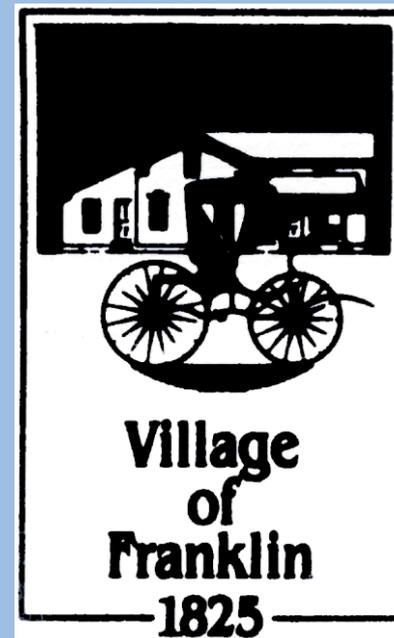


# The Village of Franklin Water Survey Summary of Findings to Date



## Village Council Meeting

Monday, June 14, 2021

## Tasks to Date



- Council “Resolution On Water” (Adopted in August 2020)
- Survey Preparation and Distribution – HRC, Polco, Village Staff
- Survey Raw Data Summary
- HRC Analysis and Findings
- Next Steps and Recommendations (Based on Village Role, To Be Defined)

## Council Resolution



- ❑ In August 2020, Village Council committed to a goal of safe, sufficient, high-quality water for everyone in the Village with the adoption of a “Resolution on Water.”
- ❑ Village Council adopted as their long-term responsibility to develop a multi-step plan to assure all Franklin residences, businesses and public facilities have perpetual access to sufficient, long-term supplies of high-quality water, at reasonable costs.
- ❑ Village Administrator was directed to prepare a “recommended blueprint of research and planning to define the recommended steps for realizing Council’s goal to arrange for and assure adequate supplies of high-quality water for all Franklin citizens.”

# Survey Preparation and Distribution

- ❑ Fall 2020 through Spring 2021
- ❑ Hubbell, Roth & Clark, Inc. (HRC), National Research Center survey specialists at Polco, and Village of Franklin (Survey Committee)
- ❑ Designed, prepared, and distributed a Village-wide survey pertaining to the quality, aesthetics, usage, maintenance/testing, perceived safety, and general satisfaction of property owners' well water.



- Thank you for taking time to fill out this survey. A few points to remember:**
1. Only ONE survey per household or business.
  2. Please return your completed survey in the enclosed POSTAGE-PAID envelope.
  3. **Alternatively, you may choose to fill this survey out online.** The online survey version can be found at [www.arcg.is/m9CS90](http://www.arcg.is/m9CS90) Please use four-digit PIN XXXX.
  4. Complete the ENTIRE survey.
  5. **Mail in DEADLINE: February 18, 2021**      **Online DEADLINE: February 25, 2021**
  6. Your responses to this survey are confidential and will be reported only in aggregated group.
  7. Please contact the Franklin Village Administrator if you have any questions at 248-626-9666 or [building@franklin.mi.us](mailto:building@franklin.mi.us).
  8. Help us communicate more efficiently by providing your email: \_\_\_\_\_

**Village of Franklin Water Survey**

Please answer questions based on the "tap" water that comes out of your sink and bath faucets, shower, dishwasher, washing machine and other water access points in your home, whether or not you have an installed water treatment system.

1. How would you rate the quality of each of the following aspects of your water?

	Excellent	Good	Fair	Poor	Don't know
Taste of the water .....	<input type="checkbox"/>				
Color/appearance of the water .....	<input type="checkbox"/>				
Odor .....	<input type="checkbox"/>				
Lack of contaminants.....	<input type="checkbox"/>				
Mineral content (i.e., "hard" water) .....	<input type="checkbox"/>				
Water pressure.....	<input type="checkbox"/>				
Water volume (quantity of water that comes out of faucet).....	<input type="checkbox"/>				
Reliability of system.....	<input type="checkbox"/>				
Overall quality of your water.....	<input type="checkbox"/>				

2. Do you use the tap water from your well and/or another source (e.g., bottled water, trucked water, etc.) for each of the following?

	Always use tap water	Use tap water and another source	Always use another source
Drinking water .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brushing teeth .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pet drinking water .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooking .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dishwashing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laundry.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathing/Showering .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swimming pool, hot tub and/or Jacuzzi .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Irrigation .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Something else, specify: .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Survey Raw Data Summary

- ❑ Slightly more than half of the respondents appear to be satisfied with their existing well water system.
- ❑ Issues and concerns exists throughout the Village
- ❑ Education and training of various types of treatment and well system upgrades are key factors in addressing many of the concerns and issues that some property owners currently have.

## The Village of Franklin Water Survey

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Tables of Results

April 2021



## HRC Analysis and Findings



- ❑ HRC performed numerous iterations and two (2) types of distinct analyses using GIS software.
  - Spatial analysis - geographical analysis which seeks to explain patterns of human behavior and its spatial expression in terms of locational analysis (i.e., nearest neighbor analysis).
  - Tabular analysis - analysis of data presented as a correlation matrix, or tables made up of rows and columns, which compares the results of each question against every other question.
- ❑ Objectives/Goals
  - Check for geographic patterns within the survey results.
  - Identify patterns throughout the entire data set generated for every question.

## HRC Analysis and Findings, Cont.



- ❑ ***Spatial*** analysis methods did not yield any noteworthy local spatial patterns which would suggest that the survey results should be viewed in aggregate across the entire Village.
  - A focused review of the business district was also done in which respondents reported a higher rate of poor tasting water. However, respondents did not report corresponding negative water test results.
  - Comments from the business district may be reflective of the investigation and remediation of the contamination site.

## HRC Analysis and Findings, Cont.



- The following notable correlation trends in the correlation, or *tabular*, matrix were as follows:
  - If a respondent is experiencing one problem with their well water, they likely experience additional problems.
  - The most frequent smell issue reported is a rotten egg/musty smell,
  - Lower well capacity and volume tends to result in respondents experiencing more issues with their well water,
  - Respondents who do not know one characteristic of their well likely do not know other characteristics either,
  - Respondents who experience more problems with their well water also spend more money on their well water system on an annual basis,
  - The longer a respondent has lived in the Village, the better they feel their well water to be, and
  - The longer a respondent has lived in the Village, the less testing they have performed on their well water system.

## Next Steps and Recommendations



- ❑ No geographic “hot spots” for perceived water quality issues.
  - Property owners may want to consider improved maintenance, testing, and treatment options.
  - Individual areas/subdivisions/streets may want to consider an alternate source. This could be as simple as combining wells into a small collective system or installing a community/subdivision irrigation well systems.
  - Depending upon the location, obtaining an individual municipal water service from a neighboring community may be possible.

## Next Steps and Recommendations, Cont.



- ❑ What is the role of the Village in helping its residents with water?
- ❑ Village could consider a protocol for providing information to property owners for:
  - maintenance and testing;
  - options for treatment; and
  - establishing a process for property owners to petition for a special assessment district (S.A.D.) with neighbors for a local water project.
- ❑ The Village could arrange for public information meetings/trade shows for Village property owners with water vendors who specialize in well drilling and maintenance and well system maintenance, treatment, and replacement.

## Next Steps and Recommendations, Cont.



- ❑ Possible solutions that include shared water services between separate properties will need additional review considering the Village Charter.
- ❑ Once the role is defined, recommendations can be refined, leading to actionable items and comprehensive report of the issues and solutions related to Village water.

# QUESTIONS?

