LEGISLATIVE AND PUBLIC OUTREACH COMMITTEE

In an effort to prevent the spread of COVID-19 and in accordance with Governor Newsom's Executive Order N-25-20 and N-29-20, this meeting is being conducted via teleconference. There will be no public location for attending this meeting in person. Members of the public may listen and provide public comment telephonically.

Anyone wishing to join the meeting may do so using the following information:
DIAL: 1-510-338-9438 and enter ACCESS CODE: 126 543 1387##
You may also join via webex.com:
MEETING# 126 543 1387 and PASSWORD: EVWD2020

June 11, 2020 - 2:00 PM
31111 Greenspot Road, Highland, CA 92346

AGENDA

CALL TO ORDER
PLEDGE OF ALLEGIANCE
PUBLIC COMMENTS

CONSENT CALENDAR
1. Approve the May 14, 2020 Committee Meeting Minutes

NEW BUSINESS
2. Legislative Update
3. Outreach Update
4. Director's Comments
5. Staff's Comments

ADJOURN

PLEASE NOTE:

Pursuant to Government Code Section 54954.2(a), any request for a disability-related modification or accommodation, including auxiliary aids or services, that is sought in order to participate in the above-agendized public meeting should be directed to the District Clerk at (909) 885-4900 at least 72 hours prior to said meeting.
MINUTES

Cecilia Contreras, Sr. Administrative Assistant, called the meeting to order at 2:39 pm and led the flag salute.

PRESENT: Directors: Smith

ABSENT: Directors: Goodrich

STAFF: Kelly Malloy, Director of Strategic Services; Cecilia Contreras, Senior Administrative Assistant; Janett Robledo, Conservation Coordinator

GUEST(s): None

ADJOURN

The meeting was adjourned at 2:40pm due to lack of quorum.

______________________________   ______________________________
David E. Smith     Phillip E. Goodrich
Director      Director
To: LEGISLATIVE AND PUBLIC OUTREACH COMMITTEE
From: Director of Strategic Services
Subject: Legislative Update

RECOMMENDATION:
This item is for informational purposes only.

BACKGROUND / ANALYSIS:
Active engagement in the legislative process is imperative to public administration. The decisions made by elected officials and staff shape the day-to-day activities of the District. In order to remain engaged in the discussions taking place 500 miles away, the District works closely with The Onate Group and Resolute.

The legislature resumed session in early January, and have a number of bills that could impact the District and customers within the service area. Now that the deadline for bill introduction has passed, the District is reviewing proposed legislation for potential impacts in addition to the impacts of COVID-19 on the session.

Legislation the District is monitoring includes:
- AB 2560
- AB 3266
- SB 1099
- SB 1386
- FY 2020-21 State Budget

The above mentioned legislation includes consideration for planned power shut-off events which allow electrical companies to proactively de-energize power lines in high fire danger conditions. The extent and proposals of this topic are in the early stages of development, but include consideration of minimum notification requirements, identifying these events as emergencies thus applying exemptions from air quality requirements for running generators, and potential funding for alternative energy equipment.

Looking ahead, the District anticipates engagement in the regulations regarding the ability to disconnect utilities for delinquency during and immediately following an COVID-19 emergency.

Staff will continue to work closely with legislative advocates in Sacramento. The District recently became members of the California Municipal Utilities Association, which is a valuable resource for legislative actions with an emphasis on water and energy agencies.

AGENCY GOALS AND OBJECTIVES
AGENCY GOALS AND OBJECTIVES:

Goal and Objectives 1 - Implement Effective Solutions Through Visionary Leadership

c) Strengthen Regional, State and National Partnerships

FISCAL IMPACT

There is no fiscal impact associated with this agenda item.

Respectfully submitted:

Kelly Malloy
Director of Strategic Services
STAFF REPORT

Agenda Item #3.
Meeting Date: June 11, 2020

To: LEGISLATIVE AND PUBLIC OUTREACH COMMITTEE
From: Director of Strategic Services

Subject: Outreach Update

RECOMMENDATION:

This item is for informational purposes only.

BACKGROUND / ANALYSIS:

The District continues to utilize various avenues of communication to engage with the community. By diversifying its communication outlets, the District seeks to expand its reach of community members that would otherwise be overlooked with a singular outlet.

Recent projects have included, but are not limited to:
- COVID-19 Outreach
- Capital Improvement Project Construction
- Consumer Confidence Report
- Pathway Program (Indian Springs High School)
- SNRC Updates
- Conservation

Methods of communication vary depending on the project, but may include:
- Social Media
- Bill Inserts
- Direct Mailers
- Print Advertisements

The District continues to actively utilize social media as part of its on-going outreach efforts. Through posts on Facebook, Twitter, and Instagram, the District provides the public with Sterling Natural Resource Center project benefits and progress, news updates, conservation tips, rebate program information, and services available to customers. Bill inserts continue to be one of the most effective outreach outlets. By including informational materials in the water bill, the District ensures community members within the service area have information readily accessible and are encouraged to engage with the District as a result of the insert.

In cultivating effective outreach efforts, the District considers diversity within its service area and their differentiating communication preferences, backgrounds and primary language. As result, the District now provides its most critical outreach materials in multiple languages.
Additionally, the District is involved in a number of construction projects within the service area. A focused effort is undertaken on each project to inform residents that could have their service directly impacted along with residents that could be indirectly impacted by lane closures or equipment staging. This outreach has proven to be an effective communication tool that ensures that residents are confident in the quality and legitimacy of work taking place near their home or place of business, while also providing a direct contact number should they have questions or concerns.

**AGENCY GOALS AND OBJECTIVES:**

*Goal and Objectives II - Maintain a Commitment to Sustainability, Transparency, and Accountability*

b) Utilize Effective Communication Methods  
d) Provide Quality Information to Encourage Community Engagement

**FISCAL IMPACT**

There is no fiscal impact associated with this agenda item.

Respectfully submitted:

Kelly Malloy  
Director of Strategic Services

**ATTACHMENTS:**

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>Outreach Update</td>
<td>Cover Memo</td>
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WEBSITE ENHANCEMENTS

• Community updates added to the main page
• Additional information regarding budget-based rates calculations
  • Information for commercial customers
• Created a page for COVID-19 information
• Updated SNRC page to include time-lapse cameras
SOCIAL MEDIA
SOCIAL MEDIA

• All social media channels experienced an increase in followers
• The District continues to post at least 3 times per week
  • Information related to COVID-19 including closure and water quality & reliability
  • SNRC project benefits and progress
  • Community event information
  • Conservations tips
  • Services available to customers
The sewer system is one of the District’s priorities.

Staff maintains sewer pipelines year-round to ensure system reliability.

#EVWD #KeepingUpWithTheFlow

Following health and social distancing guidelines, crews continue to make great progress at the SNRC.

Crews are installing pipes and other underground elements at the treatment portion of the facility. Swipe to see progress pictures.

Learn more about the SNRC and watch construction progress at https://www.eastvalley.org/487/SNRC-Videos

#EVWD #SNRC #TeamSterling

It’s not a nice sight, but it’s a small representation of what ‘flushable’ wipes look like as they clog the sewer system.

Let’s save the pipes by not flushing any type of wipe.

#EVWD #savethepipes

These items don’t breakdown as they travel through pipes and can clog the system. Let’s work together to keep them out of the sewer system by throwing them in the trash.
BILL INSERTS
REACHING THE COMMUNITY

• Monthly water bill inserts
  • Ensures community members receive and engage with the outreach material

• Inserts provide information regarding
  • Information to water quality & reliability
  • Outreach specific to COVID-19 updates
  • Sterling Natural Resource Center progress
  • District news
  • Services
  • Rebate programs
YEAR-ROUND ADVERTISING

- 2020 advertising schedule includes
  - Highland Community News
  - Highland Senior Center “Senior Times”

- Advertisements topics
  - Sterling Natural Resource Center project updates
  - Upcoming workshops
  - District services and programs
  - Rebate programs
  - Conservation tips
Keeping You Informed
3111 GREENSPOT ROAD, HIGHLAND, CALIFORNIA 92586 | WWW.EASTVALLEY.ORG | (909) 889-9501

At East Valley Water District, the health and safety of our community is the District’s top priority. As residents spend more time at home during COVID-19, the need for water usage now includes more hand washing and cleaning. Starting April 1, EVWD is temporarily expanding customers’ indoor budget from 60 gallons of water per person, per day to 75.

USE THE EXTRA WATER TO:
- Wash your hands often and thoroughly
- Wash clothes worn in public

CALL (909) 889-9501
District offices are currently closed. Call us for questions or to report a water emergency

BOARD MEETINGS BY PHONE
Join us by phone every 2nd and 4th Wednesday at 5:30 p.m. Visit eastvalley.org/agendacenter for information

RATE HEARING POSTPONED
The Board will consider a new hearing date once the Stay at Home order has been lifted

ADVERTISMENT EXAMPLES

East Valley Water District
Enrollment Video

• Operations Team participated in an enrollment video for the Water & Resource Management Pathways
  • It will be posted on social media sites across the District & San Bernardino City Unified School District platforms

[Video Link]
COMMUNITY OUTREACH
COMMUNITY FOCUSED

• The District created a variety of direct mailers and handouts for the community
  • COVID-19
  • Community resource guide
  • SNRC construction & project updates
  • Neighborhood newsletter
  • Public hearings
  • 218 Notice & HMP Public Meeting
EXAMPLES

Join Us
Hazard Mitigation Plan Update
WEDNESDAY, FEBRUARY 26, 2020, 5:30PM
East Valley Water District Board Room, 31111 Greenport Road, Highland, CA 92346

Just like at home, it is important that East Valley Water District take steps to prepare for emergencies. Federal law requires the District to update the Hazard Mitigation Plan (HMP) every 5 years through a public process. The HMP evaluates natural and man-made hazards and develops a strategy to reduce or eliminate impacts.

Hazard mitigation projects can help protect the community from the effects of a disaster.

The District Needs Your Participation To:

• Identify hazards present within the District’s service area
• Provide feedback on District goals and objectives to reduce the impact from hazards

YOUR INPUT MATTERS

LEADERSHIP | PARTNERSHIP | STEWARDSHIP

Hazard Mitigation Plan
Hazards
• Risks posed to people, property, environment, or the economy.

Mitigation
• Any action that reduces the risk.

Reduce Risk Before Hazards Happen

Common Mitigation Projects Include:
• Back-up Power Generators
• Disaster preparedness kits
• Employee Disaster Preparedness Trainings
• Public Education Programs

FOR MORE INFORMATION
CONTACT US AT (909) 889-9501

COVID-19
Community Resources Guide

CURBSIDE MEALS FOR SENIORS
Highland Senior Center, in partnership with San Manuel Band of Mission Indians, are providing FREE hot lunch to seniors on first come, first serve basis. Monday–Friday from 11:30 AM-12:30 PM. Located at 3002 Highland Ave., Highland.

IMPORTANT NUMBERS
San Bernardino County Public Information Line: (909) 387-3911
San Bernardino County Unified School District: (909) 888-5437
Highland Senior Center: (909) 862-8104

TRACK COVID-19 TESTING
The San Bernardino County Department of Public Health now has a dashboard to track COVID-19 cases in our county. Access the dashboard at: https://wp.sbcounty.gov/dph/coronavirus

SUPPORT SERVICES
If you or anyone you know is feeling lonely or needs support call or text to connect with specially trained staff through the Department of Behavioral Health. It’s free & confidential. Call (909) 458-1917 or text (909) 420-0560

NO WATER is Safe to Drink
East Valley Water District use state-of-the-art technology and an ultra-filtration treatment method to treat up to $7 million gallons of water per day. With this much water being treated per day, there’s no need to stockpile bottled water. You have a safe water supply at home.

Free Bill Payment Options

For More Information Visit eastvalley.org/covid19resources

East Valley Water District
discussion