



Public Information Division

Winter 2020 Division Report

Trustee Liaison – Michelle Cheek, OR/ID Trustee

The Public Information Division consists of 4 committees: Public Information Committee, Water Conservation Committee, Cross Connection Control, and Customer Service. Communication with committees over the past few months has been through emails.

A division meeting is planned during the Spring conference, but location and time is still TBD. Updates from each committee are provided below.

♦ PUBLIC INFORMATION COMMITTEE

Chair: Robin Pedersen, City of Gresham

Vice-chair: Kerry Aden, Rockwood Water PUD

Secretary: Jill Hoyenga, City of The Dalles

Activities since last report

- Held annual committee meeting on 2/6/2020.
- **Excellence in Communication Awards:**
 - The award program continues to generate member interest (30 entries submitted).
 - All award recipients will be invited to make a short presentation and receive their awards in person during the Awards Show & Tell session at the Spring conference. The committee will have roughly \$600 to contribute to the section this year.

Upcoming activities

- **Spokane 2020:** The Public Information Committee is sponsoring a half-day conference track on Thursday afternoon focused on Cyanotoxins.
- **Ongoing Activities:** The committee continues to feature free PIO training by FEMA and occasionally other organizations in our monthly e-newsletter.

♦ WATER CONSERVATION COMMITTEE

Chair: Kristen Zimmer, City of Spokane

Vice-chair: Doug Greenlund, City of Spokane

Secretary: Mark Taratoot, Corvallis Public Works

Activities since last report

- Held committee meeting on 10/17/2020 in Spokane, WA. This was an all-day event with multiple speakers and technical tours.
- Submitted Water Matters articles (Winter and Spring).

Upcoming activities

- **Spokane 2020:** Preparing for Spring conference technical sessions; a full day of technical sessions is scheduled for Friday.
- Committee Meeting at Spring Conference on Friday to entice more active members.
- Annual Committee meeting planned for 8/20/2020 in Coeur d' Alene, ID

💧 CROSS CONNECTION CONTROL

Chair: Terry Pickel, City of Coeur d' Alene

Vice-chair: Tonya Reiss, City of Spokane

Secretary: Christine Hollenbeck, Clackamas River Water

Activities since last report

- Held committee meeting on 1/28/2020.

Upcoming activities

- **Spokane 2020:** Preparing for Spring conference technical sessions; a full day of technical sessions is scheduled for Friday
- The committee will be electing a new chair at the Spring conference.

💧 CUSTOMER SERVICE COMMITTEE

Chair: Cathy Middleton, Rockwood Water PUD

Vice-chair: Marika Thomas, Lakewood Water District

Secretary: Carrie Bledsoe, Lakewood Water District

Activities since last report

- Training previously scheduled for Fall 2019 in Wenatchee was cancelled due to weather. The training has been rescheduled for March of this year and the training has been reformatted with the goal of appealing to more people and reducing the time commitment.
 - Previous format was a 3-day, multi-course training which allowed attendees to attend one or all the courses and receive CEUs accordingly.
 - New format is a 2-day course with a requirement to take the whole course to receive CEUs.
- Trainings are also planned at Kitsap County in March; Moscow, ID in April; and Yakima, WA in September. The committee has also been approached for a training in Sammamish, WA in October but date needs to be confirmed with the trainer.
- Registration for trainings in Wenatchee and Moscow is currently open.
- A training for Kitsap County employees is scheduled for March.
- The committee is looking for more trainers.

Upcoming activities

- Preparing for Spring conference technical sessions; a half day is planned for Thursday AM.
- Preparing for upcoming trainings.

♦ **SUCCESSION PLANNING AND COMMITTEE PARTICIPATION**

The Public Information Committee has tried to establish a culture of rotating leadership. The committee charter (posted on the committee web page) provides clear communication about procedures, tasks, and expectations hoping to make it easier to ask potential leaders as well as help them make a case for committee leadership to their managers. There were only 2 committee members present at the annual meeting on 2/6/2020 and no nominations for a Vice-Chair. The Portland/Metro area has consistently led this committee for the last 15 years and is tapped out. The committee would appreciate some guidance on this matter, so the committee doesn't go defunct.

I need to engage all committee officers in a discussion on succession planning and improving committee membership/participation. This will be a topic of discussion at May's Division meeting.