



**Kennewick 2017 Local Arrangements  
Committee  
PNWS-AWWA Trustee Report  
2017 Fall Trustee meeting**



**Kennewick 2017 LAC  
Chair: Pat Everham**

The 2017 AWWA-PNWS Conference was completed very successfully. We had 800 conference attendees. Our membership is 2,600 for all three states so having a turnout of 1/3 of our membership is really quite good.

The total Net Income for the Kennewick Conference was: \$108,751.26

The Local Arrangement Committee had representatives from many local agencies - the City of Kennewick, HDR Engineering, JUB Engineering, RH2 Engineering, Tri-City Engineering and finished with a City of Richland employee.

Kennewick 2017 Conference had great attendance for the key events - Banquet, Opening Ceremony, Pre-Conference Classes, Fun Night and Golf tournament.

We brought in great entertainment and a local winery for the Fun night event.

We had great attendance of vendors with 200 vendors participating and vendors' sponsorships. We received great sponsorships for golf, and the Young professionals' events.

Water for people donations were also very good. All Water for people proceeds go to a great cause, funding sustainable water, sanitation, and hygiene projects in countries all over the world. We also got good donations for the Education and training fund.

We had a couple of incredible local entertainment high lights with a Pasco High school Mariachi band that lead the masses into the opening ceremony and also a Tri-Cities Mirimba band that entertained folks at the (not so) silent auction and before the banquet.

We have completed the post conference survey. The survey results are attached as Appendix A. The survey key points are as follow:

1. The most effective way to market the conference is via Word of Mouth (24.4%) and via soliciting people to participate in the conference organization (24.4%).
2. The survey respondents reported that the most important things for them were the Thursday seminar (53.4%).
3. Most survey respondents (72.7%) do not see the need to have a three day conference and prefer to pay extra if they decide to attend the Wednesday seminars.
4. Survey respondents liked the flexibility to switch tracks at noon during the Wednesday preconference (70.9%).
5. Survey respondents made use of the scheduled vendor breakout session and spent time in the vendor hall on Thursday (80.8%).
6. (26.2%) of the survey respondents used the smart phone app all the time and (30.8%) used the app most of the time.
7. This Years created PNWS Go Scavenger hunt had (22.7%) like it with (69.2%) didnt use it. We may need to look at extensive advertisement of this next year.
8. Oregon Northwest had the biggest representation with (27.3%).
9. Most of the survey respondents (65.1%) also participate in subsection activities.

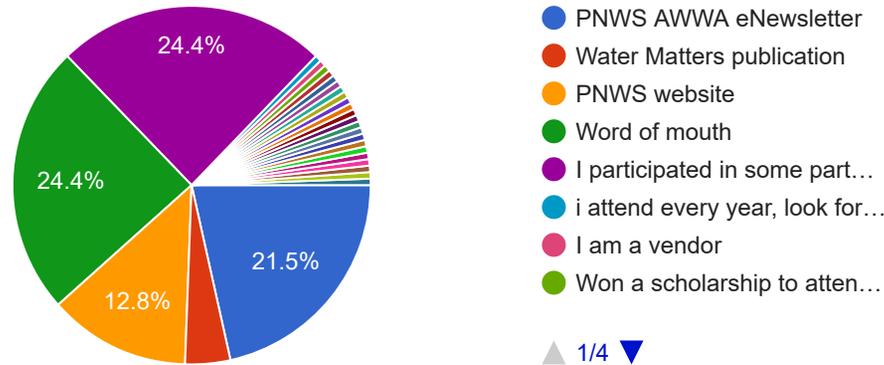
# Appendix A

# PNWS AWWA 2017 Post-Conference Survey

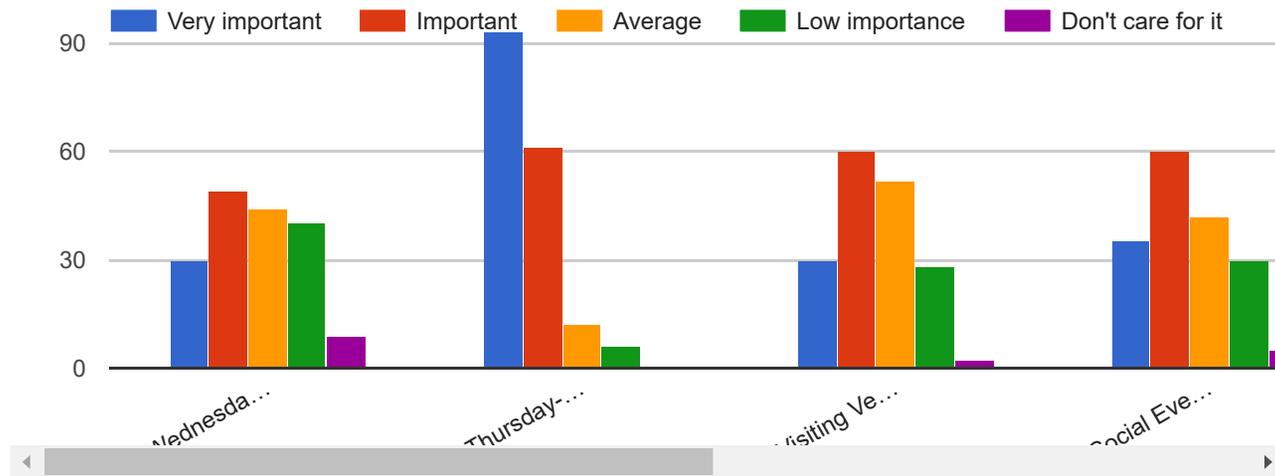
172 responses

## How did you hear about this year's conference?

172 responses

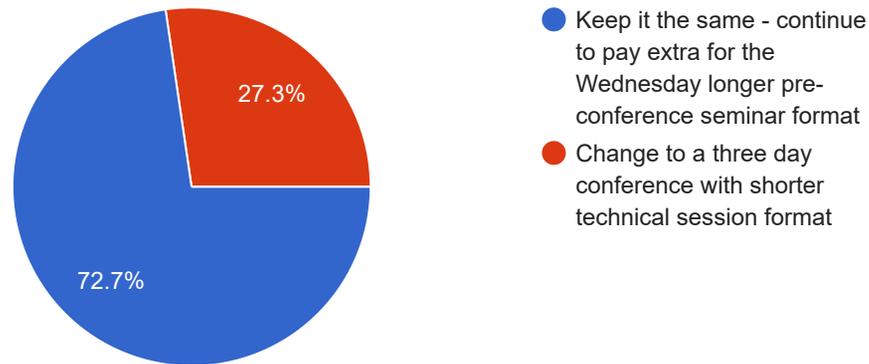


## What is the most important thing that you attend the conference for? [Wednesday Pre-Conference Seminars Training / CEUs]



Would you prefer to continue to pay extra for the Wednesday pre-conference seminar, or change to a three day conference with no pre-conference seminar?

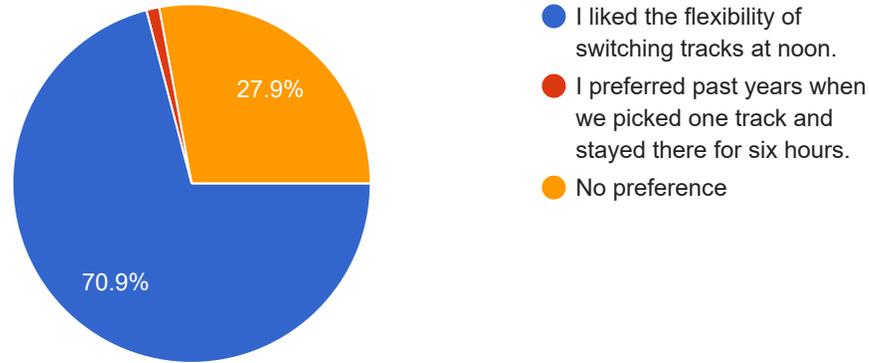
172 responses



This year the Wednesday pre-conference seminars allowed you to switch classes at noon compared to previous years when you picked

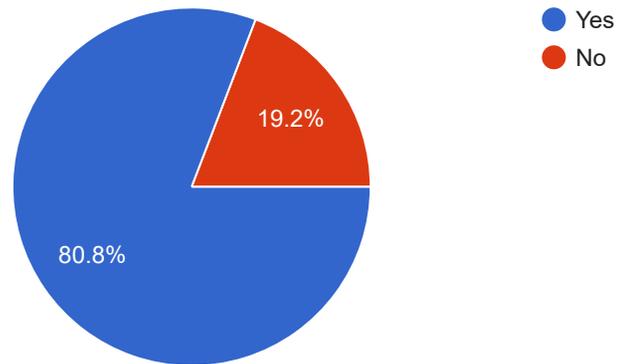
### one topic for the entire day. Which format do you prefer?

172 responses



### Did you make use of the scheduled vendor breakout session and spend time in the vendor hall on Thursday?

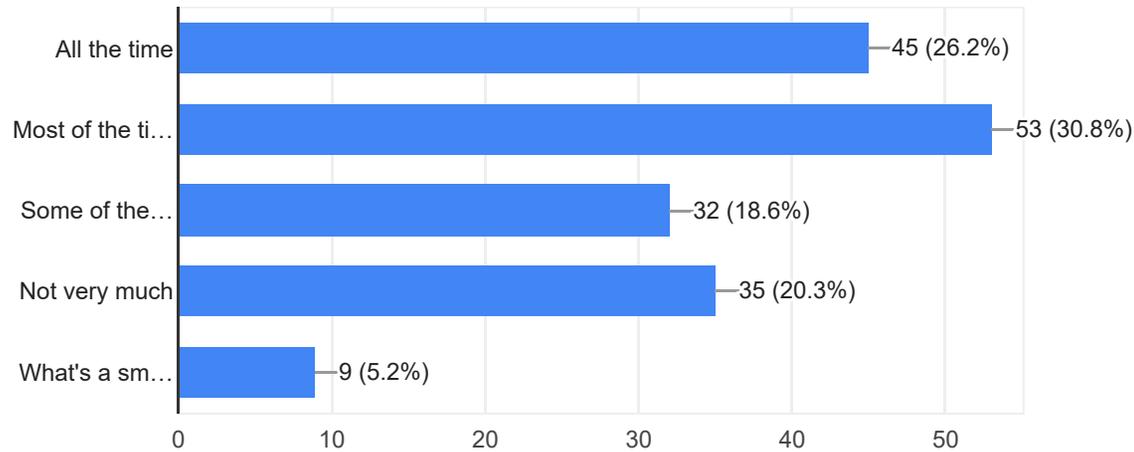
172 responses



### Conference Smart Phone App

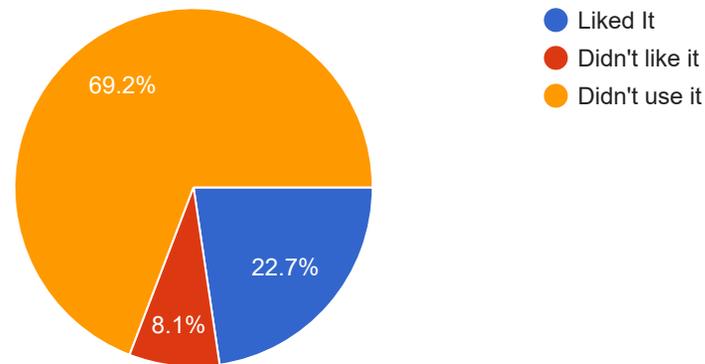
## How often did you use the Conference Smart Phone App?

172 responses



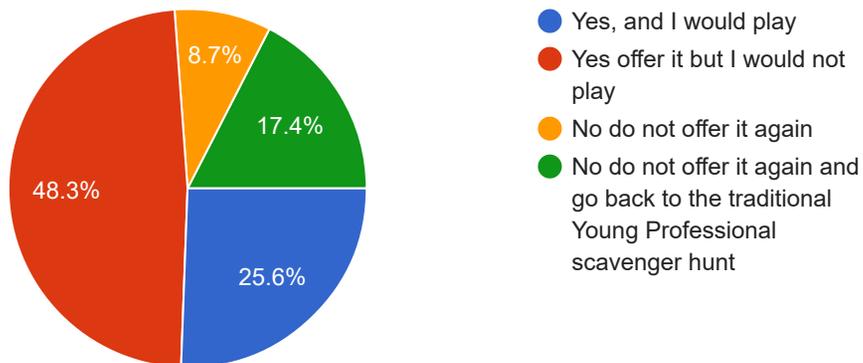
## This year we created PNWS Go!, a conference scavenger hunt. What did you think about that?

172 responses



## Would you like to see this type of scavenger hunt offered at future PNWS conferences?

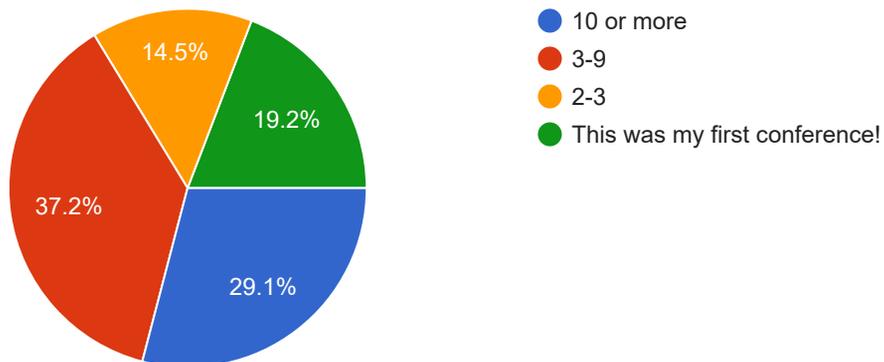
172 responses



## Conference Attendance History

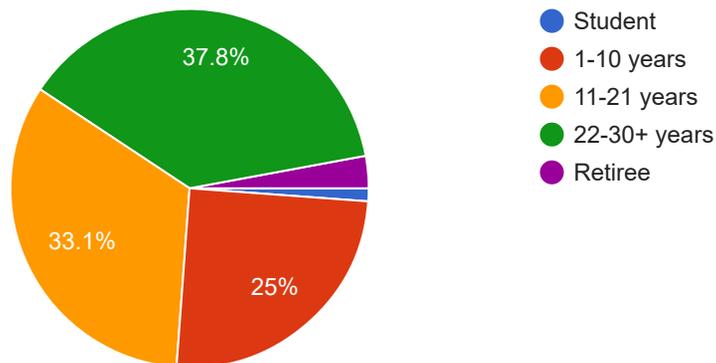
### How many PNWS AWWA Conferences have you now attended?

172 responses



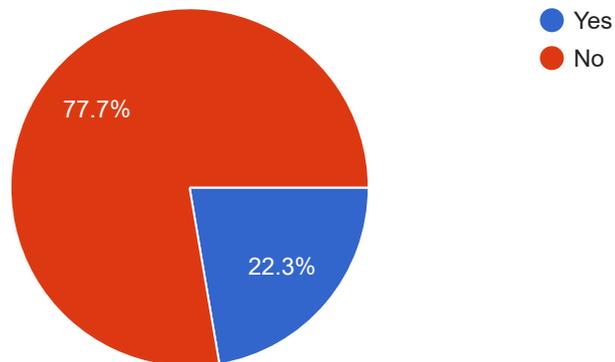
### Where are you in your career in the water works industry?

172 responses



### If this was your first conference, did you attend the First Time Attendee Meet -n-Greet event?

103 responses



### Did you enjoy the first time attendees event and if you did not attend

## please tell us why?

35 responses

Yes i enjoyed it.

Too crowded. Hard to network.

I didn't stay for very long. It was a little intimidating trying to mingle with people who were already conversing. It didn't help that the hotel bar area was very small, which made it difficult to move between people.

Didn't know about it

Busy preparing for presentation.

yes, it was a nice event to network

Yes

Did not attend. When was it? Not a first time attendee. Just there to make a presentation.

Need a N/A for past attendees

n/a

Confusing too many people hard to identify some first time attendee. perhaps sign up mentors other than board members, perhaps use some of those the YP's are vetting.

I didn't attend

It was decent, but it could be better

yes

other activities

Not my first time

Dinner out with colleagues.

Yes. It is great to meet new people.

It was a little disorganized. I think a better venue would help next years event.

not a new member

I did not know about them

Yes. Thanks for asking the old-timer to attend, Kyle.

I enjoyed it. I did not know what to expect, so was excited to attend.

The event didn't fit into my schedule.

enjoyed it. Also enjoyed the Fun Night and breaks for exhibits and networking.

I looked for it in the lobby, but didn't see a sign or anyone organizing it. Just looked like the typical end of the day chit chat before people went off to dinner. I would say this needs to be better advertised or announced.

It was a good networking event, good showing of people

YES

I enjoyed the bar venue, free drink, and opportunity to meet people, and those aspects should continue. However, this event needs to happen at the beginning of the conference. It should have at least an informal structure including a greeting from the current or incoming president, an overview of the conference including facts, figures, history, etc. from the program chair, and recommendations for local bars/eateries/attractions from the local conference chair. Also consider having someone there to explain the different committees and identify those that need more members (this is a great environment to recruit new talent!). After time for Q&A, the president should lead the group back to the vendor social or Fun Night. Check out the annual ASFPM conference to see how they do their First Timer's event.

It was my first PNWS AWWA event, but I was formerly in another geography and have attended numerous other regional and national AWWA conferences.

Yes I enjoyed it!

Yes I liked it, was it Denise and Parametrix that pulled a rabbit out of the hat? That was great and an excellent adjustment.

Not 1st time attendee

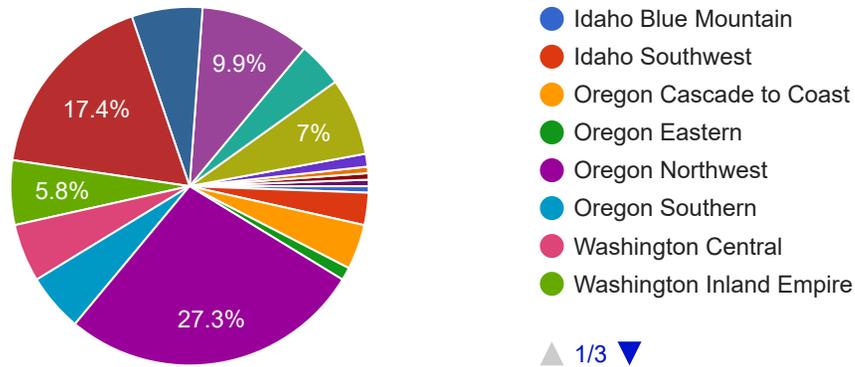
I was unable to attend

It was fun!

## Pacific Northwest Section Involvement

### What Subsection do you belong to?

172 responses



### Do you participate in subsection activities?

172 responses



## If not, why?

35 responses

Too busy (2)

Not interested. (2)

No time. (2)

No time (2)

usually lack of time

Have not had opportunity to do so yet.

I live out of the area, and it is not always convenient to be there during scheduled activities.

Currently busy with school. I plan on participating after graduation though!

time

Didn't know about them

Time constraints

Not a member.

The activities do not match my interests

Just too busy with teenage kids.

Topics are not relevant and distance can be too far for lunch hour meeting

I didn't know they were happening.

I am a regulator that tries to assist the SSs with training

Workload/time constraints.

Travel a lot, don't have the time unfortunately.

Too much time away from work

Don't know about them

Good question! Just very busy I suppose....

Not interested

Not interested at this time

Live in Denver, but manage our regional operations in the northwest.

don't know how to interact

I'm too busy

NOT INTERESTED

Did not select YES because I attend some functions if time and location allows but unfortunately very infrequently.

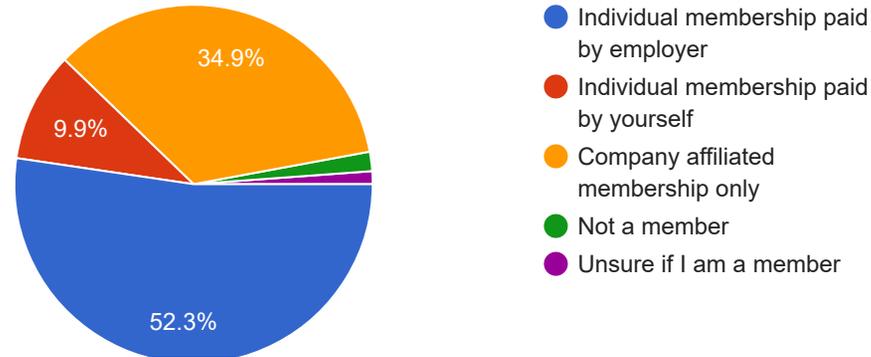
New to region.

Time, haven't sought them out

## American Water Works Membership

**Do you have an individual AWWA membership or are you active through your employers company affiliated membership?**

172 responses



Would it be helpful to have someone contact you to answer questions and talk about how you can get more out of your AWWA membership? If so, please provide your current contact information and tell us how you prefer to be contacted.

35 responses

No (12)

no (5)

yes - email me

no thank you

NO.

Pierre Kwan, pierre.kwan@hdrinc.com

No.

maybe? Burt@pgwg.com

No Thanks

Cost of membership while I have a membership through work.

I can provide the information on the value of membership

Yes. My e-mail bur12den@gmail.com

no thanks

No thank you.

I am already connected at all levels.

No need to contact me.

Not at this time.

NO

I am listed as an individual member on our utility membership.

No thanks

## What other suggestions would you have to improve the PNWS Conference for future years?

72 responses

It's a bummer the banquet is so late on Friday.

I would prefer longer sessions 30 minutes doesn't cover enough material.

The lunches were really carbohydrate heavy, which just puts people to sleep. I understand it is cheap, but if possible consider other options for future. I also felt like the hours long break on Thursday between morning and afternoon sessions was way too long. But it was sunny outside so that was nice!

Turn down the volume of the music on Fun Night and champagne reception. I'm tired of having to yell while I'm talking, I can't hear the other person very well, my ears hurt when I got back to my room, and people thought I was sick because my voice was strained from yelling. I liked the music, but it was way too loud.

More technical sessions on Thursday would be a plus.

1) the pre-conference seminars included 2 tracks that focused on ASR/wells/groundwater issues. As such, I did not get to sit in all the sessions I would have liked. I think it would have been better to have one track during the pre-conference and one during the regular sessions on Thursday. 2) I would prefer that exhibits were open Wednesday and Thursday and not Friday. 3) I missed having the brats and beer session.

Have the technical session end by noon on Friday and close the ceremony with a lunch. Seemed to be a lot of dead time between morning and afternoon sessions and time could be optimized to shorten the conference up to allow people to travel home at a reasonable time.

Three of the seminars I tried to attend were full, 5-10 minutes before they started. Two of these were in the smallest rooms available, and I thought that could have been planned better. Essentially, I did not get my money's worth from this conference.

You are on the right track and have substantially improved the events related to the conference. Stay the course and continue to move toward a professional conference feel that respects both academics and merchants.

I know that it would be tough to make any money and the hotels are not centralized, but I think it would be nice to have the conference in Southern Oregon

Have the Tech sessions start at 8AM all 3 days, no Early Bird sessions, sessions fashioned more like an actual CEU class, some new topics.

The 5+ hour break between technical sections on Thursday seems excessive.

too Portland Metro-centric

Use of the app to follow schedule of technical sessions is hard to use. I really prefer a printed copy as I can scan over all technical sessions at once. Conveying this kind of information doesn't work well on a small screen. (This was my first time attending the PNWS AWWA conference as I just moved here from another Section.) I like having the committee meetings scheduled for early Thursday evening and during the lunch break on Friday.

I missed the keynote speaker this year.

Get rid of the box lunch.

Provide a keynote speaker for the opening ceremony, and have it in a room that is big enough to seat everyone. I was disappointed that I was not able to get a seat for the opening ceremony, but when I found out that there wasn't even a keynote speaker, I was even more disappointed.

Provide conference folders to put various paperwork from vendors and presenters in, and perhaps a notepad and pen for dummies like me who didn't bring any. Note these can include vendor advertising if that helps cover costs. I'd rather have a folder, notepad and pen than a water bottle.

Make paper copies of presentation schedules available for those want them. Perhaps a print on demand so as not to print more than needed. Display conference schedule including presentations at a central location, like on a big screen TV or projected on a wall.

Continue to provide the greatest variety of programs to meet all attendees interests

include "don't know" choices in your survey selections

I would like to issue a complaint. Due to my travel time to the Kennewick area, I was unable to make it to the convention center before registration closed for the day. Therefore, I was unable to attend the Fun Night, which is an important networking event for me. Additionally, the person at the entry checking for badges was unsympathetic and did not offer a solution. I found it unacceptable that registration closed an hour before the start of the Fun Night. This impacted other attendees as well (I warned people on the shuttle who also didn't register in time and they also returned to their hotels). There should be a way of allowing late arrivals to attend. Colby Caywood, Member #00564810

Focus on diversity for talks and mixers

Condense to 2 days with full day technical sessions. There is a lot of wasted time for schmoozing and ceremonies and vendors and other stuff I don't care about. I just want to get in, get some PDH/knowledge, and be home for the weekend. Maybe do all the ceremonial stuff and vendors on Wednesday and most people can just come Thursday for the technical sessions

There was too much vendor time on Thursday. Technical sessions should have started earlier. Also, there was too long of a gap between end of technical sessions and the "fun night" events. These should start shortly afterwards, otherwise people tend to leave.

Larger room for the opening session. It was a great conference. I liked the venue.

na

Do not continue to move things around, we have upset people by doing so. We have tried it and had issues both times. Slow down in changing or reformatting the conference activities or traditions.

It would have been nice to have a sandwich sign (or?) in front of the venue during registration. This would help people find the correct door to enter for registration. I initially drove to the back of the building do to google maps directions. I also had to walk around inside the building until I found registration. A sign with arrow just inside the main entrance would have been nice.

The Kennewick conference was very well done, with good facility amenities, layout, food, conference rooms, etc. Hopefully future conferences can build off this year's success.

I enjoy it every year and am looking forward to next year in Tacoma

Lower air conditioner--TOO COLD; too much down time--we are there to gain knowledge and obtain CEU's not to visit with old friends and schmooze with vendors

All in all a very good conference. But, I'm also a PNCWA member, and for that 3-day conference I get 1.9 CEUs. For AWWA conferences I max at 1.4. It also seems like there are many 'blank times', Friday I left at 11am rather than wait 2.5 hours for the 1:30pm classes to start. I also didn't understand the very small opening ceremony room.

Please clarify what will be offered at the Continental Breakfast, hot food or just fruit/pastries/coffee . It all works what ever being offered. I like to plan my early mornings to include a hot breakfast the App was not clear. Great Conference...really enjoyed it.

Our organization will not reimburse for meals if they are provided by the conference. The breakfast on Thursday was only danishes and was not adequate. If a full meal isn't provided, don't list it in the conference materials as a provided meal.

Make people use microphones, have enough seating (I had to sit on the floor in more than one session, I am 70 years old), have PowerPoint presentations with the type big enough to be read further back than just the front row. For heaven's sake flag changes in format like giving the scholarship in the opening session rather than the banquet. Would someone please take into account the fact that 6% of the population is colorblind and can't see certain color combinations.

App is great for scheduling classes and remembering where to go. Not so great that it becomes a marketing gimmick and gets bloated and ineffective.

Better food had meatballs at both the fun night and hospitality rooms plus for lunch. Hated the way the hospitality rooms were done. Go pro scavenger hunt not really clear. And how it was judged was unclear. Did you have to get all the codes to be entered to win? If so the one for entering if you went to trustees meeting was not easy to get unless you came a day earlier than conference started.

I am a wastewater operator would like to see more wastewater CEU's

More information on the scavenger hunt at registration

The tech sessions were very good. Keep those the same.

The food planning was very bad. Wednesday's dinner was fine. But Thursday, fruit was the only 'real' food for breakfast, then only appetizers for dinner. A very bad idea. Dinner, if you can call it that, was loaded

with saturated fat and salt, both of which many of us have to stay away from. So, I ended up not having only fruit to eat on Thursday. It was HORRIBLE. Friday there were eggs & potatoes for breakfast (not great but ok) but the veggie option for lunch was full of saturated fat and salt. (greasy sandwich, potato chips & a pre-fab cookie). I'm not looking for gourmet, just healthy. 3 times a day.

More space for opening ceremonies would be good, many people didn't get to attend due to limited seating

Make Thursday an all day CEU session by moving pre-con from Wed to Thursday morning.

More outdoor activities, weather permitting.

Shorter lunches and finishing the afternoon sessions earlier (4:00-4:30). Also, more technical sessions on Thursday. I primarily attended to get PDH's and now will need to get more from somewhere else.

Continue to expand the variety of topics in the technical sessions. Keep in mind that there are field and technical staff attending this conference.

This survey did not provide a location to skip answers that did not apply. This will cause the results to be off. The conference was good.

I think a shorter lunch break on Friday would be good.

Excellent conference.

Not such loud music at Fun Night. Not good for talking and networking. Was only fun for those that wanted to get up and dance.

On the PNWS Go! Scavenger Hunt, don't have codes associated with events that very few people would/can attend (i.e. Tuesday Trustee Meeting). Limit the scavenger hunt code items to events/elements that are more universally accessible.

I really like that there are "tweaks" to the conference every year. This tells me that the section listens to comments and is willing to try new things. I don't love every change but really appreciate that the section is flexible. I have no specific changes to suggest. Thanks for having the follow-up poll. It gives people a voice so that you can know how you are doing. See you next year!

I can not think of anything right now. Thank you

I liked the idea of the smart phone scavenger hunt but if you are only able to attend Th & Fri, you miss all the codes given out earlier in the week.

Do not do the hospitality rooms like they were done this year. The individuality of the rooms seems to be lost. The way it was done in Boise not the last time but the time before was good where there was a

terrace for everyone to be chatting but the rooms were separate and the vendors in the rooms were serving their own drinks and food. The food during the convention left a lot to be desired. The meatballs were not only served as finger food for the fun night and hospitality room night but also during the pasta lunch. A little variety would have been nice. Other than the meatball thing though the other meals were ok.

Great conference! Enjoyed it and found it beneficial.

Presenting at technical sessions late afternoon on Friday can be very challenging with low attendance. How about some creative enticements to have people stay and attend? How about beer and wine in the actual session room starting at 4 PM? seriously.

The conference would be better suited closer to some outside activities.

networking opportunities are great but this year it felt like there were more than necessary, e.g., Thursday AM was too long of a break for those who attended Wednesday sessions.

Move the opening ceremonies to the beginning of the day on Thursday and shorten the dedicated vendor time. 8:15am-1:00pm is a long gap without classes and miss out on CEU opportunities.

Better quality food. Bigger breakfasts, plenty of good coffee and tea

I probably won't attend again. It was discouraging to pay \$525 and was only provided 1 day to meet the vendors (Thursday). Friday morning they had already packed up or were in the process of packing up to leave. Additionally, I was told I couldn't be accommodated for any of the lunches b/c I registered too late (Wednesday). I would understand if it was a service and sitting style lunch w/ some speeches, but it was a basic buffet and wait staff ended up tossing a significant portion of the leftover food. It is a cruel joke to ask members to attend, charge them 525, tell them they can't have any food b/c there won't be enough, then toss a lot of food (around 100 lunches on Thurs. & Fri.). Additionally, the main dinner was Friday evening, which causes issues since I had to commute 4 hrs. one way, along w/ half of the other AWWA members. Feel bad for all the attendees from southern Oregon. So basically I paid 525 (make that closer to \$1000 w/ gas & hotel) for a 1 day conference, the vendors left earlier, you provide lunch I couldn't eat while the wait staff tossed the leftovers. I know that other organizations like APWA and NEBC are able to accommodate breakfast, lunch & dinner for late registration, and the vendors don't leave early.

more free drinks

Hold the BTW competition on Wednesday so competitors can have fresh samples.

1. Make sure the opening/plenary session room or hall has PLENTY of seating for the number of registered conference attendees. Many people had to stand for the entire plenary because there were not enough seats, and even more people missed it entirely because they couldn't fit in the room.
2. Make sure there is plenty of seating for lunches. Many people could not find seats in the vendor hall, where a very small number of tables were set up, and had to go outside or elsewhere in the conference venue.

3. There is too much unscheduled time during the day. Either add another technical session to fill the gap or start later and compress the schedule. An hour for lunch and 15 minute breaks in the mornings and afternoons are plenty. There is enough "networking" time during the vendor exhibits, competitions, social events, food breaks, and hospitality suites, so it's not necessary to build more into the day.
4. Add a Fun Run or other sport (tennis? softball? volleyball?) for people that don't play golf.

It is darn near perfect!! However, room size needs should be analyzed better as the 2017 opening general session was way too crowded and many people left who couldn't sit down or hear things from the corridor.

keep up the great work

The new scavenger hunt was a good format, especially for the location. I also appreciate that it involved a stop at the membership booth (I'm on that committee!) I couldn't play but I think the scavenger hunt should also contain evening activities. It makes Thursday night a lot of fun, especially for people new to the conference. Thanks!!

I like it the way it is, Kyle, the board and the LAC keep each conference unique and fresh enough to keep me coming back. I appreciate the chance for feedback and the solicitation of ideas as well as trying new things just often enough make this a great conference, each one is a new experience.

Need larger rooms so I don't have to sit on the floor. Speakers need to use microphones. The type in graphics needs to be large enough for everybody in the room to see. I am colorblind and the presenters seem to be oblivious to colors that don't work together...this is an ADA issue which I will raise with the US Dept of Justice if the problem isn't corrected next year.

NA

Let people who show up last minute (and pay extra) EAT! There's always tons of leftover food anyway.

Number of daily responses

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