



CLARK COUNTY AND STORMWATER PARTNERS

***STORMWATER FACILITIES MAINTENANCE COMMUNICATIONS
FOCUS GROUP***

**SUMMARY REPORT
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RESEARCH | INSIGHT | KNOWLEDGE

TABLE OF CONTENTS

Executive Overview	1
Introduction	2
Methodology	2
Results	3
Demographics: Participant Profiles	14



EXECUTIVE OVERVIEW

- All of the contractor participants agreed that the local stormwater facilities are not being properly maintained. Most say homeowners tend to assume that the County is responsible for the maintenance.
- Most residents appear to have little knowledge about stormwater facilities or recognition of where stormwater ends up. Some believe it simply soaks into the ground. Most residents were hard-pressed to define the “stormwater facilities,” but do understand terms like “bio-swales.”
- Residents had even less awareness of the maintenance requirements or their responsibilities. They tend to think the facilities maintain themselves, or that the County is responsible, and beyond picking up trash, demonstrated a complete lack of understanding of what is expected.
- Most residents would like to see trash removed, and many are aware that the trees and plants have grown up in the facilities, but very few recognize there needs to be weed control and silt removal.
- Many residents feel that the fencing and locked gates surrounding the facilities are a barrier to even pulling trash; many believe they are County installations and that the public is not even allowed inside.
- Residents in active Home Owner Associations (HOAs) or Neighborhood Associations (NAs) tend to be better informed, and at least one participant’s HOA has a contractor who provides on-going maintenance.
- Homeowner questions included: What do I do to stay on top of this? How often is the facility evaluated? Can they catch problems early? Who can I call? Is there a grace period?
- Residents felt that direct contact would be the best form of communication, whether a presentation at their HOA/NA meeting, through signage at the site, or via outreach when maintenance people are inspecting, planning work, or actually doing work in their neighborhood (a door-hanger). A more informative website was suggested: the PDF format is hard to read, it’s copy-heavy, and needs a search function. Create a site with photos and examples. Contrast what’s appropriate and what’s not. Provide a place to leave questions.
- Contractors wish residents had a better understanding of their responsibilities as they often encounter angry homeowners struggling to deal with an unexpected demand from the County and also say the County often overwhelms homeowners, with larger and more expensive solutions than are actually necessary.
- In terms of education, contractors are looking for the dos and don’ts: what materials (ie: herbicides) are allowed and why (or why not)? Employee training classes during the winter season were attractive: live and hands-on at a stormwater facility. Contractors supported access to videos and presentations for their crew. Training information in Spanish was recommended. A minority indicated an interest in viewing a webinar.
- Contractors also recommended the County make presentations at trade organizations, such as the SW Contractors Association and the Washington Association of Landscape Professionals, as well as Continuing Education credits on topics like pesticide and chemical use.
- Consumer motivations include benefits to wildlife (fish and animals) as well as the aesthetics of their neighborhoods. Many consider fences ugly and off-putting. Avoiding big assessments was also a motivator.
- Contractor recommendations included letting residents know that regular maintenance equates to less costs. They supported sending logbooks to HOAs and developing funding sources to pay for repairs.



INTRODUCTION

Clark County along with Stormwater Partners of SW Washington, contracted with Riley Research Associates to recruit and moderate two informational focus groups among two key stakeholder audiences: residents and landscape contractors. The goal of the research was to assess both audience's perceptions and understanding of issues surrounding proper stormwater facility maintenance.

The residential focus group included Clark County homeowners who reside in areas where stormwater facilities have been installed. Those recruited included Homeowner Association (HOA) members and others in areas which include existing stormwater facilities that require routine maintenance. The contractor/landscape professional group was recruited from among Clark County companies that perform maintenance on residential stormwater facilities located in the county.



METHODOLOGY

Riley Research worked with the Clark County Public Works team to plan and develop the focus group research. We developed recruiting guidelines to ensure that participants were qualified to weigh in on the issues. Homeowners were identified based on residential addresses proximate to stormwater facilities. Based on those addresses, we conducted a phone number matching process, to provide a call list.

The contractors were identified through the Stormwater Partners webpages as well as through online searches targeting Clark County commercial landscape operations.

Riley Research staff recruited both groups of participants, via telephone after confirming that participants were qualified for the groups. Care was taken to recruit participants who recognized they have a role to play in local stormwater facility maintenance. Each recruit received confirmation letters and a reminder call just prior to the group. Six residents attended and were provided \$100 incentives for their participation, while four contractors participated and were provided \$150 to \$200.

The focus groups were hosted at Heathman Lodge on June 13th at 4pm (Contractors) and 6pm (Residents), with a video feed providing up to 10 observers the opportunity to watch the live discussion from an adjacent conference room. Video recordings of both groups have been provided.

The report presents the findings from both groups (for those questions asked of both groups), with contractor finding, followed by resident findings.



RESULTS

Homeowner Education

Just to make sure we're all on the same page, we're here to learn more about your knowledge and experience with stormwater collection features. We're also looking for your thoughts on how area homeowners, neighborhoods, and homeowner associations or HOAs, deal with neighborhood stormwater features, whether you maintain them yourself, or hire landscape professionals or whether you currently have no involvement or awareness surrounding these issues.

(Residents) To begin, I'm going to quickly read through a list of some of the terms often used in this context, to see how familiar they are to you:

1. Stormwater runoff – generally understood
2. Stormwater facility – much confusion and limited understanding of the term
3. Watershed – not well understood by most
4. Stormwater pollution – good understanding
5. Impairment – generally understood
6. Watershed health – vague acknowledgement
7. Discharge – well understood
8. Infiltration/infiltrate – not well understood
9. Impervious/Pervious - understood
10. Low Impact Development – general understanding
11. Treatment – “green” chemicals, chlorine
12. Flow Control – general understanding
13. Dispersion – how water flows
14. Storm system – “pipelines”
15. Compaction – some understanding
16. Sediment – well understood
17. Nutrients – well understood
18. Mitigate – good understanding: bypass, fix
19. Turbidity – not well understood: “clogs”

(Contractors) To begin, what can you tell me about the state of storm water facility maintenance in the county? Are most area facilities being properly maintained or no?

All of the participants agreed that the stormwater facilities are not being properly maintained. Homeowners are not aware of their responsibilities. “The County contacts homeowners, but doesn’t do a good job of educating them about what’s expected.”

(Contractors) To what extent do you think homeowners are aware of the importance or necessity of maintaining the features? Do they seem to know what’s expected?

There appears to be an assumption that the County is responsible and most residents are surprised to learn that homeowners are responsible.

“Only if they have an active HOA,” said one contractor, to general agreement. One contractor asked, “Is the County responsible?” Others said, residents are uninformed and overwhelmed, they are surprised (to learn of their responsibilities. Homeowners have some sense of the aesthetics, but a limited understanding of the functions. Another said facilities tend to be full of garbage.

(Residents) In general, what do you think happens to stormwater? Where does it end up?

Residents offered various explanations, but were primarily focused on their immediate vicinity, with little recognition of where stormwater ends up. Comments included: “It sinks into my yard.” “It goes into the bio swale.” “It goes into a French drain.”

(Contractors) Let’s talk a bit about the nature of the relationship between your company and the homeowner organizations. How does your company connect with the homeowners? What role are the homeowners playing in the maintenance process, if any?

The consensus was that most landscapers prefer to work with homeowners’ associations (HOAs) and not individual residents, due mainly to residents’ frustrations and anger in having to deal with the unexpected hassle and expense.

(Residents) When we mention “stormwater facilities,” what types of features come to mind?

Without prompting, most residents were hard-pressed to correctly define stormwater “facilities.” One resident from San Diego described that city’s rainwater processing facility, but locals seemed only familiar with “bio swales” and “fenced areas.”

Moderator: To clarify, we’re talking about neighborhood features, such as bio-swales, settling ponds, and stormwater catchment systems, installed throughout Clark County’s neighborhoods to catch the rain and provide a natural filtration system to keep chemicals road oil and other pollutants out of area streams and rivers.

After prompting, residents were then able to cite more features, including lots of plants, birds, and the sounds of frogs croaking. Others characterized the facilities as a large rectangular fenced area, different

types of fenced areas, ponds, and rock-riverbeds and boulders where water can filter through. One said “dips” and (in San Diego) netting to catch trash.

Some expressed concerns about facility maintenance, based primarily on their lack of understanding of what might be necessary. Others expressed concerns about mosquitos.

(Contractors) What do you think homeowners, neighborhood or association leaders need to know about correctly maintaining a stormwater facility. What information or assistance from Stormwater Partners might help?

The consensus was that HOA’s are more proactive, have more resources and are more responsible. Individuals and loosely-organized neighborhood associations are considered poor prospects, due to lack of funding.

(Residents) How many are you aware of any such features in your neighborhood? Which types?

Residents recall observing ponds and fenced areas in their neighborhoods. A former San Diego resident said: “In the Northwest, they are made to be natural looking.”

(Contractors) Do you think homeowners understand the importance of performing maintenance regularly on a schedule or do they tend to contact you when there’s a problem?

The consensus was, “no.” Contractors indicated that most homeowners are surprised to learn about these responsibilities. Comments included: “Only when a company (or the county) tells them.” “(One group) had to create a HOA to deal with it.”

(Residents) To what extent do you think homeowners are aware of the importance or necessity of maintaining the features? Are maintenance requirements are well-communicated and do you know what’s expected? How could these issues be better communicated?

Residents were not sure what, if anything, needed to be done. One stated that they were not allowed to maintain the facility (it was determined this resident was actually referring to a County-owned stormwater facility). One HOA member said they have a crew who does the clean-up.

Most residents had a near-complete lack of understanding of what is expected. They are aware that the trees have grown up and some recognized that there needs to be weed control and silt removal. One said they pay a mosquito control tax, but would like to see advance notice. Another said his neighborhood sprayed for mosquitos.

One resident said he was concerned because the upstream neighborhood’s swales emptied into the swales in his neighborhood, allowing the upstream residents to impact the downstream facilities. Another resident (who could not attend) said his concern was that a pond near his house could leak into his basement.

(Contractors) Some of the tools being considered for educating residents and companies include site visits, technical assistance, printed information, maintenance reminders, online videos, a 360-degree tour of a site. What do you think would be beneficial? What else?

One landscaper advocated for better, more comprehensive designs to encourage multiple-use type features (such as a swale that could double as a community play field). Educate residents at the time of the home purchase. Make presentations at HOA meetings. Others expressed concerns about creating mosquito breeding areas.

(Residents) To the extent you're aware of any local maintenance efforts, who – if anyone - coordinates that effort? (HOA, Neighborhood Association, County, individuals, no one?)

Residents have a general sense that they could be notified and forced to provide maintenance. However, none of the individuals considered it their responsibility. One said, "My HOA pays to have them serviced." Another said, "We can't do anything. The (landscape company) told us we can't go in to maintain it." Yet another said their awareness was sparked because a landscape company approached them and asked to sign up for regular maintenance.

(Residents) If someone with the HOA is in charge, does that person change over the years? (How often? Does anyone keep records of maintenance performed from year to year?)

Responses varied. Some said they had aggressive HOAs on a regular schedule that rarely had leadership turnover, but most had little idea who, if anyone would take the lead. If anyone was keeping records, it was thought to be the landscape contractors.

(Contractors) What would you want homeowners to know about the importance of performing regular maintenance? Does your company do outreach? How could Stormwater Partners assist you in encouraging residents to do regular maintenance?

Let them know that regular maintenance equals less cost. County needs to be more consistent and more willing to be negotiable. We were on their list until we asked to be taken off because the County isn't practical and we end up with unhappy, mad customers. Homeowners, when presented with repair costs are often outraged, and need to know that solutions may cost less than the County leads them to believe.

(Contractors) Some ideas that are being discussed include: providing HOA logbooks, signs, post-card mailers, or emails to the HOA. What would be most helpful?

HOA logbooks were thought to be potentially beneficial. One landscape company manager cited information or signage at a park near a water resource center, which explained the features well.

(Residents) As you may know, neighborhoods, HOA's and individual homeowners are ultimately responsible for maintaining local stormwater facilities, by keeping them free of weeds and debris. Do you think most neighborhood facilities are being properly maintained?

Residents have little awareness of the maintenance requirements or their responsibilities. They tend to think the facilities maintain themselves. One said, "I think so, I don't hear anything and never had to worry about it." Others said, "I haven't seen any overflows, or water building up." Another said the area is overgrown, but was not sure of the implications.

(Residents) Do you believe your neighborhood or HOA is organized enough to get stormwater facility maintenance done? (If not) What do you think it would take?

With the exception of one HOA member, most homeowners seem to have never considered this possibility and are not prepared to deal with this issue.

(Residents) What would you consider some of the barriers to performing maintenance?

Many felt that fencing and locked gates surrounding the facilities are a barrier to even pulling trash from the installation, and many believe that they are not allowed inside. One stated that if the requirements are not spelled out in their deed's CCRs (Covenants, Conditions & Restrictions), they have no reason for concern. Another commented that there is inadequate documentation of the responsibility.

(Residents) For any of you who have actually been involved in maintaining stormwater facilities, what would you say is the most difficult part?

Removing debris, garbage, and cigarette butts. No one described any more intensive efforts.

(Residents) Has anyone hired individuals or landscape professionals to help maintain those facilities? How would you or did you go about finding someone to perform the maintenance?

One HOA member said their management firm handles this. Another said they don't know who to hire or what's to be done. One whose Neighborhood Association had been assessed for repairs said there is a list available from Clark County. Residents said they would prefer to have choices - not just one referral - but all available contractors.

(Residents) To what extent were you aware that the County could step in and hire a contractor to maintain or repair stormwater facilities in your neighborhood or HOA, then bill the residents?

There was weak acknowledgement by some that the County could fine their HOA. Most do not know, but felt the County should warn them before it becomes a big, expensive problem.

Landscaper Information

(Contractor) In terms of your company or you, how or where did you get the training to learn about what goes into correctly maintaining stormwater facilities?

Contractors cited Washington State training, City of Vancouver public-private training sessions and Local Improvement District (LID) ecology information. Topics were said to include rain gardens within property as well as information on plants and new products.

(Contractors) Do you feel like you have all the training you need to service all types of stormwater features or are there additional skills or training you'd like to have, from running the business to maximizing the benefits to the environment?

Contractors want to better understand what the state and county are thinking. My guys can learn the requirements.

(Contractors) What questions or concerns do you have about the process, certifications, or other requirements?

Contractors are looking for more education on dos and don'ts and restrictions. One contractor was adamant that this aspect of their industry is immature and that there is currently little incentive for them to pursue these contracts. Others shared questions or concerns about how and why rules are adopted. "What about Hemlock?" "They say we can't use Crossbow; do they expect us to pull blackberries by hand?" "They expect us to allow the grass to grow higher, but we cut it shorter so it can double as a playground."

Communications

(Contractors) Stormwater Partners is developing a communications plan to reach out to area contractors. Which of the following types of materials would be most helpful to your business for informing and training employees about stormwater facility maintenance? (Show examples)

1. Posters encouraging residential awareness – ignored by employees
2. Brochure describing the broader goals and objectives – for me, but video for employees
3. Rack cards describing various types of facilities – for contractors to share (sales pitch)
4. Website information - maybe
5. Videos of maintenance activities - short videos are useful
6. Workshops providing training – all of the landscapers liked this idea (hands-on training)
7. Mailers to contractors and residents - maybe
8. Email updates to contractors and HOAs – “spam”

One insisted that if there was a market for this business, he would train the employees. Other suggestions included: a paycheck insert. We're trying to get rid of paper. Make sure it's bilingual (Spanish).

(Residents) What information or education from Stormwater Partners would be helpful, in terms of what you think homeowners, neighborhood or association leaders need to know about correctly and regularly maintaining your stormwater facilities?

Residents suggested a brochure with photos and explanations. One suggested a billing insert with their property assessment (received two times a year or with a new purchase). Another suggested a sign at site with information and a phone number. One said she would do an internet search, but would avoid company (landscaper) websites, and would search about “storm water ponds.”

Questions included: What do I do to stay on top of this? How often is the facility evaluated? Can they catch problems early? Who can I call? One said that when they have called, there is never a direct contact, just an opportunity to leave a message. There should be a live person rather than a recording.

(Residents) Some of the tools being considered for helping to inform residents about this issue include ideas like site visits, offers of technical assistance, printed information, maintenance reminders, online videos. What do you think would be most useful? What else?

Comments included: “The website should emphasize homeowner responsibilities.” In terms of reminders, one applauded their garbage service’s efforts to keep residents aware of their schedule by sending flyers regarding recycling opportunities. “Send a calendar indicating what’s required and when.” When they are in the neighborhood, have someone from the crew (or an outreach specialist) knock on the door and engage with the residents. A door-hanger notice would also help create awareness of what’s going on.

Other ideas: Ask the HOA to share information with their members. Send neighborhood-specific information. Avoid confusing technical lingo.

One said, “The County website is not friendly; the PDF (format) is hard to read. It’s copy-heavy, and needs a search function.” Create a site for HOAs with photos and examples. Show residents the contrast between what’s appropriate and what’s bad. Leave a place to leave an email and ask a question. If they documented the conversation, more attention would be paid.

(Residents) And if you were seeking information, which of the following would you prefer?

1. Go to a website – All would like this available
2. Request something in the mail – only one wanted this
3. Request information by email – all would like this option
4. Visit a local office to pick up information – deemed not likely

(Residents) Which of the following would you consider the most effective way to let you know about these resources? An inspection letter, a postcard mailer, a phone call, emails, an HOA or neighborhood meeting, door hangers, signs near the stormwater feature, other?

Residents felt that direct contact would be best, whether through a presentation at their HOA/Neighborhood Association meeting, through signage at the site, or by an outreach visit when maintenance people are inspecting or doing work in their neighborhood.

(Residents & Contractors) Stormwater Partners is considering creating a 360 degree virtual tour of common stormwater facility types, similar to a 360 degree tour of a home for sale. This would allow you to virtually look at a stormwater facility to become familiar with the various elements that need maintenance. How useful would this be? (<https://www.mountvernon.org/site/virtual-tour>)

Everyone was familiar with the technology and appeared intrigued by this idea.

(Residents & Contractors) In terms of videos, would you prefer one five-minute video that covered all of the maintenance for a stormwater facility or five one-minute videos that covered each maintenance step separately?

All those participating said they would like to see videos and all would prefer five one-minute videos over one longer video.

(Residents & Contractors) When it comes to written materials, would you prefer a longer, more comprehensive book on many maintenance practices or a packet of instructional cards specific to the maintenance needs for your neighborhood facilities?

Some residents were worried about the cost of the large printed booklet and printed materials in general. Most would rely on the website. Some suggested brochures for HOAs, with everything else on the website. Contractors were less interested in the book. One said they would read it, but their crew would not.

(Residents) If you were to go inspect your neighborhood stormwater facility to assess maintenance needs, would you be more likely to bring printed materials or a mobile device to reference?

One said printed materials, but most would rely on their smart phone/mobile device.

(Contractors) How likely would you be to attend or send employees to a workshop on maintenance techniques? (If likely) What would you expect, in terms of valuable aspects of such a workshop?

All of the contractors were tentatively interested in sending employees to a training session, in the off-season.

(Contractors) Which of the following workshop formats do you think would most useful: webinars, live training classes, video training, presentations to your organization, presentations at trade organization conferences, Continuing Education?

One began the discussion by saying the industry needs to mature to make the business profitable: "There needs to be a source of funding to make this a real industry."

Employee training classes were attractive: live and hands-on at a stormwater facility. Contractors supported access to videos, and potential presentations to their crew. A minority indicated an interest in webinars.

Contractors also supported presentations at trade organizations, including Continuing Education credits for issues like proper pesticide/chemical use.

(Contractors) For training classes, what time of year, day of the week, and time of day would be most useful?

Clearly the off-season (winter) is the time for training. “One time a year in January or February.” Some liked the idea of half-day workshops or “bite-sized” classes.

Contractors recommended working with the Clark County offices of the SW Contractors Association and the Washington Association of Landscape Professionals.

(Contractors) And what languages would your company consider helpful?

English and Spanish.

Outreach

(Contractors) Without revealing any trade secrets, tell me a bit about how your company reaches out to customers.

These contractors are not currently reaching out to homeowners, due to a lack of understanding on the part of homeowners about what’s required along with a lack of funding to pay for maintenance or repairs. Some have contracts with HOAs who are more likely to understand the need and have funding in place.

Homeowners who reach out to contractors are often angry and confused about having been approached by the County regarding maintenance or repairs for their facilities and contractors are reluctant to engage, due to a history of unpleasant interactions.

(Contractors) When reaching out to residents or HOAs about maintaining their facilities, what kinds of reactions do you typically get? What would you like residents to know?

One said, “We don’t reach out – there’s no market.” Another said they reach out to HOAs but many are in denial, believing it is the County’s responsibility. Customers are not happy when they learn there are no funds in place and the County needs to first establish a source of funds.

(Contractors) Would you value having your company highlighted by Clark County and Stormwater Partners as a local provider?

One said they are trying to get their company's name off the list, due to the responses from angry residents. If the County had a tax in place or other source of funds then yes, but if not, no." Others described residents who were overwhelmed by remediation plans presented to them by the County. Contractors described these plans as often over-blown and overly expensive. They said they often work with residents and the County to down-size the plans to make them more affordable.

(Contractors) Would you consider offering a discount to residents referred to you by the county?

Unanimously, the contractors said no.

Motivation

(Residents) I have a list of reasons why someone might want to perform useful and timely maintenance and I'd like to know how persuasive you think each message would be. Please indicate very, somewhat, or not effective (hand out checklist):

- Preventing costly repairs from deferred maintenance – all agreed this was important
- Receiving recognition for maintaining a model facility – no one appeared motivated
- Knowing that regular and proper maintenance benefits water quality – most all agreed
- Facility maintenance prevents pollution – about half agreed
- Performing it right the first time means avoiding having to redo it – all agreed
- Protecting fish and other wildlife – all agreed (probably most persuasive)
- Providing safe water for swimming or other recreation – all agreed (also persuasive)
- Providing leadership in environmental sustainability - vague
- Keeping the area looking attractive – two-thirds agreed this was motivational

Other reasons to perform maintenance: preventing algae, preventing mosquitos, sharing the consequences with the larger community. Some recommended specific examples that might be persuasive, for example: if your dog gets sick due to stormwater pollution.

Material Concept Testing

(Resident) Now I'm going to show you some communication materials and I'd like to know which ones appear most effective at communicating the information you're looking for (show brochure and rack materials).

Residents appeared to appreciate the content of the larger brochure, but question the cost-effectiveness. Some recommended a bill/utility insert, from Clark PUD or in their property tax assessment mailing.

(Contractors) Now I'm going to show some communication material that have been put together just for this group. I'd like you to take a look and then I'm going to ask you what you think.

Contractors also found value in the larger brochure, but the consensus was they while they might look through it, there were unlikely to give it to their workers. They preferred the rack-style cards because they were more specific to the job at hand and indicated they were likely to share the job-specific materials, but not the broader, more general information.

(Contractors) I'd like to hear your thoughts on any barriers you see to getting homeowners and associations to engage in the maintenance of stormwater systems

"Money." Contractors asserted that if HOAs have money set-aside for this, or if there's another source of funds to pay for the maintenance, it's much easier. Homeowners don't understand their responsibilities or why it's important.

(Residents) As we wrap up, what final thoughts would you like to leave me, regarding maintenance to stormwater facilities?

The County needs to provide a grace period. Put drains below ground to save space. Ponds take up too much space. Fenced areas are ugly and send the message that we can't go in there, even to remove trash.

(Contractors) What final thoughts would you like to share with me regarding maintenance to stormwater facilities?

Property managers need more education about responsibilities and solutions.



DEMOGRAPHICS: PARTICIPANT PROFILES

Contractor Group – 4 pm

Name	Last Initial	S2. Do you provide stormwater maintenance service for: A) HOAs B) Commerical Buildings C) Both	S3. How many different stormwater facilities in Clark County does your business help maintain?	S4. Are you knowledgeable about this part of the business?
Steve	P	C: Both	2	Yes
Damon	B	C: Both	20-25	Yes
Scott	E	A: HOAs	10	Yes
Rachel	G.	A: HOAs		Yes

Resident Group – 6 pm

Name	Last Initial	S2. Do you work in the landscaping or grounds-keeping industry?	S3. Do you know if your home is part of a Home Owner's Association?	S4. Are you aware of any neighborhood stormwater features? (bioswales, settlings ponds, stormwater catchment systems)	S5. Do you know if your neighborhood, or subdivision, has a maintenance plan for such a system?	S6. Who are your stormwater management features maintained by: A) HOA or subdivision members B) Professional Landscape contractors C) Both D) No one, or Don't know
Craig	P	No	Yes	Yes	Yes	A: HOA, or Subdivision
Bob	A	No	No	Unsure / Yes	Not Sure	D) Don't know
Kenneth	S	No	Yes	Yes	Not Sure	C: Both
Karin	N	no	no	yes	yes	county
Judy	M	No	Yes	No	Not sure	B) Professional Landscape Contractors (hired by H
Sue	A	No	no	Unsure / Yes	No	D) Don't know