

**NORTH MARIN WATER DISTRICT
MINUTES OF REGULAR MEETING
OF THE BOARD OF DIRECTORS
September 3, 2019**

CALL TO ORDER

President Jack Baker called the regular meeting of the Board of Directors of North Marin Water District to order at 6:01 p.m. at the District Headquarters and the agenda was accepted as presented. Present were Directors Jack Baker, Rick Frites, James Grossi, Michael Joly and Stephen Petterle. Also present were General Manager Drew McIntyre, District Secretary Terrie Kehoe, Auditor-Controller Julie Blue and Chief Engineer Rocky Vogler.

Claire Knoles and Kayla Swenson (Kiosk), District employees Robert Clark (Operations/Maintenance) and Ryan Grisso (Water Conservation Coordinator) were also in attendance.

MINUTES

On motion of Director Frites, seconded by Director Joly the Board approved the minutes from the August 20, 2019 meeting by the following vote:

AYES: Director Baker, Frites, Grossi, Joly and Petterle

NOES: None

ABSTAIN: None

ABSENT: None

GENERAL MANAGER'S REPORT

Novato Chamber of Commerce Government Affairs Committee

Mr. McIntyre announced that he had his first monthly noon time meeting with the Novato Chamber of Commerce Government Affairs Committee and heard a presentation on the proposed County Wide Wildfire Prevention and Mitigation Initiative for the March 2020 election.

Public Safety Power Shutoff (PSPS)

Mr. McIntyre advised the Board that he and Mr. Clark will be attending their third local partners Public Safety Power Shutoff (PSPS) planning meeting on September 12th. He added that the local partners include the Novato Police Department, Novato Fire District, Novato Sanitary District, Novato Unified School District and the Marin Humane Society.

TAC Meeting

Mr. McIntyre informed the Board that he and Mr. Vogler will be attending a TAC meeting in Santa Rosa on September 9th.

OPEN TIME

President Baker asked if anyone in the audience wished to bring up an item not on the agenda and there was no response.

STAFF/DIRECTORS REPORTS

President Baker asked if staff or Directors wished to bring up an item not on the agenda and the following items were discussed:

Mr. Vogler reminded the Board that the deadline for Water Master Plan comments was today; but asked the Board if they needed more time to review. After general discussion it was decided that the comment deadline will be extended to September 17th.

Ms. Kehoe informed the Board that the District recently donated the old iPads to North Marin Community Services. She noted that they will use them to strengthen all of their programs including, Counseling, Child Development, and Case Management. Director Baker commented that it was great to see them go to a good home.

CONSENT CALENDAR

On the motion of Director Petterle, and seconded by Director Joly the Board approved the consent calendar by the following vote:

AYES: Director Baker, Fraites, Grossi, Joly, and Petterle

NOES: None

ABSTAIN: None

ABSENT: None

WATER AGREEMENT NOVATO UNIFIED SCHOOL DISTRICT (NUSD) - GROUNDS MAINTENANCE AND OPERATIONS (GMO) FACILITY, APN 157-980-07

The Board approved authorization of a Water Service Agreement for Novato Unified School District's Grounds Maintenance and Operations Facility. The project will construct a 10,800 square foot Grounds Maintenance and Operations facility at the corner of State Access Road and C Street. The facility will include office space, parts/equipment storage and shop space.

ACWA REGION 1 BOARD ELECTION (2020-2021)

The Board authorized the General Manager to vote for the ACWA Region 1 Nominating Committee's recommended slate for 2020 and 2021.

DANIEL MACDONALD AIA ARCHITECTS, INC. – CONSULTING SERVICES AGREEMENT – LYNWOOD PUMP STATION MOTOR CONTROL CENTER

The Board authorized the General Manager to execute a Consulting Services Agreement with Daniel MacDonald AIA Architects, Inc. for design services related to the Lynwood Pump Station Motor Control Center improvements project. The scope of work includes a framing plan, coordination with structural engineers, preparation of steel plan diagrams including a schedule suitable for bidding, and revised details for concrete, steel gate and drainage.

ACTION ITEMS

LOW PRESSURE WATER SERVICE AGREEMENT – BAHIA HEIGHTS, MISTY ROAD, NOVATO – APN 143-272-07

Mr. Vogler requested that the Board approve a Low Pressure Water Service Agreement for the Bahia Heights project. He added that the project proposes to construct nine single family homes upon an 8.7 acre vacant parcel located on an extension of Misty Court, off of Topaz Drive. Mr. Vogler explained the initial design was to bring water from Zone 2 to serve the higher elevation homes; but a viable Zone 2 pipeline alignment could not be found due to easement difficulties and steep terrain. Mr. Vogler stated that they worked with the fire department to develop a plan to serve all lots from a Zone 1 pipeline extension that results in 6 low pressure lots. He stated that, while infrequent, Low Pressure agreements for multiple lots have been approved by the Board in the past when there are no other viable alternatives.

Director Baker commented that he was under the understanding that the District tries to discourage low pressure services because of the problems and misunderstandings of low pressure from the consumer. Mr. McIntyre confirmed, stating that we do everything we can to discourage low pressure services; but on some occasions they are the only option. He added that low pressure service agreements are recorded at the County so any potential home buyer will know the low pressure service conditions when reviewing the title report. Director Baker asked that since this is a new subdivision, can we deny the project. Director Petterle asked what the pressure was. Mr. Vogler responded that the highest lot finished grade elevation results in a pressure around 30 psi, and normal pressure is considered 40 psi, so it is not significantly below the standard. He also added Novato Fire District required extra construction, noting the services will be two inch laterals and one and a half inch meters. Mr. Vogler stated a

robust sprinkling system is required and the developer has to do extra and provide privately owned booster pump systems.

Director Joly asked if the hydrants are color coded to determine pressure. Mr. Vogler replied that there is a color code for flow rate which ranges are determined by Novato Fire District. Director Fraites asked if the project is on a ridge line. Mr. Vogler replied that it is nestled in the valley. Director Baker stated that the design makes the best of an awkward situation; however he is inclined to disapprove because of past problems that have come up with people who have low pressure. Director Baker asked if the Board can opt to deny service. Mr. McIntyre replied that we have to provide service in our service area; but we can define the terms. He added that while it is technically feasible to extend Zone 2 services, the long term slope stability risk to a pipeline solely serving six marginally low pressure lots is of concern. Director Joly asked if staff felt comfortable with the agreement, and if they did not foresee any legal problems. Director Fraites commented that as long as the homeowner is aware it should not be an issue. Mr. McIntyre reminded the Board that we have hundreds of low pressure services in our system. Director Grossi stated they should have plenty of pressure capacity.

On the motion of Director Joly, and seconded by Director Grossi the Board approved the Low Pressure Water Service Agreement for Bahia Heights, Misty Road, Novato by the following vote:

AYES: Director Fraites, Grossi, Joly, Petterle

NOES: None

ABSTAIN: Director Baker

ABSENT: None

RESPONSE TO SONOMA COUNTY 2018-19 CIVIL GRAND JURY REPORT – WILL THERE BE WATER AFTER AN EARTHQUAKE?

Mr. McIntyre apprised the Board on a response to Sonoma County 2018-19 Civil Grand Jury Report – Will There be Water After an Earthquake? He noted that SCWA submitted a response to the Grand Jury findings and recommendations however their response did not include responses to finding F8 and recommendation R5 which should be provided by the Agency's Water Contractors. Mr. McIntyre added that as a Water Agency Contractor, NMWD is required to provide a response by September 12th. In reviewing the District's draft response letter, he stated that F8 and R5 responses were reviewed by legal counsel. Mr. McIntyre stated that SCWA is to be commended for being proactive in getting grant funds for many earthquake hazard mitigation projects. He added SCWA will discuss accelerating progress on various

earthquake hazard mitigation projects with the water contractors as part of the FY21 budget review cycle early in 2020.

Director Joly commented that he thought this was a great, and expressed his concern about seismic activity since it has been a long time since we have had a major earthquake. He stated he found this quite interesting, and he would be interested in seeing the Jacobs study. Mr. McIntyre stated there is nothing to see yet but the report will be brought back to the Board in the future. Director Joly asked why the General Manger does not sign in addition to the Board President. Mr. McIntyre replied that historically the General Manager signs, but in this case the letter is being signed by the Board President to take advantage of the full ninety day response period. He added that we didn't get the Agency's response until August 12th which was about 60 days after the initial report date.

On the motion of Director Joly, and seconded by Director Petterle the Board approved the response to Sonoma County 2018-19 Civil Grand Jury Report by the following vote:

AYES: Director Baker, Fraites, Grossi, Joly, Petterle

NOES: None

ABSTAIN: None

ABSENT: None

INFORMATION ITEMS

PUBLIC COMMUNICATION PLAN PRESENTATION

Mr. Grisso introduced Claire Knoles and Kayla Swenson from Kiosk and advised the Board that this work is a result of the NMWD 2018 Strategic Plan goal related to increasing customer engagement. He added Kiosk has completed a draft plan and now wish to present their findings and recommendations to the Board. Mr. Grisso explained the goal is to increase communication, improve our image, and receive customer input. He added that we chose Kiosk because they are a full service, local marketing firm that has worked successfully with the City of Novato.

Ms. Knoles began the presentation giving a summary of their work which was based on research and outreach including interviews with staff, select Board members, customer focus groups, and review of best practices of other agencies. She added they analyzed their findings and came up with a plan based on various strategies/objectives. Ms. Knoles stated the next step is for plan approval in order to move forward with implementation.

Director Fraites asked how they got customer representation and focus groups. Ms. Knoles replied that it was by invitation and it included a good cross section of the population.

She added they asked a series of questions, had them review and critique the website, and give feedback as to what information they wanted more of. Director Baker asked how they first drew people in. Ms. Knoles replied that NMWD management did the initial selection of District staff and Kiosk brought in members from the community. Director Joly asked if there will be more specifics in a later report. Ms. Knoles replied that more detailed information will follow in the handout after the presentation. Ms. Knoles stated that universally we have an organization of people that are considered to be high quality, but communication could be better. Ms. Knoles added that staff does a good job with the limited resources they have, however increase of social media support is a priority.

Ms. Knoles added that the website is also non ADA compliant for screen users that have a disability, noting some agencies have been sued for this. She recommended the District should use Twitter, adding the City of Novato currently uses it and has created short videos to communicate better. Ms. Knoles stated that increasing social media is the most cost effective way to communicate with your customers. To summarize Ms. Knoles stated the communication objectives for the next fiscal year is brand recognition, outreach to more customers, engage with customers and get feedback, and build trust which is especially important with rate increases.

When shown the September 17th deadline for Board adoption, Director Joly stated he would like more time to review information with staff. Mr. McIntyre confirmed it will not be a problem to provide more time and recommended an initial review of the detailed plan at the September 17th meeting with adoption at the October 1 meeting.

Director Petterle remarked that he is excited, the presentation was great and added he enjoyed speaking with Kiosk a few months ago. He added he is thrilled that we are taking this on, and noted it is critical to take into account the proper funding and staffing we will need to support this program. Ms. Knoles replied that staff recommended splitting the goals in two fiscal years to be mindful of budgets. Director Joly agreed with Director Petterle's comments, adding this is a jewel of an organization, staff and quality of service as stated is excellent. He stated we just need to update our outreach to continue to build their trust.

Director Grossi stated that he is glad to see we are being proactive and are getting ahead of any potential political problems. He asked if Kiosk noticed that not many people from the public attend our meetings, and that is because we are well run agency with little problems; although he agrees it is still great to get ahead of anything before it becomes a problem. Director Joly commented the optics were great, and the Board is doing a splendid job getting across the message. Director Grossi expressed his concern about videotaping the meetings. Director Fraites stated that the District has great employees, and we don't get many people

because the public is satisfied, adding he is not sure about a video; however he is not opposed unless it is a large expense. Director Fraites also commented that he thought the Water Day was a good idea and we need to come up with other events. Director Joly expressed that we do need help and guidance on the pitfalls to avoid and expects that Kiosk has the experience on how to best do this.

FY 18-19 WATER CONSERVATION YEAR END REPORT

Mr. Grisso updated the Board on the FY 18-19 Water Conservation Year End Report. This included an update on water conservation programs as well as public outreach activities implemented during FY 2018/2019. Director Joly said that people have told him they love the new AMI because they can remotely monitor their use when they are away. Director Baker asked what the feedback was that we are getting from people, if it was high water use mostly due to irrigation. Mr. Grisso replied that it is the alerts that cause staff to contact the customer, or the customer will get an automatic email alert, which could be just an irrigation system that is turned on. Mr. Grisso also pointed out that in the past sometimes a customer wouldn't know they had a problem until they got their bill which could be up to sixty days; now we have the data and can communicate with the customer in a timely and positive way.

Director Joly asked Mr. Grisso his thoughts about the expenditures and what we need to budget going forward. Mr. Grisso replied that we were well below the budget the last few years. Director Joly asked what the \$390,000 budget includes. Mr. McIntyre stated that more detailed information can be provided to the Board at a later meeting. Mr. Grisso stated the toilet rebates are stable; cash for grass is lower this year, water smart controllers increase every year and added NMWD may have an opportunity to participate with the grant funded programs this year. Director Baker complimented Mr. Grisso on a good report.

FY 18-19 ENGINEERING DEPARTMENT YEAR END REPORT

Mr. Vogler reviewed the FY 18-19 Engineering Department Year End Report. He provided the Board with the year-end status on the District's performance in completing budgeted FY 18-19 Capital Improvement Projects (CIP) noting the original budget anticipated thirty-one projects, some were deferred, deleted or added, resulting in a new total of forty-eight projects. He added that twenty-six out of the forty-eight projects were completed and about 51% of the budget was spent. Mr. Vogler mentioned upcoming work which included the San Mateo Inlet/Outlet Pipeline which has had some delay due to getting an easement in place. He noted the developer side of work has increased which he expects to continue to see in the next fiscal year. Director Joly asked if he was happy with how the developer projects were proceeding. Mr. Vogler responded that the City of Novato and special districts do their part to

streamline and expedite developer projects to get the projects constructed. Director Joly commented that it was a great report.

Director Baker noted that we had problems with the PRE Tank 4A, and asked the current status of the project. Mr. Vogler replied it will be either on the September 17th or October 1st agenda for the Board to approve advertisement for bid with construction starting in early 2020. Director Baker asked Mr. Vogler to keep the Board apprised since there were many hurdles, permits and politics with that project. Director Grossi asked what the anticipated cost will be due to the delay of the project. Mr. Vogler replied that they will know more once the bids come in, however generally it is good to go out to bid in fall/winter.

Director Fraites inquired about the bird netting at the Stafford Treatment Plant. Mr. Clark replied that they had swallow problems in the spring that made a mess in front of the Plant, so he had a company install bird netting.

WAC/TAC MEETING – AUGUST 5, 2019

Mr. McIntyre updated the Board on the current WAC/TAC Meeting that occurred on August 5, 2019.

MISCELLANEOUS

The Board received the following miscellaneous items: Disbursements – Dated August 22, 2019 and Disbursements – Dated August 29, 2019

The Board received the following news articles: Marin outage hits 61K customers – PACIFIC GAS & ELECTRIC; Novato Chamber of Commerce to Host Election Forum; Lawsuit challenges MMWD fee; Marin IJ Editorial - Housing goals, Coast Guard plan a good fit; Novato Police chief selected as interim manager and Marin Schools - Pension debt load detailed in report.

CLOSED SESSION

President Baker adjourned the Board into closed session at 7:36 p.m. in accordance with California Government Code Section 54957 - Public Employee Performance Evaluation (One), Title: General Manager.

CLOSED SESSION

Upon returning to regular session at 8:45 p.m., President Baker stated that during the closed session the Board had discussed the issue and no reportable action had been taken.

ADJOURNMENT

President Baker adjourned the meeting at 8:45 p.m.

Submitted by

A handwritten signature in cursive script that reads "Theresa Kehoe". The signature is written in black ink and is positioned below the "Submitted by" text.

Theresa Kehoe
District Secretary