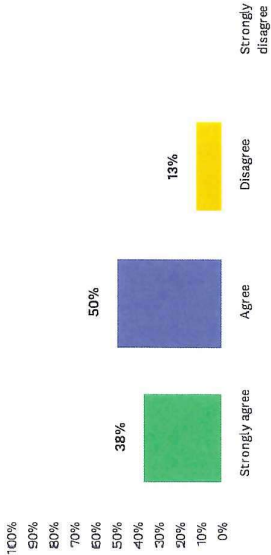


Q1 I am proud to tell people I work at NPRWD.

Answered: 8 Skipped: 0



QUIZ STATISTICS

Percent Correct  
38%

ANSWER CHOICES

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Average Score  
3.3/4.0 (81%)

SCORE

4/4  
3/4  
2/4  
1/4

Standard Deviation  
0.71

RESPONSES

38%  
50%  
13%  
0%

Difficulty  
18/30

QUIZ STATISTICS

Percent Correct  
38%

ANSWER CHOICES

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Average Score  
3.1/4.0 (78%)

SCORE

4/4  
3/4  
2/4  
1/4

Standard Deviation  
0.83

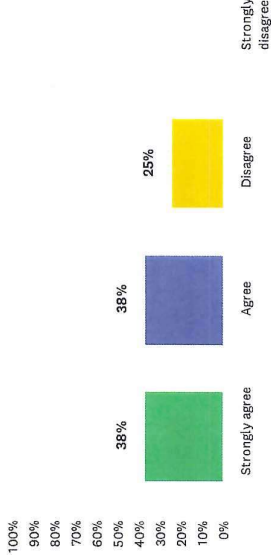
RESPONSES

38%  
39%  
25%  
0%

Difficulty  
14/30

Q2 I recommend NPRWD as a place to come to work to my friends, family, and acquaintances.

Answered: 8 Skipped: 0



QUIZ STATISTICS

Percent Correct  
38%

ANSWER CHOICES

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Average Score  
3.1/4.0 (78%)

SCORE

4/4  
3/4  
2/4  
1/4

Standard Deviation  
0.83

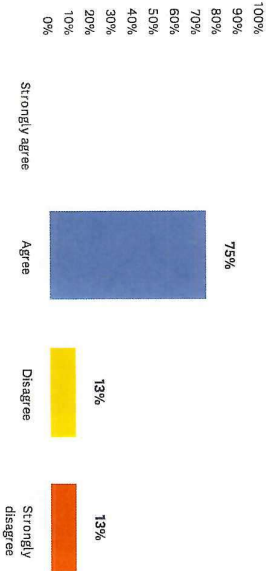
RESPONSES

38%  
39%  
25%  
0%

Difficulty  
14/30

Q3 Our company has a positive reputation in our community.

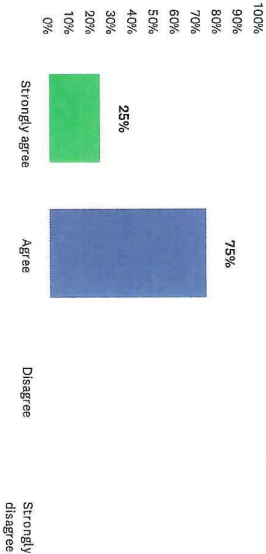
Answered: 8 Skipped: 0



| QUIZ STATISTICS    |               |       |            |
|--------------------|---------------|-------|------------|
| Percent Correct    | Average Score |       | Difficulty |
| 0%                 | 2.6/4.0 (65%) |       | 8/30       |
| Standard Deviation |               |       |            |
| 0.74               |               |       |            |
| ANSWER CHOICES     |               | SCORE | RESPONSES  |
| ✔ Strongly agree   | 4/4           | 0%    | 0          |
| Agree              | 3/4           | 75%   | 6          |
| Disagree           | 2/4           | 13%   | 1          |
| Strongly disagree  | 1/4           | 13%   | 1          |
| TOTAL              |               |       | 8          |

Q4 NPRWD makes it ridiculously easy for our customers to do business with us.

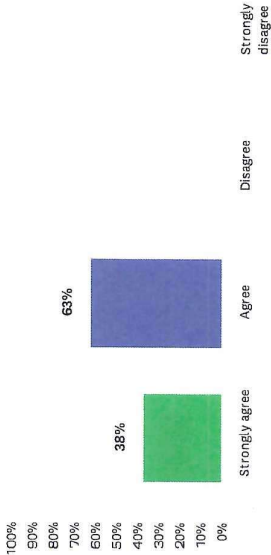
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |               |           |                    |
|-------------------|---------------|-----------|--------------------|
| Percent Correct   | Average Score |           | Standard Deviation |
| 25%               | 3.3/4.0 (81%) |           |                    |
| ANSWER CHOICES    |               |           |                    |
| Strongly agree    | 4/4           | SCORE     | 2                  |
| Agree             | 3/4           | RESPONSES | 6                  |
| Disagree          | 2/4           |           | 0                  |
| Strongly disagree | 1/4           |           | 0                  |
| TOTAL             |               |           | 8                  |

Q5 I recommend NPRWD to my friends and family if they need rural water service.

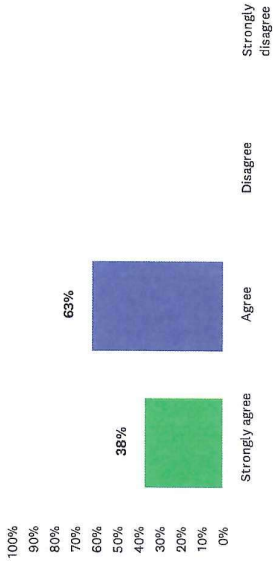
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |     | Standard Deviation |  | Difficulty |   |
|-------------------|-----|--------------------|--|------------|---|
| Percent Correct   | 38% | 0.52               |  | 25/30      |   |
| ANSWER CHOICES    |     | SCORE              |  | RESPONSES  |   |
| ✓ Strongly agree  |     | 4/4                |  | 38%        | 3 |
| Agree             |     | 3/4                |  | 63%        | 5 |
| Disagree          |     | 2/4                |  | 0%         | 0 |
| Strongly disagree |     | 1/4                |  | 0%         | 0 |
| TOTAL             |     |                    |  | 8          |   |

Q6 I have the resources I need to do my job correctly.

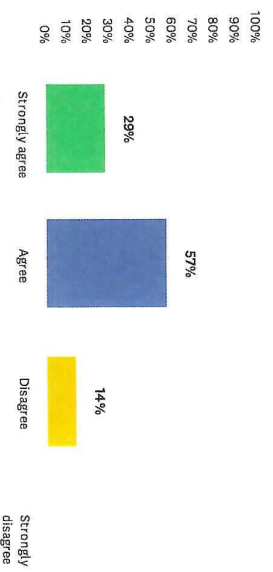
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |     | Standard Deviation |  | Difficulty |   |
|-------------------|-----|--------------------|--|------------|---|
| Percent Correct   | 38% | 0.52               |  | 25/30      |   |
| ANSWER CHOICES    |     | SCORE              |  | RESPONSES  |   |
| ✓ Strongly agree  |     | 4/4                |  | 38%        | 3 |
| Agree             |     | 3/4                |  | 63%        | 5 |
| Disagree          |     | 2/4                |  | 0%         | 0 |
| Strongly disagree |     | 1/4                |  | 0%         | 0 |
| TOTAL             |     |                    |  | 8          |   |

### Q7 I feel valued and supported here at NPRWD.

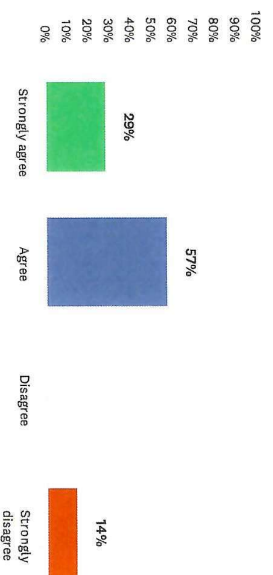
Answered: 7 Skipped: 1



| QUIZ STATISTICS   |               |       |                    |           |
|-------------------|---------------|-------|--------------------|-----------|
| Percent Correct   | Average Score |       | Standard Deviation |           |
| 25%               | 3.1/4.0 (79%) |       | 0.69               |           |
| ANSWER CHOICES    |               |       |                    |           |
| ✔ Strongly agree  | 4/4           | SCORE | 29%                | RESPONSES |
| Agree             | 3/4           |       | 57%                | 4         |
| Disagree          | 2/4           |       | 14%                | 1         |
| Strongly disagree | 1/4           |       | 0%                 | 0         |
| TOTAL             |               |       |                    | 7         |

### Q8 I trust my coworkers.

Answered: 7 Skipped: 1

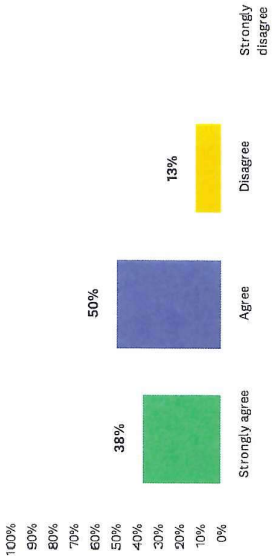


| QUIZ STATISTICS   |               |       |                    |           |
|-------------------|---------------|-------|--------------------|-----------|
| Percent Correct   | Average Score |       | Standard Deviation |           |
| 25%               | 3.0/4.0 (75%) |       | 1.00               |           |
| ANSWER CHOICES    |               |       |                    |           |
| Strongly agree    | 4/4           | SCORE | 29%                | RESPONSES |
| Agree             | 3/4           |       | 57%                | 4         |
| Disagree          | 2/4           |       | 0%                 | 0         |
| Strongly disagree | 1/4           |       | 14%                | 1         |
| TOTAL             |               |       |                    |           |

Q9 My job aligns perfectly with my skills, interests, and long-term goals.

Q10 NPRWD's work schedule is flexible. I am able to attend important family events even if they conflict with regular work hours.

Answered: 8 Skipped: 0



QUIZ STATISTICS

Percent Correct  
38%

Average Score  
3.3/4.0 (81%)

Standard Deviation  
0.71

Difficulty  
18/30

ANSWER CHOICES

- Strongly agree
- Agree
- Disagree
- Strongly disagree

SCORE

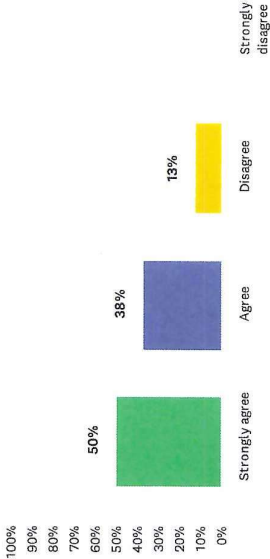
- 4/4
- 3/4
- 2/4
- 1/4

RESPONSES

- 38%
- 50%
- 13%
- 0%

- 3
- 4
- 1
- 0
- 8

Answered: 8 Skipped: 0



QUIZ STATISTICS

Percent Correct  
50%

Average Score  
3.4/4.0 (84%)

Standard Deviation  
0.74

Difficulty  
23/30

ANSWER CHOICES

- Strongly agree
- Agree
- Disagree
- Strongly disagree

SCORE

- 4/4
- 3/4
- 2/4
- 1/4

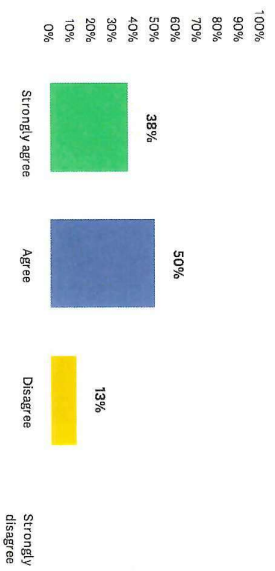
RESPONSES

- 50%
- 38%
- 13%
- 0%

- 4
- 3
- 1
- 0
- 8

Q11 I know how to do my job so well that I could train in a new hire.

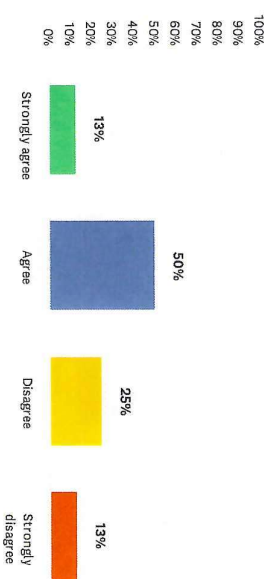
Answered: 8 Skipped: 0



| QUIZ STATISTICS    |               |     |            |
|--------------------|---------------|-----|------------|
| Percent Correct    | Average Score |     | Difficulty |
| 38%                | 3.3/4.0 (81%) |     | 18/30      |
| Standard Deviation |               |     |            |
| 0.71               |               |     |            |
| ANSWER CHOICES     |               |     |            |
| Strongly agree     | 4/4           | 38% | 3          |
| Agree              | 3/4           | 50% | 4          |
| Disagree           | 2/4           | 13% | 1          |
| Strongly disagree  | 1/4           | 0%  | 0          |
| TOTAL              |               |     | 8          |

Q12 My compensation fairly reflects my skills, experience, and contributions.

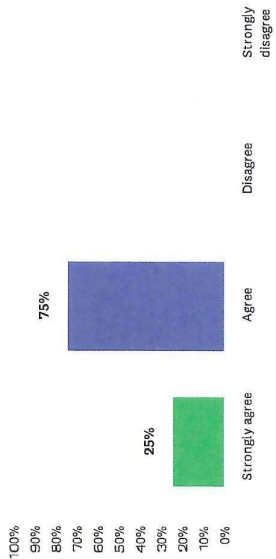
Answered: 8 Skipped: 0



| QUIZ STATISTICS    |               |       |            |
|--------------------|---------------|-------|------------|
| Percent Correct    | Average Score |       | Difficulty |
| 13%                | 2.6/4.0 (65%) |       | 8/30       |
| Standard Deviation |               |       |            |
| 0.92               |               |       |            |
| ANSWER CHOICES     |               | SCORE | RESPONSES  |
| Strongly agree     | 4/4           | 13%   | 1          |
| Agree              | 3/4           | 50%   | 4          |
| Disagree           | 2/4           | 25%   | 2          |
| Strongly disagree  | 1/4           | 13%   | 1          |
| TOTAL              |               |       | 8          |

Q13 I feel my coworkers care about me.

Answered: 8 Skipped: 0



QUIZ STATISTICS

Percent Correct  
25%

ANSWER CHOICES

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Difficulty  
18/30

QUIZ STATISTICS

Percent Correct  
0%

ANSWER CHOICES

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Average Score  
3.3/4.0 (81%)

Standard Deviation  
0.46

Difficulty  
7/30

SCORE

4/4  
3/4  
2/4  
1/4

RESPONSES

25%  
75%  
0%  
0%

SCORE

4/4  
3/4  
2/4  
1/4

RESPONSES

0%  
50%  
50%  
0%

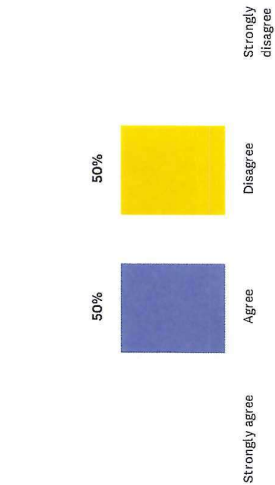
Average Score  
2.5/4.0 (63%)

Standard Deviation  
0.53

Difficulty  
7/30

Q14 NPRWD regularly recognizes staff members that go above and beyond.

Answered: 8 Skipped: 0



QUIZ STATISTICS

Percent Correct  
0%

ANSWER CHOICES

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Average Score  
2.5/4.0 (63%)

Standard Deviation  
0.53

Difficulty  
7/30

SCORE

4/4  
3/4  
2/4  
1/4

RESPONSES

25%  
75%  
0%  
0%

SCORE

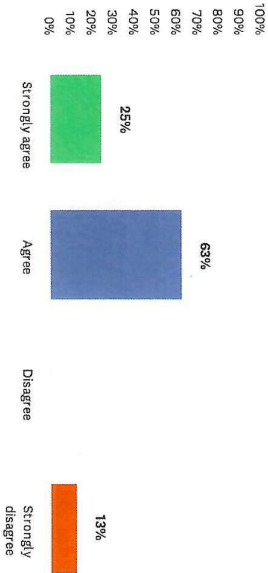
4/4  
3/4  
2/4  
1/4

RESPONSES

0%  
50%  
50%  
0%

Q17 NPRWD has clear and accessible procedures for my position.

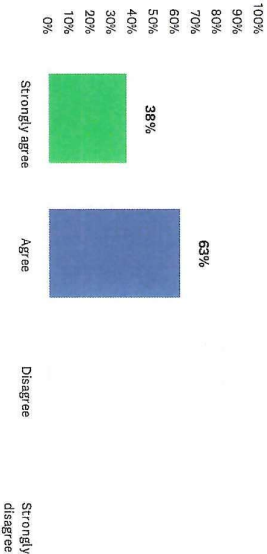
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |               |                    |            |
|-------------------|---------------|--------------------|------------|
| Percent Correct   | Average Score | Standard Deviation | Difficulty |
| 25%               | 3.0/4.0 (75%) | 0.93               | 12/30      |
| ANSWER CHOICES    |               |                    |            |
| Strongly agree    | 4/4           | 25%                | 2          |
| Agree             | 3/4           | 63%                | 5          |
| Disagree          | 2/4           | 0%                 | 0          |
| Strongly disagree | 1/4           | 13%                | 1          |
| TOTAL             |               |                    | 8          |

Q18 NPRWD has clear guidelines and/or best practices in place that help me succeed.

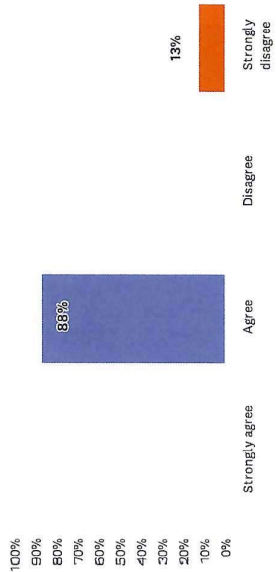
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |               |                    |            |
|-------------------|---------------|--------------------|------------|
| Percent Correct   | Average Score | Standard Deviation | Difficulty |
| 38%               | 3.4/4.0 (84%) | 0.52               | 25/30      |
| ANSWER CHOICES    |               |                    |            |
| Strongly agree    | 4/4           | 38%                | 3          |
| Agree             | 3/4           | 63%                | 5          |
| Disagree          | 2/4           | 0%                 | 0          |
| Strongly disagree | 1/4           | 0%                 | 0          |
| TOTAL             |               |                    | 8          |

Q19 Our procedures are updated frequently (at least every 12 months.)

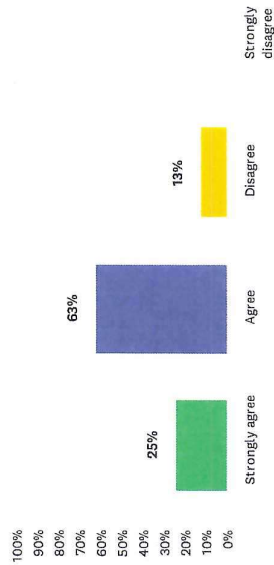
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |    | Standard Deviation |  | Difficulty |  |
|-------------------|----|--------------------|--|------------|--|
| Percent Correct   | 0% | 0.71               |  | 11/30      |  |
| ANSWER CHOICES    |    | SCORE              |  | RESPONSES  |  |
| Strongly agree    | ✓  | 4/4                |  | 0%         |  |
| Agree             |    | 3/4                |  | 88%        |  |
| Disagree          |    | 2/4                |  | 0%         |  |
| Strongly disagree |    | 1/4                |  | 13%        |  |
| TOTAL             |    |                    |  | 8          |  |

Q20 I am confident that NPRWD's procedures will help us handle emergencies or unexpected situations.

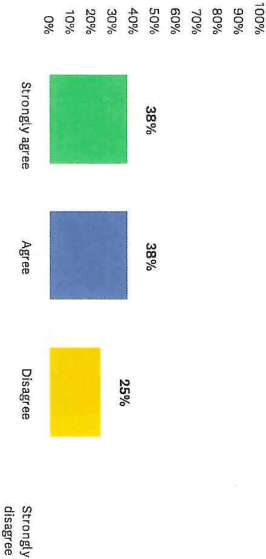
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |     | Standard Deviation |  | Difficulty |  |
|-------------------|-----|--------------------|--|------------|--|
| Percent Correct   | 25% | 0.64               |  | 14/30      |  |
| ANSWER CHOICES    |     | SCORE              |  | RESPONSES  |  |
| Strongly agree    | ✓   | 4/4                |  | 25%        |  |
| Agree             |     | 3/4                |  | 63%        |  |
| Disagree          |     | 2/4                |  | 13%        |  |
| Strongly disagree |     | 1/4                |  | 0%         |  |
| TOTAL             |     |                    |  | 8          |  |

Q22 I have received adequate training to perform my job effectively.

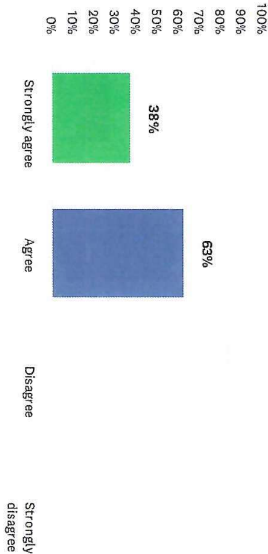
Answered: 8 Skipped: 0



| QUIZ STATISTICS    |               |       |            |   |
|--------------------|---------------|-------|------------|---|
| Percent Correct    | Average Score |       | Difficulty |   |
| 38%                | 3.1/4.0 (78%) |       | 14/30      |   |
| Standard Deviation |               |       |            |   |
| 0.83               |               |       |            |   |
| ANSWER CHOICES     |               | SCORE | RESPONSES  |   |
| ✔ Strongly agree   |               | 4/4   | 38%        | 3 |
| Agree              |               | 3/4   | 38%        | 3 |
| Disagree           |               | 2/4   | 25%        | 2 |
| Strongly disagree  |               | 1/4   | 0%         | 0 |
| TOTAL              |               |       |            | 8 |

Q23 NPRWD encourages employees to pursue personal and/or professional development opportunities.

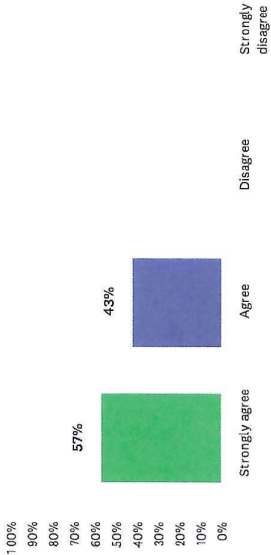
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |     |     |                    |               |
|-------------------|-----|-----|--------------------|---------------|
| Percent Correct   | 38% |     | Average Score      | 3.4/4.0 (84%) |
|                   |     |     | Standard Deviation | 0.52          |
|                   |     |     | Difficulty         | 25/30         |
| ANSWER CHOICES    |     |     |                    |               |
| Strongly agree    | 4/4 | 38% | 3                  |               |
| Agree             | 3/4 | 63% | 5                  |               |
| Disagree          | 2/4 | 0%  | 0                  |               |
| Strongly disagree | 1/4 | 0%  | 0                  |               |
| TOTAL             |     |     | 8                  |               |

Q26 I feel my Supervisor/Manager has my back.

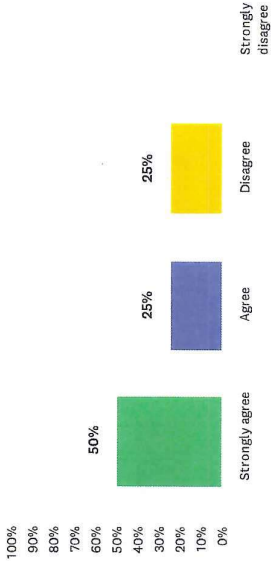
Answered: 7 Skipped: 1



| QUIZ STATISTICS   |     | Standard Deviation |  | Difficulty |  |
|-------------------|-----|--------------------|--|------------|--|
| Percent Correct   | 50% | 0.53               |  | 30/30      |  |
| ANSWER CHOICES    |     | SCORE              |  | RESPONSES  |  |
| Strongly agree    | ✓   | 4/4                |  | 57%        |  |
| Agree             |     | 3/4                |  | 43%        |  |
| Disagree          |     | 2/4                |  | 0%         |  |
| Strongly disagree |     | 1/4                |  | 0%         |  |
| TOTAL             |     |                    |  | 7          |  |

Q27 I feel comfortable going to my Supervisor/Manager if I have a question/concern.

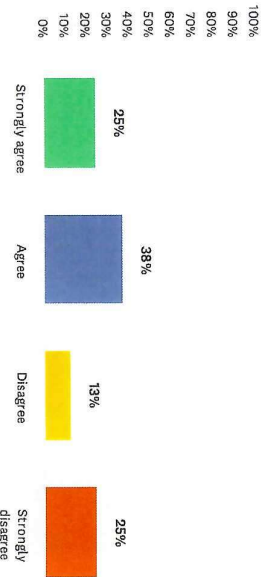
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |     | Standard Deviation |  | Difficulty |  |
|-------------------|-----|--------------------|--|------------|--|
| Percent Correct   | 50% | 0.89               |  | 18/30      |  |
| ANSWER CHOICES    |     | SCORE              |  | RESPONSES  |  |
| Strongly agree    | ✓   | 4/4                |  | 50%        |  |
| Agree             |     | 3/4                |  | 25%        |  |
| Disagree          |     | 2/4                |  | 25%        |  |
| Strongly disagree |     | 1/4                |  | 0%         |  |
| TOTAL             |     |                    |  | 8          |  |

## Q28 My Supervisor/Manager disciplines and rewards all of us fairly.

Answered: 8 Skipped: 0



### QUIZ STATISTICS

Percent Correct: 25%

Average Score: 2.6/4.0 (65%)

Standard Deviation: 1.19

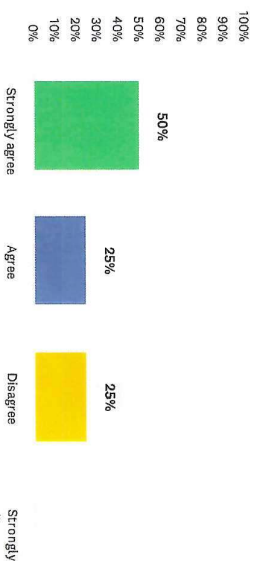
Difficulty: 8/30

### ANSWER CHOICES

| ANSWER CHOICES    | SCORE | RESPONSES |          |
|-------------------|-------|-----------|----------|
| Strongly agree    | 4/4   | 25%       | 2        |
| Agree             | 3/4   | 38%       | 3        |
| Disagree          | 2/4   | 13%       | 1        |
| Strongly disagree | 1/4   | 25%       | 2        |
| <b>TOTAL</b>      |       |           | <b>8</b> |

## Q29 My Supervisor/Manager takes time to explain the "why" behind a new process/procedure.

Answered: 8 Skipped: 0



### QUIZ STATISTICS

Percent Correct: 50%

Average Score: 3.3/4.0 (81%)

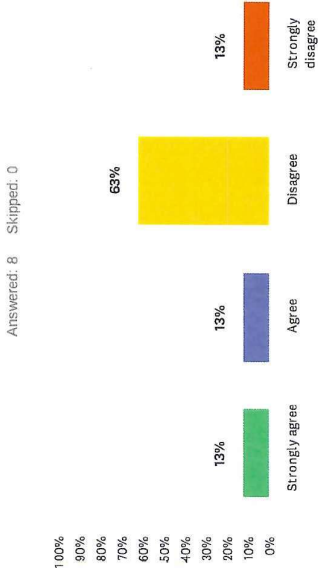
Standard Deviation: 0.89

Difficulty: 18/30

### ANSWER CHOICES

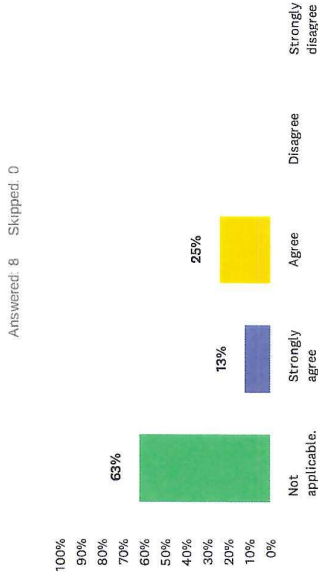
| ANSWER CHOICES    | SCORE | RESPONSES |          |
|-------------------|-------|-----------|----------|
| Strongly agree    | 4/4   | 50%       | 4        |
| Agree             | 3/4   | 25%       | 2        |
| Disagree          | 2/4   | 25%       | 2        |
| Strongly disagree | 1/4   | 0%        | 0        |
| <b>TOTAL</b>      |       |           | <b>8</b> |

Q30 My Supervisor/Manager meets with me regularly (at least once every 90 days) to go over my performance, coach me on areas I can improve, and set goals for the upcoming 90 days.



| QUIZ STATISTICS    |               | QUIZ STATISTICS    |               |
|--------------------|---------------|--------------------|---------------|
| Percent Correct    | 13%           | Percent Correct    | 13%           |
| Average Score      | 2.3/4.0 (56%) | Average Score      | 1.3/4.0 (31%) |
| Standard Deviation | 0.89          | Standard Deviation | 1.75          |
| Difficulty         | 6/30          | Difficulty         | 4/30          |
| ANSWER CHOICES     |               | ANSWER CHOICES     |               |
| Strongly agree     | 1             | Not applicable.    | 0/4           |
| Agree              | 1             | Strongly agree     | 4/4           |
| Disagree           | 5             | Agree              | 3/4           |
| Strongly disagree  | 1             | Disagree           | 2/4           |
| TOTAL              | 8             | Strongly disagree  | 1/4           |
|                    |               | TOTAL              | 8             |

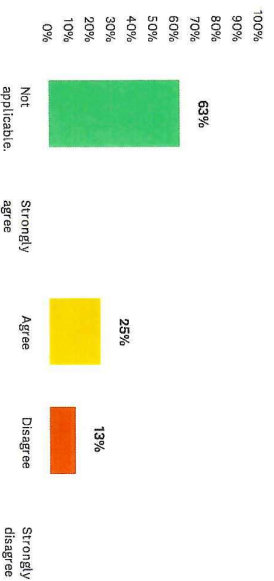
Q31 The people I supervise accomplish their responsibilities with high quality.



| QUIZ STATISTICS    |               | QUIZ STATISTICS    |               |
|--------------------|---------------|--------------------|---------------|
| Percent Correct    | 13%           | Percent Correct    | 13%           |
| Average Score      | 1.3/4.0 (31%) | Average Score      | 1.3/4.0 (31%) |
| Standard Deviation | 1.75          | Standard Deviation | 1.75          |
| Difficulty         | 4/30          | Difficulty         | 4/30          |
| ANSWER CHOICES     |               | ANSWER CHOICES     |               |
| Not applicable.    | 0/4           | Not applicable.    | 0/4           |
| Strongly agree     | 4/4           | Strongly agree     | 4/4           |
| Agree              | 3/4           | Agree              | 3/4           |
| Disagree           | 2/4           | Disagree           | 2/4           |
| Strongly disagree  | 1/4           | Strongly disagree  | 1/4           |
| TOTAL              | 8             | TOTAL              | 8             |

Q32 I am so confident in the abilities of the people I supervise, I could go on vacation for 2 weeks and the organization would run as smoothly as if I were there.

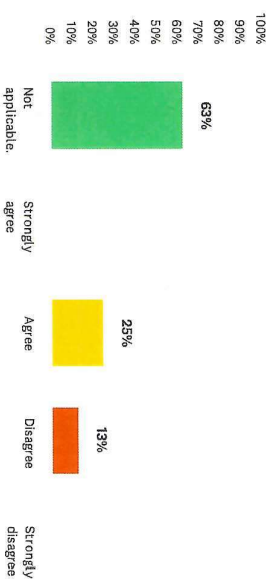
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |     |               |               |
|-------------------|-----|---------------|---------------|
| Percent Correct   | 0%  | Average Score | 1.0/4.0 (25%) |
| ANSWER CHOICES    |     |               |               |
| Not applicable.   | 0/4 | SCORE         | 63%           |
| Strongly agree    | 4/4 | RESPONSES     | 5             |
| Agree             | 3/4 |               | 0             |
| Disagree          | 2/4 |               | 2             |
| Strongly disagree | 1/4 |               | 1             |
| TOTAL             |     |               | 8             |

Q33 I have the time/bandwidth I need to properly train the people I supervise.

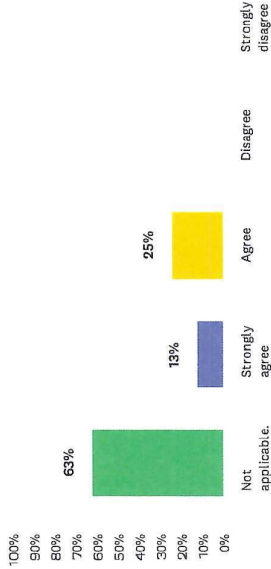
Answered: 8 Skipped: 0



| QUIZ STATISTICS   |     |               |               |
|-------------------|-----|---------------|---------------|
| Percent Correct   | 0%  | Average Score | 1.0/4.0 (25%) |
| ANSWER CHOICES    |     |               |               |
| Not applicable.   | 0/4 | SCORE         | 63%           |
| Strongly agree    | 4/4 | RESPONSES     | 5             |
| Agree             | 3/4 |               | 0             |
| Disagree          | 2/4 |               | 2             |
| Strongly disagree | 1/4 |               | 0             |
| TOTAL             |     |               | 8             |

Q34 The people I supervise have a high level of integrity; they do the right thing even when no one is watching.

Answered: 8 Skipped: 0



QUIZ STATISTICS

Percent Correct  
13%

Average Score  
1.3/4.0 (31%)

Standard Deviation  
1.75

Difficulty  
4/30

ANSWER CHOICES

Not applicable.

Strongly agree

Agree

Disagree

Strongly disagree

TOTAL

SCORE

0/4

RESPONSES

63%

13%

25%

0%

0%

5

1

2

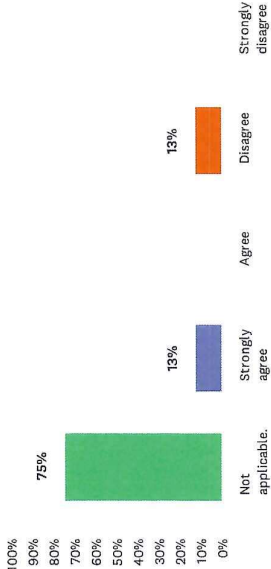
0

0

8

Q35 I feel the NPRWD Board of Directors has my back on the decisions I make as a Manager/Supervisor.

Answered: 8 Skipped: 0



QUIZ STATISTICS

Percent Correct  
13%

Average Score  
0.8/4.0 (19%)

Standard Deviation  
1.49

Difficulty  
1/30

ANSWER CHOICES

Not applicable.

Strongly agree

Agree

Disagree

Strongly disagree

TOTAL

SCORE

0/4

RESPONSES

75%

13%

0%

13%

0%

6

1

0

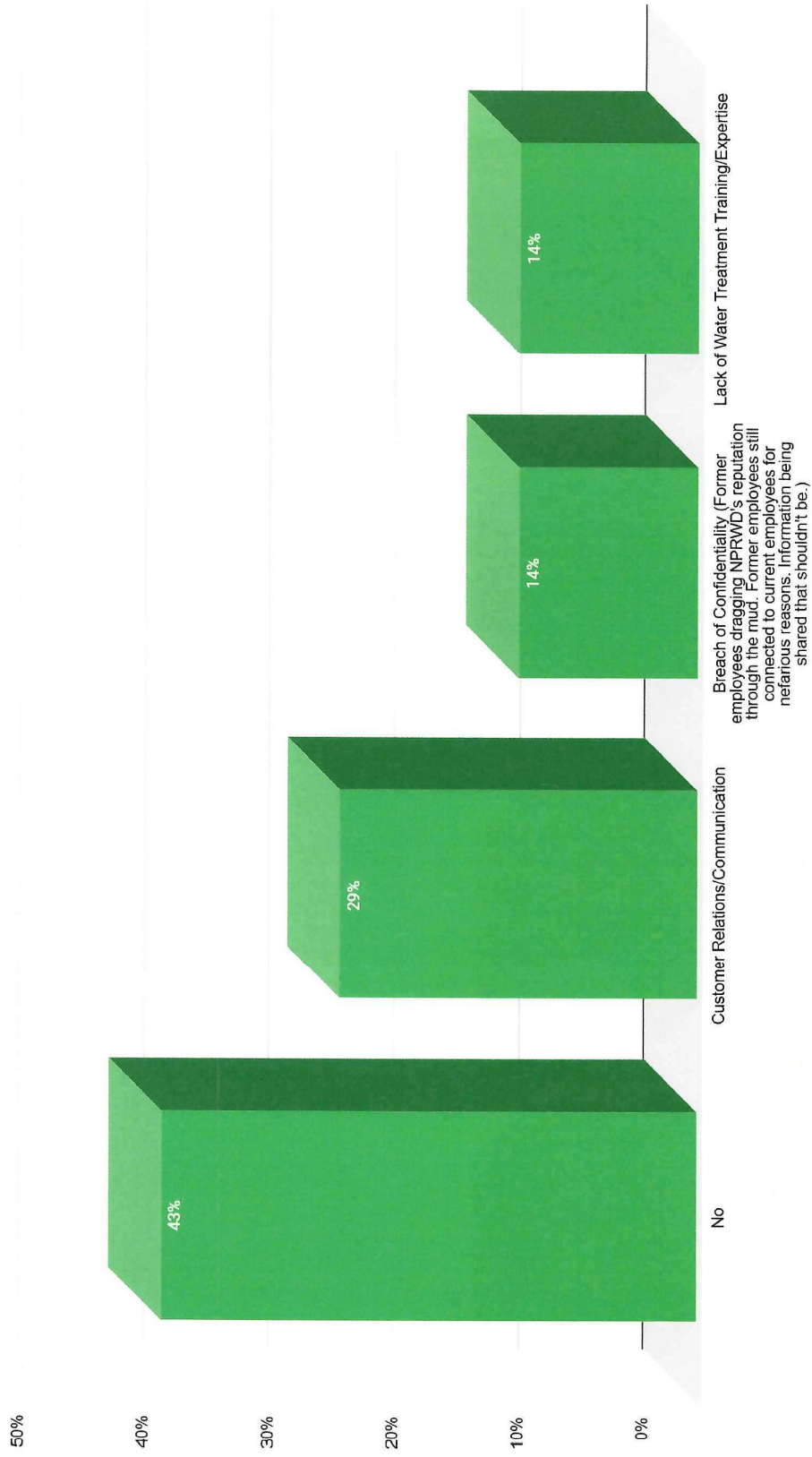
1

0

8

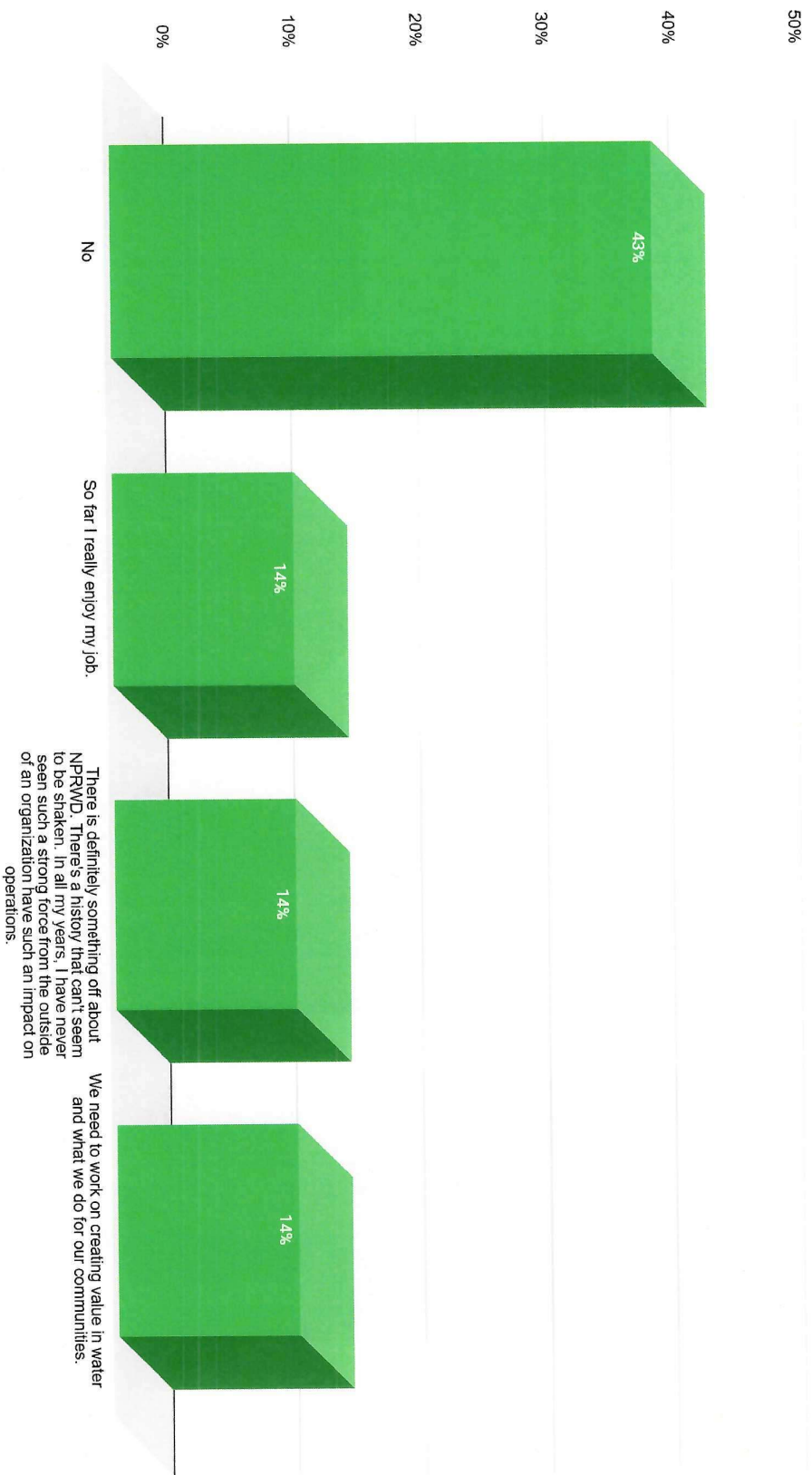
# NPRWD Employee Survey Narrative Answer Analysis

Are there any bottlenecks in how we operate that are slowing us down and hurting our ability to serve our customers?



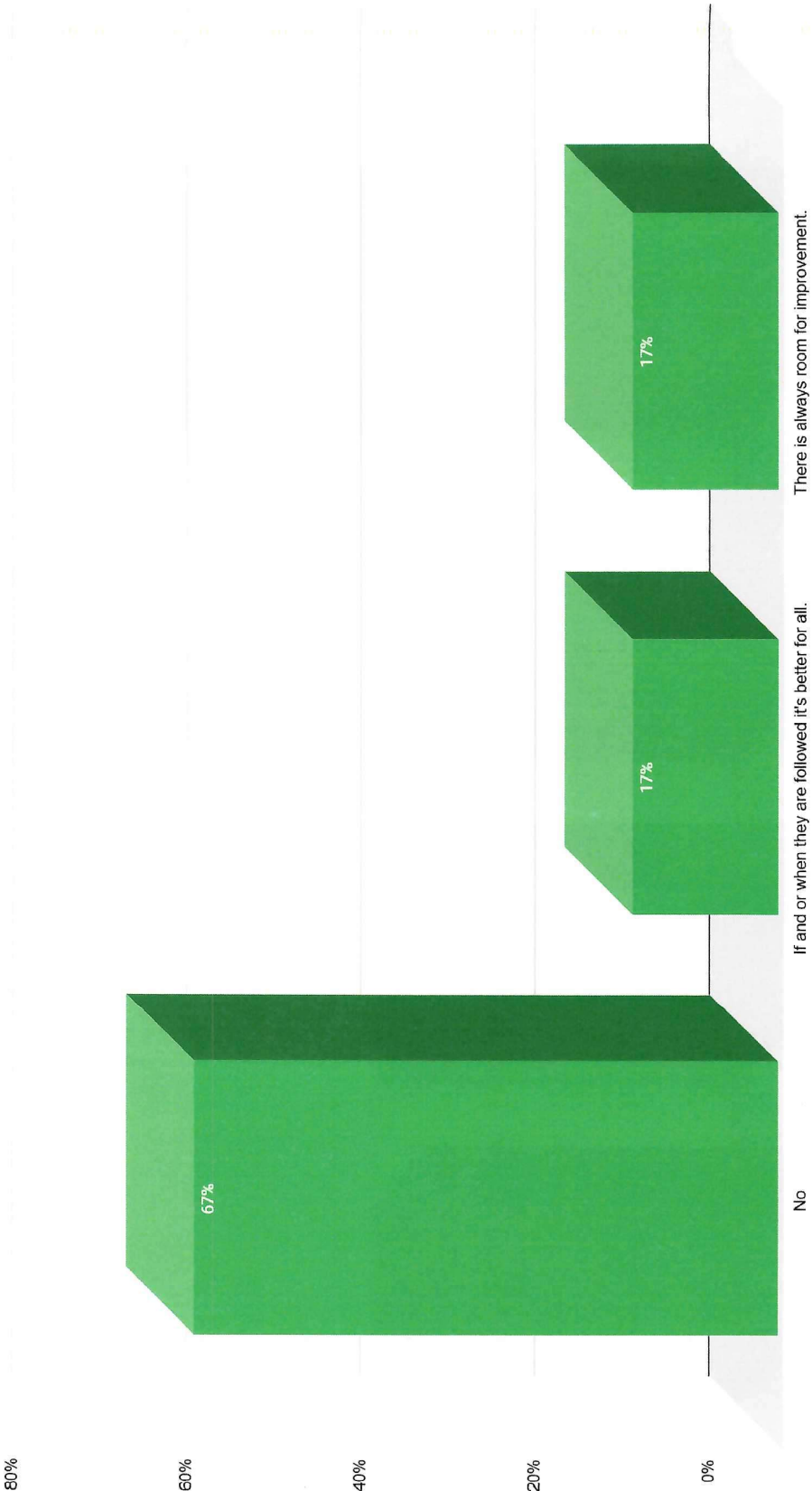
# NPRWD Employee Survey Narrative Answer Analysis

Is there anything you would like to share in regards to your job, the workplace, and/or how we serve our customers, etc.?



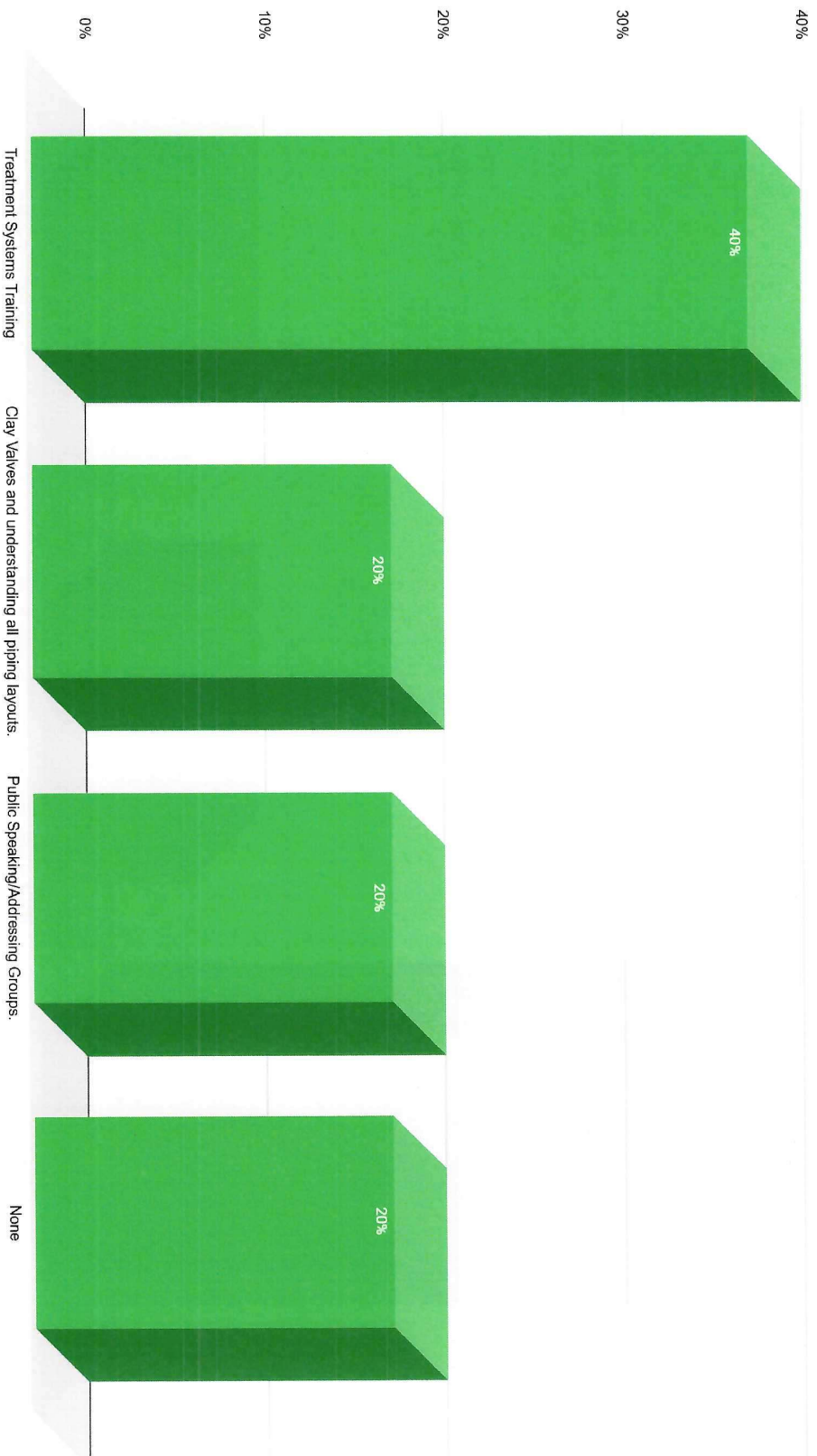
# NPRWD Employee Survey Narrative Answer Analysis

Do you have any comments you would like to share regarding NPRWD's procedures?



# NPRWD Employee Survey Narrative Answer Analysis

What areas would you like more training or skill development?

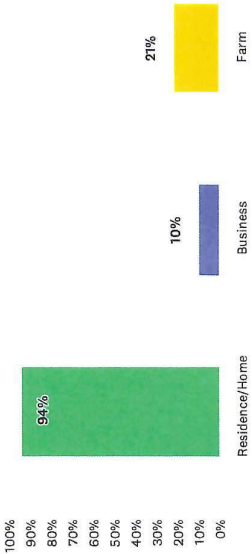
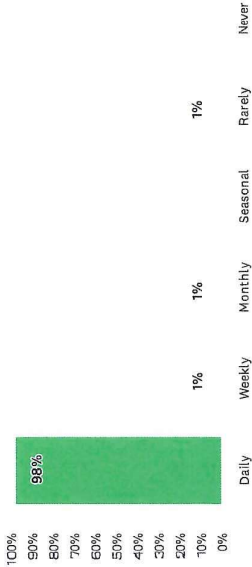


Q2 How often do you use NPRWD's services?

Q3 Where do you receive services? Check all that apply

Answered: 154 Skipped: 0

Answered: 154 Skipped: 0



ANSWER CHOICES

|          |     |
|----------|-----|
| Daily    | 151 |
| Weekly   | 1   |
| Monthly  | 1   |
| Seasonal | 0   |
| Rarely   | 1   |
| Never    | 0   |
| TOTAL    | 154 |

ANSWER CHOICES

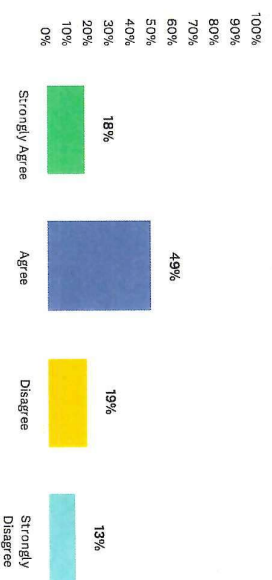
|                    |     |
|--------------------|-----|
| Residence/Home     | 145 |
| Business           | 15  |
| Farm               | 33  |
| Total Respondents: | 154 |

RESPONSES

|     |     |
|-----|-----|
| 98% | 145 |
| 1%  | 15  |
| 1%  | 33  |
| 0%  |     |
| 1%  |     |
| 0%  |     |

Q5 I am very satisfied with the water services provided by the district.

Answered 152 Skipped 2



QUIZ STATISTICS

Percent Correct 18%  
Average Score 2.7/4.0 (68%)  
Standard Deviation 0.91

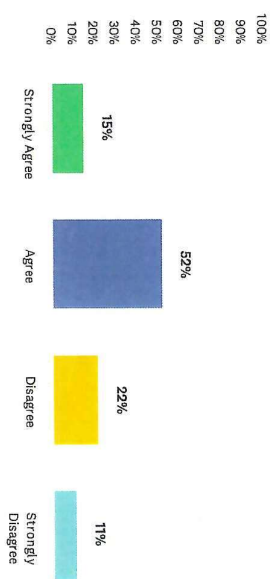
Difficulty 12/13

ANSWER CHOICES

|                   | SCORE | RESPONSES |     |
|-------------------|-------|-----------|-----|
| Strongly Agree    | 4/4   | 18%       | 28  |
| Agree             | 3/4   | 49%       | 75  |
| Disagree          | 2/4   | 19%       | 29  |
| Strongly Disagree | 1/4   | 13%       | 20  |
| TOTAL             |       |           | 152 |

Q6 The service I receive from NPRWD is high quality.

Answered 152 Skipped 2



QUIZ STATISTICS

Percent Correct 15%  
Average Score 2.7/4.0 (68%)  
Standard Deviation 0.96

Difficulty 11/13

ANSWER CHOICES

|                   | SCORE | RESPONSES |     |
|-------------------|-------|-----------|-----|
| Strongly Agree    | 4/4   | 15%       | 23  |
| Agree             | 3/4   | 52%       | 79  |
| Disagree          | 2/4   | 22%       | 33  |
| Strongly Disagree | 1/4   | 11%       | 17  |
| TOTAL             |       |           | 152 |

Q15 When I call the NPRWD office with a question, the NPRWD staff member I interact with is friendly.

Answered: 135 Skipped: 19



QUIZ STATISTICS

Percent Correct  
18%

ANSWER CHOICES

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Average Score  
2.7/4.0 (69%)

Standard Deviation  
0.90

Difficulty  
13/13

SCORE

- 4/4
- 3/4
- 2/4
- 1/4

RESPONSES

- 20%
- 46%
- 23%
- 11%

- 27
- 62
- 31
- 15
- 135

Q16 I would describe NPRWD office staff as helpful.

Answered: 135 Skipped: 19



QUIZ STATISTICS

Percent Correct  
16%

ANSWER CHOICES

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Average Score  
2.7/4.0 (67%)

Standard Deviation  
0.87

Difficulty  
9/13

SCORE

- 4/4
- 3/4
- 2/4
- 1/4

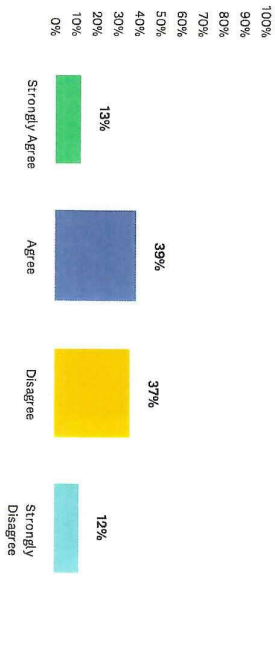
RESPONSES

- 18%
- 42%
- 31%
- 9%

- 24
- 57
- 42
- 12
- 135

Q17 NPRWD makes it very easy to do business with them.

Answered 134 Skipped 20

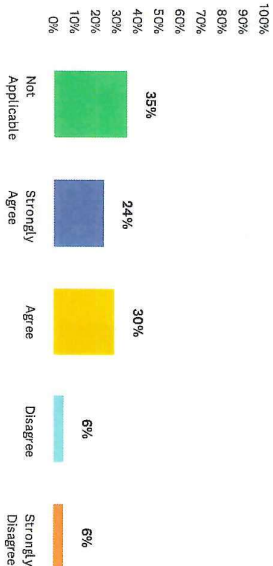


| QUIZ STATISTICS |               |                    |            |
|-----------------|---------------|--------------------|------------|
| Percent Correct | Average Score | Standard Deviation | Difficulty |
| 11%             | 2.5/4.0 (63%) | 0.86               | 7/13       |

| ANSWER CHOICES    |       |           |     |
|-------------------|-------|-----------|-----|
|                   | SCORE | RESPONSES |     |
| Strongly Agree    | 4/4   | 13%       | 17  |
| Agree             | 3/4   | 39%       | 52  |
| Disagree          | 2/4   | 37%       | 49  |
| Strongly Disagree | 1/4   | 12%       | 16  |
| TOTAL             |       |           | 134 |

Q18 The experience I have with NPRWD Field Personnel is positive.  
(Rating and an NA option)

Answered 145 Skipped 9



| QUIZ STATISTICS |               |                    |            |
|-----------------|---------------|--------------------|------------|
| Percent Correct | Average Score | Standard Deviation | Difficulty |
| 23%             | 2.0/4.0 (51%) | 1.66               | 4/13       |

| ANSWER CHOICES    |       |           |     |
|-------------------|-------|-----------|-----|
|                   | SCORE | RESPONSES |     |
| Not Applicable    | 0/4   | 35%       | 51  |
| Strongly Agree    | 4/4   | 24%       | 35  |
| Agree             | 3/4   | 30%       | 43  |
| Disagree          | 2/4   | 6%        | 8   |
| Strongly Disagree | 1/4   | 6%        | 8   |
| TOTAL             |       |           | 145 |

Q19 I would recommend NPRWD's services to individuals in need of rural water.

Q20 I have confidence in NPRWD staff to provide excellent services.

Answered: 139 Skipped: 15

Answered: 136 Skipped: 18



QUIZ STATISTICS  
Percent Correct  
15%

QUIZ STATISTICS  
Percent Correct  
14%

ANSWER CHOICES  
✓ Strongly Agree  
Agree  
Disagree  
Strongly Disagree  
TOTAL

ANSWER CHOICES  
✓ Strongly Agree  
Agree  
Disagree  
Strongly Disagree  
TOTAL

Average Score  
2.7/4.0 (67%)

Average Score  
2.6/4.0 (65%)

Standard Deviation  
0.88

Standard Deviation  
0.92

Difficulty  
10/13

Difficulty  
8/13

SCORE  
4/4  
3/4  
2/4  
1/4

SCORE  
4/4  
3/4  
2/4  
1/4

RESPONSES  
17%  
47%  
26%  
11%

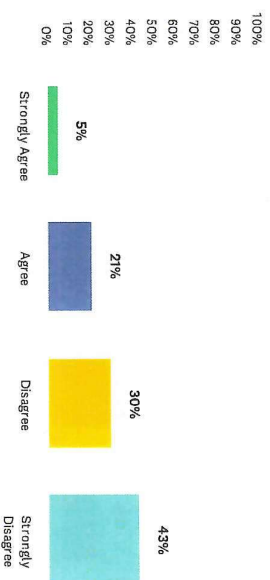
RESPONSES  
16%  
42%  
28%  
14%

23  
65  
36  
15  
139

22  
57  
38  
19  
136

Q21 I trust the NPRWD Board.

Answered 146 Skipped 8

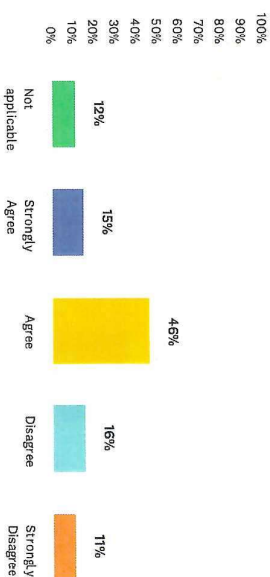


| QUIZ STATISTICS |    |                    |               |
|-----------------|----|--------------------|---------------|
| Percent Correct | 5% | Average Score      | 1.9/4.0 (47%) |
|                 |    | Standard Deviation | 0.93          |
|                 |    | Difficulty         | 2/13          |

| ANSWER CHOICES    |     |       |     |
|-------------------|-----|-------|-----|
| Strongly Agree    | 4/4 | SCORE | 5%  |
| Agree             | 3/4 |       | 21% |
| Disagree          | 2/4 |       | 30% |
| Strongly Disagree | 1/4 |       | 43% |
| TOTAL             |     |       | 146 |

Q22 I am informed in a timely about disruptions in service.

Answered 145 Skipped 9



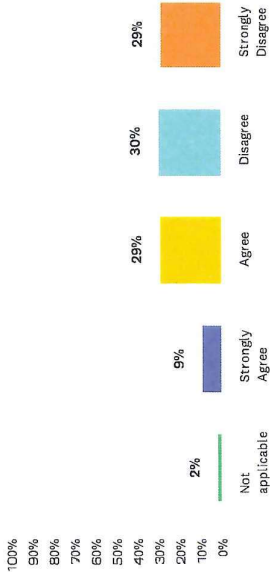
| QUIZ STATISTICS |     |                    |               |
|-----------------|-----|--------------------|---------------|
| Percent Correct | 14% | Average Score      | 2.4/4.0 (61%) |
|                 |     | Standard Deviation | 1.22          |
|                 |     | Difficulty         | 6/13          |

| ANSWER CHOICES    |     |       |     |
|-------------------|-----|-------|-----|
| Not applicable    | 0/4 | SCORE | 12% |
| Strongly Agree    | 4/4 |       | 15% |
| Agree             | 3/4 |       | 46% |
| Disagree          | 2/4 |       | 16% |
| Strongly Disagree | 1/4 |       | 11% |
| TOTAL             |     |       | 145 |

Q23 I am informed in a timely about district policies and/or changes.

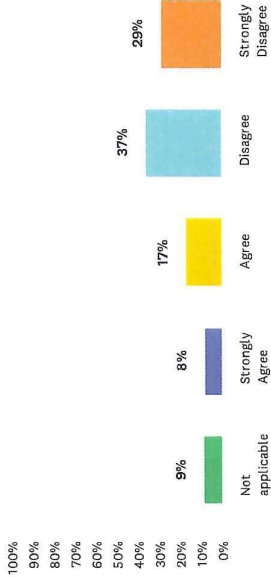
Q24 I have been given opportunities to provide feedback or participate in decisions.

Answered: 139 Skipped: 15



| QUIZ STATISTICS   |  | Average Score |  | Standard Deviation |  | Difficulty |  |
|-------------------|--|---------------|--|--------------------|--|------------|--|
| Percent Correct   |  | 2.2/4.0 (54%) |  | 1.01               |  | 5/13       |  |
| ANSWER CHOICES    |  | SCORE         |  | RESPONSES          |  | TOTAL      |  |
| Not applicable    |  | 0/4           |  | 2%                 |  | 3          |  |
| Strongly Agree    |  | 4/4           |  | 9%                 |  | 13         |  |
| Agree             |  | 3/4           |  | 29%                |  | 41         |  |
| Disagree          |  | 2/4           |  | 30%                |  | 42         |  |
| Strongly Disagree |  | 1/4           |  | 2%                 |  | 40         |  |
| TOTAL             |  |               |  |                    |  | 139        |  |

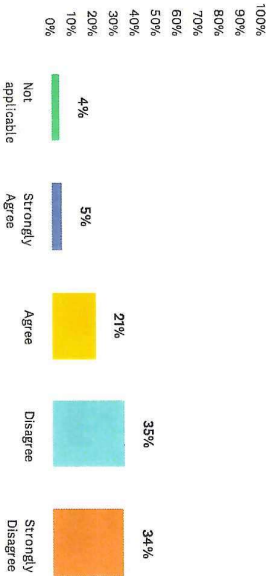
Answered: 145 Skipped: 9



| QUIZ STATISTICS   |  | Average Score |  | Standard Deviation |  | Difficulty |  |
|-------------------|--|---------------|--|--------------------|--|------------|--|
| Percent Correct   |  | 1.9/4.0 (47%) |  | 1.07               |  | 1/13       |  |
| ANSWER CHOICES    |  | SCORE         |  | RESPONSES          |  | TOTAL      |  |
| Not applicable    |  | 0/4           |  | 9%                 |  | 13         |  |
| Strongly Agree    |  | 4/4           |  | 8%                 |  | 12         |  |
| Agree             |  | 3/4           |  | 17%                |  | 25         |  |
| Disagree          |  | 2/4           |  | 37%                |  | 53         |  |
| Strongly Disagree |  | 1/4           |  | 29%                |  | 42         |  |
| TOTAL             |  |               |  |                    |  | 145        |  |

Q25 I receive just the right amount of information from the NPRWD Board regarding board meetings, decisions, and events.

Answered: 146 Skipped: 8



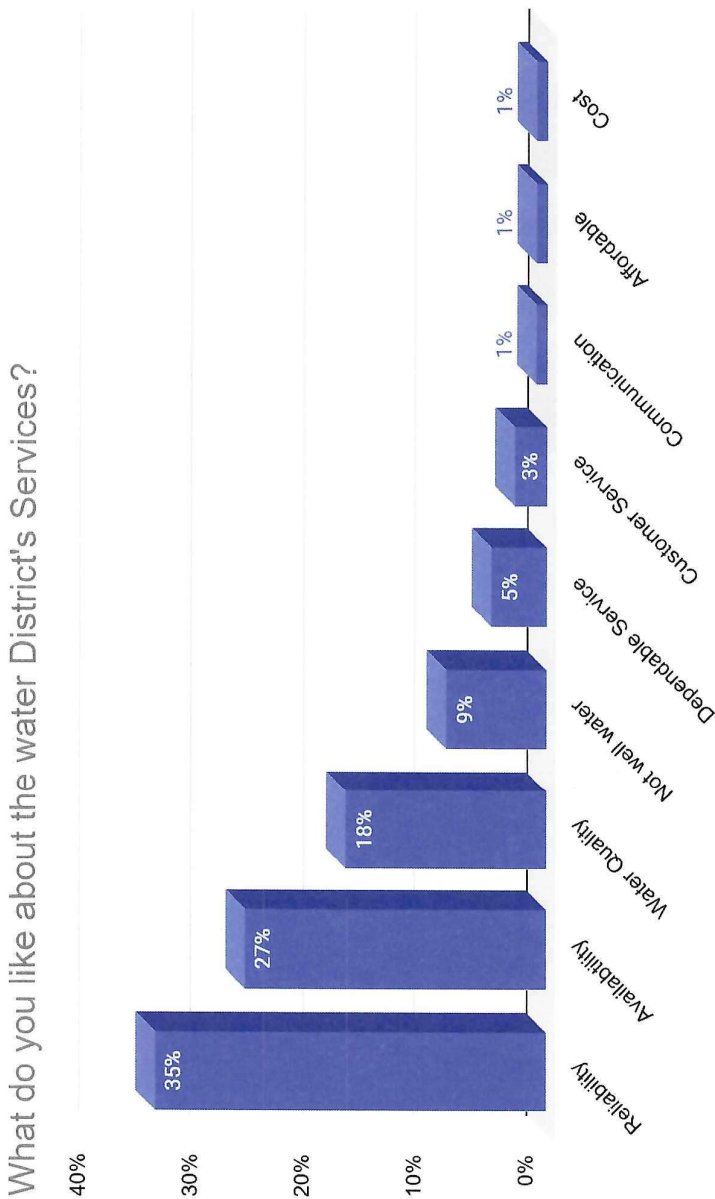
QUIZ STATISTICS

Percent Correct: 5%  
Average Score: 1.9/4.0 (47%)  
Standard Deviation: 0.97  
Difficulty: 3/13

ANSWER CHOICES

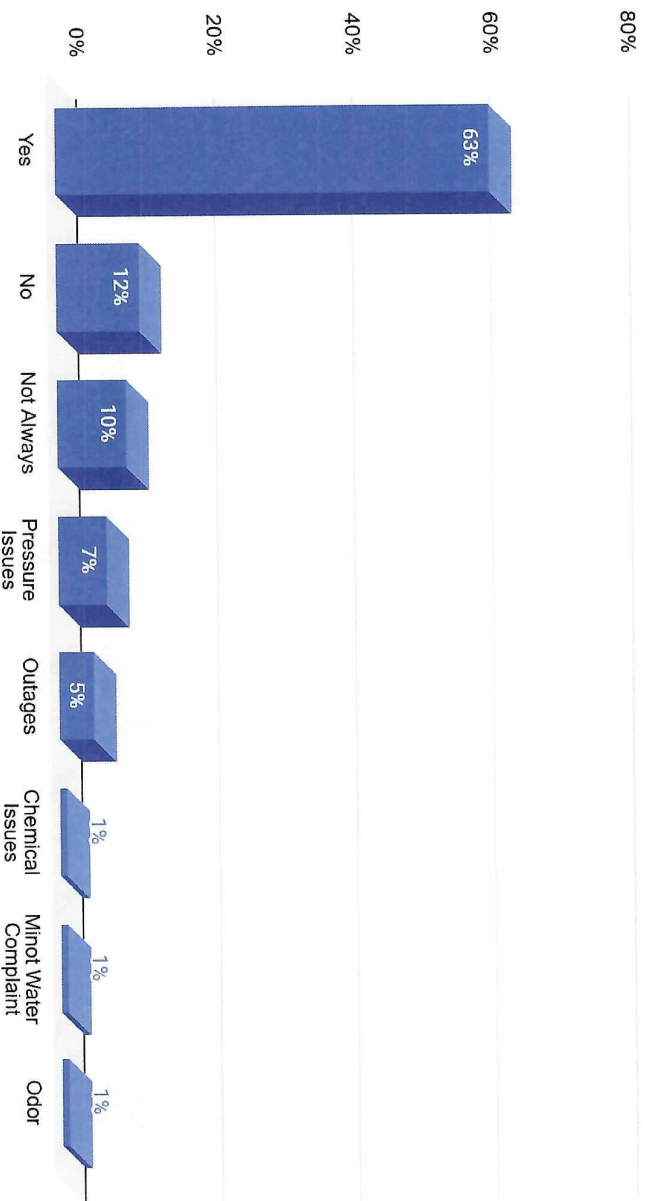
|                   | SCORE | RESPONSES |     |
|-------------------|-------|-----------|-----|
| Not applicable    | 0/4   | 4%        | 6   |
| Strongly Agree    | 4/4   | 5%        | 8   |
| Agree             | 3/4   | 21%       | 31  |
| Disagree          | 2/4   | 35%       | 51  |
| Strongly Disagree | 1/4   | 34%       | 50  |
| TOTAL             |       |           | 146 |

NPRWD Customer Feedback Narrative Question Analysis

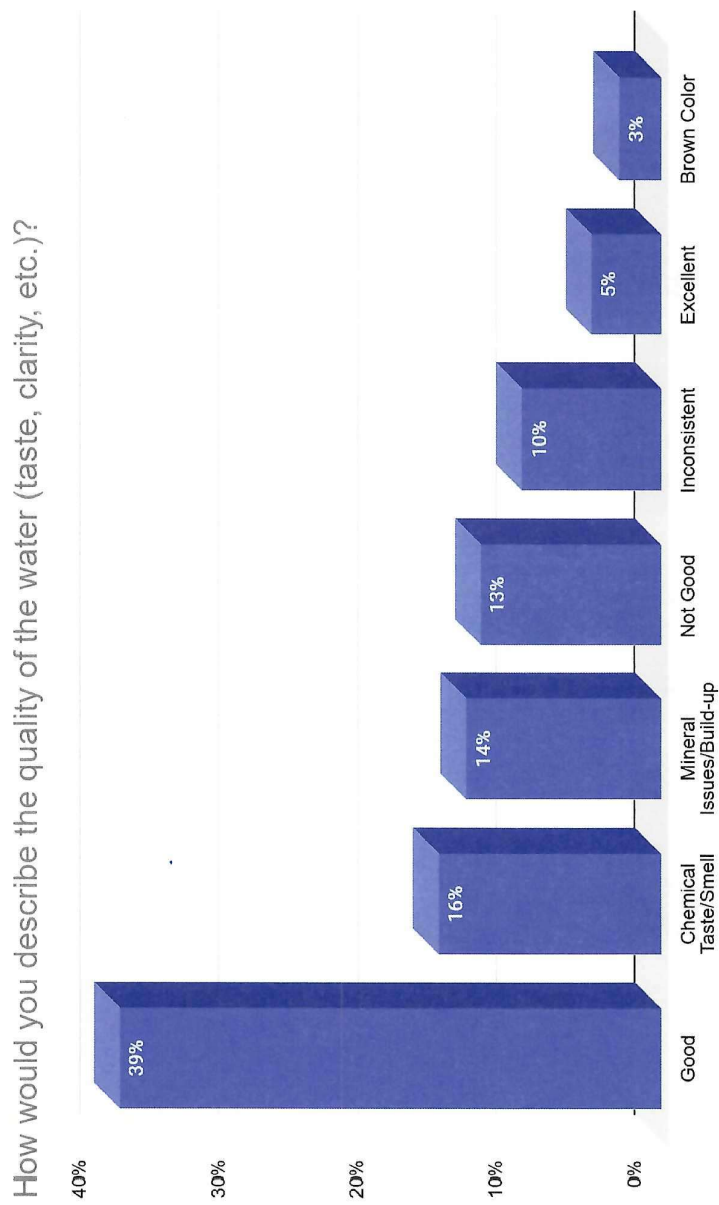


## NPRWD Customer Feedback Narrative Question Analysis

Do you feel the water supply is consistent and reliable? Why or why not?

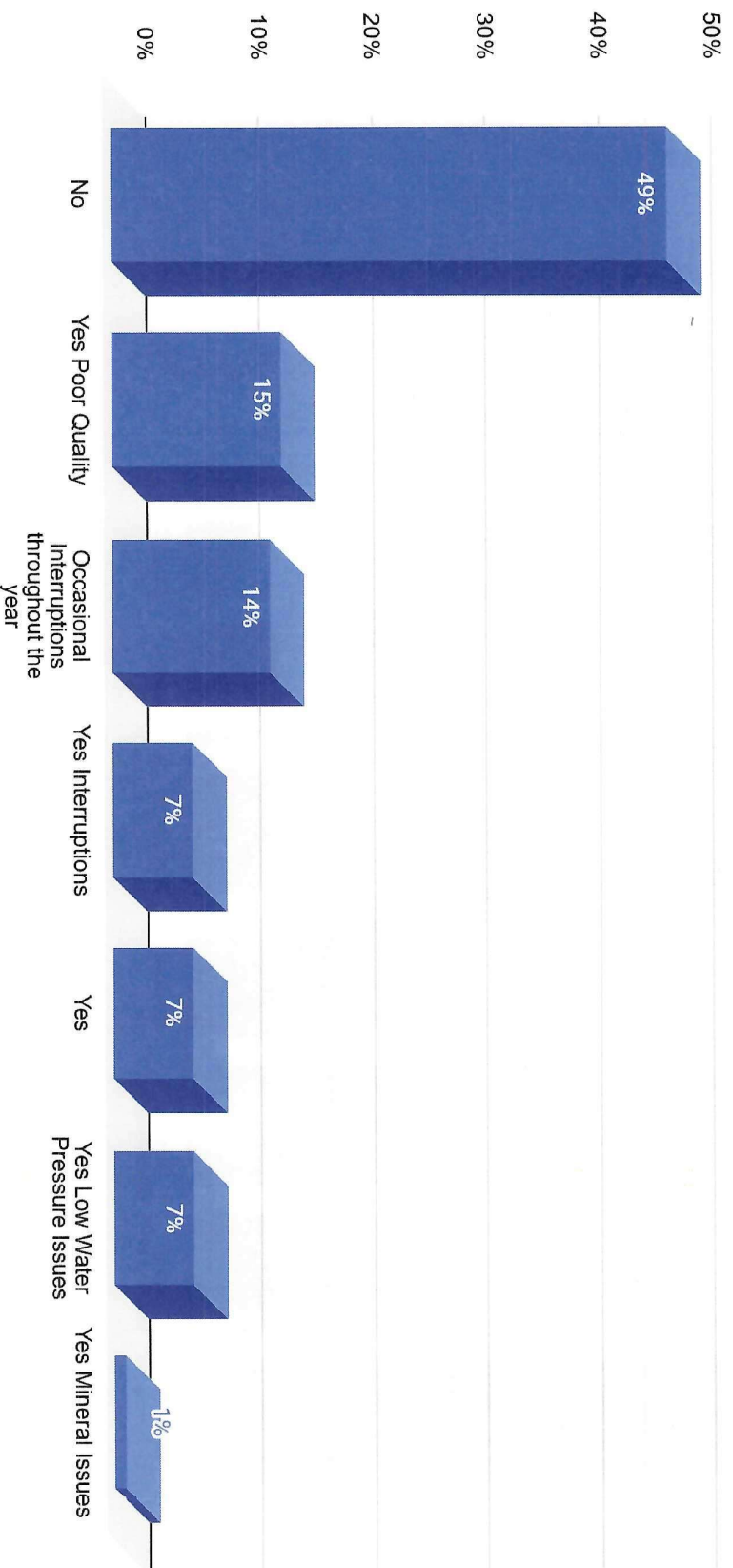


NPRWD Customer Feedback Narrative Question Analysis



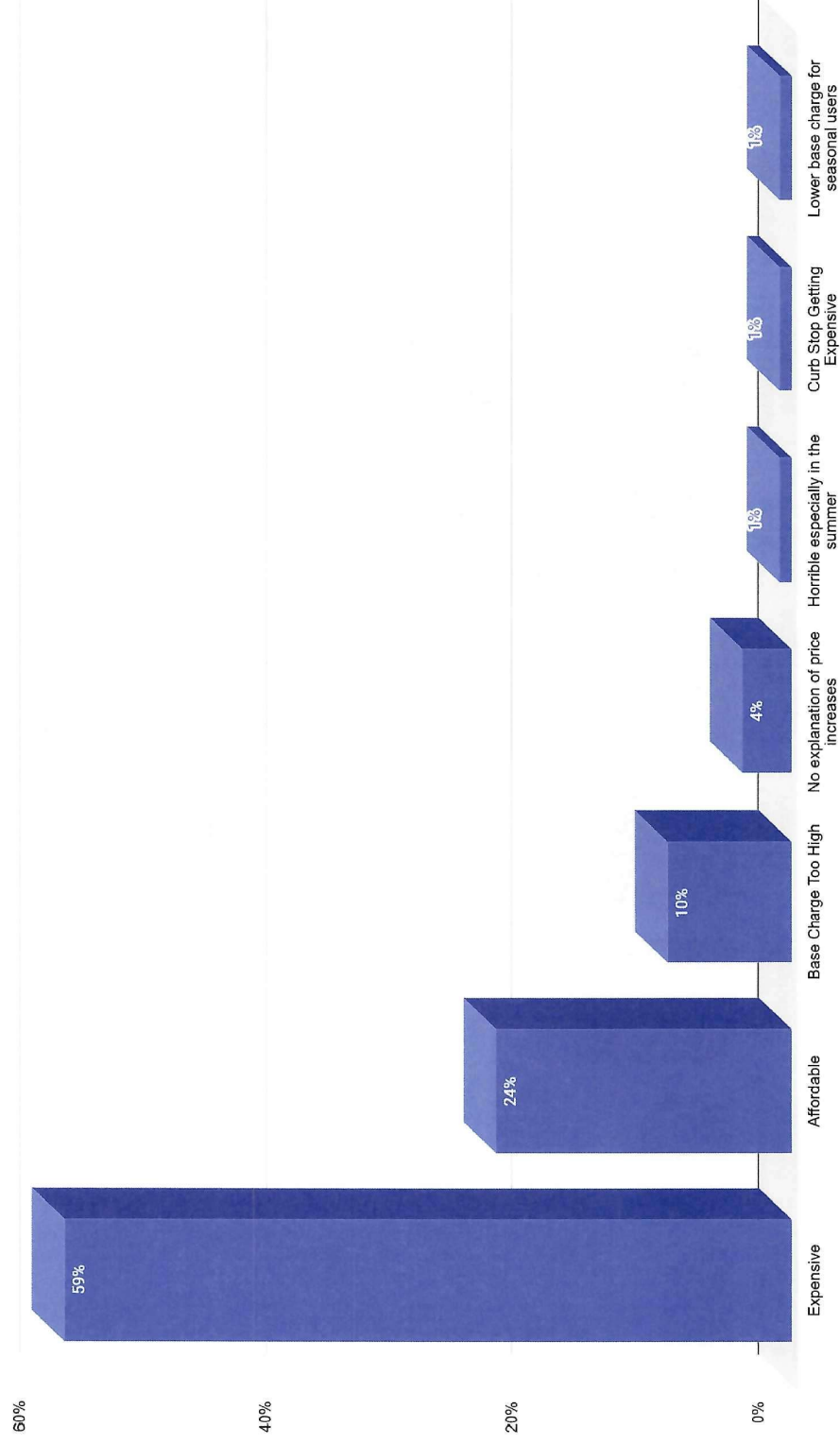
## NPRWD Customer Feedback Narrative Question Analysis

Have you experienced any problems with the water supply (e.g., interruptions, poor quality)?



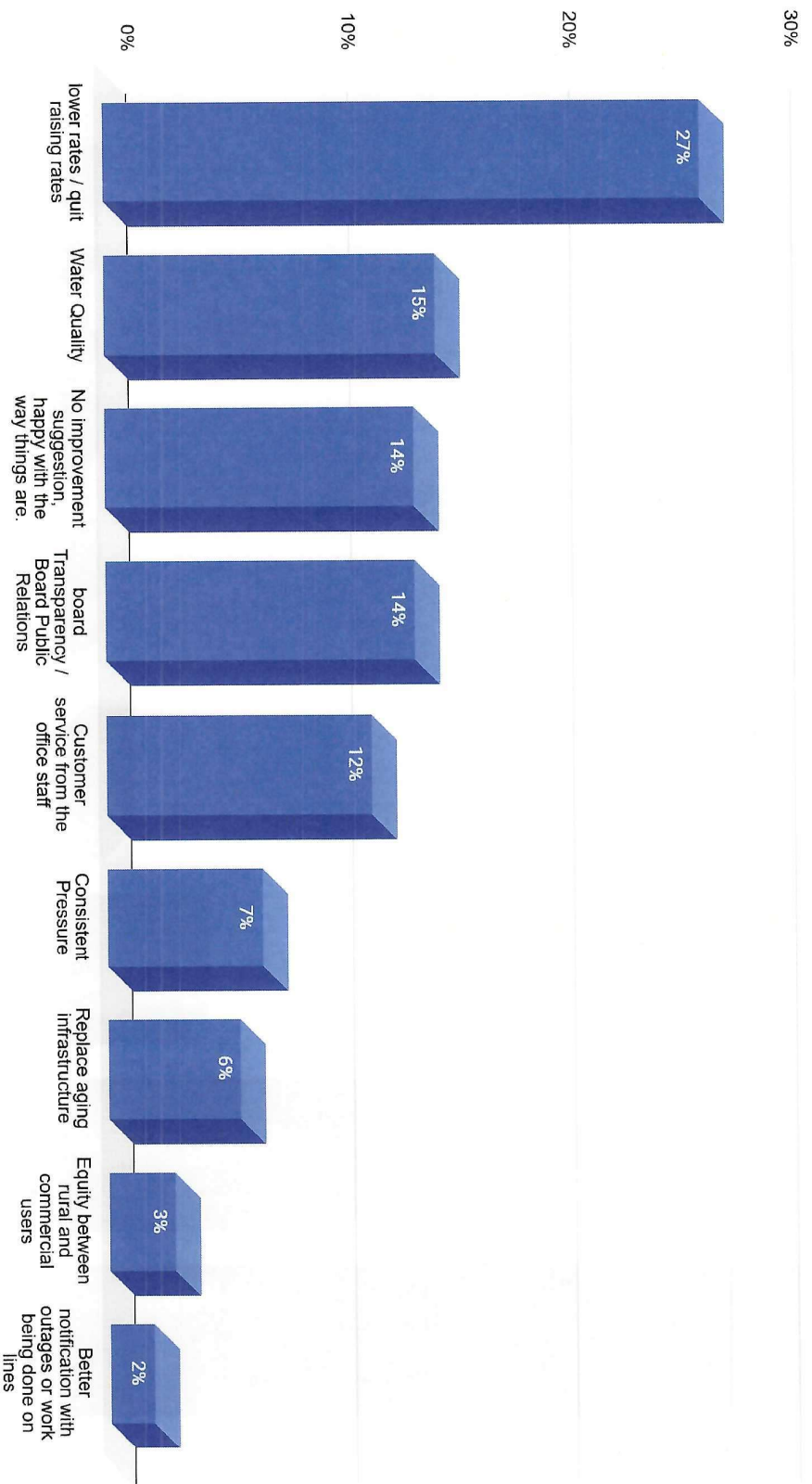
## NPRWD Customer Feedback Narrative Question Analysis

How do you feel about the cost of the service? Is it affordable for you?



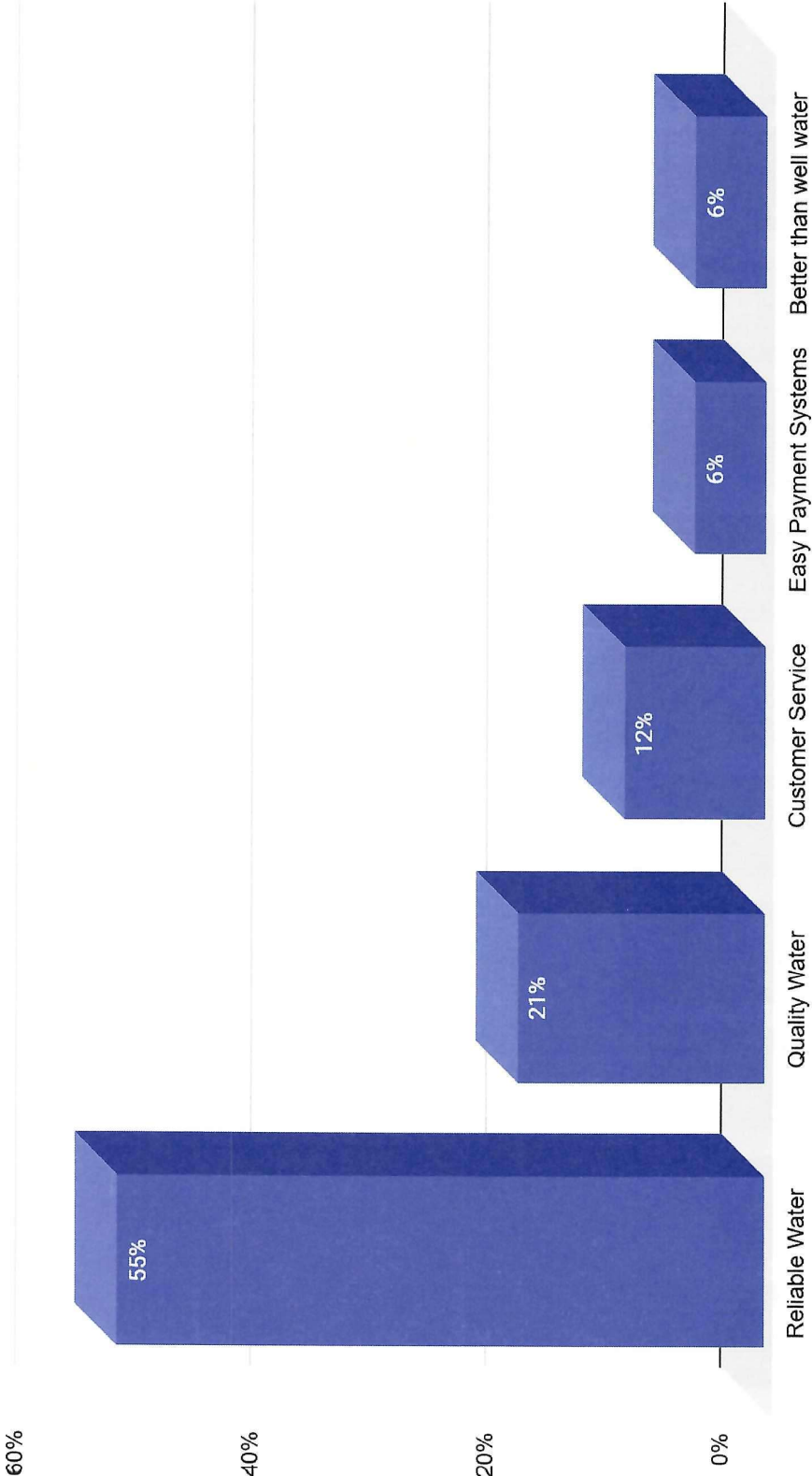
# NPRWD Customer Feedback Narrative Question Analysis

What improvements would make NPRWD's services worth more to you?



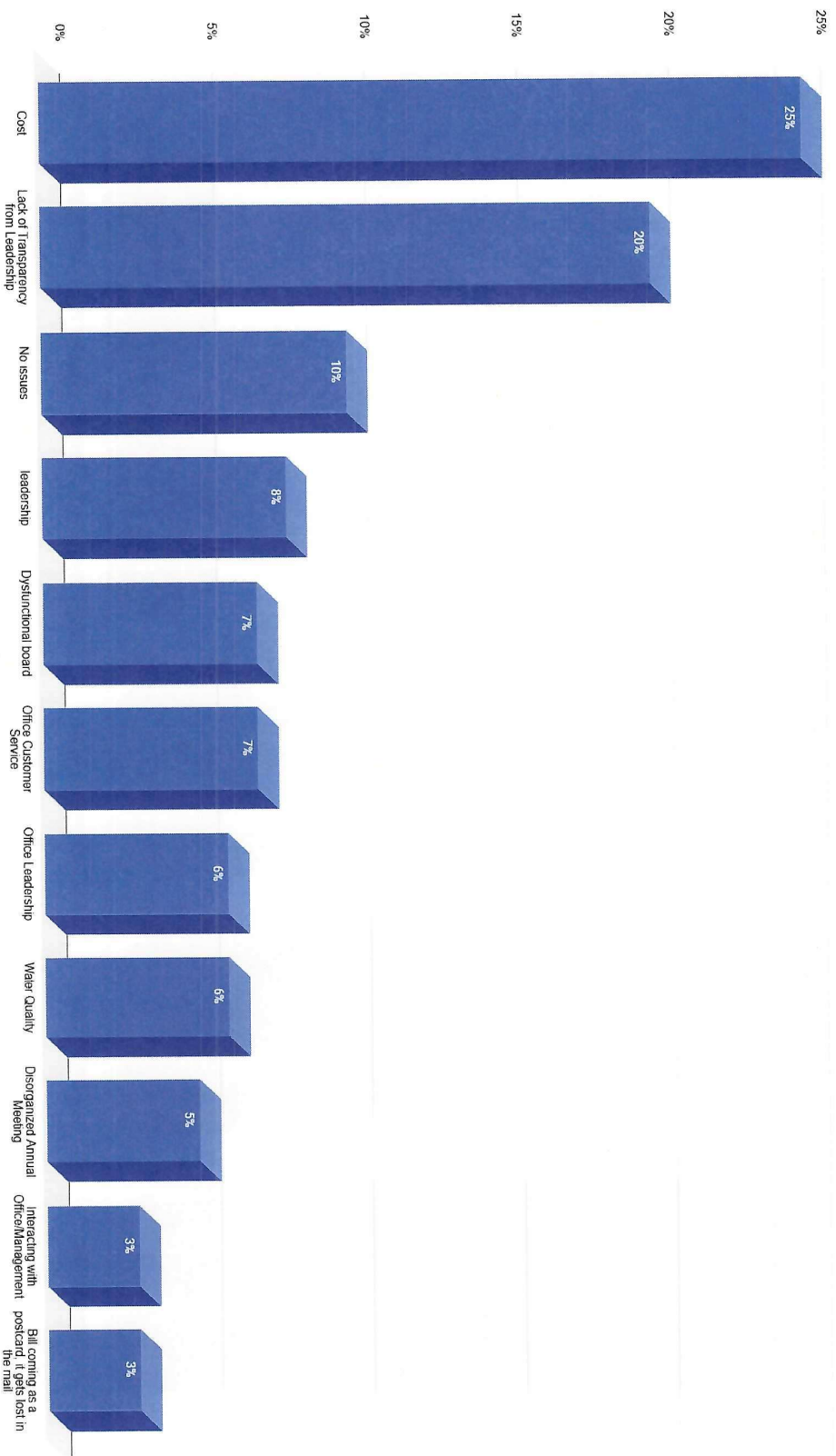
NPRWD Customer Feedback Narrative Question Analysis

What do you like MOST about NPRWD's Services?



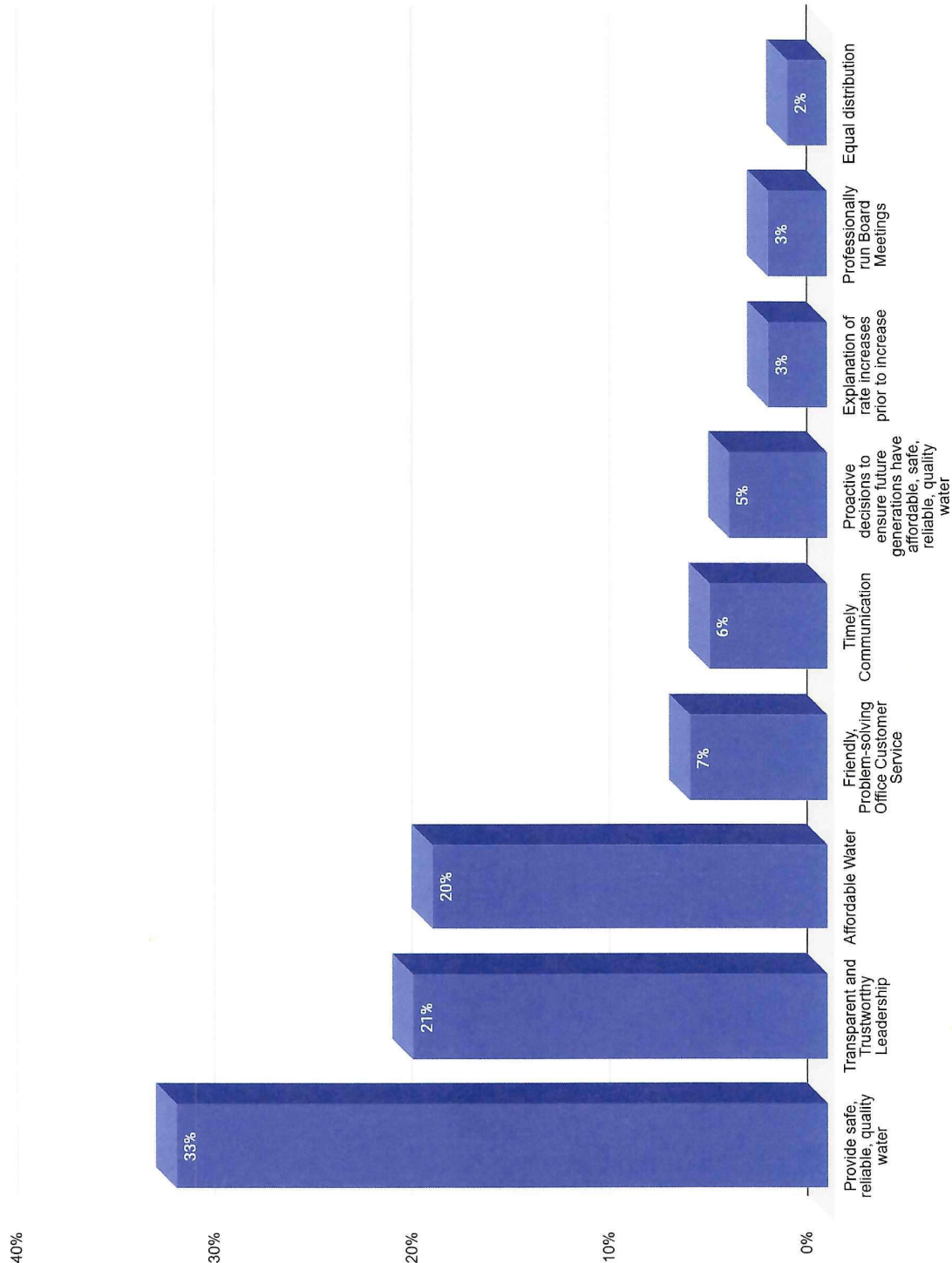
# NPRWD Customer Feedback Narrative Question Analysis

What do you dislike or find frustrating about NPRWD's services?



# NPRWD Customer Feedback Narrative Question Analysis

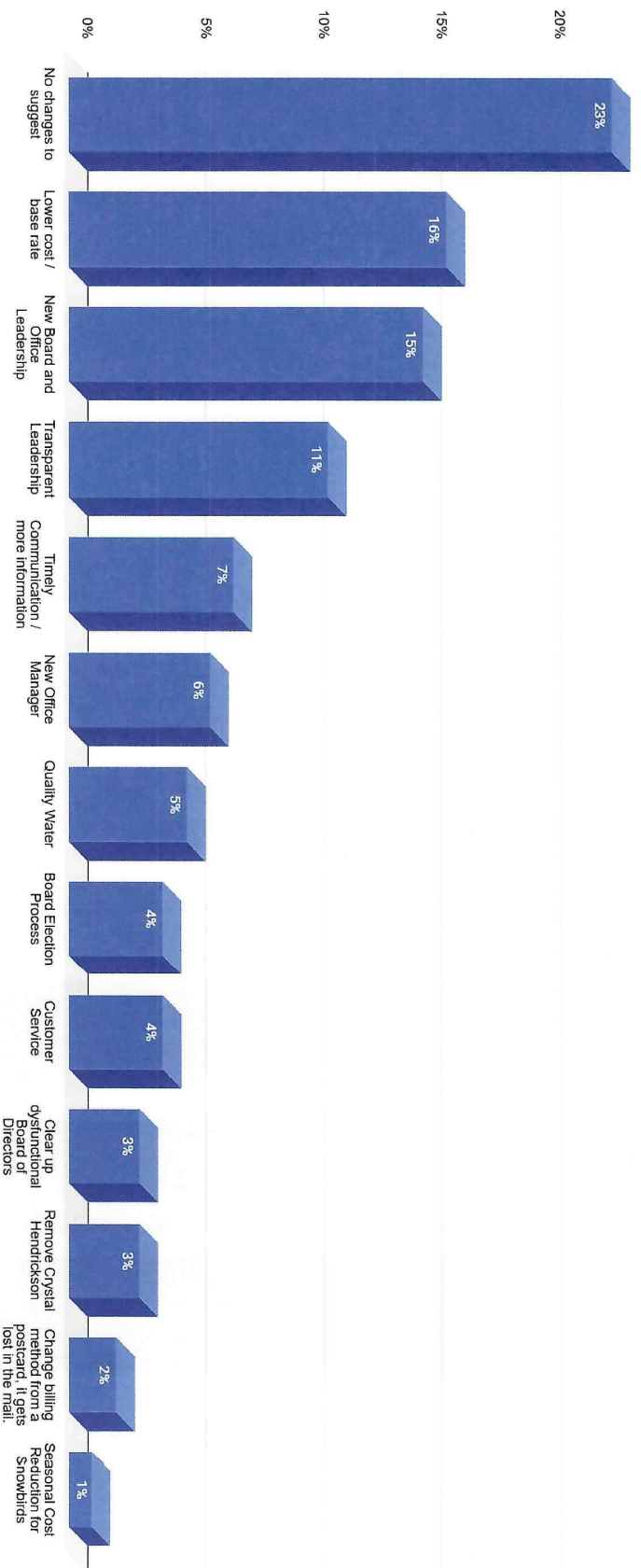
What are your expectations of NPRWD?



# NPRWD Customer Feedback Narrative Question Analysis

If you could change or improve one thing about the water district, what would it be?

25%



# NPRWD Customer Feedback Narrative Question Analysis

Are there any long-term concerns you have about the district's ability to meet your needs?

