



# STAFF REPORT

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**Meeting Type:** Board of Directors  
**Title:** General Manager's Report May 2025  
**From:** Shaun Horne for Ben Horenstein, General Manager  
**Meeting Date:** June 17, 2025

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**TYPE OF ITEM:** X      Action                      Information

**RECOMMENDATION:** Approve Report

**SUMMARY:**

**A. HIGHLIGHTS:**

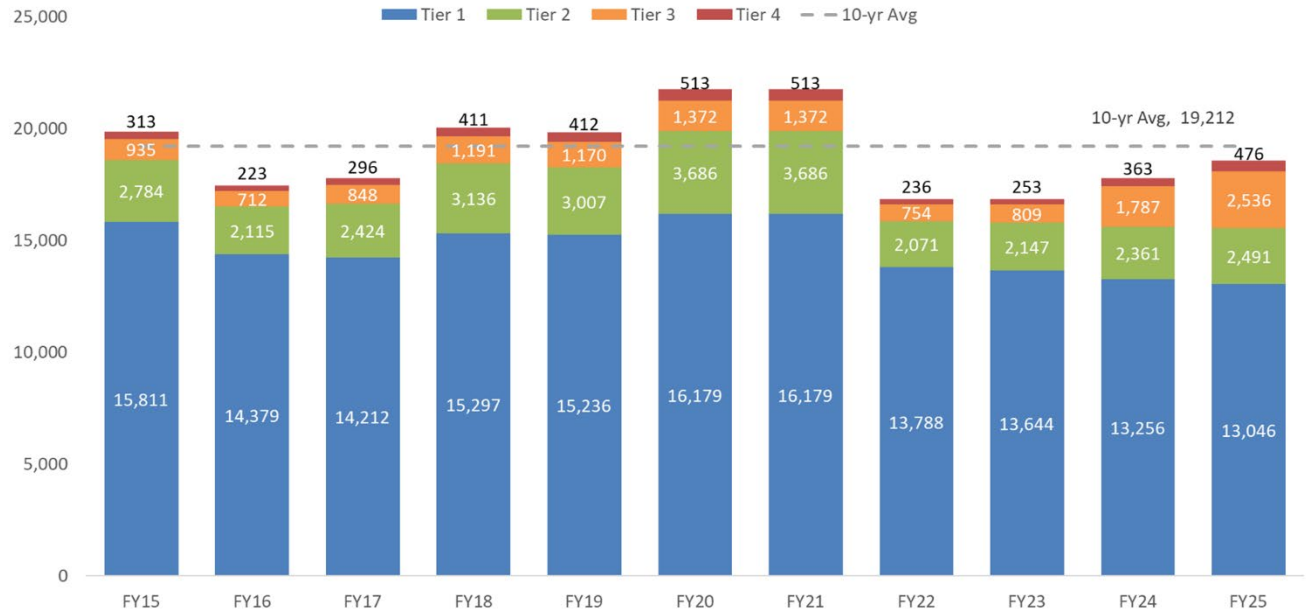
- The daily average net production for the month of May 2025 was 22.5 MGD compared to 21.2 MGD for the month of May 2024. Typical usage for May is 26.1 MGD.
- Staff conducted two scoping meetings with the public in support of the Nicasio Spillway Modification Project, which is the first step in the environmental process to gather public feedback and identify issues that will be evaluated with the development of the project environmental documents.
- Staff submitted the alteration application along with the 30% design plan for the Nicasio Spillway Modification Project to the Division of Safety of Dams for review. Staff will be scheduling a follow up meeting in the upcoming month once DSOD has had a chance to review the plans. This will provide an opportunity to receive design comments back to incorporate into the 50% design set.
- Staff utilized the Districts on-call geotechnical consultants to successfully evaluate and mitigate a slope failure along the access road to the Alto Tank Site. Alto Tanks are important to the Districts customers in Southern Marin County and maintaining unobstructed, safe access to this site is essential ensuring staff can continue to do routine maintenance and inspections ensuring proper operation of the tanks. Having on-call geotechnical and engineering consultants streamlines the process to address issues such as these without having to execute site specific contracts to evaluate and provide this type of expert support to staff, which improves workflow efficiencies and helps staff correct the problem quickly.
- Staff conducted an inventory count of the Districts pipe inventory and determined an order for approximately 48,000 feet of pipe would be necessary to have meet the pipe needs for the upcoming two year Capital and Fire Flow pipeline replacement projects. Having control of the

Districts pipe inventory ensures staff can continue to execute the capital program without materials interruptions.

- Staff responded to 1, 188 underground service alert tickets and marked out approximately 56,846 feet (almost 11 miles) of pipe in May, helping ensure that District underground infrastructure is not damaged by contractors or homeowners during excavation work.
- Operations staff use SCADA to monitor and make changes to the water system. It is critical to District Operations and therefore has redundant back up power supplies using a stationary generator with automatic transfer switch, an uninterruptable power supply (UPS) and a backup generator with a manual transfer switch. This month, new batteries were installed in the UPS. The generator cables and receiver were also renewed. The system was then tested to ensure reliability.
- Federal Works Pump station is a critical pumping facility which transfers water south from the Ross Reservoir System into the Alto Tank System. The remotely operated pump recently received a start fail alarm. Upon inspection, it was discovered that the one of the two 50 HP motors had a blown circuit connector. Staff identified a new motor which had been stored for emergency use and was able to begin replacement the same day the problem was discovered.
- As a security measure, tank hatches are alarmed. Recently, a switch to an alarm at Tiburon Top Tanks failed. Staff responded to the issue and replaced all 3 hatch alarm switches and also replaced the wiring to the switches.
- Staff installed new lake level sensors at Alpine and Phoenix lakes. The new level sensors will be able to measure the height of the water up to the top of the dam.
- Staff worked with a contractor to install and then program a new fuel level sensor on the yard generator. That level can now be viewed on the SCADA system.
- Replaced a failing 12inch culvert pipe on Southern Marin Fire Road in Kentfield. Staff removed the 40 foot section of failing culvert piping and installed a new 12inch corrugated galvanized culvert pipe.
- The District's Pipe Tapping Team "North Bay Tappers" continued practicing throughout this month in preparation for the National Pipe Tapping Competition in Denver Colorado next month. The team will be traveling/competing at the American Water Works Association (AWWA) 2025 Annual Conference and Exposition in Denver Colorado the week of June 8th.
- Repaired a leak at 405 Crown Road in Kentfield on a 24" welded steel water pipe. Staff excavated a 10 foot by 10 foot hole approximately 10 feet deep, installed hydraulic trench shoring jacks with sheeting to safely expose the leaking pipeline. A contract welder welded a 26" by 20" piece of rolled steel plating to repair the leak.
- Staff prefabricated a 16' redwood bridge to install on the Upper Cataract Trail on National Trails Day to replace a hazardous structure.
- Maintenance staff completed RT-130 fire training to maintain Red Card certification and enhance operational readiness for the upcoming fire season.
- Staff completed monthly dam and spillway inspections and coordinated vegetation management at Seeger Dam to support Engineering mapping efforts near the Nicasio weir.
- The District continued with Year 6 of the BFFIP plan through May 2025. May vegetation work focused mostly on routine Fine Fuel Reduction work around Watershed facilities and parking lots. Pile burning work continued until May 15th when weather conditions dried sufficiently to pause for the season. Across 6 days of pile burning the District burned approximately 680 piles with assistance from Marin County Fire Dept., Biswell Forestry, and Fire Foundry.

- The District also worked with Forster & Kroeger to dispose of several illegally dumped piles of vegetation debris on Bolinas – Fairfax Rd.
- The District hosted a field trip for the TOGETHER Bay Area conference to highlight forest stewardship work happening under the BFFIP, which included 45 professionals from other land management agencies, non-profits, and private companies.
- The District hosted 24 members of the public join us to celebrate the completion of Liberty Gulch Trail the morning of May 3rd. Coffee and conversation was shared! Following the gathering, 15 people volunteered in trail stewardship to improve the hiking tread and erosion control along the Lower Berry Trail.
- The District brought wildlife games to the Neil Cummins Elementary School Sprig Social on May 9th, engaging 60 kids and their families.
- The District completed spring field trips with Star Academy, a post high school work experience program, observing turtles and pulled more broom.
- To support our forest health work, the District assisted with a One Tam-led field trip to Muir Woods with San Rafael High APES students.
- Both the Turtle Observer and Frog Docent programs wrapped up their volunteer-led interp and data collecting seasons. Kleinfelder concluded their breeding surveys at Little and Big Carson - a total of 54 egg masses were observed which is a record number of egg masses for all years!
- Bee Labs on the Watershed have launched – field work includes nest surveys, floral surveys, and CA Bumble Bee Atlas surveys. These are led by One Tam staff and small groups of staff/volunteers.
- The District submitted a \$6.2M grant pre-proposal to the California Wildlife Conservation Board to fully fund Phase 2 of the Lagunitas Creek Habitat Enhancement Project.
- Fisheries and Engineering advertised and selected a construction contractor (Rehak Engineering) to complete Phase 1B of the Lagunitas project this summer.
- Fisheries staff continued daily salmon smolt trapping and PIT tagging in Lagunitas Creek. The 2024 smolt/juvenile monitoring report was finalized and posted on the District website.

## TIER CONSUMPTION AS OF MAY 2025 (Acre Feet)



| AWARDED GRANTS   |  |                       |  |                                      |  |   |              |
|--|--|-----------------------|--|--------------------------------------|--|---|--------------|
| PROJECT  | FUNDER                                 | FUNDER PRIORITIES     | FUNDING OPPORTUNITY                              | MATCHING PROJECT                     | DESCRIPTION  | STATUS  | AWARD AMOUNT |
| Prop.1. Round 2 IRWM Disadvantaged Community                 | DWR                                    | Water Infrastructure  | Prop.1. Round 2 IRWM Disadvantaged Community     | Marin City/San Rafael Infrastructure | Replacing aging transmission lines and laterals in Marin City and San Rafael's Canal District  | Awarded; in progress and on track. In the process of getting the community agreement in place for Canal District. | \$6,408,000  |
| Forestry Corps   | CCNB                                   | Vegetation Management |  | Ongoing Forestry work                | Workforce development; state funding directly to CCNB to fund crews working on the watershed   | Awarded; in progress and on-track.  | \$500,000    |
| Fisheries Restoration Grant Program                          | CDFW                                   | Fisheries             | Fisheries Restoration Grant Program (FRGP)       | Lagunitas Creek Restoration          | Lagunitas Creek Coho Habitat Enhancement Plan - 100% Designs for Phase 2 Sites (7, 8, 9, 10, 11); CEQA   | Awarded; in progress and on-track.  | \$599,689    |
| Lagunitas Creek Salmonid Spawning Gravel Improvement Project | DWR                                    | Fisheries             | Riverine Stewardship Program (RSP)               | Lagunitas Creek Restoration          | Gravel augmentation for Lagunitas CreekThe Lagunitas Creek Salmon Spawning Gravel Project will inject 1,700 tons of clean river-run gravel just below Peters Dam and Kent Lake at two sites within Lagunitas Creek. This project is part of a larger 13-site project with over 100 large wood structures and gravel to restore 4 miles of Lagunitas Creek to its historical geomorphic condition. This would be the first time that gravel augmentation would be conducted in Lagunitas Creek. | Awarded; in progress and on-track.  | \$590,000    |
| Lagunitas Creek Salmonid Spawning Gravel Improvement Project | USBR Environmental Restoration Project | Fisheries             |  | Lagunitas Creek Restoration          | Gravel augmentation for Lagunitas Creek Sites 1-3  | Awarded; in progress and on-track.  | \$1,400,000  |
| Rain Water Harvesting Project                                | MCSTOPP                                | Conservation          |  | Conservation                         | Bareills for customers   | Awarded; in progress and on-track.  | \$15,032     |
| Urban Multi-Benefit Drought Relief (UMDR)                    | DWR                                    | Water Resources       | Urban Multi-Benefit Drought Relief (UMDR)        | SWSA                                 | Strategic Water Supply Assessment  | All funds spent down; working on final reports and invoices (#6 and #7) and closeout items                        | \$2,000,000  |
| Water Conservation: turf rebates                             | USBR                                   | Conservation          | Water and Energy Efficiency Grant (WEEG)         | Conservation                         |  | Term goes through September 2026 but we've spent nearly all of these funds.                                       | \$722,925    |
| Prop.1. Fisheries Restoration Grants Concept Proposals       | CDFW                                   | Fisheries             | Lagunitas Creek Coho Enhancement Project Phase 1 | Lagunitas Creek Restoration          | Lagunitas Creek Restoration Sites 1-6  | Awarded; in progress and on track - just submitted 2025 Q1 report   | \$4,659,898  |
| CA Division of Boating & Waterways                           | NRA                                    | Water Quality         |  | Reservoir Water Quality              | Monitor and prevent infestation of quagga and zebra mussels  |   | \$86,800     |

|   |                        |                      |   |                           |   |  |              |
|---|------------------------|----------------------|---|---------------------------|---|--|--------------|
| Azalea Hill Trail Restoration                   | California State Parks | Trail Restoration    | Recreational Trails Program (RTP)   | Watershed                 | Azalea Hill Restoration   | Awarded; in progress and on-track.   | \$952,657    |
| One Tam Regional Forest Health Project          | CA WCB                 | Forestry Restoration |   | BFFIP Implementation      |   | Awarded; in progress and on-track.   | \$4,260,000  |
| WaterSMART Applied Science                      | USBR                   | Water Resources      |   | Advanced Weather Modeling | Funding for weather modeling to inform water resources management | Awarded; in progress. Working on delinquent financial and narrative reporting. | \$150,628.00 |
| One Tam Regional Forest Health Project Phase II | CAL FIRE               | Forestry Restoration | California Climate Investments Department of Forestry and Fire Protection Forest Health Program 2023-2024 | BFFIP Implementation      | BFFIP Implementation for 2-3 years                                | Awarded; in progress and on-track.   | \$6,966,078  |
| TOTAL FUNDED:                                   |                        |                      |   |                           |   |  | \$29,311,707 |

| PENDING GRANTS                           |                             |                   |                 |                |                  |   |  |
|--|-----------------------------|-------------------|-----------------|----------------|------------------|---|--|
| PROJECT                                  | FUNDER                      | FUNDER PRIORITIES | OPPORTUNITY     | DATE SUBMITTED | AMOUNT REQUESTED | DESCRIPTION   | STATUS                                     |
| Lagunitas Creek Coho Enhancement Phase 2 | Wildlife Conservation Board | Restoration       | Pre-Application | 5/27/2025      | \$6,212,000      | Short pre-application submitted to WCB for review. We expect to be invited to submit a full proposal (no specified deadline). | Pending; next steps expected by early July |

| UPCOMING GRANTS      |         |                   |             |             |  |            |
|----------------------|---------|-------------------|-------------|-------------|--|------------|
| PROJECT              | FUNDER  | FUNDER PRIORITIES | OPPORTUNITY | DESCRIPTION |  | STATUS     |
| Prop. 4 Bond Funding | Various |                   | TBD         |             |  | Monitoring |

**DISCUSSION:****B. SUMMARY:**

AF = Acre Feet

Mg/L = milligrams per liter

MPN = most probable number

MPY = mils per year

MG = million gallons

NTU = nephelometric turbidity units

**1. Water Production:**

|                           | FY 2024/25        |             | FY 2023/24        |             |
|---------------------------|-------------------|-------------|-------------------|-------------|
|                           | (million gallons) | (acre-feet) | (million gallons) | (acre-feet) |
| <b>Potable</b>            |                   |             |                   |             |
| Total production this FY  | 6,536             | 20,059      | 6,294             | 19,314      |
| Monthly production, May   | 718               | 2,203       | 654               | 2,007       |
| Daily average, May        | 23.16             | 71.07       | 21.09             | 64.73       |
| <b>Recycled</b>           |                   |             |                   |             |
| Total production this FY  | 236.38            | 725.43      | 216.60            | 664.73      |
| Monthly production, May   | 35.22             | 108.09      | 25.26             | 77.52       |
| Daily average, May        | 1.14              | 3.49        | 0.81              | 2.50        |
| <b>Raw Water</b>          |                   |             |                   |             |
| Total production this FY  | 57.28             | 175.79      | 40.59             | 124.57      |
| Monthly production, May   | -4.28             | -13.13      | -3.25             | -9.97       |
| Daily average, May        | -0.14             | -0.42       | -0.10             | -0.32       |
| <b>Imported Water</b>     |                   |             |                   |             |
| Total imported this FY    | 1,593             | 4,888       | 1,729             | 5,307       |
| Monthly imported, May     | 134               | 410         | 8                 | 25          |
| <b>Reservoir Storage</b>  |                   |             |                   |             |
| Total storage, May        | 24,671            | 75,712      | 25,243            | 77,467      |
| Storage change during May | -897              | -2,754      | -599              | -1,839      |
| <b>Stream Releases</b>    |                   |             |                   |             |
| Total releases this FY    | 2,698             | 8,280       | 2,501             | 7,675       |
| Monthly releases, May     | 283               | 870         | 226               | 692         |

| <b>2. <u>Precipitation:</u></b> | <b><u>FY 2024/25 (in.)</u></b> | <b><u>FY 2023/24 (in.)</u></b> |
|---------------------------------|--------------------------------|--------------------------------|
| ALPINE                          | 49.71                          | 46.00                          |
| BON TEMPE                       | 46.78                          | 40.62                          |
| KENT                            | 54.03                          | 47.30                          |
| LAGUNITAS                       | 50.24                          | 47.45                          |
| NICASIO                         | 37.09                          | 32.85                          |
| PHOENIX                         | 51.98                          | 46.39                          |
| SOULAJULE                       | 40.58                          | 32.19                          |
| Average to date = 110.75 inches |                                |                                |

### **3. Water Quality:**

| <b><u>Laboratory</u></b>               | <b><u>FY 2024/25</u></b> | <b><u>FY 2023/24</u></b> |
|--|--------------------------|--------------------------|
| Water Quality Complaints:              |                          |                          |
| Month of Record                        | 10                       | 15                       |
| Fiscal Year to Date                    | 190                      | 91                       |
| Water Quality Information Phone Calls: |                          |                          |
| Month of Record                        | 10                       | 16                       |
| Fiscal Year to Date                    | 121                      | 72                       |

The WQ lab ensured that the water supplied met or surpassed water quality regulations by collecting and analyzing 1,520 analyses on treatment plants and distribution system samples.

Mild steel corrosion rates averaged 1.53 (0.20 – 2.24) MPY. The AWWA has recommended an operating level of <5 MPY with a goal of <1 MPY.

Complaint Flushing: No flushing events were required to ensure water quality for this month on record.

Disinfection Program: No new pipelines were disinfected during the month of May. Performed chlorination on 10 water storage tanks to ensure compliance with bacteriological water quality regulations.

Tank Water Quality Monitoring Program: Performed 34 water quality-monitoring events on storage tanks for various water quality parameters this month to help ensure compliance with bacteriological water quality regulations.

Summary:

The lab analyzed 1,520 treatment plant and distribution water samples, and the water quality department treated 10 tanks for low chlorine and checked an additional 34 tanks for low chlorine residual in May 2025.

**4. Water Treatment:**

| <u>Treatment Results</u>  | <u>San Geronimo</u> |         | <u>Bon Tempe</u> |         | <u>Ignacio</u> |         |
|---------------------------|---------------------|---------|------------------|---------|----------------|---------|
|                           | Average             | Monthly | Average          | Monthly | Average        | Monthly |
|                           | Goal                |         | Goal             |         | Goal           |         |
| Turbidity (NTU)           | 0.05                | ≤ 0.10  | 0.04             | ≤ 0.10  | 0.05           | ≤ 0.10  |
| Chlorine residual (mg/Lv) | 2.74                | 2.75 *  | 2.74             | 2.75 *  | 2.89           | 2.75 *  |
| Color (units)             | 0.6                 | ≤ 15    | 0.2              | ≤ 15    | 0.2            | ≤ 15    |
| pH (units)                | 7.8                 | 7.8*    | 7.8              | 7.8*    | 8.1            | 8.1**   |

\* Set monthly by Water Quality Lab

\*\* pH to Ignacio is controlled by SCWA

**5. Capital Improvement:**

- a. Pine Mountain Tank Phase 2 – New Water Tanks Project (D21043): The Pine Mountain Tunnel Tanks Replacement Project is a multi-year two-phased project that will replace the existing Pine Mountain Tunnel. The current project (Phase 2) will construct two 90-foot inside diameter pre-stressed concrete potable water storage tanks, will install yard piping and control systems, and will then complete final site grading.
  - Project Budget: \$19,142,500
  - Monthly Activities: The District’s team is continuing to review submittals and communicate with the Contractor on those in advance of start of construction August 1, 2025. Pre-construction meeting with stakeholders was held on 4/25/25.

- b. Wolfback Ridge Tanks Rehabilitation Project (D20009): This project will replace the roof and recoat both the interior and exterior of each tank at Wolfback Ridge in Sausalito.
- Project Budget: \$950,000
  - Monthly Activities: The Contractor completed installation of the new roof on the second tank (Tank #1) and has set up containment protection there, interior blasting and coating on the second tank to begin this week. The project completion is estimated as June 2025.
- c. Granada Drive Pipeline Replacement Project (D23020): This project will install approximately 10,230 linear feet of welded steel pipe to replace old, leak-prone, and seismic-deficient piping in the Town of Corte Madera. The District coordinated with the Town to incorporate the Town's road reconstruction work into the District's project to minimize construction impacts to the community.
- Project Budget: \$5,564,384
  - Monthly Activities: The project has been completed in the field including final roadway paving and demolition of Winship Tank. The District and Town finalizing coast share paving quantities while the project is being closeout internally.
- d. Rock Ridge Pipeline Replacement Project (F22001): The Rock Ridge Pipeline Replacement Project (Project) is a component of the Fire Flow Improvement Program. This Project will install approximately 7,590 feet of new 8" and 6" welded steel and polyvinyl chloride (PVC) pipe to replace the old, leak prone fire flow deficient piping installed as early as 1934.
- Project Budget: \$3,928,105
  - Monthly Activities: The project has been fully completed in the field including final roadway paving and punch list work, working on project closeout internally.
- e. Marin City Phase I Pipeline Replacement Project (GC25005): The Marin City Phase I Pipeline Replacement Project is a component of the District's Capital Improvement Program. This Project will install approximately 9,200 linear feet of 8, 6 and 4-inch welded steel pipe to replace the old, leak prone, seismic deficient pipe installed as early as 1959.
- Project Budget: \$4,069,592.20
  - Monthly Activities: The pipeline work has been completed in the field including final roadway paving, the contractor is completing punch list work now and intends to be fully demobilized from the neighborhood this week.
- f. San Geronimo Treatment Plant Roof Replacement Project (D21034): The San Geronimo Treatment Plant Roof Replacement Project is a component of the District's Capital Improvement Program. This project will remove and replace the existing leaky roof membrane with a new Class A Fire Rated Thermoplastic Polyolefin (TPO) and add fall protection to the San Geronimo Treatment Plant and North Marin Line Pump Station.
- Project Budget: \$1,495,747.00
  - Monthly Activities: The Notice To Proceed was sent to the contractor on 5/30/25. Project completion estimated in July 31, 2025.
- g. Park Road Pipeline Replacement Project (D25019): The Park Road Pipeline Replacement Project is a component of the District's Capital Improvement Program. This project will install approximately 1,670 feet of 8-inch, 6-inch, and 4-inch welded steel pipe to replace old, leak-

prone cast iron and asbestos cement pipe installed as early as 1954. This Project will be constructed in coordination with the Town of Fairfax's upcoming storm drain installation and road restoration project to minimize inconvenience to the public.

- Project Budget: \$1,152,000
- Monthly Activities: The project was awarded on May 6, 2025 with project completion estimated in October 2025.

h. Glenwood Transmission Pipeline Replacement/Fire Flow Improvement Project: The Glenwood Transmission Pipeline Replacement Project is a component of the District's Fire Flow Improvement Program. This Project will install approximately 6,470 feet of new 18", 16", 12", 8", 6", and 4" welded steel pipe to replace the old, leak-prone, fire flow deficient piping installed as early as 1928.

- Project Budget: \$4,962,000
- Monthly Activities: The project was awarded on May 6, 2025 with project completion estimated in January 2026.

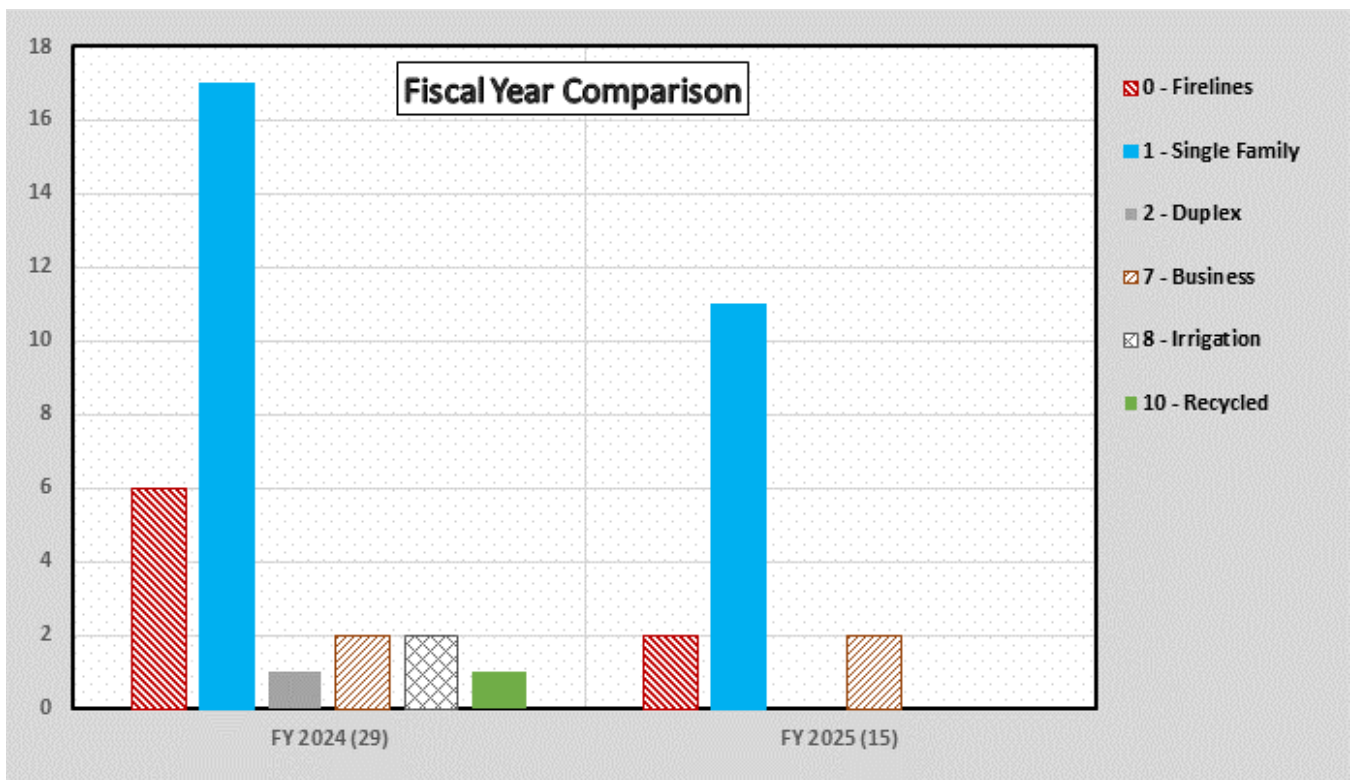
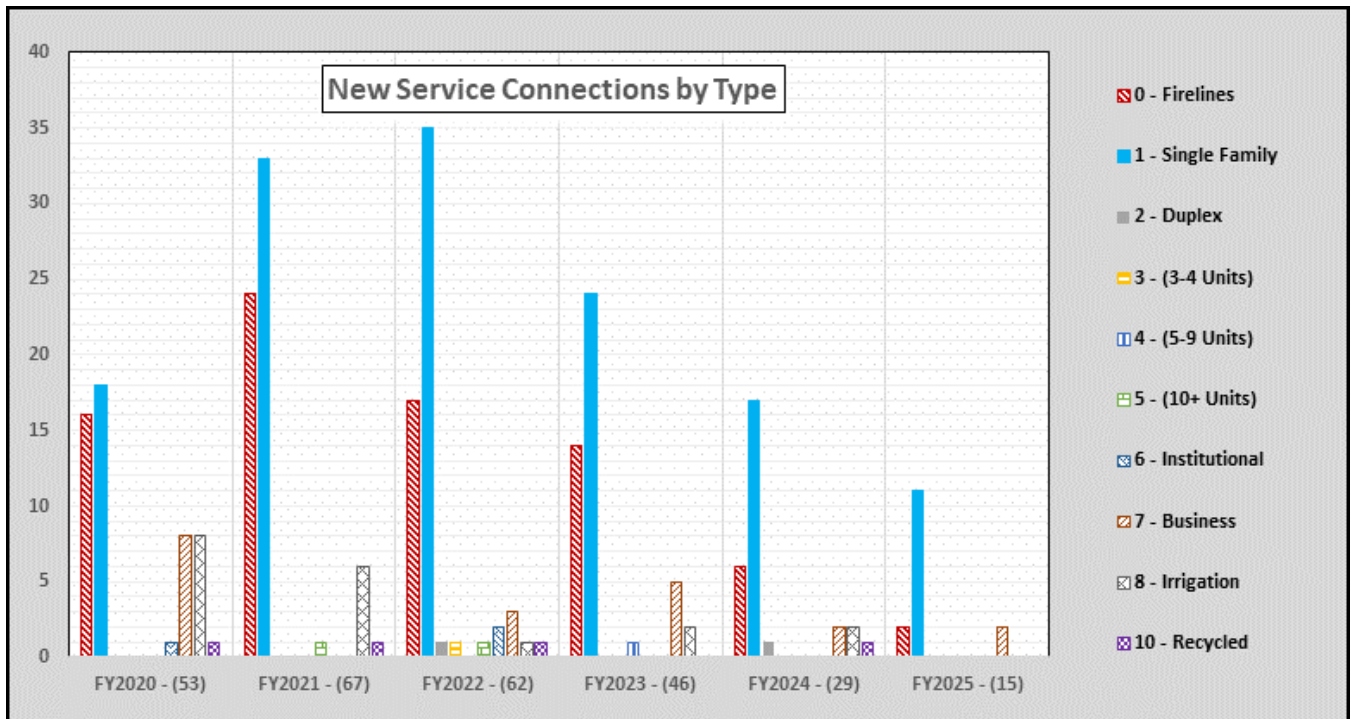
## 6. Other:

| <u>Pipeline Installation</u>                 | <u>FY2024/25</u> | <u>FY2023/24</u> |
|--|------------------|------------------|
| Pipe installed during May (feet)             | 54               | 1,158            |
| Total pipe installed this fiscal year (feet) | 29,273           | 2,677            |
| Total miles of pipeline within the District  | 909*             | 908*             |

*\* Reflects adjustment for abandoned pipelines*

| <u>Pipe Locates (1,188 Responses)</u>   | <u>FY2024/25</u> | <u>FY2023/24</u> |
|---|------------------|------------------|
| Month of May (feet)                     | 56,846           | 41,588           |
| Total this fiscal year (feet)           | 415,111          | 322,555          |
| <u>Main Line Leaks Repaired:</u>        | <u>FY2024/25</u> | <u>FY2023/24</u> |
| Month of May                            | 8                | 8                |
| Total this fiscal year (7/1/24-5/31/25) | 131              | 114              |

| <u>Services:</u>                           | <u>FY2024/25</u> | <u>FY2023/24</u> |
|--|------------------|------------------|
| Service upgrades during May                | 15               | 15               |
| Total service upgrades this FY             | 176              | 165              |
| Service connections installed during May   | 4                | 1                |
| Total active services as of May 31st, 2025 | 60,599           | 60,546           |
| (Total Including firelines)                | 61,987           | 61,933           |



## **7. Recruitments and Hires**

### **The District recruited for the following positions (May)**

1. Watershed Aide – Maintenance
2. Assistant Utility-Maintenance Worker
3. Field Pipeline Locator Intern
4. Summer Helpers – Meter Maintenance
5. Mechanical & Electrical Maintenance Worker III/IV
6. Associate Engineer (2 Positions)
7. Business Systems Analyst III – Confidential (2 positions)
8. Water Quality Manager

### **The District hired new employees for the following positions (May)**

1. Assistant Utility Maintenance Worker (2 positions)
2. Business Systems Analyst II
3. Engineering Aide
4. Watershed Aide (2 positions)

### **One District Employee Promoted through competitive process:**

1. Utility Systems Specialist

## 8. Demand Management:

|   | May-25 | FY 24/25<br>TOTAL | FY 23/24<br>TOTAL | FY 22/23<br>TOTAL |
|---|--------|-------------------|-------------------|-------------------|
| <b>WATER-EFFICIENCY PROGRAMS</b>  |        |                   |                   |                   |
| <b>Water-Use Site Surveys</b>   |        |                   |                   |                   |
| Conservation Assistance Program (CAP) Consultations                     |        |                   |                   |                   |
| Residential properties resi 1-2 (single-family)                         | 66     | 621               | 404               | 291               |
| Residential properties resi 3-5 (multi-family units)                    | 0      | 9                 | 6                 | 3                 |
| Non-residential properties resi 6-7 (commercial)                        | 0      | 0                 | 0                 | 3                 |
| Dedicated irrigation accounts resi 8-10 (large landscape)               | 0      | 7                 | 0                 | 0                 |
| Marin Master Gardeners' Marin-Friendly Garden Walks                     |        |                   |                   |                   |
| Residential garden walks  | 20     | 127               | 173               | 72                |
| <b>Public Outreach, Education, Customer Service</b>                     |        |                   |                   |                   |
| Public outreach events (number of people attending)                     | 1      | 3502              | 7022              | 17775             |
| Public education events (number of participants)                        | 285    | 550               | 425               | 328               |
| Department customer calls/emails  | 461    | 5698              | 4485              | 4150              |
| Outreach to new Marin Water customers (letters sent)                    | 191    | 1325              | 1908              | 0                 |
| <b>School Education</b>   |        |                   |                   |                   |
| School assemblies   |        |                   |                   |                   |
| Number of activities  | 0      | 16                | 19                | 0                 |
| Number of students reached  | 0      | 6389              | 21850             | 0                 |
| Field trips   |        |                   |                   |                   |
| Number of activities  | 1      | 22                | 16                | 15                |
| Number of students reached  | 23     | 471               | 343               | 307               |
| Classroom presentations   |        |                   |                   |                   |
| Number of activities  | 0      | 12                | 14                | 17                |
| Number of students reached  | 0      | 344               | 457               | 531               |
| Other (e.g. Earth Day booth events, school gardens)                     |        |                   |                   |                   |
| Number of activities  | 0      | 2                 | 3                 | 1                 |
| Number of students reached  | 0      | 225               | 400               | 480               |
| <b>Incentives</b>   |        |                   |                   |                   |
| Number of HECWs approved  | 0      | 2                 | 98                | 103               |
| Rain Barrel/Cisterns approved   | 0      | 14                | 9                 | 15                |
| Rain Barrel/Cisterns gallons  | 0      | 5560              | 0                 | 0                 |
| Rain Barrel Give-a-way (Gallons)  | 2250   | 31710             | 4840              | 0                 |
| "Cash for Grass" Lawn Replacements total properties approved            | 7      | 76                | 61                | 116               |
| "Cash for Grass" (Best Practices) square ft. lawn replaced              | 0      | 6044              | 0                 | 0                 |
| "Cash for Grass" (Standard) square ft. lawn replaced                    | 4117   | 69199             | 0                 | 0                 |
| "Cash for Grass" (MCSTOPP) square ft. lawn replaced                     | 0      | 4320              | 0                 | 0                 |
| Number of Laundry-to-Landscape Systems (kits) approved                  | 0      | 0                 | 1                 | 7                 |
| Hot water recirculating system rebates                                  | 0      | 4                 | 11                | 30                |
| Pool Cover rebates  | 0      | 22                | 35                | 27                |
| HET rebates   | 0      | 4                 | 17                | 22                |
| Number of Smart Home Water Monitor "Flume Direct Distribution" redeemed | 21     | 439               | 544               | 271               |
| Number of Smart Controllers MW rebates approved                         | 6      | 31                | 49                | 35                |
| Number of Smart Controllers "RainBird compatible w/Flume" approved      | 0      | 44                | 131               | 0                 |
| Number of Smart Controllers "Rachio Direct Distribution" approved       |        | 131               | 219               | 77                |
| Custom Rebate - Commercial and Multi-Family                             | 0      | 1                 | 0                 | 0                 |
| <b>Advanced Metering Infrastructure (AMI)</b>                           |        |                   |                   |                   |
| AMI leak letters sent to customers (>200 GPD)                           | 110    | 1194              | 1330              | 1168              |
| <b>ORDINANCES</b>   |        |                   |                   |                   |
| <b>Water Waste Prevention</b>   |        |                   |                   |                   |
| Water Waste Reports Received  | 15     | 161               | 224               | 392               |
| Water Waste Notifications Sent  | 3      | 32                | 49                | 81                |
| <b>Landscape Plan Review</b>  |        |                   |                   |                   |
| Plans submitted   | 7      | 77                | 117               | 88                |
| Plans exempt  | 1      | 13                | 23                | 5                 |
| Plans completed   | 2      | 18                | 30                | 20                |
| Plans in workflow (pass & fail)   | 11     | 119               | 172               | 145               |
| <b>Tier 4 Exemption</b>   |        |                   |                   |                   |
| Inspections that resulted in a pass                                     | 0      | 1                 | 2                 | 1                 |

## 9. Watershed Protection:

### Rangers and Staff Prepare for Fire Season

In preparation for the fire season, Rangers and maintenance staff went through their annual RT130 training which certifies our staff to work on the fire lines with other agencies in the event of a fire here on the watershed or nearby.



### National Police Week

National Police Week falls in the month of May each year. MMWD Rangers are fully sworn peace officers in the State of California. We are all academy graduates with the same powers and responsibilities as other sworn peace officer, including Sheriffs, municipal police, CHP, and State and Federal Rangers. We bow our heads in remembrance and celebration of those that have given their lives in selflessly serving their communities.

### Medical Aid Calls

Rangers responded to eleven medical aid calls on the watershed. Two separate calls involving broken ankles. Unfortunately, Rangers also responded to a call of a mountain biker found deceased on a fire road. It was determined to be the result of a medical issue not a crash.

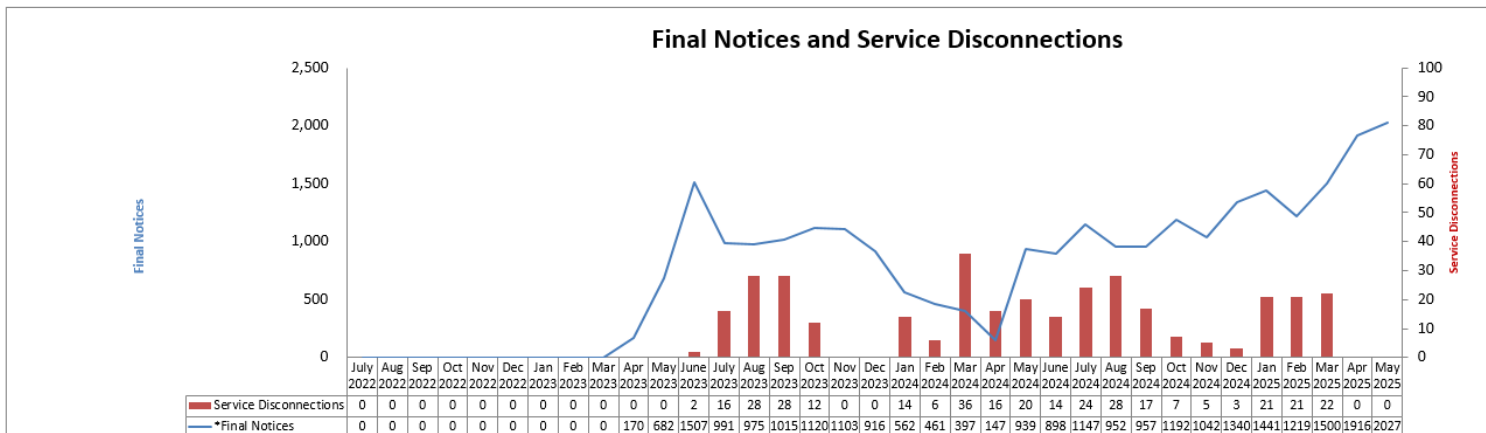
| Incidents and Events                    | 683       |
|---|-----------|
| Warnings                                | 203       |
| Visitor Assists                         | 195       |
| Citations                               | 80        |
| Dam Checks                              | 51        |
| Assist Maintenance                      | 51        |
| Misc. Law Enforcement Calls             | 21        |
| Vandalism                               | 12        |
| Fish and Game checks                    | 11        |
| Medical Aid                             | 11        |
| Illegal Trail Work                      | 9         |
| LIDAR patrol                            | 6         |
| Fire Service                            | 3         |
| Illegal Dumping                         | 3         |
| Misc. Calls for Service                 | 3         |
| Found Property                          | 3         |
| Humane/Animal Call                      | 2         |
| Outreach and Interpretation             | 2         |
| Assist Outside Law Enforcement          | 2         |
| Preventive Search and Rescue            | 2         |
| Citizen Complaint: Hazardous Conditions | 2         |
| Assist Outside Agency                   | 2         |
| Assist Other Marin Water Work Group     | 2         |
| Suspicious Circumstance                 | 1         |
| Search and Rescue                       | 1         |
| Citizen Complaint: Illegal Bike Use     | 1         |
| Citizen Complaint: Vehicle Speed        | 1         |
| Citizen Complaint: Dog off Leash        | 1         |
| Welfare Check                           | 1         |
| Ranger Callout                          | 1         |
| <b>Citations Issued</b>                 | <b>80</b> |
| Nonpayment of Parking Fees              | 67        |
| Obstructing Traffic/6 ft of Center      | 9         |
| Bike on Trail                           | 2         |
| Dog off Leash                           | 1         |
| No Parking                              | 1         |
| <b>Miles of Patrol</b>                  |           |
| Foot                                    | 83        |
| Bike                                    | 117       |



**MARIN  
WATER**

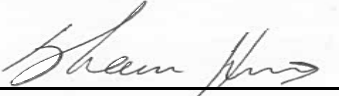
10. Shutoff Notices and Disconnections:

|                                     |
|-------------------------------------|
|                                     |
| *Final Notices                      |
| Service Disconnections              |
| * Includes 10 day and final notices |



**FISCAL IMPACT:** None.

**ATTACHMENT(S):** None.

| DEPARTMENT OR DIVISION        | DIVISION MANAGER                  | APPROVED   |
|-------------------------------|-----------------------------------|--|
| Office of the General Manager | <div></div>                       | <div></div> |
|                               | Ben Horenstein<br>General Manager | Shaun Horne for<br>Ben Horenstein<br>General Manager   |