



8-7-2012

Needs Assessment and Service Strategy

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Maxine Goodman Levin
College of Urban Affairs

Prepared for:
Chagrin River Watershed Partners, Inc.

Prepared by:
**The Center for Public Management on behalf of
The Great Lakes Environmental Finance Center
Maxine Goodman Levin College of Urban Affairs
Cleveland State University**

August 7, 2012

**Needs
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and Service
Strategy**

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This report was researched and prepared by the staff of the Center for Public Management (PM), Maxine Goodman Levin College of Urban Affairs, Cleveland State University. Project management and oversight was provided by Daila Shimek. The principal author is Daila Shimek with assistance provided by Claudette Robey.

ABSTRACT: *This report describes the needs identified by member communities and organizations of the Chagrin River Watershed Partners (CRWP) that could be adopted by CRWP as part of its service strategy. The results suggest that members are pleased with the services provided by CRWP. Additional needs fell into one of eight categories: (1) Information, education, and training, (2) Planning, development, redevelopment, and resolutions/ordinances, (3) Funding and grants, (4) Technical assistance, (5) Regulations and requirements, (6) Storm water infrastructure maintenance, (7) Providing a strategic role in helping manage the watershed, and (8) Managing relationships.*

Key Words: *Chagrin River Watershed Partners, needs assessment, service strategy*

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EXECUTIVE SUMMARY

The Chagrin River Watershed Partners, Inc. (CRWP) mission to “strive to preserve and enhance the scenic and environmental quality of the ecosystem of the Chagrin River and its watershed in a manner that assures a sustainable future for people, plants and animals” is broadly represented in the work of the organization. CRWP is most recognized by partner organizations and its members for bringing grants to the area, developing model ordinances, and providing technical assistance, especially with regard to the National Pollutant Discharge Elimination System Phase II (NPDES) permit program. In its relatively short existence (16 years), this nonprofit has achieved membership that represents 99% of the watershed and brought in millions of dollars in grants to the watershed.

CRWP’s model ordinances are particularly significant because adoption and implementation of these model regulations across the Chagrin River watershed will contribute toward a consistent approach to storm water management and development in that region. The availability of these ordinances to others has resulted in more uniform requirements across northeast Ohio.

CRWP not only serves its members well, but it also assists stakeholder partner organizations (partners) in their work. CRWP is held by many of its peer and partners as a model for watershed groups, both in terms of how things should be done by a watershed group and in how things should be done within the watershed. CRWP staff and leadership are also respected by members and partners for their skills and contributions to the watershed. Although their partners gain from the technical expertise and projects undertaken by CRWP, both CRWP staff and representatives of the partner organizations recognized the need for better coordination with some of the soil and water conservation districts (SWCDs) to address overlap in activities.

There are a number of challenges and opportunities facing the organization: (1) the need for long-term planning for the organization, (2) funding, (3) coordinating and collaborating with partner organizations regarding in services, (4) maintaining high quality of work and technical expertise of staff, and (5) providing a strategic role in managing the watershed. Long-term planning for the organization will need to include succession planning for the executive board, and determining how to provide relevant services to members and identifying these services or needs. To ensure an ongoing funding stream, CRWP will need to continue to show progress to funders in terms of water quality improvements and continue to demonstrate its relevance to its members. CRWP will need to continue working with partner organizations to ensure it is not

duplicating services and to showcase the abilities and authorities of each partner to the jurisdictions and residents collectively served. CRWP is valued for the technical expertise of its staff. It will be important to maintain those skills by investing in the staff's professional development and providing ongoing challenges to entice existing staff to remain with CRWP. Since CRWP is not constrained by a political environment, it has the latitude to work across political boundaries to build consensus and promote activities that would benefit the entire watershed, addressing some of the members' greatest challenges, which include flooding, erosion, drainage issues, and education of residents and local officials on these and other topics.

While representatives from member organizations are pleased with the services and overall performance of CRWP, participants in the needs assessment process were asked to identify and prioritize their needs of CRWP. There were eight themes that characterized most of the priority needs described by representatives of the member organizations (listed below). It is worth noting that storm water-related issues reached across most of these priorities.

Priorities are listed in order of most frequently mentioned to least mentioned. When combing through the comprehensive list of priorities, CRWP will need to translate these into its work plan for the coming years. Identified priorities are:

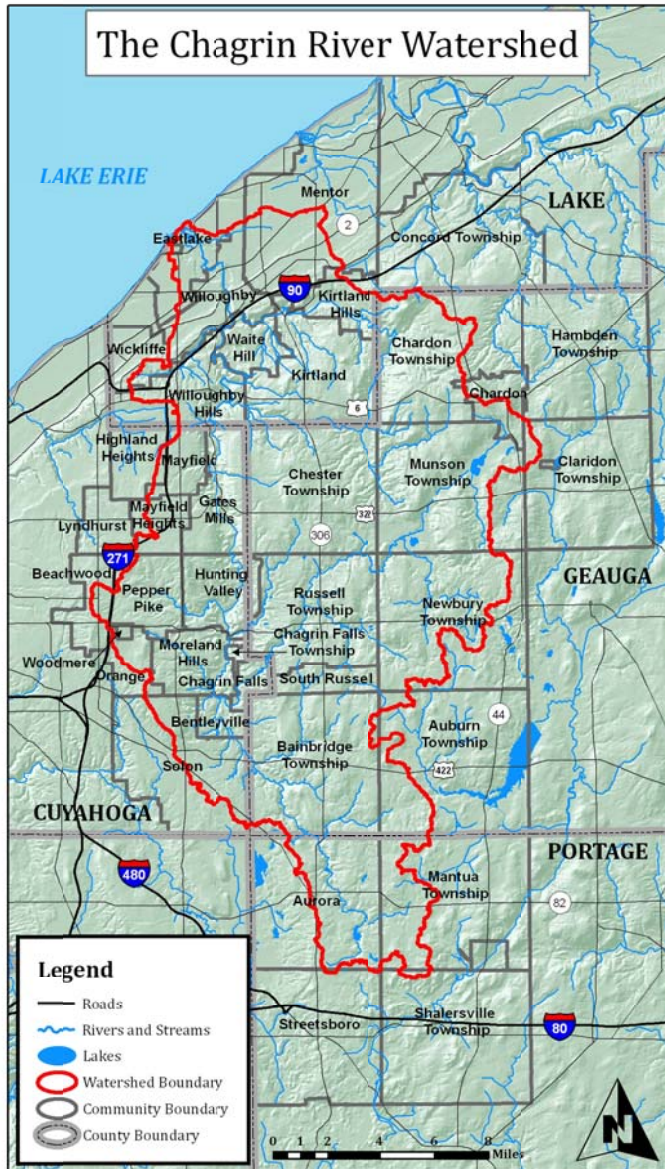
1. Information, education, and training
2. Planning, development, redevelopment, and resolutions/ ordinances
3. Funding and grants
4. Technical assistance
5. Regulations and requirements
6. Storm water infrastructure maintenance
7. Providing a strategic role in helping manage the watershed
8. Managing relationships

INTRODUCTION

The Chagrin River Watershed Partners (CRWP) is a nonprofit organization founded in 1996 to seek prevention-focused solutions to address environmental problems generated by the development and growth of the communities located within the Chagrin River watershed. CRWP's current membership is comprised of 37 villages, townships, cities, counties, and park districts. Funding is provided by annual member dues, foundation grants, and grants from state and federal agencies.

Located in Northeast Ohio, the Chagrin River flows through Cuyahoga, Geauga, Lake, and Portage counties as it makes its way to Lake Erie. The watershed (see Figure 1), formed thousands of years ago by glacial activity, spans 267 square miles. Development within the urban and suburban areas surrounding the watershed, over time, has caused erosion, flooding, and water quality issues. CRWP provides technical assistance to its member communities to help minimize and address these and other environmental problems within the watershed. CRWP also collaborates with other communities and organizations facing similar issues.

The Center for Public Management (PM) staff prepared this report for CRWP, on behalf of the Great Lakes Environmental Finance Center. The purpose of this report is to provide CRWP with a sense of the needs and priorities of its members. This will serve as a guide as CRWP develops its work program for the upcoming year and beyond. It may also provide direction in how CRWP works with partner organizations within the watershed and across the state. This report has four principal sections, three of which describe the feedback of different audiences. The first is staff and the board president, followed by stakeholder partner organizations (or peers). The third section focuses on the needs prioritized by representatives of CRWP members. The fourth, and final, provides guidance to CRWP on how to translate the needs assessment into a work or action plan.



Source: Chagrin River Watershed Partners, 2011
Figure 1: Chagrin River Watershed Map

CRWP SELF-ASSESSMENT

Part of the needs assessment process included interviews of CRWP employees and its board president. Interviews were used to gather input on the organization's current mission and goals, and to get a sense of how CRWP serves its communities. Questions also focused on opportunities and challenges facing the organization, as well as the needs and future vision for CRWP.

The current staff comprises the executive director, assistant director, watershed coordinator, program associate, and administrative assistant. Employees' tenure with the organization ranges from a few months to almost 13 years. The executive director has been with the organization for nearly 10 years, although not in this position for the entire 10 years. The board president has been with CRWP since its inception and was one of its founding members.

Specific questions used to ascertain this information are listed below.

- Do you feel that the mission accurately reflects CRWP? If not, how would you revise this mission to meet the organization's needs/purpose? What do you feel is the purpose/role of CRWP?
- What do you feel are CRWP's significant accomplishments during your tenure? What do you see as the organization's top three strengths?
- What opportunities do you foresee for CRWP? What challenges do you feel CRWP currently faces and will face in the short term? In the long term? Please identify any weaknesses or threats you currently see or see in the short term and/or long term.
- What do you see as CRWP's principal role within its service area? How should the organization be engaged within its service area? What services should/could CRWP provide that it's currently not providing? In your opinion, who are CRWP's constituents? How could the organization engage new constituents?
- In your opinion, what should the organization focus on as priorities for the short-term future? The long term? What should CRWP be doing that it is not currently doing?

Mission

The mission of CRWP is as follows "The Chagrin River Watershed Partners will strive to preserve and enhance the scenic and environmental quality of the ecosystem of the Chagrin River and its watershed in a manner that assures a sustainable future for people, plants and animals." The staff and board president thought that the mission was generally on target and that it addresses the big picture in terms of what the

organization is trying to accomplish. According to the board president, the mission was drafted by a diverse committee and continues to serve the organization well.

Purpose/Role of CRWP

The themes in terms of CRWP's role or purpose focused on being a leader and serving its members in three principal topic areas: water quality, storm water management, and preservation and restoration. One staff member suggested that CRWP's role is to drive regulations and standards regionally and statewide, while offering technical assistance and generally helping members and residents deal with day-to-day issues.

Staff and the board president responses indicated that CRWP should continue in its leadership role by providing examples of innovation in watershed management, storm water management, and water quality. This means continued efforts in resolution and ordinance updates, landowner assistance and site visits, technical assistance on flooding and stream bank erosion, and coordination with grant providers to fund watershed projects. CRWP should support its members with assistance in complying with NPDES permit requirements and offering support as the members need assistance in identifying, applying for, and/or administering grants. Finally, interview respondents suggested that CRWP should provide leadership in ecological services and help communities devise development strategies that would save money in the long run.

Staff and the board president were also asked what CRWP should be doing that it is not already doing for its members. All responded that the organization is generally doing what it should, especially given current staffing levels. If additional staff were available, suggestions included following up on site visit reports and landowner requests, further discussions with communities as to their insights and needs, and focusing on sub watersheds that are in nonattainment.

Significant Accomplishments

This question focused on significant accomplishments during staff and the board president's tenure with the organization. Consequently, the responses may not address the accomplishments over the life of the organization. One noteworthy achievement of CRWP is its increasing membership support, particularly during the current economic climate. In times where nonprofit organizations struggle, CRWP has achieved a membership that covers 99% of the watershed (37 members). Over the past five years, 36 organizations and political jurisdictions have consistently been dues-paying members. Also in the financial arena, CRWP has been successful in being awarded grants totaling \$4.3 million from 1996 to June 20, 2012. This includes a recent \$750,000

U.S. EPA low-impact development grant and an \$821,000 National Estuarine Research Reserve grant.

CRWP's contributions in assisting members in compliance with the NPDES permit program are noted within the watershed, region, and state. Extensive work was done with communities to update ordinances or resolutions, with particular attention to NPDES permit program requirements. In fact, CRWP pioneered the riparian setback ordinance and other model ordinances that could institutionalize a standard approach for dealing with storm water. Additional work worth noting is in the arena of restoration and conservation, low impact development, and demonstration projects.

CRWP's accomplishments through its collaborative partnerships are less tangible. Interviews revealed that CRWP has solid relationships with trustees, councils, and mayors. CRWP has facilitated the coordination of projects across political boundaries, had an impact through better planning and public education, and served as a buffer between member communities and the Ohio EPA on NPDES audits. Due to the work of staff, the organization has developed invaluable relationships and partnerships with various state agencies.

Top Three Strengths

When asked to narrow responses to the top three strengths, staff and the board president echoed several of their responses to the question about significant accomplishments: collaborative partnerships and ability to get people to work toward common goals, successfully securing grants for watershed projects and helping communities frame the issues so they are successful at obtaining grants, and collaborative relationships with state and federal agencies. In addition to these, the following strengths were discussed:

- Leadership in innovation and new technology and making agencies aware of what [technology/innovation] is available
- Long-term leadership of the executive committee, which has provided consistency and served as champions in the community
- Trust of public and private entities, which has been cultivated through collaborative relationships
- Technical expertise and quality of work produced by staff, especially in the areas of storm water, storm water runoff, low impact development, pervious pavers, and treatment trains
- Engaging constituents committed to moving projects forward

Opportunities and Challenges

Some of the greatest opportunities identified for CRWP by staff and the board president are funding, working with existing communities on retrofits, stream restoration, water quality attainment of streams, and developing better ordinances or resolutions that will enable CRWP communities to lead conservation and sustainable development efforts.

Funding will be an ongoing challenge. While member dues have historically provided a stable source of revenue, declines in local government revenues may negatively affect this funding stream in the future. CRWP will need to continue to seek grants that will sustain the organization over longer term. This will enable CRWP to not only fund staff, but also new technologies. To ensure an ongoing funding stream, CRWP will need to continue to show progress to funders in terms of water quality improvements and continue efforts to stay “relevant” to its members. Simply stated, investment in CRWP is money well spent.

CRWP will need to continue working with partner organizations to ensure it is not duplicating services, and to showcase the abilities and authorities of each partner to the jurisdictions and residents collectively served. Given the amount of work that needs to be done in the watershed, it will be critical to work with other organizations to ensure that priorities are accomplished and all groups are communicating the same message. Broad environmental issues, such as climate change and increasing precipitation (and related problems like erosion and flooding) may also present opportunities or challenges.

Interviewees suggested that CRWP needs to continue “getting the message out” using mechanisms other than its annual report. These may include social media and better utilization of its website.

Many of CRWP board, including its leadership, have been with the organization for many years. The organization will need to ensure that it prepares for a gradual departure of these members so the board does not experience the loss of all leaders at one time.

CRWP is valued for the technical expertise of its staff. It will be important to maintain those skills by investing in the staff’s professional development and providing ongoing challenges to entice existing staff to remain with CRWP.

Engagement in the Service Area

There is an extensive array of services currently provided by CRWP. In addition to these, staff and the board president were asked what services CRWP could or should provide that it is not already providing. The general consensus was that the current services were sufficient, given the capacity. One suggestion was to offer more geographic information systems services. Another suggestion was to be more proactive in identifying member needs. For example, CRWP should try to pinpoint projects the members are working on that might have ecological components.

CRWP does not provide a complete spectrum of services relative to the NPDES permit program. The SWCDs currently provide support to communities in the area of public education and public involvement. Staff suggested that CRWP should expand the NPDES (“Phase II”) emails to include all members, rather than just those currently subject to the permit. Staff did indicate that it would be helpful to transform the thinking of the general public about traditional versus natural lawn care and educate landowners on how to manage storm water onsite. In addition, CRWP could serve a more technical role by offering guidance on maintenance of storm water best management practices (BMPs) and providing technical assistance in the area of NPDES pollution prevention/good housekeeping activities. Staff suggested these areas be further explored, along with the collection of data on the costs or economics of various BMPs.

Priorities

The board president and staff identified several short- and long-term priorities. One concern with long-term planning for CRWP is that because CRWP is so focused keeping on task with current projects it is unable to plan for the long term. Staff is challenged with responding timely to members’ needs, thus limiting time for long-term planning. Nonetheless, those interviewed indicated that CRWP should devise a strategy for better planning and ensure it is focused on the mission. This includes determining a mechanism for managing relationships with members so CRWP understands member needs while being sensitive to upcoming challenges like declining funding and climate change.

STAKEHOLDER PARTNERS

Focus groups of stakeholder partners (partners) were conducted to (1) inform the needs assessment process, (2) ascertain the awareness of these partner organizations of CRWP's activities and services, and (3) assess the partners' needs and expectations of CRWP. The PM conducted three focus groups of CRWP's peers or partner organizations. These meetings were conducted on February 7, February 8, and February 15, 2012. In addition, three telephone interviews were conducted with partner organization representatives unable to attend the focus group sessions, using the same questions. The 22 participants represented the following organizations: Cuyahoga County Health Department, Cuyahoga SWCD, Gates Mills Land Conservancy, Geauga County General Health District, Geauga SWCD, Lake County Health Department, Lake SWCD, Northeast Ohio Areawide Coordinating Agency, Northeast Ohio Regional Sewer District (NEORS), Ohio Department of Natural Resources (ODNR), Ohio Environmental Protection Agency (EPA), Ohio Lake Erie Commission, The Holden Arboretum, and the Western Reserve Land Conservancy.

To ascertain the partner organizations' awareness of CRWP's activities and services, and assess their needs and expectations of CRWP, focus group participants were asked the following questions:

- What do you see as the most significant accomplishments of the organization during your time working with CRWP? What do they do well?
- Specifically, how does CRWP assist you in your work? How do CRWP's activities contribute to what you do?
- Your organizations and CRWP may provide similar services. If this is the case, how does this impact your organization, your constituents, and the delivery of your services to your constituents?
- How do you or could you coordinate or collaborate in a way to minimize overlap in these service offerings?
- What are your expectations for CRWP? What do you need from CRWP that will enable you to further the goals of your organization? How can you work together in a mutually beneficial manner?
- What do you see as CRWP's principal role within its service area? How should the organization be engaged in environmental activities within its service area?
- What should the organization focus on? What should CRWP be doing that it's not currently doing?

Most Significant Accomplishments

In discussing CRWP's most significant accomplishments, those most frequently mentioned were:

- Its ability to bring in funding and manage grants
- Development of model ordinances
- Implementation of pilot/demonstration projects
- Education on storm water (particularly regulatory) issues
- Its technical expertise and high level of competence

In achieving these, CRWP has made nationwide storm water management practices relevant to northeast Ohio, contributed toward a consistent approach to storm water management in its watershed through implementation of model ordinances, enabled projects to be completed that might not have otherwise, and facilitated collaboration among its member communities and partner or peer organizations.

Assistance to Partner Organizations

Some of the responses to the question as to how CRWP assisted the partner organizations in their work were similar to those provided when asked about the most significant accomplishments. Several of the partner organizations indicated that CRWP provides technical assistance or expertise, helps develop guidance materials, and serves in an advisory capacity where third-party review is needed. Others discussed the role of CRWP as a resource for grant information and indicated the importance of the grants that CRWP brings to the watershed, including those for demonstration projects and others that benefit the communities. Several participants indicated that CRWP serves as a model for how things should be done, both as an organization and in how things are done within the watershed, and that CRWP staff and leadership are respected. In fact, one participant noted: "they're pushing the statewide technical end forward." A few participants stated that they work with CRWP on restoration projects.

While not themes, there were some comments from the partners worth mentioning. One participant indicated that CRWP's grant projects provide data to assess the adequacy of regulations; another indicated that CRWP not only serves as one point of contact, but also that it provides services that the partner organization would otherwise need to provide if CRWP did not exist.

Overlap in Services

Since some partner organizations may provide services similar to that of CRWP and offer these services within the same area, participants were asked how the overlap in services impacts their organizations and how they coordinate to minimize this overlap. The principal overlapping areas identified by participants were related to storm water regulations and balanced growth. Most indicated that they communicate and collaborate with CRWP to address how they can work together, address the overlap, and accomplish projects. The participants also emphasized the importance of continuing to work together to provide a consistent message. CRWP was identified as the local resource and advocate that communicates the regulations and practices in an accurate and understandable way to their member communities. In some cases, participants indicated that the overlap in services is perceived, rather than actual. To minimize confusion, a few participants indicated that their organizations work with CRWP to target different audiences or they work with communities to clarify each organization's role.

There was some discussion that it would be beneficial if CRWP were proactive in involving outside agencies in the development of model ordinances and coordinating activities with SWCDs in Lake and Geauga counties. One specific suggestion was that CRWP could meet regularly with the SWCDs to address the overlap and continue to ensure that the responsibilities and authority of each organization are clear to residents and local governments. Another was to consider involving technical staff from the SWCDs in CRWP demonstration projects so they can further help develop the methodology being used and ensure the best possible conclusions are drawn.

Expectations of CRWP

CRWP should “focus on the mission and stay the course.” This was a recurring theme among participants when asked their expectations of CRWP. Most also described a continued role for CRWP in storm water and a continued relationship/partnership. Several also indicated that they hope CRWP will continue to share its technical expertise. Regulators and grant providers expect the same high quality work and in the time frame promised. Several participants indicated that they expect CRWP to continue developing success stories in the areas of storm water management and balanced growth that could be offered as success stories to the rest of the state, and could be used to train others, who can, in turn, spread the word.

CRWP's Principal Role and Organizational Focus

For the most part, participants reiterated their thoughts expressed in the question about expectations. Since CRWP, however, is not as constrained by a political environment, some participants suggested that it has the latitude to work across political boundaries to build consensus and promote activities that would benefit the entire watershed. Most participants reiterated that CRWP should continue its work, including providing technical expertise, implementing demonstration projects and documenting these costs, developing model ordinances, continuing with its role in technical and storm water-related education, and continuing to serve in its grant writing, administration, and awareness role within the watershed. There were a few suggestions that CRWP make sure it serves member needs by working in partnership with SWCDs and health departments or districts, including looking to these organizations for staff support on grant projects. This would decrease the learning curve by using personnel who are already familiar with the region. In addition, participants expressed that cooperation and frequent communication with these organizations is very important.

NEEDS OF MEMBERS

In order to gain an understanding of CRWP members' needs, the PM staff facilitated focus group discussions among representatives of member communities and organizations. These sessions began March 1, 2012 and were completed April 30, 2012, with 102 participants representing 37 organizations and communities. These participants were road/street superintendents, building department directors and staff, service department directors and employees, storm water professionals, zoning staff and other planning professionals, local and county elected officials, municipal consulting engineers, residents, community development and economic development professionals, representatives from the Cleveland and Lake Metroparks and the Geauga Park District, and SWCD administrators.

During these focus group discussions, participants were asked several questions to assess their needs and priorities:

- What type of information might your community or organization want to receive from CRWP that it isn't currently receiving?
- What are the challenges that you're facing within your communities where CRWP can play a role or can help?
- How can CRWP further help your community or organization's goals in terms of products or services?

This section of the report provides the needs prioritized at each community meeting, as well as the overall needs categorized by theme. While some needs have been synthesized to eliminate duplication, the majority are provided in the manner in which they were captured or recorded during the meetings.

Priorities Identified at Each Community Meeting

At the end of each session and based on the responses related to communication, needs, and challenges, participants were asked to identify the needs that they rank first and second in importance. The priorities identified at each community meeting are listed below.

Auburn, Newbury, and Mantua

- Planning for future development including infrastructure
- Help with land use and zoning issues including mixed-lot zoning, review of land use plan, etc., complaints and problems
- Education/training for realtors/developers on zoning terms including riparian setbacks, easements, etc...what do these mean?

- Grants, e.g., hiking trails, recreational facilities, wetlands mitigation
- Maps, e.g., of watershed, roads
- Educational information (and training) for residents including articles for community newsletter, riparian/wetland setbacks and the need for these, what riparian setbacks mean and implications to landowners, fire ponds
- Educational information for developers on pervious pavement
- Oil and gas development

Aurora and Bainbridge

- Targeted grant opportunities and administration
- Technical assistance on future Ohio EPA regulations and effective BMPs
- Holistic approach to watershed planning
- Redevelopment of Geauga Lake
- City-owned property purchased for preservation: [how] to best ensure its preservation
- Basin retrofits: push ODNR for better options beyond changing the outlet structures
- Rewriting code (zoning, planning, residential conservation developments, parking etc.)

Chagrin Falls Village and Chagrin Falls Township

- Help with flooding issues
- Dam removal at spillway project
- Funding opportunities (storm water grants, implementation of green practices, individual projects)
- Training of employees and facilitate discussions between departments
- Technical assistance on [set up of] storm water utility to fund maintenance and regulatory requirements

Chardon (city)

- CRWP should alert Chardon and advise it of upcoming legislation, Phase II details, issues, grants (compliance, storm water, EPA regulations, etc.). Phase II compliance education to residents and businesses; help Chardon to prepare a proactive approach
- Work with developers on stream impact issues and options such as permeable pavement, rain gardens, and open space (conservation development)
- Review codes and ordinances and advise on updates (parking code and others)

Chardon (township), Claridon, and Munson

- Information/education for community employees/officials: what CRWP has done in other communities (Watershed Wiki), what other communities are doing, information on opportunities/new programs, demonstration projects (field trip for road superintendent, etc.)
- Education for residents: Video public service announcements (PSAs), seminars, mailing materials, portable document format (PDF) for posting on website, creative storm water management to handle flooding, maintenance of septic systems
- Help with conservation-oriented design, conservation development, green practices, development in general
- Funding/grants including applying for and administering grants, sources and restrictions. Help with restoration including help finding funding.

Chester and Russell

- Flooding, drainage, stream bank erosion problems
- Education of residents: Stream bank maintenance/erosion control, proper installation of erosion control measures, changes in policies/regulations, water law
- Long-term management of roadside ditches, training on best practices for stabilization

Cleveland Metroparks

- Helping to identify and prioritize larger-scale projects and partners to work with on them (more significant impact) (mobilizing community support around these projects); helping to establish contacts and how to access them.
- Grant writing and administration
- Strategic planning around the continued role of watershed groups as NEORSD kicks off its storm water program

Eastlake and Willoughby

- Comprehensive plan development (storm water, drainage issues)
- Grants (finding funds for projects, grant applications and process, funding for grant matches)
- Education: 1) elected officials, city leadership, and staff (policies and why practices should be enforced); 2) local and state governments on why economic development should occur
- Assistance with updating parking codes and ordinances
- Assistance with storm water runoff and sanitary sewer systems; also storm water retrofits

Gates Mills and Hunting Valley

- Outreach to mayors and managers groups or regional intergovernmental orgs re: services of CRWP
- Managing potential increases in storm water
- Funding for Phase II and other initiatives
- Education of residents on storm water issues, storm water infrastructure management, impervious surfaces, how to live near a river
- Education of new officials and council re: role and value of the Partnership: attend a council meeting
- Maintenance of storm water infrastructure on private property
- Advocating for allocation of sewer district funds to this area

Kirtland, Kirtland Hills, and Waite Hill

- Maintenance of storm water infrastructure; maintenance of older drainage systems, ravine erosion; ditch problems
- Drainage issues between property owners
- Funding
- Education of residents on role of CRWP and how it serves as a resource to village
- Technical Assistance
- Updating ordinances¹
- Woody debris

Lake and Geauga County Officials

- Model regulations/code updates
- Staying up-to-date with regulations
- Coordinate with SWCD when talking with townships; clarify CRWP role; quarterly update meetings: project coordination, grant coordination (partnership-wide)
- Assistance with grants (flooding, stream bank erosion, regional efforts on storm water issues)
- Statewide updates on communities that have updated riparian setbacks²
- Information on benefits to regional approaches to water issues, public education
- Technical assistance with master planning and funding

NOTE: Participants of this meeting included a Geauga County commissioner, district administrator of Geauga SWCD, chair of the Geauga County Planning Commission, the

¹ Waite Hill indicated they need help in updating ordinances. Storm water ordinance is from the 1970's.

² Language taken directly from meeting notes

Lake County engineer, director of the Lake County Planning Commission, director of the Lake County Stormwater Management Department, and district administrator of Lake SWCD.

Lake Metroparks and Geauga Park District

- Storm water BMPs, Phase II, translating Chagrin River [NPDES] permit changes into local regulations, demonstration projects
- Grant seeking assistance: Storm water BMPs and erosion projects
- Technical assistance: Stream bank stabilization, erosion, flooding

Mayfield Village and Mayfield Heights

- Storm water management: Being creative and innovative on managing storm water with aging infrastructure
- Help member communities in interpreting and keeping track of EPA regulations/mandates
- Better educate community and council on CRWP activities and how CRWP can help on environmental issues (public education/public involvement, public television, flyers, community newsletters, etc.)

Mentor

- Education engineers, architects, people involved in the design on development of sensitive areas, redevelopment BMPs; advocacy
- Mentor Marsh Ecosystem – help with process of developing strategic/plan for mentor marsh and participate in working group
- Galvanize other partners to explore opportunities to collectively manage watershed and redevelopment
- Help on zoning code issues including sharpening redevelopment guidelines; develop a new standard for development that incorporates concerns such as water and environmental issues
- Management and maintenance of storm water infrastructure (including ponds)
- Educating the public on what they can do to help out with water issues such as rain barrels, rain gardens

Moreland Hills, Bentleyville, and Pepper Pike

- Training and education materials for residents and property owners; drainage issues on private property; septic systems
- Training and education materials for landscapers and contractors
- Regional funding opportunities; calendar of deadlines
- How to develop remaining land
- Steep slope/erosion issues, stream restoration, siltation

Orange and Woodmere

- Planning for managing septic systems (e.g., phase out or retooling), storm water infrastructure
- Training/education for residents: Innovative storm water management and practices (rain barrels, sensible salting, composting, infiltration, and cisterns)
- Code review to ensure innovative storm water management and practices (rain barrels, etc.) are permitted. Help in identifying and implementing programs for public involvement on innovative storm water management and practices.
- Grants/funding information – e.g., for incorporating best management practices at new community facilities

Solon

- Education/training: City employees, elected and appointed officials including Class 4 regulations on compost
- Help with codes and ordinances: Storm water, including understanding how to consistently interpret for redevelopments and tightening regulations on homeowner association responsibility
- Education/training: Commercial
- Help define city responsibilities in inspecting commercial salt (and other) storage facilities
- Preservation, property acquisition, Rails to Trails³
- Help with codes and ordinances: Other (tree preservation, riparian, parking, flood plain, etc.)
- Technical assistance/support/buffer at EPA audits; help in determining EPA expectations, upcoming regulations, and how other communities are handling this
- Redevelopment issues (commercial)

South Russell

- Homeowner information/education/outreach: Roadside ditches/ maintenance of lakes, dams
- Curriculum for regular CRWP information sessions for residents
- Identify grant opportunities and match them to projects where they can be applied

³ Solon meeting

Wickliffe and Willoughby Hills

- Work with property owners and managers on flooding issues (home, surface, etc.) and standing water
- Educate on upstream projects and monitoring runoff
- Communications: Utilize local newsletters to write articles to educate and inform citizens; attend storm water commission meetings
- Help cities mitigate flooding and other issues through use of best practices; use best practices to help leverage funding for projects
- Develop an “Angie’s List” of sources of assistance and education for cities/residents
- Develop closer relationship with planning commissions to help motivate them to invite input from CRWP in initial planning of projects

Overall Member Needs

The needs prioritized by participants fell into one of eight categories:

- Information, education, and training
- Planning, development, redevelopment, and resolutions and ordinances
- Funding and grants
- Technical assistance
- Regulations and requirements
- Storm water infrastructure maintenance
- Providing a strategic role in helping manage the watershed
- Managing relationships

The needs that were prioritized by participants as first or second are identified below. The categories and corresponding needs are listed in order of greatest number of mentioned to least mentioned. While some needs have been synthesized to eliminate duplication, the majority are provided in the manner on which they were captured or recorded during the meetings.

Information, Education, and Training

The grouping of Information, Education, and Training comprised the greatest number of prioritized needs. Within this category, there were two predominant target audiences identified: (1) residents, homeowners, and the general public, and (2) elected officials, appointed officials, and employees. Participants also identified a mix of other audiences that are listed under the Other Training/Education subheading. As CRWP begins to address the needs expressed by members, it should ensure that it coordinates with

SWCDs, health departments/districts, and other watershed groups that may already be providing services of this nature.

Residents, Homeowners, General Public

- Develop an “Angie’s List” of sources of assistance and education for cities/residents
- Develop curriculum for regular CRWP information sessions for residents⁴
- Help [non-Phase II communities] prepare a proactive approach for Phase II compliance education to residents
- Better educate community and council on CRWP activities and how CRWP can help with environmental issues (public education/public involvement, public television, flyers, community newsletters, etc.)
- Develop training and education materials for residents and property owners:
 - Drainage issues on private property and septic systems
 - Video public service announcements
 - Seminars
 - Mailing materials
 - PDFs for posting on the website (e.g., creative storm water management to handle flooding, maintenance of septic systems)
 - Articles for community newsletter (riparian/wetland setbacks and the need for these, what riparian setbacks mean and implications to landowners, fire ponds)
 - What the public can do to help out with water issues such as rain barrels, rain gardens
 - Role of CRWP and how it serves as a resource
 - Storm water issues, storm water infrastructure management, impervious surfaces, how to live near a river
 - Stream bank maintenance/erosion control, proper installation of erosion control measures, changes in policies/regulations, water law
 - Maintenance of roadside ditches, lakes, dams
 - Innovative storm water management and practices (rain barrels, sensible salting, composting, infiltration, cisterns)
 - Work with property owners and managers on flooding issues (home, surface, etc.) and standing water

⁴ South Russell meeting- This issue came up in a discussion over “sessions on storm water management” that were held for residents. Session participants indicated that larger homeowner associations weren’t well represented, but individual homeowners with smaller ponds were. The suggestion was to create a “syllabus or outline” of educational opportunities that are available through CRWP and the SWCD. The specific recommendation/request was that [someone] develop and offer a training/outreach curriculum over the next 5 years.

Elected Officials, Appointed Officials, Employees

- Provide information /education for community employees/officials:
 - What CRWP has done in other communities (Watershed Wiki)
 - What other communities are doing
 - Information on opportunities/new programs, demonstration projects (field trip for road superintendent, etc.)
 - Education of new officials and council re: role and value of CRWP; attend a council meeting
 - Class 4 regulations on composting
 - Best practices for stabilization
 - Upcoming legislation, Phase II details, issues, grants (compliance, storm water, Environmental Protection Agency (EPA) regulations, etc.)
- Training of employees and facilitate discussions between departments⁵
- Outreach to mayors and managers groups or regional intergovernmental organizations regarding services of CRWP
- Education for elected officials, city leadership, and staff (policies and why practices should be enforced)
- Education for local and state governments on why economic development should occur⁶
- Attend storm water commission meetings⁷

Other Training/Education

- Training and education materials for landscapers and contractors
- Education engineers, architects, people involved in the design on development of sensitive areas, redevelopment BMPs; advocacy
- Education/training for realtors/developers on zoning terms including riparian setbacks, easements, etc...[CRWP can explain] what do these mean?
- Education/training: commercial⁸
- Educational information for developers on pervious pavement
- Work with developers on stream impact issues and options such as permeable

⁵ Chagrin Falls Village and Chagrin Falls Township meeting – Participants indicated that it is helpful for CRWP to provide in house education on [NPDES] good-housekeeping compliance because it is a neutral third party.

⁶ Eastlake and Willoughby meeting – This was related to a discussion on “inflexibility and unresponsiveness” from state and federal agencies regarding economic development. An example included development of wetlands and the perceived lack of clarity on a definition of wetlands.

⁷ Wickliffe and Willoughby Hills meeting

⁸ Solon meeting – The suggestion was to provide education to commercial and industrial “people” [workers and business owners] on pollution prevention/good housekeeping issues and to invite businesses to [education/training] events along with the public.

- pavement, rain gardens, and open space (conservation development)
- Educate on upstream projects and monitoring runoff
- Help [communities] prepare a proactive approach for Phase II compliance education to businesses

Planning, Development/Redevelopment, and Resolutions/Ordinances

Within this set of needs, participants identified issues that focused on resolutions and ordinances; comprehensive planning and development/redevelopment; or preservation and conservation.

Ordinances and Resolutions

Participants indicated that they need help with [rewriting or updating] ordinances or resolutions. Several were specifically mentioned.

- Sharpening redevelopment guidelines and develop a new standard for development that incorporates concerns such as water and environmental issues
- Tree preservation
- Riparian
- Floodplain
- Parking regulations
- Mixed lot zoning, review of land use plan, etc. (complaints and problems)
- Zoning, planning, residential conservation developments, parking, etc.⁹
- Storm water
 - Understanding how to consistently interpret for redevelopments and tightening regulations on homeowners association responsibility
 - Model regulation updates
 - Review of local legislation to ensure innovative storm water management and practices (rain barrels, etc.) are permitted

Comprehensive Planning and Development/Redevelopment

Several broad issues were raised with regard to comprehensive planning and development or redevelopment.

- Comprehensive plan development (storm water, drainage issues)
- Master planning and funding
- Planning for future development including infrastructure and providing guidance on how to develop remaining land
- Planning for management of septic systems (e.g., phase out or retooling) and storm water infrastructure

⁹ Aurora/Bainbridge Township meeting

- Commercial redevelopment issues and redevelopment of Geauga Lake

Preservation and Conservation

- Preservation and conservation; city-owned property purchased for preservation¹⁰
- Help with conservation-oriented design, conservation development, green practices, development in general¹¹
- Preservation, property acquisition, Rails to Trails

Funding/Grants

While not the most frequently mentioned need, funding was an issue raised by participants at every meeting. In some cases, specific projects or types of projects were referenced as in need of funding. In other cases, participants indicated the need for general assistance with grant writing, grant administration, and identifying grants for projects as the need arises. Participants specifically indicated that they need help in identifying grants/funding for the following types of projects:

Storm Water and Flooding

- Flooding and stream bank erosion
- Regional efforts on storm water issues
- Phase II and other initiatives
- Storm water grants, implementation of green practices, individual projects
- Storm water best management practices (BMPs) and erosion projects
- Incorporating best management practices at new community facilities

Other

- Master planning
- Restoration
- Hiking trails, recreational facilities, wetlands mitigation

In addition, participants requested that CRWP develop of a calendar of [grant] deadlines and help them identify grant opportunities and match them to projects.

Technical Assistance

Participants identified a number of areas in which CRWP could provide technical assistance. While the detailed list is below, many of the needs relate to storm water and

¹⁰ Aurora/Bainbridge Township meeting

¹¹ Chardon, Claridon, and Munson townships' meeting

related issues such as erosion, flooding, and stream bank stabilization.

- [Set up of] storm water utility to fund maintenance and regulatory requirements¹²
- Stream bank stabilization, erosion, flooding
- Storm water runoff and sanitary sewer systems
- Storm water retrofits
- Steep slope/erosion issues, stream restoration, siltation
- Drainage issues between property owners
- Flooding, drainage, stream bank erosion problems
- Help with flooding issues
- Help [communities] mitigate flooding and other issues through use of best practices; use best practices to help leverage funds for projects
- Effective BMPs
- Offer creative and innovative solutions for managing storm water with aging infrastructure and managing potential increases in storm water
- Dam removal at spillway
- Maps, e.g., of watershed, roads¹³
- Oil and gas development
- Woody debris

Regulations and Requirements

The bulk of needs related to regulations and requirements revolved around compliance with and understanding of the NPDES permit program. The specific needs are listed below.

- Help define [community] responsibilities in inspecting commercial salt (and other) storage facilities
- Help member communities in interpreting and keeping track of EPA regulations/mandates; staying up-to-date with regulations and informing members of future Ohio EPA regulations
- Statewide updates on communities that have updated riparian setbacks¹⁴
- Storm water BMPs, Phase II, translating Chagrin River permit changes into local regulations, demonstration projects
- Basin retrofits: push ODNR for better options beyond changing the outlet structures

¹² Chagrin Falls Village and Chagrin Falls Township meeting

¹³ Auburn, Newbury, and Mantua townships' meeting

¹⁴ Meeting of Lake and Geauga County officials. Language here was taken verbatim from the meeting notes.

- Provide technical assistance/support/serve as a buffer at EPA audits; help in determining EPA expectations, upcoming regulations and how other communities are handling this
- Help in identifying and implementing programs for public involvement on innovative storm water management and practices

Maintenance of Storm Water Infrastructure

Issues related to maintenance of storm water infrastructure were prioritized on seven occasions during community meetings. Details are provided below.

- Long-term management of roadside ditches
- Management and/or maintenance of storm water infrastructure
 - On private property
 - Older drainage systems
 - Ravines [erosion]
 - Ponds

Provide Strategic Role in Helping Manage the Watershed

CRWP is in a unique position in that it can look out for the best interest of the watershed and how activities and policies need to be coordinated across political boundaries. Participants indicated the need for CRWP to provide a strategic role in helping manage the watershed. Some suggestions were proactive in nature; others suggested that CRWP serve more in an advisory or consulting role on specific issues.

- Galvanize other partners to explore opportunities to collectively manage watershed and redevelopment
- Provide holistic approach to watershed planning
- Provide strategic planning around the continued role of watershed groups as the NEORSD kicks off its storm water program
- Help to identify and prioritize larger scale projects and partners to work with on them (more significant impact) (mobilizing community support around these projects). Help to establish contacts and how to access them.
- Provide information on benefits to regional approaches to water issues, public education
- Help with process of developing strategic/plan for Mentor Marsh Ecosystem and participate in working group

Managing Relationships

There were three prioritized needs for CRWP to help manage relationships between itself and other entities (to improve coordination), as well as advocate on behalf of its member communities.

- Coordinate with SWCDs when talking with townships; clarify CRWP role; quarterly update meetings: project coordination, grant coordination (partnership-wide)
- Develop closer relationship with planning commissions to help motivate them to invite input from CRWP in initial planning of projects¹⁵
- Advocate for allocation of NEORSF funds to this area

Other

In addition to the needs that were selected as priorities by participants, the PM staff also identified one need that, while not selected as a first or second priority, was mentioned several times during the course of focus group sessions. This was to share best practices across the watershed and what is being done in other communities.

A complete list of needs identified by participants is provided in Appendix A.

¹⁵ Wickliffe and Willoughby Hills meeting

NEXT STEPS

The next challenge for CRWP staff and leadership is translating the needs assessment into a work plan or “to do” list. This will entail identifying deliverables that will satisfy the needs that were prioritized by participants, assigning staff to be responsible for completion of each deliverable, and establishing timelines for completion, as appropriate. As part of this process, staff and/or leadership will also need to establish what opportunities there may be for collaboration with stakeholder partners, determine the priority of each task or deliverable, and define benchmarks that will reflect progress or completion of each deliverable. In order to satisfy less tangible needs, like developing a closer relationship with planning commissions, CRWP may set a goal of meeting with planning commission chairs on a regular (e.g., annual) basis to discuss how CRWP might assist them in the initial planning of projects.

To define the appropriate deliverables, staff will need to look at the categories of needs and identify the best approach for tackling each. This will be different depending upon which of the eight categories of needs CRWP is addressing. For example, needs related to Information, Education, and Training may be dealt with broadly and in a way that a deliverable satisfies the needs of all members, whereas those in Planning, Development, Redevelopment, Resolutions, and Ordinances will need to be addressed on a community-by-community basis.

Since the overall needs are listed in order of greatest to least frequency of mention, CRWP should begin the work plan development process by examining the needs identified at the beginning of the Overall Member Needs subsection in the Needs of Members section.

Information, Education, and Training

In the area of information, education, and training, CRWP should conduct an inventory of available resources and ensure that all members have this information. This can be provided in a number of ways including posting the information on CRWP’s website or providing it to communities on some type of media like a compact disk. This might include links to customizable brochures from the U.S. EPA or free brochures that can be ordered from state or federal agencies. Once the inventory of resources has been completed, the staff assigned to this task can determine the gap by comparing what is already available to the specific needs described by the members. Once this has been completed, staff should determine what, among the needs, can reasonably be completed by staff and what can be done in cooperation with partners, develop a

prioritized list of specific materials or training sessions with a timeline for completion, and identify who will be responsible for each.

Planning, Development, Redevelopment, Resolutions, and Ordinances

Deliverables in this category can best be determined by looking at the needs prioritized at each community meeting. Staff will then need to ascertain which communities need assistance and in what specific areas.

Funding and grants

This category will likely take a similar approach to Information, Education, and Training, in that it will require an assessment of the type of grant information that CRWP staff already has. Staff will need to compare the grant information needs to what CRWP already collects and disseminates. Staff will also need to ensure that all members receive the grant information. This may simply involve expanding the content and recipient list of the existing “Phase II” email. Staff may need to identify grant resource listings such as *grants.gov* or others to expand the breadth of grant information.

In addition to an overall assessment of information, CRWP should review the needs identified in the community meetings for any specific projects members may have identified as needing funding. These projects may also appear in the Technical Assistance or Maintenance of Storm Water Infrastructure categories.

Technical Assistance

The nature of this category lends itself to a community-by-community assessment of needs. Staff will need to review the priority needs identified during the community meetings and assess the capacity of staff to undertake the technical assistance needed. Staff may need to contact the communities involved in the community meeting in which technical assistance was identified to determine which member(s) needs technical assistance.

Since there were overall themes among the technical assistance needs that were prioritized, CRWP may be able to identify overall programs, such as training, that may address some of the technical assistance needs on a larger scale, rather than dealing with each request one-on-one.

Regulations and Requirements

CRWP provides considerable assistance to members on NPDES Phase II compliance. Despite this, members have still identified needs related to these regulations. CRWP should review the needs acknowledged during the community meetings to ascertain which groups of members are in need of assistance, and the specific assistance requested. Some of the needs or services identified by communities are already being provided by CRWP. Consequently, staff will need to determine how to continue supporting these activities while taking on new ones. Some of these needs also overlap with those identified in other categories.

Storm Water Infrastructure Maintenance

This need was only prioritized at seven community meetings and is best dealt with on a community-by-community basis. Staff will need to review the priorities identified at each community meeting to narrow the list of those requesting assistance in this area. The strategies identified by staff to address the needs in this area will likely be useful to other communities beyond those prioritizing it in a community meeting. Consequently, CRWP should find a mechanism for sharing the information with all members.

Provide a Strategic Role in Helping Manage the Watershed

Most of the needs prioritized in this category relate to developing a holistic strategy for managing the watershed. Many of the activities conducted by CRWP staff already contribute toward the goal of managing the watershed. It may be helpful to identify the communities that prioritized this need to identify specific concerns or activities in which CRWP might engage. While a strategic plan might be helpful, home rule enables local communities to choose their own path. CRWP may find it needs to expand its educational role to address concerns in this area.

Managing Relationships

Needs in this category can be addressed through communication and coordination with SWCDs and NEORSD. CRWP's relationship with the planning commission was mentioned at the Wickliffe and Willoughby Hills community meeting. CRWP staff should reach out to participants of this meeting to clarify how their concerns might be addressed.

APPENDICES

Appendix A: Comprehensive List of Needs

Appendix B: Community Responses to Miscellaneous Focus Group Questions

Appendix A: Comprehensive List of Needs

Table 1: Needs Identified During Focus Group Sessions of CRWP Members

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Auburn, Newbury, and Mantua townships	Planning for future development including infrastructure	x	xx
Auburn, Newbury, and Mantua townships	Help with land use and zoning issues including mixed lot zoning, review of land use plan, etc., complaints and problems	x	
Auburn, Newbury, and Mantua townships	Education/training for realtors/developers on zoning terms including riparian setbacks, easements, etc...what do these mean?	xx	x
Auburn, Newbury, and Mantua townships	Grants, e.g., hiking trails, recreational facilities, wetlands mitigation	xxx	
Auburn, Newbury, and Mantua townships	Maps, e.g., of watershed, roads		x
Auburn, Newbury, and Mantua townships	Educational information (and training) or residents including articles for community newsletter, riparian/wetland setbacks and the need for these, what riparian setbacks mean and implications to landowners, fire ponds		x
Auburn, Newbury, and Mantua townships	Educational information for developers on pervious pavement		x
Auburn, Newbury, and Mantua townships	Oil and gas development		x
Auburn, Newbury, and Mantua townships	Annual report on work done by CRWP within each member community		
Auburn, Newbury, and Mantua townships	Information on what's being done in other communities, what they are facing		
Auburn, Newbury, and Mantua townships	Storm water flooding issues: roads, basements		
Auburn, Newbury, and Mantua townships	Maintenance of storm water infrastructure such as ponds		
Auburn, Newbury, and Mantua townships	Developing plan on how to deal with failing septic systems		
Auburn, Newbury, and Mantua townships	Provide information on state rule changes on septic		
Auburn, Newbury, and Mantua townships	Clarify role of Geauga SWCD vs. CRWP		
Aurora, Bainbridge Twp.	Targeted grant opportunities and administration	x	x

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Aurora, Bainbridge Township	Technical assistance on future Ohio EPA regulations and effective BMPs	x	
Aurora, Bainbridge Township	Holistic approach to watershed planning	x	
Aurora, Bainbridge Township	Redevelopment of Geauga Lake	xxx	x
Aurora, Bainbridge Township	City-owned property purchased for preservation: to best ensure its preservation		x
Aurora, Bainbridge Township	Basin retrofits: push DNR for better options beyond changing the outlet structures		x
Aurora, Bainbridge Township	Rewriting code (zoning, planning, residential conservation developments, parking, etc.)		xx
Aurora, Bainbridge Township	Sharing information across communities (interactive map, FTP site like service directors, facilitate meetings with neighboring communities)		
Aurora, Bainbridge Township	CRWP staff responsibilities and expertise		
Aurora, Bainbridge Township	Drainage issue in a riparian setback		
Aurora, Bainbridge Township	Spring flooding, erosion control issues (Cedar Street every year, for ex.)		
Aurora, Bainbridge Township	Balance reactive and proactive planning (dealing with existing problems vs. eliminating potential problems through foresight and effective planning)		
Aurora, Bainbridge Township	Educating local officials about conflicting uses (the bad effects of farming or riparian setbacks, for example)		
Aurora, Bainbridge Township	Amending master plan		
Aurora, Bainbridge Township	Educating homeowners about conservation easements on their land		
Aurora, Bainbridge Township	Educating HOAs about infrastructure maintenance responsibilities and inspection		
Aurora, Bainbridge Township	Database of conservation easements (including city owned)		
Bentleyville, Moreland Hills, Pepper Pike	Training and education materials for residents and property owners; drainage issues on private property; septic systems	xxxx	
Bentleyville, Moreland Hills, Pepper Pike	Training and education materials for landscapers and contractors	xxxxx	xx
Bentleyville, Moreland Hills, Pepper Pike	Regional funding opportunities; calendar of deadlines		x

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Bentleyville, Moreland Hills, Pepper Pike	How to develop remaining land		xx
Bentleyville, Moreland Hills, Pepper Pike	Steep slope/erosion issues, stream restoration, siltation		xxxx
Bentleyville, Moreland Hills, Pepper Pike	Public involvement activities to meet OEPA permit requirements		
Bentleyville, Moreland Hills, Pepper Pike	Evolution of storm water/sewer permits: foresee requirement of retrofitting to reduce runoff		
Bentleyville, Moreland Hills, Pepper Pike	CRWP could provide an article for communities' newsletters		
Bentleyville, Moreland Hills, Pepper Pike	Focused emails for different audiences or staff at municipalities		
Bentleyville, Moreland Hills, Pepper Pike	Information on projects and issues in other CRWP communities		
Chagrin Falls Village, Chagrin Falls Township	Dam removal at spillway project	xx	
Chagrin Falls Village, Chagrin Falls Township	Funding opportunities (storm water grants, implementation of green practices, individual projects)		x
Chagrin Falls Village, Chagrin Falls Township	Training of employees and facilitate discussions between departments		x
Chagrin Falls Village, Chagrin Falls Township	Technical assistance on storm water utility to fund maintenance and regulatory requirements		xx
Chagrin Falls Village, Chagrin Falls Township	Regulatory updates (storm water , including retrofits)		
Chagrin Falls Village, Chagrin Falls Township	Dry weather flow monitoring and other illicit discharge requirements		
Chagrin Falls Village, Chagrin Falls Township	Conservation easements		
Chagrin Falls Village, Chagrin Falls Township	Maintenance of storm water practices on community property		
Chagrin Falls Village, Chagrin Falls Township	Help with planning for development and redevelopment		
Chagrin Falls Village, Chagrin Falls Township	Training and education for homeowners association and residents on long-term maintenance of storm water infrastructure (ponds and dams)		
Chagrin Falls Village, Chagrin Falls Township	Share experiences and practices of other communities		

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Chardon city	CRWP should alert Chardon and advise of upcoming legislation, Phase II details, issues, grants (compliance, storm water , EPA regulations, etc.). Phase II compliance education to residents and businesses, help Chardon to prepare a proactive approach	xxx	
Chardon city	Work with developers on stream impact issues and options such as permeable pavement, rain gardens, and open space (conservation development)		x
Chardon city	Review codes and ordinances and advise on update (parking code and others)		xx
Chardon city	Receive information from CRWP on how partners can help with issues and CRWP (expertise and services); what can CRWP do for us?		
Chardon city	Rotate/change time, date, and location of CRWP board meetings so Chardon can attend		
Chardon city	Assistance with priority conservation and development areas.		
Chardon city	Work with residents and businesses on water issues (standing water, flooding) and erosion (upstream development)		
Chardon, Claridon, and Munson townships	Information /education for community employees/officials: what CRWP has done in other communities (Watershed Wiki), what other communities are doing, info on opportunities/new programs, demonstration projects (field trip for road superintendent, etc.).	x	x
Chardon, Claridon, and Munson townships	Education for residents: video PSAs, seminars, mailing materials, PDFs for posting on website, creative storm water management to handle flooding, maintenance of septic systems.	x	xx
Chardon, Claridon, and Munson townships	Help with conservation-oriented design, conservation development, green practices, development in general.	x	
Chardon, Claridon, and Munson townships	Funding/grants including applying for and administering, sources and restrictions. Help with restoration including help finding funding. ,	xx	xx
Chardon, Claridon, and Munson townships	Guidance on ditch stabilization and erosion control, best practices.		
Chardon, Claridon, and Munson townships	Help dealing with failing septic systems on community-wide basis		
Chardon, Claridon, and Munson townships	Lobby for better development and storm water practices, erosion control methods		

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Chardon, Claridon, and Munson townships	Mapping		
Chardon, Claridon, and Munson townships	Community gardens		
Chester and Russell Townships	Flooding, drainage, stream bank erosion problems-	x	x
Chester and Russell Townships	Education of residents: stream bank maintenance/erosion control, proper installation of erosion control measures, changes in policies/regulations, water law	x	x
Chester and Russell Townships	Long term management of roadside ditches, training on best practices for stabilization	x	x
Chester and Russell Townships	Info on what CRWP does within their community		
Chester and Russell Townships	Information on what's going on upstream		
Chester and Russell Townships	Grants: sediment and erosion control, maintenance of septic systems, water quality, installation of storm water management practices, maintenance of ditches		
Chester and Russell Townships	Phase II information/changes in policies/regulations.		
Chester and Russell Townships	Education of trustees, department heads, etc. on water rights of residents		
Chester and Russell Townships	Long-term plan to address what happens when septic systems and wastewater treatment plants stop working		
Chester and Russell Townships	Land use planning, plan for redevelopment and developing vision of what they'd like to see and what zoning needs to be in place to make this happen, town center planning, balanced growth (priority development and conservation areas)		
Chester and Russell Townships	Long-term plan for water quality/ maintenance/ improvement		
Cleveland Metroparks	Helping to identify and prioritize larger scale projects and partners to work with on them (more significant impact) (mobilizing community support around these projects). Helping to establish contacts, and how to access them.	xxxx	
Cleveland Metroparks	Grant writing and administration		xx
Cleveland Metroparks	Strategic planning around the continued role of watershed groups as NEORSD kicks off its storm water program		xx
Cleveland Metroparks	Flooding, erosion (moving forward with solutions)		

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Cleveland Metroparks	Storm water retrofits		
Cleveland Metroparks	Public education of homeowners and homeowners associations on maintenance of storm water facilities or retrofits of individual properties.		
Cleveland Metroparks	Facilitating a session with watershed groups to determine how to leverage strengths and resources available.		
Cleveland Metroparks	Grassroots effort among communities and their citizens to build support		
Eastlake, Willoughby	Comprehensive plan development (storm water , drainage issues)	x	
Eastlake, Willoughby	Grants (finding funds for projects, grant applications and process, funding for grant matches)	xx	x
Eastlake, Willoughby	Education: 1) elected officials, city leadership, and staff (policies and why practices should be enforced)) local and state governments on why economic development should occur.	xx	x
Eastlake, Willoughby	Assistance with updating parking codes and ordinances		x
Eastlake, Willoughby	Assistance with storm water runoff and sanitary sewer systems; also storm water retrofits.		xx
Eastlake, Willoughby	Advocacy (legislation and helping understand that cities have limited resources)		
Eastlake, Willoughby	Training and education (landscapers, HOAs, developers on a variety of issues: runoff, grass moving and dumping, etc.)		
Eastlake, Willoughby	Provide literature to residents on variety of topics		
Eastlake, Willoughby	Share best practices and what's being done in other communities.		
Eastlake, Willoughby	Prioritize projects and where money should first be spent		
Gates Mills, Hunting Valley	Outreach to mayors and managers groups or regional intergovernmental orgs re: services of CRWP	x	
Gates Mills, Hunting Valley	Managing potential increases in storm water	x	
Gates Mills, Hunting Valley	Funding for Phase II and other initiatives	xx	
Gates Mills, Hunting Valley	Education of residents on storm water issues, storm water infrastructure management, impervious surfaces, how to live near a river		x
Gates Mills, Hunting Valley	Education of new officials and council re: role and value of the Partnership: attend a council meeting		x

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Gates Mills, Hunting Valley	Maintenance of storm water infrastructure on private property		x
Gates Mills, Hunting Valley	Advocating for allocation of Sewer District funds to this area		x
Gates Mills, Hunting Valley	Stream bank erosion and stabilization issues; technical assistance		
Gates Mills, Hunting Valley	Zoning updates and riparian setbacks, development on challenging lots (steep slopes, etc.); balanced growth initiatives		
Gates Mills, Hunting Valley	Technical assistance meeting Phase II requirements		
Gates Mills, Hunting Valley	Assessing condition of dams		
Gates Mills, Hunting Valley	Aging home sewage treatment systems		
Gates Mills, Hunting Valley	Reformatting presentation of financial info to make it more understandable; outcome-oriented grant reporting		
Gates Mills, Hunting Valley	Help in identifying Phase II minimum control measures that CRWP could assist with		
Gates Mills, Hunting Valley	Slope stabilization and water movement to control erosion		
Kirtland, Kirtland Hills, Waite Hill	Maintenance of storm water infrastructure; maintenance of older drainage systems, ravine erosion; ditch problems	x	x
Kirtland, Kirtland Hills, Waite Hill	Drainage issues between property owners	xx	
Kirtland, Kirtland Hills, Waite Hill	Funding	xxxx	xx
Kirtland, Kirtland Hills, Waite Hill	Education of residents on role of CRWP and how they serve as a resource to village		x
Kirtland, Kirtland Hills, Waite Hill	Technical Assistance		x
Kirtland, Kirtland Hills, Waite Hill	Updating ordinances		x
Kirtland, Kirtland Hills, Waite Hill	Woody debris		x
Kirtland, Kirtland Hills, Waite Hill	Comprehensive plan		
Kirtland, Kirtland Hills, Waite Hill	Educate upstream mayor/council on impact of downstream impacts		
Kirtland, Kirtland Hills, Waite Hill	Federal regulations		

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Kirtland, Kirtland Hills, Waite Hill	Info for residents on CRWP resources		
Kirtland, Kirtland Hills, Waite Hill	Mapping		
Kirtland, Kirtland Hills, Waite Hill	MS4/NPDES		
Kirtland, Kirtland Hills, Waite Hill	New regulations		
Kirtland, Kirtland Hills, Waite Hill	ODOT/I-90		
Kirtland, Kirtland Hills, Waite Hill	Sedimentation		
Lake and Geauga counties	Model regulations/code updates	x	
Lake and Geauga counties	Staying up-to-date with regulations	xx	x
Lake and Geauga counties	Coordinate with Soil and Water when talking with townships; clarify CRWP role; quarterly update meetings: project coordination, grant coordination (partnership-wide)	xxx	
Lake and Geauga counties	Assistance with grants (flooding, stream bank erosion, regional efforts on storm water issues)		x
Lake and Geauga counties	Statewide updates on communities that have updated riparian setbacks		x
Lake and Geauga counties	Information on benefits to regional approaches to water issues, public education		x
Lake and Geauga counties	Technical assistance with master planning and funding		xx
Lake and Geauga counties	Educational help on storm water issues (incl. riparian setbacks, info on communities that have adopted them)		
Lake and Geauga counties	Chagrin-specific permit		
Lake and Geauga counties	Implementation of new permitting standards at local level		
Lake and Geauga counties	Private property problems: no solutions available for funding of storm water retrofits		
Lake and Geauga counties	Residential flooding, stream erosion, roadside ditches		
Lake and Geauga counties	Agriculture: pollution prevention, erosion and sediment control to the same standards as a construction site		
Lake and Geauga counties	CRWP as grant applicant on projects that cross community borders		

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Lake Metroparks, Geauga Park District	Storm water BMPs, Phase II, translating Chagrin River permit changes into local regulations, demonstration projects	x	
Lake Metroparks, Geauga Park District	Grant seeking assistance: storm water BMPs and erosion projects	xxx	x
Lake Metroparks, Geauga Park District	Technical assistance: Stream bank stabilization, erosion, flooding		xxx
Lake Metroparks, Geauga Park District	Local community zoning. Partnering with local communities to help implement better local controls (sediment/erosion or riparian protection).		
Lake Metroparks, Geauga Park District	Resident issues/conflicts (stream bank stabilization, erosion control, invasive species)		
Lake Metroparks, Geauga Park District	Educate upstream partners on impacts of their behaviors (invasive species, storm water management, cold water habitat)		
Lake Metroparks, Geauga Park District	Educate residents on cold water habitat issues, stream bank stabilization, invasive species, sediment and erosion control		
Lake Metroparks, Geauga Park District	Grand River Partners: is there a support/information role for CRWP there?		
Lake Metroparks, Geauga Park District	Prioritizing areas for protection and development; Balanced Growth		
Lake Metroparks, Geauga Park District	GIS and mapping assistance		
Mayfield Village, Mayfield Heights	Storm water management: being creative and innovative on managing storm water with aging infrastructure	xx	x
Mayfield Village, Mayfield Heights	Help member communities in interpreting and keeping track of EPA regulations/mandates	xx	xx
Mayfield Village, Mayfield Heights	Better educate community and council on CRWP activities and how CRWP can help on environmental issues (Public education/public involvement, public TV, flyers, community newsletters, etc.)		x
Mayfield Village, Mayfield Heights	Better educate general public on watershed activities		
Mayfield Village, Mayfield Heights	Flooding: basement, surface (work with property owners)		
Mayfield Village, Mayfield Heights	Land owner program to recommend BMPs on property		

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Mayfield Village, Mayfield Heights	Educate property owners, schools, businesses, homeowners associations and public on storm water management fee, how to lower costs of storm water management, inspection and maintenance program.		
Mentor	Education engineers, architects, people involved in the design on development of sensitive areas, redevelopment BMPs; advocacy	x	
Mentor	Mentor Marsh Ecosystem- Help with process of developing strategic/plan for mentor marsh and participate in working group.	xxx	
Mentor	Galvanize other partners to explore opportunities to collectively manage watershed and redevelopment		x
Mentor	Help on zoning code issues including sharpening redevelopment guidelines, develop a new standard for development that incorporates concerns such as water and environmental issues.		x
Mentor	Management and maintenance of storm water infrastructure (including ponds)		x
Mentor	Educating the public on what they can do to help out with water issues such as rain barrels, rain gardens.		x
Mentor	Flooding- sanitary capacity, basements		
Mentor	Salt tailings issue at edge of mentor marsh.		
Mentor	What are commonalities with the other communities?		
Mentor	Balanced growth- e.g., Education of council and others. What works for projects, such as stream restoration?		
Mentor	Info on how well certain BMPs work and experiences of other communities.		
Mentor	More information on projects going on in other communities to show people in the city what other communities are receiving.		
Mentor	Education to city on what services CRWP offer and what their areas of expertise are.		
Orange and Woodmere villages	Planning for managing septic systems (e.g., phase out or retooling), storm water infrastructure.	x	xx

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Orange and Woodmere villages	Training/education for residents: innovative storm water management and practices (rain barrels, sensible salting, composting, infiltration, and cisterns), Code review to ensure innovative storm water management and practices (rain barrels, etc.) are permitted. Help in identifying and implementing programs for public involvement on innovative storm water management and practices.	xx	xxxx
Orange and Woodmere villages	Grants/funding information – e.g., for incorporating best management practices at new community facilities.	xxx	
Orange and Woodmere villages	Help in packaging environmental message: connect activities that help the river to its value, dam removal and its implications		
Orange and Woodmere villages	Provide information on what surrounding communities have done and their level of success		
Orange and Woodmere villages	Help build a network of environmental champions to spread the word (e.g., fishing, bicycling groups)		
Orange and Woodmere villages	Speak at professional organization meetings		
Orange and Woodmere villages	Environmental education in schools		
Orange and Woodmere villages	Educational info for newsletters		
Orange and Woodmere villages	Back wooded lot development as conservation areas		
Orange and Woodmere villages	Support with storm water management plan. (this is a given)		
Solon	Education/training: city employees, elected and appointment officials including class 4 regulations on compost	x	x
Solon	Help with codes and ordinances: storm water, including understanding how to consistently interpret for redevelopments and tightening regulations on homeowner association responsibility	x	x
Solon	Education/training: commercial	x	
Solon	Help define city responsibilities in inspecting commercial salt (and other?) storage facilities	x	
Solon	Preservation, property acquisition, Rails to Trails	x	
Solon	Help with codes and ordinances: other (tree preservation, riparian, parking, floodplain, etc.)		x

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Solon	Technical assistance/support/buffer at EPA audits; help in determining EPA expectations, upcoming regulations and how other communities are handling this		x
Solon	Redevelopment issues (commercial)		x
Solon	Education/training: residential		
Solon	Education/training: industrial		
Solon	Newer educational materials for distribution		
Solon	Wetlands banking		
Solon	Stomrwater and related flooding issues		
Solon	Help with project permitting w/Army Corps		
Solon	Maintenance of SW infrastructure		
Solon	Staffing at Earth Day to help answer resident questions		
Solon	Grant Assistance- Land acquisition, bikeways, SWIF, 319.		
South Russell	Homeowner info/education/outreach: roadside ditches/maintenance of lakes, dams	x	
South Russell	Curriculum for regular CRWP info sessions for residents	xx	
South Russell	Identify grant opportunities and match them to projects where they can be applied		xxx
South Russell	Strategies for replacing aging septic systems		
South Russell	Coordination with other communities on opportunities/shared experiences		
South Russell	Tech. assistance on drainage from CRWP		
South Russell	'Live and Current' list of projects, and help prioritizing the projects		
South Russell	Coordinate communication between village and CRWP with residents		
South Russell	Help with review and assistance of storm water ordinances		
Wickliffe, Willoughby Hills	Work with property owners and managers on flooding issues (home, surface, etc.) and standing water	x	xx
Wickliffe, Willoughby Hills	Educate on upstream projects and monitoring runoff	x	
Wickliffe, Willoughby Hills	Communications: Utilize local newsletters to write articles to educate and inform citizens; attend storm water commission meetings	x	
Wickliffe, Willoughby Hills	Help cities mitigate flooding and other issues through use of best practices; use best practices to help leverage \$ for projects	xx	

**Needs Assessment and
Service Strategy**

Communities/entities represented	Issues/needs identified	Priority #1	Priority #2
Wickliffe, Willoughby Hills	Develop an “Angie’s List” of sources of assistance and education for cities/residents		x
Wickliffe, Willoughby Hills	Develop closer relationship with planning commissions to help motivate them to invite input from CRWP in initial planning of projects		xx
Wickliffe, Willoughby Hills	Provide info on successes of grants across watershed, projects in cities, and activities in flood plains, and share across cities		

Appendix B: Community Responses to Miscellaneous Focus Group Questions

What type of information might your community or organization want to receive from CRWP that it isn't currently receiving? (NOTE: these "needs" identified among the responses to this question were incorporated into the items that were prioritized by participants; some were selected as priorities and some were not).

Aurora and Bainbridge

- Information for township employees vs. residents.
- Grant opportunities
- Nothing we are not receiving at this point. Communicating very well and completely.
- Communicate really well. Website could be used to share info and data among CRWP communities (following the service director's model with Aurora, Twinsburg, Ravenna, etc.)
- Grants gathered in a single spreadsheet. Quick synopses of crucial information
- Everything we get is what we need.
- Changeover in CRWP staff created uncertainty in terms of staffing responsibilities: who does what
- Interactive map of related projects
- Out of the box ideas aren't well received in the community/Geauga county, so sharing of projects across CRWP communities would help pave the way

Bentleyville, Moreland Hills, and Pepper Pike

- None
- What we get seems to satisfy needs; they provide what we request
- Suggested readings and info on what communities facing similar issues are doing; current advances, approaches, and issues in CRWP communities
- Want to better understand CRWP's mission: residents are not aware of CRWP or its work. More contact with or info to residents (like the 'consumer friendly' brochures that CRWP has developed). Info sharing on ideas that are scalable to other communities
- Calendar showing deadlines re: funding opportunities to facilitate support gathering (water quality, land conservation, green infrastructure projects etc.)
- More info on household sewage treatment and latest changes on regulations and requirements from state or federal agencies
- CRWP could provide an article for communities' newsletters
- Emails are pretty large, and info gets lost : focused emails for different audiences or staff at municipalities

- Periodic emails updating on activities

Chagrin Falls Township and Chagrin Falls Village

- Regulatory updates
- Grant information – storm water control, individual projects, community implementation of green practices

Chardon

- City is just scratching the surface of what CRWP can provide
- They don't know what CRWP's expertise is and what they can help with
- They get a great deal of information from Amy
- City would like to be informed of things like legislation that is coming in the future
- Information to help city prepare for future issues. Costs with compliance Planning for future

Chardon, Claridon, and Munson Townships

- Keep us informed of opportunities
- Providing database of information for members to look up topics
- Ten-minute storm water DVD for residents to look at. Maybe have it posted on the members' websites
- Phase II information

Chester and Russell Townships

- Learning about what CRWP can offer
- Advice on things to help the roads. Sediment controls and erosion, grant opportunities, storm water
- Help with identifying priorities. Gaining comprehensive knowledge of the issues.
- Assistance interacting with residents

Cleveland Metroparks

- I do not think so. Maybe it would help to hear about projects that they are interested in.
- Sometimes the updates about what is going on are good. People do. Communicate about projects when things come up. That works well.
- They should take the time to read email blasts to keep up with what is going on in the community
- Metroparks has a representative on most of boards. So they relay information.
- Some groups have better email blast than others. Some do a good job of listing the main points at the beginning and people can pick out what interests them. It is a challenge to keep up with the communications.

Eastlake and Willoughby

- We get all kinds of information from CRWP
- They feel comfortable reaching out to CRWP when they have a specific question
- CRWP will research if it is a new question.
- They get regular communication from CRWP
- Summary of information at beginning at emails

Gates Mills and Hunting Valley

- Format for financial info is conveyed could be more immediately understandable
- More info on the big picture assessment: is the watershed as a whole better off? Worse? What would make it better off?
- Specific outcomes for grants: what did you do with grants received? (again, larger frame of reference than individual projects)
- Flooding situation after removal of dam?
- I am not sure fully what the Partnership can do for me
- More increased info/help on Phase II storm water compliance (standardized across the watershed perhaps)

Kirtland, Kirtland Hills, and Waite Hill

- Helpful for residents to see village's interaction through CRWP. Target residents rather than municipalities. Info not disseminated too far in the village.
- Green infrastructure. A developing field. We need CRWP to keep up with developments and disseminate to us, i.e., porous pavement, green roof. For residents and city people. Keeping up with new things.
- The only thing I see lacking is funding for their efforts, communication and programs
- Residents of communities are members of CRWP, by extension. What is the way to make connection between CRWP and residents (except by referral)?
- Integrate CRWP into community websites, and use that to connect residents to CRWP
- CRWP facilitates inter-community cooperation
- Facilitate info distribution or even conflict resolution as an outside entity/disinterested party
- CRWP can connect member communities to other organizations and entities (SWCDs, etc.)

Lake and Geauga County

- We are a trend-based business (hot topics). Emerging trends have slowed down, it seems. Wetland banks, on-site mitigation
- I get everything, it seems. Updates on permitting info and rule changes
- None that I can think of.

- Emerging issue is fracking/injection wells but not a settled issue enough for CRWP to take up
- Oil and gas drilling is becoming more prominent, again
- We get it when we need it, largely. CRWP keep Geauga SWCD informed of contact with residents and townships, and assistance provided. Coordinate between agencies.
- Getting everything needed

Lake Metroparks and Geauga Park District

- They do a pretty good job keeping us informed
- Outreach to upstream neighbors re: storm water management, invasive species, or cold water habitats

Mayfield Heights and Mayfield Village

- CRWP is very helpful with technical stuff. They fill a hole.
- They get what they need. What is lacking is getting the word out to the community. Mayor and Council need to be aware and get the word out to the community. Mayor and council would be a good start.
- We need to get the messages out and explain why we are doing certain projects. It helps when people understand.
- Maybe an informational flyer about CRWP (direct mailing) or a commercial on the local channel. Same way for name recognition. Only a small percentage of people are aware of CRWP.
- Communication ideas: Public TV PSAs, community newsletter, direct mail.

Mentor

- CRWP usually provides zoning information to Mentor, what they provide is adequate.
- They provide us with the information we are looking for.
- Maybe more information on projects going on in other communities. It helps to show people in the city what other communities are receiving.

Newbury

- More information on availability of grants.
- Grant opportunities, it would be helpful if CRWP could provide information on grants. Relating to trails, parks, wetlands mitigation, recreation.
- What else is available that townships do not know about?
- Maps

Orange and Woodmere Villages

- If specific issues come up, we would contact CRWP and ask for new information. We know we can call them and if they do not know the answers, they know who to talk to.
- The information received is more than they use now.
- They provide a lot of useful information.

Solon

- It would be helpful to know more about what CRWP can offer to City. Maybe there are things that we are not aware of.
- Add us to a contact list
- We could use a refresher on what services are available
- Guidance and help with storm water ordinance
- It would be great to get CRWP emails

South Russell

- What other projects or grants can we pursue? But we get pretty regular communication. When we hear about a potential grant or project, it is sometimes hard to visualize what we can really do with it. Do any of our needs apply? It's unclear sometimes. Can Partnership help us match our needs to grant opportunities or project ideas? There is a lot of info conveyed, so maybe some gets lost in the shuffle.
- Inventory of projects that stays current, so that when funding becomes available, it is easier to match to projects. And assigning priorities to the projects, to make it easier for village to assess whether to pursue and raise the match funding, etc. Establish a list of viable watershed-related projects, so it is easier to consider funding opportunities; collaboration between village and partnership.
- Funding opportunities. Community and residential needs inventory, to help match to funding.
- Coordination of communication with residents between partnership and village is important
- The right level of communication requires proactive communication (outreach) and a repository of knowledge or information, which is in many ways already in place between combination of village and CRWP websites

Wickliffe and Willoughby Hills

- Information on what activities are going on in other cities in the watershed
- Successes on grants across the watershed (who got what and amount)
- Information on activities in flood plain; can we have a training session with Cleveland Metroparks on flood plain?

- Info on what's happening in other communities so can possibly work together on issues
- CRWP branch out its services to be more comprehensive (inventory issues of cities and how changes impact, where cities can get help, info on cities with other issues)
- Get info in the initial planning stages (flood plain) so can suggest alternatives to property owners

How does CRWP currently communicate with you and what type of information do you receive?

The most frequent responses regarding methods of communication from CRWP were email and telephone calls. Many participants also indicated that they received a monthly email from CRWP containing information such as grant opportunities. They also indicated that representatives or employees of their organization or community would call a staff member at CRWP with questions. Many members also indicated that a representative from their organization attended CRWP quarterly board meetings and that this was an effective way to receive information and updates about CRWP. Several participants indicated that they received copies of meeting minutes and CRWP's annual report.

Besides CRWP, who else assists you in meeting these challenges?

- Soil and Water Conservation Districts (15 mentions)
- Board of Health or Health Department (13 mentions)
- Colleagues (10 mentions)
- Land conservancies (9 mentions)
- Engineers/engineering staff (8 mentions)
- Consultants (8 mentions)
- Planning Commission (6 mentions)
- Various county offices (6 mentions)
- Army Corps of Engineers (5 mentions)
- NE Ohio Regional Sewer District (5 mentions)
- Ohio EPA or EPA (9 mentions)
- Ohio Department of Natural Resources (4 mentions)
- Watershed groups (4 mentions)
- Professional groups (4 mentions)
- Parks districts (4 mentions)
- Storm water management department (3 mentions)
- Miscellaneous groups: adjacent property owners, internal staff, Cleveland

Museum of Natural History, Lake Erie Allegheny Partnership for Biodiversity, March Area Regional Coalition, NE Ohio Storm water Training Council, Northeast Ohio Areawide Coordinating Agency, Ohio Public Works Commission, port authority, Trust for Public Land, and West Creek