



MEMBER ENGAGEMENT DIVISION REPORT

Report as of September 26, 2024

Chandra Hingston (Oregon/Idaho Trustee, MED Liaison)

WATER INFORMATION TECHNOLOGY (WIT)

Achievements:

- In May, held a successful hybrid IT training titled Synergizing the Water Industry with Technology that earned attendees CEUs.
- Received 9 solicited abstracts for the 2025 Section Conference, including a pre-conference seminar.
- Holding monthly committee meetings with good participation.
- Continued committee and subsection support with the website.

Challenges:

- Finding new committee members is difficult.
- Learning how to expand from being a support committee to creating trainings, conference sessions, and events.

Goals:

- To recruit more members to include SCADA and IT professionals like utility-specific computer system employees.
- To use survey results to inform a training topic and hold an event before the end of the year.
- Use more targeted outreach to Subsection membership lists for IT training.
- Reach out to Subsections to find IT liaisons in each.
- Shift from past role focused on website support for the Section to other responsibilities as an advocate for technology to all utilities.
- Continue yearly effort with the Scholarship Committee to push out electronic applications for those who are applying for scholarships.
- Potential effort to build an application processing and grading platform (similar to the Scholarship Committee) in order to streamline application intake processes for the Operator Certification Scholarship Program led by Cheryl Capron and Jeff Lundt.

YOUNG PROFESSIONALS (YP)

Achievements:

- Held the first YP hosted technical session at the Spokane Section Conference.
- 60 – 70 conference attendees used the YP organized head shot booth in Spokane.



- There were 45 scavenger hunt participants at the conference.
- Has very strong attendance at monthly committee meetings. Monthly invitations to the entire list serve have been successful at bringing in new attendees.
- Effectively promotes Subsection YP events happening within the Section by sharing with the entire Section YP contact list.
- Cody Scoggins will be presenting at the Fall Committee and Subsection Officer Training.
- Successfully recruited YP Committee members to fill open leadership roles:
 - Vice Chair – Emma Martin
 - Events Coordinator – Grace Crowe
 - Treasurer – Lea Connors
 - Conference Coordinator – Analise Bos
 - Social Media Coordinator – Yancee Gordon

Challenges:

- Finding student liaisons to assist with creating and connecting student chapters and to assist with career fairs and other events.
- New member outreach and finding YP liaisons for each subsection have been challenging.

Goals:

- Engage students with the “booth-in-a-box” at career fairs, poster competitions, etc. - relying on developing a student liaison first, then working towards this goal.
- Considering a Q4 mini golf event Section-wide with Subsections competing against each other.
- Potentially plan a pre-conference YP social event in Boise.
- Reach out to Subsection Chairs and do another push for them to provide a liaison or share what YP events are happening within their subsections.
- Build YP membership base.
- Begin plans for the 2025 Section Conference, including the Scavenger Hunt and finding sponsorships.

DIVERSITY AND INCLUSION COMMITTEE (D&I)

Achievements:

- Holds well attended monthly committee meetings.
- Kylie Bayer (with TVWD) will be taking over as the committee chair by the end of the year.
- Kylie will be presenting at the Fall Committee and Subsection Officer Training.
- “Goals subcommittee” has made good progress in outlining the steps needed to move the committee forward.

Challenges:

- As a new committee with new leadership taking over, members are still learning how to operate within the AWWA framework.



Goals:

- Continue the focus on micro and macro goals to guide committee progress.
- Assist with the development of a D&I Standard for national AWWA.

MEMBERSHIP ENGAGEMENT AND DEVELOPMENT COMMITTEE (MEDC)

Achievements:

- Doug Schlepp has taken over as the committee chair, and Tyler Clary is the new vice-chair.
- Five new members joined the MEDC following the 2024 Spring Conference.
- The Draft Charter was updated and the Final version was adopted. It outlines discrete committee member roles together with yearly task timeline assignments.
- All ten committee roster positions have been filled.
- Advertised the Mentorship Program in the E-newsletter.
- For the 2024/25 Mentorship Program have so far registered about 10 pairs of mentor/mentees.
- Committee leadership attending SAC meetings to present about MEDC.
- Doug will present on MEDC at the Fall Committee and Subsection Officer Training.
- Follow-up is scheduled to have subsection volunteers provide feedback on the new dashboard tool.

Challenges:

- Finding time to dedicate to new member outreach and follow-up.

Goals:

- Advance membership goals.
- Send MEDC representative to the Association Membership Summit in January.
- Submit quarterly article for the Water Matters.
- Expand the Mentorship Program.
- Provide training to subsections for new member welcomes.
- Hold a PNWS Roadshow to share the benefits of AWWA membership with various utilities within the Section.
- Continue to share a “member dashboard” with subsections to help with tracking and outreach.
- Reach out to student chapters for membership and participation.
- A net positive growth of >1% for 2024.