

## Satisfactions/Appreciations

- Everyone participates
- Subcommittee has prepared an ambitious schedule for public participation
- Learning a lot about water and the issues
- Am happy that WU is actually interested in what we think; see comment on yellow as to my skepticism (yellow card mentions not being convinced that the utility will change its positions)
- So far so good—getting all this together in a format for the public hearing in a manner that the public can understand and respond to.
- Really knowledgeable CAP members
- Excellent presentations by utility and consulting staff
- Frequent meetings are appreciated—keeps momentum going
- Great facilitation for the most part
- Input/participation has been great
- Dedication to the process is great
- Discussion is spirited and respectful
- Appreciate the attention to detail
- Appreciate the desire to listen
- The amount of info supplied is good
- I appreciate the patience of the WU & facilitators
- Appreciate the opportunity for input and education
- Glad to see the diverse interest and background of CAP members
- Great citizen involvement
- I appreciate WU's involvement respect for the citizen group/s, willingness to provide info & time to the project
- Technical information
- Staff and Board say they want the citizens themselves to drive much of the direction, Agenda, decisions, and the public forums. However I am not sure this is happening or if it's "lip service"
- Degree of learning/understanding that has happened
- Time commitment of citizens
- CAP members are committed to public participation process
- Consultant team has provided significant amount of information to CAP, and have patiently answered questions for members
- CAP members have better understanding of water supply on East side

## Issues/Concerns/Suggestions for Improvement

- We don't have much time to achieve philosophical consensus before the June meeting—CAP recommendations, advisories
- Don't want to alienate average citizen with environmentalist philosophy that might seem unusual or threaten their typical lifestyle—could "turn them off" to overall message

- Suggestion=post materials handed out at each meeting on website
- Concerned—can we “do it all” or do we need to enlist help from other organizations—i.e., college students to explain basic hydrogeologic principles
- Are we going to address/involve more commercial water users
- Concerned that design of public meeting may be overly ambitious in terms of # of venues  
Stations + Short Presentations  
or  
Stations + Panels  
but it sounds like we are doing Stations + Panels + Round Tables
- Need to obtain greater participation in reviewing/response of consultant’s draft memos
- Hard for all CAP members to attend every meeting, so some people fall behind in discussion
- Distribution of material to CAP has been by handouts and via email; not always smoothly
- Discussions sometimes move away from topic on agenda, and need to be redirected by facilitator
- Over facilitation:
  - deferring to facilitators for answers
  - interruption by facilitators to provide info the CAP was/is willing & able to give
  - pushing direction of decisions—even making them
- Perhaps there is a need to focus on impacts to the community vs. a technical review
- The facilitator May 9 far more effective than the facilitator at other CAP meetings so please use this one only
- Still not clear if water utility & Board will make decisions/take actions based on input from CAP, or from the public hearings or will simply do whatever it is they were planning to do anyway
- I’m not convinced that the water utility will change its positions, policies, or plans if the CAP comes up with “contrarian” ideas
- Still not sure what we’re **supposed** to be doing here
- Don’t start at 6:30—too early! 7 is much better
- Too many meetings—I’m on too many boards and committees
- How do we prepare neighbors what to expect at the walk in? Typically a government body will call a pub mtg to say, Here’s what we plan to do, what do you think? Need to be clear, to a new person, what are you asking of me?
- It feels like we’re taking a looong time to explain everything. Need to distill more before the public meeting.
- We have no clear statement of what the utility can afford to do—[?? Can’t read the handwriting of the last word.]
- I would like to see a bit more emphasis on getting to the main objectives.
- Focus on the result
- Do your homework—more productive if prepared
- Don’t rehash
- Think about what the public needs to hear
- I understand why we have so many meetings but it’s a very rigorous schedule to attend all of them.
- We might develop advisories together on subteams instead of tasking one person with it—also running out of time to get them all written