

## Small Group Discussion Recap: Advancing Resilience Planning Efforts and Successful Communication

### Discussion Questions:

- 1) What climate change and extreme weather threats have your organization identified and how have or are you planning to address the impacts?
  - **Threats**
    - Flooding
    - Large storms with power loss
    - Vulnerable well heads
    - Inflow & Infiltration (I&I) of stormwater into wastewater or sanitary sewer systems
    - Vulnerable groundwater supply
    - Vulnerability to contamination
    - Spills impacting drinking water
  - **Plans**
    - Better communication between key players
    - Better collaboration between departments and states
    - Cities are taking steps to reduce carbon footprint
    - Some cities need power backup
    - Ordinance and zoning
    - Raising “maintenance holes”
    - “Mock” emergency event
- 2) What resources or types of support (financial, planning, board education, etc.) do your organization need to prepare for climate change and extreme weather impacts?
  - Support from the government (in light of position changes)
  - Budget allowed for city council water training
  - Educating elected officials
  - Financial needs
  - Better city planning (e.g., new school planned but no water available at that location and cost to extend distribution system was very high)
  - Education for community
  - Cross-training staff
  - Support for better communication between key players and with stakeholders
  - Address three-way disconnect between urban planners, maintenance by utility and expectation of customers
  - Standard emergency procedures
  - Access to emergency personnel
  - Updating and supporting maps

# Resilience Planning and Adaptation Training for Water and Wastewater Utilities

- 3) What communication methods or strategies have worked or not worked to gain support? Who have been successful partners in advancing efforts?
- **Successful communication methods**
    - i. Newspaper
    - ii. Radio
    - iii. Social media (including local police Facebook pages)
    - iv. St. Cloud website
    - v. Emails
    - vi. Public hearings
    - vii. Word of mouth
  - **Unsuccessful communication methods**
    - i. Mass notification system
    - ii. Mailing inserts in utility billing
    - iii. Elected officials
  - **Key decision-makers**
    - i. Government
    - ii. Public education programs
    - iii. Partnerships with operational staff
    - iv. Watershed partners
    - v. Regulators
    - vi. Professional help to make decisions and inform community
- 4) With what you learned today, what steps do you plan to take after this workshop to make your organization more resilient to climate change and extreme weather impacts?
- Acquire backup generators
  - Develop programs for rain gardens
  - Implement an “adopt a drain” program
  - Install vegetation to reduce E. coli from geese
  - Implement bike routes
  - Look at statewide drought plan
  - Use CREAT
  - Foster education, including the college community
  - Communicate opportunities and tools
  - Update Emergency Response Plan
  - Transfer knowledge to your organization