



CITIZENS WATER ACADEMY

Community Engagement

Michelle Gallardo
Interim Administrative Services Director

June 20, 2024



Dublin San Ramon
Services District

Water, wastewater, recycled water

DSRSD 2024-2028 Strategic Plan

“Maintain a high level of customer service and community relations through public outreach, education and partnership efforts”



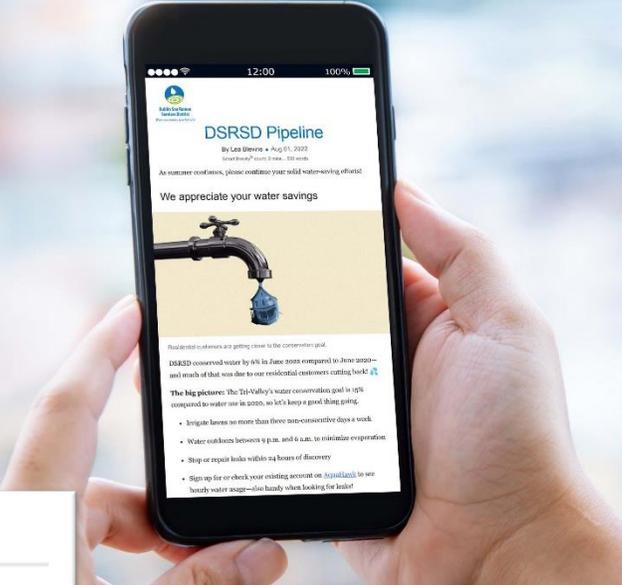
DSRSD 2024-2028 Strategic Plan



- **Educate and engage the community** on the Tri-Valley's water supply challenges and opportunities through implementation of the Tri-Valley Water Reliability Public Information Program
- **Build public awareness** of the District's priorities, initiatives, systems, and services
- **Leverage Tri-Valley and regional partnerships** to maximize public outreach efforts

Outreach Methods

- » Pipeline
- » News Releases



NEWS

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DSRSD General Manager Set to Retire; New General Manager Appointed

Post Date: 11/09/2023 1:36 pm



DUBLIN, CA (November 9, 2023) – At the November 7 Board meeting, the Dublin San Ramon Services District (DSRSD) Board of Directors unanimously selected Jan Lee to serve as the District’s next general manager, effective December 23. Lee will succeed Dan McIntyre, who is retiring after a 34-year career in the water and wastewater industry, including seven years as DSRSD general manager. Lee will be the first woman to serve as general manager in DSRSD’s 70-year history.

“On behalf of the Board of Directors, I want to thank Dan for his many years of dedicated service to the DSRSD organization and the community it serves,” said DSRSD Board President Georgean Vonheeder-Leopold. “He will be missed.”

During his tenure as general manager, McIntyre was a leading voice in Tri-Valley efforts to diversify and improve water supply reliability. His legacy includes strengthening DSRSD’s business practices and implementing a comprehensive program that plans for aging infrastructure needs, which are necessary to ensure long-term financial sustainability.

“With the retirement of an excellent leader like Dan, we could not have picked a more suitable candidate for this position,” said Board Director Dinesh Govindarao. “I am impressed by Jan’s technical expertise and the strong relationships she has built with our regional partners.”

“Lee was hands-down the best candidate given her diverse professional experience and understanding of DSRSD’s current and future needs,” said Board Vice President Ann Marie Johnson.



Outreach Methods

- » Pipeline
- » News Releases
- » Social Media

Dublin San Ramon Services District - DSRSD
Published by Lea Blevins · May 16, 2023

We had a great, inquisitive group for the spring quarterly public tour of the Regional Wastewater Treatment Facility! Wastewater Treatment Plant Operator II Kevin Avalos led this tour of the wastewater treatment process and recycled water plant. Thanks to all who attended! 🙌🙌🙌

Want to sign up for a tour? DSRSD offers four quarterly tours a year, with options for special group tours. Visit: <https://www.dsrdsd.com/outreach/tours>



Dublin San Ramon Services District - DSRSD
Published by Lea Blevins · May 23, 2023

Congrats to Senior Process Wastewater Treatment Plant Operator Todd Millison for receiving the DSRSD SPIRIT Award! The SPIRIT (Service Pride Integrity Respect Inspiration Teamwork) Award was created in 2022 in memory of Senior Water/Wastewater Systems Operator Danny Leonardo. Learn more about Todd in this Q&A!

Q: Tell us about your job.
A: I work with a great team of operators to manage plant processes, including the wastewater plant, LAVWMA (Livermore-Amador Valley Water Management Agency), and recycled water facilities.

Q: How did you get into the industry?
A: In 2007 I went to a public tour of the Benicia Water Treatment Plant, and the plant manager took some time after to talk to me about the industry. His enthusiasm resonated with me and started me on this path. That showed me how the right attitude can impact someone's life in a positive way.

Q: What do you like best about your job?
A: Working for an agency and team that take pride in their work.

Q: What are the biggest challenges of your job?
A: Managing change as we bring on a new generation of operators. It is an exciting time to do what I do. The onboarding that we do now is critical.

Q: What is something you enjoy doing outside of work?
A: I'm an avid reader and lifelong learner. I am raising two boys, 6 and 10, and am having the time of my life.



Dublin San Ramon Services District - DSRSD
Published by Loomly · October 19, 2023

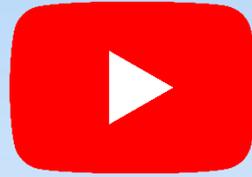
JOB ANNOUNCEMENT

Are you a water pro? The District is looking for 3 full-time Water/Wastewater Systems Operators (I-II).

- ✓ Make repairs and calibrate equipment
- ✓ Calculate treatment and process needs
- ✓ Ensure safety and serve your community

Join our team! Apply by Monday, November 13 @ 5 p.m.
www.governmentjobs.com/careers/dsrdsd





Outreach Methods

- » Pipeline
- » News Releases
- » Social Media

DSRSD
@DSRSDnews

Bring unwanted/expired medication to @DublinCAPolice Drug Take-Back from 10am to 2pm Saturday. Never put medications down the drain. 🚫🚰 Wastewater treatment doesn't fully remove them, & traces can end up in the Bay.

Learn more about what not to flush: dsrsd.com/outreach/what-not-to-flush/

DUBLIN POLICE SERVICES
PRESENTS
DRUG TAKE-BACK, SHREDDING & E-WASTE RECYCLING EVENT
Saturday, April 22, 2023 • 10:00a.m. – 2:00p.m.
100 Civic Plaza, Dublin, CA 94568

Bring unwanted or expired medications for safe disposal. No questions asked!

Acceptable: capsules, pills, any solid forms of prescription medication

Not Acceptable: syringes, liquids, creams, injectables

City of Dublin residents are encouraged to bring any type of documents containing personal or sensitive information to be professionally shredded on-site (maximum of 4 boxes)

Safely recycle your old electronics including computers, printers, smart phones, TV's, DVD players, VCR's, and old gaming systems.

For more information, please contact Dublin Crime Prevention Unit: Jessica Rada, (925) 833-6686 or Jessica.Rada@dublin.ca.gov
Casimira Medeiros, (925) 833-6677 or Casimira.Medeiros@dublin.ca.gov

Dublin Police Services Crime Prevention Unit (925) 833-6470 @DublinCAPolice

3:41 PM · Apr 18, 2023 · 682 Views

DSRSD
@DSRSDnews

Be water-wise. 💧

Rebates are available for pool covers, lawn conversion, smart irrigation, and high-efficiency clothes washers. Learn more: loom.ly/l2pFyhk

Rebates Up to \$2,000
For replacing your lawn

Dublin San Ramon Services District
www.watersheds-1919.org

8:34 AM · Oct 27, 2023 · 263 Views

DSRSD
@DSRSDnews

Happy National Scrabble Day! What a fun way to celebrate recycled water — look no further than your local public works for word ideas next time you play! #NationalScrabbleDay

Learn all about DSRSD's recycled water program and partnerships: srwrwp.org

9:42 AM · Apr 13, 2023 · 211 Views



Outreach Methods

- » Pipeline
- » News Releases
- » Social Media
- » Website

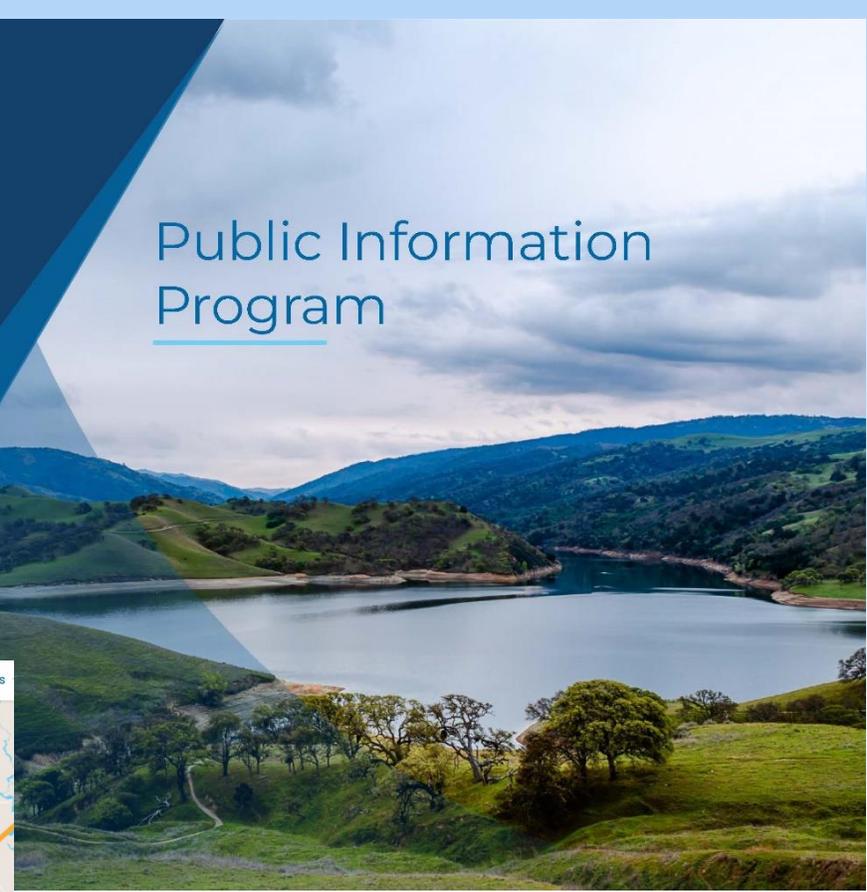
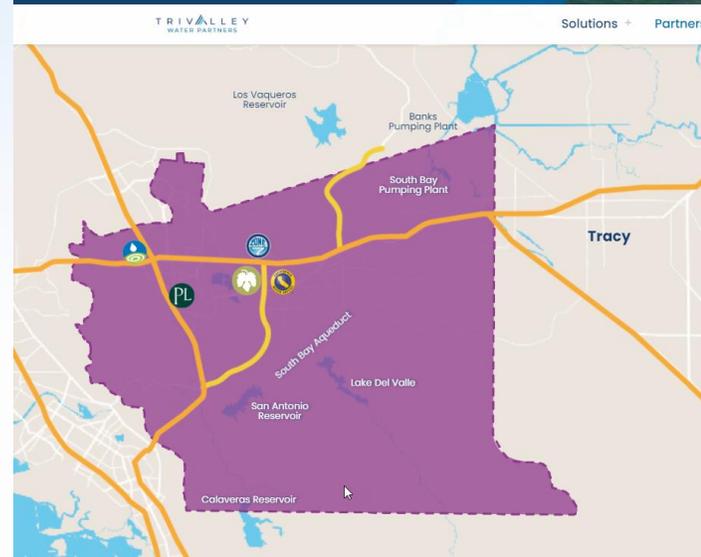


Community Partnerships

» Tri-Valley Water Partners

TRIVALLEY
WATER PARTNERS

Public Information Program





7051 Dublin Boulevard
Dublin, CA 94568 3018
main (925) 828-6515
fax (925) 829-1180
www.dsrdsd.com

January 26, 2023

Subject: Notification of Wineberry & Canterbury Water Main Replacements Project (CIP 16-W017)

Dear DSRSD Customer,

As part of its efforts to provide reliable and safe drinking water, the Dublin San Ramon Services District (DSRSD) will be replacing the water mains in your neighborhood. In addition to the replacement of the water mains, the project will also consist of the installation of new water service connections to your residence (such as piping from the new water main to the water meter), new water meters and meter boxes, new valves, new fire hydrants, and other accessories. The project sites are shown in Figure 1 and Figure 2.

The District's contractor for this project is K.J. Woods Construction, Inc. Construction activities in the Wineberry neighborhood (Figure 1) are expected to occur between February and June 2023. Construction activities in the Canterbury neighborhood (Figure 2) are expected to occur between June and September 2023. Work will be performed between the hours of 7:30 a.m. and 5 p.m., Monday through Friday (except holidays).

During the project you may experience an avoidable construction-related noise, traffic delays, and limited street parking due to lane closures in the vicinity of the work. KJ Woods will use its best efforts to minimize traffic impacts, noise, or any other construction-related inconveniences. KJ Woods will also ensure residents have access to driveways and homes at all times during the project. Temporary water shutoffs of two to four hours will be required to perform certain aspects of the work. When these short-term interruptions are required, DSRSD will ensure you are provided a minimum 72-hour notice.

For additional information, residents can refer to the project page on DSRSD's website: www.dsrdsd.com/your-dollars-at-work/ current-projects/replacing-aging-water-mains. The website will be updated during the project to provide you the current project status. If you have any questions regarding the work, please call or email DSRSD's Project Manager, Rudy Portugal. Thank you for your understanding and cooperation.

Best regards,

Rudy Portugal

Rudy Portugal
Associate Engineer
portugal@dsrdsd.com or (925) 875-2251

Figure 1



Figure 2



7051 Dublin Blvd
Dublin, CA 94568



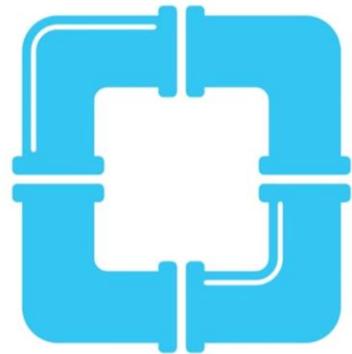
WATER MAIN
REPLACEMENT COMING TO
YOUR NEIGHBORHOOD
Roadwork and possible traffic delays
Temporary water service interruptions



Visit our website for details and updates:
www.dsrdsd.com/your-dollars-at-work/
current-projects/replacing-aging-water-mains

Direct Mail Campaigns

- » Wineberry / Canterbury
- » Reservoir 1A Landscaping Improvements
- » WWTP Neighborhood Meeting



WATER LINES REPLACEMENT Canterbury Area Project CIP 16-W017

**BEGINS JUNE 2023
ENDS NOVEMBER 2023**

Owner
Dublin San Ramon Services District
Water, wastewater, recycled water
www.dsrdsd.com

Construction Manager
COASTLAND | DCCM

Design Consultant
BKF

Contractor
K.J. WOODS CONSTRUCTION INC.

Publications

- » Pollution Prevention Report
- » Annual Water Quality Report
- » Annual Comprehensive Financial Report
- » Operating Budget & Capital Budget



- STRATEGIC PLAN GOALS AND ACTION ITEMS—FY24 THROUGH FY28**
- Maintain our financial stability and sustainability**
 - Manage the District's finances to meet funding needs and maintain fair and reasonable water and wastewater rates, while striving to limit increases to general inflation trends.
 - Ensure financial sustainability through long-term financial planning, including 10-year modeling.
 - Review and update the District's reserve policies.
 - Meet or exceed regulatory requirements while preparing for the future regulatory landscape**
 - Sustain a robust safety culture by continuously updating the District's environmental health and safety programs.
 - Develop and maintain a centralized regulatory tracking system.
 - Collaborate with partner agencies to monitor evolving regulatory requirements and explore potential compliance and mitigation strategies.
 - Implement improvements to comply with standards adopted by the Environmental Laboratory Accreditation Program beginning January 1, 2024.
 - Enhance our ability to respond to emergencies and maintain business continuity**
 - Update and maintain documentation of emergency response and business continuity plans, including support documents for regional coordination and mutual assistance.
 - Manage inventory of emergency assets, equipment, and materials in stock.
 - Integrate and strengthen employee knowledge and competency of emergency response through ongoing training and Incident Command System (ICS) and Emergency Operation Center (EOC) exercises.
 - Explore coordination of emergency planning with partner agencies and the cities we serve.
 - Maintain a high level of customer service and community relations through public outreach, education and partnership efforts**
 - Educate and engage the community on the Tri-Valley's water supply challenges and opportunities through implementation of the Tri-Valley Water Reliability Public Information Program.
 - Build public awareness of the District's priorities, initiatives, systems, and services.
 - Leverage Tri-Valley and regional partnerships to maximize public outreach efforts.
 - Improve the resiliency of the District's water supplies against future uncertainties**
 - Work collaboratively with our Tri-Valley and regional partners in the development of a more diversified and resilient water supply.
 - Prepare and implement water conservation strategies to reduce water demand, improve system reliability, and comply with state regulations.
 - Foster long-term partnerships to provide efficient and cost-effective services**
 - Build relationships and actively participate in local partnerships, regional groups, coalitions, and associations to advance common goals.
 - Review and update our Joint Powers Authority and other inter-agency agreements and contracts to address changing conditions and align with the District's Mission and Strategic Plan goals.
 - Optimize the Asset Management Program to guide District business decisions**
 - Standardize and implement District-wide procedures and plans for the Asset Management Program.
 - Expand and maintain asset records including equipment data, criticality, maintenance history, asset condition, and performance.
 - Use asset management data to maximize the life of assets and budget for long-term capital replacement needs.
 - Improve energy efficiency and reliability for the District**
 - Develop a District energy policy and District energy master plan that evaluates sustainable energy sources and opportunities for cost-effective energy conservation and efficiency.
 - Initiate cost-effective energy projects consistent with the District's regulatory, business needs, and future regulations.
 - Maintain a culture that attracts, retains, and engages a high performing workforce in support of the District's Mission and Values**
 - Diversify and strengthen the skills of District employees to meet evolving workforce demands through participation in professional organizations and development programs.
 - Implement a structured management and leadership program for employee career and professional growth.
 - Promote a strong District workforce culture which encourages teaming, teamwork, and recognition of employee contributions and enhances employee engagement.
 - Develop a succession plan for key positions where feasible.
 - Optimize District-wide operations by improving our business practices, procedures, and information systems to meet evolving needs**
 - Invest in business process improvements to enhance communications and access to information.
 - Integrate our business enterprise systems to more effectively share data across the District.
 - Review and update our Information Technology and SCADA Master Plans.

Community Events:

- » 70th Birthday Celebration
- » San Ramon 40th Anniversary Light Parade





Education:

- » Plant Tours
- » Science & Engineering Fairs



Arduino Monitored Biophotovoltaic Algal
Microbial Fuel Cell with Conveyor Belt
Cathode Biofilm Modification for Heavy
Metal Removal

HS-PEAS-144

Methods

- Multiple iterations of photobioreactors integrated into AMFC (18 bridge, window, C-channel pumped with laminar flow) before adapting conveyor belt
 - Conveyor belt (Fig. 3) allows for algae to attach to a vertical electrode which moves between nutrient phase to CO₂ phase; allows for high turbidity heavy metal wastewater light not needed
 - For the algae that do not attach to the carbon cloth to form a biofilm, CO₂ diffuses from the bacterial respiration to the anode to the cathode.
 - CAD design in Fig. 4 was 3D printed
- Phenolic Acetone (creosote) needs to replace the expensive industrial grade alginate culture (ex. Multi Culture MC-1000 CD or PBR FMT150)
 - Circuit schematic for the algae monitoring sensors in Fig. 5 were tested against treated water (such as pH strips and Lantite Dissolved Oxygen kit) and then used the results to be calibrated; parameters in Table 1 were maintained in the PBR
 - Parameters listed in Table 1 such as pH were used to maintain the status of the cathode; when pH reaches 7, this means that the nutrients and inorganic substrate have been broken down for algae respiration/photocynthesis so more medium was added to reduce pH back to 6.5.

Parameters	Optima	Parameters	Optima
Temperature (°C)	24-26°C	Light (nm)	400-460 nm
		Blue light	

Community Outreach Activities

» Community Events





Community Outreach Activities

- » Community Events
- » Community Presence

Community Outreach Activities

- » Community Events
- » Community Presence
- » Educational Programming



Alameda County Water & Wastewater Agencies

Sponsors of the Alameda County Science & Engineering Fair and Excellence in Water Research Award



Saturday, March 16, 2024
Chabot College



Alameda County Water District, Castro Valley Sanitary District, Dublin San Ramon Services District, East Bay Municipal Utility District, City of Hayward, City of Livermore, City of Pleasanton, Union Sanitary District and Zone 7 Water Agency



Investing in tomorrow's water professionals

NOW ACCEPTING APPLICATIONS FOR...



CITIZENS WATER ACADEMY



APRIL 17, MAY 22, & JUNE 20, 6:00 - 8:30 P.M.



Community Outreach Activities

- » Community Events
- » Community Presence
- » Educational Programming
- » Collaborative Partnerships




Fix-A-Leak Challenge 2024

Get details at

zone7water.com/challenge





DSRSD Public Affairs

Michelle Gallardo

Interim Administrative Services Director

Erin Steffen

Public Affairs Program Administrator

Natalie Stich

Public Affairs Specialist



How To Stay Informed:



- DSRSD Pipeline Monthly Newsletter
- eNotifications (Board meeting agendas)