

Wainfleet Water & Wastewater Servicing Project
Public Liaison Committee

Meeting Notes of December 2/08
Wainfleet Township Hall

In attendance:

Jayne Campbell

Anne Hetherington

April Jeffs

Wayne Redshaw

Mayor Barbara Henderson, Township of Wainfleet

Scott Luey, Chief Administrative Officer, Township of Wainfleet

Kimberlee Lambe, Communication Specialist, Niagara Region

Betty Matthews-Malone, Director of Water & Wastewater Services, Niagara Region

Mary Lou Tanner, Manager, Niagara Region

The meeting was called to order at approximately 7:10 p.m.; the agenda was adopted as presented.

Betty Matthews-Malone introduced Mary Lou Tanner, the new project manager assigned to the Wainfleet Water & Sewer Servicing project.

PLC Meet & Greet

A general discussion occurred and it was decided that:

1. A facilitator would be present during the upcoming Meet & Greet. The facilitator would have no vested interest in the project and would simply be there to ensure all voices were heard and everyone was treated with respect.

It was suggested, and agreed, that Sally Leppard be the facilitator.

Action – Mary Lou to contact/confirm Sally for the January event. The PLC will meet with Sally at their next meeting (prior to the Meet & Greet).

2. PLC members would not be responding to technical questions. Any technical questions would be forwarded to Mary Lou for assistance. The PLC's role is not to defend the project or to respond to technical questions.

Action: Prepare an information sheet on the role of the PLC for distribution/discussion at the Meet & Greet.

3. The format for the Meet & Greet would be informal.

4. Copies of the current Q&A be available for use at the Meet & Greet.

5. A quasi-survey be developed to include questions like "My number one concern is _____"; "The best way to communicate with me is _____" etc.

Action: Region to prepare potential survey and share with members at next PLC meeting.

6. Any display material would focus on communication; including copies of what is currently being used for communicating with residents.

Action: Staff to begin preparing display material.

7. The Meet & Greet be advertised well in advance.

Action: Mayor and staff will utilize every available opportunity to publicize event including: December Mayor's Update (printed); both Regional and Township websites; advertising in local papers in January; making note of it during speaking engagements etc.

Rate Payers Presentation

It was suggested, and agreed, that the PLC would invite representatives from the Rate Payers Association to an upcoming PLC meeting to make a presentation to them. It was suggested that parameters be set prior to the meeting to ensure both parties get the maximum benefit of the opportunity (Rate Payers get opportunity to present to the full PLC, and PLC gets the opportunity to listen, uninterrupted, to the Rate Payers).

Action: On behalf of the PLC, one member to contact Rate Payers to arrange.

Questions from Residents

PLC members brought questions from residents and the Rate Payers Association for discussion.

Action(s): Staff will work with PLC to draft responses to questions. All new questions and answers will continue to be shared with a larger audience via the large Q&A document on the Township website.

2. To ensure residents know their questions/concerns have been received and will be reviewed, it was decided that the first member of the PLC on the email will send a response to any received from residents stating something akin to "we have received your email/correspondence and will discuss it at the next meeting" and will cc the rest of the group. The response to the comment/question/concern will be forwarded to the original sender and the remaining PLC members. If necessary, questions/concerns will be forwarded to staff in advance of the meeting to facilitate drafting an immediate response.

Next meeting – Tuesday, January 6.

Meeting adjourned – 8:50 pm.