



NOTICE OF THE OPERATIONS COMMITTEE MEETING/SPECIAL MEETING OF THE BOARD OF DIRECTORS

Friday, January 17, 2025 at 9:30 AM

AGENDA

LOCATIONS:

Open Session to start at or after 9:30 a.m.

Marin Water Board Room – 220 Nellen Avenue, Corte Madera, CA 94925

Public Participation:

The public may attend this meeting in-person or remotely using the following methods:

On a computer or smart device, go to: <https://marinwater.zoom.us/j/86822995553>

By phone, dial: **1-669-444-9171** and use Webinar ID: **868 2299 5553**

HOW TO PROVIDE PUBLIC COMMENT:

During the Meeting: Typically, you will have 3 minutes to make your public comment, however, the board president may shorten the amount of time for public comment due to a large number of attendees. Furthermore, pursuant to Government Code, section 54954.2 (the Brown Act), the Board may not take action or discuss any item that does not appear on the agenda.

-- **In-Person Attendee:** Fill out a speaker card and provide to the board secretary. List the number/letter (ex: 6a) of the agenda item(s), for which you would like to provide a comment. Once you're called, proceed to the lectern to make your comment.

-- **Remote Attendee:** Use the "raise hand" button on the bottom of the Zoom screen. If you are joining by phone and would like to comment, press *9. The board secretary will use the last four digits of your phone number to call on you (dial *6 to mute/unmute).

In Advance of the Meeting: Submit your comments by email in advance of the meeting to boardcomment@marinwater.org. To ensure that your comment is provided to the Board of Directors prior to the meeting, please email your comment 24 hours in advance of the meeting start time. Comments received after this cut off time will be sent to the Board after the meeting. Please do not include personal information in your comment such as phone numbers and home addresses.

AGENDA ITEMS:

1. **Call to Order and Roll Call**
2. **Adoption of Agenda**
3. **Public Comment on Non-Agenda Matters**

This is the time when any person may address the Board of Directors on matters not listed on this agenda, but which are within the subject matter jurisdiction of the Board.

4. **Regular Items** (9:45 a.m. – Time Approximate)

- a. Minutes of the Operations Committee Meeting/Special Meeting of the Board of Directors on December 20, 2024

RECOMMENDATION: Approve the minutes

- b. Wildfire Preparedness

RECOMMENDATION: Receive a staff presentation on the District’s efforts to prepare for wildfire events and improve water system resiliency

- c. Professional Services Agreement for Northern Spotted Owl 2025 and 2026 Monitoring (MA-6390)

RECOMMENDATION: Review and refer a Professional Services Agreement with Point Blue Conservation Science in the amount of \$199,223 for two years of Northern Spotted Owl Survey work to a future regularly scheduled bi-monthly meeting of the Board of Directors to consider approval

- d. Water System Master Plan Update and Amendment No. 3 to Agreement 5875

RECOMMENDATION: Receive an informational update on the Water System Master Plan, and review and refer to a future regularly scheduled Board meeting for approval Amendment No. 3 to Agreement 5875 with Woodard and Curran to extend the contract date and expand the scope of services to support ongoing capital infrastructure planning

- e. Print, Mail and Payment Processing Services

RECOMMENDATION: Review and refer to a future regularly scheduled Board meeting an agreement with Paymentus Corporation for print, mail and payment processing services for the District’s utility billing

5. **Upcoming Meeting**

The next Operations Committee Meeting/Special Meeting of the Board of Directors is scheduled for February 14, 2025 at 9:30 a.m.

6. **Adjournment** (11:15 a.m. – Time Approximate)

ADA NOTICE AND HEARING-IMPAIRED PROVISIONS

In accordance with the Americans with Disabilities Act (ADA) and California Law, it is Marin Water’s policy to offer its public programs, services, and meetings in a manner that is readily accessible to everyone, including those with disabilities. If you are an individual with a disability and require a copy of a public

hearing notice, an agenda, and/or agenda packet in an appropriate alternative format, or if you require other accommodations, please contact the Board Secretary/ADA Coordinator at 415.945.1448, at least two business days in advance of the meeting. Advance notification will enable Marin Water to make reasonable arrangements to ensure accessibility.

Information agendas are available for review at the Civic Center Library, Corte Madera Library, Fairfax Library, Mill Valley Library, Marin Water Administration Building, and marinwater.org.

Posted: 01-14-2025



STAFF REPORT

Meeting Type: Operations Committee/Board of Directors
Title: Minutes of the Operations Committee Meeting/Special Meeting of the Board of Directors on December 20, 2024
From: Terrie Gillen, Board Secretary
Through: Ben Horenstein, General Manager
Meeting Date: January 17, 2025

TYPE OF ACTION: X Action Information Review and Refer

RECOMMENDATION: Approve the minutes

SUMMARY: The Operations Committee/Board of Directors held a meeting on December 20, 2024. The minutes of that meeting are attached.

DISCUSSION: None.

ENVIRONMENTAL REVIEW: Not applicable.

FISCAL IMPACT: None.

ATTACHMENT(S):

1. Draft December 20, 2024 Minutes of the Operations Committee Meeting/Special Meeting of the Board of Directors

DEPARTMENT OR DIVISION	DIVISION MANAGER	APPROVED
Communications & Public Affairs Department	 Terrie Gillen Board Secretary	 Ben Horenstein General Manager



NOTICE OF THE OPERATIONS COMMITTEE MEETING/SPECIAL MEETING OF THE BOARD OF DIRECTORS

Friday, December 20, 2024 at 9:30 AM

MINUTES

LOCATIONS:

Open Session to start at or after 9:30 a.m.

Marin Water Board Room – 220 Nellen Avenue, Corte Madera, CA 94925

Public Participation:

The public attended this meeting in-person or remotely using the following methods: on a computer or smart device, <https://marinwater.zoom.us/j/86822995553>, or by phone, 1-669-444-9171 using Webinar ID #: 868 2299 5553.

AGENDA ITEMS:

1. Call to Order and Roll Call

Chair Larry Russell called the meeting to order at 9:30 a.m.

DIRECTORS PRESENT

Matt Samson

Jed Smith

Ranjiv Khush

Larry Russell

DIRECTOR ABSENT

Diana Maier

2. Adoption of Agenda

Vice Chair Khush made the motion to adopt the agenda. Director Samson seconded the motion.

There were no public comments.

Voting Yea: Directors Samson, Smith, Khush, and Russell

3. Public Comment on Non-Agenda Matters

There were no public comments.

4. Regular Items

- a. Minutes of the Operations Committee Meeting/Special Meeting of the Board of Directors on November 15, 2024

RECOMMENDATION: Approve the minutes

Director Samson made the motion to approve the minutes. Vice Chair Khush seconded the motion.

There were no public comments.

Voting Yea: Directors Samson, Smith, Khush, and Russell

- b. Review and Refer Two Professional Services Agreements for Geotechnical and Civil Design Engineering Services

RECOMMENDATION: Review and refer to a future regularly scheduled Board meeting for award of two professional services agreements with two consultants for on-call “as-needed” geotechnical and civil design engineering services, with each contract in an amount not to exceed of \$600,000

Engineering Director Alex Anaya introduced this item and Engineering Design Manager Zak Talbott, who presented this item.

Discussion followed.

There were no public comments.

Director Samson made the motion to refer this item to the Board to be considered for approval at a future Board meeting. Vice Chair Khush seconded the motion.

- c. Above Ground Infrastructure Hardening Assessment

RECOMMENDATION: Receive staff update on above ground infrastructure hardening assessments and next steps

Engineering Planning Manager Elysha Irish introduced this item and Assistant Engineer Bryan Vrba, who provided the presentation.

Discussion ensued.

There were no public comments.

This was an information item. No formal action was taken.

d. Water Supply Update

RECOMMENDATION: Receive an update on Water Supply

Water Resources Director Paul Sellier introduced this item and Water Quality Manager Lucy Croy, who provided the presentation.

Discussion occurred throughout.

There was one (1) public comment.

This was an information item. No formal action was taken.

5. Upcoming Meeting

The next Operations Committee Meeting/Special Meeting of the Board of Directors was scheduled for Friday, January 17, 2025 at 9:30 a.m.

6. Adjournment

There being no further business, the Operations Committee Meeting/Special Meeting of the Board of Directors adjourned on December 20, 2024 at 10:21 a.m.

Board Secretary



STAFF REPORT

Meeting Type: Operations Committee/Board of Directors
Title: Wildfire Preparedness
From: Shaun Horne, Director of Watershed Resources
Through: Ben Horenstein, General Manager *BH* *SH*
Meeting Date: January 17, 2025

TYPE OF ACTION: Action X Information Review and Refer

RECOMMENDATION: Receive a staff presentation on the District’s efforts to prepare for wildfire events and improve water system resiliency

SUMMARY: The District has been actively implementing wildfire preparedness and mitigation actions to enhance water system resiliency. Staff will present an overview of planning efforts that have advanced the District’s mitigation actions and discuss ongoing local collaboration supporting wildfire preparedness activities in Marin County.

DISCUSSION: California is facing unprecedented wildfire conditions as a result of decades of fire suppression and increasing impacts associated with climate change. In many of California ecosystems, biodiversity, carbon stability, watershed health and overall ecological resilience are dependent on the regular occurrence of fire. However, wildfire seasons over the past few years have brought record impacts to communities, critical infrastructure and ecosystems. In an effort to establish a more resilient water supply system, watershed, and community, Marin Water has undertaken a number of planning initiatives that have guided mitigation actions and water system improvements. Staff will provide a brief presentation that highlights past planning efforts, emergency preparedness, and mitigation actions being implemented.

ENVIRONMENTAL REVIEW: Not Applicable.

FISCAL IMPACT: None.

ATTACHMENT(S): None.



STAFF REPORT

Meeting Type: Operations Committee/Board of Directors
Title: Professional Services Agreement for Northern Spotted Owl 2025 and 2026 Monitoring (MA-6390)
From: Shaun Horne, Director of Watershed Resources
Through: Ben Horenstein, General Manager
Meeting Date: January 17, 2025

SH *BH*

TYPE OF ACTION: Action Information X Review and Refer

RECOMMENDATION: Review and refer a Professional Services Agreement with Point Blue Conservation Science in the amount of \$199,223 for two years of Northern Spotted Owl Survey work to a future regularly scheduled bi-monthly meeting of the Board of Directors to consider approval

SUMMARY: Each year, the District carries out protocol level Northern Spotted Owl surveys to determine occupancy status of nests throughout the watershed and to monitor long-term population trends. Staff will be requesting that the Board of Directors approve and authorize the general manager to sign a Professional Services Agreement (MA-6390) in the amount of \$199,223 with Point Blue Conservation Science for two years of Northern Spotted Owl Survey work. This contract supports watershed operations, project level environmental compliance and watershed stewardship efforts.

DISCUSSION: The Northern Spotted Owl (NSO; *Strix occidentalis caurina*), ranging from southern British Columbia to Marin County, California, is one of three subspecies of the Spotted Owl. It is a year-round resident found primarily in older, coniferous forests. The NSO was listed by the U.S. Fish and Wildlife Service (USFWS) as a Federally Threatened subspecies in 1990, with declines mostly attributed to habitat loss. Due to continued declines, the NSO was also approved for listing as Threatened under California’s State Endangered Species Act in 2016 (Forsman et al. 2011, USFWS 2011, Dugger et al. 2016). Since 1999 the District and other public land managers in Marin County have been monitoring NSO annually to better understand population trends and to determine occupancy and nesting status at sites where proposed management activities may occur to inform avoidance measures. Long-term monitoring has demonstrated that NSO are doing well in Marin County with a 90% study average for nest occupancy from 1999-2023 demonstrating that current watershed operations and stewardship activities are supporting the health of NSO on the watershed.

Each year, the District carries out protocol level Northern Spotted Owl surveys to determine occupancy status of nests throughout the watershed. These surveys ensure that the District can complete critical infrastructure and fuel reduction work without impacting sensitive biological species on the watershed. In October of 2019, the District adopted the Biodiversity, Fire, and Fuels Integrated Plan (BFFIP), which

describes the actions the District will implement to reduce wildfire hazards and to maintain and enhance ecosystem function on the District’s watershed. Vegetation management under the BFFIP aims to reduce fuel loads, improve forest health, preserve defensible space, and reduce invasive weed species. Ahead of new vegetation management projects, the District conducts per-project environmental compliance surveys to ensure that vegetation management activities do not impact sensitive natural resources. This Professional Services Agreement will support annual monitoring of historical nesting sites in the vicinity of planned vegetation management areas and other District construction projects on the watershed, which is crucial for avoiding impacts to Northern Spotted Owls during project implementation.

The District continues to scale up vegetation management work and forest restoration on the watershed to address fuel load issues and to treat non-native invasive plants. Through the use of environmental compliance measures the District can schedule and coordinate vegetation management work to avoid sensitive biological and physical resources. Furthermore, ongoing monitoring of the occupancy and reproductive status of Northern Spotted Owls helps to track the health of this species in Marin County, and to detect any early warning signs of declines. In recent years, Point Blue has detected Barred Owls in Marin County which can threaten the local NSO population through competition for space and food, as has been well-documented in other parts of its range (Wiens et al. 2014, Dugger et al. 2016, Franklin et al. 2021). The District and Point Blue through this contract will continue to evaluate how Barred Owls influence the NSO population in Marin County to help inform watershed stewardship.

Proposal Selection Process: On September 18, 2022, the District released a Request for Proposals (RFP) for a two-year Northern Spotted Owl monitoring contract. The RFP was sent to three local environmental consulting firms with experience in biological monitoring. Proposals were received by the District on October 2, 2022, and Point Blue Conservation Science (PBCS) was selected as the most qualified firm.

ENVIRONMENTAL REVIEW: None.

FISCAL IMPACT: The funds for environmental compliance for BFFIP implementation are budgeted in part within Watershed Fund Center 2044 which will be used to cover the \$199,223 NSO contract costs.

ATTACHMENT(S): None.



STAFF REPORT

Meeting Type: Operations Committee/Board of Directors
Title: Water System Master Plan Update and Amendment No. 3 to Agreement 5875
From: Alex Anaya, Director of Engineering
Through: Ben Horenstein, General Manager
Meeting Date: January 17, 2025

AA
BH

TYPE OF ACTION: Action Information X Review and Refer

RECOMMENDATION: Receive an informational update on the Water System Master Plan, and review and refer to a future regularly scheduled Board meeting for approval Amendment No. 3 to Agreement 5875 with Woodard and Curran to extend the contract date and expand the scope of services to support ongoing capital infrastructure planning

SUMMARY: The District’s Water System Master Plan (WSMP) informs long-term capital investment efforts needed to improve the water system’s infrastructure which included an update of the District’s planning and design criteria; focused evaluation of the Ross Valley system, including the siting of the new Pine Mountain Tunnel tanks; and overall system evaluation looking at long term renewal rates for District assets. During the WSMP process, staff also engaged the consultant on specific, in-depth evaluations for certain assets. While all the WSMP deliverables are complete, longer term capital planning efforts continue and in support of these efforts, staff is requesting to extend the completion date for the contract with Woodard & Curran as well as expand the scope of services to include general on-call grant capital infrastructure planning development for District projects, in an amount not-to-exceed \$500,000, for a total contract not-to-exceed amount of \$1,938,528.

DISCUSSION: In August 2020, the District awarded the WSMP contract to Woodard & Curran due to the organization’s extensive experience preparing Water System Master Plans, its organized approach to the system evaluation and understanding of the District’s complex infrastructure needs, as well as understanding of the capital investment challenges facing water utilities similar to those of the District. The first task included numerous site visits of storage tanks and pumping stations to get a representative overview of the District’s assets and key challenges. Over a dozen sites were visited, ranging from large facilities, such as Smith Saddles tanks, to small postage stamp sites, like Mesa Vista pump station. Concurrently, planning and design criteria were evaluated and adjusted, along with system-level modeling, to ensure that future improvements targeted assets for which the investment provides the greatest value.

In January 2021, the project moved into the next task, a focused evaluation of the Ross Valley system, which supplies water to approximately 44,000 customers (23% of the District’s customers), and Pine Mountain Tunnel. This task involved the development and evaluation of alternatives for resolution of the dual challenges presented by the lack of adequate storage in Ross Valley and the poor condition of two critical storage facilities that serve Ross Valley; Ross Reservoir and Pine Mountain Tunnel. To date, the Pine Mountain Tanks project is well underway; CEQA and site work are complete; and staff is finalizing the tanks’ design, with tank construction to begin in August 2025 and completing in January 2029.

Once the Pine Mountain Tanks project moved into the design phase, the WSMP team looked at the remainder of the system and provided an overall system evaluation to maintain reliability and improve operability of the water system in the long-term. This review included the evaluation of major elements of the distribution system, including pipelines, storage tanks, pump stations, and pressure regulating facilities, using the updated planning and design criteria to highlight system deficiencies. Staff and the consultant also examined the method of District prioritization of pipeline and other system component replacements to establish longer term rates of renewal by asset class to inform long-term capital investment planning as well as short-term high priority projects within the system.

During this time, there were also specific evaluations performed on individual assets to look at potential site improvements and alternatives analyses to aid in long-term capital planning efforts. These included a broader site evaluation for the replacement of Hind Tanks, a seismic evaluation of the existing San Geronimo Treatment Plant clarifiers, an evaluation of renewable energy opportunities, and a close look at the Wolfback Ridge piping and tank system across the Sausalito area. Each of these evaluations were critical and added appropriate expertise to existing staff resources which allowed the District to evaluate these assets in a timely fashion for both budgeting and planning purposes.

Throughout the project, the contract was amended twice to extend the time for completion of the work, with the current contract lasting through June 2025. To date, all deliverables for the WSMP are complete, and staff also recognizes that longer term capital planning efforts are ongoing. To aid in these efforts, staff is requesting to extend the completion date for the contract as well as expand the scope of services to include general on-call grant capital infrastructure planning development for District projects, in an amount not-to-exceed \$500,000, for a new total contract not-to-exceed amount of \$1,938,528.

ENVIRONMENTAL REVIEW: Not Applicable.

FISCAL IMPACT: Funding for this contract is identified in the adopted Capital budget for Fiscal Year 2024 and 2025 under the A1A16 Program Management fund center.

ATTACHMENT(S): None.



STAFF REPORT

Meeting Type: Operations Committee/Board of Directors
Title: Print, Mail and Payment Processing Services
From: Bret Uppendahl, Finance Director
Through: Ben Horenstein, General Manager
Meeting Date: January 17, 2025

BU
BH

TYPE OF ACTION: Action Information X Review and Refer

RECOMMENDATION: Review and refer to a future regularly scheduled Board meeting an agreement with Paymentus Corporation for print, mail and payment processing services for the District’s utility billing

SUMMARY: Since 2007, the District has contracted with Output Services Group (OSG) for bill print, mail and online bill pay processing. The District has approximately 62,000 accounts and produces invoices on a bi-monthly basis for most accounts. In addition to regularly issued utility bills, the District issues past due notices and final notices each month. Approximately 40 percent of the District’s customers are enrolled in e-bills and approximately 30 percent utilize the District’s online billing portal.

In November 2024, the District issued a Request for Proposal (RFP) for print, mail and payment processing services. Potential vendors are expected to support the District’s current print and mail function, a variety of payment options and methods, and an online customer portal for electronic payments. Vendors are also required to certify that their online customer portal meets or exceeds all current requirements for cybersecurity and customer data protection. Finally, the online customer portal must be accessible via major web browsers and mobile devices, support ADA accessibility requirements, and provide service functionality for routine Customer Service functions.

The District received eight qualified responses in December 2024. All proposals were evaluated by a panel on a range of criteria that included company experience, product offerings, project management, and pricing. The top three vendors were selected for interviews to allow staff to review the respective product offerings, price structure and project implementation approach.

Based on this review, staff recommends awarding a contract to Paymentus Corporation. The Paymentus Corporation has provided digital payments for over 20 years and is an industry leader with over 2,200 clients and a strong history of successful project implementations, including successful integrations with SAP, the District’s financial software. Paymentus will partner with Matrix Imaging Solutions to provide all required print and mail services.

DISCUSSION: The District issued an RFP for print, mail and payment processing services with the intent to improve the online payment portal functionality and to expand the number of payment methods available to District customers. Another requirement of the RFP was to have a robust print and mail solution that can support the District’s current invoicing needs and help streamline print and mail operations.

The proposal from Paymentus Corporation was the most comprehensive and also the lowest overall cost. By partnering with Matrix Imaging Solutions, Paymentus is able to meet all print and mail requirements, and the online payment portal provides the most significant improvement compared to the District’s current payment portal. Paymentus supports mobile payments, payment via text, Integrated Voice Response (IVR), and digital wallets such as Venmo, Apple Pay and Google Pay. In addition, Paymentus supports multiple in-person payment options such as Scan-to-Pay, which allows underbanked customers to make payments at various retail locations. Finally, Paymentus is PCI-DSS 4.0 Level 1 compliant, which is the highest standard for payment security.

The pricing model proposed by Paymentus is divided into two areas. For print and mail services, the costs are determined by the number of pages used, the number of special notices produced, and the cost of envelopes and postage. With the District’s current print volumes, it is projected that Paymentus will charge approximately \$216,000 per year for these services. This would represent a cost savings of approximately \$75,000 compared to the District’s current print and mail service. For online payments, Paymentus has a relatively straightforward pricing model compared to most other providers. All credit and debit card payments are \$1.87 each, with ACH and eChecks at \$0.60 each. Non-qualified cards are charged at 2.95% of the total transaction. There is no additional interchange fee associated with the Paymentus proposal. With the District’s current mix of online payments, staff projects that the annual cost will be \$710,000, which is a savings of approximately \$400,000 compared to the current provider.

ENVIRONMENTAL REVIEW: Not Applicable.

FISCAL IMPACT: The proposed agreement with Paymentus for print, mail and payment services is projected to cost \$926,000 per year under current transaction volume assumptions. The pricing proposal is fixed for the first four years, with an option to extend for one additional year. If the total volume or overall mix of payments changes considerably during the term, Paymentus retains the right to revise the pricing proposal. It is expected that the District’s customer base will increase overall adoption of online services, which will increase the costs for payment processing, partially offset by reduced printing and postage costs. It is also expected that postage costs, which are passed through to the District, will increase over the term of the

agreement. Assuming CPI based postage increases and a five percent per year increase in online payment services, with payment volumes remain at current levels, the four-year total cost associated with this service is expected to be \$3.9 million. Funds are currently budgeted in the Finance Department and Customer Service Department for this purpose.

ATTACHMENT(S): None.