

As voted by the Board of Trustees and in accordance with the notice of the meeting, the monthly Workshop Meeting of the Board of Trustees of the Portland Water District was held in the Nixon Training Center at the general offices of the District, 225 Douglass Street, Portland, Maine on March 12, 2018. In attendance from staff were Messrs. Crovo, Kane, Firmin, Wallace, Johnson and Ms. Lewis, Katsiaticas, Clements and Walker. Attending from the public was Kim Rich of Portland.

Trustees Siviski, Garrison and Willey were absent.

President Lunt convened the Public Hearing at 6:30 p.m.

### **Special Meeting**

A Public Hearing was held to receive public input on the proposed average 3.7% increase in water rates effective May 1, 2018.

There was one member of the public present. Kim Rich, 65 Copley Woods Circle, Portland.

Ms. Lewis' remarks to the public and the Board are noted on the attached PowerPoint presentation.

President Lunt asked if there were any questions or comments from the public. There were none.

The Public Hearing was closed at 6:44 p.m.

President Lunt opened the workshop meeting at 6:45 p.m.

**1. Customer Satisfaction Survey Review.** Michelle Clements, Public Relations Manager, presented the results from the Customer Satisfaction Survey.

This is the 9<sup>th</sup> customer satisfaction survey that the District has sent out.

Ms. Clements remarks to the Trustees are noted on the attached PowerPoint presentation.

Trustee Libby asked how many people were recruited to respond to the survey and what was the percentage that responded. The response rate was low at 12%. Initially 2,000 people were contacted and in order to reach the needed sample group size of over 400; an additional 2,000 people were contacted. Trustee Libby followed up by asking what Ms. Clements thoughts were on why the response rate was so low. She noted that the trend has been a lower response for some time. The consultants who administered the survey also noted that it is hard to get customers to engage in surveys and that is the trend everywhere.

Trustee Cote asked what the average time was for customers to respond to the survey. Ms. Clements did not have that information on hand but will get an answer. She did note that the survey was supposed to be able to be completed in under 10 minutes. Trustee Cote also asked what the incentive was to take the survey. An iPad Mini or the equivalent in a gift card was the incentive.

**2. Follow Up From 2017 Meeting.** Michelle Clements, Public Relations Manager, presented a summary of water usage from past Water Bottle Filling Station recipients.

Ms. Clements provided the Trustees with a hand out summarizing the Water Bottle Filling Stations recipients since 2014 when the grant program started.

The District has given 22 filling stations grants and all but 4 have been installed. Overall, the facilities have been very pleased with the stations.

One City Center has filled over 107,000 bottles since the station was installed in 2015. Saint Joseph's College in Standish was one of the first stand-alone stations installed and as of January 18, 2018, 171,809 bottles have been filled. St. Joseph's liked the unit so much that they installed 12 additional units around campus. The students at Ocean Avenue Elementary School in Portland promoted the use of their new drinking water fountain in their 2017 healthy eating campaign.

Trustee Levinsky asked if the District provides maintenance instructions with the fountains. We do not, however, the acceptance letter the recipients sign states they are expected to maintain the units.

Trustee Libby asked why some of the units do not have counters. The manufacturer does not provide counters on outside units. A few inside units found that the counter was not functioning properly. They have been serviced and are now working. Trustee Libby inquired why the filling stations at the Portland JetPort were not included in the summary. Ms. Clements explained the stations at the JetPort were installed before the District started the grant program. Trustee Libby asked for the number of bottles filled at the JetPort and Ms. Clements will get those figures for him.

The Trustees also discussed different ways to encourage the existing recipients to install more units at their locations, similar to St. Joseph's College.

Trustee Cote asked if the outdoor unit on Baxter Boulevard will have a water meter on it since it is on public property. Yes, it will. He noted that this is an alternate way to see how many bottles are filled since the unit will not have a counter on it.

Trustee Lunt inquired if there had been any reported vandalism to the units. There has not.

**3. Other Business.**

None

**4. Executive Session.**

Trustee Libby made a motion to go into executive session, pursuant to 1 M.R.S. §405(6)(A) personnel matters, to discuss the General Manager's performance review and salary. Seconded by Trustee Cote. All in favor.

Trustee Libby made a motion to come out of executive session, seconded by Trustee Cote and the meeting adjourned at 8:00 p.m.

Submitted by,

Donna M. Katsiaficas  
Clerk