

**MISSOURI SECTION
BOARD OF TRUSTEES MEETING
VIRTUAL MEETING**

Date: July 17, 2020

Place: Virtual Platform

ATTENDANCE: 13/14 (Quorum secured)

Board Members:

Joel Ogle	Chair
Mike Klender	Chair-Elect
Jenny Doyle	Vice Chair
Jeff Clarke	Past Chair
Roddy Rogers	Director
Randy Moore	Director-Elect
Tony O'Malley	Secretary-Treasurer
Nick Davis	Asst. Secretary –Treasurer
Mike Galluzzo	3 rd Year Trustee
Bob Parks	3 rd Year Trustee
Scott Phillips	2 nd Year Trustee
Karen Marie Dietze	1 st Year Trustee
James Okumu	1 st Year Trustee

Committee Chairs:

Mel Peterein	Young Professionals
Kevin Wiggins	Education
John Brummer	Site Selection
Melissa Carver	Public Information
Mark Griffin	Sustainability Initiatives Coordination

Administrative Manager:

Mary Odom

Absent:

Corinne Duckworth	2 nd Year Trustee
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I. CALL TO ORDER

The meeting was called to order at 9:00 a.m. by Chair Joel Ogle. He welcomed everyone to the virtual board meeting.

Approval of Minutes – Joel Ogle

MOTION: To approve the April 17, 2020 Board of Trustees Meeting and Annual Meeting minutes.

Made by: Tony O'Malley

Seconded by: Roddy Rogers

Vote was unanimous, motion carried.

II. CHAIR'S REPORT

Chair Joel Ogle discussed the public service announcement video that was launched this week primarily through streaming media, but also through cable channels. He is going to request a list of times that the video is playing on major channels in Jefferson City, Springfield, Joplin, Columbia, St. Joseph, Kansas City, and St. Louis. Excel Business Concepts is providing a weekly report on the campaign.

The joint boards (MO-AWWA & MWEA) met on July 13, 2020 and voted together to cancel the joint annual meeting. A conference cancellation ad hoc committee is being formed with representatives from both organizations. The representatives from the Missouri Section will be Jenny Doyle, Bob Parks, Nick Davis, Karen Marie Dietze, Joel Ogle, and Mary Odom. Chair Ogle invited comments on the appropriate timing for a public announcement. All feedback from trustees confirmed that a public announcement should be made as soon as possible. It's also important to notify presenters, exhibitors, and committee chairs that have conference-related activities. The Ad Hoc Cancellation Committee will address several key areas including the Cvent registration site and the method for refunds, communications to attendees, and logistics with Margaritaville. Jenny Doyle asked that the Ad Hoc Cancellation Committee give a report to the Board of Trustees at regular intervals.

Because the joint board meeting on July 13th was not a fully-noticed meeting as the bylaws require, Mary asked that an official vote be taken during this current meeting. Chair Ogle explained that the presenters were surveyed and 85% of them cannot attend the conference.

MOTION: To cancel the 2020 joint annual meeting due to travel restrictions imposed on presenters because of the ongoing COVID-19 pandemic and our inability to provide a satisfactory technical program for our attendees.

Made by: Bob Parks

Seconded by: Tony O'Malley

Vote was unanimous, motion carried.

III. DIRECTOR'S REPORT

Director Roddy Rogers discussed the fact that the AWWA Board of Directors meeting was held virtually on June 12 for the first time ever, and it was only the second time AWWA ACE has been cancelled; the first time having been during WWII. AWWA President-Elect Melissa Elliott received the presidential gavel from President Jim Williams during a virtual ceremony on Tuesday, June 30. Planning has been revised to adjust to COVID effects with about 21% of the original metrics moving into an "Ongoing with Caution" phase. For example, membership is anticipated to be down by a little less than 10% and efforts for establishing two channels of video streaming for training and education have been accelerated. A new channel for video Staff initiated a new effort to subscribe to "ON24", a virtual partner for streaming events for up to 3500 participants. -on-demand streaming provides effective and professional utility training. The new WSO channel on streaming includes access to more than 60 full-length, high-resolution videos that provide comprehensive and engaging training on a large selection of critical topics. Users can also create and save custom playlists. A set of ads and images are available on the Section Support website for your use.

The average number of registrants per AWWA Webinar has increased by nearly four times—an indication of the value still provided by AWWA to the industry. According to AWWA's Governing

Documents, AWWA Sections are expected to host an annual meeting and a business meeting. Due to COVID-19 impacts, changing best practice health guidelines, stay in place or shelter orders, and travel bans, about half of AWWA Sections have had to cancel their annual conferences. Section Services requested that the AWWA Executive Committee relieve Sections of this expectation. The AWWA EC met in mid- June and passed a motion to officially relieve Sections of the expectation to host a 2020 annual conference this year. AWWA does still expect Sections to hold Board Meeting and Business Meetings. Section Services is willing and able to host those meetings using AWWA's technology platform, GoToWebinar. They are also offering a platform for all Sections to participate in a combined silent auction for (WFP) fund raising.

The two winners of this year's Diversity and Inclusion Award presented their unique award program in a video which is available online. In January 2021, Section Services will begin collecting award information from Sections with Fall 2020 and Spring 2021 Annual Conferences. At that time, they will collect information on 2021 Fuller Awardees. The ACE Fuller Breakfast for the 2021 Fuller recipients will be held as usual. The 2020 Fuller recipients will be honored during a special reception.

The Strategic Plan adoption meeting was held on July 24 and the plan to be adopted will chart the course for AWWA for the next five years. The Strategic Plan is AWWA leadership's direction on what the Association should be accomplishing. The Staff's Annual Business plan outlines how the Strategic Plan is going to be implemented. The objectives to accomplish won't change. But how and how much is accomplished will change depending upon the resources and opportunities or limitations available going forward. It is available to view on the web site.

As a part of the ongoing opportunities to help protect sources of drinking water, the Natural Resources Conservation Service is seeking input over the next few months on high priority source water protection areas to focus the deployment of conservation funds over the next year. AWWA has developed a short memo explaining the opportunity and encourages all those interested in source water protection to review these opportunities and/or pass the memo along to members looking to address these challenges.

On Wednesday, June 3rd, AWWA, ACWA, AMWA, GWPC, IA, NAWC, NGWA, NRWA, and NWRA submitted a letter to EPA Administrator Wheeler on a short list of recommendations that these associations believe EPA should adhere to as it takes steps to ensure drinking water is safe from harmful per- and polyfluoroalkyl substances. A copy of the letter may be viewed on the AWWA web site.

An AWWA conducted Survey of the pandemic financial impact on the water industry shows that utilities across the US have experienced, and are anticipated to continue to experience, revenue and cost impacts associated with the COVID 19 crisis. The report was prepared for both AWWA and AMWA to estimate financial impacts by obtaining recent and relevant data regarding observed or anticipated impacts, monetizing the impacts, and scaling them up to be representative on a national level. The results indicate an aggregate financial impact of \$13.9 billion. This is the result of eliminating shutoffs for no payment and anticipated increase in delinquencies, reductions in demands, and lower customer growth. The report may be viewed on the AWWA website. On another COVID driven item, AWWA also offers guidance through examples of virtual awards recognition by sharing what other sections and organizations are doing to appropriately recognize recipients within the constraints of COVID restrictions.

IV. SECRETARY/TREASURER'S REPORT

Tony O'Malley presented a balance sheet from Quick Books, that the CPA, Williams Keepers maintains for us. All board members received an electronic copy of the balance sheet showing assets, liabilities, and equity. Since there has been no travel to speak of during this year, expenses are less than usual. Tony noted that income will also be lower this year due to the pandemic. For the next meeting, Tony will have a breakdown of budget versus actual variances by major income and expense areas in the budget.

An AWWA Summer Workshop is coming up on the topic of managing finances during a time of crisis. Tony will be attending the workshop.

V. ADMINISTRATIVE MANAGER'S REPORT

Mary Odom discussed her goals for her first year as the Administrative Manager as well as her activities during the last quarter. Her five goals are:

1. Learn about the water industry and AWWA.

- Since April, I have reviewed all of the section's major documents (bylaws, administrative guidelines, previous magazines & rosters). Attended regular section staff meetings with AWWA, attended MO Section's first virtual happy hour, attended YP Committee meetings, attended AWWA award ceremonies for education and scholarships, met with Ashley Longmore about every 2 weeks, Mike Howe from the Texas section, Hank Boyer with the Kansas Section, and Geneva Hudgins of Virginia Section, met with the virtual training team and the strategic planning team, met with Chester Bender on scholarships, met with philanthropy committee and the membership committee, attended AWWA Summer Workshop training sessions as well as the installation of Chair Melissa Elliott.
- Next quarter, I plan to meet with the Audit committee, Student Activities committee, and Sustainability Initiatives committee to learn about their functions and needs. I also have connected with staff from all of the other sections on LI.

2. Review the governance policies & budget monitoring of the Section.

- The Sarbanes Oxley Act of 2002 – requires nonprofits to have a Whistleblower Policy and a Document Retention Policy. These two board policies are on the top of my list to research for you by the August monthly call.
- Although it does not require the following items, these are recommended for nonprofits:
 - an audit committee with financial expertise
 - board code of conduct
 - conflict of interest policy
 - annual review of administrator performance & compensation
 - social media policy
- I have been part of the discussions with the CPA firm to bring our budget into sync with the Chart of Accounts so that monthly variance monitoring can begin. I'm pleased with the progress that Tony has made so far and fully support his efforts.

3. Develop a master communications calendar to coordinate e-blasts, social media posts, and website content.

- I have been working with Tina Lietzel to resolve issues with MailerLite on email deliverability. I discovered that our domain had been verified, but had not been authenticated with MailerLite. Tina submitted the necessary DNS codes to our domain provider and was able to get our website domain authenticated. So, I will be keeping an eye on deliverability of our emails to members and evaluate it again in about 30 days.
- I'm working on a system for maintaining list hygiene, adding new members to the list, keeping them organized, and keeping our bounce rate low. I also checked MX Toolbox to make sure our domain was not blacklisted by any spam houses, and we are not.

4. Develop and deploy the features of G-Suite that can improve the efficiency and effectiveness of volunteer leadership such as:

- I was given G-Suite admin access on June 25th. At that time, I set up a forwarding order for Gailla's email to be sent to me. I also changed her password so that she can no longer access the section email. But as an Admin, I can access her email and search for information that might be needed for section business.
- I set up a shared folder for the Virtual Training Team. I was hoping to use Team shared drives for committee working documents, but users of shared drives must be part of our enterprise in order to access them. So, this is one barrier to using shared drives. But shared folders are different and can be used by anyone with a personal Gmail, so shared folders will work for now.
- Generic email addresses for the business functions of the Section such as editor@awwa-mo.org, chair@awwa-mo.org, chair-elect@awwa-mo.org which will be used on the website and forwarded to each new leader after the changing of the guard.

Currently Joel has an address using his name, but has never signed in. Jeff also has one, but has never signed in. With your permission, I would like to change these addresses so that they belong to the section officer position instead of to the person by name. Are there any objections from officers?

5. Establish tracking of Strategic Plan action items for the upcoming Strategic Plan revision. I will be creating a tracking dashboard to use at future board meetings for monitoring progress on Strategic Plans.

6. Important Dates

July 28, 2020	Summer Workshop "Governing in a Time of Crisis"
September 23-24, 2020	AWWA Virtual Summit
November 2-5, 2020	Water Infrastructure Conference & Exposition,

	Philadelphia PA (CANCELLED)
November 10-11, 2020	AWWA/SWAN International Smart Water Symposium, Austin TX
November 15-19, 2020	Water Quality Conference & Exposition, Schaumburg, IL (CANCELLED)
February 21-23, 2021	Young Professionals Summit
February 23-26, 2021	Utility Management Conference

VI. COMMITTEE REPORTS

Director Roddy Rogers:

Fuller Award- Raed Armouti – no report

Membership Engagement- Jenny Doyle and Scott Phillips

Currently we have 702 active members and 40 late members. Jenny and Scott will reach out to the late members to encourage them to renew. Since April, we have had 14 new members join which will be sent out in a follow-up email to the board members. For context, this time last year, we had 29 new members. So, we may be seeing a slowdown.

National Nominations- Tony O’Malley – no report

Water Industry Coordinating Council- Roddy Rogers presented for Mark Bross

The WICC has been active over the past few months and have engaged the following groups in several meetings/conference calls:

- Missouri Public Utility Alliance
- Missouri Rural Water Associations
- St. Louis Water
- Kansas City Water
- American Water
- City Utilities-Springfield
- City of Independence Water

Two main topics dominated our discussions:

1. Proposed Lead and Copper Rule – discussed concerns and contributed to AWWA comments to EPA.
2. Missouri DNR Drinking Water Fees (Primacy and Lab Fees) – provided a consensus proposal to Missouri DNR for funding the program that was preliminarily accepted by them. We also provided a letter of support for DNR to move forward signed by all entities listed above that will be provided to the Safe Drinking Water Commission. Currently this proposal has been approved by the Governor’s office and will be going to the Safe Drinking Water Commission. It will be the spring of 2021 before this gets finalized and implemented.

The above are currently active topics and status. We have not met since the April 2020 Board meeting.

Chair Elect Mike Klender:

Budget- Joel Ogle/Mike Klender

The budget requests from committee chairs normally starts in late fall. Joel and Mike will look at the upcoming budget before that process begins.

Strategic Planning- Mike Klender/Jenny Doyle

We had a second virtual planning meeting last week. The home work assignment was to submit 3 ideas for membership engagement to Mary by next Friday 7/24. Jenny and Mike are working on the next planning meeting and appreciate everyone's participation. Jenny asked the board members to let her know if the Friday schedule needs to be re-scheduled. She also mentioned their desire to offer the board members a gift card for lunch since we are doing these planning meetings over the lunch hour and asking a lot of time this summer on Fridays.

Water Utility Council- Mike Galluzzo

John Phillips from the City of St. Charles wants to get involved in WUC in the future.

Vice Chair Jenny Doyle:

Annual Conference Management- Bob Parks

The New England Section announced a hybrid conference in September. This format may become popular for the future so that attendees can choose how they want to attend. As the future unfolds with the pandemic, it might be something we want to keep on our radar.

Exhibits- Joel Ogle/Ben Freese

Texas just completed their first virtual conference with a trade show component. The technical program was successful, but the trade show component was a flop. Even with scavenger hunts and other activities, the exhibitors didn't rate it highly. Scott Phillips agreed that from his experience, the trade show was underwhelming and would not be worth the money if he had paid to exhibit.

Technical Program- Jenny Doyle

The planning committee met for the 2021 conference. We cannot simply roll forward the 2020 program. We will issue a Call for Papers and include an option for speakers to indicate if their paper was selected for the 2020 conference so those can be given preference. We will also include a question about the speakers' willingness to present virtually.

The 2020 presentations could be re-purposed in our upcoming live virtual training series. Karen Marie Dietze invited Jenny to participate in the 7/20 planning meeting of the Research/Education Committees because they will be discussing future topics/speakers. The term "webinar" should not be used to refer to the live virtual trainings because MDNR won't give CE credit to webinars because it deems them to be pre-recorded instead of live.

Secretary/Treasurer Tony O'Malley:

Registration- Tony O'Malley- no report

Site Selection- John Brummer

The Margaritaville contract goes through 2023. MWEA does not want to go anywhere else and there is no other conference center in mid-Missouri.

Assistant Secretary/Treasurer Nick Davis:

SHOW-ME Magazine- Ari Copeland (resigned)

We need to recruit a new editor for the magazine. If you know of anyone who would be good in this position, let Chair Ogle know.

Public Information- Melissa Carver

The PSA video that Chair Ogle discussed earlier is the main activity that we've been working on. Jenny Doyle commented that committee's work has been outstanding and thanked them for driving this project forward. Melissa said it was truly a team effort.

Webmaster- Mary Odom

Website usage peaked in the first quarter leading up to the conference. Our highest user traffic was almost 7,000 views in the first quarter. During the second quarter, we had 2,871 page views and 1,400 users.

Changes to the website:

- Coronavirus Resources page was created on April 22nd and is being updated regularly.
- Financial forms have been added to the Section Administration page so members can download reimbursement forms.
- The Diversity Statement was posted on June 11th and the Governor's PSA Video was posted on June 22nd.
- The board meeting minutes were posted along with future board meeting dates and instructions for getting on the agenda.

Chair Joel Ogle presented for Past Chair Jeff Clarke:

Audit- Elizabeth Robertson

Tony O'Malley commented that he will be meeting with Elizabeth Robertson regarding the process we are using to keep our books updated with the CPA. He is excited that these changes will make the audit easier for Elizabeth.

Education- Kevin Wiggins

Kevin is participating with Karen Marie Dietze in the live virtual training planning meeting on Monday 7/20 to help secure speakers and select topics.

Nominating- Jeff Clarke- no report

3rd Year Trustee Mike Galluzzo:

Small Systems- Kevin Wiggins- no report

Landmarks- Nick Davis

Nick has submitted the paperwork to the AWWA Association for the Jackson County water tower, and is waiting to hear back. Hopes to hear something by the next meeting.

Retirees- Jenny Doyle- no report

3rd Year Trustee Bob Parks:

Safety & Emergency Planning- Randy Moore/Frank Genovese- no report

Young Professionals- Mel Peterein

The committee has been meeting monthly and planning some Water Wednesdays programs for virtual Lunch & Learns on construction projects with permission from the project managers and the clients. Thanks for Ben Freese, we hope to have one in Hannibal for their granular activated carbon facility that was just built. We may try to get some PDH hours for this program. We are also reaching out to MWEA for these programs. If anyone has some good projects that you want highlighted, please reach out to Mel.

Chair Joel Ogle presented for 2nd Year Trustee Corinne Duckworth:

Student Activities- Corinne Duckworth- no report

Sustainability Initiatives Coordination- Mark Griffin

The committee met this month and has 2 new people getting involved. They are working on identifying key projects in the state and developing a slogan. He is excited to see the interest from the new members and invites input from others. Sustainability is a hot topic across the country.

JR Popalisky Scholarship- Chester Bender (resigned)

Chester would like to step down after this year. If you know of anyone that wants to get involved with this committee, please let Mary or Joel know.

2nd Year Trustee Scott Phillips:

Awards- Scott Phillips- no report

Service Citation Award- George Hausdorf- no report

Professional Awards- Tony O'Malley- no report

Manufactures/Associates Council- Scott Phillips

The council has not met since the last board meeting. Since the conference was cancelled, they have time to strategize for the next conference. At the Association level, there will be an outreach to the sections about the role and function of local MACs and how AWWA can support them.

Bob Parks commented that councils are not adapting to the virtual communication format as well as they were prior to the pandemic. Scott Phillips and Karen Marie Dietze both joined their councils during COVID-19 pandemic, so they don't have a good perspective on comparing communication formats. Randy Moore is concerned about the virtual format as well, but says that the publications are still continuing as before. The standards committees are moving forward due to the staff's facilitating the switch to virtual. But the dialogue that typically happens during in-person meetings is not taking place which is hurting the committees.

Randy Moore is concerned about the AWWA Virtual Summit because the staff selected all of the presenters for that without input from volunteers. This could lead to complaints from presenters who were not selected as to the fairness of the selection process.

1st Year Trustee Karen Marie Dietze:

Philanthropy- Karen Marie Dietze

Water for People- Mel Peterein

Mel Peterein has been talking to Jeff at MWEA about setting up a virtual fundraiser.

Water Equation- Jenny Doyle

AWWA Association is hosting a Water Equation virtual fundraiser in September (20-24). Our Section will participate by donating items. Tony has the promotional flyer and will send it out to the board members.

Research- Karen Marie Dietze

We have been working on selecting the training platform for the live virtual training series. We have selected GoToWebinar which has the features we need for registering attendees, verifying attendance, and creating certificates. Mary recommends that we start with a month-to-month subscription as a pilot to see if it meets our needs.

Drinking Water Week- Karen Marie Dietze

An article will be coming out in the Roster about the winners with pictures of their posters, and Tony has mailed the checks out to the winners.

Chair Ogle presented for 1st Year Trustee James Okumu:

Bylaws- Raed Armouti- no report

Operations Service Awards- Kevin Wiggins – no report

Diversity & Inclusion- Ari Copeland (resigned)

If anyone knows of a member that would be good in this position, please let Chair Ogle know.

VII. NEW BUSINESS

Happy Birthday to Bob Parks!

Next meeting is still planned to be in-person at Stoney Creek in Columbia on November 6th, and Mary has secured a larger room so we can socially distance in the room.

VIII. ADJOURNMENT

MOTION: To adjourn the meeting.

Made by: Tony O'Malley

Seconded by: Karen Marie Dietze

Vote was unanimous, motion carried.

Respectfully submitted,
Mary Odom, Administrative Manager