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Madison Water Utility

Engineering Services for East Side Water Supply Planning and Project Development

East Side Water Supply CAP Meeting

January 10, 2011

**Bolz Room A
Goodman Community Center
149 Waubesa Street
Madison, WI 53704**

Report

This report is a compilation of meeting notes prepared by CAP members, Mary Anglim and Mark M^cColloch, and flip-chart notes recorded by facilitators, Bert Stitt and Mark Stevens

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Introduction

The charge of the CAP is to bring this project to the public, to give it a “public hearing.” Committees commonly go through a process organizing that includes: forming, storming, ‘norming,’ and performing. It is a predictable process, and nothing to be scared about. We learn to recognize the phases. The East Side Water Supply CAP has been forming and storming. We anticipate this meeting will move the group into ‘norming,’ working out operating procedures so it is prepared to begin performing.

Meeting Objectives

With introductions, each participant stated their expectations and objectives for the meeting. The following is a list of the stated objectives.

- Get prepared to keep up the consultants
- Figure out who else we need to recruit
- Figure out our short-term goals
- Find out how the southeast well siting fits into the east-side review
- Make sure we get information out to the public in a constructive and productive fashion
- Settle our organizational details
- Settle recruitment, and get a clear idea of who else needs to be involved
- Clarify issues and take steps to work through the process
- See the CAP get organized — recruitment
- Know how we respond to our neighbors’ questions
- Get current with information ...
- Clarify recruitment process
- More focus
- Get an idea as to how information flows
- Scope — helps recruitments

Mary Jo copied and distributed a memorandum from Larry to Madison Water Utility Manager, Tom Heikkinen.

Agenda Repair

The facilitators prepared two versions of the agenda for the meeting – a short version with primary topics and an expanded version with more detail of the meeting items. The group expressed its preference for the expanded version (more details). No suggestions surfaced for adding, subtracting, or altering items on the agenda.

Items of Current Interest

- A. Paul Boersma of Black & Veatch distributed draft memorandums and presentations that address the following five technical issues that the Madison Water Utility (MWU) is working on with technical assistance from Black & Veatch.

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1. Overview of Madison site geology and hydrogeology (Analysis of Water Quality Technical Memorandum)
2. Planning and Design Criteria (Level of Service Technical Memorandum)
3. Treatment Technology (Iron and Manganese Treatment Technology Evaluation Technical Memorandum)
4. Water quality and demand (December 13, 2010 CAP Presentation for East Side Water Supply)
5. Conceptual design for volatile organic compound (VOC) removal at unit well 15 (no handout)

Point & Response • Question & Answer

- P. The three technical memorandums are draft. The technical team would appreciate feedback from the CAP. Memos will be accessible at MWU Web site.
- Q. What is the authority of a memo?
- A. Purpose of memos is to communicate information. Content is from existing knowledge base of the water utility. Information in these memos will be compiled in final report. MWU slowed down work on these technical issues to get feedback from CAP. In addition to the CAP, information will also be presented at public meetings as the project proceeds.
- Q. Are these the only memos that Black & Veatch has prepared?
- A. These are MWU products done at Al Larson's direction. Once finalized they will be incorporated in the final report presented to the public, then, with public input, to the Water Board.
- Q. How can the EWWS CAP work with the MWU on revising the drafts? Schedule some meetings?
- A. This is a possibility.
- Q. Do such drafts need CAP review before posting to the Web?
- A. General agreement that CAP will review the drafts. Not clear whether this is required before posting to the Web site.
- P. Mike noted that there is a recent study on the effect of pumping harder near the lakes vs. outlying areas that could be used for this project.
- R. Al indicated he was familiar with study, which was completed by Ken Bradbury in 2001 (circa). WU maintains a file of historic reports.
- R. Mary Jo requested that MWU provide copies of this study to CAP member.
- R. Mary indicated in her meeting notes that the study may be described briefly on p. 4 of wi.water.usgs.gov/pubs/fs-127-01/fs-127-01.pdf, (citation provided by Cassandra)
- P. Marsha suggested that handouts be sent to CAP members along with the agenda prior to each meeting so members can come to the meeting prepared and with questions.

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B. Events

1. Four-hour CAP Workshop, Saturday January 29th
 - The location remains to be determined
 - CAP members prefer an east side location
 - No one objected to meeting in churches or other facilities with religious affiliation
2. MWU Facilities Tour — date to be determined
 - A tour of facilities may also be planned for the 29th or sometime near then
 - Larry, Mary, and Bob will help organize the tour with MWU Water Supply Manager, Joe Demorett
 - Larry will contact Joe Demorett to arrange their help.

C. Update on Chromium 6

- Joe Grande distributed a handout with information on chromium 6
- MWU recently collected samples to test for chromium 6 in response to chromium-6 detections in water supply reported by outside group (*do not know name of the organization*)
- He said that MWU keeps track of customer inquiries, which may be made via phone, e-mail, etc.
- Gail keeps track of media contact for MWU
- Joe said that some inquires are anonymous, and that information is also presented on list serve
- The city recently changed the way the list serve is used. It may currently reach 400 people
- Al will follow up and try to confirm actual number of people on list serve.

CAP Membership

- Two handouts distributed with information on CAP formation and membership criteria drawn from reports of the 8 October 2010 advisors workshop and the 22 November CAP meeting. See Attachments
 - i. CAP Creation Criteria 8 October 2010 workshop reported that advisors previously suggested CAP size to include 13 to 20 members (other CAP criteria also listed in this memo)
 - ii. Recruiting Umbrella CAP Members listed criteria for number of members, geography, expertise, and recruiting

Size

- CAP members confirmed advisor-recommend CAP size of 13 to 20 members

Current Representation

- A voice survey of current members identified the following areas of representation
 - Concerned citizens
 - Involvement with other community organizations (i.e. neighborhood associations)
 - Water resources background, engineering and science background

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- Concern/interest with water utility issues
- Concern for business/commercial water uses interests
- Water quality issues, and water use (demand),
- Public education and participation
- Regional planning issues related to growth management and water use
- Sustainability and water conservation
- Continued concern following work completed for Well 3
- Community / citizen right to know issues

Table 1. This table lists the specific skills, interests, and geographic representation provided by current CAP members

Participant	Representation Provided
Larry Nelson	<ul style="list-style-type: none">• Customer• Civil engineer• Background in surface water and water treatment
Mary Anglim	<ul style="list-style-type: none">• Neighborhood association connection• Outreach• Emerson East Neighborhood
Jenny Bardeen	<ul style="list-style-type: none">• Emerson East• Water resource• Wetland ecology
Mark McColloch	<ul style="list-style-type: none">• Zone 4 CAP (Well Siting)• Hydrogeologist• Works for Environmental Consulting Firm, Newfields
Tim Wong	<ul style="list-style-type: none">• Long-time neighborhood activist• Transportation policy analyst• No water-specific knowledge, and a deep interest
Bob Hugo	<ul style="list-style-type: none">• Owns east-side apartment rental• Experience with commercial aspects of water systems
Lynn Williamson	<ul style="list-style-type: none">• Advocate• Water quality• West-side resident• Served on several CAPs
Cassandra Garcia	<ul style="list-style-type: none">• Mother of a young child• Knowledge of geographic information systems (GIS) and mapping• Water resource issues• Public participation

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Participant	Representation Provided
Mike Kakuska	<ul style="list-style-type: none">• North-side resident• Experience with rebounding water tables• Staff member, Capital Area Regional Planning Commission (CARP)<ul style="list-style-type: none">○ Reviews and approves sewer extensions○ Heavily involved in water use and water quality related to regional development and growth management○ Modeling & other technical aspects of regional planning and development• Objective, scientific viewpoint• Planning
Twink Jan-McMahon	<ul style="list-style-type: none">• SASY (Schenk – Atwood – Starkweather – Yahara) Neighborhoods Association• Sustainable Atwood<ul style="list-style-type: none">○ Neighborhood sustainability (social, economic, & environmental)○ Monitoring neighborhood water use
Marsha Rummel	<ul style="list-style-type: none">• Madison Alder (6th District)• Served on Well 3 Alternative CAP<ul style="list-style-type: none">○ Learned lots of technical and geological knowledge gained in looking for a Well 3 replacement• Served on Well 8 CAP<ul style="list-style-type: none">○ Water quality○ Treatment options
Mary Jo Walters	<ul style="list-style-type: none">• Trouble-maker• Communicates water issues via WORT• Talks about water with neighbors and neighborhoods• Interest in communicating about water quality in Madison (wants MWU to have a much better communication strategy)• Paranoia

Areas Not Represented by Current CAP Members

(Listed in descending order of need as ranked by the meeting participants — voting conducted with each person allowed up to four dots [votes] with no more than one dot per item per person)

- Environmental Health (11)
- Business (6)
- Urban Planning (6)
- Educators (6)
- Social Justice (6)
- Sustainability / Water Conservation / Reuse (4)
- Ethnic (4)
- Public relations background (3)
- Socio-economic (2)

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- Architecture and visual aesthetic (1)
- Youth (1)

Recruiting Additional CAP Members

- Cassandra and Twink will follow up on recruiting CAP members with background for areas of concern listed above
- Gail G will draft letter/invitation for recruitment
- WU staff will identify commercial / industrial water uses within study area

CAP Governance

Leadership

- Point of Contact
 - The Madison Water Utility Standard Operations Manual for Public Participation (SOP) requires that the CAP select a point of contact to represent CAP
 - Cassandra nominated Mary Jo; Lynn nominated Mark McColloch
 - CAP members considered ways to benefit from the interest and experience of both Mary Jo and Mark M.
- Meeting Management
 - CAP members acknowledge that meeting facilitation is helpful, and said they prefer to have that continue
 - Marsha asked whether budget for the project would cover continued facilitation. The answer: Yes, for now.
- Leadership Team
 - Marsha proposed setting up a leadership committee
 - Mary Jo and Mark M assigned ex officio
 - Larry & Lynn agree to serve
 - Peng Her suggested, although not present at the meeting. (He later agreed to serve on the Leadership Team)
- Conclusions following the discussion are as follows:
 - Bert and Mark will continue to facilitate CAP meetings for now
 - CAP members will take on greater role in meeting management as they gain experience and comfort
 - May Jo will serve as point of contact for CAP
 - Mark M. is working on Pressure Zone 4 CAP, and will collaborate with Mary Jo for this CAP
 - Larry, Lynn, Peng, Mary Jo, and Mark M, will form the Leadership Team

Meeting Records

- Digital Recorder
 - Larry suggested keeping an audio recording of all meetings
 - A discussion of available technologies and resources followed
 - ✓ Recording requires good equipment to ensure that all voices are captured
 - ✓ It can be difficult to identify individual speakers in a recording
 - ✓ CAP members agreed to the idea

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- AI volunteered to check into using a MWU digital recorder

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- Note Taking
 - Mark S. took notes at previous meetings
 - Mark S. and Bert converted those notes into meeting reports
 - Mark M. and Mary agreed to take notes at this meeting
 - Mark S. and Bert will use the notes and the flip chart record of the meeting to produce a meeting report
 - Al will look into the possibility of having MWU staff take notes at future meetings
 - CAP members prefer to review, comment, edit, and approve the notes compiled after the meeting before they are posted on the MWU Web site
- Record Detail
 - CAP members agreed that they prefer more detailed records of the meetings
- Conclusions following the discussion
 - Preference for digital recording of meetings
 - MWU will look into providing note taker & digital recording
 - Detailed notes will be compiled during meeting
 - Notes will be circulated for editing and review

Meeting Evaluation

(What two words that capture your impression at the moment?)

- Organization • Direction
- Not much (we didn't accomplish as much as you may think)
- What's happening on the 29th?
- Impressive Talent
- Water Quality • We're all in this together
- Overwhelmed • Lots to do
- Good Foundation • Coalesce
- Admiration (for MWU staff and commitment to public participation process)
- Foundation • Organization
- Leadership • Preparation
- Recruitment • Buddy (each new CAP member needs a buddy)
- Do homework
- Progress
- Read More
- Rolling Forward

Next meetings

- Monday, January 24, 2011: CAP Meeting, 6:45–8:45 p.m.
Goodman Center, Bolz Room A
- Saturday, January 29, 2011: CAP Workshop (four hours in a.m.)
Location to be determined

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List of Attendees (Alphabetical by Last Name)

Name	Last Name	CAP Member
Mary	Anglim	X
Paul	Boersma	
Jenny	Bardeen	Possibly
Cassandra	Garcia	X
Gail	Gawenda	
Joe	Grande	
Bob	Hugo	X
Twink	Jan-McMahon	X
Mike	Kakuska	X
Al	Larson	
Mark	M ^c Colloch	X
Larry	Nelson	X
Marsha	Rummel	X
Mark	Stevens (facilitator)	
Bert	Stitt (facilitator)	
Mary Jo	Walters	X
Tim	Wong	X
Lynn	Williamson	X

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Suggested agenda items for CAP meeting(s)

➤ **Items of Current Interest**

- Run down of current studies conducted so far.
- Update on the numbers of people seeking information regarding water quality as affected by recent news stories.
- Update on legal weight of the SOP for Public Participation
- **Reflection:**
 - December 13th presentation of project scope

➤ **CAP Organizational Matters**

- Roles:
 - CAP Members
 - ✓ Point of Contact individual per SOM
 - ✓ Other
 - Water Utility Staff
 - Black & Veatch/Consulting Staff
 - ✓ Technical Advisors
 - ✓ Public Engagement Facilitators
 - ✓ Communications Advisor
- CAP Membership*
 - Identify gaps in membership
 - ✓ Geographic Relevance
 - ✓ Well Service Area(s)
 - ✓ Ethnic Mix
 - ✓ Range of Expertise and Interests
 - ✓ Neighborhood Associations/Groups
 - ✓ Environmental Groups
 - ✓ Businesses
 - ✓ Organizations
 - ✓ Schools
 - ✓ Elected Officials
 - ✓ Other
 - Recruitment of additional members
 - ✓ Who do we recruit?
 - ✓ Who will recruit whom?

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Suggested agenda items for CAP meeting(s) (Continued)

- Protocols:
 - What basic assumptions and principles do we want to guide us?
 - How do we make decisions?
 - ✓ Consensus
 - ✓ Voting
 - ✓ Other
 - Maintain Alignment of Citizen Advisory Panel (CAP) with City of Madison Water Utility Standard Operating Manual (SOM) and Federal Environmental Protection Agency (EPA) Public Engagement Policies and Objectives

- Purpose, Mission, Scope of CAP work, etc.
 - Goals
 - Outputs
 - Outcomes
 - How does success look / How do we measure success?
 - Other

- Committees?
 -

- **Citizen Research**
 - Managing Community (citizen) Research/Reference Material
 - Other

- **Communications:**
 - US Mail
 - Email
 - Web site(s)
 - Other

- **Public Participation Plan:**
 - How do we want to present information for public review and feedback?
 - ✓ What, when, where
 - ✓ Monitoring where we are on the spectrum at particular moments as we bring information to the public
 - ✓ Participation Opportunities
 - ✓ Other

- **Events:**
 - Upcoming Workshop
 - Facilities Tour

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Suggested agenda items for CAP meeting(s) (Continued)

*** Current Members:**

Mary	Anghim
Marty	Cieslik
Cassandra	Garcia
Madeline	Gotkowitz
Peng	Her
Bob	Hugo
Twink	Jan-McMahon
Mike	Kakuska
Larry	Nelson
Marsha	Rummel
Mary Jo	Walters
Tim	Wong
Lynn	Williamson

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Memorandum from Larry Nelson to Water Utility Board & Tom Heikkinen

MEMORANDUM

Date: November 12, 2010

To: Water Utility Board

Tom Heikkinen, Water Utility Manager

Subject: Water Utility Pumping Doctrine

The Madison Water Utility has commissioned a large contract to evaluate the need for of an additional water well(s) on the east side of the city. This work was conceived initially to replace UW 3 and broadened to address water quality issues at UW 8.

I believe that this work should also review the Water Utility's Pumping Doctrine of its well system. When I use the term "Pumping Doctrine", I do not wish to convey any implication that the Water Utility has a written, approved doctrine for well pumping. I do not believe that there is one. However, there is a general practice for pumping its wells that can be described as follows:

With the exception of the newest well (UW 29), wells are either off or on. That is, they are pumped at maximum capacity or shut off. Wells with the best water quality are used throughout the year. Wells with water quality issues, such as visible iron or manganese, are only employed during the higher demand summer months or when other wells are taken out of service for repairs.

I believe that the existing pumping doctrine is result of limitation of the pumps and control systems. In the past, a well could only be pumped at less than maximum capacity by "throttling down" the valves, which increased the head losses in the system and increased the power consumption. UW 29 has more recent technology which allows for the well to be pumped at one-half its rated capacity.

The existing Pumping Doctrine does result in some problems for the Water Utility. Those problems include:

- Localized lowering of the ground water level;
- Increased power for pumping water from the lower ground water elevation; and,
- Most importantly, greater potential for moving pollutants from documented or undocumented contaminated sites.

Unfortunately, the Water Utility has several examples of moving pollutants to the well sites. UW 3, which was located at Johnson and First Street, was located in close proximity to a number of contaminated sites, including the Demetral Landfill. There is a belief that pumping from UW 3 and pumping from the Oscar Mayer Company's privately owned wells created a stable situation regarding the movement of pollutants. When the Oscar Mayer Company's wells were taken out of service, UW 3's water quality declined.

UW 15 is another well threatened by pollutants. This well, located in the vicinity of E. Washington Avenue and Lien Road has been pumped steadily to make up for lack of UW 3, and water quality issues at UW 7 and 8.

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On a more positive note, UW 29 has been operated at one-half its capacity to reduce the risk of pollutants being drawn from the Sycamore Landfill, which lies to the northwest of the well. UW 29 was also retrofitted with iron and manganese filter technology. As I understand it, the Water Utility has determined this procedure has also resulted in less lowering of the groundwater table and a resultant diminished use of power for pumping.

In evaluating the need for additional wells and capacity for wells on the city's east side, I urge the Water Utility to consider revising the current Pumping Doctrine to minimize the flow of pollutants to its wells.

certainly appreciate that this memorandum is unsolicited but it is in keeping with my past professional experience as City Engineer managing the city's retired landfills. As part of the environment work on landfills, the City Engineering Division conducted pump testing of UW 3, 7, 16, 17, and 18 in conjunction with the Demetral, Truax, Greentree, Mineral Point, and Olin Landfills. Engineering also conducted pump tests for the environment review of the Madison Convention Center project. It was during the tests of UW 16/Mineral Point Landfill, Joe DeMorett, the present Water Supply Manager, postulated the "leaking confining" shale deposit which substantially changed the way we look at the impact of pollutants on groundwater and the operation of the Water Utility wells.

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CAP Creation Criteria (from 08 October Advisors Workshop)

Recommended CAP Membership Numbers

Recommended: 10 — 20
Ideal: 13-15ish

CAP Criteria

- Balance of narrow well stewards and bigger umbrella approach
- Equal representation of areas involved
- Balance of city-wide vs. solely east side members
- Able to make time and effort commitment
- Some “just interested or concerned
- Anyone who purchases water from the Madison Water Utility
- Am I in the pressure zone?
- Diversity in age group and gender (youth, middle age, seniors)
- Open first to previous CAP members, then all public, followed by geography if too many are interested.
- Ethnic diversity (reflective of the neighborhood)
- Aldermanic District(s)
- Every neighborhood should be represented or, at least, should be invited
- Expertise
- Some tech or science
- Neighborhood based
- Dedicated to participate
- Interested in the project
- Geographic relevance
- Well service area
- Geographical
- Lasting interest
- Interest in community service/volunteer activities
- Neighborhood Association Representative
- Geographic, elected officials, water resources
- Include PTAs, business associations, neighborhood associations, environmental groups, etc
- Range of expertise/perspectives – public health, conservation, neighborhood interests, elected, private citizens, etc
- Mail to everyone in an identified area, self-select
- Identify key partners and invite them
- Water non-profit groups
- Develop alt members to share duties
- Members need to have an interest in both the subject and the process
- Need to have strong NA communicators (Don’t just come to meetings & go home)
- Business representative
- Neighborhood association representation
- Minority representation

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- Economic class diversity
- Legal expertise

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Recruiting Umbrella CAP Members (from 22 November CAP Meeting)

CAP Membership Number and Participant Representation

- **Number of Members**
 - 12-15 members
 - Number 10-12
 - Members 15
 - 12 members
- **Geography**
 - Each neighborhood association
 - All neighborhoods should at least be invited (encouraged)
 - Eastmorland Community Association?
 - Eken Park NA?
 - Marquette NA?
 - Worthington Park?
 - Carpenter Greenway?
 - Geographic representation → all neighborhood & schools represented
 - Geography 80/20 Eastside/City as a whole
 - Representative should be primarily Eastsiders, in addition to folks w/ expertise
 - GEOGRAPHIC
I agree that a majority of the CAP should be from the area served. However, we need to remember that all customers will pay for this, so there is a need to have several from the west side
 - Neighborhood voice
 - Neighborhood Assoc.
 - Mostly in affected
 - Most important for people to be invested not location related
 - Geographic locations
 - Marquette NA, Tenney-Lapham NA, Sherman School area NA, Eastmorland NA s/be represented
- **Expertise**
 - Expertise — Planner, Architect, Sustainability, Location —
 - Non-profit water conservation member
 - Business owners
 - Musicians & Arts Folks
 - Local businesses
 - Expertise on aquifer
expertise on effects of pumping wells — pressure zones —
 - Good communicators
 - Publicity experts
 - Civil engineer
 - Water quality
 - Friends of Starkweather
 - Business Assoc.

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- PTA / schools
- Public Health representation
- Critical thinkers
- Hydrology
- Neighborhood organizing & communication
- Residential / commercial development and zoning
- Committee process
- Communications
- Sustainability
- A public health professional
- Someone w/ a commitment to the environment who will balance temporary financial advantage over long-term environmental harm
- Recruit business owners in affective areas
- Someone with toxicology expertise
- Other Criteria
 - Attempt to contact major water users
 - Businesses that depend on water
 - People of color
 - Youth or small groups of youth with on representative
 - Define all houses that gets it's water from the affective wells (Define all houses that get their water from affected wells?)
 - Ald. Larry Palm
 - Define what is the challenge Eastside water umbrella CAP is trying to solve so we can recruit the right members
 - More race / class diversity reflecting eastside neighborhoods
 - An interest / concern for citizenry of Madison as a whole
 - All who use water for drinking, hygiene, sports, business, etc.
 - Type of work
 - Assessment of environmental standards
 - Contaminants
 - Whether “mingling” is viable solution
 - Include members from more diverse background, under-represented groups that drink the water but haven't have had a say in what happens.
 - Umbrella CAP should have alders, MWU Board members, & participants of previous CAPs as members or advisors

Recruiting

- There is no evidence on the Water Utility Web site that these meetings are taking place
- Conversation with Water Utility to promote this project
- Hesitation was a matter of waiting for this CAP to get going, to get input from the CAP about how best to do that.
- How do we publicize this project?
- The public needs to know that this project is happening
- Basic meeting announcements need to be on Site

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- Madison Water Utility can be an aid in recruiting CAP members

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CAP Organizational Tasks and Teams

Task	Agent(s)
CAP Recruitment	
<ul style="list-style-type: none">Recruit additional CAP members based on criteria established in the meeting	<ul style="list-style-type: none">CassandraTwink
<ul style="list-style-type: none">Recruit representatives for CAP membership from two industrial water users where one is a large water user and the other uses manufacturing processes that require high quality water	<ul style="list-style-type: none">Madison Water Utility
Plan Tour of MWU Facilities	
<ul style="list-style-type: none">Work with Joe Demorett to organize tour of Madison Water Utility facilities	<ul style="list-style-type: none">Bob HugoLarry NelsonMary Anglim
Taking Notes at CAP Meetings	
<ul style="list-style-type: none">Check with Tom Heikkinen about having MWU staff take notes at CAP meetings, type them up, and send electronic files to Bert and Mark for assembly and meeting-report formatting	<ul style="list-style-type: none">Al Larson
CAP Leadership	
<ul style="list-style-type: none">ESWS CAP Spokesperson	<ul style="list-style-type: none">Mary Jo Walters (with advice and assistance from Mark McColloch)
<ul style="list-style-type: none">ESWS CAP Leadership Committee	<ul style="list-style-type: none">Larry NelsonLynn WilliamsonMark McCollochMary Jo WaltersPeng Her
