



**BOARD OF DIRECTORS  
EAST BAY MUNICIPAL UTILITY DISTRICT**

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375 - 11th Street, Oakland, CA 94607

Office of the Secretary: (510) 287-0440

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**Notice of Time Change**

**PLANNING COMMITTEE  
MEETING**

**9:00 a.m.**

**Tuesday, February 14, 2017**

Notice is hereby given that on Tuesday, February 14, 2017 the Planning Committee Meeting of the Board of Directors has been rescheduled from 9:15 a.m. to 9:00 a.m. The meeting will be held in the Training Resource Center of the Administration Building, 375 - 11th Street, Oakland, California.

Dated: February 9, 2017

A handwritten signature in cursive script that reads "Lynelle M. Lewis". The signature is written in black ink and is positioned above a horizontal line.

Lynelle M. Lewis  
Secretary of the District





**BOARD OF DIRECTORS  
EAST BAY MUNICIPAL UTILITY DISTRICT**

375 – 11<sup>th</sup> Street, Oakland, CA 94607

Office of the Secretary: (510) 287-0440

**AGENDA**

**Planning Committee  
Tuesday, February 14, 2017  
9:00 a.m.  
Training Resource Center**

**(Committee Members: Directors Mellon {Chair}, Linney and Young)**

**ROLL CALL:**

**PUBLIC COMMENT:** The Board of Directors is limited by State law to providing a brief response, asking questions for clarification, or referring a matter to staff when responding to items that are not listed on the agenda.

**DETERMINATION AND DISCUSSION:**

1. Annual Recreation Report – 2015 and 2016 (Sykes)
2. Customer Assistance Programs Update (Hong)

**ADJOURNMENT:**

**Disability Notice**

*If you require a disability-related modification or accommodation to participate in an EBMUD public meeting please call the Office of the Secretary (510) 287-0404. We will make reasonable arrangements to ensure accessibility. Some special equipment arrangements may require 48 hours advance notice.*

**Document Availability**

*Materials related to an item on this Agenda that have been submitted to the EBMUD Board of Directors within 72 hours prior to this meeting are available for public inspection in EBMUD's Office of the Secretary at 375 11th Street, Oakland, California, during normal business hours, and can be viewed on our website at [www.ebmud.com](http://www.ebmud.com).*



## EAST BAY MUNICIPAL UTILITY DISTRICT

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DATE: February 9, 2017

MEMO TO: Board of Directors

THROUGH: Alexander R. Coate, General Manager *ARC*

FROM: Richard G. Sykes, Director of Water and Natural Resources *Richard*

SUBJECT: Annual Recreation Report – 2015 and 2016

### INTRODUCTION

This memo provides an update on recreation activities in EBMUD's Watershed during the past two recreation years (2015 and 2016) and reports on performance indicators established for recreation in the Mokelumne Watershed Master Plan (2008) and subsequent Mokelumne Recreation Management Plan (2010). This update includes both Mokelumne and East Bay recreation programs. A presentation on this information will be made to the Planning Committee on February 14, 2017.

### SUMMARY

EBMUD's watersheds receive nearly 2 million visitors per year. Visitation is predominantly at the developed recreation areas, with most visitors at Lafayette and Camanche Reservoirs. Overall visitation in 2015 and 2016 was up 8 percent and 3 percent respectively in the East Bay. Visitation in the Mokelumne was down 11 percent in 2015 and then increased an unprecedented 26 percent in 2016. Overall, cost recovery targets were met at 4 of the 6 recreation areas. Public safety and customer satisfaction key performance indicators (KPIs) were at or above established targets at all areas. Significant activities in 2015/16 include:

- Timely management of drought impacts to recreation including contract amendments, area closures and low water launch ramp management in the Mokelumne;
- Continued work on key recreation infrastructure projects including the completion of both Camanche North Shore Marina replacement and the rebuild of the Pardee Seasonal RV Park to accommodate modern RVs;
- Popularity of the East Bay watershed trails and recreation areas continued to increase; and
- Review and update of the 1995 East Bay Watershed Master Plan continued with consideration being given to limited cycling access on specific watershed trails.

## **MOKELUMNE WATERSHED RECREATION**

The Mokelumne Watershed Master Plan and subsequent management plans establish a number of KPIs for evaluating recreational services based on financial performance, public safety and customer satisfaction levels. The attached Tables 1 through 4 show annual visitation for the Mokelumne Area recreation venues and performance results based on the established KPIs.

Table 1 shows declines in visitation at all Mokelumne venues except Watershed Trails in 2015. These declines can be directly attributed to the drought conditions and resulting lower reservoir and river levels. Trail use is not directly impacted by these levels, and consequently it continued its general upward trend in 2015. The improved water levels in the latter part of 2016 resulted in marked increases in attendance, including an all-time high for trail use. Overall, cost recovery figures were down in FY16 due to lower visitation for the bulk of this period and some higher operating costs to manage drought and associated water quality issues. Cost recovery for the Pardee Recreation area was down in FY16 due to the closure of the RV park during reconstruction. Safety and customer satisfaction were both outstanding for 2015 and 2016.

In 2015/16, a number of significant infrastructure projects were completed:

- The dilapidated 40+ year-old dock at Camanche North Shore was removed and a new dock was constructed and opened to the public in January 2016;
- Construction was completed in late summer 2016 on the rebuild of the 40+ year-old Pardee RV Park including new electrical, water and wastewater infrastructure;
- A grant-funded vessel decontamination station was installed in spring 2016 at Camanche South Shore to ensure that boats are free of invasive aquatic species prior to launching at Pardee and Camanche Reservoirs; and
- A modern irrigation system, designed with an emphasis on water conservation, was installed at the Camanche North Shore Mobilehome Park #2.

These projects help to ensure a safe and enjoyable experience for our recreational guests by supporting the District's Strategic Plan goals of Long-Term Water Supply, Water Quality and Environmental Protection and Long-Term Infrastructure Investment.

## **EAST BAY WATERSHED RECREATION**

KPIs are also used in the East Bay Watersheds for evaluating recreational services based on financial performance, public safety and customer satisfaction levels. The attached Tables 5 through 8 show annual visitation for the East Bay Recreation Area venues and performance results based on the KPIs.

Opportunities to explore and enjoy nature continue to attract visitors to the East Bay reservoirs and watershed trails. In 2015, visitation at San Pablo Recreation Area increased 7 percent, Lafayette 9 percent, and 20 percent on the watershed trail system. For 2016, visitation declined slightly at San Pablo and Lafayette recreation areas, while the watershed trail system showed a

modest 5 percent increase. Cost recovery at Lafayette and San Pablo Recreation Areas remains well above target levels. Recreation safety in the East Bay continues to be very good. There were no major accidents or reported public safety related events in the two year period. Customer satisfaction surveys were greater than 90 percent "Good" or "Excellent" in 2015 and 2016.

## **NEXT STEPS**

For 2017, the renovated Pardee RV Park will begin its first full year of occupancy and staff will complete the RFP process to advertise and select a concessionaire for the larger Pardee Recreation Area. In the East Bay, work continues on replacement of the potable water storage tank at the San Pablo Recreation Area. Resurfacing of paved hiking trails, replacement of the aged force sewer main and replacement of self-contained restroom facilities at Lafayette Reservoir will continue in 2017. Additionally, an updated and improved East Bay trail system map is in progress which will show all of EBMUD's East Bay trails plus the linkages to adjacent and interconnecting trails like those of the East Bay Regional Park District. Finally, staff plans to complete environmental documentation and approval of the updated East Bay Watershed Master Plan.

ARC:RGS:dec

Attachment

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**ATTACHMENT**

**Table 1 – Annual Visitation at Mokelumne Recreation Venues (Visitor Days)**

<b>Location</b>	<b>CY 2012</b>	<b>CY 2013</b>	<b>CY 2014</b>	<b>CY 2015</b>	<b>CY 2016</b>
Camanche North Shore	194,689	193,050	170,525	147,726	192,660
Camanche South Shore	181,250	189,360	168,291	164,264	211,040
Pardee Recreation Area	77,611	71,558	66,769	48,140	57,224
Mokelumne River Day Use	44,889	58,242	60,753	53,520	64,252
Camanche Hills Hunting Preserve	12,252	12,962	13,262	12,768	12,462
Watershed Trails	6,785	7,838	8,462	8,259	9,417
<b>Total</b>	<b>517,476</b>	<b>533,010</b>	<b>487,361</b>	<b>434,677</b>	<b>547,055</b>

**Table 2 – Mokelumne KPI Performance Results: Percent Cost Recovery**

<b>Location</b>	<b>Goal % Cost Recovery</b>	<b>FY 12</b>	<b>FY 13</b>	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>
Pardee Recreation Management Area	40%	26%	41%	40%	45%	34%
Camanche North Shore Recreation Management Area	45%	64%	66%	66%	67%	54%*
Camanche South Shore Recreation Management Area	45%	58%	64%	64%	63%	63%*
Camanche Hills Hunting Preserve	100%	100%	96%	93%	87%	94%

*\*A change in concession reporting skewed the North Shore/South Shore percentages for FY16.*

**Table 3 – Mokelumne KPI Performance Results: Public Safety**

KPI	Goal	CY 2012	CY 2013	CY 2014	CY 2015	CY 2016
Boating Accidents (# of accidents per boating day)	.01%	.015% 4 accidents 27,267 vessels	.019% 5 accidents 26,713 vessels	.005% 1 accident 20,461 vessels	.000% 0 accident 18,223 vessels	.011% 3 accidents 28,130 vessels
Visitor Incidents (# of visitor incidents per visitor day)	.2%	.07% 363 incidents 488,063 visitors	.12% 634 incidents 533,010 visitors	.06% 294 incidents 487,361 visitors	.06% 273 incidents 434,360 visitors	.04% 207 incidents 547,055 visitors

**Table 4 – Mokelumne KPI Performance Results: Visitor Satisfaction Survey**

Location	Goal	CY 2012	CY 2013	CY 2014	CY 2015	CY 2016
Pardee Recreation Area	80% "Good" or "Excellent"	98%	87%	93%	97%	98%
Camanche North Shore	80% "Good" or "Excellent"	98%	89%	83%	95%	97%
Camanche South Shore	80% "Good" or "Excellent"	86%	87%	91%	91%	89%
Camanche Hills Hunting Preserve	80% "Good" or "Excellent"	100%	100%	99%	100%	99%
Mokelumne River Day Use	80% "Good" or "Excellent"	N/A	95%	94%	96%	97%
Watershed Trails	80% "Good" or "Excellent"	N/A	95%	98%	99%	98%

**Table 5 – Recreation Visitation at East Bay Recreation Venues (Visitor Days)**

Location	CY 2011	CY 2012	CY 2013	CY 2014	CY 2015	CY 2016
Lafayette Recreation Area	*950,000	940,960	907,000	1,020,616	1,106,994	1,080,662
San Pablo Recreation Area	85,500	127,351	130,941	143,045	153,045	140,638
East Bay Trails	44,020	47,720	52,160	57,133	68,300	71,140
<b>Total</b>	<b>1,079,520</b>	<b>1,079,520</b>	<b>1,116,031</b>	<b>1,220,794</b>	<b>1,328,339</b>	<b>1,292,700</b>

\*Estimated value – annual pass automated gate malfunction for approximately 45 days.

**Table 6 – East Bay KPI Performance Results: Percent Cost Recovery**

Location	Goal (% Cost Recovery)	FY 2013	FY 2014	FY 2015	FY 2016
Lafayette Recreation Area	65%	78%	84%	82%	79%
San Pablo Recreation Area	40%	N/A	N/A	54%	57%

**Table 7 – East Bay KPI Performance Results: Public Safety**

KPI	Goal	CY 2013	CY 2014	CY 2015	CY 2016
Visitor Incidents (number of documented visitor incidents per visitor day)	.2%	.02%	.02%	.03%	.03%
		278 incidents 1,116,031 visitors	281 incidents 1,220,794 visitors	403 incidents 1,328,339 visitors	371 incidents 1,292,700 visitors

**Table 8 – East Bay KPI Performance Results: Visitor Satisfaction Surveys**

Location	Goal	CY 2014	CY 2015	CY 2016
All East Bay Recreation Areas	80% “Good” or “Excellent”	94%	94%	92%



## EAST BAY MUNICIPAL UTILITY DISTRICT

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DATE: February 9, 2017

MEMO TO: Board of Directors

THROUGH: Alexander R. Coate, General Manager *ARC*

FROM: Sherri A. Hong, Manager of Customer and Community Services *shong*

SUBJECT: Customer Assistance Programs Update

### BACKGROUND

At the September 13, 2016 Board of Directors meeting, members from the Service Workers Project for Affordable Utilities and Water (SWPAUW) expressed concern about the affordability of water service for low-income customers. SWPAUW is a volunteer private membership association of service workers that assist low-income workers and their families with pending utility shut-offs. Staff provided an update at the December 13, 2016 Planning Committee meeting on the District's overdue process and assistance programs, including a list of actions to expand outreach and education efforts for the District's Customer Assistance Program (CAP). Members from SWPAUW attended the meeting and submitted a list of demands to the District. This memo provides an update on the status of the District initiatives and the consideration of SWPAUW demands. A presentation will be provided at the February 14, 2017 Planning Committee meeting.

### DISCUSSION

Staff continually looks for ways to enhance services for all customers, including low-income customers. In an effort to expand outreach and low-income assistance, staff completed the following activities:

- Researched best practices in customer assistance program offerings conducted by the American Water Works Association, the U. S. Environmental Protection Agency and Water Education Foundation, and other agencies to determine potential enhancements not currently offered by the District.
- Attended the State Water Resources Control Board Low-Income Rate Program Workshop on November 7, 2016, and sent a comment letter outlining the District's support and recommendations on November 18, 2016.
- Attended a meeting with Director Marguerite Young and City of Oakland (City) District 4 Councilmember Annie Campbell-Washington on utility affordability concerns. Staff discussed the City's sewer service fee, as well as potential partnerships and services available to support Oakland low-income residents. Staff conducted a follow-up meeting with Councilmember Campbell-Washington, and several City staff members, including the Assistant City Administrator and Director of Public Works. City staff expressed concern about funding available for a sewer service assistance program and requested the District provide additional information for Oakland City Council discussion. Staff will provide the additional information in February.

- Staff met with SWPAUW representatives to discuss their concerns and share District service information, including further efforts underway to support low-income customers. Staff shared other potential social service resources available.
- Enhanced the District's website to make CAP more accessible. Developed a fillable online form to facilitate the application process and updated the telephone on-hold message with CAP enrollment information.
- Expanded outreach, including a targeted CAP program mailing to over 2,000 vulnerable customers who may be experiencing financial difficulty.
- Coordinated a full-day training session for District staff, who interface regularly with customers in challenging situations, to learn approaches and tools to resolve interactions effectively.

Work in progress includes:

- Continue participation with Association of California Water Agencies, California Urban Water Agencies, and the State Water Resources Control Board to help identify the root causes of, and help identify solutions to, utility affordability issues. Monitor and participate in proposed legislative proposals, including proposals to amend Proposition 218 to allow for a rate revenue-funded assistance program – *Ongoing*
- Work with the City of Oakland to determine financial assistance options for a low-income sewer service charge - *Ongoing*
- Continue research on a District employee donation-funded customer assistance program - *April 2017*
- Develop a brochure listing available District programs and services for bill payment options, and water use efficiency and education, that can be provided to a customer when service is disconnected or used during workshops and community outreach events - *May 2017*
- Conduct an outreach campaign utilizing bus shelters and billboards in low-income areas – *April/May 2017*
- Re-establish the guardian notification service designed to help seniors or disabled customers to allow a designated guardian on their account to be notified of account issues – *June 2017*

In addition to the actions noted above, staff reviewed the list of demands requested by SWPAUW. Many of the demands involve District rates and therefore are governed and restricted by Propositions 26 and 218. For several of the demands, the District already has long-term practices in place as explained in the attached annotated list.

## NEXT STEPS

Staff will continue to work with stakeholders and update the Board as more information becomes available.

ARC:SAH:dlb

## Attachment

I:\SEC\2017 Board Related Items\Committees 2017\021417 Planning Ctte\CCS Customer Assistance Program Update

## ATTACHMENT

### SERVICE WORKERS PROJECT FOR AFFORDABLE WATER AND UTILITIES DEMANDS TO EBMUD OCTOBER 2016

- 1) Install a permanent moratorium on disconnection of water service for any customer whose income is at or below the federal poverty level.

*As a public agency, in accordance with the Municipal Utility District Act and Water Service Regulations Governing Service to Customers, the District is responsible for providing safe, reliable water and wastewater services and collecting from its' customers appropriate fees to recover costs. Installing a permanent moratorium on disconnection of water service for any low-income water customer would result in the District providing a subsidy to low-income water customers, with the costs borne by other customers. Such an arrangement would violate Proposition 218. In addition, it raises concerns under the Constitution's equal protection clause and prohibition against the gift of public funds.*

- 2) Make reasonable accommodations for payment plans for any customer whose income is at or below 200% of the federal poverty level.

*The District has a long standing practice of providing short term payment extensions and long term payment plans to assist all customers during times of financial distress.*

- 3) Eliminate disconnection and reconnections fees for any customer whose income is at or below 200% of the federal poverty level, in order to end this unaffordable punitive measure against the poor.

*As a public agency, in accordance with the Municipal Utility District Act and Water Service Regulations Governing Service to Customers, the District is responsible for providing safe, reliable water and wastewater services and collecting from its' customers appropriate fees to recover costs. While disconnection and reconnection fees are not subject to Proposition 218, eliminating those fees for low-income water customers raises concerns under the Constitution's equal protection clause and prohibition against the gift of public funds.*

- 4) Allow payment plans for arrears accounts to extend to 24 months to provide more affordability to low-income customers.

*The District has a long standing practice of providing short term payment extensions and long term payment plans to assist all customers during times of financial distress. Longer term payment plans up to 12 months are evaluated on a case-by-case basis.*

- 5) Install rate adjustment so that household water costs do not exceed 2% of household income, per federal standards, for any customer whose income is at or below the 200% federal poverty income level.

*As a public agency, in accordance with the Municipal Utility District Act and Water Service Regulations Governing Service to Customers, the District is responsible for providing safe, reliable water and wastewater services and collecting from its' customers appropriate fees to recover costs. Similar to the moratorium on disconnection of water service for low-income water customers, this demand violates Proposition 218 because it would result in low-income customers'*

*water service being subsidized by other customers. It also raises concerns under the Constitution's equal protection clause and prohibition against the gift of public funds.*

- 6) Immediately cease the practice of charging a deposit to customers who fail to make on-time payments on several occasions, regardless of the provisions of the 2012 MUD Act, in order to end this unaffordable punitive measure against the poor.

*Deposits are evaluated and reviewed prior to assessing. Payment plans for deposits are available on a case-by-case basis. Treating one class of customers differently from another class raises concerns under the Constitution's equal protection clause.*

- 7) Eliminate fines for "stealing" public water for any customer whose income is at or below 200% of the federal income poverty level, in order to end this unaffordable punitive measure against the poor.

*The District takes water theft seriously and as a public agency, in accordance with the Municipal Utility District Act and Water Service Regulations Governing Service to Customers, the District is responsible for providing safe, reliable water and wastewater services and collecting the appropriate fees to recover costs. If the District were to eliminate the Water Theft Penalty for only low-income customers, and not for other customers, the District would be treating one customer class differently from another customer class which raises concerns under the Constitution's equal protection clause.*

- 8) Implement an immediate, more efficient way to apply for CAP and have trained personnel accessible via telephone to assist low-income applicants. Extend CAP to any customer regardless if they occupy a single-family dwelling or a residence in a multi-unit building.

*The online CAP application has been enhanced to facilitate the application process. All Customer Service staff is trained on the CAP to assist customers. Refresher training is provided to representatives annually and an online tool is available to assist representatives when responding to CAP questions. The CAP is available to eligible District customers who complete a valid application and provide the required documentation.*

- 9) EBMUD's new practice of requiring a third party to provide qualifying information in order to act on behalf of the customer is unfair.

*This is a long standing practice of the District to ensure the privacy of our customers. When a person acts on behalf of a customer, they are committing and providing verbal agreement to the District of the terms and conditions of payment to avoid termination of service. The District ensures the 3<sup>rd</sup> party representative is an authorized agent to act on behalf of the customer and that the customer is aware of the agreement. This procedure is consistent with industry practice.*