**Pandemic Lessons Learned Q & A**

**AWOP National Meeting**

**July 19 – 21, 2021**

1. **Val Bosscher asked if the state of Connecticut has evaluated whether there are fewer issues discovered on remote sanitary surveys.**

* Tom said that, in the back of their minds, they were hoping some deficiencies would be immediately corrected as operators snapped photos. He thinks it might be a benefit of the remote platform, and there has been a reduction. So immediately correcting some deficien­cies, although a benefit, must be balanced against the fact that onsite work would allow a better view of facilities. Remote surveys only have images or videos provided by operators in some cases, so not all deficiencies may be in view.

1. **Alan Roberson – Tom mentioned doing some small systems virtually from now on. Is this the plan?**

* Transient systems have always been the toughest to make contact with. It is not easy when you are trying to do a survey with someone who also is running a pizza restaurant. The components of a survey that can be done remotely should continue to be done remotely. Lori (CT administrator) supports this; she does not want staff driving four hours to look at a well and a hydropneumatic storage tank because it is not worth the resources. This is some­thing we will continue to evaluate moving forward.

1. **Johnny Mendez – Tom, were survey recordings saved for viewing later?**

* Tom’s response: Good question. Recordings can be large and challenging to store. In some cases, videos were downloaded and saved with digital photos.
* **Alison – There are several remote sanitary survey resources from Connecticut in the AWOP *SharePoint* State Developed Resources directory (CT):** <https://usepa.sharepoint.com/sites/OW_Community/AWOP/State%20Developed%20Resources/Forms/AllItems.aspx?viewid=9dd38c52%2Da7b5%2D40f0%2Db708%2D9dadd99b1db7&id=%2Fsites%2FOW%5FCommunity%2FAWOP%2FState%20Developed%20Resources%2FConnecticut>