

# Staff Report

for the Honorable Board of Directors, January 15, 2020

**TO:** Board of Director Members

**FROM:** Greg Jones, M.B.A., Assistant General Manager

**DATE:** January 8, 2020

**SUBJECT:** Raw Water Master Plan Public Outreach Process Design – Board Workshop

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## *ADMINISTRATION*

### **RECOMMENDED ACTION:**

Discuss and offer direction on key goals and critical success factors for the Raw Water Master Plan's Public Outreach Process design.

### **BACKGROUND:**

NID is currently in the process of updating the Raw Water Master Plan (RWMP Update).

On April 25, 2018, the Board approved a robust and all-inclusive public involvement-based RWMP Update process and staff began to develop a process and project team. On September 6, 2018, the Board approved the awards of consulting contracts to both the Kolbe Team for facilitation and community outreach services and to HDR for technical support for the Update. On January 23, 2019, the Board rejected the original public outreach process, cancelled the Kolbe Team contract, and began the process of developing an American Water Works Association (AWWA) M50 public engagement design approach for the update to the 2013 RWMP.

The AWWA M50 Water Resources Planning manual includes recommendations for public involvement, which the District has chosen to use in developing a public outreach process to the RWMP. The AWWA recommendations include: use of International Association for Public Participation principles; using assessed risk and community impact to determine the level of public involvement and outreach; and determination of the type and extent of public involvement as defined by the Board of Directors.

At the WHO Committee on February 5, 2019, members discussed opportunities and challenges in developing a public outreach process for the RWMP Update, and requested to hear from experts in the public outreach field.

On March 12, 2019, two public outreach experts presented and discussed with the WHO Committee public outreach options, experiences, and issues as it relates to the AWWA's M-50 outreach process. The Committee decided to move forward with hiring a public involvement professional to design the public outreach process for the RWMP Update.

A draft RFP was developed and provided to the Committee and the public for review and comments. The WHO Committee provided the initial scope of the RFP. The Committee considered initial outreach assumptions of ten facilitated public meetings, inclusion of a third-party blue ribbon panel for technical review, and eight months for the public meetings. Staff and consultants have assumed this considered effort to cost an estimated \$300,000 for the delivery of a well-executed and productive public engagement process.

After receiving comments from the public and the Committee, the RFP was finalized for release at the May 22, 2019 Board of Directors Meeting.

The RFP was distributed on May 28, 2019 to 25 firms &/or individuals, and posted on NID's website. A non-mandatory pre-proposal meeting was held and only one firm attended. Three proposals were received.

Raftelis was selected for the project and NID engaged in a consulting agreement with Raftelis on August 29, 2019. The Raftelis team includes Melissa Elliott and Patricia Tennyson, both of whom presented their expertise and experiences with public outreach to the WHO Committee on March 12<sup>th</sup>. Ms. Elliott is the AWWA President-Elect, further supporting NID's desire to follow AWWA recommended procedures for public outreach processes.

Today's workshop is intended for the Board to provide direction on key goals and critical success factors for the Raw Water Master Plan's Public Outreach Process Design. The workshop will include discussion of, among other items, budget and schedule, stakeholder identification, RWMP outreach milestones, and public outreach process success factors.

After this workshop, the Consultant will then conduct a series of in-depth interviews with representatives of local community groups and individuals to hear questions, opinions and issues related to the RMWP that will help arrive at the recommended process design, anticipated for Board approval in Q2, 2020.

This item supports Goal No. 3 of the District's Strategic Plan by developing and managing our resources that protects and provides for local control of our community's most valuable assets – a fairly priced and available water supply.

**BUDGETARY IMPACT:**

None, Raftelis is currently under contract in the amount of \$46,135 for this work under account 10151-52603-1041.

**ATTACHEMENT:**

- RWMP Fact Sheet
- PPT Presentation



**Nevada  
Irrigation  
District**

## **Raw Water Master Plan Public Outreach Process Design Criteria**

**FACT SHEET, January 15, 2020**

### **Nevada Irrigation District's Raw Water Master Plan**

The Nevada Irrigation District's Raw Water Master Plan was last updated in 2005 and adopted in 2013. The plan helps guide decisions related to the water system over the next 50 years. The District is updating the plan to reflect changes in water demand, supply and the potential effects of climate change. The plan is an organizational tool that seeks to align resource decision making with community values and District operational needs, including technical and cost criteria requirements. When complete the plan will show how a variety of future water supply and demand scenarios could be integrated to ensure our community enjoys the same high-quality, reliable water system we have now.

### **Public Outreach is a Key Component**

Including the public through outreach and direct involvement in long-range planning is a best practice. The District's plan will benefit from a public outreach process that increases public understanding of water resource challenges, considers the community's long-term plans and priorities, and listens to and learns from the public.

### **American Water Works Association M50 Manual of Practice**

To develop the Raw Water Master Plan, the District is using a water-industry manual of practice developed by the American Water Works Association (AWWA). The AWWA M50 Water Resources Planning manual includes recommendations for public involvement, which the District has chosen to use in developing a public outreach process to accompany the Raw Water Master Plan. The recommendations include: use of International Association for Public Participation principles; using assessed risk and community impact to determine the level of public involvement and outreach; and determination of the type and extent of public involvement as defined by the Board of Directors.

### **Today's Board Workshop**

For public outreach and involvement to be meaningful, it must feed into the Raw Water Master Plan process at key points and be aligned with the District's planning schedule and budget. Today, the Board of Directors will work through a facilitated discussion to provide direction on several key factors that will be incorporated into the design of a public outreach process to be used during the development of the Raw Water Master Plan.

### **Anticipated Next Steps**

February 2020: Community Research and Recommend Online Survey  
Spring 2020: Process Design to the Board of Directors

# Public Outreach Process Design For NID's Raw Water Master Plan

**Board of Directors Workshop**

**January 15, 2020**

# Today's Agenda

- Welcome and introductions
- Raw Water Master Plan overview
- Review public outreach process design approach, schedule, and critical success factors
- Discuss how public input will be helpful in the decision-making process
- Receive Board direction on schedule and budget expectations
- Receive Board direction on the level of public participation
- Identify customer and stakeholder perspectives
- Next steps

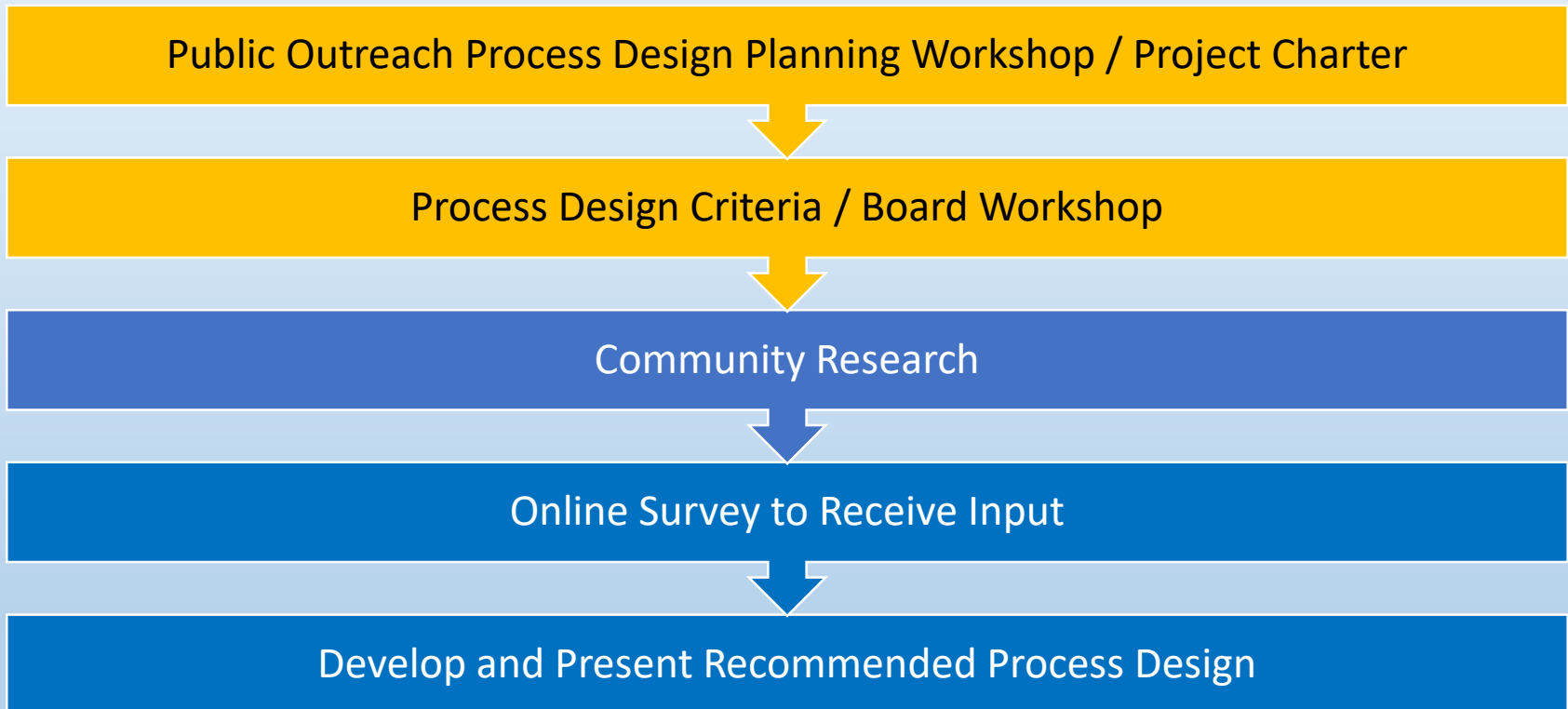
# What is a RWMP?

- Planning document to develop future District water resource stewardship strategies.
- Uses a range of hydrologic year types with watershed, climate change and system models to project water availability
- Factors in legal, regulatory, infrastructure, and other restrictions to determine available supply versus projected demands.
- Develops water resource strategies to address future needs.

## Note:

- A RWMP does NOT identify specific projects.
- Specific strategies are implemented separately through the normal CEQA project implementation process.

# Project Approach





# Schedule





# Critical Success Factors

# Critical Success Factors

The following activities must be done exceedingly well to ensure success:

- The public outreach process is simple to follow and highly transparent
- The decision process is communicated, and public input opportunities identified
- Equal representation of stakeholders with common interests is strived for
- The problem/opportunity to be addressed and the decision to be made are clarified
- All terms used in the process design must be clearly defined so that the District and the community have a common understanding
- Clearly demonstrate that the District's Board of Directors is the final decision-maker.

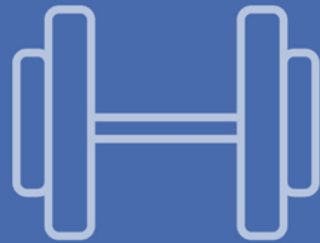
# Informing the Process

## SOAR Analysis

STRENGTHS	OPPORTUNITIES
ASPIRATIONS	RESULTS

# Current Nevada Irrigation District communication efforts:

- Board and committee meetings
- Public meetings & workshops
- Media
- Materials & presentations
- Community involvement
- Websites
- Waterways newsletter
- E-mail news alerts



**Strengths**

# **Nevada Irrigation District's most significant strengths related to Public Outreach are...**

- Strength 1:
- Strength 2:
- Strength 3:

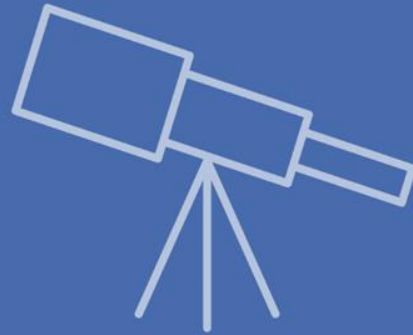


# Opportunities



# Nevada Irrigation District's most significant opportunities related to Public Outreach are...

- Opportunity 1:
- Opportunity 2:
- Opportunity 3:



# Aspirations



# **We would be proud of Nevada Irrigation District's work on Public Outreach for the Raw Water Master Plan if...**

- Aspiration 1:
- Aspiration 2:
- Aspiration 3:



# Results

# **We'll know we are successful if Nevada Irrigation District's work on Public Outreach for the Raw Water Master Plan achieves...**

- Result 1:
- Result 2:
- Result 3:

# How public input will be helpful in decision-making

# What is the benefit to the community of NID developing a Raw Water Master Plan?

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**What are the most important types of information NID can get from a third-party peer review of technical data for the Raw Water Master Plan?**

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# What input from the public would be beneficial to the Board?

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# Boundaries

The RWMP will demand time and resources. Key boundaries for the public outreach effort include:

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# Public participation spectrum



**Inform**



**Consult**



**Involve**



**Collaborate**



**Empower**

	<b>Inform</b>	<b>Consult</b>	<b>Involve</b>	<b>Collaborate</b>	<b>Empower</b>
<b>Goal</b>	To provide balanced and objective information in a timely manner	To obtain feedback on analysis, issues, alternatives and decisions	To work with the public to make sure that concerns and needs are considered and understood	To partner with the public in each aspect of decision-making	To place the final decision-making in the hands of the public
<b>Promise</b>	“We will keep you informed.”	“We will listen to and acknowledge your concerns.”	“We will work with you to ensure your concerns and needs are directly reflected in the decisions made.”	“We will look to you for advice and innovation and incorporate this in decisions as much as possible.”	“We will implement what you decide.”
<b>Techniques</b>	Fact sheets Web site Open houses	Public comment Focus groups Surveys Public meetings	Workshops Deliberative polling	Citizen advisory committees Consensus building Participatory decision-making	Citizen juries Ballots Delegated decision

Source: IAP2

# Direction on level of Public Participation

What level of public participation best meets NID's needs as it relates to the Raw Water Master Plan?

# Customer & Stakeholder Perspectives

What customer and stakeholder perspectives are essential in providing input into the Raw Water Master Plan?

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# Community research needs

Community research is part of the process design. What does the Board want to make sure we ask in the survey and the interviews?

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# Wrap up and next steps

High level takeaways from today's workshop

Next steps:

- February – Community Research and Online Survey
- Spring – Recommend Process Design to Board