

Appendix C – CWCB Market Survey

The Colorado Water Conservation Board (CWCB) makes numerous services available to Colorado water users and part of the assessment aimed to determine which users utilize the services in order to maximize assistance provided. Respondents were first asked whether or not they were aware of a particular CWCB service and then asked to rate its attractiveness in relation to the respondent's water entity. Respondents were then asked whether their entities had used the service and those who had, were asked to rate the service using a 5-point scale, where 1 is not attractive and 5 is very attractive.

The two most recognized CWCB services by respondents involved funding. Loans for infrastructure improvements and grants for feasibility studies were by far the most prominent services. Sixty-seven percent of respondents indicated awareness of the availability of loans for infrastructure improvements and almost half rated it an attractive service for their entity. As the most used service (one in four respondents had used loans for infrastructure improvements), nearly 80% rated the service 4-5. More than half of the respondents also were aware of the grants for feasibility studies, with 46% rating it attractive or extremely attractive. The grants were the second most used service of the assessment, with 14% claiming they had utilized them, and 77% of its users rating it a 4-5.

Assistance with dam safety was also a prominent service among the respondents. Over half said they are aware of the service and one in three finds it attractive for their entity. Only 11% of respondents had used CWCB assistance with dam safety, but of those, almost 80% rated the service 4-5.

The service respondents rated the most attractive was assistance with interpretation of water law. Surprisingly, this service had one of the lowest awareness ratings as only 29% of respondents know that CWCB offers this assistance.

CWCB services and their associated ratings, which were consistent across Divisions & Segments, are listed below.

Table C-1: Ratings of CWCB Services

	Awareness %	Attractive % 4-5	Attractive Mean	Used %	Satisfaction Rating % 4-5	Satisfaction Rating Mean
Loans for infrastructure improvements	67	46	3.3	25	77	4.0
Grants for feasibility studies	52	46	3.3	14	77	4.1
Assistance w /biological opinions & wildlife/habitat assessments	32	20	2.6	3	39	3.4
Assistance w/ compact issues	37	27	2.6	5	64	3.8
Assistance w/ dam safety	53	31	2.6	11	79	4.0
Assistance w/ drought planning	44	40	3.1	4	60	3.6
Assist w/ flood studies & evaluations	47	29	2.7	10	64	3.9
Assist w/ interpretation of water law	29	48	3.3	6	52	3.8
Assist w/ instream flow protection programs	48	35	2.8	7	56	3.7
Assist w/ maintaining natural lake levels	23	20	2.3	1	50	3.3
Assist w/ project feasibility studies	49	39	3.1	11	80	4.0
Assist w/ river & ecosystem restoration	36	25	2.6	3	76	4.1
Assist w/ stream & lake hydrology & hydraulics	35	24	2.6	4	66	4.0
Assist w/ water conservation planning	59	38	3.1	6	57	3.7
Assist w/ water systems sampling & monitoring	29	29	2.7	5	76	4.2

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Services of which respondents are most aware:

Loans for infrastructure improvements	67%
Assistance with water conservation planning	59%
Assistance with dam safety	53%
Grants for feasibility studies	52%

Most attractive services (given a rating of 4-5):

Assistance with interpretation of water law*	48%	Mean 3.3
Loans for infrastructure improvements	46%	Mean 3.3
Grants for feasibility studies	46%	Mean 3.3

*It is interesting to note that this service had one of the lowest awareness ratings at only 29%

Most used services:

Loans for infrastructure improvements	24%
Grants for feasibility studies	14
Assistance with feasibility studies	11
Assistance with dam safety	11

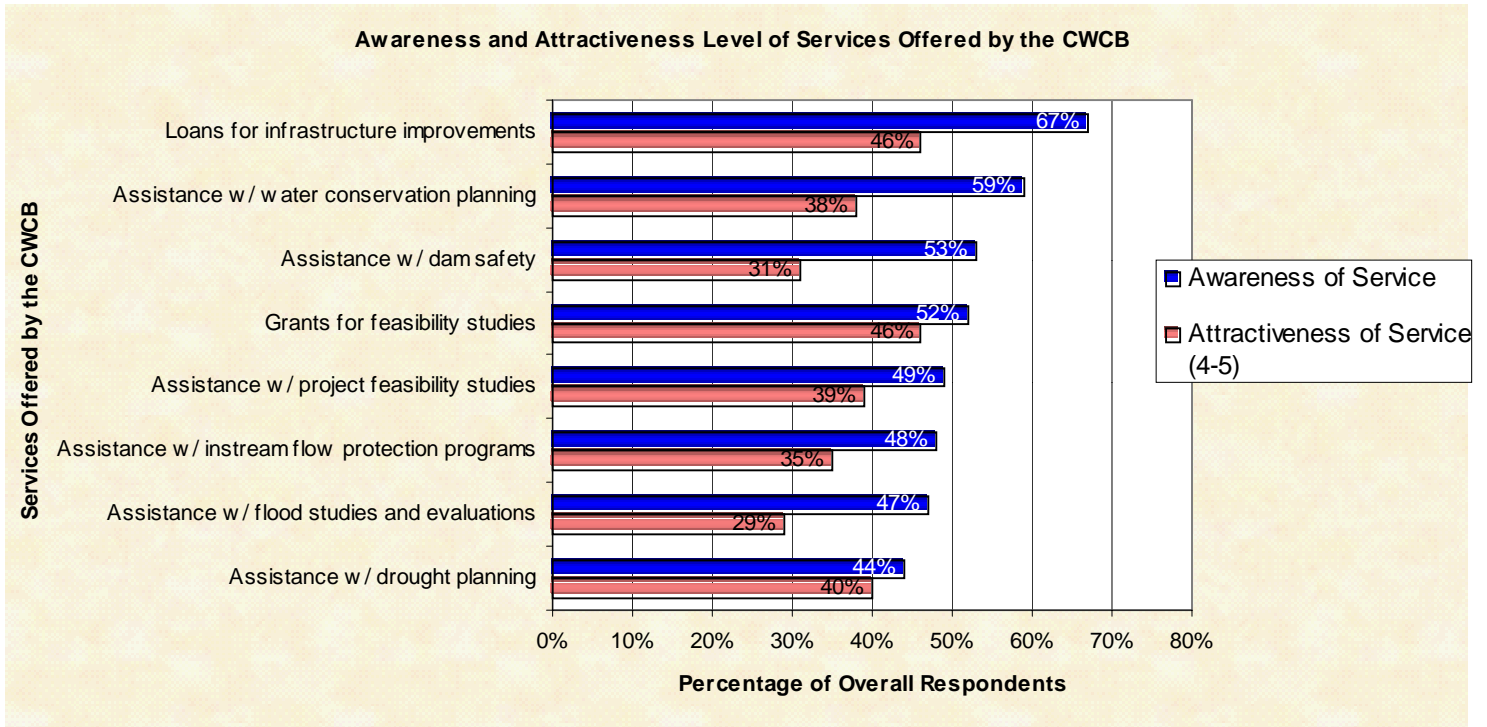
Highest rated services of those who used them (given a 4-5):

Assistance with project feasibility studies	80%
Assistance with dam safety	79
Loans for infrastructure improvements	77
Grants for feasibility studies	77

Highest rated services of those who used them:

Assistance with water systems sampling & monitoring	Mean 4.2
Grants for feasibility studies	Mean 4.1
Assistance with river & ecosystem restoration	Mean 4.1

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