Yes	No. (a/a/a) No.	Our water tastes very good. I'm pleased with it. (a/e) No.
#371	F65+	Yes	Make people more aware of the dangers involved with our drinking water. (w/e) Nothing. I wasn't aware of this.	No. (a/a/a) No.
#372	M65+	Yes	No. (a/a/a) No, nothing I can think of.	No, I don't think so.
#374	F65+	No/DK	No.	I think we have wonderful tasting water and clean good water. I think all septic tanks should be put in sewers. A long time ago in the valley they had raw sewage running down the road. It was a leak and that could pollute the aquifer. Bottom line is that every one should be on sewage and do away with septic tanks. They are not clean.
#375	F18-24	Yes	Just awareness to the public of our drinking water and what is put into the water.	No.
#377	M25-34	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#378	F65+	No/DK	Nobody should be allowed to dump chemicals in our drinking water. Why is that happening? We need to enforce the laws more.	For years there was nothing wrong with our drinking water. I have lived here for a long time and I pay my water bill. I can't afford to give anymore money on my fixed income. I feel they need to charge businesses and people who have larger incomes, the ones that are buying homes in newer developments.
#379	F18-24	No/DK	Put fluoride in it.	Don't raise the prices.
#380	F55-64	Yes	I would like to see a restriction on building homes that are not on the sewer.	I'd like to know a proposed date for the sewer to be built in my area, Veradale. What is the date? More information about the sewer.
#381	M35-44	No/DK	Do not let the Burlington Northern Railroad build their fuel depot in Rathdrum, due to it will put our drinking water in danger.	No.
#382	F25-34	Yes	No.	No.
#383	F45-54	Yes	None.	None.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#384	M45-54	No/DK	We have laws that enforce the protection of our aquifer. I feel we need to monitor how much the laws are being enforced.	I figure there is 3 million dollars going toward the aquifer, where is that money being spent? We have laws that are made to protect our drinking water. If someone is breaking the laws by polluting, then enforce the laws that are made to protect our water.
#387	M35-44	Yes	Give homes a water test kit to check impurities in the water.	Let people know about the history, present use of and the future of our aquifer.
#388	F45-54	No/DK	Stop dumping. (a/e) No.	How come we are being charged when we paid to have our septic system removed and have spent large amounts of money to be put on sewers. I think the utility company should pay for transferring from septic to sewage if we have to pay a protection fee. (a/e) No.
#389	M35-44	No/DK	No.	Give more information about the facts and figures. The public needs to be educated about the problems going on with the drinking water. They need to know what the costs and risks are of each problem.
#391	M35-44	Yes	No, they need to keep on enforcing the regulations.	No.
#393	M55-64	No/DK	No. (a/a/a) No.	We're doing fine. (a/a/a) No, keep up the good work.
#395	F35-44	Yes	No.	I think the only reason people have a problem about paying higher taxes is because the money isn't always put to where it's supposed to be used. (i/w/w) Spending more money on a aquifer. The public wants to know how the taxes are spent, on higher water bill prices. On what? Inform the public.
#396	M35-44	Yes	I thought we were safe. Try to take proper care of disposing toxic waste at specific sites.	No, nothing.
#397	M55-64	No/DK	Spokane and Idaho industrial areas need to be kept a check on for dumping chemicals or anything that will hurt the aquifer. I blame the commissioners and city hall, whatever is responsible for letting businesses build over the aquifer. They shouldn't build over the aquifer and also we don't even know where the \$15/yr goes to...	No. (a/a/a) Nothing.
#398	M25-34	Yes	No.	No.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#399	M45-54	Yes	No.	No.
#401	F45-54	Yes	I've seen newspaper articles and what I've read is that businesses being built are poorly analyzed. (i/w/w) Such as issuing permits without giving information or consideration about the Spokane aquifer. (a/e) No.	No. (a/a/a) No.
#402	F55-64	Yes	No.	No.
#403	M25-34	Yes	No.	No.
#404	M25-34	Yes	Well head protection was thought out but more regulations and more strict enforcement of already existing regulations. (a/e) No.	I think they are doing a great job. (i/w/w) Information reaching the public, like the pamphlet that I received in the mail. (a/e) No.
#405	F55-64	Yes	I haven't formed an opinion yet.	Keep up the good work and keep up on keeping the aquifer clean.
#406	F65+	No/DK	No.	No.
#408	M65+	Yes	The people building on the hillsides and surrounding areas should be responsible for paying for their runoff water. Not the rest of the town paying for it. (a/e) No.	No. (a/a/a) Nothing. The county who approve for the permits to build and the people building should be responsible for protecting the water.
#409	M25-34	Yes	No.	The consumer should give \$5.00 a y more to protect our aquifer.
#410	M25-34	Yes	No.	No. Help new businesses get started. Give them a break. Work with them to dispose correctly.
#411	M18-24	Yes	Not really. (a/a/a) No.	If I see rates go up, I want to see the money going towards protecting the aquifer. (a/e) No.
#412	M55-64	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#413	F65+	Yes	I think the information sent to us was very information. We had property to near a lake and then we put in sewers and I think that's a good thing.	No, I just think it's a good thing to educate the public on what's going on.
#414	F45-54	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#415	F45-54	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#416	F55-64	No/DK	No.	I feel that the aquifer protection fee should be sufficient enough without raising it anymore.
#417	M25-34	No/DK	No.	No.
#418	F18-24	Yes	No. What they are doing sounds good. (how) Making sure people don't dump chemicals. (a/e) No.	No, nothing.
#419	F65+	Yes	Experts should do more to keep lakes clean. No sewage flowing into the lakes or rivers.	I appreciate all they are doing for the water company, but I think they need to educate the public more about the aquifer and even educate the children about the aquifer.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#420	F65+	Yes	In the valley the surface water on the streets are being dumped into a drywell. The drywell is not hooked to a sewer. The water and oils, battery acid, chemicals from cars go down drywells and the aquifer is only 40 feet deep. The drywell is 12 to 13 feet deep. Maybe contaminating the aquifer before too long.	No. (a/a/a) Nothing.
#421	M65+	Yes	Make homeowners more aware of putting chemicals on our ground, dumping oil in alleys, fertilizer, etc.	I think you covered it pretty well as long as you act on the ideas put forth. (a/e) No.
#422	F25-34	Yes	Valley areas should not have anybody living there due to that it is flat ground and it is easier to pollute the aquifer.	No.
#423	F35-44	Yes	No.	I want drinking water quality maintained.
#424	M45-54	Yes	I think the County should put the sewers in right the first time, by constructing storm drains correctly.	No.
#426	F65+	No/DK	No, they are doing fine right now with the aquifer.	No, I really don't.
#428	M25-34	Yes	Just educate the public, and let them know what needs to be done to protect the aquifer.	I'm concerned about protecting our environment.
#429	F25-34	Yes	No, not really. (a/a/a) No.	No. (a/a/a) I think they're trying to do the best that they can. (a/e) No.
#430	F55-64	No/DK	No.	No.
#431	F45-54	Yes	No.	No.
#432	F35-44	No/DK	No.	I think the money needs to be tightened up and not used for vacations and other things. Just spend the money wisely.
#433	F35-44	Yes	Enforce stiffer punishments and enforce stronger fines. (a/e) No.	No. (a/a/a) No.
#434	F65+	No/DK	No, nothing.	I don't want any added expenses that I can prevent but I also would like to maintain receiving good clean clear water. (a/e) No.
#435	M65+	No/DK	No.	No. (a/a/a) No.
#436	F55-64	No/DK	No.	All I can say is I can't drink the water anymore without getting sick, and I have to have bottled water or filtered water in order to keep from getting sick or in a hospital.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#437	M55-64	Yes	I think that we need homegrown management teams instead of the management that are managing the process right now. Private investors that have big money could be involved for profit as well, but I'm not sure if that's possible legally.	I am angry about the sewer issue, it's not polluting the aquifer and we're stuck with the current plan because the water utilities have convinced the public that there is a threat from septic tanks. The sooner the better, I'm willing to pay a little more to help get it done because I believe everyone will pay eventually, I just don't want to be stuck until 2010 to get the project completed.
#438	M65+	No/DK	No.	No.
#439	M25-34	No/DK	I don't to be honest, if the community had more information sent I might have more of a comment.	It's not as bad as Seattle or the Carolina's. the water there is pretty bad tasting.
#440	M55-64	No/DK	None.	None.
#441	M55-64	No/DK	No.	No.
#442	M35-44	No/DK	No.	No.
#443	M18-24	Yes	No. (a/a/a) No.	No. (a/a/a) Make sure it keeps tasting good.
#444	M35-44	Yes	Don't know.	Our water bill is pretty high already. My biggest concern is the scientific endeavors to protect the water quality, by quality control science, surveyors, that pertain to our area and based on sound science.
#445	M35-44	No/DK	No.	Our water is hard and not clean, I am very dissatisfied.
#446	M65+	No/DK	They should cover gravel pits to prevent contamination.	No.
#449	M18-24	No/DK	No.	No.
#451	M45-54	Yes	People with septic tanks and leech lines should know how to maintain them. It's very important. I've had a septic in Montana and I know how to maintain them. Regarding businesses, I think the rest of the population should not be required to help business clean up their mess. Business has to be responsible.	I just want them to ensure that the water is monitored and clean.
#452	M18-24	Yes	We have to clean up what's already screwed up. (w/a) I would get in trouble for going into it, I'm in a position where ethically I can't comment.	No, nothing.
#454	M25-34	Yes	No.	No.
#456	M35-44	No/DK	Heavier penalties on corporations that are dumping. (a/e) Yes, more public awareness.	No. (a/a/a) No.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#457	M25-34	Yes	Public information. Educating the people.	No.
#458	M18-24	No/DK	No.	No.
#459	M25-34	Yes	There should be some way where residents are assured to let people know what is in the water, whether what is put into the water, chemicals and or additives.	No.
#460	M65+	Yes	No.	No.
#461	M18-24	Yes	No.	No.
#462	M35-44	No/DK	Better enforcement and penalties on polluters.	Everybody has to drink the water so you should get rid of the annual fee and make it a sales tax instead so everybody does their part.
#463	M35-44	Yes	No. (a/a/a) More education of the public definitely.	No. (a/a/a) No.
#464	F18-24	No/DK	No. (a/a/a) No.	No, more information would be nice. More public education about what they plan to do and what's being done now.
#465	M25-34	No/DK	No.	Look at how much we pay the city manager and take some of his income to help the fund of these problems with our aquifer.
#466	M55-64	No/DK	People over fertilize and it poses a threat to our water, it needs to be monitored. Our ground over the aquifer needs to be protected.	There needs to be a form of people that are well educated, both citizens and experts to get the problems under control, I would be more than willing to be a part of that committee to help educate the public. I have so many ideas and concerns that I would like to bring to someone who will help with these problems.
#467	M25-34	Yes	More collection areas for people to take household waste. (such as) Lincoln Heights, Manito, and various shopping areas. Also, place a stiff fine on businesses that pollute or shut them down until they comply with the rules.	I feel they put too much chlorine in the drinking water. Cutting down on the chlorine would improve the taste.
#468	M65+	Yes	No.	No.
#469	M55-64	No/DK	They are doing fine. (a/e) No.	No, nothing.
#470	M65+	No/DK	No.	No.
#471	M65+	Yes	My only concern is that there is a coordinated effort protecting the water from Montana to Spokane. If an area doesn't cooperate, they should take steps to ensure cooperation. Legal if necessary. Maybe even setup legislation.	The City of Spokane is doing a good job. The county is dealing with some problems. There are differences that are facing with large properties. Generally, I think it's okay.

Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
 "Other comments to pass along?"
 [Second-phase respondents only] (cont.)

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#472	M65+	No/DK	Prevent surface contamination, such as people dumping their oil on the ground. They need to go to the local stores and get a figure of how much oil is being sold and then see how much is being turned in, then as a result of that, they could see how much is being dumped on the ground. That is what is polluting our water....	No.
#473	F18-24	Yes	By not putting stuff into the ground. (w/m) Things like garbage, metals and materials that rust, that might get into our water.	Nothing. (a/a/a) No.
#474	M35-44	No/DK	Restrict building on the aquifer. Build around the aquifer.	No.
#477	F18-24	Yes	Not really. I'm glad they are doing something about it. (i/w/w) Well I think this survey is good. It means they care about the water. They should talk about it more on then news so people can learn more about our water.	Not usually anything else. (a/a/a) No.
#478	M65+	No/DK	No.	No.
#479	M35-44	Yes	No.	No.
#481	M35-44	No/DK	No.	Use the money they get more wisely. (how) I don't know, but if our aquifer is in danger they need to use the money to make it safe in whatever way.
#482	F18-24	Yes	No. (a/a/a) No.	No.
#483	M18-24	No/DK	Make people more aware of the aquifer and the current drinking water situation.	Enhance the water quality.
#484	M65+	No/DK	Tell Burlington Northern they can not put their fuel station over the aquifer. Because no matter what the households or the businesses do we are screwed for safe drinking water.	Get rid of Burlington Northern.
#485	F18-24	No/DK	More information sent to people about our water so that people will be more aware.	No. (a/a/a) No.
#486	M65+	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#487	M65+	Yes	Not really, they're doing a pretty good job. They have to stop hiring people and paying them big money to solve problems. It ends up that about 10 cents goes toward the actual problem.	No. (a/a/a) No.
#488	M65+	Yes	No.	Yes, responsibility is up to Gov. locally and the regulations are adhere too.

**Responses to Q27: "Other ideas on how to protect our drinking water? and Q32:
"Other comments to pass along?"
[Second-phase respondents only] (cont.)**

ID#	GENDER X AGE	Q25. WOULD PAY \$2 MORE?	Q27. OTHER IDEAS TO PROTECT WATER?	Q32. OTHER COMMENTS
#489	F18-24	Yes	No. (a/a/a) No.	No. (a/a/a) I have concerns about how pure and clean our water is. I hope businesses are not polluting our water.
#491	M65+	Yes	No. (a/a/a) No.	While driving through the Spokane Valley. I am amazed at the number of businesses. I don't know if the aquifer is under the businesses, but I'm guessing it is. Our economy is based on business so we cannot neglect them. But, they should carry their share of responsibility for our water.
#492	M25-34	Yes	No.	Protecting our drinking water should be a high priority in the city.
#493	M65+	Yes	Having housing developments build sewers for them instead of septic tanks.	No.
#495	F18-24	Yes	No. (a/a/a) No.	No. (a/a/a) No.
#496	M25-34	Yes	No. (any) No.	I think they need to keep people from dumping garbage in the rivers.
#497	F18-24	No/DK	Yes, we need further safe guards but before raising rates I would want to see if there's not another way to add safeguards without raising the price. (a/e) No.	No, nothing.
#499	F18-24	No/DK	Maybe in the future businesses will not be allowed to build their business in the area where the aquifer is located, that will pose a high risk to the aquifer.	No. (a/a/a) No.
#500	M18-24	Yes	No. (a/a/a) No.	No.



**SPOKANE AQUIFER JOINT BOARD
AND
THE CITY OF SPOKANE
WELLHEAD PROTECTION PROGRAM**

*Thank You for taking the time to respond to our telephone survey.
The information provided below is supplemental to the telephone survey question you were recently asked.*

The information below will provide you with additional information about your local water company efforts to protect the drinking water quality of the Spokane region. Your input to our survey is a vital part of the planning process. The answers you provide will help us understand the level of effort you feel are needed to ensure the quality of your drinking water.

Why is Wellhead Protection Important to Spokane?

Spokane's drinking water is obtained from an aquifer and is very clean. Everyday, Spokane area residents rely solely on this clean groundwater from the Spokane Aquifer for drinking water. The Spokane Aquifer is the only source of clean, inexpensive water for you.

The "flat" valley floor of Spokane is where industry, business and most homeowners have chosen to build. This same valley floor, a bed of loose sand and gravel, is also the location of the Spokane aquifer. This gravel bed ranges in depth from 400 feet (near the Washington Idaho border, to as little as 40 feet near Felts Field Municipal Airport. The covering is also highly porous. In most areas, any liquid that is poured or spilled on the ground surface can reach the aquifer in a matter of hours or days.

The recent movie "A Civil Action" detailed the costs, loss of life (16 children died of leukemia), and personal suffering that the contamination of two drinking water wells caused in Woburn, MA. Spokane's water utilities have not had to face this drastic of a situation. However, in 1990, carbon tetrachloride was discovered in two public water wells in the Mead area. It took six years, months of stringent water use restrictions, and \$750,000 to replace those wells. Area users were saved from extreme water shortages because the two remaining wells remained operational and clean. Most important, no one became ill from the contamination.

What is a Wellhead Protection Program ?

A Wellhead Protection Program is a federal and state mandated program conducted by your water provider. The purpose of a wellhead program is to safeguard the water you drink from local, public, drinking water wells. The Spokane Aquifer Joint Board (a group of 22 local public water utilities) and the City of Spokane Water Department are working together under this joint program to protect your water supply that comes from the Spokane Aquifer.

In the Spokane area alone, there are over 180 wells that pump water from the Spokane aquifer to our homes. Through scientific investigations, the location of the aquifer, its direction of travel and speed to each one of these wells has been determined. Further, surface activities above the aquifer, which pose a threat to the drinking water source have been located. Our next step is to define the appropriate level of proactive steps that you feel are justified to protect the drinking water source.

Perceptions About the Spokane Aquifer

(March 26, 1999, V1.21, KXLY Research Services)

Date: ____/____/99

() Completed

ID #: _____

Contact: _____

Not completed

() Refusal

() Incomplete (respondent terminates)

() Incomplete (interviewer terminates)

Current disposition _____

Phone: _____

Time: _____

Checked: _____

Date: ____/____/99

Monitored: _____

Date: ____/____/99

Validated: _____

Date: ____/____/99

Input: _____

Date: ____/____/99

No contact:

() Call back; attempts: _____

() No call back

Interviewer ID: _____

First Name: _____

Preliminary Script

Hello. This is _____ with KXLY Research Services. We're conducting a survey about drinking water in the community and I'd like to speak with the adult in your household who pays the bills. Would that be you? **[IF REQUESTED HOUSEHOLD MEMBER IS NOT AVAILABLE, ASK FOR CALLBACK TIME]**

[REPEAT INTRO IF NEW ADULT]

We're not selling or soliciting anything. We are conducting this survey about drinking water on behalf of public water suppliers in Spokane and Spokane County. The purpose of the survey is for them to understand perceptions about the local public water supply.

To ensure your privacy, please be assured that your name will not be made public. Your phone number was randomly selected, and your responses will be combined with those of hundreds of other area residents.

The survey that I'm about to give takes about five minutes. What I'd like to do is give you this survey, then mail some information to you about the topic of the survey, and then call you back in about 7 to 9 days to ask a few more questions later on. Would that be okay? **[IF NO, POLITELY TERMINATE]**

Can we proceed? **[IF NOT A CONVENIENT TIME, REQUEST A MORE CONVENIENT CALLBACK TIME.]**

Callback date/time #1: ____/____/99 ____:____

Callback date/time #2: ____/____/99 ____:____

Callback date/time #3: ____/____/99 ____:____

Comment: _____

Screening

Q1. First, please stop me when I read your correct age category. Are you <INSERT LIST>?

18 TO 24 1
25 TO 34 2
35 TO 44 3
45 TO 54 4
55 TO 64 5
65 OR OLDER 6
REFUSED [DON'T READ] . POLITELY TERMINATE
17 OR YOUNGER [DON'T READ] TERMINATE

Q2. May I ask your current home zip code? [DON'T READ]

99016	1	99206	9
99025	2	99207	10
99027	3	99212	11
99037	4	99216	12
99201	5	99218	13
99202	6	99223	14
99203	7	DK / NA	TERMINATE
99205	8	ANOTHER ZIP	TERMINATE

Q3. For about how long have you lived in the area? [READ LIST]

LESS THAN 4 MONTHS	1
4 MONTHS TO JUST UNDER A YEAR	2
1 YEAR TO JUST UNDER 5 YEARS	3
5 YEARS OR MORE	4
DK / REFUSED [DON'T READ]	TERMINATE

Q4. On a typical day, do you drink mostly water from the faucet, or bottled water?

WATER FROM THE FAUCET	1
BOTTLED WATER	2
DK / REFUSED	3

General Perceptions About Drinking Water

For the next set of questions, I'm going to be asking your opinions about our local drinking water.

Q5. Can you tell me where the water for your faucet comes from? [READ LIST; IF RESPONDENT SAYS "AQUIFER," MARK "UNDERGROUND" (3)]

A LAKE	1
THE RIVER	2
UNDERGROUND	3
A RESERVOIR	4
DON'T KNOW [DON'T READ]	5
REFUSED [DON'T READ]	6

Q6. When I say "drinking water," what's the first thought, image, or concern that comes to your mind? (quality, quantity, price, protection measures, etc.) [PROBE FOR A SPECIFIC RESPONSE]

Q7. Now, I'm going to read a few statements, and I'd like you to tell me if you "agree strongly," "agree mildly," "neither agree or disagree," "disagree mildly," or "disagree strongly." Okay?

		STRONGLY AGREE	MILDLY AGREE	NEITHER	MILDLY DISAGREE	STRONGLY DISAGREE	DK/ NA
a.	Our local drinking water supply is large enough to meet all future needs.	5	4	3	2	1	6
b.	I know where my drinking water comes from.	5	4	3	2	1	6
c.	I'm personally satisfied with the quality of the local drinking water.	5	4	3	2	1	6

		STRONGLY AGREE	MILDLY AGREE	NEITHER	MILDLY DISAGREE	STRONGLY DISAGREE	DK/ NA
d.	Our drinking water from the faucet is free of contaminants.	5	4	3	2	1	6
e.	I have concerns that our drinking water is not as safe as it should be.	5	4	3	2	1	6

Q8. Compared with other metropolitan areas the size of Spokane County, do you think we have <INSERT LIST>?

MORE DRINKING WATER 1
 ABOUT THE SAME AMOUNT OF DRINKING WATER 2
 LESS DRINKING WATER 3
 DK / REFUSED [DON'T READ] 4

Q9. Compared with other metropolitan areas the size of Spokane County, do you think we have <INSERT LIST>?

HIGHER QUALITY DRINKING WATER 1
 [SKIP TO Q10] - ABOUT THE SAME QUALITY OF DRINKING WATER 2
 LOWER QUALITY DRINKING WATER 3
 [SKIP TO Q10] - DK / REFUSED [DON'T READ] 4

Q9a. Why do you think that? [PROBE FOR A SPECIFIC RESPONSE]

Awareness of and Perceptions About the Aquifer

Q10. Were you aware before today that Spokane's drinking water comes from underground, and it is called the Spokane Aquifer? Yes or no?

YES 1
 [SKIP TO Q14]- NO / DK 2

Q11. How familiar are you with the Spokane Aquifer? Would you say you are <INSERT LIST>?

VERY FAMILIAR 1
 FAIRLY FAMILIAR 2
 NOT VERY FAMILIAR 3
 [SKIP TO Q13]- NOT AT ALL FAMILIAR 4
 [SKIP TO Q13]- DK / REFUSED [DON'T READ] 5

Q12. In your own words, could you tell me what you've read, heard or know about the Spokane Aquifer? [IF RESPONDENT DOESN'T HAVE AN ANSWER, MOVE ON]

Q13. Do you know if your house is over the aquifer? Yes or no?

YES 1
 NO / DK 2

Q14. Now, for each of the following, I'd like you to tell me if you think the item poses "a major threat," "a minor threat," or "no threat" to the quality of the drinking water in the Spokane Aquifer. <READ STATEMENT> -- "a major threat," "a minor threat" or "no threat" to the water in the Spokane Aquifer?

	MAJOR THREAT	MINOR THREAT	NO THREAT	DK/ NA
a. Business or Commercial Activities	3	2	1	4
b. Household waste dumped on the ground	3	2	1	4
c. Septic tanks (underground sewage disposal systems)	3	2	1	4
d. Storm runoff to drywells	3	2	1	4

Q15. Is your home currently connected to a sewer? Yes or no? [IF RESPONDENT DOESN'T KNOW, ASK "DO YOU CURRENTLY PAY A SEWER TAX." IF "YES" THEN MARK "YES."]

YES 1
 [SKIP TO Q18]~ NO 2
 DK 3

Q16. Spokane homeowners currently pay an annual aquifer protection fee. This annual fee is \$15 for homes without a septic tank. The fee is intended to protect the entire aquifer and to fund the building of sewers. Do you personally think this aquifer protection fee is <INSERT LIST>?

TOO HIGH 1
 [SKIP TO Q20]~ ABOUT RIGHT 2
 TOO LOW 3
 [SKIP TO Q20]~ DK / REFUSED [DON'T READ] 4

Q17. What would you be willing to pay to maintain clean drinking water?

\$ _____
 [DK / REFUSED = -9]

[SKIP TO Q20]

Q18. Spokane homeowners currently pay an annual aquifer protection fee. This annual fee is \$30 for homes with a septic tank. The fee is intended to protect the entire aquifer and to fund the building of sewers. Do you personally think this aquifer protection fee is <INSERT LIST>?

TOO HIGH 1
 [SKIP TO Q20]~ ABOUT RIGHT 2
 TOO LOW 3
 [SKIP TO Q20]~ DK / REFUSED [DON'T READ] 4

Q19. What would you be willing to pay to maintain clean drinking water?

\$ _____
 [DK / REFUSED = -9]

Q20. To protect the drinking water in Aquifer wells against <READ STATEMENT>, would you be willing to pay a higher aquifer protection fee? Most likely yes, maybe, or most likely no?

		MOST LIKELY YES	MAYBE	MOST LIKELY NO	DK/ NA
a.	Business or Commercial waste	3	2	1	4
b.	Household waste disposed on the ground	3	2	1	4
c.	Septic tanks	3	2	1	4
d.	Storm runoff to drywells	3	2	1	4

Background Characteristics

Finally, I've got a few last questions for classifying your answers, and then we're done.

Q21. Are you currently ... [READ LIST]?

MARRIED 1
SINGLE, WIDOWED, DIVORCED OR SEPARATED .. 2
REFUSED [DON'T READ] 3

Q22. Are you currently the parent or guardian of one or more children under the age of 18? Yes or no?

YES 1
NO 2
REFUSED 3

Q23. [RECORD GENDER]

MALE 1
FEMALE 2

Thank you for your help. As I mentioned, this is the first part of a two part interview. What I'd like to do is to send you some basic materials about the Spokane Aquifer and your drinking water, and then call you back in a week after you've had a chance to look over the material. The follow-up interview will take about four minutes. If I could get your name and address please. . .

Name: _____

Address: _____

City and zip: _____

Most convenient call back time: _____

Second Callback

Hello. This is _____ with KXLY Research Services. I talked with _____ a few days ago. Is he/she available at this time and may I talk to him/her?

[IF REQUESTED HOUSEHOLD MEMBER IS NOT AVAILABLE, ASK FOR CALLBACK TIME]

[INSERT FIRST NAME] I interviewed you on _____, and received your permission to call back to administer the second portion of the survey. This final portion takes about four minutes. Can we proceed? **[IF NOT A CONVENIENT TIME, REQUEST A MORE CONVENIENT CALLBACK TIME.]**

Callback date/time #1: ____/____/99 ____:____

Callback date/time #2: ____/____/99 ____:____

Comment:

Q24. Did you have a chance to read the materials I sent you about the Spokane Aquifer?

YES 1
NO / DK ... **ASK FOR ANOTHER CALLBACK TIME**

Q25. Currently, we are assessing whether additional protection measures are needed to maintain the quality of our drinking water. Some potential solutions have been proposed by members of the community, while others believe existing protection measures are sufficient to maintain our drinking water quality. Further steps toward maintaining the water quality will require additional fees be placed on your monthly water bill.

Would you be willing to pay an additional \$2/month on your water bill to enhance or maintain the water quality from the area water wells?

YES 1
[SKIP TO Q27] → NO / DK 2

Q26. If you had to choose how the \$2/month fee is spent, would you desire that water departments <READ STATEMENT>, "Definitely yes," "probably yes," "maybe," "probably no," or "definitely no"?

	DEFINITELY YES	PROBABLY YES	MAYBE	PROBABLY NO	DEFINITELY NO	DK/ NA
a. Hire more staff to monitor the aquifer.	5	4	3	2	1	6
b. Assist businesses with proper disposal of chemicals.	5	4	3	2	1	6
c. Make more effort to educate the public about the Aquifer and our drinking water.	5	4	3	2	1	6
d. Pay to relocate businesses that pose high risk to pollute the groundwater.	5	4	3	2	1	6
e. Hire more regulatory officials to police and enforce existing regulations.	5	4	3	2	1	6
f. Help offset some of the cost for businesses to dispose of polluting chemicals.	5	4	3	2	1	6

		DEFINITELY YES	PROBABLY YES	MAYBE	PROBABLY NO	DEFINITELY NO	DK/ NA
g.	Support an annual environmental cleanup day that would allow Spokane businesses to dispose of chemicals at a reduced rate to remove them from our area.	5	4	3	2	1	6
h.	Create additional chemical disposal centers so businesses could more easily dispose of pollutants. Business will pay for the disposal.	5	4	3	2	1	6

Q27. Having reviewed the information I sent to you, do you have any other ideas on how to protect our drinking water? [IF RESPONDENT DOESN'T HAVE AN ANSWER, MOVE ON]

Q28. Who do you think should bear the primary cost for protecting our drinking water? [READ LIST]

MOSTLY HOUSEHOLDS 1
MOSTLY BUSINESSES 2
BOTH EQUALLY 3
NEITHER [DON'T READ] 4
DK / REFUSED [DON'T READ] 5

Q29. Who do you think poses the biggest threat to our drinking water quality? [READ LIST]

MOSTLY HOUSEHOLDS 1
MOSTLY BUSINESSES 2
BOTH EQUALLY 3
NEITHER [DON'T READ] 4
DK / REFUSED [DON'T READ] 5

[IF Q15= "1" OR "3" THEN ASK Q30 ONLY; IF Q15= "2" THEN ASK Q31 ONLY]

Q30. [Q15= "1" OR "3"] Spokane homeowners currently pay an annual aquifer protection fee. This annual fee is \$15 for homes without a septic tank. The fee is intended to protect the entire aquifer and to fund the building of sewers. Do you personally think this aquifer protection fee is <INSERT LIST>?

TOO HIGH	1
ABOUT RIGHT	2
TOO LOW	3
DK / REFUSED [DON'T READ]	4

Q31. [Q15= "2"] Spokane homeowners currently pay an annual aquifer protection fee. This annual fee is \$30 for homes with a septic tank. The fee is intended to protect the entire aquifer and to fund the building of sewers. Do you personally think this aquifer protection fee is <INSERT LIST>?

TOO HIGH	1
ABOUT RIGHT	2
TOO LOW	3
DK / REFUSED [DON'T READ]	4

Q32. And finally, do you have any other comments — positive or negative — you would like to pass along to your water utility. If so, I can take them. [IF RESPONDENT HAS AN ANSWER, TRY TO GET SPECIFICS]

Thank you very much for your time.

