

PARTICIPATION GUIDE

One Water Partnership Member Outreach Program

Why should I join a work group?

Participation in work groups fosters cooperation and the open exchange of information between GLWA and its member communities. Attending work group meetings provides opportunities to learn more about specific aspects of water or wastewater service, and to provide feedback on decisions being made that impact services your community receives. Many members find learning more about GLWA's operational processes, as well as the thought process behind decision making, extremely beneficial. Work group participation also provides the opportunity to build stronger relationships with your peers in member communities and GLWA staff.

How many work groups should my community participate in?

The number of work groups each member participates in is dependent on the issues that are important to them, and the availability of their staff to attend meetings. Some members participate in all of the work groups, while others are active in as few as one or two work groups. Most members have multiple participants to limit individual time commitments and match backgrounds to work group topics.

We suggest reviewing the *Work Groups* fact sheet to better understand the focus of each work group and determine which groups best support your current concerns and interests. Once you have a shortlist of work groups, determine who in your community is best suited to participate in each group. Then, have individuals attend a meeting to learn more about the work group and determine if regular participation would be beneficial.

Who from my community should attend the One Water Partnership team meetings?

We encourage all members to send at least one representative to the quarterly *One Water Partnership* meetings since these provide an overview of outreach activities and updates on GLWA. These representatives should provide key takeaways back to community leaders and water/wastewater staff members.

If I have limited time to participate, how should I determine which work group would be most beneficial to join?

Determine which technical topics and service issues are of greatest concern or interest to you, and join that work group. Based on your experience attending that work group's meetings, you can then decide if you want to join additional work groups. Reviewing past meeting summaries on the outreach portal (outreach.glwater.org) is also a good way to learn more about work group activities and decide which work group to join.

How frequently do work groups meet?

The frequency of meetings varies by work group. Some work groups meet every two months, others follow a schedule tied to activities the group discusses, such as charges. Other work groups are adhoc groups that meet only as needed. The *One Water Partnership* meetings occur quarterly. Meeting frequency is provided for each work group in the *Work Groups* fact sheet. Work group meetings typically last two hours, but some are longer.

The calendar on the outreach portal (outreach.glwater.org), under the "Events" tab, lists work group meetings for each month.

What should I expect at a meeting?

Work group meeting formats differ slightly based on group size and information addressed. Some work groups use presentations to share and discuss information while others are more discussion based. All work group meetings are facilitated by a third-party facilitator and designed to encourage input and maximize participation. Facilitators welcome feedback to the process. For meetings with more than 12 people, this frequently involves breakout discussions.



What is the typical size of a work group?

Work groups range in size from 10 to 50 members. The highest attended meetings are the *One Water Partnership* meetings and the Charges Rollout meetings, which are an extension of the Water and Waste-water Charges Work Groups.

Where are meetings held?

Meeting locations vary for each work group and some groups regularly rotate locations. Meeting locations can include SEMCOG, member facilities and GLWA facilities. Online meetings are held occasionally.

Do I need to attend every work group meeting to be considered a member of the work group?

No. Members are encouraged to attend every work group meeting they are able to. Individuals will continue to receive meeting notices and agendas unless they request to be removed from the work group list. We welcome participation at whatever level works for you.

How many member communities are active in the outreach program?

In 2016, 82 member communities participated in work groups and subcommittees. In total, there were 1,966 attendees at 78 work group meetings. Support for the program has been strong.

How are outreach program accomplishments measured?

In 2017, an annual Partner Outreach Scorecard was initiated to allow individuals from member communities to grade the program in eight areas. These grades, along with comments and recommendations, are used to improve the outreach process.

What are the Charges Rollout meetings and how do these meetings tie-in with work group activities?

GLWA involves member communities early and often in the charge setting process. Generally, three Charges Rollout meetings occur per charges season (October through January). The first focuses on Capital Improvement Plans and the review of previous year's financials. The second covers budgets and finance plans, and the third is a presentation of the coming year's proposed charges.



Can I review meeting summaries for work groups that I don't have time to participate in?

Meeting summaries for all of the work groups are available on the outreach portal in the documents section. A user name and password is required to access these files. Contact outreach@glwater.org if you need access.

How can I find out who is already participating in work groups?

Rosters for all work groups are available in the Docs section of the outreach portal (top folder).

How can I learn more about the outreach process?

Go to GLWA's YouTube channel and watch the Outreach Series for Elected Officials videos. The easiest way to get to the channel is to click on the YouTube icon  at the bottom of GLWA's home page (www.glwater.org).

Who should I contact at GLWA if I have a question about the outreach program?

Contact outreach@glwater.org or 313.964.9301 with any question you have.