



Proposal for new Public Participation Process SOP

Madison Water Utility plans to gather public input and draft revisions to our Standard Operating Procedure (SOP) for the Public Participation Process. These changes relate specifically to our Citizen Advisory Panels, or CAPS, which play a crucial role in planning utility projects.

Our goal is to cast a wider net for CAP participation, bringing in citizens who may not be able to attend a large number of in person meetings, such as those who work second or third shift or have small children. By scheduling fewer meetings and working to create a continuous dialogue about projects via our website, we hope to transition to CAPS that are larger, more nimble and engaged, and include citizens from all socioeconomic and generational groups. We will also reach out with more informative mailings to connect with citizens who cannot attend meetings and have no internet access.

Goals for a revised Public Participation Standard Operation Procedure (SOP):

- Create larger, more diverse CAPs
- Develop a more readable and user-friendly document than the current SOP
- Provide a means for more effective and frequent communication between CAP members and the engineering team
- Facilitate fewer and more focused CAP meetings centered on receiving citizen input, advice, and concerns
- Manage the CAP process to schedule and budget
- Extend the process to system-wide initiatives and policy changes (e.g. Project H2O, Connection Requirements, etc.)

Creating a continuous dialogue:

- Redesigned project web pages featuring Q & A feedback between CAP members and the engineering team
- More in-depth and visually appealing mailings featuring photo(s) of project site, artist renderings of the proposed facility, etc.
- Signage posted at high-visibility project sites
- Web pages updated with the latest project information, including design sketches and construction timetables and impacts
- Use of social media sites to update and involve the general public in Water Utility projects, highlight project milestones, and address community concerns