


TO: BOARD OF DIRECTORS
FROM: MARIO IGLESIAS
GENERAL MANAGER 
DATE: FEBRUARY 3, 2017

**AGENDA ITEM
C
FEBRUARY 8, 2017**

PRESENTATIONS AND REPORTS

The following presentations and reports are scheduled:

- C-1) SUMMARY OF 2016 CUSTOMER SATISFACTION SURVEY RESULTS
- C-2) DIRECTOR OF ENGINEERING AND OPERATIONS SUMMARY OF ACTIVITIES – MONTHLY REPORT; JOSHUA ROAD PUMP STATION CONSTRUCTION
- C-3) DIRECTORS' ANNOUNCEMENTS OF DISTRICT & COMMUNITY INTEREST AND REPORTS ON ATTENDANCE AT PUBLIC MEETINGS, TRAINING PROGRAMS, CONFERENCES, AND SEMINARS.
Receive Announcements and Reports from Directors
- C-4) RECEIVE PUBLIC COMMENT ON PRESENTATIONS AND REPORTS PRESENTED UNDER ITEM C AND BY MOTION RECEIVE AND FILE PRESENTATIONS AND REPORTS

TO: BOARD OF DIRECTORS

FROM: MARIO E. IGLESIAS
GENERAL MANAGER 

DATE: FEBRUARY 2, 2017

AGENDA ITEM
C-1
FEBRUARY 8, 2017

SUMMARY OF 2016 CUSTOMER SATISFACTION SURVEY RESULTS

ITEM

Summary of results from the District's first customer satisfaction survey. [NO ACTION REQUESTED].

BACKGROUND

In September 2016, staff initiated a survey for all District customers in an attempt to receive feedback on District services, rates, communications and overall satisfaction with the District. The survey concluded in December 2016. Staff will overview results from the survey.

RECOMMENDATION

Staff recommends that your Honorable Board receive the presentation.

ATTACHMENTS

- A. 2016 Customer Satisfaction Survey Results Summary presentation

February 8, 2017

ITEM C-1

ATTACHMENT A

CUSTOMER SATISFACTION SURVEY

Overview of 2016 Customer Satisfaction Survey Results

Mario Iglesias, General Manager

Jessica Matson, Public Information Director

February 8, 2017

PURPOSE

Provide NCSD Board Members with a summary of the 2016 Customer Satisfaction Survey results.

SURVEY BASICS

Survey Ran from
September 28th –
December 15th

87 total
responses

Responses
collected via
online, social
media, hard copy

SURVEY CATEGORIES

Awareness and
Understanding of
the District's Water
Supply

Perception of
District Rates and
Value Received

Perception of
District Water
Quality

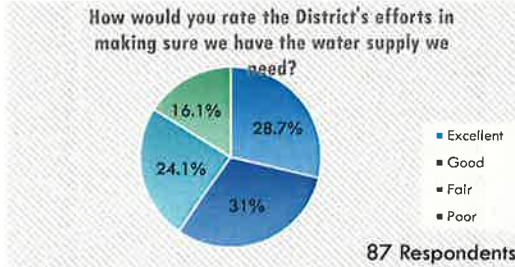
Individual Attitudes
and Behaviors
Related to Water
Conservation

Source of
Information

Emergency
Preparedness

AWARENESS AND UNDERSTANDING OF DISTRICT'S WATER SUPPLY

84% are satisfied with the District's effort to make sure Nipomo has the water it needs.

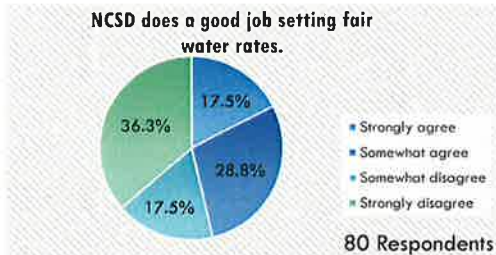


The majority (71%) are concerned with having water for present and future needs and (51%) feel that the service area will likely face a severe water shortage in the next 10 years.

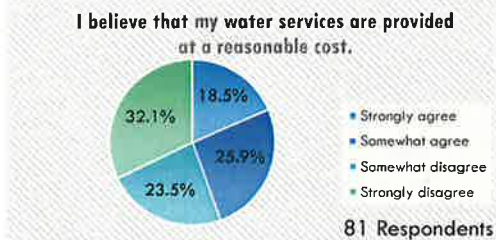
The majority (67%) have heard a great deal about where the community's water is pumped from and believe the District is working effectively to provide a reliable, long-term water supply to the community.

PERCEPTION OF DISTRICT RATES AND VALUE

54% feel the District does not do a good job setting fair water rates.

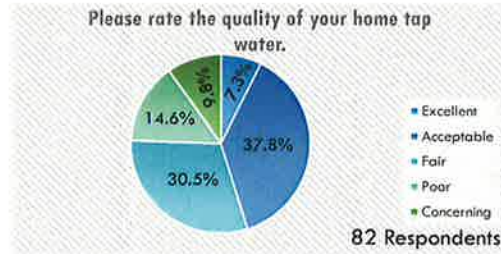


56% feel their water services are not provided at a reasonable cost.



PERCEPTION OF DISTRICT WATER QUALITY

The majority (68%) rate the quality of their home tap water as Acceptable or Fair.



INDIVIDUAL CONSERVATION ATTITUDES AND BEHAVIORS

How should the District encourage more water conservation?



The majority (43%) would like the District to develop drought rates for people who use excessive water.

34% of the "Other" selection pertained to stopping development.

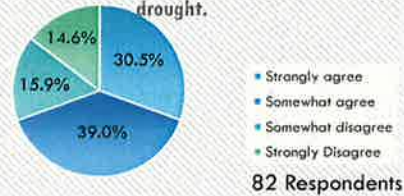
The majority (63%) cut their water use more this year than previous years.

SOURCES OF INFORMATION

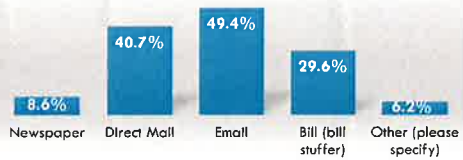
70% feel the District keeps them well-informed about water and sewer issues and the drought.

The majority (90%) prefer to receive communications via email or direct mail with email being the preferred method.

NCS D keeps me well-informed about water and wastewater (sewer) issues and the drought.



What is your preferred method for receiving District communications?



EMERGENCY PREPAREDNESS

The majority (61%) are confident in the District's ability to provide utility services after an emergency.

Are you confident in the District's ability to provide utility services after an emergency?



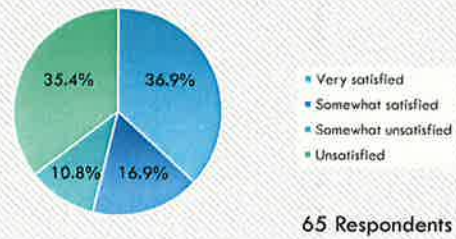
SATISFACTION WITH DISTRICT INTERACTIONS

For those who interacted with the District satisfaction is almost split (54% Satisfied, 46% Unsatisfied)

If you contacted the District in the last 12 months, what was it about?



Were you satisfied with the outcome?



OVERALL SATISFACTION

The majority (78%) are satisfied with the District overall.

Please rate the overall job you think the District is doing.



RESPONDENT SNAPSHOT

Concerned with area water supply but are satisfied with District's efforts for securing a reliable source of water

Do not feel that the cost of service is reasonable and that the District sets rates fairly

Water quality at their home is acceptable

Conserved more water this year than in past years and would like to see an end to development and drought rates for high water users

Confident that the District can provide services following an emergency

Feel well-informed and prefer communications via email and direct mail

Satisfied with the District overall

GOING FORWARD

Analyze results and individual comments

Decide if any actions are necessary

Share results with the public via various communications

Develop ongoing customer satisfaction survey

QUESTIONS?

TO: BOARD OF DIRECTORS

FROM: MARIO E. IGLESIAS
GENERAL MANAGER

DATE: FEBRUARY 3, 2017

AGENDA ITEM
C-2
FEBRUARY 8, 2017

**DIRECTOR OF ENGINEERING AND OPERATIONS
SUMMARY OF ACTIVITIES – MONTHLY REPORT; JOSHUA ROAD
PUMP STATION CONSTRUCTION**

ITEM

Engineering and Operations monthly report and update for Joshua Road Pump Station Reservoir, January 2017 Report [NO ACTION REQUESTED].

BACKGROUND

Director of Engineering and Operations, Peter Sevcik will overview his update (attached) and discuss recent activities at the JRPS Reservoir Project.

RECOMMENDATION

Staff recommends that your Honorable Board receive the update.

ATTACHMENTS

- A. Engineering and Operations Update for Joshua Road Pump Station Reservoir

February 8, 2017

ITEM C-2

ATTACHMENT A

Nipomo Community Services District



Supplemental Water Project Joshua Road Pump Station Reservoir Monthly Progress Report



Prepared By:
MNS Engineers, Inc.
January 2017

Schedule and Budget Summary

Schedule Summary

Notice to Proceed	April 25, 2016
Original Contract Days	270
Contract Days Added	83
Revised Contract Days	353
Elapsed Time (Days)	(275)
Remaining Time (Days)	78
Contract Completion Date	April 12, 2017
Time Elapsed to Date	77.9 %
Work Completed to Date	73.6%
Approved Change Orders (Days)	83 days

Budget Summary

Original Contract Amount	\$2,463,375.00
Approved Change Orders (Cost)	\$271,269.17
Revised Contract Amount	\$2,734,744.17
Previous Payments	\$1,726,759.73
Current Month Pay Request	\$287,100.00
Total Work Completed	\$2,013,859.73
Work Remaining	\$720,844.44

Progress Summary

Joshua Road Pump Station Reservoir

Summary of Work:

PHC continued work on installation of the Miradrain material wrapped around the reservoir. They also installed the valves, fittings and pipe to connect the reservoir to the inlet pipe from Santa Maria. PHC exposed the future reservoir inlet line and extended it around the new reservoir to make the future connection easier. They also completed the reservoir drain ring and added another section to the dewatering manhole before continuing to backfill all around the reservoir.

Pictures:



Connection to the reservoir inlet piping exposed at valve with blind flange.



Installing flange adapter to existing valve on reservoir inlet piping.



PHC applying wax tape to reservoir inlet line connection.



PHC installing tee and valve on reservoir inlet piping.



Tee and valves installed on future inlet piping.



PHC wrapping reservoir inlet piping with plastic.



PHC pouring concrete thrust block at valves on reservoir inlet piping.



PHC installing second row of Miradrain.



PHC backfilling around reservoir after installing second row of Miradrain.



PHC compacting with whacker after installing second row of Miradrain.



Backfilling around reservoir after second row of Miradrain was installed.



PHC installing third row of Miradrain.



PHC backfilling after installing third row of Miradrain around reservoir.



Backfilling after installing third row of Miradrain around reservoir.



PHC using stockpile material to backfill around reservoir while avoiding electrical service to site.



End of future reservoir piping exposed to install extension.



PHC installing 24-inch ductile iron pipe to extend future reservoir connection.



PHC excavating to continue to extend future reservoir connection.



Future reservoir connection installed.



PHC adding another ring to the dewatering manhole.



PHC using remote compactor to compact material over future reservoir pipe extension.