



SEWER SURVEY RESULTS

October 2019

The Engineering Department would like to thank all that took the time to fill out a sewer survey over the summer. We thought you would be interested in seeing the results. We received 1,330 responses of which 773 (58%) of the responses were performed online and 557 (42%) of the responses were the paper surveys that were sent out in everyone's sewer bill and mailed back to Engineering Department. Below are the results of that survey for your reference. Our intent is to use the data collected from this survey and incorporate it into the Private Infiltration Removal Policy that we will be presenting to the Select Board this fall.

Q1: In your opinion, who should be responsible for the cost of repairs to sewer pipes on private property (the lateral pipe that runs from the main sewer line to your home or business)?

ANSWER CHOICES	RESPONSES
The property owner should pay 100%	8% - 101
The Sewer Enterprise Fund should pay 100%	61% - 800
It should be shared between the two	32% - 416
TOTAL	1,317

Answered: 1,317 Skipped: 13

Q2: Assuming the property owner is responsible for 100% of the cost, how long should they be given to complete the repair?

ANSWER CHOICES	RESPONSES
6 months	8% - 97
1 year	23% - 282
2 years	69% - 837
TOTAL	1,216

Answered: 1,216 Skipped: 114

Q3: Assuming the owner is responsible for 100% of the cost, if the owner does not begin repairs within the required time frame, should the Town impose a financial penalty?

ANSWER CHOICES	RESPONSES
Yes	38% - 466
No	62% - 765
TOTAL	1,231

Answered: 1,231 Skipped: 99

Q4: Assuming the owner is responsible for 100% of the cost, should the Town offer to provide a list of pre-qualified contractors?

ANSWER CHOICES	RESPONSES
Yes	96% - 1,180
No	4% - 49
TOTAL	1,229

Answered: 1,229 Skipped: 101

Q5: Assuming the owner is responsible for 100% of the cost, should the Town offer a low interest loan from the Sewer Enterprise Fund?

ANSWER CHOICES	RESPONSES
Yes	95% - 1,170
No	5% - 65
TOTAL	1,235

Answered: 1,235 Skipped: 95

Q6: Assuming the costs are shared between the Town and the property owner, what options should an owner have for paying their share?

ANSWER CHOICES	RESPONSES
Lump sum paid upon completion	4% - 47
Low interest loan from Sewer Enterprise Fund repaid over time	21% - 259
Both	75% - 933
TOTAL	1,239

Answered: 1,239 Skipped: 91

Q7: Assuming the costs will be shared, how much do you think the Sewer Enterprise Fund should pay?

ANSWER CHOICES	RESPONSES
Less than 50%	5% - 57
Shared equally between the Town and the Owner (50%/50%)	45% - 549
More than 50%	43% - 531
A fixed amount regardless of the costs of the repairs (e.g. \$2,500)	7% - 89
TOTAL	1,226

Answered: 1,226 Skipped: 104

Q8: Assuming the costs will be shared, how long should property owners be given to complete the repair?

ANSWER CHOICES	RESPONSES
6 months	10% - 120
1 year	27% - 336
2 years	63% - 772
TOTAL	1,228

Answered: 1,228 Skipped: 102

Question 9 allowed the respondent the opportunity to leave any comments. Of the 1,330 responses, 391 (29%) respondents left a comment. Due to the amount of comments they could not be incorporated into this insert, but can be viewed on the Town’s website at www.dedham-ma.gov. Once at the Town’s website hover your mouse over “Departments” near the top of the page then select “Engineering”. Once on the Engineering page, click on “Private Infiltration Removal Policy” found on the left side of the page. From there you can find a copy of the comments from the survey that can be downloaded and viewed at your leisure.

We will also be conducting a Focus Group on Thursday, December 5th from 5 to 6:30 PM at the Dedham Middle School to get feedback on some of the finer details of the proposed draft Infiltration Removal Policy. If you are interested in being a member of the Focus Group, please send your contact information to focusgroup@dedham-ma.gov by Tuesday, November 26th. We need 12 to 16 volunteers for the Focus Group. We will randomly select from the those interested and contact you to confirm your availability.