

# Member Outreach Program

## One Water Mission:

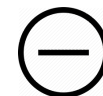
To collaboratively ensure a One Water system approach to our regional water and wastewater system that will be economically, socially, and environmentally responsible and sustainable.

## Differentiator



Named as a  
**STRENGTH**  
 by investors

## Bridgeport Consulting



**NEUTRAL**  
 3rd party  
 facilitation

## Scorecard 2020

**142**

respondents



**70%**

MEMBER  
 PARTNERS

**24%**

CONSULTANTS

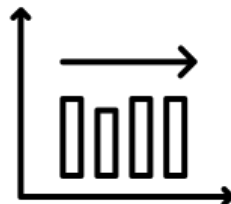
**96%**



Satisfaction  
 with GLWA  
 + 9% from 2019

## STABLE

Most factors  
 stayed the same



No change  
 exceeded 2/10ths of  
 a point

## Procurement



TRENDING UP



**VIRTUAL  
 MEETINGS** are a hit



**One factor** ticked  
 down slightly:

*The [charges]  
 methodology aligns  
 with the overall vision  
 for the region.*

## Comments

"Scores high on efficiency,  
 scores off the charts with  
 collaboration."

"Bridgeport combined with  
 GLWA may be the best this  
 world has to offer to make an  
 effective team."

"Great improvements since  
 inception. Keep moving  
 forward."

"...the pace of increased  
 charges and debt issues are  
 becoming burdensome."