

2018-2019 UTILITY MANAGEMENT
COMMITTEE
BOARD OF TRUSTEES REPORT



American Water Works Association

Pacific Northwest Section

RECAP SURVEYS RESULTS FROM PRIOR CONFERENCES BY UTILITY MANAGEMENT COMMITTEE

2017 SURVEY:

TOPICS OF INTEREST:

- ASSET MANAGEMENT
- LEGAL ISSUES
- BENCHMARKING
- UTILITY MANAGEMENT AUDIT

2018 SURVEY:

TRAINING IDEAS:

- IN PERSON, ALL DAY WORKSHOP
- JANUARY-MARCH TIME PERIOD
- WESTERN WASHINGTON

2018-2019 GOALS

- REINVIGORATE COMMITTEE BY HOLDING SUCCESSFUL EVENT ✓
- RECRUIT AND RETAIN OTHERS TO HOLD BOARD POSITIONS
- CONTINUE WITH DEVELOPMENT OF BOARD POSITION DEFINITIONS LEFT OFF IN 2017
- LOOK TO JOINTLY PARTICIPATE WITH OTHER COMMITTEES FOR TRAINING ✓ **IN PROCESS**
- RECRUIT AND SUPPORT 2019 LEADERSHIP SYMPOSIUM EVENT ✓ **AT LEAST ONE ABSTRACT HAS BEEN SUBMITTED FROM A UMC MEMBER**

MONTHLY CALL IN MEETINGS

- THIRD THURSDAY OF EACH MONTH AT 11:00 AM

- UPDATED EMAIL LIST ✓
- CONTINUE WITH THEMES/GOALS IDENTIFIED IN 2017 SURVEY ✓
- ONE TRAINING EVENT – BUILDING RESILIENCY IN YOUR ORGANIZATION ✓
- REGULAR REPORT IN “WATER MATTERS” ✓ **ONGOING, TO BE INCLUDED IN MONTHLY MTG**
- REGULAR UPDATED COMMITTEE WEBSITE ✓ **ONGOING , TO BE INCLUDED IN MONTHLY MTG**
- REVIEWED AND SELECTED ABSTRACTS FOR 2019 PNWS EVENT ✓ **IN PROCESS**
- SUPPORT LEADERSHIP SYMPOSIUM TO BE HELD FALL 2019 ✓ **AT LEAST ONE ABSTRACT SUBMITTED**

ASSET MANAGEMENT SUBCOMMITTEE

- SELECTED ABSTRACTS FOR 2019 PNWS EVENT ✓ **IN PROCESS**
- COSPONSORING OPPORTUNITIES WITH PNCWA
 - CURRENTLY SELECTING ABSTRACTS FOR JUNE 2019 EVENT
- LOOKING TO NATIONALS FOR OTHER IDEAS/OPPORTUNITIES FOR MEMBERS

2019 TRAINING EVENT – BUILDING RESILIENCY IN YOUR ORGANIZATION

DATE: JANUARY 23, 2019

LOCATION: ALDERWOOD WATER AND WASTEWATER DISTRICT
3626 156TH ST SW, LYNNWOOD, WA 98087

SPEAKERS: 12 SPEAKERS FROM UTILITIES RANGING FROM 400 TO 66,000 CONNECTIONS

ATTENDEES: 40 ATTENDEES: PRIMARILY WATER/SEWER DISTRICTS, CONSULTANTS, CITIES, ASSOCIATIONS, PUD, AND A CONTRACT UTILITY OPERATOR; TWO FROM OREGON, THE REST FROM WASHINGTON

TOPICS: SUCCESSION PLANNING BY CHANGES IN JOB SHARING, KNOWLEDGE CAPTURE, IT CHALLENGES, REBUILDING AN ORGANIZATION, COMMUNICATIONS BOTH WITHIN AND OUTSIDE A UTILITY AND DETERMINING WHAT TYPE OF LEADER YOU ARE.



Mike Helland & Lauren Coleman,
Clinton Water District



Tom Hastings,
Snoqualmie Pass Utility District



Randy Black
Lakewood Water District

FEEDBACK (SURVEY RESULTS) FROM BUILDING RESILIENCY IN YOUR ORGANIZATION

20% RESPONSE RATE

WHY DID YOU ATTEND THIS EVENT? - 100 PERCENT SPEAKERS/SESSION TOPICS

75% NETWORKING OPPORTUNITIES

WHERE SHOULD WE HOLD NEXT YEARS EVENT? – OVER 80% SOUTH PUGET SOUND

WERE YOU SATISFIED WITH THE FORMAT OF THE EVENT? - 100%

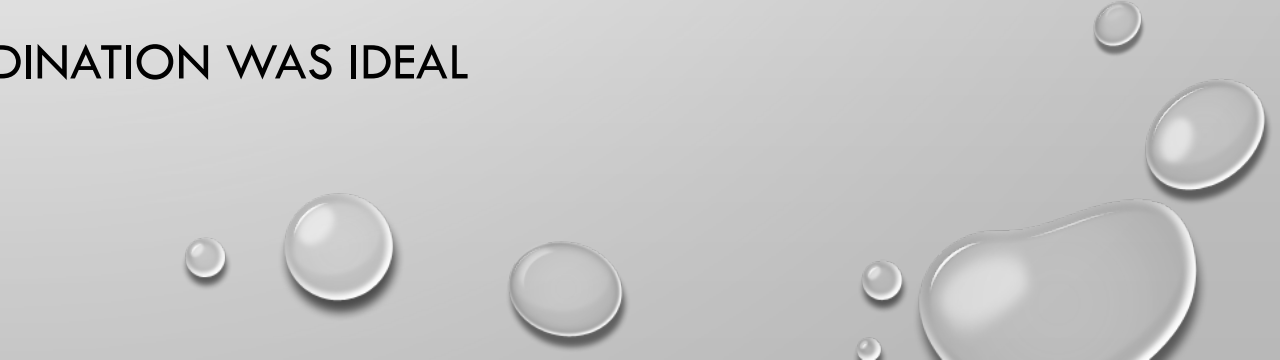
HOW IMPORTANT ARE CEUS FOR THIS TYPE OF EVENT? – 75% VERY, 25% SOMEWHAT IMPORTANT

WERE YOU SATISFIED WITH FOOD? – OVER 80% SAID YES

SUGGESTIONS FOR NEXT YEAR – MORE INTERACTION WITH AUDIENCE, ALLOW QUESTION/ANSWER WITH ALL SPEAKERS, EXPAND ON LEADERSHIP AND CULTURAL TRAINING



LESSONS LEARNED FROM PLANNING COMMITTEE BUILDING RESILIENCY IN YOUR ORGANIZATION

1. IT TAKES A TEAM – ROUTINE MONTHLY AND MORE FREQUENT CALLS WHEN NECESSARY
 2. NEED TO MAKE EVERYONE AWARE OF THIS EVENT & ITS TIMING (FIRST TRAINING IN 4 YRS) – OTHER ORGANIZATIONS BROUGHT DIFFERENT PERSPECTIVES
 3. MAKE SURE SPEAKERS SUBMIT PRESENTATIONS THE WEEK PRIOR TO THE EVENT
 4. IDEAL EVENT FOR STAFF NOT USE TO PRESENTING REGULARLY
 5. SHORTER LUNCH SO FOLKS CAN TRAVEL HOME AFTERWARDS, NEED VEGETARIAN OPTIONS
 6. ONE PERSON RESPONSIBLE FOR CEU COORDINATION WAS IDEAL
- 

2019 SPRING CONFERENCE

ACTIVELY PARTICIPATING IN ESTABLISHING TWO TRACKS:

- WORKFORCE RELATED
- ASSET MANAGEMENT

SESSION MONITORS IN REGULAR CONTACT WITH SPEAKERS, MAKING ADJUSTMENTS WHEN NECESSARY

RESPECTFULLY SUBMITTED:
DIANE POTTINGER, PE – CHAIR
LARA KAMMERECK, PE, PMP – TREASURER
BARRY BUCHANAN, PE – IMMEDIATE PAST CHAIR &
ASSET MANAGEMENT SUBCOMMITTEE CHAIR
DAN SLEETH - TRUSTEE



American Water Works Association
Pacific Northwest Section