

APPENDIX 3

VERBATIM QUALITATIVE QUESTION RESPONSES

Twenty survey questions offered respondents the opportunity to write their own narrative responses, comments, or elaborations on certain answers. Responses that identified an individual lab by name were edited only to remove the name because WSLH assured confidentiality. All other responses are presented verbatim, without editing. The following are all of those responses as recorded in the data set.

<p>Question P2Q1_1: The person answering survey questions should be a laboratory administrator or equivalent who has overall knowledge of your facility's testing capabilities, training needs, and business perspectives. What is your role in this laboratory? Note: Comments that follow are from Question P2Q1_2 (Specify an "other" response to Question P2Q1_1).</p>
Private Sector
Quality Assurance Director
QA Officer
Contracts Officer
Client Services/Sales
Laboratory QA/QC Chemist
Client Services Representative 13 years with the Company
QA Officer
Environmental & Safety Specialist for site.
EVN & Safety MGR
Certified operator
Public Sector
Laboratory Supervisor
Water/Wastewater Superintendent
Waste water Operator/Lab Tech
Lab Technican
Plant operator
Operator/Lab Analyst
Wastewater Supt. oversees and holds license for plant.
Wastewater Utility Superintendent
Wastewater Superintendent
Operator
Laboratory Manager/Analytic Supervisor
Treatment Plant Operator
treatment plant administrative manager
Laboratory Director/Laboratory Manager
chief operator
Wastewater Treatment Plant Supervisor

This is a small wastewater treatment plant and I am the operator in charge.
Laboratory Chemist
Wastewater Operator in Chief for this one man operation.
Lab Techician
Laboratory Director/Eric Nysse
Sr. Plant Chem. Tech.
Laboratory Tech
Plant Manager

Question p2q2_1: Please characterize your business.
Private Sector
We are a commercial laboratory, focused on Drinking Water analyses. We are certified in over 40 states nationwide fo
Environmental analysis of wastewater, groundwaters, soils, products, etc.
We are a full service commercial environmental laboratory. Our company has a separate laboratory located in Wisconsin. Our location provides back-up capability and additional capacity when needed.
SDWA water analysis, mainly serving well drillers, private well owners. Industrial water treatment support.
Environmental testing
Full service commercial environmental laboratory service state federal and industrial clients.
Analytical Testing Services for the environmental industry, agricultural industry, food and pharmaceutical industries, energy industry, pet food and feed industry
Industrial hygiene and Enviromental analyses (air, water, soil, hazardous waste)
An environmental consulting laboratory that analyzes water, wastewater, soils, sediment sludges, etc for the private and public scetor.
Analytical laboratory specializing in dioxin/furan and PCB analyses.
Focus on serving the small system public drinking water secter
Environmental Testing Facility
Commercial lab providing samples and analysis of environmental samples. The most typical sample matrices include solid waste and wastewater. Our facility has the analytical capabilities to provide chemical and microbiological analysis.
environmental, metalurgical, microbiology
Environmental and Agricultural Analytical Laboratory
Private testing lab providing results to public and private clients nationwide in environmental (water, waste water, bio-solids, bioassay), microbiology, food chemistry, and investigative consulting disciplines.
Food and Environmental
Environmental testing
Food milk, and water microbiology laboratory
Full service environmental laboratory; serving both commercial and private clients; DW, WW, solids; multi-state certified

Full service environmental compliance laboratory - groundwater, drinking water, wastewater, waste characterization, and other matrices
Paper
power generation
Coal fire electric energy generating facility
Electric Utility
Paper Mill
Industrial Solvent Recycle Fuel Blend
We Energies: Multi-faceted energy company: Electric, Natural Gas, Steam
Analytical Service for a large Industrial Manufacturer.
Electric Utility
Public Electric and Natural Gas Utility
Paper mill
Paper production
Dairy Plant
Centralized Waste Treatment Facility
Paper mills
Resort & Spa
Recycled Paperboard Producer
Pulp and Paper Manufacturer
Pulp/Paper
Electrical Generation
Paper Mill
We are an animal feed manufacturer with an onsite Waste Water Treatment Plant.
Recycled paper mill
Generate electricy
Public Sector
Test DNR required parameters for our plant and other plants when their lab staff is on vacation.
Wastewater treatment facility.
Municipal Wastewater Treatment Lab
Wastewater facility for villages of Fontana/Walworth and Kikkoman foods.
Wastewater laboratory
Wastewater treatment
Municipal Wastewater Treatment plant
Wastewater Plant
Wastewater Treatment plant
Wastewater, Facility run BOD, SS, PHos, CL RES, pH
Wastewater treatment plant
Wastewater Lab
Municipal Wastewater treatment plant
Perform wastewater sampling & testing.
City operated treatment plant
Wastewater treatment plant

Wastewater testing of municipal wastewater: TSS, BOD, pH, fecals, NH3, P
Public Service
Municipal wastewater treatment plant
Sewage treatment from residential, commercial and small industrial plants.
Testing of municipal and industrial wastes
Wastewater Treatment Plant in - house laboratory.
Wastewater treatment plant
Wastewater Treatment Plant
Municipally owned Water and Wastewater Utilities
Treating waste water
Small wastewater treatment facility and a water test lab for bacteriological safe water test
in-house certified laboratory for the generation of permit related analyses, monitoring collection system and industrial pretreatment industries as well as research support for plant projects.
we are a municipal wastewater treatment plant laboratory
Municipal Sewage treatment facility
Testing of Treatment Plant Influent and Effluent for BOD, Total Phosphorus, Ammonia, pH, Total Suspended Solids, Chlorine Residual(Seasonal), Fecal Coliform (Seasonal)
Municipal Water & Sewer Utility
Routine analysis of samples daily for regulatory and process testing
Wastewater and other treatment plant samples, surface water, industrial waste pretreatment, groundwater, sludge, stormwater, Milorganite testing
wastewater plant
recycling water
City owned and operated wastewater treatment plant
wastewater
We conduct testing related to wastewater treatment, which includes BOD, TSS, TS, Alkalinity, pH, TP, TKN, NH3-N, NO2-N, NO3+NO2, Ortho-Phosphorus, NO3-N, Cl, SO4, Hg, and Metals.
municipal permit, process, surcharge and pretreatment testing
Local government
Municipal Wastewater Treatment Plant
Wastewater
Municipal
Municipality
wastewater treatment
City Government
Municipal WW Lab, self monitoring and testing, certified in BOD, TSS, Total Phos, and Solids. Conduct analysis for the WW Treatment Plant and IPP monitoring.
City laboratory used for landfill wells, drinking water and wastewater monitoring.
Wastewater Lab for permit compliance
Small municipality wastewater treatment
wastewater treatment
Wastewater treatment plant

Our laboratory is a small one that analyzes for TSS, BOD and pH only.
wastewater treatment lab that tests TSS, BOD
government bacteriological lab for private wells and transient non community water systems and limited chemical analysis
We are certified to perform coliform & E coli testing on drinking water, recreational water and sewage effluents. We also are certified to test nitrate in drinking water. In addition we run fluoride tests, pH and total alkalinity and some screening tests for iron & copper but are not certified in those areas.
Microbiological and chemical analyses of groundwater, surface water, wastewater, clinical specimens, dairy products and other foods.
We are a public health lab providing services consistent with the state rules. The lab's focus is on environmental testing, including food, water and limited clinical testing.
Conduct analysis of air, water, soil, foods and other solids for contaminants of public health significance.
State University lab involved in environmental research and monitoring.
non-profit university
Army Wastewater Treatment Lab
Municipal Wastewater treatment facility for pop 3000
Municipal Wastewater Treatment Lab - UWTP lab that runs tests for DMR Permit. BOD, SS, pH, phosphorus, ammonia, Fecals, chloride, chlorine

Question P2Q10: Your laboratory may belong to one or more professional laboratory organization or association. Please check Yes or No to indicate whether your laboratory belongs to the following organizations/associations. Note: Comments that follow are from P2Q10_10 (Specify an "other" response to Question P2Q10).
Private Sector
American Council of Independent Laboratories (ACIL)-via associate member WELA
American Society for Microbiology
International Assn of Food Protection
Illinois Environmental Association of Testing Labs
NELAC
(Michigan Environmental Laboratory Association)
Note: All of above close to useless!
Michigan Environmental Laboratory Association
Public Sector
Wisconsin Water Association
American Chemical Society
ACS, IAGLR, AWRA, Fox-Wolf Watershed Alliance, WEF
Wi DNR registered lab
Village of Junction City
Natl Env. Health Assn
WPHA

QUESTION P3Q11: Does your laboratory use the Internet or the World Wide Web on a routine basis for any of the following business or agency purposes? Please check Yes or No for each use listed. Note: Comments that follow are from P3Q11_8 (Specify an "other" response to Question P3Q11).

Private Sector

marketing services

No computer

Public Sector

(its coming)

Do not have computer.

Product information

General sources for technical resources

Research information, technical papers and articles.

QUESTION P3Q12: The Wisconsin Health Alert Network (HAN) is a Web-based information sharing system funded by the federal Centers for Disease Control (CDC). The Wisconsin Department of Health and Family Services in cooperation with the DNR, WSLH and the Department of Agriculture, Trade and Consumer Protection (DATCP) directs its operation in Wisconsin. The system, operated by the University of Wisconsin's Division of Information Technology, connects public health departments, clinics, emergency rooms, laboratories, law enforcement, fire services, the federal government, and other entities. It is a secure communication system that requires registration and authorization.

If the Wisconsin HAN's scope were extended to include environmental laboratories, how useful would the following types of information and services be to your laboratory's work and mission? Please rate each item listed as to its usefulness to your lab. Note: Comments below are responses to P3Q12_10 (Specify "other" response to Question P3Q12).

Public Sector

We are a municipal lab devoted to the necessary testing needed for operation and compliance of our wastewater treatment facility. The information available from the HAN would be valuable from an awareness standpoint. We do not envision working as a primary lab in the event of any emergency. We would be operating under an Incident Command System under our local Emergency Government Agency. Our tabletop exercises have always assumed that any information needed or being provided would be through the incident command system that would be put in place.

The current HAN format is not very useful resource. Many other sites have more useful and timely information for use in emergencies

No internet available

QUESTION P3Q21: Which of the following conditions, if met, would increase your laboratory's willingness to provide *surge capacity* testing for routine (non-emergency) samples from the WSLH in the event of an environmental health emergency or terrorist attack? Please check Yes or No for each condition listed. Note: Comments below are responses to P3Q21_12 (Specify "other" response to Question P3Q21).

Private Sector

It is difficult to determine exactly what would NEED to be in place. We would certainly do everything possible to use our capacity and capabilities for the protection of human health in a time of emergency.

If we were given legal immunity from any liabilities, and would not have assume the liability for the testing in our own errors and omissions coverage.

On-site training provided

Public Sector

Not a certified lab

Our lab has minimal capabilities

We are a regional facility governed by a commission of several communities. This could be a policy issue that may require a ruling. Our willingness may be hindered by commission decisions.

Although I am lab manager I would be overrideen in the event WSLH's request was made.

Our utility lab is not certified

Not a full-time lab!

This is a part time lab. We work at lab about 3 hours a day.

We are just a wastewater Lab

Unable to answer without more information.

We are only a registered Lab.

Don't believe standard Wastewater tests would be useful in the even of a biological or chemical attack

Lab is not a certified lab, testing mostly done for process control all other samples are sent to a certified lab.

As a public health lab we see our role as providing surge capacity testing for the SLH in the same way that we turn to the SLH for assistance. Obviously, we would need to be reimbursed for supplies, etc as our budget does not have much leeway

Question P3Q22: In the event of a terrorist act or a chemical or biological accident affecting the general public, which of the following might your laboratory be able and willing to provide? Please check Yes or No for each item listed. Note: Comments below are responses to P3Q22_9 (Specify "other" response to Question P3Q22).

Private Sector

Under certain conditions, staff that could be provided to use other private and public lab facilities around the State, including WSLH.

Again, it is difficult to answer these yes/no. It would depend on the scope of the emergency and the need. I think attempting to answer these yes or no sets us up to either look unpatriotic and greedy or puts us in a position to be taken advantage of. I feel that it is the duty of any business person, as a citizen, to make his resources available in the event of an actual national emergency, but private business should not be held to a standard of generosity/patriotism that the public sector is not also willing to meet.

Public Sector

Paid with city funds initially. Reimbursement by state?

(some of these questions are relevant to what would be required and or asked for depending on the situation)

It would not be our intent to become and maintain trained personnel for the purposes of analyzing samples from a chemical or biological accident. We would be prepared to offer our lab facility and have our personnel work under the direction of someone from WSLH. I doubt that our lab would have the analytical devices necessary to do significant testing; these devices would have to be obtained through the incident command structure.

Not a certified lab

Environmental sample collection and handling

Very little excess room in Incubators, ovens phos - Amonia - coliform testing to accomodate additional samples.

Question P3Q23: Would your laboratory be willing to participate with the WSLH in any of these emergency and non-emergency network or networking activities? Please check Yes or No for each activity listed. Note: Comment below is the only response to P3Q23_9 (Specify "other" response to Question P3Q23).

Private Sector

I don't think a regular meeting is necessary unless it is done in conjunction with another meeting. Many of us are a long ways from Madison and have a very busy meeting schedule already. I think that we can be kept in the loop with updates at other meetings and electronic information exchange.

QUESTION P3Q25: If the following general technical laboratory training or classes (not necessarily related to emergency situations) were offered by WSLH, please indicate whether your laboratory would be interested in enrolling its employees. Please check Yes or No for each training topic listed. Note: Comments below are responses to P3Q25_10 (Specify "other" response to Question P3Q25).

Private Sector

I think the state lab and the regulatory community needs to tell us what WE NEED rather than asking us what we want. WE KNOW NOTHING ABOUT THIS!!! I don't want to end up in a situation where we didn't ASK for something so now we're in a bind.

We are out of State and most likely would not attend these in WI. Might do these if they we offered on-line

Public Sector

(this depends on the locations of the educational classes and time of year)

Proper sampling procedures in the storm or sanitary sewers. All training oportunities are welcome.

Specific analytical techiques (ICP, ICP/MS,PCR,IC)

QUESTION P3Q26: Please rate each of the following considerations or training delivery methods as to their importance in your decision to receive WSLH-sponsored training. Rate 1 to 4 with 1 being the highest importance. Note: Comments below are responses to P3Q26_17 (Specify "other" response to Question P3Q26).

Private Sector

time costs money

Virtual laboraatory excercises

QUESTION P3Q27: The table below shows a list of services and activities that have been, or could be provided in the future, by the Wisconsin State Laboratory of Hygiene. In column "a," please indicate the services or activities that WSLH has offered or provided to your laboratory in the past year. In column "b," please indicate the services or activities that you would like the WSLH to provide to your laboratory in the future. Note: Comment below is the only response to P3Q27_19 (Specify "other" response to Question P3Q27).

Public Sector

Blind/Reference sample sets

QUESTION P3Q28: What is the one thing your laboratory needs most to be better prepared for a chemical or biological accident or terrorist act? Please indicate your response in the box below.

Private Sector

Not sure.

training

Understanding of what might be required.

Training

INFORMATION on what we need to be better prepared for a chemical or biological accident!!!!

An organizational plan to follow.

specific training and economic protections to stay in business during and after an event.

Protocol or SOP on what needs to be done
Need to understand expectations of our lab by WSLH, what certs, methods and required QC and how WSLH would like the information reported.
Training regarding employee health & safety, and an assessment of what types of testing would likely be required.
Without knowing what the act is, it's impossible to answer. As a commercial environmental lab, we don't involve ourselves in research projects.
Education
Understanding what testing will be required.
Training...we hear about this a lot from MN, IA and WI, but no one gives any details or information except asking for commercial laboratories to be available.
Access to the Laboratory network
Business resumption plan
ADEQUATE WARNING
Awareness training
Network Training
This laboratory is set up for handling normal Industrial solvents. We have safety equipment and a well trained staff for such things, but we are not set up for biological, nor for many chemicals outside the industrial solvent area.
Our emergency response and chemical hygiene plans are comprehensive but frequency of training and rehearsals should be increased.
Proper personal protective equipment and the associated training.
Notification of event
Chain of command for procedures
Training on biological emergencies.
A purpose or role
We are just an industrial wastewater lab. we are not able to handle biological or terrorist acts.(type response here)
Nothing - We only perform BOD & TSS testing on a non-commercial basis
Public Sector
Clear procedure for how/where/when/whom to drop off and deliver suspected contamination samples.
Education, training.
More capacity
Education - What do we do? What can we do? What could be expected of us?
new and better equipment
What to do? How to do it? And equipment & training to do it.
Information as to what our little wastewater lab could do. We have a registered lab that does, PH, BOD, SS, and chlorine residual testing only. I don't know what use our lab would be in any situation.
More employees
Security
I have know idea what to be ready for.
Money

An incentive for some terrorist to actually attack a redneck hick town, otherwise there is no risk. We have probably 2 gallons of acid in the lab at any given time.
Better organization
Coordination with local goverment concerning what role or potential role our lab might have.
Training, Equipment
A procedure on what to do in response to such an act.
Information
Training
Don't feel a need of anything. (Too small)
Proper training on responsibilities and ensuring safety of our employees.
Training & equipment
Minimal training in this area. We are a small wastewater/water municpality.
Training
We have zero knowledge about anything related. If WSLH wants participation from us they should let us know what we would be expected to do and how to do it. We are a small UWTP lab able to do limited testing. We would help in an emergency to our capabilites. If more is needed or wanted WSLH should assist labs to prepare.
Our lab is not large enough to run many chemical or biological testing. Bacti & nitrates on drinking water plus standard wastewater tests.
More Staff
Training & Equipment
Information and training
To protect the health & safety of those in the lab providing testing.
Training
I more full time, trained operator/Lab tech.
Norhing, we are nor prepared or willing to do testing we are not qualified for!
training
Since we only test for BoD, TSS, Plt & fecal. I really do not know how it would affect us or what we need to prepare for.
(type response here) Training
N/A - Small WWTP lab.
Group training session or material
we're just a small wastewater lab, we would not have the appropriate test procedures and/or instrumentation needed for this kind of testing.
Better trained employees, more employees, more dollors to pay those employees
Proper training
Money
training
at this point - more information!
information
Training and equipment
(training and more staffing)
We are to small a lab to do any of this.
step by step directions on how to procede

Money Lab person qualified for other than wastewater education
How it would effect are plant - wastewater
A emergency response plan and practise it in a dramatization way.
an understanding of what our role would be in such a situation
Training on what test requirements will be.
A plan for how to handle our workload if employees or facilities were lost or not available.
we need everything
Proper equipment and detailed training
Clearly defined lines of communication so that we would know who to call, contact in the event of an emergency
Emergency Management Training
Laboratory emergency plan.
Understanding how to deal with situation. Provide likely scenarios for training.
A Plan
a plan of what to do in the event of a attack.
More personnel.
Training to know chemical or biological accident
Training and certification
(type response here)We would need to find a Certified Lab and hope we could be of assistance there.
we are a very small lab , would need some sort of training
Additional training on proper handling, packaging, transportation and/or analyses of dangerous chemical and biological specimens
Training and exercises pertinent to potential situations
(type response here)
training
(A written plan detailing how our lab would fit in with the overall state lab plan for handling a public health emergency.
training and equipment
A belief that an event could happen nearby & that testing phos, Amonia Bod & pH would be of some help.
Training
larger capacity and analyst time
Information on tests likely to be run.

QUESTION: P4Q29: Wisconsin's public sector environmental laboratories and the WSLH have been working together for some time on a public-public "partnership." Currently WSLH has begun to talk with Wisconsin's commercial environmental laboratories concerning the development of a mutually beneficial public-private "partnership". Note: From your laboratory's perspective, please briefly describe the key elements of an ideal "productive partnership" between your lab and the WSLH. Please indicate your response in the box below.

Private Sector

Scope and role

Both state and labs "learn" from each other.

Not applicable, we are out of state.

Both parties gain. Both should be happy with the arrangement. WSLH would gain confidence in the data quality of their partnered labs.

The partnered labs would gain from the training and expertise of the WSLH.

The community as a whole gains. The WSLH would become better equipped to respond to emergencies.

Equal partnership respecting each others laboratory abilities.

My definition of a partnership is an agreement to use the resources of each party involved for the mutual benefit of all parties and the clients they serve. I do not feel that the State Lab is interested in establishing such a partnership. I feel that the word "network" should be used in order to avoid the confusion that has plagued this process for over a decade. I think this "network" will act to benefit (potentially greatly) our clients - the public and their health - but it will not benefit my business. I believe that appropriate information exchange is a realistic goal and I believe that several other core functions of the Lab, as they apply to the private environmental lab community, should be refined and improved, but I think the concept of a "partnership" as I see it is a lost cause.

The key elements are

1. Develop a network for data input so that regional labs can be established for routine analysis.
2. The WSLH phase out routine analysis and give to the private sector meeting WSLH criteria for analysis and reporting.
3. Enhance steps to prevent unfair competition.
4. Provide peer review and training on new techniques, etc.

information exchange.

The ideal partnership would include WSHL serving as a source of technical information and training.

The partnership needs to be formally documented as to what would be expected from the other party. If emergency capacity is needed, we would be willing to help within reason. We are not a huge lab and therefore would not be able to handle thousands of samples a day for analysis. This partnership explanation would document capacity among other things.

Absolute trust, mutual risk-sharing on the same rules of the playing field, open and frequent communication, and an ability to accept and resolve differences.

Currently it seems that WSLH only communicates with the commercial labs when they "want something", like setting up this network. It seems more logical to me that WSLH should be involved with method development, sub'ing out the small routine analyses. Why does WSLH need to perform so many standard analyses to maintain proficiency? WSLH continues to grow while the commercial labs continue to shrink, many times at our expense. Is that the defination of partnership? Ideally WSLH needs to quit the excessive growth. DNR's attitude that WSLH is "their lab and only WSLH can perform DNR work (for the most part)" is detrimental to developing this partnership.
A partnership between labs involves the willingness to share samples/analyses between the two. The SLH's reluctance to let go of its market share, regardless of whether it is work that requires certification or not, is an indicator that there is no partnership. SLH has the resources to get any piece of equipment that they want, without regard to how that might affect the private sector.
Mutual respect would be nice.
Set up a partnership where our laboratory could send samples for testing we currently are unable to do
Partnership currently is for certification.
Knowledge of lab capabilites on our part and how we might be able to serve. Assistance in training and communication with WSLH.
Good communication is key to making this work especially for the out of State labs like ours.
Communication
more information newsletters on issues present and future on line discussion groups email correspondence
The WSLH sould clearly communicate its role/function.
Define the elements and the scope of the partnership then negotiate a mutually receptable agreement. Define expectations!
Enough help and guidance to help the lab produce accurate testing without too much red tape
they can help us in understanding and complying with the regulatory requirements.
We are just a small in-house lab, a partnership probably would not benefit us much.
Communication
Doesn't apply to our lab situation.
This laboratory would make a poor partner in terms of what WSLH is looking for.
Public Sector
The issues raised in this survey would help (espically pages 16-20)
A fast communication process and a cost-effective training program.
Maintain quick response time to questions and concerns. This could be via phone calls or email.
Down to earth training classes, where your trainer doesn't talk over our heads.

Newsletter with changes and updates.
WSLH give us information and education on issues. So if they come up we are prepared to help.
In case of emergency, I think it is important to know that we could count on WSLH or other labs for assistance, and that we should be able to assist others in the same circumstances. To do so, I think all elements of the partnership need to be in place first; procedures, costs, turn around time and reporting. Also a disclaimer or protection against legal action.
Having personal contact at WSLH who knows the tests I perform or can perform with our equipment and can help with problems with these tests or new tests. Possibly they could even come and walk through a certain procedure with us to help us better understand our labs capabilities.
Cost, accurate exchange of information, timely response
Training and information sharing pertaining to specific scenarios. What types of chemical or biological accidents or attacks can reasonably be expected. What role do we play at the treatment plant/Lab - How can we help, start with basics info & training.
Passing on the Regulations or Requirements
money and bodies
Good communication
I believe a partnership already exists between labs and WSLH.
As a Municipal UWTP Lab we require information on continuing to produce quality data in an efficient (time/cost) way. Any shared information to that end would be helpful.
We are a small wastewater lab that needs blind/reference samples. You always deliver the goods.
From a wastewater laboratory point of view, I would like answers to questions concerning test procedures and documentation from technical support people who actually work in a WW lab (or side by side with someone who is working in a WW lab) who can give a simple practical answer to my questions.
Open and available lines of communication.
WSLH should know our labs limitations and if they need us, help to bring us up to speed.
Communication
Communication: Internet and phone.
Defined boundaries of responsibility in partnership role
Do not know
I think that a productive partnership is one that facilitates the sharing of knowledge about new technology, present "best" laboratory practices, and a willingness to help solve problems or answer questions.
good communication via phone,mail or email
Since we are a public lab, our needs would focus primarily on communication (rather than a business focus). Both the WSLH and public labs should have an open dialog (or other means of communication) to exchange information on technical issues, regulatory and laboratory standards, problems and capabilities.
Strong Communication is key!

Being a small Registered WW laboratory we could provide limited testing. But are willing to help.
Cost and time of personnal and equipment training
frequent communication through meetings
Continue/expand as a source of training and information to muni labs and provide testing services for those not well served by muni and commercial labs.
Information and training. As a smaller, lower tech POTW laboratory, the greatest benefits to our operation have been in these areas. Support and advice concerning current methods and problems, warnings about upcoming regulatory changes and help in preparing to meet new requirements are all valuable.
the ability to utilize the WSLH as an "authoritative source" for training and issues of interest to the environmental lab community. The overall goal should be to protect the environment and public health by producing data of the highest quality.
The impotance of communication,new ideas and more training.
Our personel could only hope to be asked to assist in a Certified Lab should there be a need.
communication between WSLH and our lab
Clear definition of roles played by all participants
Good communication and smooth access and disbursal of data and other information between cooperating entities
Not interested in responding
I would like to see WSLH do a better job of communicating the services and expertise they have available to help the POTW labs.
To help simplify procedures and show new testing tech. To make labs more efficent.
get the lab auditors involed. They are the people we deal with the most.
Offer training courses and seminars to teach and update. Also distribute newsletters with information to help labs, ie: helpful hints, checklists, answers to common questions.
WSLH supplies us with QC samples, more iformation about the procedure or problems with program.
Sharing of knowledge and equitable funds dispersion.
Information, Information, Information
Not sure
WSLH should continue to serve as a resource for materials and methods required by the lab
I don't think we will be useful in this process. If there are tests that we do that can be useful then we need training in sample handling, preparation, disposal and reporting

A Public Health Laboratory System Partnership is collaboration between the WSLH, private sector laboratories, other public sector laboratories, and other public health partners. Its purpose is to assure the capacity and capability of the System to carry out one or more of 11 Core Functions of a State Public Health Laboratory: Food Safety; Training and Education; Public Health Related Research; Emergency Response; Policy Development; Laboratory Improvement and Regulation; Partnership and Communication; Environmental Health and Protection; Reference and Specialized Training; Disease Prevention, Control and Surveillance, and Integrated Data Management. The focus of the partnership is a mutual concern for the health of the public and its environment, and a willingness to contribute knowledge, skills and resources to foster healthy people in healthy Wisconsin environments (January 23, 2001).
good communications
Make sure all labs are on the same page regarding testing requirements.
Secure, user-friendly, communication network. Budget reciprocity. Established sample handling protocol. Provision of on-going, easily accessible training for local laboratory staff.
Good communication between partners Adequate understanding of the role of each side in the partnership Willingness/ability for information sharing
contact info for laboratory heads for each lab
WSLH helps monitor that lab quality is good. (testing & procedures) They keep us updated on quality control, new lab tests & equipment.
Open communication between this lab and WSLH for the purpose of training and information sharing. A contract or letter of agreement regarding the limited analysis of surge samples in order to assist the WSLH in the event of an environmental emergency.

QUESTION P4Q30: Please consider the things you described in your response to the previous question (29). From your laboratory's perspective, what is the most important first step toward developing or strengthening that ideal public-private or public-public partnership between laboratories like yours and the WSLH? Please indicate your response in the box below.

Private Sector

The most important step is the initial discussion of expectations.
The best first step is to forget about a "partnership" and define, ACTUALLY DEFINE, what we ALL expect out of whatever it is that we are planning to end up with (a network??)
I have never understood why a government agency is in competition with the private sector.
Talking about what kind of options your laboratory could offer private laboratories

SLH needs to perform research. Performing a large number of routine sample analyses in no way prepares SLH for any sort of emergency event. The routine analyses should be done by the private sector, and SLH should be staffed and supported in a manner to be a research facility.
DNR's attitude that WSLH is "their lab and only WSLH can perform DNR work (for the most part)" is detrimental to developing this partnership.
Establishing genuine trust.
not sure
1. To develop criteria that would allow the private sector laboratories to participate in a transition for eliminating the analysis of routine samples at the WSLH. 2. To address the issue of capacity and capability of private laboratories and how can they be utilized as part of a network. Contractual criteria needs to be develop and of the millions available, what comes down to us?
Knowledge of the project
More seminars so we can get to know each other and each others abilities.
I believe this survey is the first step.
Education, scope and role we would have.
Joint committee's on lab/cert issues
The most important first steps involved for WSLH would involve developing additional technical and training content, then developing the appropriate delivery channels such as web/internet to make the technical information and training more widely available.
Identify possible needs for response to CHEM, BIO or Terrorist attack.
To launch or participate in such a program here will be primarily a political and image thing. Being a good business citizen, as we are, I don't think the concept of this will be difficult sell.
Gathering info on what each lab tests.
Accurate and timely dissemination of technical information. Communicate what the WSLH is specifically looking for from private labs.
The definition of partnership in question 31 is EXCELLENT!
more information
As I stated before, communication is key especially for the out of State labs that may not know what is happening in WI
None
Training in BOD's and TSS
Communication
Doesn't apply to our lab situation.
Public Sector
More comprehensive, related lab info at meetings & conferences like WWOA. Not, for instance discussions about the advantages of automatic pipets, HACH instrument calibration (such inferior equipment)etc. More chemistry, biology information and definitely more encouragement to educate the public on wastewater processes and their importance.
If an answer is not immediately available then indicated that your received the call/email. Indicate when you may have an answer.

A newsletter or email list that communicates this information.
Pre-approved agreement
Informational meetings at regional levels, mailings and internet contact
Accurate answers
Open information sharing - newsletters, regional meetings, seminars.
Maybe a Annual or Semi-Annual newsletter.
Regional training sessions.
List regulations on each
Planning
A convenient way to share information (relevant information) on test methods, QC/QA, computer software.
We need internet access. I must do my on-line research and communication at home and on my own time.
More information about the role WSLH.
Currently there is not a good way for labs to meet and discuss current issues. I think that a annual conference of environmental laboratories would work to meet this need.
communication, training
Some sort of regular communication vehicle. This could be a newsletter (ok), section of the website (also ok), or meeting (best if its topical and convenient).
Have access through internet or printed contact information.
I believe we'd have to get certified and get a approval from the Village Board.
Information of what is required and how this lab could help in an emergency situation.
Finding the right time and place to initially get together and talk.
Assess training needs especially re lab registration/certification.
Expanding the amount of information available that relates to wastewater treatment plant laboratory operations, and educating the POTW lab community as to the benefits that WSLH can offer.
A better understanding of the public needs when it comes to well testing. I sure would like to see more local training and fine tuning skills.
Some preparation should be made for a plan to mobilize our personel if needed.
More effective communication through some media such as Internet live chat, or e-mail access
WSLH to understand small labs like ours spends more time doing QC than tests itself.
we work more with the d.n.r. than wslh need them very involed.
Face-to-face communication throught training classes and seminars.
Discussion on model.
budget considerations
Not sure
have a meeting between both labs
Training
people available to answer questions
Secure sites
Not interested in responding

email address, mailing address
Training local laboratory staff about the expected analytical methods and related activities if we were to be used as a "surge capacity" laboratory.
Establishment and sustainment of communication
Just trust that our lab is doing it's best to provide quality lab analyse for our customers and the DNR.
Communication via an electronic, not necessarily secure route.

<p>QUESTION P4Q31: The WSLH and its Board have developed a definition of "partnership" as follows:</p> <p>A Public Health Laboratory System Partnership is collaboration between the WSLH, p sector laboratories, other public sector laboratories, and other public health partners purpose is to assure the capacity and capability of the System to carry out one or mo 11 Core Functions of a State Public Health Laboratory: Food Safety; Training and Education; Public Health Related Research; Emergency Response; Policy Developmen Laboratory Improvement and Regulation; Partnership and Communication; Environm Health and Protection; Reference and Specialized Training; Disease Prevention, Cont and Surveillance, and Integrated Data Management.</p> <p>The focus of the partnership is a mutual concern for the health of the public and its environment, and a willingness to contribute knowledge, skills and resources to foste healthy people in healthy Wisconsin environments (January 23, 2001).</p> <p>As the representative of your laboratory, do you <u>agree or disagree</u> with the WSLH and Board definition of "partnership?" Please check <u>one</u>. <u>If you disagree, please explain</u> <u>box below</u>. Note: Six of seven respondents who checked "disagree" commented as follows:</p> <p>Private Sector</p> <p>While it's a grand statement, the SLH belief (and its preaching in various places) that only SLH can serve the needs of DNR shows that there is no belief in "partnership".</p> <p>But this definition is VERY broad. It is management's interpretation of this definition and their view that will ultimately determine whether this will be taken to a new level. Not under current management will this go anywhere.</p> <p>I don't disagree, I just want to comment. This is a fine definition but it has existed for several years, contains NO details and nothing has been done to actually put it in motion. (Until now, I guess.) It has been 3 1/2 years since 9/11 and NOBODY has yet to ask me what my actual capabilities and capacities are, nobody has provided me with any information on how my staff or facility could be useful in the time of a national emergency. My family and my staff have a STRONG committment to human and environmental health, but WE do not have the resources to start the collaboration process on our end. If a real committment to the "partnership" as defined above existed, this would have been done before the end of 2001!</p>

Public Sector

am not qualified to give an answer

The WSLH and the DNR encountered problems with labs working outside the state of Wisconsin primarily MN and Ill and certain standards or lab anylisis quality could not be standardized. That was very unforunate for the Municipalities along our boarders and now efforts are being made to standardize the private and public programs. In the event of an emergency this could be a major issue and how would the certification in these areas be managed?

The definition is fine, however I'm not sure that a "partnership" is necessary for the above to occur. Would those who don't formally adopt a partnership be excluded from the extraneous benefits that could result?

QUESTION P4Q35: Given your answer to question 34, from your laboratory's perspective please briefly describe the most substantive "satisfactory" aspect of the current "partnership" with the WSLH. Please indicate your response in the box below; then skip to question 37.

Private Sector

Our laboratory has been certified in the state of Wisconsin for environmental laboratory analyses for a number of years. As a result, the state of Wisconsin has provided a number of on site audits for our laboratory that have been beneficial. In addition, we utilize the Wisconsin Occupational Health Laboratory as a subcontract laboratory for tests that we are not able to perform.

Worked together to achieve cert.

Answering technical questions that come up

Training and technical assistance by staff when requested.

Proficiency testing program.

We do not have a partnership, and we are satisfied with that.

We can call and get information when needed. This works well. I do not see much material other than us making a call.

they have provided testing as needed in a timely manner. seminar on bacteria and chlorine was very good.

The ability to call the WSLH for guidance on analytical methods and future purchases of instrumentation. Clarification on laboratory certification requirements.

Has supplied us with quailty service and products.

QA/QC samples on time

Public Sector

Both Lab Analytical Services and data reporting/submitted to WI-DNR.

Timely and accurate reporting of results of blind samples and references.

The timely manner in which they respond to our needs.

Drinking water bacteriological sampling and testing.

Help with PT standards.

Our PT testing
When to call for blind standars & prof. testing questions my call is returned promptly.
I can call WSLH and ask questions. The WSLH will answer the question directly or will help me to find the answer elsewhere.
We are able to contact WSLH and ask for clarification and advice. They understand DNR regulations/requirements.
Very prompt sending out blind and reference sample. Results sent back in a timely manner.
Would like to see more classes for lab - Test, Safety, Technology, Regulations
Proficiency testing
Can usually answer question on demand.
Immediate response to questions about the Reference Studies/Proficiency testing.
They provide Blind standard & Reference samples when needed on an organized basis for QA purpose.
Registration Samples & QA & QC Samples
The regulatory compliance aspect with regards to the DNR QC requirements.
We have provided information when asked. We have received information on test methods and participated in some training opportunities.
we have a strong professional relationship with George Bowman and have contacted several chemists at the WSLH over the years for assistance with technical problems. We have also attended several seminars put on by the WSLH, the most recent was on ICP.
Were always confident when were going to receive are proficiency tasting program samples on time. It's a excellent program.
Training by George Bowman with Rick Mealy of DNR to WWTP labs.
We request Environmental Reference Samples and Quality Assurance samples, and WSLH sends them.
Personel of WSLH.
Always available to answer any of my questions throughly.
We request blind/reference samples. We receive blind/reference samples.
all samples show up on time. Results back in time.
The training sessions that have been provided, especially those developed by George Bowman and Rick Mealy from WDNR. These have been greatly beneficial, and I have attended them whenever and wherever possible.
Provide blind standards and refference samples at a reasonable cost.
Well run and thought out training seminars.
Past questions and concerns have been very well addressed.
access to a real person to talk to.George Bowman is a great asset to WSLH
Partnership does not expect much from us.
Accurate & good communication with testing
The WSLH has provided good leadership for the LRN spearheading the activities for preparedness in areas that have long been neglected or not perceived as necessary
The rapid and professional response with our laboratory in dealing with the multiple potential anthrax samples during the Fall of 2001.
WSLH willing to help us with any questions we have

I know I can call on the State Lab for information and for testing when we have problems with our equipment.
Laboratory quality control and proficiency testing.
Laboratory Improvement & Regulation

QUESTION: P4Q36: Given your answer to question 34, from your laboratory's perspective please briefly describe the most substantive "unsatisfactory" aspect of the current "partnership" with the WSLH. Please indicate your response in the box below.

Private Sector

Managements' lack of recognizing that state government should not compete with the private sector. If the capability for testing is available in the private sector, the WSLH should not be doing the analysis. The WSLH doesn't need to dwell on early twentieth century concepts, but should move forward with a new and progresssive role for the WSLH in the 21st century.

Response time is sometimes lengthy.

If you don't pass a QA/QC sample test. I was not told the next step.

Public Sector

NONE

I wouls like to see more local training on the physics of drinking water.Example: Some one calls you about there water problem it would be better if we were trained on a high level to answer some of these complicated questions that come up (Example Giardia,Crptosporidium,E-coli)

Do not consider any aspect of our relationship as unsatisfactory.

Have never had a problem.

Sometimes takes a while to get results back

The increase in sample costs.

I think we need more training.

Unless I worked in the wastewater field I would not know WSLH existed. My experience of asking for technical support from them has not been very satisfacoty. I don't deal with WSLH very often.

We have not, in our role, have had oppourtunities for two-way contributions in this partnership. Also, the oppourtunities for all lab staff to participate in meetings and training has been rather limited.

We can't think of any substantive unsatisfactory aspects.

I think the terrorism issue is blown out of proportion.

QUESTION: P4Q38: In the last decade in Wisconsin, there has been a notable consolidation and/or reduction in the number of commercial environmental and public sewage treatment plant laboratories. From your laboratory's perspective, what are the reasons for the reduction and/or consolidation of the environmental laboratory activity in Wisconsin? Please check all that apply. Note: Comments that follow are from P4Q38_11 (Specify an "other" response to Question P4Q38).

Private Sector

- Less testing is being done. PECFA is a joke.
- Lack of good business knowledge and practices by labs, and commoditization of environmental testing (vs. a value proposition)
- cost of testing is rising, but the revenue from testing is dropping
- Wisc DHLR requireing 3 bids for lab services has made laboratory analysis a commodity sold at low cost price. Labs have been sheep to go along with this ENGR Firms and WDNR have help to push the sheep in the same direction. All entities involved in lowering price and quality have acted counterproductively.
- The "lowest bid wins" mentality that was created as a result of the PECFA program has driven the market to lower prices without regard to data quality. It's not financially responsible to be in this business in many instances.
- Too many laboratories are certified that do not have competent directors, and the result is failure.
- Increasing tendency to view our industry as a commodity rather than a professional service.
- Prices for performace of environmental tests have declined dramatically in Wisconsi, forcing consilidation to larger, more efficient operators, or operators that have substantial portions of their operations outside of Wisconsin, where prices are better.
- Natural competition. The strong have survived and flourished while the weak have disappeared. Prices have gone down or held steady making labs rely on niche markets or sheer sample volume.
- Not caused by weakened regulations and less regulations. The oposite is true. Many labs are getting out of the area. It is easier to contract samples out.

Public Sector

- A. Increased costs for lab certif fees.
- B. Increased costs/scrutiny of local staff and lab personnel
- In my opinion there has not been any weakening or reduction in any regulations or required testing by The State, DNR or EPA. The opposite is true. Everything including the cost has expanded greatly!!
- The growing complexity of DNR's quality control regulations.
- Don't know.
- Liability issues
- Cost savings per test/cheaper to send out

Municipalities are letting Private Labs do their work for a couple reasons. Financial if they think they can save money. Some operators just don't want to mess with lab work period.
The current quality assurance program requires having a full time lab tech. Small communities can not afford this. When samples are sent to a commercial lab, operational control is lost because you see your sample results in a monthly report not as they are completed.
Again from a WW point of view - WW operators and staff are far too busy with maintenance/ operations to do all that is required to run a good lab. There are many one or two-man operated plants in the state. Lab work is sent out or done hit and miss.
More stringent requirements for QC enforced by DNR
Cost savings from consolidation.
In smaller facilities with fewer tests, it may be far more cost effective to outsource the sample analyses rather than have an employee conduct onsite testing.
Much stricter standards from DNR
(cost to municipalities of employees. The stoppage of testing at the WWTF and outsourcing can mean the reduction in manpower required thereby reducing overhead.)
Regulations are forcing small and large labs out
QA/QC requirements of Lab certification & registration program puts small low output labs at a disadvantage. Will become even more of an issue with new proposed NR149 rule.
Smaller or weaker laboratories that cannot meet quality standards have decided to go out of business; lower profit margins due to intense price competition at the commercial level
More stringent lab certification and QA requirements
unsure
Additional Quality control tests required take more time. Cheaper to sub out lab work.

QUESTION P4Q41: You indicated in your response to question 40 that from your laboratory's perspective the WSLH is an "unfair competitor." From this perspective, please indicate which of the following activities or structure constitutes or contributes to this "unfair competition." Please check Yes or No for each item. Note: Comments that follow are from P4Q41_12 (Specify an "other" response to Question P4Q41).

Private Sector

lack of business and profit oriented perspective on capital and process use (ie, cost accounting price structures, operations and labor/fringe costs, investment payback analysis and return on investment approaches) and no risk

They should not be able to compete in the commercial market

Although I have been told to the contrary by a parade of bureaucrats, the SLOH board is constructed so that there is no way for them to control unfair competition practices.

WSLH is a tax supported entity which puts it at an advantage
Any general agency that is in the private sector testing business is an unfair competition. It does not have to make money to survive. And no matter how you spin it gets money support form the public sector.
Public Sector
Does not pay property taxes, funded by taxes

QUESTION P4Q43: Is there anything that hasn't been asked about in this survey that you would like to relay to the WSLH and its Board? Please feel free to use this space to elaborate on your answer to any previous question, but if doing so, please include that question number in your response.
Private Sector
While I don't feel that SLH is a competitor in environmental analyses to my business, that doesn't mean that I agree that SLH isn't an unfair competitor. Private samples that are analyzed by SLH don't offer any training toward emergency response. These samples could easily be analyzed by the private sector, which would lower all of our taxes. SLH could also get off their high horse and realize that there are many capable labs in the state that aren't publicly financed - each of which is capable of providing information that DNR requires.
Most private labs have no business being in the anti-terrorism support "market". We are ill set-up for this role. Only the largest (ie Lancaster/Pace) single site facilites can offer the type of quality/turnaround that a major terror incident would entail.
Thanks for trying to reach out. Hope it works for everyone in the lab industry in Wisconsin.
No
We want WSLH out of the commercial market
My feelings on weather or not the WSLH is competition are mixed. My market sector is small public water supplies with the bulk of my revenue coming from bacteria analysis. The state provides this service for free.
Why is this process so far behind schedule? Why was WELA's input on the inappropriateness of the question structure in section one not addressed before the survey came out? How will this information be presented since the opportunity to do it at the meetings has been missed? How come the individual private labs were not ACTUALLY involved in the development of this survey as we were told that we would be?
Our base of work does not include a substantial amount of work from Wisconsin, so we would not be a typical respondent compared to a laboratory actually located in Wisconsin.
Must simplify certification process, reduce costs, and maintain the high quality that the lab produces.
Our lab is 1 to 2 years old and we have enjoyed our interaction with the WSLH and would enjoy persuing a stronger relationship with WSLH.

Buisness questions do not relate to our lab that is just doing the testing for us to comply with our regulatory compliance.
I do not believe that much of this applies to our lab.
Public Sector
None - Good Job - Just about covers everything.
This is a very small lab. We only test BOD & SS, PH, DO
Some of the questions are hard to understand what is needed to answer them. I have tried to answer to the best of my ability.
Seeing that you sent, this survey out I filled it out. I don't think our little lab would be of much use in any emergency situation as stated above. If we could help I would do whatever I could but I doubt it would be much.
Some of the questions were difficult to answer because I am not the person responsible to join the partnership. #11-Limited Access #20, #21, #22, #23, #24, #32
Question 31 Part IV Is WSLH too big to actually commit to its "partnership" with the public sector? Wastewater needs to be explained to the public more. In the event of a terrorist act at our facility - no one knows what we do or who we are.
Most seminar so far deal with larger labs. Many wastewater labs only perform basic testing. Should develop basic screen tests for chemical or biological threats that small labs could perform.
There does not seem to be good communication or understanding (staff, activites, responsibilities, etc.) between the two WSLH locations (Henry Mall & Agriculture drive)
No
As a POTW registered lab, our testing is highly site specific, very narrowly focused, and heavily regulated. I don't think "partnering" with WSLH offers much to us because our work is so heavily controlled by other State and Federal agencies. WSLH has provided valuable services in the past, which I hope are continued.
Satisfied with the way things are done to operate the lab at this point in time. Don't like change!
None
I would like to make it be known that this laboratory is a very small one, as previously noted in this survey, and therefore many questions did not apply, hence the lack of answers in some cases. Regarding the budget questions, this is beyond our scope, as we are part of a state agency, with a business director handling all of the monetary affairs of this lab.
The Municipality I work at does not have a full time laboratory staff so for our facility to say that we can help is a daunting proposition, but we will do what we can to help.
Our lab is a small part time operation in a small village of about 455 people. We do not have the time or resources to get involved in this program. Thank you
When we have new people entering the field it would be better for for more local training, than have to travel a long distance for the training needed. Also different levels of training.

we are strong supporters of the continuing need for the state lab of hygiene.
Past WSLH presence on rule-making efforts, especially by Dr. Sonzoni (sp?) and Mr. Bowman on NELAP NR149 and CSRC, have be helpful and appreciated by the municipal WWTP community. These efforts will continue to be of importance in the future.
The WSLH is not price competitive. We are obtaining great service and pricing from NSI for our lab's needs.
No
this lab in non-for-profit and too small to be of any real consequence in most emergency/terrorism threat situations.

APPENDIX 4

SURVEY QUESTION "NO ANSWER" STATISTICS

Survey Question Number	ALL Responding Laboratories		Laboratory Sector			
	N	%	Private		Public	
			N	%	N	%
^a P1Q2	-	-	-	-	-	-
P1Q3	0	0%	0	0%	0	0%
P2Q1_1	2	1%	0	0%	2	2%
^b P2Q1_2	-	-	-	-	-	-
P2Q2_1	0	0%	0	0%	0	0%
^b P2Q2_2	-	-	-	-	-	-
P2Q3	1	1%	0	0%	1	1%
P2Q4	0	0%	0	0%	0	0%
P2Q5_1	2	1%	1	2%	1	1%
P2Q5_2	12	7%	7	13%	5	4%
P2Q6_1	108	64%	24	45%	84	72%
P2Q6_2	126	74%	24	45%	102	87%
P2Q6_3	158	93%	42	79%	116	99%
P2Q6_4	144	85%	29	55%	115	98%
P2Q6_5	160	94%	44	83%	116	99%
P2Q6_6	10	6%	7	13%	3	3%
P2Q6_7	159	94%	45	85%	114	97%
P2Q6_8	167	98%	50	94%	117	100%
P2Q6_9	144	85%	29	55%	115	98%
P2Q6_10	96	56%	29	55%	67	57%
P2Q6_11	145	85%	37	70%	108	92%
P2Q7	3	2%	1	2%	2	2%
P2Q8_1	137	81%	28	53%	109	93%
P2Q8_2	103	61%	26	49%	77	66%
P2Q8_3	156	92%	42	79%	114	97%
P2Q8_4	157	92%	41	77%	116	99%
P2Q8_5	88	52%	19	36%	69	59%
P2Q8_6	143	84%	37	70%	106	91%
P2Q8_7	156	92%	40	75%	116	99%
P2Q8_8	164	96%	50	94%	114	97%
P2Q8_9	160	94%	46	87%	114	97%
P2Q8_10	120	71%	37	70%	83	71%
P2Q9_1	21	12%	8	15%	13	11%
P2q9_2	26	15%	6	11%	20	17%
P2Q10_1	55	32%	19	36%	36	31%
P2Q10_2	37	22%	17	32%	20	17%
P2Q10_3	55	32%	20	38%	35	30%

Survey Question Number	ALL Responding Laboratories		Laboratory Sector			
	N	%	Private		Public	
			N	%	N	%
P2Q10_4	24	14%	11	21%	13	11%
P2Q10_5	54	32%	16	30%	38	32%
P2Q10_6	53	31%	21	40%	32	27%
P2Q10_7	58	34%	21	40%	37	32%
P2Q10_8	55	32%	22	42%	33	28%
P2Q10_9	105	62%	38	72%	67	57%
^b P2Q10_10	-	-	-	-	-	-
P3Q11_1	19	11%	9	17%	10	9%
P3Q11_2	23	14%	11	21%	12	10%
P3Q11_3	21	12%	10	19%	11	9%
P3Q11_4	20	12%	9	17%	11	9%
P3Q11_5	15	9%	9	17%	6	5%
P3Q11_6	16	9%	9	17%	7	6%
P3Q11_7	135	79%	48	91%	87	74%
^b P3Q11_8	-	-	-	-	-	-
P3Q12_1	17	10%	9	17%	8	7%
P3Q12_2	17	10%	8	15%	9	8%
P3Q12_3	17	10%	8	15%	9	8%
P3Q12_4	17	10%	8	15%	9	8%
P3Q12_5	16	9%	8	15%	8	7%
P3Q12_6	16	9%	8	15%	8	7%
P3Q12_7	17	10%	9	17%	8	7%
P3Q12_8	16	9%	8	15%	8	7%
P3Q12_9	155	91%	51	96%	104	89%
^b P2Q12_10	-	-	-	-	-	-
P3Q13	19	11%	9	17%	10	9%
P3Q14_1	16	9%	8	15%	8	7%
P3Q14_2	16	9%	8	15%	8	7%
P3Q15_1	16	9%	9	17%	7	6%
P3Q15_2	16	9%	8	15%	8	7%
P3Q16	16	9%	8	15%	8	7%
P3Q17	16	9%	8	15%	8	7%
P3Q18	16	9%	8	15%	8	7%
^c P3Q19_1 thru P3Q19_14	-	-	-	-	-	-
^c P3q20_1 thru P3q20_4	-	-	-	-	-	-
P3Q21_1	40	24%	11	21%	29	25%
P3Q21_2	43	25%	11	21%	32	27%
P3Q21_3	40	24%	11	21%	29	25%

Survey Question Number	ALL Responding Laboratories		Laboratory Sector			
	N	%	Private		Public	
			N	%	N	%
P3Q21_4	38	22%	11	21%	27	23%
P3Q21_5	49	29%	13	25%	36	31%
P3Q21_6	44	26%	11	21%	33	28%
P3Q21_7	45	26%	12	23%	33	28%
P3Q21_8	48	28%	13	25%	35	30%
P3Q21_9	48	28%	12	23%	36	31%
P3Q21_10	37	22%	10	19%	27	23%
P3Q21_11	139	82%	47	87%	92	79%
^b P2Q21_12	-	-	-	-	-	-
P3Q22_1	35	21%	15	28%	20	17%
P3Q22_2	34	20%	12	23%	22	19%
P3Q22_3	33	19%	13	25%	20	17%
P3Q22_4	45	26%	14	26%	31	26%
P3Q22_5	40	24%	16	30%	24	21%
P3Q22_6	39	23%	12	23%	27	23%
P3Q22_7	31	18%	15	28%	16	14%
P3Q22_8	146	86%	50	94%	96	82%
^b P2Q22_9	-	-	-	-	-	-
P3Q23_1	30	18%	11	21%	19	16%
P3Q23_2	27	16%	12	23%	15	13%
P3Q23_3	32	19%	12	23%	20	17%
P3Q23_4	29	17%	11	21%	18	15%
P3Q23_5	29	17%	11	21%	18	15%
P3Q23_6	33	19%	12	23%	21	18%
P3Q23_7	33	19%	12	23%	21	18%
P3Q23_8	152	89%	51	96%	101	86%
^b P2Q23_9	-	-	-	-	-	-
P3Q24	25	15%	9	17%	16	14%
P3Q25_1	26	15%	13	25%	13	11%
P3Q25_2	28	16%	12	23%	16	14%
P3Q25_3	24	14%	12	23%	12	10%
P3Q25_4	28	16%	14	26%	14	12%
P3Q25_5	29	17%	13	25%	16	14%
P3Q25_6	34	20%	14	26%	20	17%
P3Q25_7	23	14%	13	25%	10	9%
P3Q25_8	29	17%	13	25%	16	14%
P2Q25_9	143	84%	47	87%	96	82%
^b P2Q25_10	-	-	-	-	-	-
P3Q26_1	23	14%	13	25%	10	9%
P3Q26_2	24	14%	13	25%	11	9%
P3Q26_3	23	14%	13	25%	10	9%
P3Q26_4	26	15%	14	26%	12	10%

Survey Question Number	ALL Responding Laboratories		Laboratory Sector			
	N	%	Private		Public	
			N	%	N	%
P3Q26_5	24	14%	14	26%	10	9%
P3Q26_6	23	14%	13	25%	10	9%
P3Q26_7	25	15%	13	25%	12	10%
P3Q26_8	23	14%	13	25%	10	9%
P2Q26_9	23	14%	13	25%	10	9%
P3Q26_10	24	14%	13	25%	11	9%
P3Q26_11	23	14%	13	25%	10	9%
P3Q26_12	22	13%	12	23%	10	9%
P3Q26_13	24	14%	13	25%	11	9%
P3Q26_14	24	14%	12	23%	12	10%
P3Q26_15	22	13%	12	23%	10	9%
P3Q26_16	161	95%	50	94%	111	95%
^b P2Q26_17	-	-	-	-	-	-
^c P3Q27A1 thru P4Q27B18	-	-	-	-	-	-
^b P4Q27_19	-	-	-	-	-	-
^d P3Q28	-	-	-	-	-	-
^d P4q29	-	-	-	-	-	-
^d P4q30	-	-	-	-	-	-
P4q31_1	27	16%	12	23%	15	13%
^e P4Q31_2	-	-	-	-	-	-
^e P4q32	-	-	-	-	-	-
^e P4q33_1	-	-	-	-	-	-
^f P4q33_2	106	62%	37	70%	69	59%
^e P4q34	-	-	-	-	-	-
^d P4Q35	-	-	-	-	-	-
^d P4Q36	-	-	-	-	-	-
^e P4q37	-	-	-	-	-	-
^c P4q38_1 thru P4Q38_10	-	-	-	-	-	-
^b P4Q38_11	-	-	-	-	-	-
^e P4q39	-	-	-	-	-	-
^e P4q40	-	-	-	-	-	-
^f P4q41_1	89	52%	23	43%	66	56%
^f P4q41_2	89	52%	23	43%	66	56%
^f P4q41_3	90	53%	24	45%	66	56%
^f P4q41_4	90	53%	24	45%	66	56%
^f P4q41_5	90	53%	24	45%	66	56%
^f P4q41_6	90	53%	24	45%	66	56%
^f P4q41_7	90	53%	24	45%	66	56%

Survey Question Number	ALL Responding Laboratories		Laboratory Sector			
			Private		Public	
	N	%	N	%	N	%
^f P4q41_8	90	53%	24	45%	66	56%
^f P4q41_9	90	53%	24	45%	66	56%
^f P4q41_10	90	53%	24	45%	66	56%
^f P4q41_11	90	53%	24	45%	66	56%
^e P4q42	-	-	-	-	-	-
^d P4Q43	-	-	-	-	-	-

^a Data not available due to a computer program error in the Web survey. The DNR data base is an alternative source for this data: among the 450 labs invited to participate in the survey, about 37 percent are DNR certified labs; 60 percent, DNR registered labs; and 3 percent are DNR registered or certified by reciprocity agreement with another state.

^b Specify or describe "other" question.

^c "Check all that apply" question

^d Qualitative (open ended) question

^e Data not available due to a computer program error in the Web survey.

^f Includes "no answer" responses and no response due to a survey instruction to skip this question (based on an answer to a previous question).