



MEMBER ENGAGEMENT DIVISION REPORT

Report as of January 23, 2025

Chandra Hingston (Oregon/Idaho Trustee, MED Liaison)

WATER INFORMATION TECHNOLOGY (WIT)

Achievements:

- Brought together a group of excellent abstracts to create both a pre-conference and a full day of content for the upcoming May Section Conference.
- Planning for future leadership of the committee and recruited Tim Loosier to assist as co-chair or vice chair beginning in May.
- Holding monthly committee meetings.
- Continued committee and subsection support with the website.
- Committee members have helped other committees within, and outside of, the division by sharing expertise to create forms, assist with dashboards, and connect with technology.
- Kevin Wyckoff has been attending other committee meetings in hopes of broadening knowledge about the IT Committee and pulling in new interest.

Challenges:

- Finding new committee members is difficult.
- Expanding committee focus from mainly website and tech support to creating trainings, conference sessions, and other events.

Goals:

- Work on finding a moderator or two for the WIT sessions at the conference.
- Recruit more members to include SCADA and IT professionals like utility-specific computer system employees.
- Hoping to assist with and offer AWWA members attendance for a CISA training planned for May 19 through 22, 2025.
- Use more targeted outreach to Subsection membership lists for IT training.
- Reach out to Subsections to find IT liaisons in each.
- Assist MEDC in creating booth-in-a-box order forms and Mentorship Program forms.
- Continue yearly effort with the Scholarship Committee to push out electronic applications for those who are applying for scholarships.
- Help the YP Committee to potentially digitize the Scavenger Hunt team clue sheets.
- Potential effort to build an application processing and grading platform to help streamline application intake and review processes for the Operator Certification Scholarship Program.



YOUNG PROFESSIONALS (YP)

Achievements:

- The YP leadership team works together seamlessly. They communicate well and each member does their part to advance the committee objectives.
- The committee is making good progress in the planning for the YP Scavenger Hunt at the upcoming Section Conference.
- There is very strong attendance at monthly committee meetings. Monthly invitations to the entire list serve have been successful at bringing in new attendees.
- An open invitation has been sent to other committees inviting them to speak during meetings about what their groups are working on so that YPs have a better understanding of Section activities, dynamics, and other opportunities to volunteer.
- Effectively promotes Subsection YP events happening within the Section by sharing with the entire Section YP contact list.
- The committee utilized a portion of the remaining 2024 budget to send two additional young professionals to the 2025 YP Summit.

Challenges:

- It has been difficult to find student liaisons to assist with creating and connecting student chapters and to assist with career fairs and other events.
- Finding YP liaisons for each subsection has also been challenging.

Goals:

- Plan a YP Meet and Greet event in Boise to occur Wednesday night after the competitions.
- Solicit nominations for the Pioneer Award.
- Continue plans for the Boise Conference Scavenger Hunt by finding additional sponsorships, finalizing the hunt details, and purchasing prizes and swag.
- Collaborate with the MEDC on finding student liaisons and creating student chapters.
- 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.
- Expand the NW Oregon Subsection YP Wednesdays at the Section level.
- Reach out to Subsection Chairs and do another push for them to provide subsection YP contacts or share what YP events are happening within their subsections.
- Build YP membership base.
- Host a large, multi-organizational event in the Portland area similar to one that is facilitated near Seattle by Grace Crowe. Ideally to be done with the same organizations and coordinated around the same timeframe so that the events can be advertised together.



DIVERSITY AND INCLUSION COMMITTEE (D&I)

Achievements:

- Kylie Bayer has taken over as the committee chair.
- Holds well attended monthly committee meetings.
- The committee has pulled together a solid Friday morning technical session (6 half hour presentations) for the upcoming Section Conference.

Challenges:

- As a relatively new committee with new leadership, they are still learning where to focus their efforts and how to operate within AWWA.

Goals:

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

MEMBERSHIP ENGAGEMENT AND DEVELOPMENT COMMITTEE (MEDC)

Achievements:

- At the Utility Management Committee “Recruit, Train, Retain” workshop (1/15/25), committee members presented about the Mentorship Program.
- Submitted “Golden Drop” Water Matters article about 50-year AWWA members.
- The 2024/25 Mentorship Program registered 20 pairs of mentor/mentees.
- Reached the membership growth goal for 2024!
- Committee leadership has been attending other committee meetings and SAC meetings.
- Sent Tyler Clary to the January 2025 Association Membership Summit.

Challenges:

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

Goals:

- Reach out to other professional organizations with the idea of putting on more joint events.
- Work with IT Committee to create Booth-in-a-Box inventory and order forms.
- Assist YP Committee in bringing back the conference poster competitions or something similar.
- Help to develop student chapters and find student liaisons.
- Have subsection volunteers provide feedback on the new dashboard tool.
- Member dashboard rollout at the May conference.
- Succession planning for future leadership.
- Meet the 2025 AWWA Membership Drive goals which will be based on activities this year rather than data.



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- Submit quarterly article for the Water Matters.
- 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.