

## **Rain Check Participant Satisfaction Surveys**

Rain Check is a Philadelphia Water program that helps residents manage stormwater and beautify their homes. Through this program, Philadelphia Water provides funding for landscaping tools that capture stormwater including: rain barrels, downspout planters, rain gardens, pavement removal and permeable pavement.

From the beginning of the Rain Check pilot program, Philadelphia Water has asked participants about their satisfaction with different aspects of the program. All of the surveys were distributed through email to program participants, and some of the questions have changed over time as the program has evolved. The list below provides short descriptions of the surveys that have been distributed. The names correspond to the file names of the data provided.

### **1. Rain Check Final Survey\_August 2013-September 2013**

Description: Provided to participants at completion of the pilot program to measure the educational and customer service impact of the program.

Response period: August 2013 – September 2013 (one month)

Responses: 28

### **2. Rain Check Post-Assessment Survey\_July 2012-November 2013**

Description: Provided to participants after their homes had been assessed by Rain Check contractors to evaluate stormwater management options.

Response period: July 2012 – November 2013 (17 months)

Responses: 137

### **3. Rain Check Post-Assessment Survey\_October 2013 - May 2015**

Description: Provided to participants after their homes had been assessed by Rain Check contractors to evaluate stormwater management options. This is the same post-assessment survey, but updated to include new Rain Check contractors.

Response period: October 2013 – May 2015 (20 months)

Responses: 118

### **4. Rain Check Post-Assessment Survey\_August 2015 – December 2015**

Description: Provided to participants after their homes had been assessed by Rain Check contractors to evaluate stormwater management options. This is a slightly modified post-assessment survey to reflect program changes made in April 2015.

Response period: October 2013 – May 2015 (20 months)

Responses: 118

### **5. Rain Check Post-Installation Survey\_November 2012 - October 2013**

Description: Provided to participants after they had a stormwater tool installed at their homes.

Response period: November 2012 – October 2013 (12 months)

Responses: 37

**6. Rain Check Post-Installation Survey\_October 2013 - February 2015**

Description: Provided to participants after they had a stormwater tool installed at their homes. This is the same post-installation survey, but updated to include new Rain Check contractors.

Response period: October 2013 - February 2015 (17 months)

Responses: 46

**7. Rain Check Post-Installation Survey (cost-share)\_September 2015 - December 2015**

Description: Provided to participants after they had a stormwater tool installed at their homes. This survey is for those participants who received a “cost-share tool” (downspout planter, rain garden, depaving, permeable paving). It is modified to reflect program changes made in April 2015.

Response period: September 2015 to December 2015 (4 months)

Responses: 25

**8. Rain Check Post-Installation Survey (rain barrels)\_May 2015 - December 2015**

Description: Provided to participants after they had a stormwater tool installed at their homes. This survey is for those participants who received a rain barrel, which are installed for free by Philadelphia Water. It is modified to reflect program changes made in April 2015.

Response period: May 2015 to December 2015 (8 months)

Responses: 145

**9. Rain Check Workshop Survey\_April 2015 - December 2015**

Description: Provided to participants after they attend a Rain Check workshop where they learn about stormwater management and the Rain Check program.

Response period: May 2015 to December 2015 (8 months)

Responses: 166