

## NOTICE OF REGULAR MEETING OF THE OPERATIONS COMMITTEE & SPECIAL MEETING OF THE BOARD OF DIRECTORS (OPERATIONS)

(Per paragraph 3 on page 10 under subsection *Committee Meetings* of the Board Handbook: The Board, as a practice, generally does not take final action on items during committee meetings, unless District staff determines the urgency of the item requires immediate action that cannot be delayed until a subsequent regular bi-monthly Board meeting.)

**MEETING DATE:** April 21, 2023

**TIME:** 9:30 a.m.

**LOCATIONS:** This meeting will be held in-person and virtually.  
(Director Larry Russell will be participating virtually at another location.)

Open Session	Outside Location for Director Russell	Virtually
Marin Water, Board Room 220 Nellen Avenue Corte Madera, CA 94925	Contractors State License Board 9821 Business Park Drive Sacramento, CA 95827	<b>URL:</b> <a href="https://us06web.zoom.us/j/86822995553">https://us06web.zoom.us/j/86822995553</a>  <b>Webinar ID:</b> 868 2299 5553 <b>Phone Call:</b> 1-669-444-9171 or 1-669-900-6833

**EMAILED PUBLIC COMMENTS:** You may submit your comments in advance of the meeting by emailing them to [BoardComment@MarinWater.org](mailto:BoardComment@MarinWater.org). All emailed comments received by 7:30 a.m. on the day of the meeting will be provided to the Board of Directors prior to the meeting. Please do not include personal information in your comment that you do not want published on our website such as phone numbers and home addresses.

### **PARTICIPATION DURING MEETINGS:**

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

**Virtual Attendee:** Click on the "raise hand" button on the bottom of the Zoom screen. If you are joining by phone and would like to comment, press \*9 and staff will call on you by the last four digits of your phone number.

(Note: The board president may shorten the amount of time for public comment due to large numbers of both in-person and virtual attendees.)

AGENDA ITEMS	RECOMMENDATIONS
<b>Call to Order and Roll Call*</b>	
<b>Adoption of Agenda</b>	<i>Approve</i>
<b>Public Comment - Items Not on the Agenda</b>  Members of the public may comment on any items not listed on the agenda during this time. Comments will be limited to three (3) minutes per speaker, and time limits may be reduced by the board president to accommodate the number of speakers and ensure that the meeting is conducted in an efficient manner.	
<b>Calendar (9:40 a.m. – Time Approximate)</b>	
1. Minutes of the Operations Committee/Board of Directors (Operations) Meeting of March 10, 2023 (Approximate Time 1 Minute)	<i>Approve</i>
2. Update on Professional Services Agreement (MA-6131) with TeamLogic IT for Helpdesk Support Services (Approximate Time 10 Minutes)	<i>Information</i>
3. Update on Water Resiliency Roadmap (Approximate Time 60 Minutes)	<i>Information</i>
<b>Adjournment (10:51 a.m. – Time Approximate)</b>	

**ADA NOTICE AND HEARING IMPAIRED PROVISIONS:**

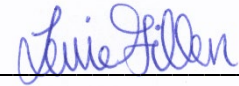
In accordance with the Americans with Disabilities Act (ADA) and California Law, it is Marin Water’s policy to offer its public programs, services, and meetings in a manner that is readily accessible to everyone, including those with disabilities. If you are an individual with a disability and require 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 Board Secretary Terrie Gillen at 415.945.1448, at least two 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 OFFICE, AND ON THE MARIN WATER WEBSITE (MARINWATER.ORG)

**\*MARIN WATER BOARD OF DIRECTORS ORDER OF ROLL CALL:** RANJIV KHUSH, MATT SAMSON, JED SMITH, MONTY SCHMITT, AND LARRY RUSSELL

**FUTURE BOARD MEETINGS:**

<b>Dates</b>	<b>Meetings</b>
Thursday, April 27, 2023 9:30 a.m.	<ul style="list-style-type: none"><li>• Finance &amp; Administration Committee/ Board of Directors (Finance &amp; Administration)</li></ul>
Tuesday, May 2, 2023 6:30 p.m.	<ul style="list-style-type: none"><li>• Board of Directors' Regular Bi-Monthly Meeting And Budget Study Session</li></ul>
Tuesday, May 16, 2023 6:30 p.m.	<ul style="list-style-type: none"><li>• Board of Directors' Regular Bi-Monthly Meeting, Including Public Hearing on Proposed Rate Increases</li></ul>



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Board Secretary

## Approval Item

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**TITLE**

Minutes of the Operations Committee/Board of Directors (Operations) Meeting of March 10, 2023

**RECOMMENDATION**

Approve the minutes

**SUMMARY**

The Operations Committee/Board of Directors (Operations) held its regularly scheduled monthly meeting on March 10, 2023. The minutes are attached.

**DISCUSSION**

None

**FISCAL IMPACT**

None

**ATTACHMENT(S)**

1. Minutes of the Operations Committee/Board of Directors (Operations) Meeting of March 10, 2023

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

**MARIN MUNICIPAL WATER DISTRICT  
OPERATIONS COMMITTEE /BOARD OF DIRECTORS (OPERATIONS) MEETING**

**MINUTES**

**Friday, March 10, 2023**

**Held Virtually and at In-Person Locations**

Marin Water, Board Room, 220 Nellen Avenue, Corte Madera, CA 94925, and  
200 Martinique Avenue, Tiburon, CA 94920

**CALL TO ORDER AND ROLL CALL:**

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

***Directors Present:*** Matt Samson, Jed Smith, Monty Schmitt, Ranjiv Khush, and Larry Russell

***Directors Absent:*** None

After the *Roll Call*, General Counsel Molly MacLean mentioned that Director Schmitt would be participating virtually pursuant to the new Brown Act Rules, Government Code §54953, under the emergency circumstances.

Director Schmitt requested that he participate under those provisions.

On motion made by Vice Chair Khush and seconded by Director Samson, the board allowed Director Schmitt to participate in the meeting remotely. The board took the following roll call vote:

Ayes: Directors Samson, Smith, Schmitt, Khush, and Russell  
Noes: None

**ADOPT AGENDA:**

On motion made by Director Schmitt and seconded by Vice Chair Khush, the board adopted the agenda. The board took the following roll call vote:

Ayes: Directors Samson, Smith, Schmitt, Khush, and Russell  
Noes: None

There were no public comments on the adoption of the agenda.

#### **PUBLIC COMMENT**

There were no public comments.

#### **CALENDAR ITEMS:**

##### **Item 1 Minutes of the Operations Committee/Board of Directors (Operations) Meeting of February 17, 2023**

On motion made by Director Smith and seconded by Director Samson, the directors adopted the minutes.

Ayes: Directors Samson, Smith, Schmitt, Khush, and Russell  
Noes: None

There were no public comments.

##### **Item 2 Amendment No. 2 to Professional Services Agreement MA-5963 with Woodard and Curran for Grant Funding Assistance and Engineering Services During Construction**

Engineering Design Manager Alex Anaya presented this item. Discussion between board and staff occurred during and after the presentation.

There was one (1) public comment.

On motion made by Director Samson and seconded by Director Schmitt, they referred this item to the board for approval at a future board meeting.

#### **ADJOURNMENT**

There being no further business, the Operations Committee/Board of Directors (Operations) meeting adjourned at 10:04 a.m.

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Board Secretary

## Informational Item

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**TO:** Operations Committee/Board of Directors (Operations)

**FROM:** Crystal Yezman, Director of Engineering

**THROUGH:** Ben Horenstein, General Manager

**DIVISION NAME:** Engineering

**ITEM:** Update on Professional Services Agreement (MA-6131) with TeamLogic IT for Helpdesk Support Services

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### SUMMARY

On October 17, 2022, the District executed a professional services agreement (MA-6131) with TeamLogic IT to provide Helpdesk support services. Following an initial round of beta testing and installation of an online ticketing system to document, track, and report ticket status and solutions, the support services went live on January 3, 2023. Staff will provide an update on the service contract, how it is being evaluated, and next steps.

### DISCUSSION

Marin Water operates seven major computer systems including SAP for Enterprise Resource Planning, Geographic Information Systems (GIS), Supervisory Control and Data Acquisition (SCADA), Work Order Management (currently embedded in the ERP system), Microsoft Exchange and Office products, Content Server (Document Management/Intranet), and a Cisco Voice over Internet Protocol (VOIP) phone system. These systems form the core of Marin Water's information technology operations. There are many other sub-systems, both hardware and software that support these major categories such as Itron for Meter Reading, a Fuel and Tank Management system, Liquid UI for customized SAP user entry screens, or Citrix and Mobile Pass for remote access, to name a few.

The District's IT Helpdesk supports users with each of these systems, excluding SCADA, which is managed by the Operations Division. Historically, the IT Department utilized four Full Time Equivalent positions (FTEs) to support an average of ten Helpdesk incidents per day and performed other IT-related functions, such as Cisco phone support. Over the past 18 months, staff retirements and departures left these positions vacant. During this time period, the

District experienced significant revenue reductions stemming from reduced demand during the drought and instituted a hiring slow down to provide for salary savings. On October 17, 2022 the District executed a professional services agreement with TeamLogic IT of Santa Rosa to augment Helpdesk support services to maintain business continuity.

Helpdesk services managed under this contract include assisting users with their Windows desktop workstations, Microsoft Office products, laptops, printers, ipads, new employee enrollments, file permissions, and Citrix remote access. These services are commonly used office systems and have been in use at the District for many years.

More specialized HelpDesk service tickets are reassigned to District staff for GIS, SAP, Dell VXRail and Exchange Server management, Cyber Security, SDWAN networking, Content Server and CISCO VOIP phones, which are supported by internal and external subject matter experts (SMEs). For example, District GIS has been customized and developed over twenty years and requires in-house knowledge and training to support staff needs, functional updates, and system software upgrades. The District's SCADA system is also critical specific technology requiring onsite staff with equally specific training and skillsets. SAP, the District's ERP system is another example of special functional software with internal SME's and several consulting firms for support. Content Server is an outdated document management system with limited support that requires a specialized consultant.

Following an initial round of beta testing and installation of an online ticketing system on all computers to document, track, and to report on problem status and solutions, the support services went live on January 3, 2023.

The new ITSP (IT Support Panel) allows staff to easily enter a support request from their desktop and monitor the progress and solution of their problem. Staff can communicate with Team Logic technologists using ITSP and new administrative reports allow for analysis of Helpdesk workload, response time to completion, and escalation of hard to solve issues. Prior to ITSP, Helpdesk relied on emails and phone calls to work and solve a problem, without any centralized documentation. ITSP also remotely monitors the health of Windows desktops and opens automatic tickets if it senses a problem. Additionally, ITSP can do mass updates and security patches on the District's 200+ desktops in a twenty four hour period.

Staff will present details on the 519 service requests that have been processed by Team Logic to date, utilizing the ITSP reporting tools and reviewing how TeamLogic IT is coming up to speed with District processes and service expectations.

Since the service launch in January, District IT staff have been meeting periodically to review HelpDesk tickets and provide feedback on how to improve the service. Team Logic continues to learn District processes and service expectations, such as expected response times, roles and responsibilities, and when to escalate or reassign a ticket to District staff.



In early April 2023, the District released a Helpdesk user survey in order to gauge the employee's opinion of the service and identify areas for improvement. Overall, the results of the survey lean positive with most negative responses relating to issues that pertain to TeamLogic IT becoming familiar with District processes. Staff will present details on the survey results.

The District has begun rehiring staff vacancies, and a new IT Supervisor is scheduled to start work on April 24, 2023. To maintain business continuity as the remaining vacancies are filled, the District has extended the HelpDesk contract through September 2023. Staff will continue to evaluate the pros and cons of the HelpDesk support services contract, and bring back a recommendation to the Board on whether or not to continue the contract beyond September 2023. Staff have begun to formulate that the best long term solution may entail a hybrid approach blending both internal and external services.

#### **FISCAL IMPACT**

The initial four month pilot program with TeamLogic IT including the costs to onboard staff and configure desktops with the management software was \$4,842.00 per month for four months and \$4,842 for onboarding for a total initial cost of \$24,210. Amendment No. 1 of contract MA-6131 adds Citrix support to the listed services for an additional \$2,500 per month and extends the contract to September 30, 2023 with a new not to exceed amount of \$60,920. The extension of this contract is within the General Manager's signing authority and does not require Board approval.

#### **ATTACHMENT(S)**

None

## Informational Item

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**TO:** Operations Committee/Board of Directors (Operations)

**FROM:** Paul Sellier, Water Resources Director



**THROUGH:** Ben Horenstein, General Manager



**DIVISION NAME:** Water Resources

**ITEM:** Update on Water Resiliency Roadmap

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### SUMMARY

On February 28, 2023, the Board selected the Integrated Roadmap for improved water supply resiliency (Roadmap); and, since that time, staff has been implementing the early action, also referred to as “no regrets” projects, while in parallel working to procure consulting teams for the technical support longer term more complex projects. Staff will provide a presentation on progress to date on Roadmap implementation.

### DISCUSSION

Early actions on the Roadmap were identified as discrete standalone projects that provide a benefit to water supply and included:

- Water Conservation - The Water Conservation Element (WCE) included in the Roadmap represents a distinct subset of the District’s ongoing, long-term water conservation program. This WCE subset was developed after extensive review of historic incentives, considering market saturation and lessons learned from the most recent drought response. The demand management measures included in the Roadmap seek to reduce water use through leveraging new technologies, establishing a culture of water efficiency and targeting the areas with the highest water savings potential. The levels of participation or uptake of these programs determines the extent of projected water savings; the uptake of the programs was projected based on 1) the experience and program performance within the District’s service area during the drought emergency and in normal years, 2) the experience and performance of other bay area agencies with these or similar programs, and 3) a review of participation and projected water savings provided by recognized experts in the field of demand management, including Pater Mayer and Maddaus.

- Connecting Phoenix Lake to Bon Tempe Reservoir – Phoenix Lake capacity is 411 AF and is one of the District’s oldest reservoirs dating back to the early 1900s. Located near the town of Ross, the lake serves primarily as a decorative feature of one of the most popular hiking and biking trails on watershed land. The water in Phoenix Lake is rarely used except in extreme drought because the lake is not connected to the District’s water system. To access the water in the reservoir requires a significant level of effort to reconfigure the piping system. Staff have begun work to understand the engineering and other aspects of the proposed connection project.
- Electrification of Soulaule Pump Station – Soulaule Pump station is situated at the base of Soulaule dam and is not connected to the electric grid. The pump station was intended to be operated by diesel engines, which were later converted to electric engines due to evolving air emissions regulations. Large diesel generators are now required to provide electricity to power the pump station along with fueling and essential regular maintenance that attends ongoing operation of large generators. As a result of the challenges associated with running the pumps the District has only used water from Soulaule on two occasions, once in the 1989-1992 drought and most recently in 2021. Providing a means to regularly operate these pumps will allow the District to optimize water from this source on a more routine basis.
- Stream Release Automation – Stream release automation will allow water releases from the reservoirs to more closely match the streamflow requirements in Order 95-17. Staff is developing a work plan to improve streamflow measurement, reduce measurement lag and automatically actuate the release valve.
- Water Loss Study – An outcome of the Maddaus Water Management review of the Water Conservation Element was a recommendation that the District look more closely at system water loss. Even though the District is meeting the state requirements for water loss efficiency, further improvements in this area may be possible, and the District has initiated an effort to understand opportunities.
- Optimizing Supplemental Water – The purchase of supplemental water from Sonoma Water is another tool the District has for mitigating the risk of local water shortages. Yet purchasing the maximum volume of water every year would see that benefit lost when local District reservoirs spill. Over the long term then factoring in both dry and wet or normal years under the current system constraints it may be possible to identify a volume of supplemental water less than the maximum that provides almost the same degree of risk mitigation. The goal of this early action is to identify the formula that provides the District the greatest water supply resiliency for the least cost with respect to purchasing water from Sonoma Water.

The Roadmap also contains longer term actions that are not yet ready for implementation, and will require further analysis. These two larger projects are (1) developing conveyance of winter water from Sonoma Water to a Marin reservoir, and (2) increasing local storage. Both of these projects require further analysis of alternatives in the development of a preferred project. In the case of conveyance from Sonoma Water, it is anticipated that it will then take a few months to develop a preferred alternative following selection of a consulting team. The increase in local storage options will follow a similar but longer process, factoring in the environmental, biological and cultural work needed to address questions around potential benefits and impacts to these resources, in addition to the complex engineering work around hydrology, geotechnical analysis and topographical survey data needed to refine the storage concept into a preferred project or set of projects.

**FISCAL IMPACT**

None

**ATTACHMENT(S)**

None