



MINUTES OF THE WATER COMMISSION

MONDAY, MAY 9, 2022, 9:00 AM
Virtual Meeting via Zoom

A. ZOOM INFORMATION

I. This item contains a document that provides call-in information and instructions for the Zoom Virtual Meeting.

B. ROLL CALL.

I. Roll call for the Water Commission Meeting of May 9, 2022.

Commissioners Present: John Heugel, Jamie Wall, Tom Karman, Doug Martin, Elizabeth Wheat, Jacque Boyle

Excused: Kathryn Hasselblad-Pascale

Also Present: Alderman Craig Stevens, General Manager Quirk, Operations Manager Powell, Business Manager Rogers, Communications Director Hay, Distribution Manager Maes, HR Coordinator Cortes, Engineer Supervisor Romanowicz, Water Quality Manager Hardwick, Attorney Vande Castle

C. APPROVAL OF THE AGENDA.

I. Approval of the Water Commission Meeting Agenda for May 9, 2022

Motion by Martin, second by Wall, to approve Agenda as established. Passed unanimously.

D. APPROVAL OF MINUTES.

I. Approval of Commission Meeting Minutes of April 11, 2022

Motion by Wall, second by Martin to approve the April 11 Meeting Minutes as presented. Passed Unanimously.

E. REGULAR BUSINESS.

1. Introduction of the Green Bay Water Commission's New Green Bay City Council Representative: Alder Craig Stevens, District Five

Alder Craig Stevens, District Five, was introduced to and welcomed by Commission.

2. Financial Report for March 2022

Business Manager Rogers reviewed the Utility's March 2022 Financials and Cash Position. All are within expectations. No substantive issue of concern was identified. Motion by Karman, second by Boyle to receive financials and place on file. Passed unanimously.

F. INFORMATIONAL.

1. Quarter One 2022 Injury Report

The 2022 Quarter One Injury Report was presented and placed on file.

2. Building Remodel Update

Engineering Supervisor Romanowicz reported that the contractor has been working on completing punch list items, including planting grass and trees around the building now that the weather is nice. There are no change orders to report since the last meeting. We are working with Miron to finalize the cost for the work at the drive-thru window; this will be reported in a future meeting as a change order to the contract. The work at the drive-thru is anticipated to take place in August/September of this year.

3. Strategic Communications Report

Director of Communications Hay stated that we are nearing completion of a brand book that specifies how we communicate with the public about our work and includes fonts, colors, and logo use. This year's outreach consists of two more school visits. Our summer outreach program has been strengthened through three classroom presentations, a career fair for NWTC and West high school, and interactions with other City departments. We met with the Curriculum Director of Green Bay Area Public Schools and a teacher advocate from Aldo Leopold and Chappell Elementary to get feedback on ways to increase our usefulness to teachers in the district who need strong programming. On May 9, communication specialist Melissa Elliott of Raftelis will join our senior management meeting to present a customer survey we've been testing for three months and expect to launch in June. Raftelis reported an upsurge in fraudulent phone calls, such as bogus surveys seeking personal information from the public. Due of a lack of confidence, we used SurveyMonkey. Common themes include confidence in our water, understanding the bill, determining if they are aware or grasp that they have access to the consumer confidence report, and assessing their current knowledge of challenges impacting the industry or progress made on issues like as lead removal.

4. General Manager's Report

I. General Manager Quirk reported the following items:

- Xylem Pipe Diver Condition Assessment Project a. April Field Inspections Finished
 - Data Collection Underway
 - Future: Review and Analysis, Inspection and Condition Assessment Data
- Workforce Report
 - Recruitment
 - 1. Internal Promotion: Metering and Customer Service Supervisor
 - 2. Seasonal Maintenance Employee (PT)
 - 3. Distribution Maintenance Assistant (FT)
 - 4. Executive Assistant (FT)
 - 5. Metering and Cross Connection Technician (FT)
- Employee Survey on Engagement and Training
- Leadership Vision
 - 1. Communications Director Andrea Hay awarded 'Pivot to PR' by Wisconsin PRSA
 - 2. Operations Manager Brian Powell to give Infrastructure Asset Management presentation to Wisconsin AWWA 5/19/22
 - 3. Green Bay Water feature on Newsmaker Sunday with Tom Zalaski 5/8/22
 - 4. Water Legislation Meetings - Washington DC
 - 5. Office Supervisor Kim Couillard, Communications Director Hay and Distribution Manager Jason Maes complete Core Leadership Certification
- Other Business
 - 1. Informational Sessions with Newly-Elected Green Bay City Council Members
 - 2. City of Green Bay to Outsource FMLA in May
 - 3. Green Bay Water Master Plan 2022

G. ADJOURNMENT.

I. Motion to adjourn

Motion by Martin, second by Karman to adjourn. Passed unanimously.