



CREEKS, DRAINAGE AND WASTEWATER CUSTOMER ADVISORY COMMITTEE

MEETING Summary
SMT 4096
April 14, 2010
5:00 – 7:00

Administration:

- Members Present: Cheryl Klinker, Steve Ruden, Nancy Malmgren, Eric Dripps, Lydia Heard, Douglas Mora, Suzie Burke
- SPU Staff Present: Bruce Bachen, Sheryl Shapiro, Ticiang Diangson, Joanne Peterson, Sue Morrison
- Chair Cheryl Klinker called the meeting to order.

Annual CAC meeting notes from February were accepted.

February CDWAC meeting notes were accepted with one correction.

AGENDA TOPICS:

Review of April 14, 2010 meeting with Councilmember O'Brien and CAC chairs **Cheryl Klinker**

Cheryl provided highlights of the CAC meeting with Councilmember O'Brien. Hot issue for SWAC committee is green house gases, WSAC's is Imazapyr, and CDWAC is storm water runoff and CSO's. Councilmember O'Brien was very engaged and talked about breaking down silos and looking at issues holistically across departments to gain interdepartmental collaboration. He is interested in talking with immigrant and refugee populations. Nancy Ahern challenged committees to suggest methods for saving costs/doing more with less.

Race and Social Justice Initiative

Ticiang Diangson

Each department has a RSJ team. RSJ is concerned with workforce equity, economic equity, immigrant and refugee services, public engagement and capacity building. Ticiang discussed the importance placed on rate payer equity to ensure that all customers are receiving an equitable level of service. It is important that everyone who pays rates understands what they are entitled to and that they are receiving it. The Environment Justice & Service Equity division began in 2006. Many alternative, cross-culturally competent communications strategies are needed about SPU services in order to reach diverse populations. Several questions were raised regarding emergency planning and notification, and it was noted that there is interest in having Pat O'Brien of SPU's Emergency Water Response team speak at a future CDWAC meeting.



CDWAC Membership: Current Status and Recruitment Strategies

**Cheryl Klinker,
Sheryl Shapiro,
Bruce Bachen**

Committee membership term is 2 years, with a maximum of two terms. The current issue is who would like to continue on the committee for the next 1 to 2 years. Bruce expressed his appreciation of the group and said that membership is open to what they want to do. One goal is to have staggered terms to provide continuity. Members expressed concern about replacements for themselves, noting that some people are leery about working with agencies. It was felt that the committee needs to be made up of interested persons from all different areas – geographically, as well as subjects of interest. Members enjoy bringing back ideas and information from CDWAC to other groups in which they are involved. Sheryl Shapiro asked that members call to let her know their intent for continuing membership in CDWAC.

Connecting with Neighborhoods to Prepare for Storms

Joanne Peterson

Joanne is responsible for SPU security, emergency management, and the operations response center. Four topics were covered: Technology & weather forecasting, general information regarding how citizens are provided information, Meadowbrook, and the storm observers program. The Urban Flood Response plan kicks in whenever there are 10 or more calls. At that point, SPU goes into incident command level and works closely with the UW regarding weather forecasts. The storm observers program began in 2006 in response to what happened in the Madison Valley and sends SPU staff to Madison Valley, Densmore Basin, lower Thornton, and Meadowbrook creeks to provide status reports that help determine where crews are needed. Joanne encouraged CDWAC to take a tour of the emergency response center. During the average day, the emergency response center takes 60 calls. An eventful day would be 120 calls. SPU has 200 cameras, 211 door alarms, and 90 motion detectors. SPU has a “big board” software application that helps in managing day to day operations as well as emergency response. The Big Board has the ability to show where SPU vehicles are located around the City by utilizing AVL technology. This is especially useful in dispatching the closest available staff in emergencies and also for community outreach. SPU is also in Yahoo.groups and on Twitter.

Wrap Up

Cheryl Klinker / Sheryl Shapiro

Sheryl Shapiro is arranging for a presentation regarding street sweeping for the May CWAC meeting.

Sheryl Shapiro will be assuming Aurora Mendoza’s role as CAC Program Manager in June.