

**Citizen Task Force on Water and Sewer  
April 30, 2012  
Facilitated Exercise**

**THINGS I BRING TO THE GROUP**

Group 1

- A. Open Mind
- B. Experience with water dist. And sewer in gov't
- C. Engineering knowledge
- D. Construction knowledge(Mgmt)
- E. Listen well, willing to help others
- F. Objectivity
- G. Diverse backgrounds

Group 2

- A. Working knowledge of construction & mining as it relates to H2o
- B. Interest
- C. Listening to citizens, Public avenues
- D. 38 yrs of business/tech expertise-mechanical
- E. Myself & any ideas I have to suggest
- F. Willingness to learn
- G. Construction/home building experience
- H. Open mind-Farm experience w/wells-Understand how H2o works-H2O table
- I. Program Mgt- skill set

Group 3

- A. Love of Glendale
- B. 20 yrs in Glendale
- C. An interest in how the city functions
- D. Analytical & structured mind
- E. Pertinent to the discussion
- F. Listening skills
- G. Youth perspective
- H. Open mind, creativity & questions
- I. A concerned citizen-pay the bill
- J. Respect for others ideas
- K. World wide experience
- L. Experience in water exp

#### Group 4

- A. Construction background: water & sewer projs
- B. Worked for AZ Dept of Water Resources-26 yrs
- C. Professional civil engineer-water resources
- D. Knowledge of H2o & wastewater piping & measurements
- E. Civil & sanitary engineer-design H2o/wasteH2o treatment plants
- F. Ability to see patterns-analytical ability-ecological processes
- G. Open mind, ready to participate
- H. Passion
- I. Understanding of water

#### Group 5

- A. Previous cmte experience
- B. Committed to the process
- C. Open mind
- D. Enthusiasm
- E. Entire career in H2o/wastewater-professional exp
- F. Intelligence
- G. Quick read
- H. No previous water exp(other than drinking)
- I. Business/analytical exp
- J. Leadership
- K. Knowledge of Glendale from resident perspective
- L. Engineering exp
- M. Solid education
- N. Localized knowledge of water/wastewater industry

#### Group 6

- A. Planning expertise
- B. Open mind
- C. Willingness to participate
- D. Interest in the topic as a budget conscious homeowner
- E. Business sense
- F. Willingness to do research
- G. Team player
- H. Willing to learn

- I. Knowledge & understanding of water
- J. Engineering background
- K. Technical aptitude of water dept
- L. Interest in water sustainability
- M. Construction background
- N. Technical understanding of water systems
- O. Heavy water user

## **HOW MIGHT I HINDER GROUP PERFORMANCE**

### Group 1

- A. By not providing input
- B. Historical context(only lived in COG 5 yrs)
- C. Need to be convinced; stubborn
- D. May not always agree
- E. By not speaking mu concern
- F. May not be open to other ideas

### Group 2

- A. Lack of knowledge on how rate increases are made in public sector
- B. Not participating
- C. Hard to hold back sometimes
- D. Familiarity w/ state water regulations
- E. Not attending or paying attention
- F. Disagreeable-unwilling to learn
- G. Not accepting others ideas

### Group 3

- A. Lack of input on missed tours
- B. Sometimes becoming opinionated
- C. Asking too many questions
- D. Too many comments
- E. Unfamiliarity
- F. Might get stuck on one point until understood
- G. Stear(sp) the group
- H. No experience participating in city government

### Group 4

- A. Tendency to talk to much
- B. By not participating
- C. Too much attention to detail
- D. Don't assume others know too much jargon
- E. Too much pontification

#### Group 5

- A. Closed mindedness-impatience with ignorance
- B. Sometimes talk too much-not listening
- C. Occasionally too enamored with my own ideas
- D. Tend to edit ideas too much
- E. Unintentionally goofing off
- F. Industry knowledge disadv.-too analytical-relate to staff perspective
- G. Pontificate
- H. Complete lack of knowledge on subject matter

#### Group 6

- A. Talk too general
- B. Fail to provide input
- C. Impatience
- D. Might not make 1<sup>st</sup> tour
- E. Strong belief of govt. waste
- F. Not knowing what to ask
- G. Need too much detail

## **WHAT I NEED FROM OTHERS TO DO MY BEST**

### Group 1

- A. Honest answers, filling in the historical gaps
- B. Encouragement to expand on ideas
- C. Good info to build on
- D. Engagement
- E. Everybody provides input & support

### Group 2

- A. Broad perspective of issues-they may have ideas I haven't thought about
- B. Hard & accurate data from staff
- C. Listen to ideas-not rejecting them & building on ideas
- D. Dialog & feedback
- E. Share & discuss appropriately
- F. List of assets, liabilities, wst of operations, revenues, irrigation residents, balance sheet
- G. Learn from others-patience from others

### Group 3

- A. Challenge me
- B. Listen before commenting
- C. Encouragement
- D. Joint participation
- E. Empathy
- F. Focus on the task
- G. Want conversations & ideas-build off them
- H. Have fun-don't get too intense
- I. Use common sense
- J. Engagement(listening, responding, not distracting)
- K. Input from others
- L. Clear definitions & explanations

### Group 4

- A. Listen in RE:water & wastewater measurments
- B. Need to be asked questions

- C. Being collegial (sp) & courtesy in discussions
- D. Honest perspective
- E. Everybody's ideas feed on each other
- F. Participation from others based on their background
- G. Interest & respect

#### Group 5

- A. Open honest candid feedback
- B. Patience for my shortcomings
- C. Group to force explanations
- D. Active participation from group
- E. Participation
- F. Acceptance of all ideas
- G. Encouragement
- H. Understanding
- I. Ability to hitchhike on others' ideas

#### Group 6

- A. Attention
- B. Input from all
- C. Listening
- D. Positive, solution-focused conversation
- E. Understanding what we're trying to achieve
- F. Clear definition
- G. Understanding background, wants & needs
- H. Have fun

## **WHAT ARE MY EXPECTATIONS FOR THE GROUP**

### Group 1

- A. Involvement from everyone
- B. Help each other
- C. Maintain level of service; keep rates down
- D. Reach a fair, amiable solution for water/sewer rates
- E. Learn a lot about water
- F. Seek understanding, expand outward to citizens
- G. Be vocal as a group, analytical & objective

### Group 2

- A. Accomplish goals & remain friends
- B. Listen to all ideas-ask tough questions
- C. Non-judgemental-don't take things personally
- D. Share & discuss everyone's ideas
- E. Come up w/most meaningful recommendations of the group
- F. Thorough understanding of the process & cost
- G. Good group of people that come up w/wild ideas-building on those ideas
- H. Build solid consensus on the most important issues of H2O/sewer services
- I. Ability to communicate our results to the community
- J. Come up w/cheaper water rate than Phoenix

### Group 3

- A. Don't make decisions on emotions-validate recommendations
- B. Active participation
- C. Good discussions
- D. Varied ideas
- E. Creative solutions
- F. Reach a consensus
- G. Think outside the box
- H. Work together(team building)
- I. Present valid ideas
- J. Improve life in Glendale
- K. Stress to come up w/real outcomes
- L. Get to know each other



#### Group 4

- A. Have input into the overall conversation w/ the overall group
- B. Useful, implementable rec's
- C. Make sure their recommendations ensure H2o/sewer rates are fair & reasonable
- D. Have an understanding of the value of water
- E. Clarity of the task for setting rates
- F. Maintain a positive environment for learning & discussion
- G. List of varied opinions
- H. Aspire to have the best water & sewer services in AZ

#### Group 5

- A. Work well together
- B. Enjoying collaborative process
- C. Arrive at a meaningful consensus &/or recommendations
- D. Use Knowledge we learn to make informed recommendations
- E. Develop shared/deeper understanding of the H2o & sewer delivery process
- F. Learning from each other
- G. Team synergy
- H. Have fun and enjoy the moments
- I. Listen to each other
- J. Cooperation

#### Group 6

- A. Meet objectives of the task force
- B. Good product when complete
- C. Achieve results
- D. Be heard by the city council
- E. Stay on task
- F. Have consensus of objectives & meet them
- G. Make specific water rate recommendations
- H. Support groups' needs & objectives
- I. Learn