



Longview Drinking Water Improvement Study
Customer Advisory Committee Meeting #1

Meeting Summary

Date: Tuesday, January 13, 2015
Location: Longview City Hall, Training Room
Time: 6:30 – 8:30 p.m.

In Attendance

CAC Members

Bill Beltz
Mark Bergeson
Orranda Chamberlain
Raymond Colwell
Philip Dennis (attended by phone)
Dave Hooper
Rich Kirkpatrick
Alissa Lee

Patrick Mccoy
Amber Olson
Stephanie Owens
Dave Quinn
Vincent Scalesse
Preston Worth
Ken Botero, City Council Liaison
Bonnie Decius, BHWSO Liaison

Staff and Consultants

Jeff Cameron, City of Longview
Amy Blain, City of Longview
Jeff Coleman, City of Longview
Dell Hillger, BHWSO

Dale Jutila, CH2MHILL
Brad Phelps, CH2MHILL
Adrienne DeDona, JLA Public Involvement
Jamie Harvie, JLA Public Involvement

Members of the Public

Steve Moon, Longview City Council
Monte Roden, Beacon Hill Commissioner
Kurt Sacha, City of Longview
David Campbell, City of Longview
Ray Byers, Reporter, KLOG
Brooks Johnson, Reporter, TDN

Jim Fisher, Resident
Art Mahlum, Resident
Gin Matthews, Resident
Tim O'Farrell, Resident
Rick Olson, Resident

Overview Summary

- The CAC reviewed the study background and timeline; discussed the proposed public involvement and feedback process and reviewed the protocols.
 - CAC members expressed a desire for this study to more successfully include and reflect public opinion than previous processes. The group discussed how a values-based evaluation framework approach can help with this.
 - CAC members voiced support for a face-to-face workshop between the CAC, Longview City Council, and BHWSO Board to discuss the final recommendation.
- CAC and audience members participated in a visioning exercise.

- Aspirations included high-quality drinking water, an effective CAC with high credibility and trust, successful community education and involvement, and positive outcomes for the community. Community involvement and satisfaction was identified as equally important to other outcomes.
- The next CAC meeting will be held on January 31 and will include a tour of the Fisher’s Lane and Mint Farm water treatment plants.

Parking Lot Items

Water alternatives

- Long-term post-volcano water envisioning
- Intake above the Toutle

Process items

- Consensus communication: Face-to-face joint workshop with the CAC, City Council and BHWSO Board
- Post-CAC meeting public outreach/communication check-in

Welcome and Introductions

Adrienne DeDona, JLA Public Involvement, welcomed everyone to the meeting and introduced herself as the Customer Advisory Committee (CAC) facilitator. The project team and committee members introduced themselves and explained their background and area of interest. Committee members Ken Botero, Longview City Councilmember, and Bonnie Decius, Beacon Hill Water/Sewer District (BHWSO) Commissioner, thanked committee members for their dedication of time to the committee.

Adrienne noted that, in reviewing the applications, everyone on the committee seemed to have a positive, problem-solving perspective towards the project and community interests at heart.

Adrienne reviewed the agenda. She noted that committee protocols will be discussed later in the meeting, but in the meantime asked that people be respectful of one another and to let her know when they would like to speak so she can moderate the discussion. She told the audience that these meetings are working meetings for the committee and asked that comments be limited to the designated public comment period.

Adrienne said it is the project team’s hope that these CAC meetings set the stage for a positive, collaborative process focused on reaching a consensus recommendation to the City Council.

Project Background and Overview

Brad Phelps, CH2MHILL, presented an overview of the project background and the project team’s understanding of the water issues.

Brad explained that an upgrade or change to the water supply was required because the Fishers Lane Water Treatment Plant was aging and required upgrades, because current and projected demand exceeded capacity, and because sediment issues existed in the river. He presented a very brief overview of the supply options that were previously considered, including various options to upgrade the Fishers Lane plant or build a new supply and plant. The chosen option was to build the Mint Farm treatment plant, which uses groundwater as a source rather than surface water. The Mint Farm treatment plant became operational in January, 2013 and Fishers Lane was closed two months later. Since then, many members of the community have experienced water quality problems, including discolored water, chlorine taste and odor, and white spotting. The City tested the water to determine the cause of the problems and implemented various mitigation measures, including mains cleaning, adding more chlorine during water treatment, community outreach efforts, select mainline replacements, and pipe monitoring.

Brad said the current drinking water improvement study began in October 2014 with a statistically-valid community telephone survey. Survey respondents indicated water satisfaction ratings of 4.3 out of 10 (Longview) and 4.9 out of 10 (BHWSO). Most customers indicated at least one issue with the water. Spotting was the most problematic, which is caused by silica content. Tasting and smelling chlorine were also common. The consultant team is scoped to 1) do community outreach and

involvement, including convening the CAC, and 2) complete technical evaluations to identify options to improve the water and associated costs. This effort is intended to help the CAC and City Council identify the best option for moving forward.

- A CAC member said The Daily News (TDN) reported 80% of people surveyed were unsatisfied with the water and asked for more detail. The project team said this number included people who replied they were extremely dissatisfied and moderately dissatisfied. It was noted that results of the survey are posted on the project website.
- A CAC member asked whether the presentation would be available on the project website. The project team replied that it would.

Proposed Public Involvement Plan

Adrienne presented the project schedule and explained the public feedback opportunities and how feedback will inform the CAC’s deliberations. She noted that this committee is the backbone of the community consultation process. Dale Jutila, CH2MHILL, explained the values-based evaluation framework process – the CAC and community will identify their most important values for the improved water system and all future water supply options will be weighed against this framework. Dale noted that some of the options presented during this process may be among the options considered a few years ago, since information regarding these options may have changed since then.

- A CAC member asked what the team means by “values.” Dale said, for example, cost may be the most important issue for some people, while for others, water quality or taste may be most important. These would each be values.
- Another CAC member asked whether the project team will provide the options to be considered. Brad replied they would, and also that committee members or the public may suggest options that they would like the technical team to consider. CAC members should document these ideas on the provided “parking lot.”
- A CAC member said he thinks the criteria should be a quality, sustainable, affordable water system. Brad replied that the project team plans to consider all options and then the CAC will narrow down the options using the evaluation framework. The project team and CAC do not plan to screen any initial options based on cost – this will be considered later in the process.
- A CAC member said that the community just went through a similar public process regarding schools, which recommended an option that was not popular with the wider community. He said no second option was allowed to be considered. He is concerned this process will box the committee into only one option and would like to see the committee be able to make more than one recommendations to City Council. Adrienne replied that the process currently includes narrowing to three and then one option as a goal, but the committee may decide that more than one recommendation is appropriate. One member responded that he is optimistic about the process because a values-based evaluation framework will be developed prior to selecting a solution.
- The committee discussed the role of community opinion within the CAC process.
 - One CAC member said the community is emotionally-driven and he feels it is the role of the committee to learn more background information and provide an informed opinion rather than be swayed by community opinion.
 - Another member said there are a lot of considerations besides engineering issues and that public concern is the committee’s business.
 - Another member said that having an open mind and representing the community is the role of the committee; committee members should stay open minded, learn as much as possible and give a voice to the community.
 - Dale replied that the value-based evaluation framework is intended to help the CAC consider the values of the community.



Caption 1: Illustrated Summary of Kick-Off

Project Visioning Exercise

Adrienne explained the visioning exercise and noted that everyone – including CAC and audience members – could participate. Each person was asked to write a few words about their greatest aspiration for this study process. Adrienne said the statements could focus on any aspect of the project – from the committee to public outreach to the engineering outcomes. She noted the vision would not be used to evaluate the water supply options but could help to guide the decision-making process.

Dale and Adrienne reviewed the responses that were posted and led a discussion to identify and discuss main themes.



Caption 2: CAC Visioning Exercise

Discussion

- The CAC identified four main themes: Quality Water, CAC Process, Community Involvement, and Impact on Community. Peace of mind was identified as an overarching theme that would be achieved by satisfying each of the four categories. Individual responses are listed in Appendix A.
- The group discussed the responses focusing on community satisfaction with the process. Community involvement and acceptance was identified as equally important to any other project outcomes.
- The group decided there were two community aspects to the responses – Community Involvement, which would include involvement with the study process, and Impact on the Community, which is more about end result on people’s lives.
- Community Involvement
 - Education was identified as a key aspect of community involvement.
 - One committee member said each of the other aspirations involves the need to inform/educate the community about the process and decision.
 - One committee member said the project must educate the community on the various options and requirements and outcomes to help them understand the best solution(s) and support their final recommendation.
 - The CAC’s role in teaching the community was discussed. This was included in the CAC application and the project team hopes CAC members will communicate with their own networks about the project. Dale said “teaching” may be a higher level goal than simply putting information out and could even become a role of the CAC.
 - Committee members discussed the importance of transparency in the process.
 - One committee member said there was a lack of transparency in the Mint Farm process. He said CAC members are members of the community, and it is part of the CAC’s job to share the information they learn – as they see it – with the public so they know it is a community decision.
 - Committee members discussed the best way to reach out to the community.
 - One community member noted The Daily News and KLOG reporters were in attendance of the meeting and the local media would be a good outlet for outreach.
 - Adrienne noted the committee may later recommend that additional outreach is necessary.
 - A committee member expressed concern with reliance on online outreach – saying not everyone uses digital media as their primary source of information.
 - One committee member said the community needs to understand all the options, benefits and drawbacks to make an informed decision. He suggested a follow-up media article following each meeting to help the public follow along with what the committee is learning.
 - The committee agreed there should be a checkpoint for outreach at each meeting and specific actions to be completed following each meeting.
- CAC Process
 - One CAC member asked how committee members were chosen. Adrienne replied they used a blind scoring process and each consultant scored applicants’ responses anonymously. Applicants were divided into water zones and the highest scores within each zone were recommended to Longview City Council and BHWS.

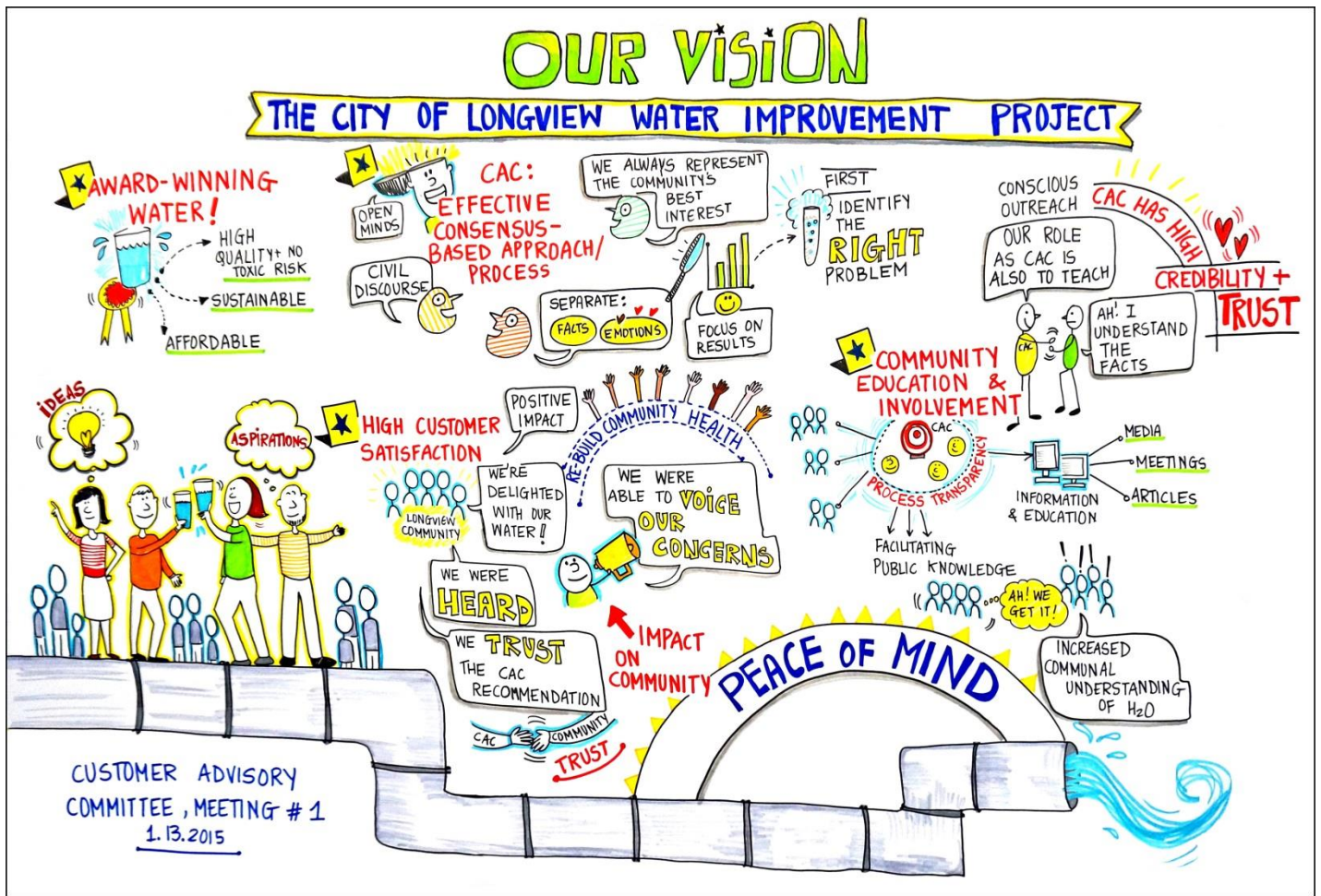
Longview City Council approved the recommendation. BHWSO interviewed the top 4 candidates and selected two based upon the interview process.

- One CAC member expressed concern that the process will not have enough time to evaluate options and consider all opinions if they are not presented until CAC meetings 4 and 5. Dale replied that educating the committee and community about the background, options and process is an important part of getting to the solutions, and that the process often goes relatively quickly once the evaluation framework has been developed.
- Another CAC member said the credibility of the committee is paramount to the community accepting the process. He said some committee members need to represent community sentiments that are very unhappy with the current situation. Dale replied that community concern was aptly captured by the water satisfaction survey and has led Council to approve the current study.

CAC Chartering Process Overview

Adrienne reviewed the draft committee protocols document, including the purpose of the committee. She explained the meaning of consensus and reiterated the power of a consensus recommendation. She said the group will not review every detail of the protocols tonight but she will check in individually with members prior to the next meeting. The protocols will be approved at the January 31 CAC meeting.

- The committee discussed how the final CAC recommendation will be presented to Council.
 - Several members were interested in presenting in person so the intricacies of members' opinions could be sufficiently conveyed, that the community feels that they have input, and so the process will be more credible.
 - Ken Botero agreed face-to-face conversations would be helpful to Council and also make the process more transparent.
 - Adrienne replied that specifics of the recommendation process could be discussed later in the project and Jeff Cameron, City of Longview, added that a joint workshop between Council, BHWSO and the CAC is planned for July.
- The group discussed the meaning of consensus and how consensus will be determined.
 - Ken Botero noted that he and Bonnie Decius will not participate in CAC decisions since they represent Longview City Council and BHWSO.
 - One CAC member noted that maintaining a personal agenda gets in the way of consensus. He said once an opinion is expressed, it is no longer owned by the member but belongs to the committee.
- Adrienne explained that communications between CAC members are public records and subject to disclosure requests. Amy Blain, City of Longview, explained that the City will provide emails to CAC members which they should use for any project communications. This will help document communications and avoid CAC members' personal computers being subject to subpoena. She explained how CAC members can set up the emails.



Caption 3: Illustrated Summary of Vision

Public Comment

Gin Matthews thanked the CAC members for their participation in the process. She said the community has been consumed by years of problems with the water. She said the first problem is trust, which currently does not exist. She said tonight's meeting made great strides in beginning to empower community members who have been disenfranchised.

Jim Fisher asked whether the community will be able to elect its own chairperson and co-chair to the CAC as well as create independent minutes and summary reports. Adrienne told CAC members this will be something for them to consider when they discuss protocols.

Art Mahlum said the process needs to consider community health and mental health of community members who have lived with low-quality water and asset degradation. He said damage to the City also needs to be considered and there is a need to rebuild the image that Longview has a good quality of life. He indicated the project team's presentation did not adequately portray the suffering of and damage to the citizens. He said the bottom line is the huge majority of rate payers are unhappy with the water. He said taxation for ongoing water-related projects is also an issue.

Meeting Closing and Next Steps

Adrienne asked committee members to review the illustrated vision, the public involvement plan and committee protocols prior to the next meeting and to identify any additions or revisions that needed to be made to the public involvement plan or the protocols based on the vision. The next meeting will be a tour of the Water Treatment Plants. Amy added that CAC members should dress appropriately for the tour; portions will be outdoor, so dress warm and don't wear dress shoes/heels.

Jeff clarified some rules of public meeting law. If more than seven CAC members get together, it is considered a quorum and must be an open public meeting. Any communication between members must be done through the project email account so it can be archived for public disclosure purposes, although communications with the general public can be done through private accounts.

Adrienne thanked everyone for coming and adjourned the meeting.

Appendix A: Visioning Exercise – Full Responses

- Quality Water
 - Award-winning water
 - Positive impact on the community
 - Positive outcome that involves customer satisfaction
 - Affordable, sustainable, quality water supply
 - Water is high quality, no toxic risk
 - Long term Pacific NW quality water – now and long-term
 - Address community concerns for quality water
 - Represent the citizens with quality water
- CAC Process
 - Identify the problem
 - Collaborative, analytical, acceptable result(s)
 - Civil discourse leading to consensus
 - Separate facts from emotions
 - Enhanced marketing and open minds
 - Added during discussion:
 - Transparency
 - Trust
- Community Involvement
 - Informational
 - Public more knowledge
 - Increased communal understanding of water
 - Represent the community's best interest
 - Added during discussion:
 - Credibility
 - Education
 - Teach
- Impact on Community
 - Community agrees with recommendation
 - Community acceptance of resolution
 - Community health
- Overarching
 - Peace of Mind