Upper Santa Clara River Needs Assessment Report

Integrated Regional Water Management (IRWM) Disadvantaged Community Involvement Program (DACIP)

Authors:

Jennifer D Alford, CSUSB
Regan M Maas, CSUN
Melissa Moreno, WRPI
Joel Osuna, CGST
Ben Chou, CGST
Isabelle Minn, PlaceWorks
Isby Fleischmann, PlaceWorks

Online Community Survey Data:

Rob Mazur, PlaceWorks
Kelly Chan, WRPI
Spence Koehler, PlaceWorks

Institutional Investigators:

Boykn Witherspoon III, WRPI
Melissa Moreno, WRPI
Jennifer D Alford, CSUSB

Institutional and Community Data Analysis
Jennifer Alford, CSUSB
Regan Maas, CSUN

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Acronyms and Abbreviations

CBO   Community-Based Organization

CEQA   California Environmental Quality Act

CGST   Center for Geospatial Science and Technology

CSU   California State University

DACIP   Disadvantaged Community Involvement Program

DWR   California Department of Water Resources

GLAC   Greater Los Angeles County

GUI   Graphic User Interface

IRWM   Integrated Regional Water Management

LA-V   Los Angeles - Ventura Funding Area

LACFCD   Los Angeles County Flood Control District

MS4   Municipal Separate Storm Sewer System

NGO   Non-governmental organization

NPDES   National Pollution Discharge Elimination System

SGMA   Sustainable Groundwater Management Act

TMDL   total maximum daily loads
            (non-point source pollution)

USCR   Upper Santa Clara River

WCVC   Watersheds Coalition of Ventura County

WRPI   Water Resources and Policy Initiatives

Chapter 1 Los Angeles-Ventura Disadvantaged Community Involvement Program (DACIP) Background

The California Department of Water Resources (DWR) allocated $98 million to the Los Angeles-Ventura (LA-V) Funding Area as part of the $510 million in funding authorized through the Proposition 1 IRWM grant. The LA-Ventura Funding Area "includes three independent Integrated Regional Water Management (IRWM) planning regions: Greater Los Angeles County (GLAC), Upper Santa Clara River (USCR), Watersheds Coalition of Ventura County (WCVC)"[1].

A **Disadvantaged Community Involvement Program (DACIP) Task Force** for the LA-V Funding Area was established with representatives from each of the three IRWM regions to "facilitate a consensus-based approach to implement a Funding Area-wide DACIP that meets the objectives of the Proposition 1 DACIP IRWM Grant Program"[1]. The LA-V Funding Area designated the Los Angeles County Flood Control District (LACFCD) as lead for the DACIP. The purpose of DWR's DACIP funding is to ensure "the involvement of disadvantaged communities (DACs), economically distressed areas (EDA), and underrepresented communities within regions' "[2].

LACFCD proposed a budget of $9.8 million for the LA-V DACIP activities based on a three-part strategy to address the water management needs in the DACs identified across the LA-Ventura Funding Area. The strategies included local outreach, partnering, and local capacity building through technical assistance for project development. The Funding Area's DACIP Task Force incorporated the strategies in the proposed Tasks below.

- Task 1: Pre-Program & Administration
- Task 2: Community Outreach
- Task 3: Needs Assessment
- Task 4: Project Development

The **DAC Consultants**, TreePeople and California State University Water Resources and Policy Initiatives (WRPI) in collaboration with Non-governmental organizations (NGOs) and Community-based organizations (CBOs), created the WaterTalks Program for the Community Outreach Task (Task 2), to engage the communities selected for focus throughout the LA-Ventura Funding Area. The WaterTalks Program details can be found on the public website, watertalks.csusb.edu. WaterTalks provides the community with access to LA-V DACIP information, information on water related topics for each of the 3 IRWM regions, and access to the Needs Assessment Task materials. This Report summarizes and addresses all aspects of the needs assessment task.

1.1 Needs Assessment Task Objectives

A comprehensive needs assessment was conducted across the LA-Ventura Funding Area. The objective of the needs assessment was to "identify and prioritize water management/infrastructure deficiencies and related community needs in ways that meet IRWM Region objectives to improve water supply and water quality, enhance open space, recreation and habitat, and improve flood management"[1].

A solicitation for Task 3, Task Order 3B Solicitation, was released by the DACIP Task Force.The **Needs Assessment Task, Task 3,** was proposed to be completed through the following 4 sub-tasks shown below:

> 3.1 Design Needs Assessment
>
> 3.2 Community Needs Assessment
>
> 3.3 Institutions Needs Assessment
>
> 3.4 Project Implementation & Reporting

Under Task 3.1, the needs assessment tools and materials were designed to:

1. Combine "the DWR Needs Assessment Template (community characteristics, drinking water, wastewater, stormwater, water rates and financing) with social, cultural and regional information and analysis gathered in Task 2.1, from the local DAC community-member perspective"[3].
2. Be customized for each region so that it could be utilized for future engagement.
3. Be used to conduct community and institutional needs assessments.
4. Be made available online via WaterTalks website

Under Task 3.2, the objective of the community needs assessment was to reach residents of local DACs using the partnerships with Non-governmental organization (NGOs) and community-based organizations (CBOs) established during the community outreach task and knowledge of the communities gathered from that task to gather specific data and feedback about their water related issues.

Under Task 3.3, The objectives of the institutional needs assessment were:

1. To facilitate "workshops and interviews with institutions that provide water and community services to DACs, including cities (officials, water departments), water agencies, agencies that manage parks or natural open spaces, water quality program managers, sanitation districts, flood management entities and mutual water companies."[1]
2. To gather data and address the institutions' knowledge for their DACs' needs and "also any challenges they are facing in serving those needs, participating in IRWM, and meeting water quality, water conservation and other regulatory mandates."[1]
3. To have outreach efforts include education on IRWM, Proposition 1, and the DACIP.
4. To use the data gathered to complete the DWR Needs Assessment Template[3] (see Appendix A).

Under Task 3.4, the Needs Assessment Report is to provide analysis of all data collected under Tasks 3.2 and 3.3. This report will provide analysis for all community and institutional needs assessment responses collected before **June 15th, 2021**.

The need to understand respondent geography (i.e., community or institution locations), similarities (i.e., connects) and differences (i.e., disconnects), especially as they occur in high DAC stress levels across economic, social, and environmental factors (i.e., high DAC Stress Levels), was a primary objective of reporting for the Needs Assessment Task.

To understand and illustrate the spatial context of survey responses, completed survey forms (i.e., ArcGIS Survey 123) were uploaded to an online mapping database tool that will later support the public online mapping database (i.e., Graphic User Interface (GUI), TAPPED App, see Chapter 4).

Illustrating the spatial context of community and institutional responses will further assist DAC Consultants and IRWM representatives (DACIP Task Force members) with determining potential project and technical funding needs to improve and sustain water resources.

To support this effort, a project descriptor template and prioritization criteria were developed using data from the Needs Assessment Task for describing and comparing technical assistance project types, identifying where needs are located and evaluation of different project descriptions using project comparison models. Project identification efforts and the online mapping tool will support IRWM representatives who will continue to use this data to inform the prioritization of IRWM activities.

Below are the Desired Outcomes and Deliverables proposed by the LA-V Task Force for Task 3:

Desired Outcomes:
- Inform and engage DACs and their community leaders in the WCVC Region in a conversation about their water management-related needs, preliminary needs assessment results, and a plan for continued community engagement and active involvement in decision making.
- Gain a better understanding of water management-related community needs to help direct resources and funding for project development.
- Build initial capacity within DACs to develop project concepts and engage technical support for design and project development.
- Increase participation of DAC community members, NGOs, and CBOs in IRWM planning and/or project development activities.

Deliverables:
- Comprehensive Needs Assessment Tool for the Region-specific information.
- All information developed through or collected during the Needs Assessment shall be included in the database.
- Final Needs Assessment Report with Region-specific data and narrative summary of identified community characteristics and specific community water management issues, and the resources required (technical, educational, managerial, and financial) to address the needs of DACs.

- A Technical Memo describing how to prioritize development of programs/projects identified under Task 4, Project Development and engage the community with the process for the Region to receive funding, after the Needs Assessment has been completed. The Region's leadership will decide which programs and projects will compete for future funds.
- Needs Assessment Results presented to communities and other stakeholders.
- Report on dissemination of findings of the Needs Assessment shared with communities and other stakeholders." [3]

1.2 USCR Needs Assessment Task Consultants

To assess community and institutional needs and opportunities across the USCR region, the California State University Water Resources and Policy Initiatives (WRPI), was selected as the lead consultant in the USCR and WCVC IRWM planning regions for the Needs Assessment Task, Task 3. **WRPI sub consultants** included PlaceWorks and the Center for Geospatial Science and Technology (CGST) at CSU Northridge. PlaceWorks also contracted with local NGO/CBOsCollege of the Canyons, in USCR who were involved in the community outreach task, Task 2, to continue communications with the community. Each partner brought unique experiences and skill sets used to complete Task 3.

California State University Water Resources and Policy Initiatives (WRPI)

In addition to the Prop. 1 DACI grant, WRPI has been previously awarded funding through the State Water Resources Control Board, California Energy Commission, and Department of Water Resources (Santa Ana Watershed) to provide technical assistance and community engagement to disadvantaged communities across the state. These other grant funded efforts have included or resulted in income surveys, preliminary engineering, CEQA, Feasibility studies, and community engagement. The CSU also works with state agencies and DACs to submit State Revolving Fund construction applications through the FAAST system.

PlaceWorks

PlaceWorks assists both public- and private-sector clients throughout the state in the fields of comprehensive planning, Geographic Information Systems (GIS), urban design, landscape architecture, community outreach, graphic design and environmental review. PlaceWorks has completed numerous community planning, park, and open space projects in Los Angeles and Ventura Counties, and frequently works with community organizations to develop and implement outreach and engagement components of projects.

Center for Geospatial Science & Technology at California State University, Northridge (CSUN)

The Center for Geospatial Science & Technology at California State University, Northridge (CGST) is an interdisciplinary research center focused on applications, education, and innovative solutions to real world problems using Geographic Information Systems (GIS). As part of its mission, CGST serves as a leader and catalyst for the advancement of GIS technology for academic institutions, private industry, and the public sector.

The Center has worked on over 50 projects with partners and clients in numerous sectors. A majority of CGST's clients are state, federal, and local public agencies such as CA Department of Water Resources, State Water Resources Control Board, CalTrans, US Forest Service, LA County Department of Public Health, and LA Department of Water and Power. During the past 16 years, the Center has deepened its involvement in a variety of both locally focused and large, statewide projects related to water resources including the development of a statewide surface water dataset and a water quality geospatial database, among others. The Center has also been heavily involved in the earlier phases of the DAC Involvement Activities Program. Tasks included design and development of the web-based project evaluation tool (TAPPED), development of online needs assessment surveys, centralized database management, DAC modeling and identification, web map development, and implementation of a data/information dissemination hub.

College of the Canyons
College of the Canyons (COC) provides academic training and educational services to the Santa Clarita Valley (SCV), as well as enrolls students from adjoining districts. With regard to the Upper Santa Clara River IRWM, the College is actively connected throughout numerous partnerships, collaborations, and coalitions. These efforts include working with local school districts, businesses, and non-profits. Specifically, this scope includes the USCR areas of #115 to #123 as listed on the Santa Clarita DAC Map. Targeted sectors include those identified in Newhall, Val del Oro/Upstream Newhall Creek, Canyon Country, Bouquet Canyon/Seco Canyon Neighborhood, Lake Hughes/Munz/Elizabeth, Val Verde, and Castaic. Additional communities involve migrant and resident farmworkers, Native American tribal members, and homeless people, many of whom are living in or near rivers and streams.

Chapter 2 Methodology for USCR Needs Assessment

To assess the way and extent to which diverse communities and institutions interact with water resources, the DAC Consultants recommended to the Task Force an interdisciplinary and multi-tiered, phased approach. This included working with existing datasets, institutions, NGOs and CBOs to identify potential survey and interview participants, applying various outreach and communication strategies, creating surveys and interactive database tools (i.e., survey forms, maps) and ensuring the quality of data accurately represented participants' responses. These efforts resulted in the development of two survey tools, a community and institutional survey. The format of the surveys included closed and open ended questions that focused on community members and institutional (agency) needs, opportunities, and conditions. The two surveys were available online and as a hard copy.

Due to the COVID-19 pandemic, information was not gathered through workshops, door-to-door discussions and in-person one-on-one interviews as originally proposed. Different methods were used to gather information while meeting local public health safety guidelines and the needs of each DAC's members and institutions.

2.1 Design of Needs Assessment

2.1.1 Development of Survey Questions

The DAC consultants collaborated on the development of one community survey form and one institutional survey form for all 3 IRWM planning regions, GLAC, USCR, and WCVC.

Community Survey

The community survey was developed to collect feedback from people living in DAC's identified in each region. The questions included in the community survey were designed to address the required information in the DWR Needs Assessment Template (see **Appendix A**) for all three IRWM regions, while also incorporating the specific needs of each region. The community survey language was reviewed by community groups to ensure that it was comprehensible for the targeted audience.

An additional goal of this survey was to include survey questions that would allow the issues and project ideas to be mapped using an online ArcGIS mapping interface. This allows DAC Consultants to map approximate locations of survey responses to identify locations of water related issues and needs as well as what the community sees as potential solutions.

TreePeople served as the lead on creating the first draft of the community survey questions and the format. The first draft of the community survey was shared with the Task Force in June 2020. The draft community survey was then presented to the GLAC NGOs, WCVC DAC Committee members and other stakeholders for their review and comments.

Institutional Survey

The WRPI team took the lead on developing the institutional survey. The WRPI team used the California RuralWater Association (Cal Rural) survey questions used during SAWPA DACIP Needs Assessment as a template. This template was compared to the DWR Needs Assessment requirements and the draft community survey developed by TreePeople. The draft institutional survey was presented to the Task Force, Consultants, GLAC NGOs, WCVC DAC Committee members and other stakeholders for their review and comments. The WRPI team worked with Stantec and the CSUN CGST team to finalize the institutional survey questions and format. The institutional survey was used to conduct interviews with institutions through virtual meetings, further referred to as institutional interviews, where responses were taken by notetakers. The institutional survey was also available as an excel sheet for institutions who could not meet virtually.

Institutional Review Board (IRB) Requirements

Research conducted by Faculty or Staff involving human subjects at a CSUcampus requires an Institutional Review Board (IRB) application to be submitted to the CSUSB's Institutional Review Board Committee for review and approval. The IRB process ensures that when CSUSB faculty and staff are collecting data from individuals that the individual is presented with enough information about the survey they are participating in as well as how responses will be stored and shared with the public. a This process requires that participating individuals acknowledge that they consent to taking the survey, by agreeing to a statement that outlines how their responses will be utilized within the research design and implementation (i.e. informed consent). To

decrease any form of risk to the community and institutions participating in the survey, direct identifiers were not collected from the community, and were scrubbed from institutional interview notes. The introduction and informed consent presented to the survey respondents before taking the community survey online, as a hard copy, or on the phone is shown below:

Introduction: "Participation in our WaterTalks community survey will help ensure that communities' needs, concerns, questions, and insights can be considered to become part of the State's future water projects. By identifying community needs and priorities, your input will help identify and prioritize projects within the LA-Ventura IRWM region for Prop 1 technical assistance funding as well as ongoing and future funding decisions. This Survey will take approximately 10 minutes."

Informed consent: "Your identity and your responses will remain confidential and, of course, you are free to decline to answer any particular survey question. By clicking below, you acknowledge that you have been informed of, and understand, the purpose of the study, and freely consent to participate. Further, you acknowledge that you are 18 years of age or older. Please indicate this acknowledgement by selecting "Agree and Continue." Selecting "Disagree" will end the survey."

Once individuals complete the survey, they are directed to contact information if they have any questions. The CSUSB IRB leadership approved the information and survey questions presented to the community, as well as the process for maintaining the responses in a secure database and the use of the responses.

2.1.2 Designing the Needs Assessment Tool

Community Survey Tool

The **Needs Assessment Task** required that the DAC Consultants implement a survey platform that was capable of housing a variety of data (both spatial and nonspatial) from various sources in an organized format. The tool needed to offer options for both open-ended (i.e., write-in) and predefined/standardized responses to user input as well as the ability to identify geographic locations. Furthermore, CGST's LA-Ventura DAC Involvement Program Data Hub (Data Hub) already housed data and reference material on an ESRI ArcGIS Hub site (https://dacip-hub-csungis.hub.arcgis.com) and required a platform which allowed responses to be integrated into the same framework for analysis. The Data Hub serves as a central repository for data and data-related products supporting DACIP through the WaterTalks effort. ESRI's Survey 123 software was selected for its survey design capabilities, database management functionality and compatibility with other project components.

PlaceWorks used the approved community survey language to create an ArcGIS Survey 123 form for online use, and a hard copy form for printing and distributing. The ArcGIS Survey 123 form was tested prior to being public facing on the WaterTalks website. The ArcGIS Survey 123 form for the community survey, was posted to the WaterTalks website on September 11th 2020 as the WaterTalks Survey. The introduction and informed consent in Chapter 2.1.1 were presented on the website before the link to the WaterTalks Survey.

PlaceWorks created a separate ArcGIS Survey 123 form for NGOs conducting phone banking and for the WRPI team to enter any surveys submitted by mail.

The community survey was translated to Spanish, Korean, Cantonese, and Farsi to meet the language needs of all three IRWM regions. WRPI led the translation of the community survey language in Spanish, with the help of GLAC NGOs. The GLAC NGOs led translations of the survey language in Korean, Cantonese, and Farsi. PlaceWorks and CSU created survey forms for each language and posted each of them with the appropriate translated introduction and informed consent.

Institutional Survey Tool
Survey Platform

The Needs Assessment Task required that the DAC Consultants implement a survey platform that was capable of housing a variety of data (both spatial and nonspatial) from various sources in an organized format. The tool needed to offer options for both open-ended (i.e. write-in) and predefined/standardized responses to user input as well as the ability to identify geographic locations. Furthermore, the Data Hub already housed data and reference material on an ESRI ArcGIS Hub site (https://dacip-hub-csungis.hub.arcgis.com) and required a platform which allowed responses to be integrated into the same framework for analysis. ESRI's Survey 123 software was selected for its survey design capabilities, database management functionality and compatibility with other project components.

Creating the Database and Forms

ArcGIS Survey 123 forms were designed for the institutional needs assessment data entry and compilation process. The forms allowed participating DAC consultants to enter interview responses from candidate institutions in an accessible and intuitive interface. The participating team members met several times to develop the list of interview questions based on identifying critical needs components and other pieces of information to be collected during the institutional interview effort. Once a list of questions was finalized, a data table schema was developed. This built out the design of the backend database that would eventually hold the data to be collected. Each question was reviewed and where possible, predetermined, standardized responses were developed and associated with the appropriate questions. This was an effort to make the data more streamlined, consistent, and analysis-ready. Further, developing each question and determining access to the institutional interview data required adherence to IRB requirements for confidentiality. The data table schema underwent review by the participating team members to allow for additional comments and modification.

Once the database and table schema were finalized, draft survey forms were designed in MS Excel and translated to Survey 123. Additional review by the DAC Consultants was held. Specifically, design elements, such as color schemes, font sizes, and collapsible sections were addressed and updated. Finally, a production-ready form was developed and tied to the backend database to house the data to be entered. Static, offline versions of the survey form were generated to allow the note takers participating in institutional interviews more flexibility and to account for potential unreliable internet or absence of internet during the interviews. MS Excel

and MS Word versions of the survey were generated for this purpose. When static versions of the form were used, data entry into the Survey 123 form was later carried out, ensuring all data was eventually entered into the standardized Survey 123 form and compiled in the backend database.

Data Entry Process

After the production-ready versions of the Survey 123 form and the backend database were developed, the CSUN Team developed a data entry process.The institutional needs assessment form and data was not public facing as WRPI and Stantec were facilitating interviews and note takers were summarizing notes to enter into database, making sure to remove direct identifiers, to comply with the IRB requirements in Chapter 2.1.1. The respondents were referred to by their job title. This was considered in all steps of the workflow process. First, a shared ArcGIS Online (AGOL) account was created and provided only to the participating interviewers and note takers. This account gave them access to the online form for data entry and also allowed them to retrieve partially filled out forms to resume data entry or to update data that had been previously entered.

Next, a private Google Sheet was established and shared only with approved interviewers and note takers. This sheet had two main purposes. First, it served as a tracker, listing various tracking information such as the different institutions to be interviewed, the interviewing party, date of interview, status of data entry, etc. Secondly, this sheet served as a gateway to the data entry form for each institution to be interviewed. The CSUN Team prepopulated a data form for each institution to be interviewed with basic information (i.e. name of the institution) and then generated a unique URL for each form. The URLs were stored in the Google Sheet, making those forms available only to the approved interviewers and note takers for later data entry. The Google Sheet was updated by multiple parties as the interview and data entry process was constructed and was critical for status updates and assessments.

The CSUN team developed a detailed instruction document for note takers and interviewers (**Figure 2.1**). This document contained all necessary steps and information needed to carry out the data entry and tracking process. It also ensured the multiple people accessing the database and entering data would perform the work in a consistent and controlled fashion. Select note takers and interviewers participated in beta testing the data entry process for a sample institution in order to identify any issues before moving on to production/live data entry. Minor improvements were made after testing, after which, the process was fully moved into production mode and used throughout the institutional needs assessment.
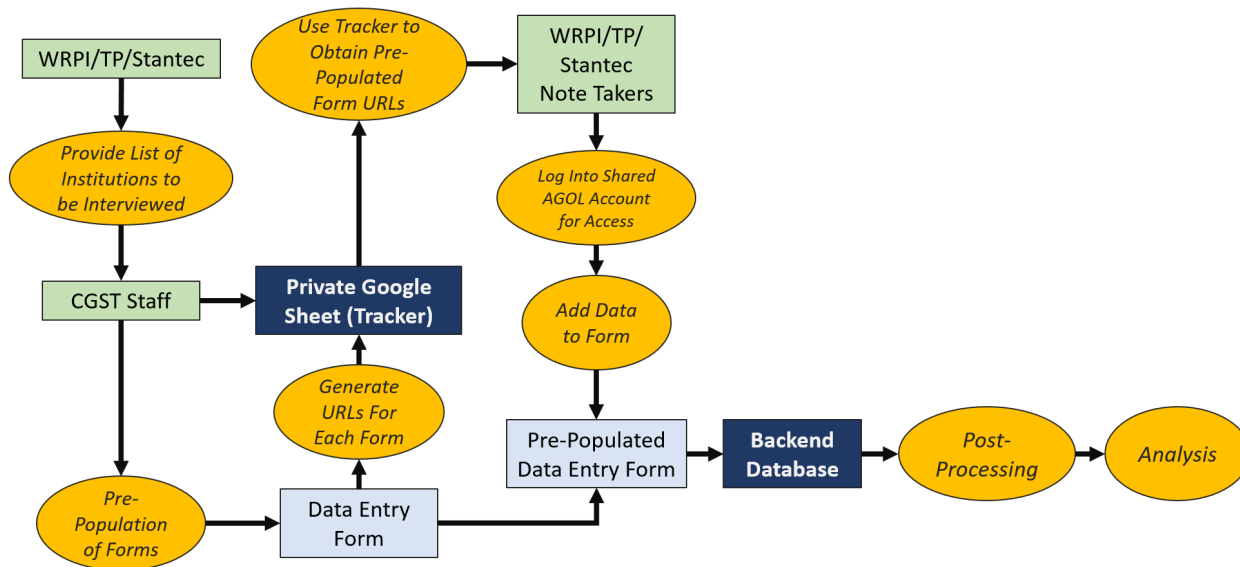
Figure 2.1: Institutional Needs Assessment Data

2.2 Conducting Community Needs Assessment

2.2.1 Determine Audience

PlaceWorks took the lead on tasks directly involving community members, including community survey development, community outreach, distribution of the survey, and working with partner NGOs in the WCVC and USCR IRWM regions.

The DACs in USCR identified as **priority areas** chosen for targeted outreach in the LA-V DACIP Proposal[1] include the following 9 areas:

- Newhall
- Valle del Oro/Upstream Newhall Creek
- Canyon Country
- Bouquet Canyon/Seco Canyon Neighborhood
- Lake Hughes/Munz/Elizabeth
- Val Verde
- Castaic
- Acton
- Agua Dulce

The following information was gathered to identify different forms of outreach and identify the best method of delivering the community survey to community members:

- Zip Codes within the USCR DAC 's boundaries
- regions without access to internet
- average age of community members in DACs
- primary languages in the community

2.2.2 Outreach Methods

The WaterTalks campaign, heavily dependent on the College of the Canyons, strategically sought to engage communities and people through a variety of outreach strategies. The outreach engagement plan for the Needs Assessment Task began in November 2020 and ended on April 30, 2021.

Due to the COVID 19 global pandemic, the outreach strategy was revised to follow COVID 19 safety guidelines. In March of 2020, the Community Outreach Task strategy transitioned from in-person engagement to virtual meetings and online engagement. The Water Talks Survey was key to the COVID-19 outreach strategy. All engagement materials encouraged participants to give input by taking the WaterTalks survey. Participants had the opportunity to win a $100 gift card to incentivize community members to take the WaterTalks Survey. The WaterTalks Survey was originally scheduled to close in March 2021 but was later extended to April 30th, 2021.

Outreach strategies to circulate the WaterTalks survey and education information to communities included the following:
- Virtual Events
- Mailing of printed WaterTalks newspaper and WaterTalks Surveys mailed to residences in communities
- Distribution of WaterTalks bookmarks to local libraries. Social media posts
- Paid online and newsletter advertisements
- Email blasts (E-blasts) to community partners, institution, and agency outreach
- Phone banking to residents
- Institutional and school outreach

Outreach efforts were coordinated and facilitated by PlaceWorks staff with support from project partners including Task Force members. Upper Santa Clara Region (USCR) outreach project partner included staff and students from College of the Canyons (CoC). The College of the Canyons students and staff distributed thousands of surveys through the Newhall Library system. Bookmarks and newspapers were distributed to all check out books throughout COVID. The surveys and flyers were also distributed during the City of Santa Clarita Neighborhood Clean Up event on September 26, 2020. Flyers were placed in coffee shops and other open businesses in each of the communities identified. See Appendix B to review outreach materials.

Virtual Events
Due to delays related to the COVID-19 pandemic, several engagement events from the Community Outreach Task were delayed in the USCR region. They were conducted as virtual events and were an opportunity to announce and invite participation in the Survey. A summary of those events are included below:
- 8:30 am, February 1, 2020 - Newhall Farmers Market
- 7:00 pm, March 10, 2020 - Val Verde Civic Association Meeting
- 4:00 pm, November 7, 2020 - Canyon Country WaterTalks
- 6:00 pm, November 19, 2020 - Santa Clarita WaterTalks
- 6:00 pm, December 3, 2020 - Acton WaterTalks

College of the Canyons students mailed surveys to each resident of the senior housing community that is included in the Bouquet Canyon DAC. No physical contact was allowed as a result of COVID 19 protections for seniors.

USCR Newspaper and Printed Surveys

Approximately 14,000 bilingual (English and Spanish) newspapers were printed and distributed by mail or dropped off at local businesses, libraries, and local agencies and community organizations in USCR between January 2020 and April 2021(Tables 2.1 to 2.3). The newspaper included educational information about local water issues and resources as well as the WaterTalks Survey and prepaid postmarked envelope.

Table 2.1 USCR Newspapers Distributed by Mail

Priority Area	# of Newspaper Distributed
Bouquet Canyon	333
Canyon Country	1,401
Lake Hughes	345
Newhall	2,960
Santa Clarita	2,765
Val Verde	746
Agua Dulce	1,011
Acton	1,916
TOTAL	**11,477 Newspapers**

Table 2.2 USCR Newspapers Distributed to USCR Libraries

Library	Newspaper Distributed
Old Town Newhall Library	500
Canyon Country Jo Anne Darcy Library	400

TOTAL	**900**

Table 2.3 USCR Newspaper Distributed to Local Businesses

Local Business	Newspaper Distributed
Venice Pizzeria, Canyon Country	50
Granada Villa Mobile Home Park, Canyon Country	150
Arts Liquor, Canyon Country	50
Caravilla Mobile Home Park, Canyon Country	60
Canyon Market, Canyon Country	30
Newhall Market, Newhall	60
Bonanza Liquor Market, Newhall	40
Lost Stock, Newhall	50
Vons, Newhall	75
Spa Source International, Santa Clarita	30
Vons, Bouquet Canyon	100
Island Pacific Seafood Market, Bouquet Canyon	65
TOTAL	**760**

Library Bookmarks
Bookmarks were created to provide community members with information about the WaterTalks program and Survey opportunity. 2,000 bookmarks were printed for USCR.

WaterTalkspartners advertised the WaterTalks campaign on the SCVWA Water Currents Newsletter, Green Santa Clarita website and the Val Verde Civic Association.

Paid Advertisements

Paid advertisements were used to target community members through printed and digital media.

1. **Printed Marketing.** Print media was used to target USCR priority areas through advertisements in the County Journal. A total of two WaterTalks ads were posted in the County Journal. In November 2020, an ad was posted in the County Journal to promote the December 3rd WaterTalks meeting hosted by the WRPI and PlaceWorks. A second ad was posted in March 2021 to promote the WaterTalks Survey.
2. **Paid Digital Marketing**. Digital marketing services, Signal and Spectrum Online, were used to promote the WaterTalks campaign and survey by targeting priority areas communities in the Upper Santa Clara River (USCR), Ventura County, and Greater Los Angeles (GLAC).
    i. Signal posted web banners to promote the WaterTalks program and Survey. This advertisement campaign ran from November 23, 2020 to December 22, 2020. Metrics were not collected for this effort.

    ii. Spectrum online posted digital advertisements about the WaterTalks program and Survey. Priority areas in USCR had 105 total clicks (83 mobile clicks, 44 desktop clicks, 1 tablet click).

Project Website

1. **Online WaterTalks Survey**. The WaterTalks survey was a 23-question survey that asked participants questions relating to local water concerns and community water planning efforts. Participants that took the survey were informed that the Survey results would be used to help inform the use of Proposition 1 technical assistance funding and on-going and future water-related project funding decisions.   The WaterTalks survey was available through the WaterTalks website (https://watertalks.csusb.edu/) in five languages English, Spanish, Cantonese, Korean, and Farsi.

1. **Story Maps.** Interactive online story maps were created for selected priority areas in Ventura County, USCR and GLAC regions. These maps were an online tool for people to learn about the water in their environment, the water in their environment, their tap water and water consumption.

2. **WaterTalks Information Factsheets and Newspaper.** WaterTalks materials were available for community members to download factsheets and the WaterTalks Ventura and USCR newspaper. There were three WaterTalks educational factsheets: (1) WaterTalks overview factsheet (2) WaterTalks Integrated Regional Water Management (IRWM) funding factsheet and (3) water safety relating to COVID-19factsheet.

3. **Meeting Materials.** The WaterTalks website includes WaterTalks meeting schedules and post meeting summaries.

Social Media Outreach

The WaterTalks social media platform actively posted consistent program information and water related resources on Facebook, Instagram, and Twitter. Social media posts were used to engage followers about the program and encouraged community members to take the WaterTalks Survey. Posts were made throughout the duration of the WaterTalks program by the DAC Consultants and subconsultants, as well as community partners and local agencies. 37 posts were posted onto the WaterTalks Facebook page and Instagram account between January 2021 to April 2021. WaterTalks animations were created as fun and interactive resource about the program. Animations were posted on to all WaterTalks social media platforms. 61 posts were posted onto the WaterTalks Twitter account between October 2019 to March 2021.

E-blasts

A series of three e-blasts were created to engage existing and potential community partners. E-blasts were sent out in November 2020, February 2021, and March 2021. E-blast #1 introduced the WaterTalks program to communities. E-blast #2 reminded communities to participate in the WaterTalks Survey. E-blast #3 served as another reminder and announced that closing date of the survey.

E-blasts to Existing Community Partners. WaterTalks e-blasts were created to inform existing project partners about the WaterTalks program and Survey. The E-blast to existing community partners provided instructions about how community groups can get involved as well as provided graphic materials for partners to use and asked to share information with their community networks. Over 43 community partners received this e-blast.

E-blasts to Potential Community Partners. Attached to the existing community partner e-blast included an e-blast to potential community partners. This e-blast was forwarded by existing community partners to engage and inform other community partners about the program. This E-blast provided information about the WaterTalks program as well as links to the website and Survey. Over 200 recipients received this e-blast.

Phone Banking

WaterTalks engaged community members to participate in the Survey by calling residents in the Ventura County and USCR regions. Phone banking efforts were made by PlaceWorks between January 2021 and April 2021.

PlaceWorks Phone Banking: PlaceWorks called a total of 650 residents in USCR priority areas. Below are the numbers of calls made to residents in USCR communities:

     i. Canyon Country: 270 calls
     ii. Newhall: 30 calls
     iii. Castaic Lake: 334 calls
     iv. Nyeland Acres: 16 calls

School Outreach

School districts across the Upper Santa Clara River priority areas were emailed and called in March 2021. School districts were asked to participate in the WaterTalks program by sharing the

WaterTalks Survey with their staff, teachers, and parents. PlaceWorks called 33 schools and/or school districts in the USCR region.

Institutional Outreach
WaterTalks reached out to water agencies and relevant institutions for program support. Two institutions were targeted in the USCR region, they include the LARC foundation and the LA Waterworks(districts 36 and 37).

2.2.3 WaterTalks Survey Outcomes

Tables 2.4, 2.5 and 2.6 show the quantity of responses by type of survey response and by each of the five languages throughout all three IRWM planning regions. The WRPI team led the data entry effort for WaterTalks Surveys returned through the mail to Cal State San Bernardino. The DAC Consultants agreed to include an opportunity drawing in all three IRWM planning regions for community members that completed the WaterTalks Survey. "A way to incorporate more incentives for people who participated in the survey was to give those who chose the opportunity to enter in a drawing to win a $100 VISA gift card. TreePeople donated these gift cards (as they are ineligible for reimbursement through Proposition 1 and DWR), and every week, a winner from a WaterTalks community was selected. At the end of the needs assessment, 19 gift cards were distributed throughout the funding area."4 (Greater Los Angeles County Community Strengths and Needs Assessment- A Water Perspective Draft - v9.7.21 11, pg.10). A link to a separate website for the Opportunity Drawing is displayed after the WaterTalks Survey is completed online. TreePeople carried out the distribution of gift cards to winners of the opportunity drawing for community members in all three IRWM planning regions, shown in **Table 2.7.**

Table 2.4 Total Summary of Surveys by Response Type

Survey Response Type	GLAC	Ventura County	USCR	Total
Phone/Mail-in/**In Person**	952	378	97	1427
Online	2732	240	210	3182
Total	3684	618	307	4609

Table 2.5 Total Summary of Surveys by Language

Language	GLAC	Ventura County	USCR	Total
English	3235	502	302	4039
Spanish	415	116	2	533
Korean	34	0	3	37
Cantonese	0	0	0	0
Total	3684	618	307	4609

Table 2.6 Opportunity Drawing Outcome

Number	Zip Code	DAC
1	90011	Adams/Central
2	91733	South El Monte
3	91732	Greater El Monte
4	91731	Greater El Monte
5	91042	Tujunga
6	91350	USCR
7	91606	Greater North Hollywood
8	90004	Koreatown
9	93033	Oxnard
10	91335	Central Reseda/Southern Northridge
11	90008	Leimert Park
12	91350	New Hall Bouquet
13	93015	Piru/Fillmore
14	90065	Cypress/Glassell Park
15	90023	Boyle Heights
16	91748	Rowland/Industry
17	91101	Northeast Pasadena
18	90222	Greater Compton
19	90810	West Long Beach

2.3 Conducting Institutional Needs Assessment

The WRPI team took the lead on institutional needs assessment survey development, outreach, facilitating and general project management.

2.3.1 Determine Audience

Determining the first list of institutions to interview was done through an analysis of existing Median Household Income (MHI) data within Water Service Providers (WSPs) serving the chosen DACs in USCR as well as recommendations from the USCR IRWM representatives. WRPI first sent a list of WSPs recommended for interviews based on percentage of DAC and SDAC population within the WSP's service area to the Project Managers. This was determined using the existing data from the Data Hub.

Meetings with the USCR IRWM representatives led to the recommended list of institutions to outreach to shown in the table below. Once several outreach attempts were done for 1st priority institutions, additional institutions were added. The tables below summarize the institutions chosen for the institutional needs assessment in USCR.

Table 2.7 Institutions Identified for DACIP Needs Assessment in USCR

Interview Priority List	DAC Priority Areas	Type	Institution
1st List	Santa Clarita	Non-Profit	LARC foundation
1st List	Acton	Water Service Provider	Los Angeles Co. Waterworks Districts (LACWD) - District 37
1st List	Val Verde	Water Service Provider	Los Angeles Co. Waterworks Districts (LACWD) - District 36
1st List	Santa Clarita, Bouquet Canyon, Newhall, Canyon Country	Water Service Provider	Santa Clarita Valley Water Agency
1st List	Lake Hughes	Water Service Provider	California Water Service CO-Lake Hughes
1st List	Lake Elizabeth	Water Service Provider	Lake Elizabeth Mutual Water Company
1st List	Agua Dulce	Water Service Provider	North Trails Mutual Water Company
1st List	Agua Dulce	Water Service Provider	SPV Water Company

1st List	Lake Hughes	Camp	The Painted Turtle Camp
2nd List	Agua Dulce	Mobile Home Park	Casa Dulce Estates
2nd List	Agua Dulce	Mobile Home Park	Oak Grove Family Park
2nd List	Lake Hughes	Mobile Home Park	The Oaks
2nd List	Lake Hughes/Elizabeth	School	Hughes-Elizabeth Lake Unified School District
2nd List	Newhall	School	Newhall School district
2nd List	Canyon Country	Church	Real Life Church

2.3.2 Outreach Strategies

WPRI led outreach efforts to institutions through emails and phone correspondence to inform institutions about the WaterTalks program, the LA-V Funding Area DACIP, their local IRWM group, and requesting their participation in the institutional needs assessment (**Table 2.8**). USCR IRWM representatives led further outreach and coordination with institutional contacts to solicit participation in the institutional needs assessment. The following table summarizes outreach efforts in USCR. The email language sent to the prioritized institutions is included in Appendix C.

Table 2.8 Outreach to Institutions in USCR

Institution	First Outreach	Second Outreach	Response
LARC foundation	WPRI received request for interview by Regional Project Manager and was connected to LARC foundation by phone	Follow up email was sent to schedule interview date and time	Interview 11/30/20
Los Angeles Co. Waterworks Districts (LACWD) - District 37 - Acton	WRPI received request for interview by LA WW District representative at the Acton WaterTalks.	Follow up email was sent to schedule interview date and time	Interview 3/4/21
Los Angeles Co. Waterworks Districts (LACWD) - District 36- Val Verde	WRPI received request for interview by LA WW District representative at the Acton WaterTalks.	Follow up email was sent to schedule interview date and time	Interview 3/4/21
Santa Clarita Valley Water Agency	Regional Project Manager directed WRPI to best contact.	Follow up email was sent to schedule interview date and time	Interview 3/11/21

California Water Service CO-Lake Hughes	1st phone call 1/20/21, second call and introductory email 3/3/21	Institution replied requesting interview questions and possible interest in participating but there was no further response	No Further Response
Lake Elizabeth Mutual Water Company	1st phone call 1/20/21, introductory email sent 2/22/21, and on 3/3/21	Institution requested introductory email, but there was no further response	No Further Response
North Trails Mutual Water Company	1st phone call 1/20/21, left voicemail 3/12/21	introductory email sent 2/22/21	No Response
SPV Water Company	1st phone call 1/20/21, second call 3/11/21	intro email sent 2/22/21	No Response
The Painted Turtle Camp	WRPI left voicemails to COO's office and spoke with different staff 2/16/21, and sent introductory email 3/31/21	institution responded to WRPI that they were unsure about participating and no further response	No Further Response
Casa Dulce Estates	1st phone call 1/20/21	introductory email sent 2/22/21	No Response
Oak Grove Family Park	1st phone call 1/20/21	WRPI sent introductory email to contact 3/16/21	No Response
The Oaks	WRPI left voicemail 1/20/21	WRP called 3-7/21	No Response
Hughes-Elizabeth Lake Unified School District	intro email sent 4/12/2021	follow up email sent 4/23/21	No Response
Newhall School district	intro email sent 4/12/2021	follow up email sent 4/23/21	Not Interested
Real Life Church	voicemail left 4/12/21 could not find an email address online	left voicemail 4/26/21, received call back	Not Interested

2.3.3 Interview Process and Outcomes

Due to COVID-19 regulations from the CSU, WRPI was unable to conduct in person interviews. Interviews were done through Zoom. The institutional needs assessment was available as a digital form using Excel to be filled out by institutions if a Zoom call was not possible or not preferred. Interviews lasted between 60 and 90 minutes. Each was recorded with the permission of the interviewee. The following paragraph was read to the interviewee before the interview began introducing the program and assuring informed consent as part of the IRB requirement.

"Thanks for meeting with us. We are here as a part of the Upper Santa Clara River Integrated Regional Water Management planning effort to learn from you and document the strengths and needs of your community. The planning effort wants to benefit from your experience and include your perspective about your community and your local water. We anticipate that this interview will take between 60 and 75 minutes. We want to be respectful of your time, so we may steer the conversation to be able to stay within that time frame. We will be taking detailed notes because we want to make sure we capture what you say. We may occasionally pause to write things down or ask you to repeat something. Your participation with us today will be kept anonymous. Our notes will not be delivered to the Program, only our report. In the report we will refer to people generally, for instance, as "a city council member" or "a water supply agency staff member." We have broad, open-ended questions prepared for you. There are no right or wrong answers, so please respond however you would like. We may ask some follow-up or clarifying questions. Before we begin, do you have any questions?"

Table 2.9 lists the institutions that completed the needs assessment in USCR, either through a virtual interview, or by submitting their responses through an Excel form of the institutional needs assessment. Their responses or interview notes were then input into an ArcGIS Survey 123 form created for the institutional needs assessment.

Table 2.9 Institutions Interviewed In the USCR Region

DAC Priority Area Served	Institution Type	Institution Name
Santa Clarita	Non-Profit/ community for people with disabilities	LARC foundation
Acton	Water Service Provider	Los Angeles Co. Waterworks Districts (LACWD) - District 37 - Acton
Val Verde	Water Service Provider	Los Angeles Co. Waterworks Districts (LACWD) - District 36- Val Verde
Santa Clarita, Bouquet Canyon, Newhall, Canyon Country	Water Service Provider	Santa Clarita Valley Water Agency

2.3.4 Institutional Needs Data Geographies

Institutional responses collected during interviews (i.e. Survey 123 tool) were exported from the ArcGIS Online (AGOL) environment and underwent several rounds of cleanup (**Figure 2.2**). Since the data was collected through ArcGIS Survey 123 and due to the number of free-response (write-in) questions, much of the data contained extra characters or was in a format that was not usable for analysis (i.e. containing extra carriage returns, extra underscores, etc.). Data cleanup processes were automated where possible to ensure consistency and completeness in the corrections.

Additionally, the data was inherently tabular, meaning it did not have a spatial component after

being extracted from AGOL. Since this data will be used as project evaluation criteria, it was important to provide some kind of spatial reference. It was agreed that it would be best to spatially represent each institution that was interviewed by using their area of influence boundary. In many cases, such as with school districts, assigning a spatial reference was straightforward as it was clear which preexisting boundaries should be used. However, there were several institutions whose area of influence was not obvious. In these cases, a request for feedback was sent out to those that interviewed the target institutions. Feedback was collected and boundaries were determined.

The resulting institutional data contained cleaned up tabular data along with geographies representing each institution. This data was contained in an ESRI file geodatabase and shared with LA-V DACIP DAC Consultants, TreePeople's team and WRPI, who were part of the institutional needs assessment interviews via a private (non-public facing) AGOL group and a set of private web maps to aid in reporting. The data will later be used to identify similarities (i.e. connects) differences (i.e. disconnects) between stakeholders as well as serving as the primary tool to identify and develop project evaluation criteria within Task 4.
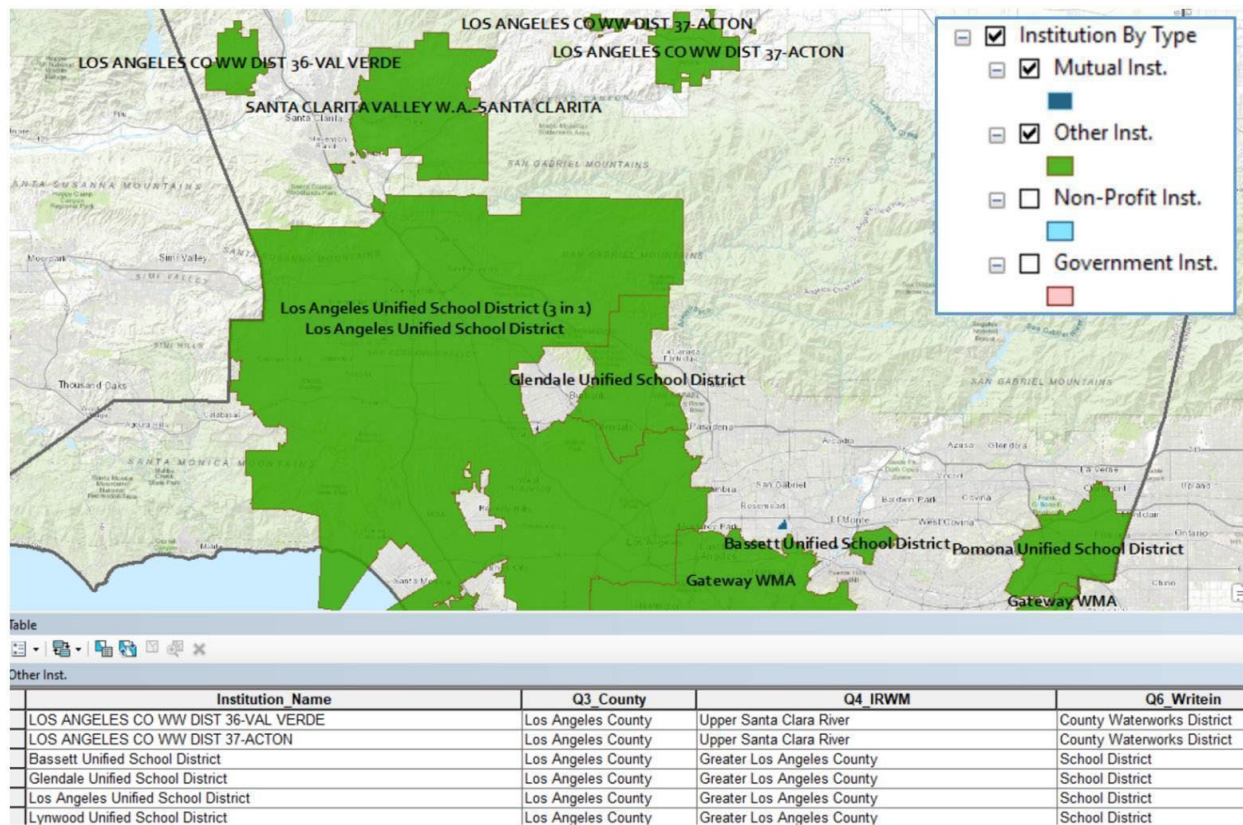
Figure 2.2: Snapshot of the institutional needs data showing "other" institution types (i.e. school districts).

2.4 Tribal Needs Assessment Methods

Note: Report section is pending and will be made available when complete.

Chapter 3 Community-Institutional Characteristics and Survey Response Assessment

To determine the type of stress communities may be experiencing related to social, environmental and economic factors, a disadvantaged community Stress Model (i.e. DAC Stress Model) was developed utilizing an index composed of three data sources to demonstrate what census tracts indicate a high level of stress. These data sources provide an index of scores that are compiled using multiple variables as described in **Table 3.1** below.

Table 3.1 DAC Stress Model Data Sources, Description and Application

Data Source	Variable Description	Application
Enviroscreen 3.0 Office of Environmental Health Hazard Assessment (OEHHA), on behalf of the California Environmental Protection Agency (CalEPA)	CalEnviroScreen identifies California communities by census tract that are disproportionately burdened by, and vulnerable to, multiple sources of pollution. https://oehha.ca.gov/calenviroscreen/report/calenviroscreen-30	Higher numbers indicate higher stress
Median Household Income (MHI) United States Census	MHI includes the income of the householder and all other individuals 15 years old and over in the household, whether they are related to the householder or not. Applied California Poverty Level of $31,000 as the MHI threshold for poverty. https://www.census.gov/topics/income-poverty/income.html	Lower numbers indicate higher stress.
Social Vulnerability Index (SVI) Agency for Toxic Substances and Disease Registry	Natural disasters and infectious disease outbreaks can pose a threat to a community's health. Socially vulnerable populations are especially at risk during public health emergencies because of factors like socioeconomic status, household composition, minority status, or housing type and transportation. CDC/ATSDR SVI Data and Documentation Download	Place and Health	ATSDR	Higher numbers indicate higher stress

Additionally, **Appendix E** outlines the steps that were applied to develop the DAC Stress Model Levels. The stress model was applied to census tracts to determine where high and low levels of DAC stress communities were present across USCR. Applying this model, specific community characteristics can be identified utilizing the individual indices scores (i.e. enviroscreen), as well as the composite score that reveals that DAC stress level. This will assist with identifying the types and overarching themes of participant responses and how they spatially align with levels of DAC stress across community and institutional boundaries.

Aligning survey responses with DAC stress model results required WRPI and CGST to observe survey questions that identified stakeholders needs, strengths, and potential solutions related to drinking water, agricultural production, industrial uses and to support high quality environmental resources. Developing community survey and institutional interview questionnaires resulted in variability in the types of questions and subsequently the information gathered as some questions were community centric (i.e. relationship with government and agencies), while others were institutional specific (i.e. technical capacity needs). Where similar community and institutional questions aligned, broad themes such as "availability and quality of water resources" and "engagement" were developed to determine relationships in responses across stakeholder types (i.e. Sections 3.2, 3.3).

Utilizing these overarching themes, WRPI and CGST consultants observed trends in community stakeholder responses by determining high frequency responses for a given survey question across the UCSR with a specific focus on high stress DAC areas (Section 3.2). Trends in institutional themes were similarly identified by reviewing interview responses from institutional staff or volunteers. Common themes across institutions (e.g. infrastructure, water rates) are associated with specific examples that highlight how the various institutional types (e.g. water mutuals vs. city water departments) responded (Section 3.3). This process also assisted with understanding the extent to which community and institutional stakeholders aligned (i.e. connect) or not (i.e. disconnected) in their perceptions of water resource issues and related community needs. WRPI and CGST also noted when project needs or examples of successful programs and collaborations were shared (Chapter 4).

3.1 Characterizing the Upper Santa Clara Region

The Upper Santa Clara Region (USCR) contains diverse landscapes encompassing variable environmental (e.g. climate, terrain) and socio-economic (e.g. demographics, household income) characteristics (**Figure 3.1**). For example, the City of Santa Clarita located in the central portion of the study site, is a rapidly growing urban and suburban landscape just north of the City of Los Angeles within the County of Los Angeles. The built environment is typified by post-WWII sprawling compact to low density suburban developments, interstates, and related impervious surfaces. In contrast, the surrounding areas are characterized by smaller more rural communities including the towns of Val Verde, Castaic, Agua Dulce, and Acton, that are inclusive of or surrounded by agricultural settings, warehouses, and larger residential lot sizes. These rural locations also contain highly mountainous terrain resulting in various natural hazards including extreme temperatures, drought, and wildfires during the dry seasons and debris flows and landslides during subsequent rain events.
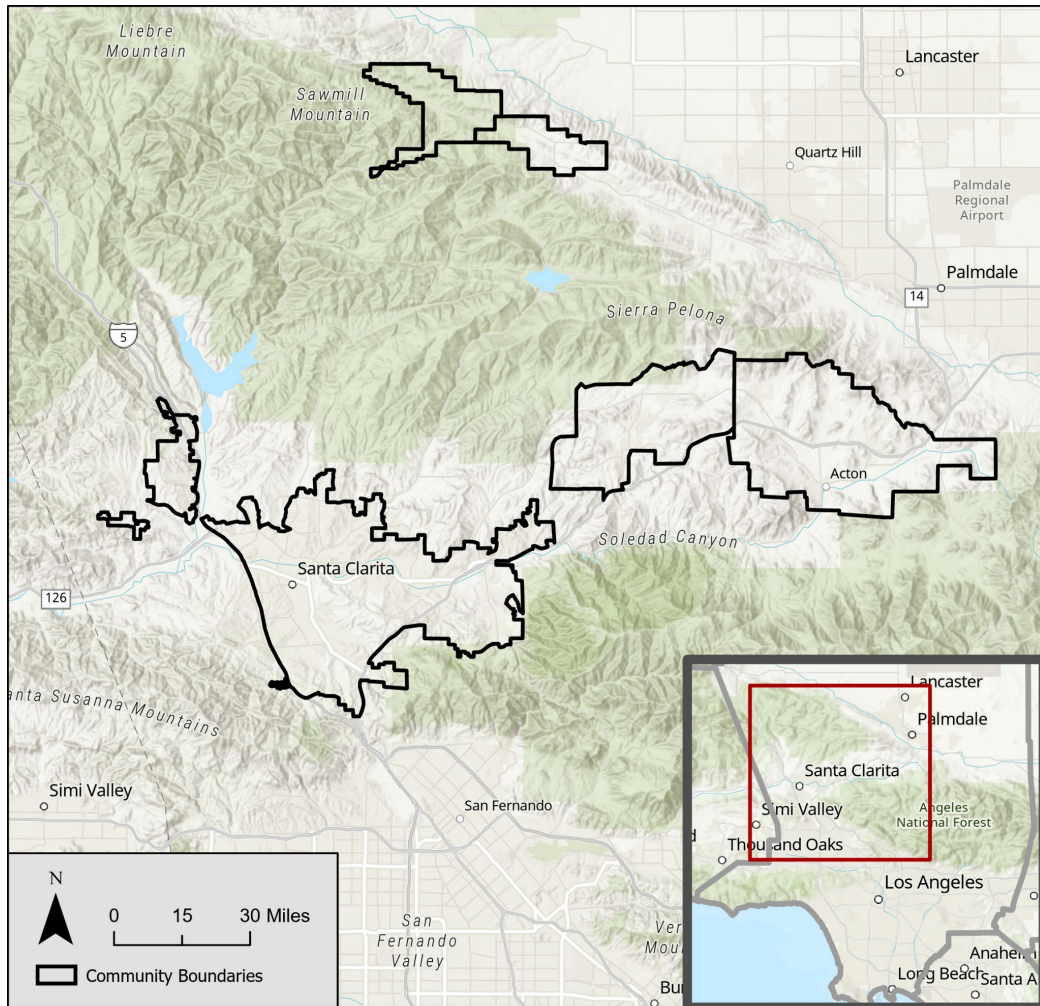
Figure 3.1 USCR area terrain map highlighting the priority areas where institutions and communities were surveyed.

Table 3.2 describes the broad types of community and institutional survey participants. Community participants across the USCR region were primarily represented by homeowners, while those representing institutions were primarily from government agencies representing diverse water management activities across urban and rural landscapes. The majority of participating institutions have objectives directly related to providing drinking water resources, treatment of wastewater, flood and hazard control, stormwater management and ensuring surface and groundwater resources are protected for various human and environmental uses.

Table 3.2 Stakeholder Respondent Types for the USCR Region

Community Member Types	Institutional Types
Homeowner An individual who lives in the USCR region and owns a house, apartment or similar dwelling. n= 253 respondents	**Water Agency** **(Paid staff)** Respondent type represents a state government *special act agency* with paid full time staff bridging diverse expertise in water issues including various water operations, maintenance, outreach, and regulatory activities. n= 1 respondent
Renter An individual or family who does not own the property they reside in (i.e. house, apartment, mobile home). Although they utilize and interact with water resources in the region, they may be limited in their ability to manage water use in their residence. n=43 respondents	**County Water District** **(Government)** Respondent type represents county water divisions that work on a variety of water issues including meeting regulations, infrastructure, stormwater, quality and quantity, identification of funding sources and public education and outreach. n= 1 respondent* *representing two rural communities within study area
Community Advocate An individual volunteerings or a paid staff member of an organization working in the USCR region. Organization representation may vary in issues resulting in varying interaction with water issues. n=7 respondents	**Community Organization** **(Non-Profit)** Large scale facility that provides community services to individuals with disabilities. Activities include on site living, large scale events and use of services throughout Santa Clarita by residents. n= 1 respondent
Work/Employed in the Area Community participants who work for an organization in the USCR region, but who do not reside in the area as a resident. n=4 respondents	

3.1.1 The Geography of Disadvantaged Communities and Institutions

Central to the Needs Assessment Task is identifying the current needs and or emerging issues

that impact water resources in the USCR region with a specific focus on DACs. Applying the DAC Stress Model (**Figure 3.2, Appendix E**) to the USCR region, it was observed that community and institutional boundaries often bridge multiple socio-economic and environmental landscapes.. For example, the City of Santa Clarita encompasses DAC stress levels ranging from 3 to 6 with a majority of the western, central and eastern regions representing low DAC stress levels (i.e DACs 3,4). These characteristics suggest that a majority of residents residing in these areas have higher median household incomes, and lower levels of exposure to environmental health hazards and social vulnerabilities when compared to communities with higher DAC stress levels within USCR. In communities characterized by DAC stress level 4, there is a slightly higher exposure to social vulnerabilities such as increases in environmental hazards and less public health emergency resources. This is likely associated with the rural and sprawling suburban development coupled with steep mountain and canyon landscapes within these communities. Smaller spatial pockets of DAC level 5 occur within the USCR indicating an increase in environmental health hazards in the western and northern reaches with an increase in social vulnerability in the southern reaches. The only DAC level 6 to occur borders the DAC level 4 and 5 communities in the southern USCR signifying higher social vulnerability when compared to DAC level 5 communities.

Institutions in the USCR primarily represent larger water providers who also work with smaller communities when needs arise. Smaller communities in the eastern portions of the watershed are increasingly reliant on hauled water due to lack of proximity to operations wells. Water resource contamination from historical and current pollution inputs often impacts the ability to provide clean water resources. Increasing operation and maintenance costs associated with changing regulations, aging infrastructure, and impacts from climatic changes (i.e., drought, fire, flooding) are also an increasing concern and a barrier to providing affordable water. Institutions serve a variety of DAC Stress types, however, a majority of institutions surveyed represent low DAC Stress areas (i.e., DACs 3,4) with a smaller portion of institutional water provider boundaries serving high stress DACS (i.e., DACs 5,6).
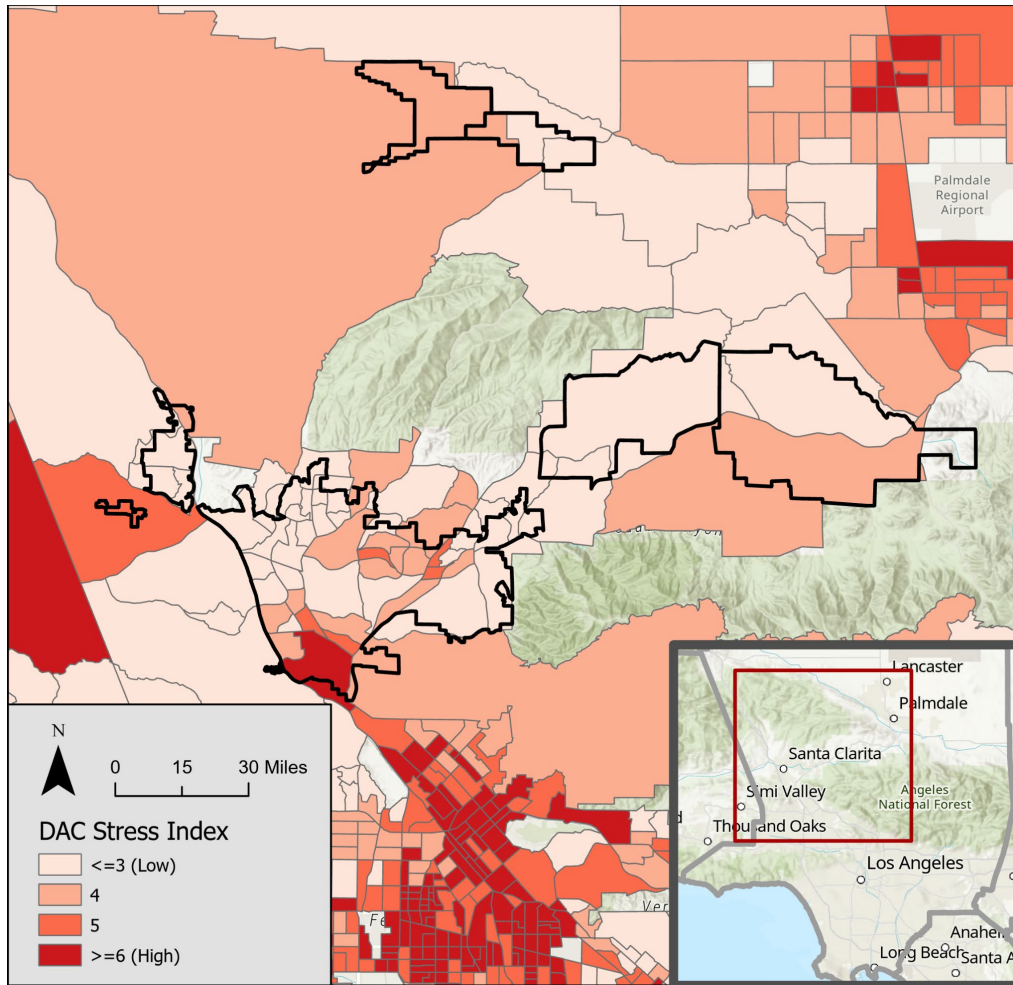
Figure 3.2 USCR region community boundaries and DAC stress model classifications

A majority of USCR community members participating in the survey were classified as homeowners (84%) as compared to those across all IRWMs (43%) (**Figure 3.3**). This pattern was consistent for participants in low and high stress DACs across USCR (84% and 100% were homeowners, respectively.
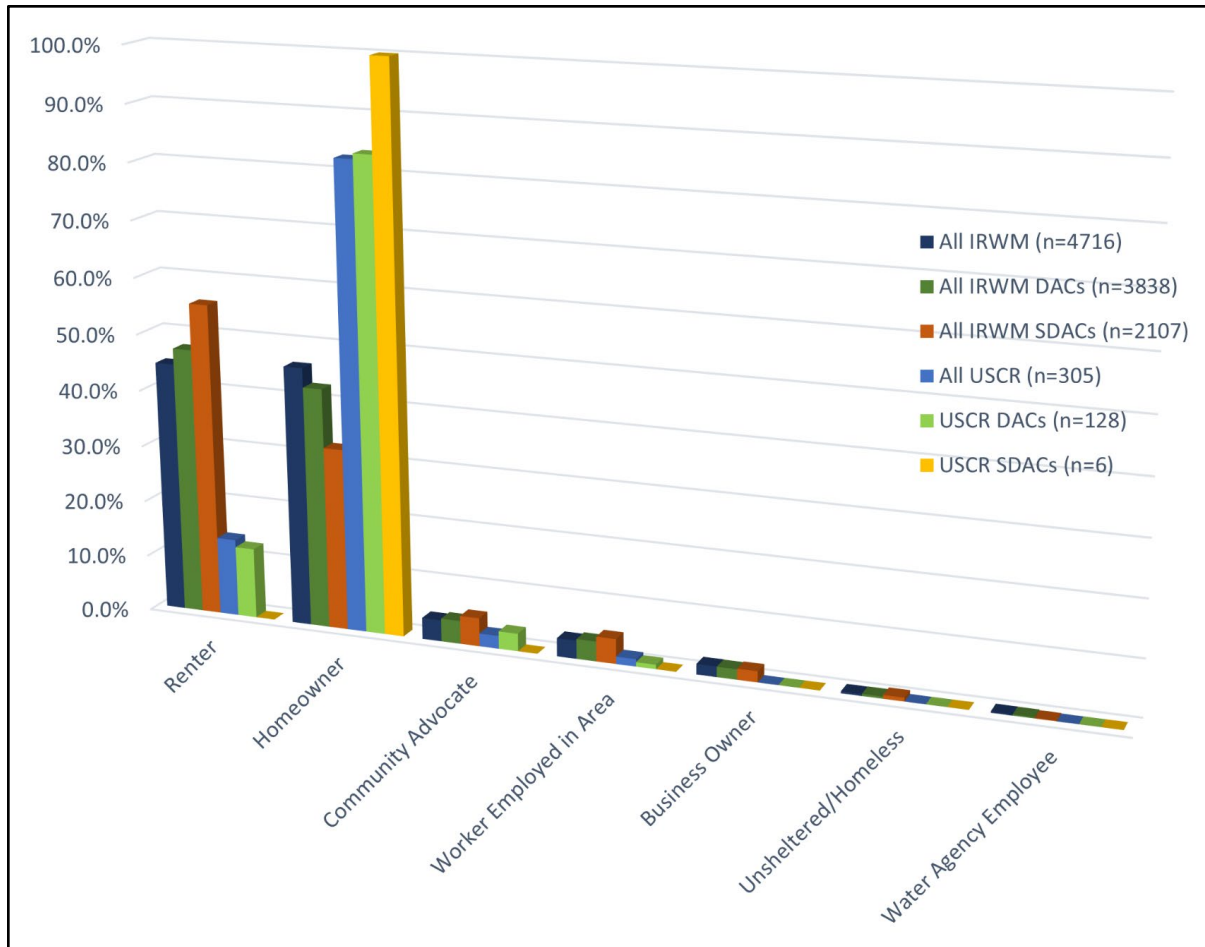
Figure 3.3: Profile of Community Survey Respondents across the entire study area versus USCR alone. Similar to the Greater Los Angeles and Ventura IRWM regions, the USCR communities encompass a variety of DAC stress levels, however, only a small segment of the USCR region and survey participants represent areas with high DAC stress levels (i.e. DACs 5,6). The lower DAC stress levels is primarily related to the rural sprawling nature of populations and communities throughout the USCR, which may mask individual social-economic and environmental health conditions as measured by the DAC Stress Model.

3.1.2 USCR Community Survey Participant Responses Graphical Representation

PlaceWorks and CSUN CGST team processed the WaterTalks Survey responses that were entered as of June 15th, 2021. The WaterTalks responses collected in USCR are summarized in graphs and word clouds under the respective survey question. The WaterTalks Survey responses to questions that have a predefined/standardized response were summarized using Excel's pivot table feature to tally the results and generate graphs.

The responses to open-ended (i.e., write-in) questions were summarized using word clouds that highlight repeating words in responses. The size of the words is determined by the frequency, or how many times the word was used in the responses. The larger words had a higher frequency. PlaceWorks used the following website,

, and limited the number of words shown to the top 30.

Lists of open-ended (i.e., write-in) responses are provided for questions that called for longer responses from participants that weren't as useful using the word cloud presentation. These responses are listed in Appendix G along with tables summarizing responses to predefined/standardized responses corresponding to the graphs shown in this chapter.

Community Characteristics

1. **Are you responding to this survey as a resident or other community member?**
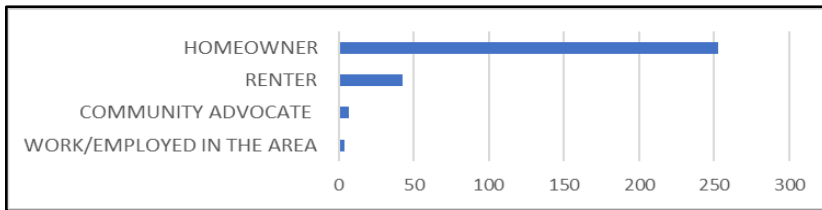
2. **Please provide the zip code of the community for which you are responding.**
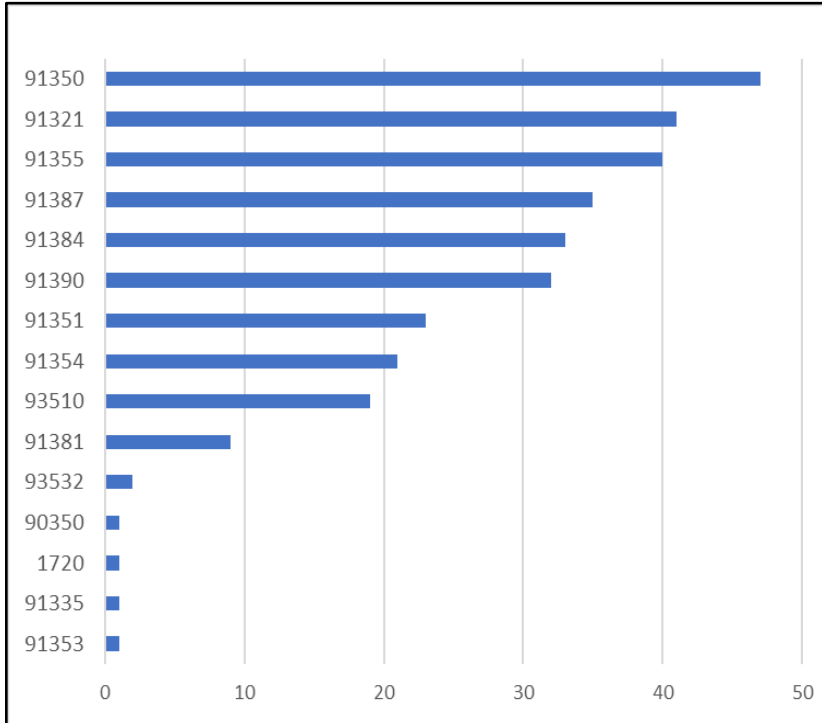
2b. What City is this community located in?
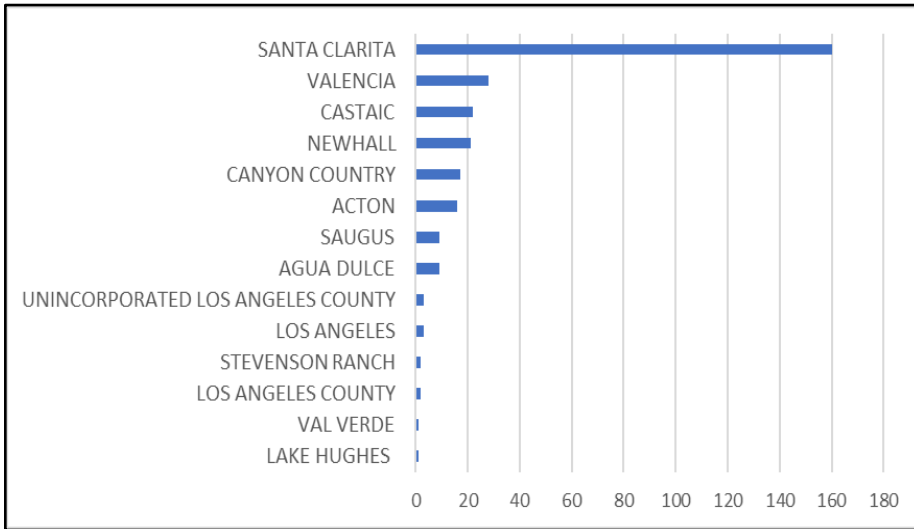
2c. What is the name of this community?
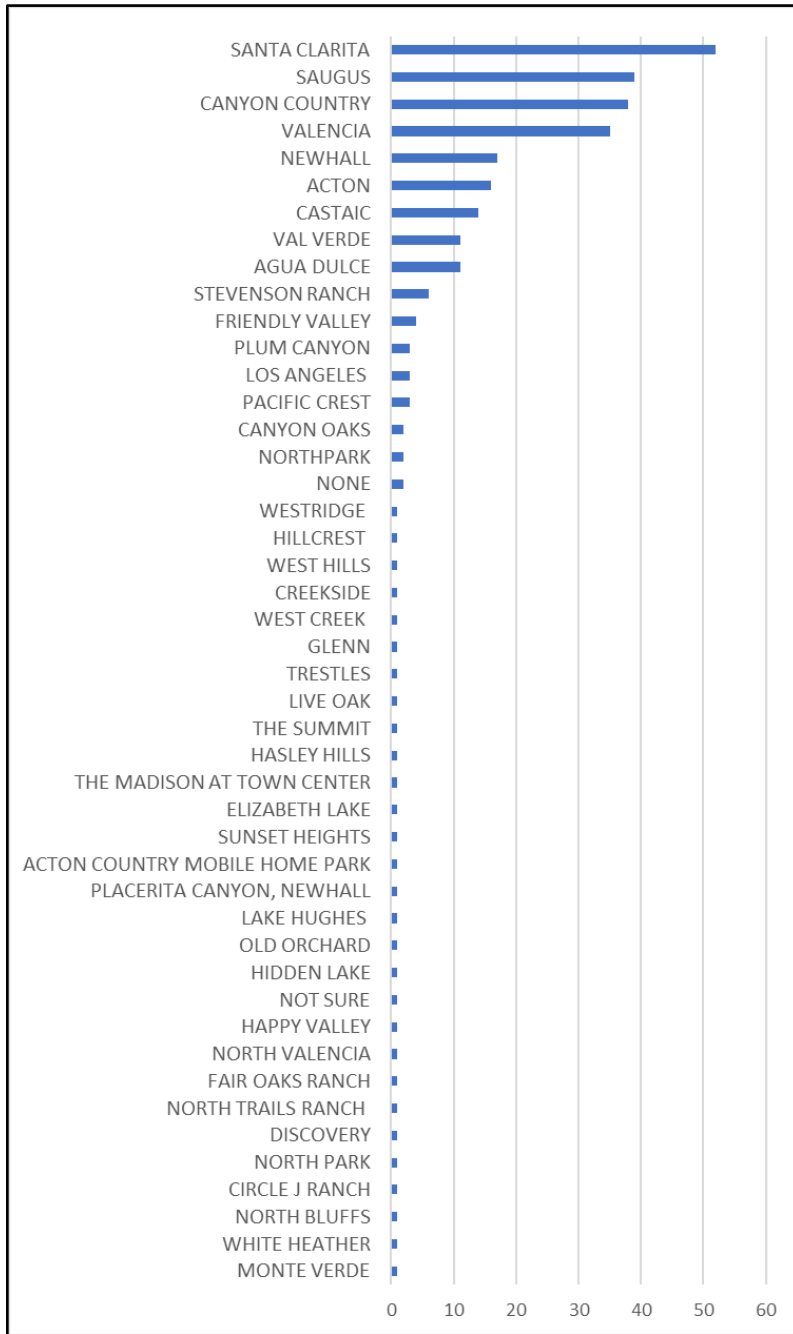
Community Strengths and Needs

4.   List three things you like about your community.

5.   What are the three things your community needs the most?

6. What water related issues are of greatest concern in your community?
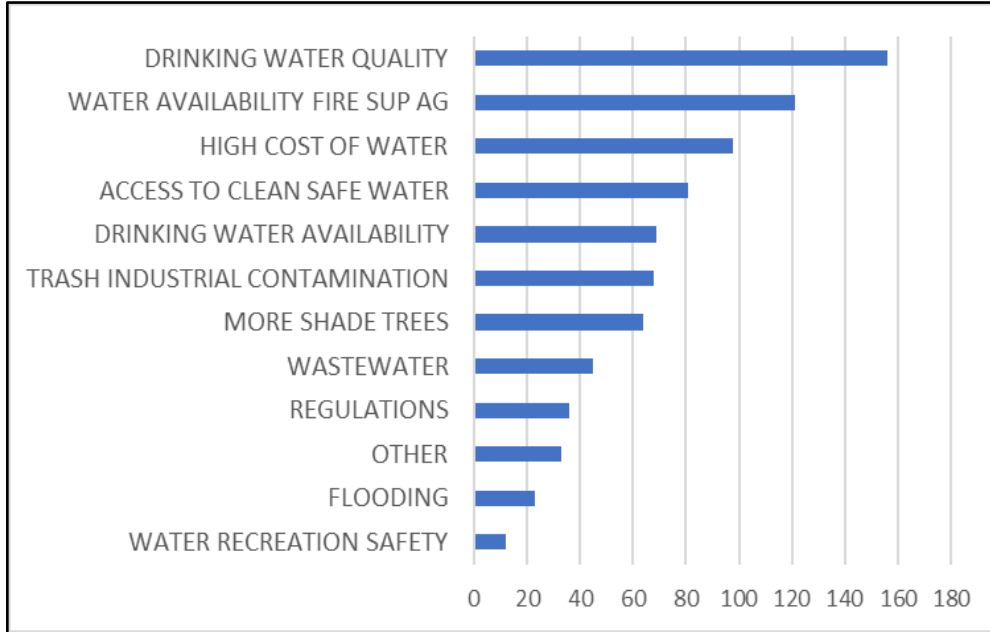
6 Other. Other water related concerns?
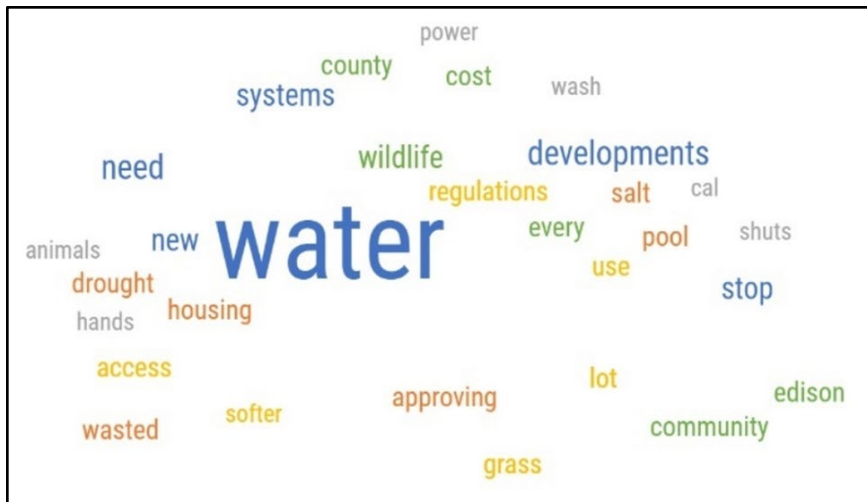
7. Are there concerns about drinking water quality in your home neighborhood or community you serve?
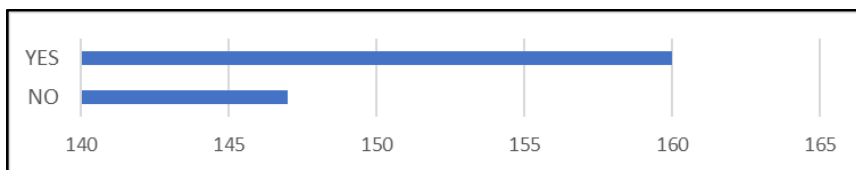
7a. If yes, select all of the concerns that apply.
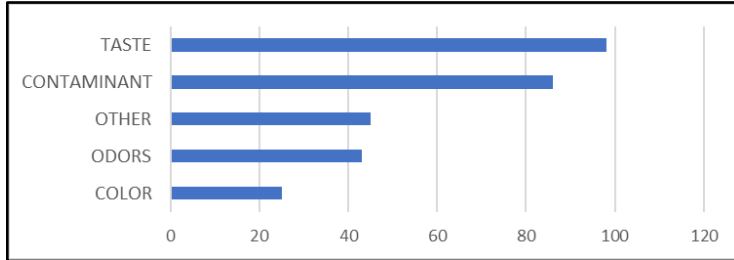
7a Other. Other water related concerns?

8. My local government is addressing infrastructure and beautification needs.
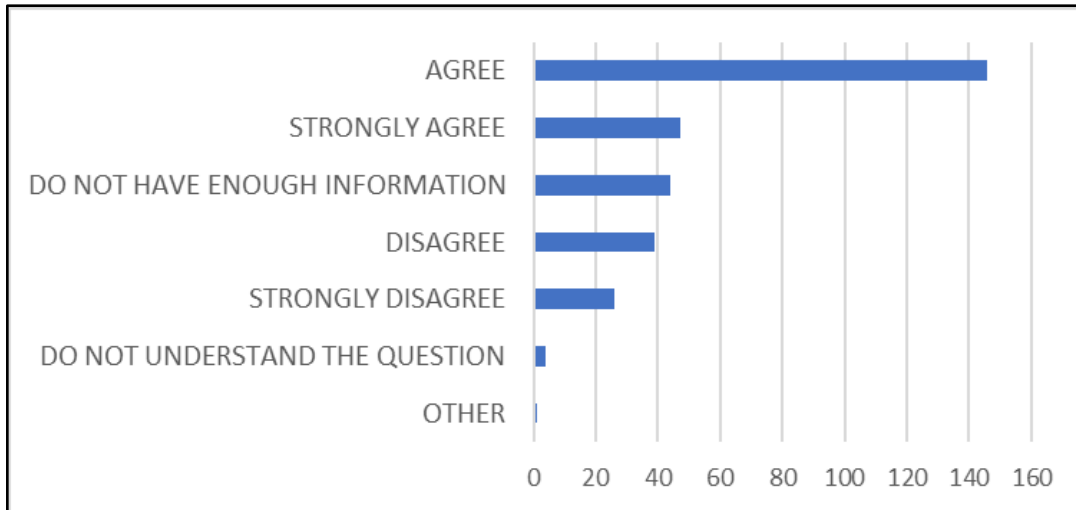
Those who responded were able to write in their reasons for their response (See Appendix G).

9. Do you have ideas for how water problems could be addressed?
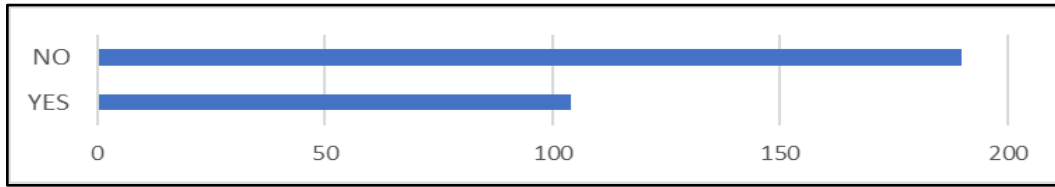
9a.   Other community concerns?
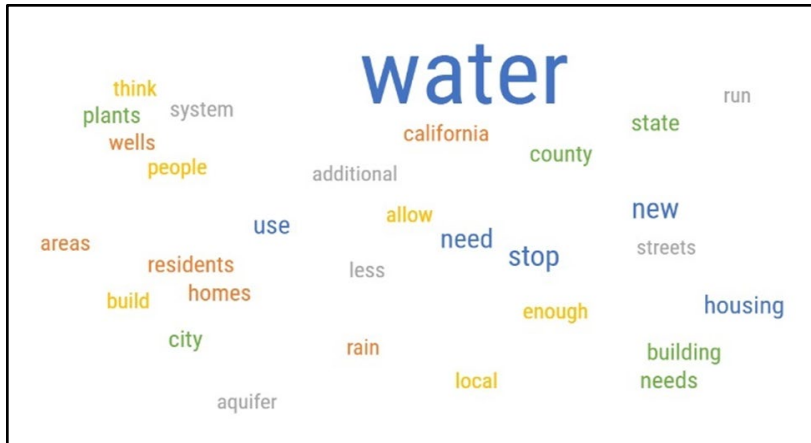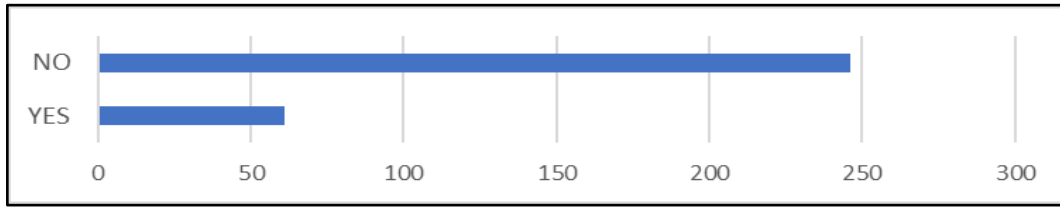

10.   What are your community's most pressing concerns?
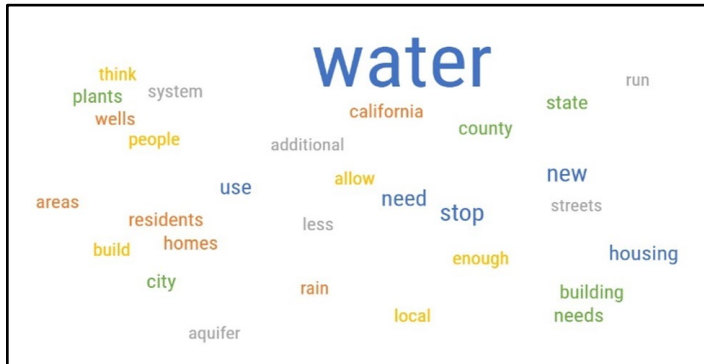
10 Other. Other community concerns?
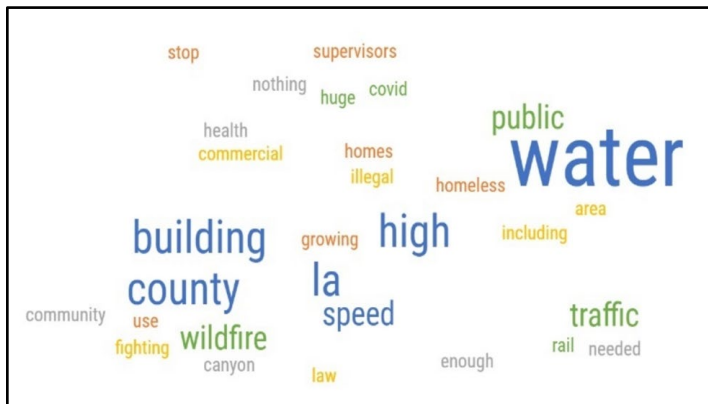
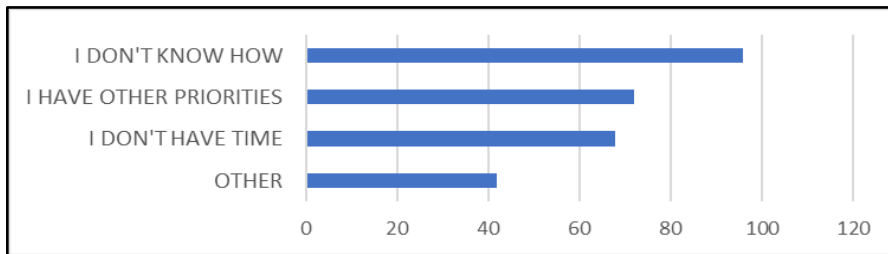*Community Engagement*

11.   Do you personally participate in community planning efforts?
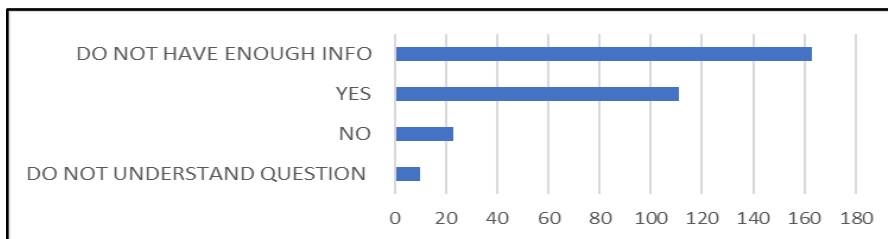

11a. If yes, what efforts do you participate in?

Those who responded with the option, "Yes", were able to write in their response (See Appendix G).

**11b. If not, select all of the reasons that apply.**

12.   Does your community participate in community planning efforts?

12a.   If yes, are there specific people or groups you would like to share?
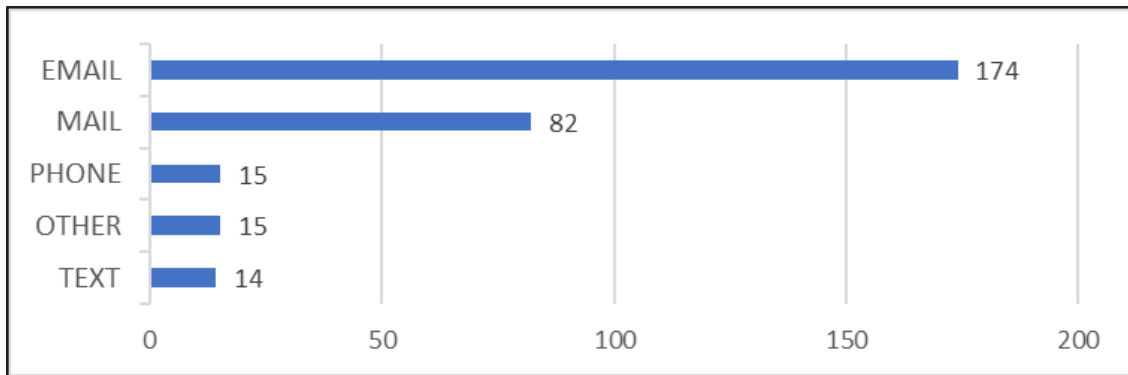
Those who responded with the option, "Yes", were able to write in their response (See Appendix G).

13. What governing entities and/or elected officials do you seek information from or receive information from?
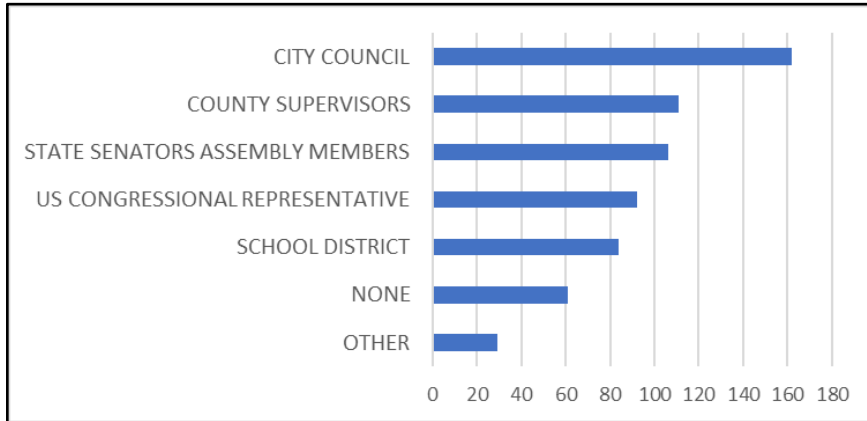
Those who responded with the option, "Other", were able to write in their response (See Appendix G).

**14.   What is your preferred way to be contacted by community organizations and governing bodies?**

14 Other.

·   Facebook

·   In person

·   I'm not interested

·   News papers and local TV and radio including on line.

·   Facebook and Email

Those who responded with the option, "Other", were able to write in their response (See Appendix G).

15.   Have you participated in water related planning in your community?

	Value
NO	~260
YES	~45

(Bar chart, x-axis: 0, 50, 100, 150, 200, 250, 300)
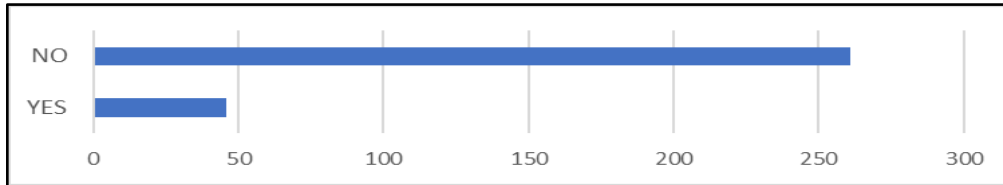
15a. If yes, was the planning process responsive to your needs?

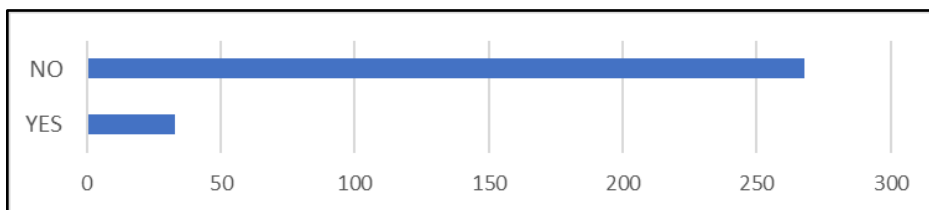Those who responded with the option, "YES", were able to write in their response (See Appendix G).

16. Do you think that community voices or groups are being heard by government or the public at large?

	Value
NO	~215
YES	~88

(Bar chart, x-axis: 0, 50, 100, 150, 200, 250)
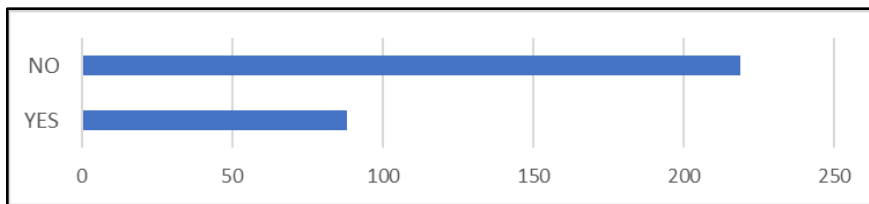
16a.   Use the space below to identify which voices or groups are being heard and which still need to be heard.

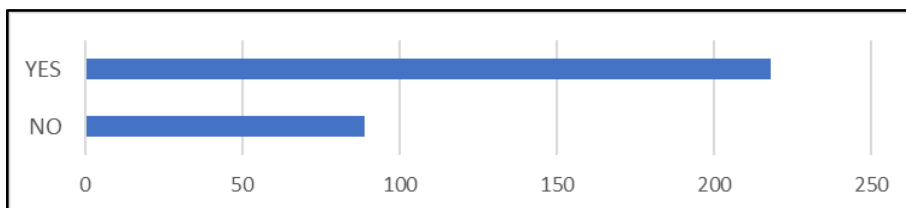Respondents were able to write in their response for question 16a. (See Appendix G).

17.   Have you ever heard of the Integrated Regional Water Management (IRWM) program?

	Value
NO	~268
YES	~32

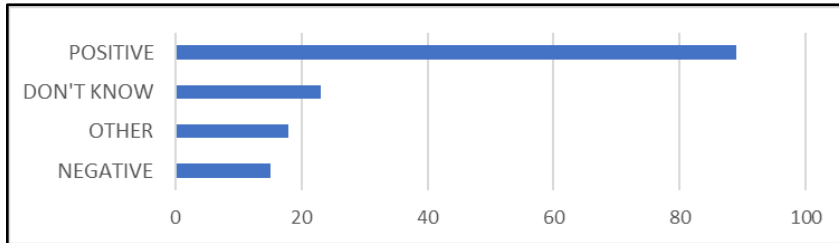(Bar chart, x-axis: 0, 50, 100, 150, 200, 250, 300)

17a. If yes, in what context?

Those who responded with the option, "YES", were able to write in their response (See Appendix G).

18.   Do you know what drinking water agency provides you water?

	Value
YES	~218
NO	~90

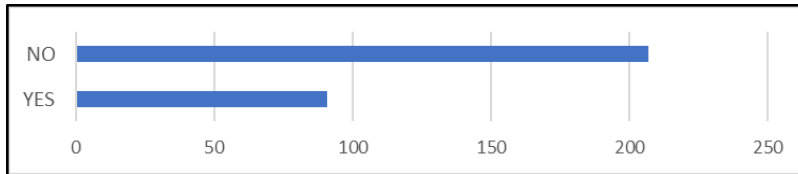(Bar chart, x-axis: 0, 50, 100, 150, 200, 250)

18a.   If yes, have you had a positive or negative experience?

Those who responded with the option, "Other", were able to write in their response (See Appendix G).

19.   Are you aware of educational opportunities around water issues locally?
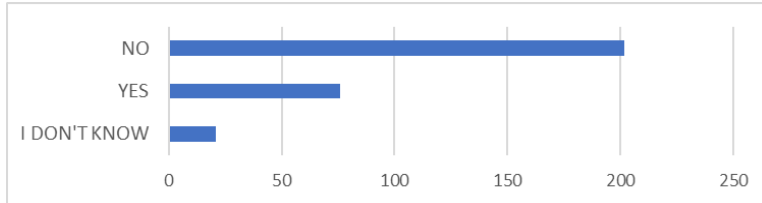

19a. If yes, can you share those opportunities?

Those who responded with the option, "Other", were able to write in their response (See Appendix G).

Water Usage Types

Questions #20 and #21 were meant only for respondents who answered as a Renter, Homeowner, or Business Owner in question #1.

20.   Is your home or business on a septic system?

21.   Is your home or business on a private well?
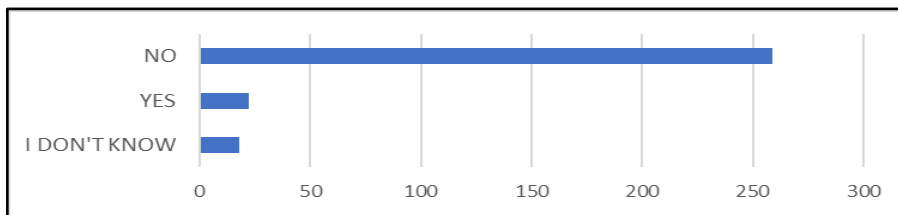
Respondent Primary Language

22.   Primary language spoken at home?

22 Other.   Primary language spoken at home:
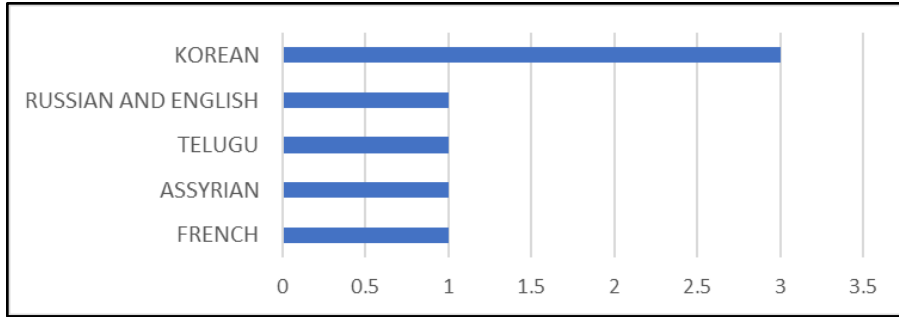
How did Respondent hear about WaterTalks Survey

23.   How did you hear about this survey?
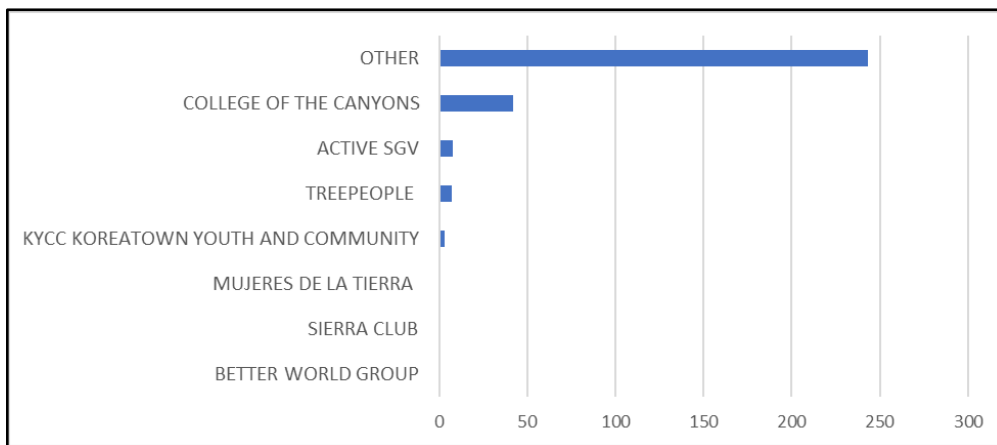
23 Other. How did you hear about this survey?
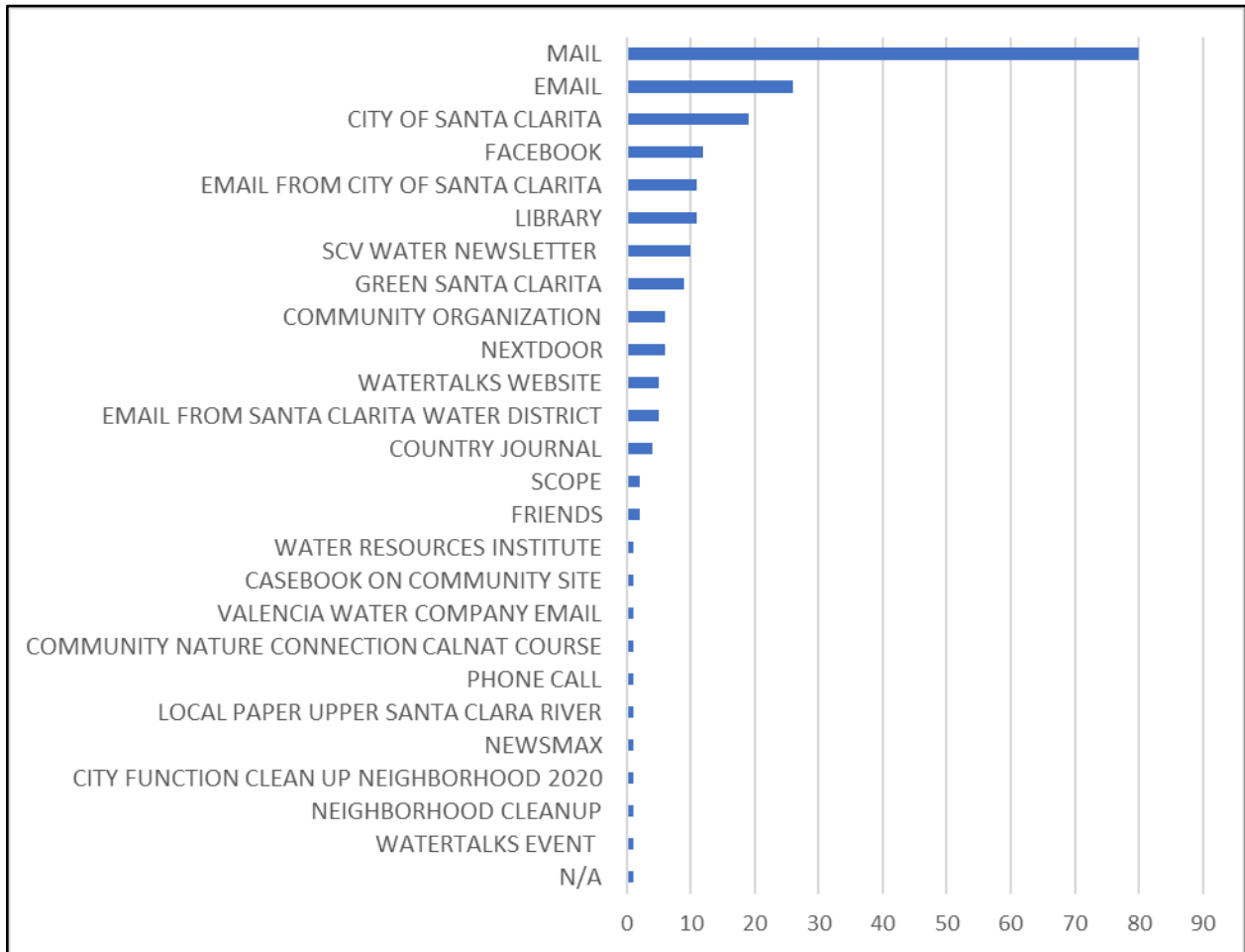
3.2 Community and Institutional Survey Responses: Connects, Disconnects and Opportunities

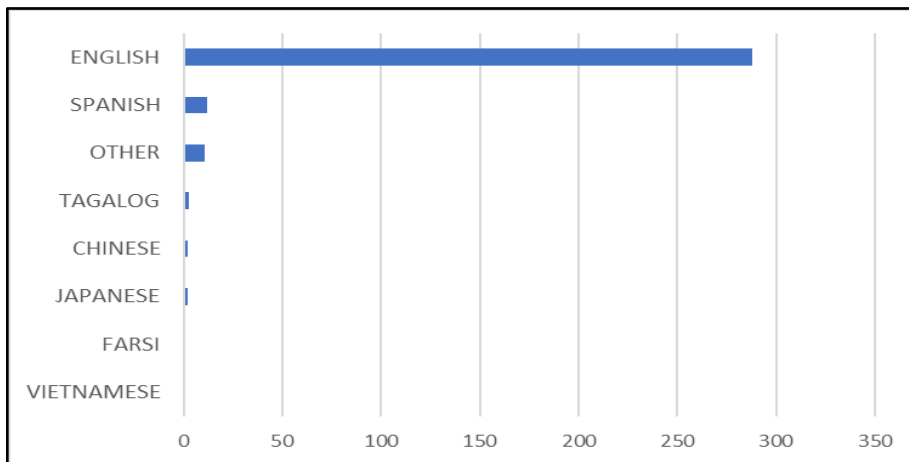## 3.2.1 Needs and Strengths

Community Survey Questions
Q4 List three things you like about your community.
Q5 What are the three things your community needs the most?
Q10. What are your community's most pressing concerns?

Institutional Survey Questions
Q17: Will you please tell us about your community's strengths, and what it needs
Q38: What other concerns do you have for your community now and into the future? (Circle One) under needs.

Summary:
Community participants expressed a sense of pride in their communities noting their desire to remain **independent** of public water services in order to 'retain traditional values' and self-reliance, manifesting in these communities pushing back against **development (Figure 3.4)**. They also shared that their communities are **clean and safe** often characterized by **friendly** residents and business owners. Community participants residing in high stress DACs noted family activities, the rural nature of the landscape and amenities (i.e. parks, stores) in their response to Question 4. Additionally, the lack of residential areas with HOAs, the presence of good schools, proximity to the beach and affordable homes were also viewed as community assets.

Needs shared by high stress DACs include transportation challenges (i.e. roadways quality, alternative transportation), increasing healthy food options, greenspaces and parks and more civic engagements and regulatory oversight of industrial operations including local landfills.

Community needs expressed by survey participants suggests that water quality and access were the primary identified needs across the USCR region (**Figures 3.5, 3.6**). Water related needs expressed by high dress DAC residents drawing from high frequency responses include the desire to address **water quality** and **access to the county water system**, as opposed to well water systems.. Many high stress DAC participants also suggested that local community and governmental representatives should **curtail new growth and housing development in the region**, which many felt would place more strain on the already overburdened utility infrastructure of the area. Although community members do not want public services, especially in rural areas, they do have concerns about **failing septic systems,** which would require paying for and extending existing sewer systems. Residents recognize that abandoning independent pumped well water systems would have significant impacts on **affordability** related to costs from extending the pipeline **infrastructure.** Additionally, shared costs would emerge across the water system and users often linked to new, more burdensome, water quality **regulations**. For example, well water rates are roughly 50% (i.e. Greater Los Angeles area) of those on the public system. However, groundwater **access** may become untenable. A number of wells in the region are no longer deep enough for extraction due to groundwater depletion and **contamination** (primarily from nitrates) is also a growing concern. Collectively, these conditions result in **water being hauled** by truck to customers in the region, further increasing financial burdens and water uncertainty for residents. Several community participants across all DAC levels expressed increasing concerns with **climatic changes related** to fire, drought, and water resources management.

FIGURE 3.4 Question 4 List three things you like about your community.

FIGURE 3.5 Question 5 What are the three things your community needs the most?
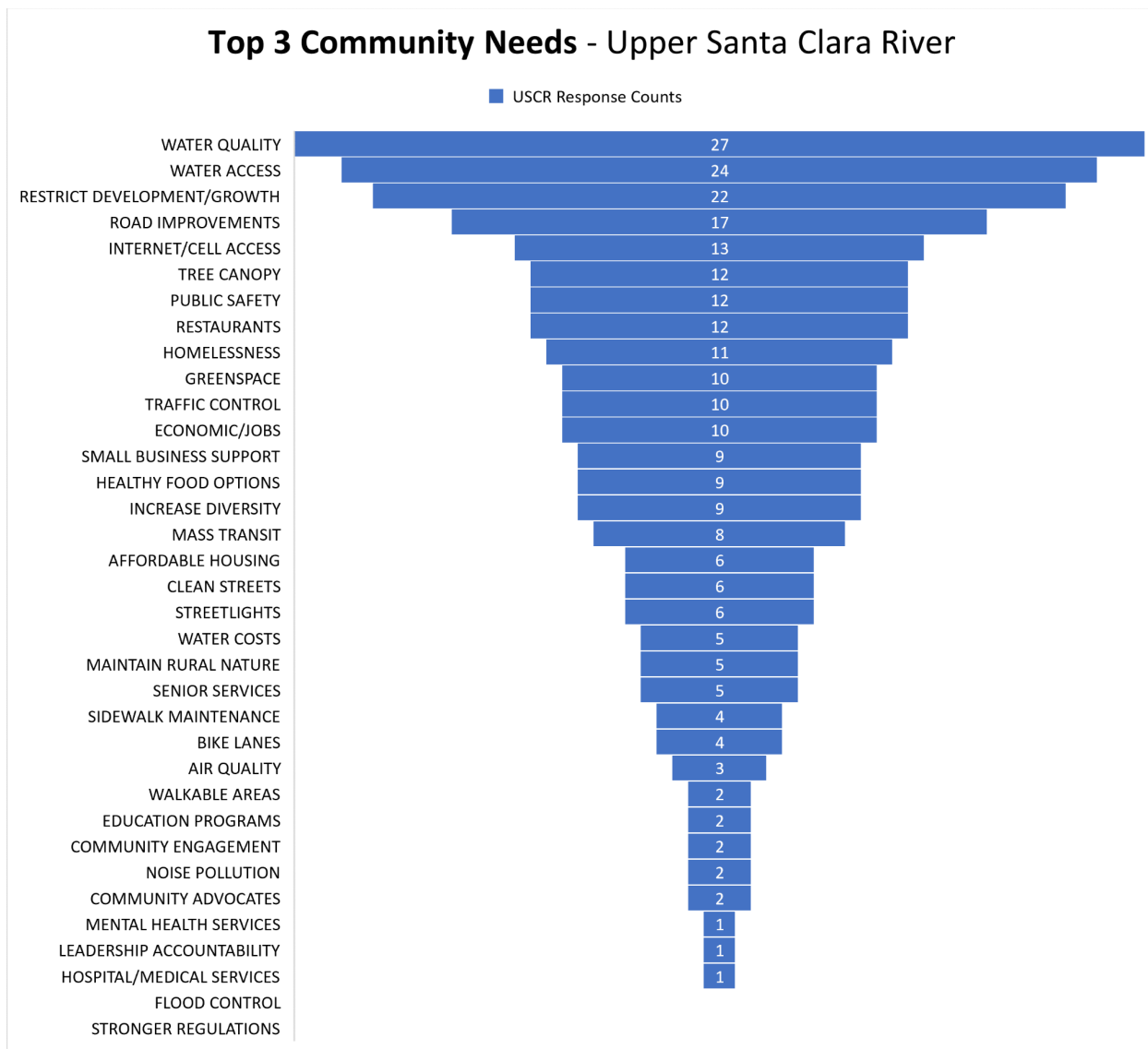
Figure 3.6 Analysis of community survey respondent answer frequencies in USCR.
Source: Survey Question 5 "What are the three things your community needs the most".

Overall, water institutions surveyed felt that an asset to communities throughout the USCR was community members' high level of engagement in a variety of issues including **ground and potable water quality,** water-related **natural hazards** and human-induced **toxic burdens (**i.e. landfills, legacy pollutants). However, the levels and issues related to participation vary. For example, in the eastern part of the watershed, stormwater **flooding** issues have been highlighted at county water agency meetings (i.e. Acton, DACs 3,4) as well as **illegal developments** such as trailer parks with old septic systems **leaching** into local water systems. In the Northwestern watershed (i.e. Val Verde, DAC 5), county water institutions expressed that the community does not seem engaged in water issues, but they are engaged in related issues such as the **landfill**, which has direct links to **groundwater quality**. In areas where residential and commercial growth and development occur,, water institutions recognize that communities remain a **tight knit** often functioning like a small town. Of significant importance was that water agencies

acknowledge and recognize that there are several key **community groups** that are consistently engaged in community issues often collaborating with various **public service and nonprofits** to meet emerging water and community service needs. In particular, it was noted that **The College of the Canyon** is also seen as a benefit to the community for its ability to support community education and water agency outreach efforts.

The primary need identified by water institutions and community organizations was **aging infrastructure.** The need to comply with shifting and new regulations creates financial uncertainty and results in the need to shift resources away from other projects and programs. For example, both regional and county water institutions noted the **financial barriers** to water institutions and community member water rates are often associated with the mismatch between the fast pace of changing regulations driving the needs for infrastructure upgrades and additional monitoring cost. As a result, this creates operation, maintenance and management challenges leading to unpredictability when preparing multi year budget forecasting.

Stakeholder Connects and Disconnects
Both water institutions and community organizations connected through their recognition of strong **town councils and regular public meetings** attended by **community members** who are **engaged** in emerging issues. Stakeholder participants also agreed that **changing regulations** coupled with **natural hazards** and legacy and emerging **toxins** across the landscape (i.e. landfill leachate, soil contamination) create a myriad of water quality concerns. This results in rural communities becoming increasingly reliant on **hauled water** and the need to seek more sustainable water resources as development increases and prolonged drought conditions. Stakeholders also shared that **changing regulation**s create additional **financial barriers** to meeting diverse community water needs, including **infrastructure upgrades**. Disconnects among stakeholders include communities' desire to **remain independent** of county and water agency governance, viewing the Los Angeles area as a threat to their ability to maintain a small community lifestyle as well as the introduction of additional regulations that increase water cost. Many communities describe themselves as **"tight knit" and engaged**, while water institutions suggested that **community engagement is selective at times**, only occurring when water issues directly affect their communities versus supporting water issues across the region.

3.2.2 Availability & Quality of Water Resources

Community Survey Questions:
Q6. What water-related issues are of greatest concern in your community?
Q7. Are there concerns about drinking water quality in your home, neighborhood, or community you serve?
Q9. Do you have ideas for how water problems could be addressed?

Institutional Survey Questions:
Q19: Is safe, affordable water for drinking, washing, and cooking accessible to all members of your community? (Circle One)

Summary:
Across the USCR **drinking water quality** was a primary concern for community members (50%) (**Figure 3.7**) and within DACs the **taste of drinking water** (32.8%) and the **presence of**

contaminants (25%) were the two most noted issues. **Water availability** (39.7%) and the **high costs of water** (32.1%) were also a major concern across all USCR communities as well as the increasing droughts that reduce water available for fires and agricultural productions. As previously noted, high stress DACs participants are increasingly concerned about **industrial contamination** of water, **natural hazards** impacting water resources and **changing regulation** increasing **water rates**. Possible solutions shared by high stress DACs include more **infrastructure inspections** to identify issues earlier as an attempt to reduce major cost with operation and maintenance as well as **rewarding those who save water.**
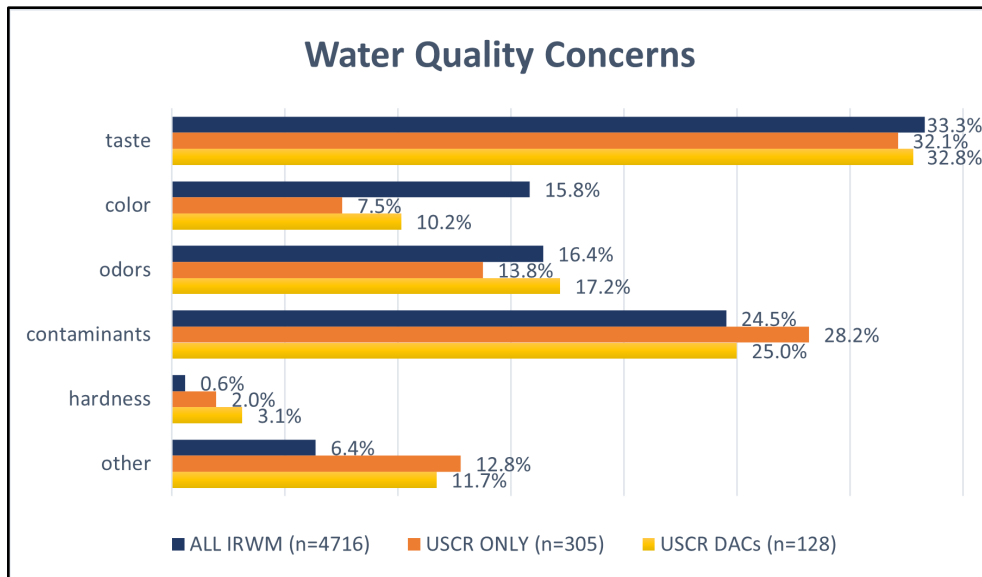

Figure 3.7 Summary of USCR subregion versus all IRWM community survey percentage responses for Question 7 "What are the drinking water quality concerns in your neighborhood or community?".

County and regional water institutions noted that in areas of the watershed where users are within service areas, everyone has access to clean affordable drinking water. In contrast, in **rural areas** many are still on private wells. In the eastern portions of the watershed (i.e. DACs 3,4), county and regional institutions felt that community water supplies were **adequate for drinking, washing and cooking**, however, comments were also suggested that some communities are concerned about **high water rates. Water institutions shared that** that rates will need to be raised soon because **operation and maintenance costs** are often associated with **changing regulations and infrastructure upgrades** as previously discussed. Institutions shared that residents often believe that because they are closer to wells their rates should be lower. To mitigate misinformation about water rate changes, county water institutions have **increased engagement** to raise awareness of why rates will increase, sharing that everyone needs to pay the same price to ensure purchased water is used to **supplement pumped water**. Additionally, water institutions noted that where residents are **too far from water pipelines,** they are not able to pump from wells, creating the need to **haul water** in these communities. This is also linked to residents' hesitation to connect to water service when available because of the high cost associated with connections.

Stakeholder Connects & Disconnects
Survey participants all connected on their concerns about the **quality of existing water resources**, particularly related to contamination from surface and groundwater resources. Additional points of connections previously

noted included the **rising cost of water rates**, however, community and institutional stakeholder participants disconnected on strategies to mitigate rising costs. The lack of interests in rural communities to be serviced by county and regional water agencies create **barriers to ensuring these communities have adequate and safe water resources**. In these communities, there is often a perception that services provided by county or regional water agencies will result in excessive and unpredictable water rates due to increasing and changing regulations. While water institutions agree that changing regulations increase water rates, the ability of water **agencies to provide secure water resources** may outweigh increased cost associated with hauled water.

3.2.3 Institutional- Community Engagement

Community Survey Questions:

Q8. My local government is addressing infrastructure and beautification needs (streets, sidewalks, parks, etc.).
Q11. Do you personally participate in community planning efforts?
Q12. Does your community participate in community planning efforts?
Q15. Have you participated in water-related planning in your community?
Q16. Do you think that community voices or groups are being heard by the government or the public at large?
Q18. Do you know what drinking water agency provides your water?
Other - 18a. If yes, have you had a positive or negative experience?

Institutional Survey Questions:
Q28: How engaged are members of your community in decisions about water?
Q29: What strategies do you use to engage with community members?
Q30: What barriers do you see in engaging with members of your community?

Summary:
From the 305 community members surveyed in the USCR subregion, nearly two-thirds (63%) believed that their **local government was addressing infrastructure and beautification** issues in the area (**Figure 3.8, 3.9**). However, **satisfaction with local government was notably lower for respondents in DACs** (53%) versus those not inside a DAC within the USCR (71%). Additionally, 20% of all USCR respondents said they were engaged in some way with organizations or planning issues in their community. This rate was similar for those individuals living in USCR's overall disadvantaged communities (21%). **Water planning-related engagement** was marginally lower amongst DAC respondents (12%) than for all USCR respondents (15%). Regardless of DAC status, less than a third (29%) of resident respondents in USCR felt their voices were being heard in community planning.
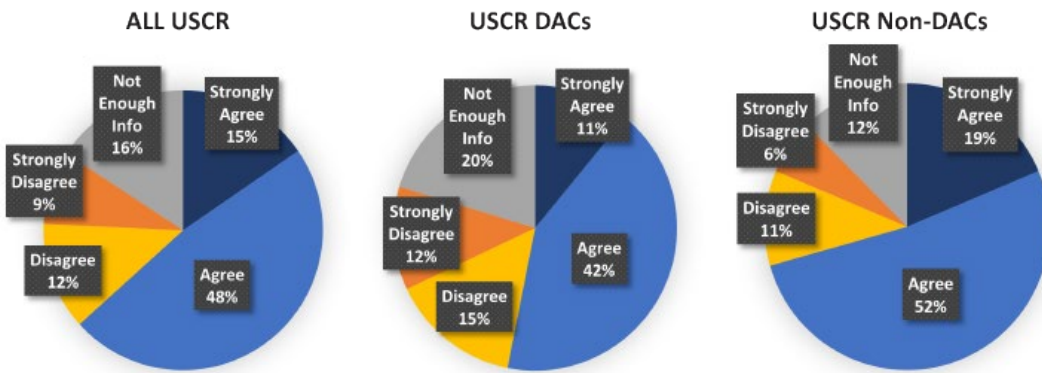
Figure 3.8 Community survey responses in UCSR for question #8 "My local government is addressing infrastructure and beautification needs.".
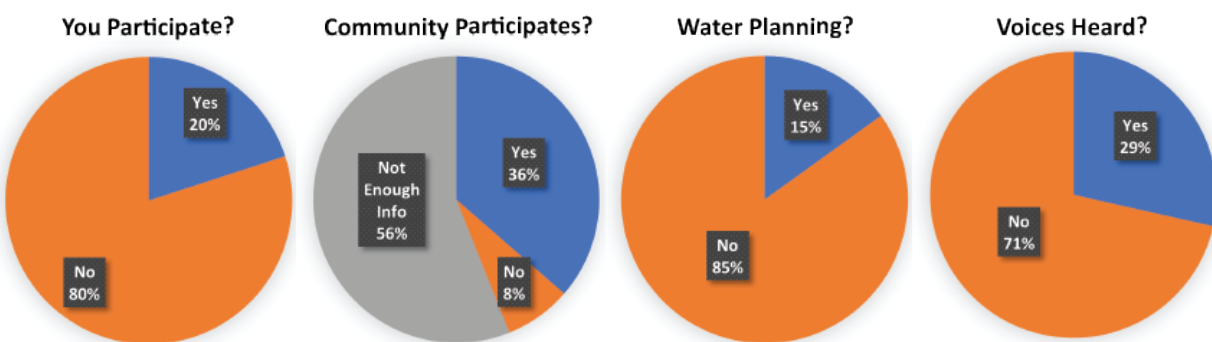

Figure 3.9 Responses to the series of engagement questions for all participants in all communities in USCR (Questions 11-12 and 15-16).

Many agencies are **quick to respond to community requests** or to provide **meetings to communities** that experience identified water related issues. Many of the new planning efforts required by the state **mandate community outreach** efforts including **public meetings**, **stakeholder advisory** committees and **workshops**. Other points of engagement are through **town council meetings** and related activities. It was noted that community members in general are engaged, however, they are **less engaged in water infrastructure decisions**. Larger agencies have put a lot of money and staff resources into engaging the community, but often noted that the community can get **fatigued** and COVID led to less engagement.

Engagement strategies are diverse and include - direct outreach to town councils, newsletters, direct mail, email, paper publications and multiple social media platforms. Additionally, outreach extends to the **K-12 environment** with some agencies having their own education programs to service school districts. Wastewater treatment plants have also been utilized as **educational field trips** and include classrooms. Recently, the primary **barrier for agency-community engagement** has been the required **virtual environment** due to COVID noting that **unstable internet** causes a lot of community members to not participate in virtual meetings and events. Other barriers to engagement noted were the **barriers with technical explanation** of what agencies are doing, so there is a need to include **more "common" language** when meeting with community members so they feel welcomed to participate. Other comments include that many community members **do not engage unless there is an emergency** and they are seeking

immediate assistance.

Stakeholder participants connected in their desire to **increase engagement** between community members and water agencies, however, while many institutions feel they are engaged with communities, many residents in high stress DACs **did not feel their concerns were being heard** by agency staff. This supported related disconnects often around **perceptions about the level of engagement**. For example, institutions felt community engagement was very selective with residents participating in specific topics versus all water related issues, while community participants shared that they are often weary of water institutions intentions when seeking community engagement opportunities creating barriers to engagement.

3.2.4 Institutional- Community Collaborations

Community Survey Questions:
Q17. Have you ever heard of the Integrated Regional Water Management (IRWM) program?
Q19. Are you aware of educational opportunities around water issues locally?
Q19a. If yes, can you share those opportunities?

Institutional Survey Questions:
Q34: Please describe any collaborative efforts between multiple agencies or institutions in your community?
Q35(1): What is the system's or community's involvement in the local IRWM group?
Q36: Does your agency have any involvement through other regional programs?
Q37: Do you see any barriers to engagement in regional efforts?

Summary:
A majority of local USCR respondents **were aware of their provider water agency** (71%), which is in contrast to only 11% of respondents who are aware of IRWMs (**Figure 3.10**). Additionally, nearly a third of respondents were aware of **water-related educational programs** in the region (30%). In high stress DACs, most respondents (75%) have never heard of the IRWM and few were aware of their water provider or the programs they offer (20%). In smaller, rural communities largely reliant on well water, resident engagement was characterized by **frequent community council or neighborhood group meetings** to discuss water needs and local projects related to water resources. These smaller communities note that they feel they are **not a priority for regional water efforts**, and they are often **unaware of projects** or **left out** of decision making and planning processes that directly impact their communities.

Regional and county water institutions noted that **smaller communities** may **not be visible or known to IRWMs** or they may feel that they are too small to participate. **Consistent communication** among community members has enabled them to identify problems and work to find resources to assist them when needed. Water providers indicated that they are often **notified by smaller communities** when an issue arises (i.e. dry well, need to import water).
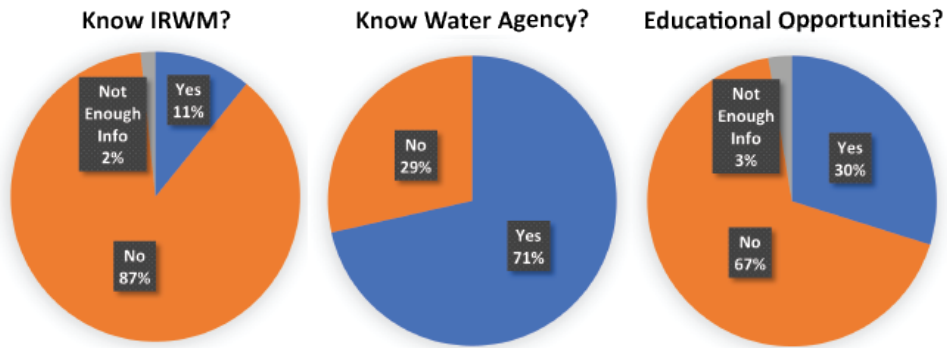
Figure 3.10: Responses to the series of community collaboration questions for community member participants in USCR (Questions 17-19).

County and regional water institutions noted that they are involved with and often play a leadership role in the **Antelope and USCR IRWMs**. These relationships have enabled participating institutions to secure funding for infrastructure and planning efforts. It was suggested that **participation in IRWMs is higher when funding is available** but tends to be reduced when funding is limited.

Table 3.3 USCR Collaborations and Projects

Existing Collaborations
● Los Angeles County Public Works Bouquet Canyon Project ● Multi-Agency, Antelope Valley IRWM Region Working Group ● Multi-Agency, USCR IRWM Region Working Group ● Schools and Colleges, Multiple collaborations with water institutions and K-12 and Higher Education Outreach, Education, and Volunteer Opportunities. ● Santa Clarita Valley Water Agency, Public Education and Outreach Programs: in classroom activities, school garden programs, public workshops about water use and gardening.

Stakeholder Connects & Disconnects

A primary connection between stakeholders was their **concern that smaller communities were often omitted** from water related planning activities, especially those related to IRWM. The rural nature of smaller communities often means that they form their own council and public meetings, rather than participating in regional efforts. This creates a **disconnect between how water institutions engage** with the communities they serve as well as how information from water institutions is disseminated to community groups.

3.3 Institutional Technical Needs and Emerging Issues

As previously noted, some of the survey questions only apply to institutions such as questions about institutional capacity, infrastructure, ability to meet regulatory requirements, staffing and operation and maintenance cost. Findings related to survey questions that only apply to institutions are outlined and summarized below.

3.3.1 Barriers to Accessing Water Resources

Institutional Survey Questions:
Q18: What do you see as barriers to access the benefits of drinking water, wastewater, or stormwater infrastructure in your community?

Summary:
Water institutions representing a majority of the watershed area noted that changing **regulations** are increasing operation and maintenance costs that inevitably **increase water rates.** Community organizations serving the central watershed expressed that the increased reliance on hauled water and associated cost is very difficult to manage, reducing their ability to provide public services. As a result, a greater portion of the **overhead and overall budgets** of community organizations are diverted to **water costs**. In the eastern watershed, people are **hauling water** in by truck tanks because they are not close enough for water to be pumped from wells. Additionally, water agencies expressed that **nitrates are increasing** in the groundwater especially in the eastern portions of the watershed, although the plumes and source have been identified in historical documents. To resolve these issues, water agencies would like **funding to study nitrates** in the water table.

3.3.2 Water Resources Infrastructure and Regulations

Institutional Survey Questions:
Q20(2): Are there any issues with drinking water and wastewater (sanitation) infrastructure/regulations that impact your community? (Circle One)
Q21: Are parts of the community impacted by storm water quality issues or flooding? (Circle One)
Q12: Do any of your water sources exceed any primary or secondary drinking water standards? (YES/NO)
Q41: Are there current or upcoming regulations that might impact your community? (Circle One)

Summary:
Overall **nitrate sources and contamination** is the biggest concern related to regulations and ability to provide consistent, safe water supplies and an issue noted by community and water institution participants. Water agencies noted that nitrates are an increasing issue in the groundwater in the eastern watershed. Agencies also shared that they continuously **monitor regulations** to determine strategies to meet guidelines. If guidelines continue to **change the current water resource blending methods** (e.g. well with the treated water) agencies will **not**

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be available to meet regulatory standards due to excessive nitrates in wells. A majority of water agencies in this watershed are either implementing or considering the use of **recycled water**, which requires meeting both intake and discharge regulations. Additionally, the presence of **polyfluoroalkyl substances (PFAS)** has caused some wells to come offline as a precaution even though they are not exceeding standards and this process increases agency expenses related to **treatment**. Water institutions are promoting **water conservation across rural and urban communities** to meet upcoming water savings regulations. In general, and especially in high stress DACS and rural communities, water institutions shared that regulations are the primary reason for increases in individual and community water rates.

Eastern watershed communities have expressed concerns about significant **flooding** when it rains because the landscape is relatively flat and is void of stormwater drains or any flood control. In other areas **stormwater** is an issue within canyons when it rains. Agencies have reached out to communities they are aware of that have flooding issues despite the more rural areas **not having flood control agency** representation.

3.3.3 Agency Capacity and Technical Needs to Serve Community

Institutional Survey Questions:
Q39: Are there technical and managerial capacity needs within water agencies that need to be met so the community can be served? (Circle One)
Q25: Does your water system have enough funding to handle operations and maintenance needs? (Circle One)

Summary:
All water institutions and community organizations expressed concerns that new and fast paced **approval of regulations** are leading to unpredictable expenses, many agencies increasing **costs associated with regulations**, and **public notification levels**. This leads to **unplanned and immediate spending** that takes funding away from other water projects. Additionally, the **new drinking water regulations** require treatment at parts per trillion compared to parts per billion just a few years ago leading to increasing costs that tend to **impact low and high stress DACs.** G**eneral rate increases** are also associated with service increases including labor. Although many water institutions felt their current financial state was adequate, many noted that increasingly **budgets are becoming lean** to address regulations and standard operations and maintenance needs.

3.3.4 Tribal and Indigenous Engagement

Institutional Survey Questions:
Q31A: This state program considers members of tribal or indigenous communities as underrepresented in water planning. The program requires regions to consider the strengths and needs of tribal and indigenous communities.
       Q31B: Are you aware that your service area is in the ancestral homeland of _____?
Q32: How does your agency engage with indigenous people or tribal communities that you serve?

Summary:
A majority of the institutions surveyed indicated that they **do not engage** with Tribal or Indigenous communities, however, one water agency serving high stress DACs across urban and rural communities noted that they have worked with the Tataviam Band of Mission Indians in relation to meeting the California Environmental Quality Act (**CEQA)** requirements (i.e. monitoring field cultural artifacts).

3.3.5 Homeless Population Engagement

Institutional Survey Questions:
Q33: This program considers people experiencing homelessness as members of an underrepresented community. Does your work engage with homelessness at all?

Summary:
Although homelessness is present throughout communities in the Upper Santa Clara River watershed including high stress DACs, most institutions interviewed noted it was **not prevalent** and if present, other community organizations work with unsheltered populations to provide needed resources.

3.3.6 Climate Change

Institutional Survey Questions:
Q40: Are there any impacts of climate change the community is unprepared for?

Summary:
Drought was identified as the most concerning issues for water institutions related to climate change across the USCR. Specific points of concern included **infrastructure impacts** to buildings and facilities because of extensive **high heat conditions**. This has also resulted in **uncertainty** about **seasonal rains and related natural hazards (i.e. flooding)** and their ability to **effectively plan** for short and longer term water resource availability. Water agencies serving high stress DACs note that they are working to **provide multiple water sources** are available and that **modeling software** is utilized to forecast potential water needs related to climatic changes.

Chapter 4 Applications and Project Identification

A primary task of this process was to identify project and technical assistance needs from survey responses. Activities that supported the identification of projects and technical assistance was completed in tandem with the development of the Technical Assistance Proposed Project Evaluation Dashboard (i.e. TAPPED application). WRPI and CGST reviewed individual surveys from the community and institutional responses in the USCR region to develop a list of project and technical assistance needs (Section 4.1 below). To further determine the general location of these responses, survey respondents were asked to identify the nearest road intersection and their zip code. This process is very time consuming and as such, the TAPPED application offers a streamlined online interface that enables the public and resource agencies to quickly identify

project needs, their location and how it aligns with DAC stress model levels and water provider boundaries.

4.1 Project Identification and Technical Assistance Needs

4.1.1 Community Project Identification

- Stormwater Best Management Practices (BMPs)
    - Rainwater capture, bioswales, used fo greenways/spaces, greywater, treescaping, permeable pavement, native plant landscaping, curb cuts
    - Increase and diversify rebates for turf-removal, provide incentives for planting trees and native plants.
    - Incorporate drought friendly plants on city property.
    - Diversify the ability for water institutions and community residents to capture more rainwater.
    - Programs that give people incentive to replace their lawns with alternatives that need far less water.
    - Implement infrastructure that covers storm drains with trash filters to reduce litter and waste in waterways..
    - Increase surface and groundwater monitoring and testing throughout the watershed.
- Water recycling and reuse practices and related infrastructure investment.
    - Address aging infrastructure needs including the Need for sewer treatment facilities
- Governance and Engagement:
    - Allow multiple avenues for public participation in water issues
- Educational resources and outreach - K-12 and Public (multicultural and environmental relevance)
- "Low Income Areas" more efficiency programs, lower bills, increase ability to engage in water issues
- Develop and distribute multilingual water education and public notice resources
- Public Water Stations for schools, public spaces
- Provide in house filtration systems for water
- Support water conservation through urban farming programs
- Provide affordable and drinkable, especially in DACs.

4.1.2 Institutional Project and Technical Assistance Identification

- Strategies for preventing natural hazards including flooding - stormwater
- Preventing sewer and landfill leaching to improve groundwater quality
- Strategies that support O&M cost while also reducing water rates for residents who cannot afford rising cost
- Strategies needs to reduce nitrate contamination, treatment expenses, to meet new regulations
- Studies needed to determine groundwater quality/water supply quality

- Budget strains and need to increase staff to meet regulations, community needs, implementation of regulatory/programs in DACs and O&M
- Multi-level education and outreach appraises needed

4.1.3 Institutional Solution Examples

- Los Angeles County Public Works, Bouquet Canyon Project
- Multi-Agency, Antelope Valley IRWM Region Working Group
- Multi-Agency, USCR IRWM Region Working Group
- Schools and Colleges, College of the Canyons H2O Conserve Website.
- Santa Clarita Valley Water Agency, Public Education and Outreach Programs

4.2 Development of Project Evaluation Criteria, Project Description Form, and Technical Assistance Proposed Project Evaluation Dashboard (TAPPED)

The Project Development Task, Task 4, of the LA-V DACIP will require an online mechanism to collect data about projects that are conceived and eventually, evaluated for potential funding and implementation. Before developing this data collection mechanism, it was critical to develop a project description template. This template stores and organizes the specific attributes that make up a project's description. The template also will support the development of the online data collection form.

4.2.1 Project Description Form Development

During Task 3, an initial draft project description form was developed using existing materials in **Table 4.1**. Relevant project description attributes were taken from these materials and added to the draft template. Multiple, comprehensive and exhaustive review sessions were held with all LA-V DACIP DAC Consultants to improve the draft template. This level of review allowed the template to be consolidated where needed, ensured key attributes were not missed, transformed language and terminology to be used that were eventually used in the online data collection form, and allowed for an efficient and organized structure. After these rounds of review and revision, the template was presented to the DACIP Task Force for review. Their feedback was collected, reviewed, and additional changes were made to the template.

Table 4.1: Materials used to develop the DACIP project description template.

Material Name	Source	Components Used				
		Proj Description	Proj Benefits	Project Types	Proj Budget	Proj Timeline/ Milestones
SAWPA DACIP Project Submission and Evaluation Process	SAWPA	X	X	X	X	X
Disadvantaged Community Involvement Technical Assistance Project Submission Form: Robidoux Nature Consortium	WRPI	X	X	X	X	X
Disadvantaged Community Involvement Technical Assistance Project Submission Form: Bohnert/Banyon Sewer Project (Rialto, CA)	WRPI	X	X	X	X	X
DAC Involvement Activities Table	DWR		X			
GLAC IRWM Opti Criteria	GLAC IRWM	X	X		X	X
Clean Water State Revolving Fund (CWSR) Engineering Project Data Template	WRPI	X			X	X
Drinking Water State Revolving Fund (DWSR) Engineering Project Data Template	WRPI	X			X	X
Safe Clean Water Program: Technical Resources Project Module	LA County	X				X

The project description template, shown in Appendix D, contains three main sections:

1) The main list of project description attributes;
2) A list of agreed upon project types; and
3) A list of agreed upon project benefits.

The main project description template comprises over 30 description attributes and is organized into thematic categories, including project overview information, location information, and budget/cost information. The list of project types are mainly derived from the SAWPA DACIP and DWR DACIP material, reflecting the official DWR Eligible DAC Involvement Activities list,[5] shown in Appendix A. There are 11 project types with corresponding example activities. The list of project benefits is based on previous SAWPA and DWR DACIP material in addition to the Opti Criteria from the GLAC IRWM Region. The combination of using relevant existing material and an exhaustive review and revision process resulted in a comprehensive project description template.

In addition to the project description template, two attachment templates were also developed. The first attachment template focuses on *project deliverables and budget*. It allows data about these items to be collected in a structured manner and associated with the project's description, enabling use in analysis and reporting. Similarly, an attachment template to collect *project milestones and timeline information* was also developed. These two attachments will exist parallel to the main project description information within the DACIP project database.

In Task 4, the project description template and the two attachment templates will be used to develop an online data collection form. The form will be developed using Survey 123 on the front end and ESRI's ArcGIS Online components on the back end to manage data and data infrastructure. The online form will ensure data about each project is captured in a consistent manner and stored in a centralized database. The data will later be put through post-processing methods and integrated into the Technical Assistance Proposed Projects Evaluation Dashboard (TAPPED) Application allowing IRWM representatives to explore the data as well as rank and evaluate projects.

4.2.2 Project Evaluation Criteria Development

In Task 4, projects will undergo a data-driven evaluation and selection process via the TAPPED Application. To successfully enable this functionality, it was necessary to identify which variables would be made available to decision makers during that process. These variables are termed *project evaluation criteria* and identifying them within Task 3 helped set up the framework and programming of the TAPPED Application as well as expectations for additional data processing within Task 4.

Similar to the project description template, the project evaluation criteria list was initially produced by pulling criteria from existing material and then having the list undergo a robust review and revision process. Initially, many different criteria were added to the draft list. However, in order to keep the project ranking and evaluation process as streamlined as possible and to avoid overwhelming decision makers, it was decided that only the most valuable and useful criteria should be included and prioritized through Task 3 and Task 4 work. This set of criteria is called *Tier 1 criteria*.

As the list of Tier 1 criteria was refined, discussions were held on how the criteria would need to be processed for each project in the database. This step will primarily involve geospatial data processing using each project's sphere of influence in conjunction with data containing the evaluation criteria information. Initial examples of data processing and components to aid in the processing were discussed. This included the use of data crosswalks, software to extract common keywords from textual data, and statistical processing and summarization techniques.
The list of project evaluation criteria, shown in Appendix D, contains over 40 criteria. These are organized into thematic groups, which include:

- Project Description Criteria;
- General Reference Criteria;
- DAC Socioeconomic Criteria;
- Task 3 DACIP Community Needs Assessment Criteria; and
- Task 3 DACIP Institutional Needs Assessment Criteria.

Much of the community and institutional needs assessment data will be made available to decision makers during the project evaluation process. As described above, the needs data will be processed and summarized for each project so that key information from the needs assessment can be taken into consideration when evaluating projects. Criteria from the needs assessment cover topics such as water resource issues, participation in community planning, and water

accessibility.

4.2.3 TAPPED Application Development

The Technical Assistance Proposed Projects Evaluation Dashboard (TAPPED) Application is an interactive online application that will facilitate TA project evaluation. TAPPED allows for project data exploration, project ranking, and project evaluation. It brings together project description data, including evaluation criteria, and reference data. The application contains hosted data on the back end, a multi-criteria decision analysis (MCDA) core to facilitate project evaluation and ranking, and a user-friendly front-end interface (Figure 4.1). During Task 3, the requirements and design of the TAPPED Application were discussed, developed, and finalized via extensive discussion and planning.
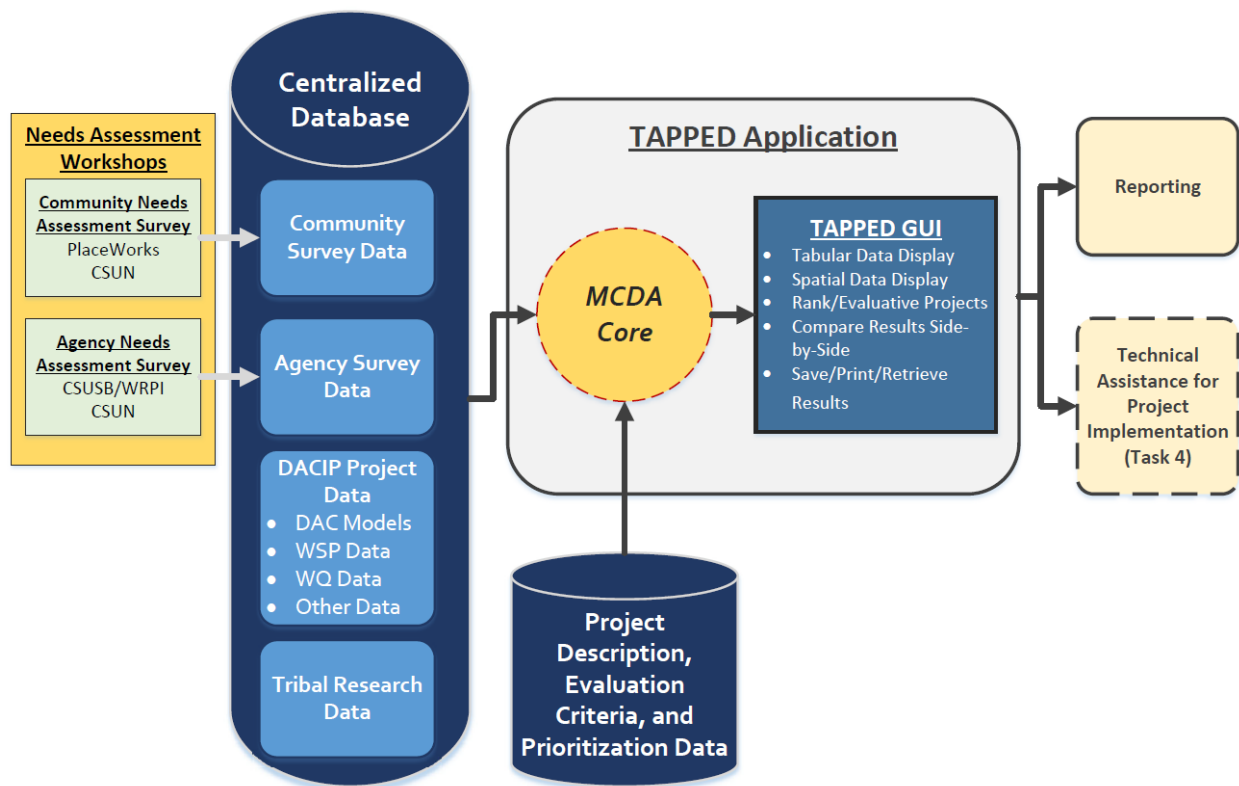
Figure 4.1: Components, structure, and flow of project ranking and evaluation process via the TAPPED Application.

Initially, WRPI's SAWPA DACIP Criteria Workflow (**Figure 4.2**) was used as a rough concept of how a project sorting and selection workflow could be constructed. DACIP project evaluation concepts and processes were then discussed and developed, including how to best encourage decision makers to explore project data, build an evaluation, and interact with the results of an evaluation. Several meetings were held to discuss the TAPPED Application and its many different components.
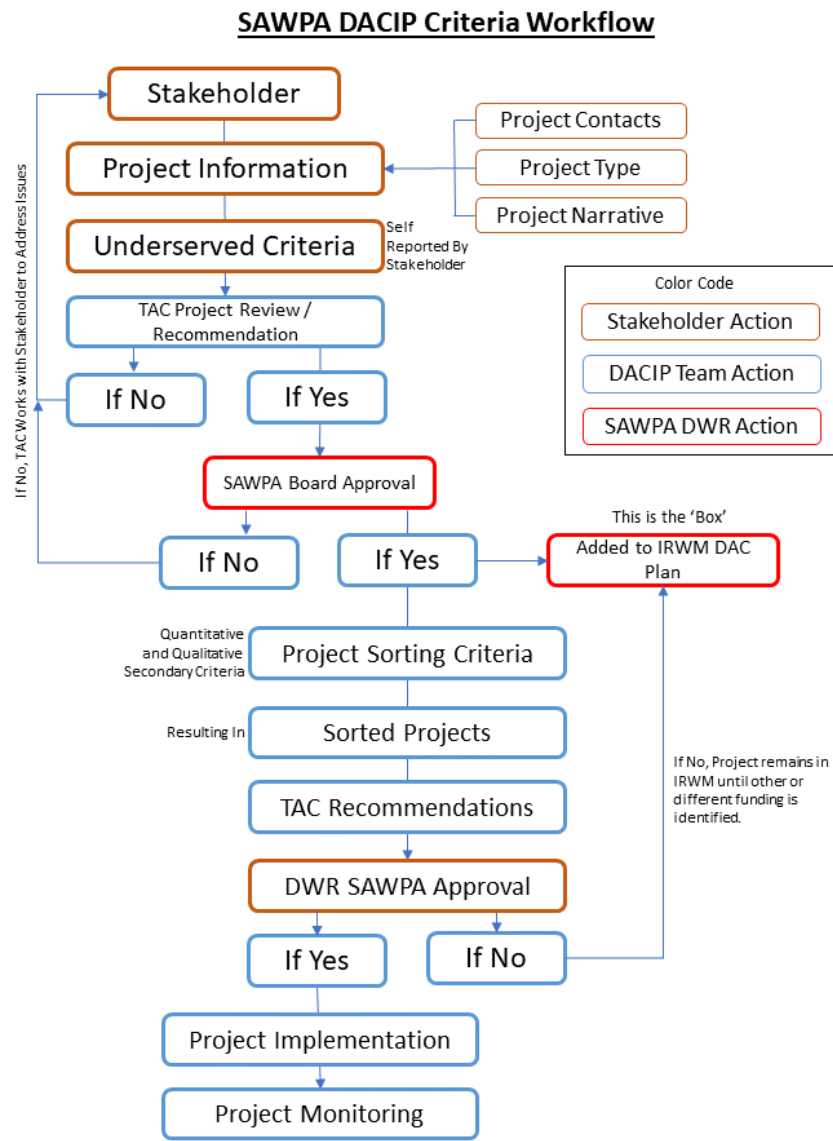
Figure 4.2: WRPI's SAWPA DACIP Criteria Workflow.

An interactive sample wireframe (blueprint), **Figures 4.3 through 4.6,** was developed to showcase the main components and functionality of the application. This allowed for DAC Consultants to better understand and visualize how the application would eventually be developed.

TAPPED will offer the following tools and features:

1. Users will be required to have an account and log in to access the application.
2. Users can view all projects that are classified as a certain Project Type (e.g., needs assessment projects, community outreach projects) (see **Figure 4.3**).
3. Users can evaluate and rank projects by selected Project Type (see **Figure 4.4**). Optional parameters for evaluation include:

a. Manually selecting criteria to use in the evaluation (e.g., project cost, DAC %, affected population)
b. Weighting the selected criteria to indicate relative importance/influence of that criteria in the evaluation.
4. After the evaluation is run, the user will be presented with a ranked list of projects and an interactive map showing the location of those projects (see **Figure 4.4**).
5. Users can click on a project of interest to view all project details (see **Figure 4.5**).
6. Users can manually select and view projects of interest and compare details (see **Figure 4.6**).
7. Users will be able to save, retrieve, print, and export a project evaluation (to retain selected criteria and weighting for future viewing).
8. Users also can adjust an existing evaluation as needed.

Other additional minor functionality will be available and will be further developed and documented in Task 4.
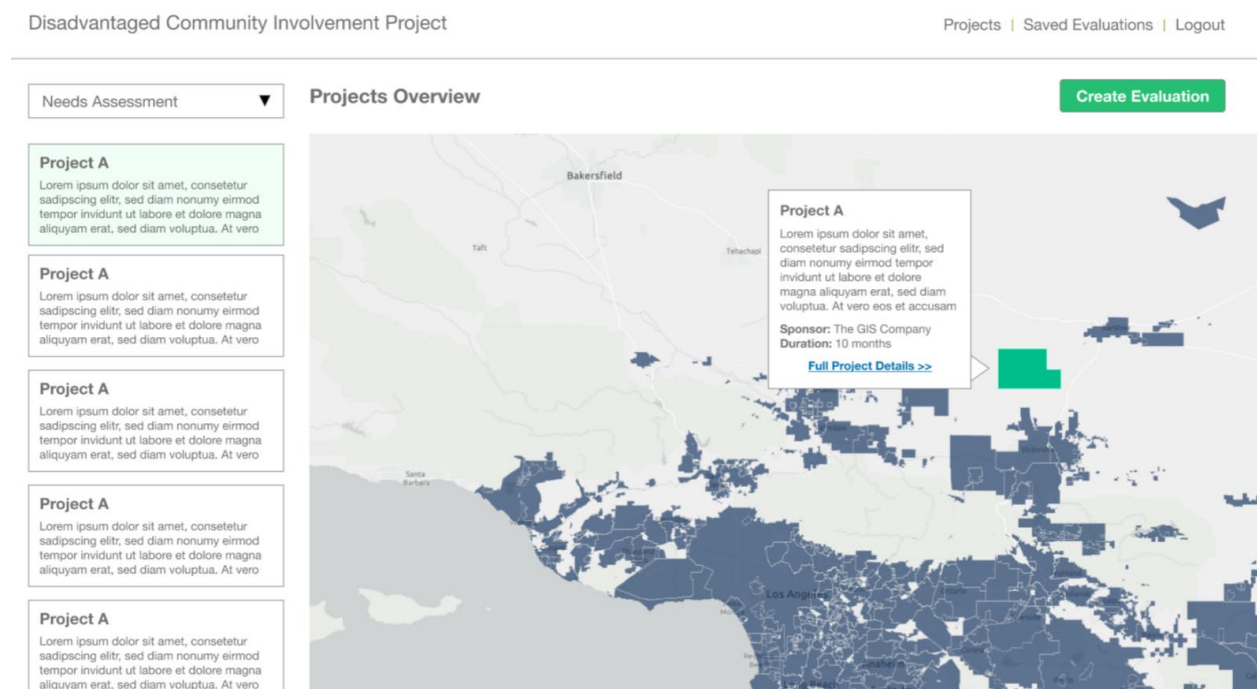
Figure 4.3: Concept project overview page and interactive map within the TAPPED Application.

Figure 4.4: Concept page within the TAPPED Application that allows users to conduct their project evaluation by selecting evaluation criteria and assigning weights of importance.

Figure 4.5: Concept page showing project details within the TAPPED Application.
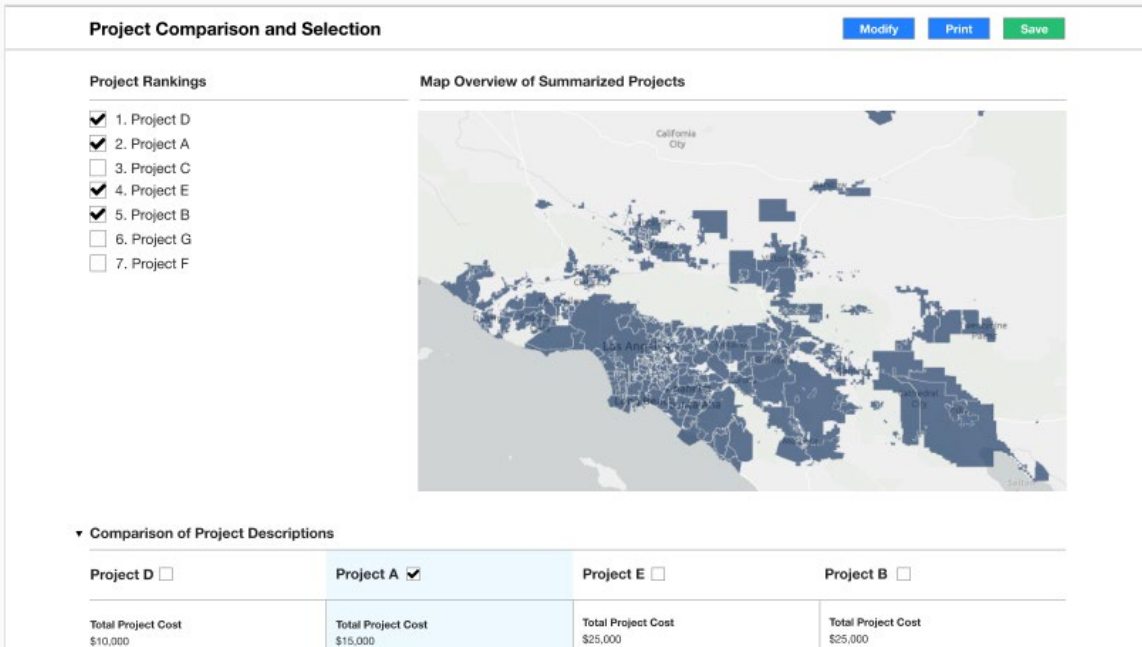
Figure 4.6: Concept project comparison and selection page and interactive map within the TAPPED Application.

The objective of this GUI, TAPPED, is to allow users to interact with multiple database variables to compare and prioritize potential technical assistance projects. Multivariable modeling/comparisons allow the user to identify important variables to consider when evaluating individual projects, such as number of connections, percent of the population meeting the MHI, type and cost of proposed project, multiple benefits, etc. The objective for developing a project descriptor template and prioritization criteria is to allow the LA-Ventura Funding Area DACIP IRWM representatives to make data-driven choices about what proposed projects to select for funding, under the Project Development task, Task 4, with a clearly documentable and transparent process.

References

1.Proposal -LA/ Ventura Funding Area,
http://wcvc.ventura.org/dcip/docs/LA_Ventura_DACIP_Application_Final_Proposal.pdf

2. 2019 IRWM Grant Program Guidelines,pg. 6, https://water.ca.gov/-/media/DWR-Website/Web-Pages/Work-With-Us/Grants-And-Loans/IRWM-Grants/Files/P1-Guidelines/2019-IRWM-Grant-Program-Guidelines122319ay19.pdf)

3. Task Order 3B Solicitation, Exhibit A

4. Greater Los Angeles County Community Strengths and Needs Assessment- A Water Perspective Draft - v9.7.21 11, pg.10

5. 2016 Disadvantaged Community Involvement Request for Proposals,
http://wcvc.ventura.org/dcip/docs/Prop1_DACI_GrantProgram-Final_RFP_2016.pdf

6.Office of Environmental Health Hazard Assessment (OEHHA), on behalf of the California Environmental Protection Agency (CalEPA) **Enviroscreen 3.0,**
https://oehha.ca.gov/calenviroscreen/report/calenviroscreen-30

7.United States Census **Median Household Income (MHI),**
https://www.census.gov/topics/income-poverty/income.html

8.Agency for Toxic Substances and Disease Registry **Social Vulnerability Index,**
CDC/ATSDR SVI Data and Documentation Download | Place and Health | ATSDR

Appendix A | Needs Assessment Materials

DWR Needs Assessment Template

 See page 8 of the 2016 Disadvantaged Community Involvement Request for Proposals using the following link: https://dpw.lacounty.gov/wmd/irwmp/Docs/Prop1/2016Prop1IRWM_DACIRFP_Final.pdf.
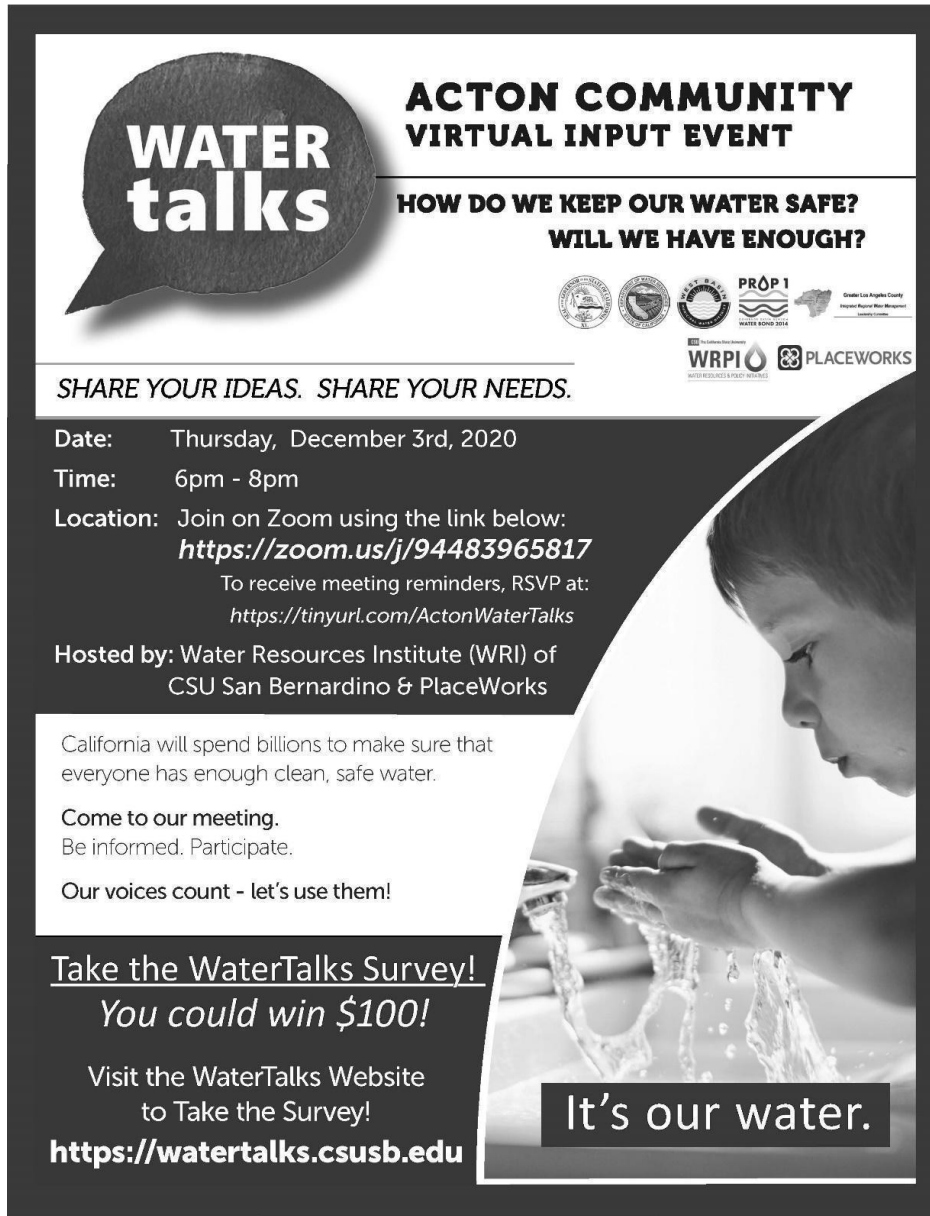
Table 3 – Eligible DAC Involvement Activities

Table 3 – Eligible DAC Involvement Activities		
General Activity	**Examples of Activity**	**Desired Outcome**
Needs Assessments **(required)**	Surveys or meetings with community members to identify water management needs	Needs Assessments provide better understanding of water management needs to help direct resources and funding
Education	Translation or interpretive services for information sharing, water campaigns for community, RWMGs education on DAC needs	Education and interpretive services provide better understanding by community members or RWMGs of water management needs
Community Outreach	Public meetings open to DAC community members, door-to-door outreach	Outreach increases participation in IRWM planning or project development activities
Engagement in IRWM Efforts	DAC regional engagement coordinator role, DAC Advisory Committee to RWMG, DAC representatives in governance	Engagement activities increases activity and roles of DACs in RWMG decision making and increased participation in IRWM efforts
Facilitation	Facilitated RWMG meetings, facilitated project development meetings	Facilitation services encourage participation and stakeholders resolving or overcoming obstacles in communicating needs
Technical Assistance	Service provider trainings, local circuit rider programs to train water and wastewater staff	Technical, financial, or managerial assistance results in community staff able to support local decision making, knowledge, and skills
Governance Structure	Evaluation of governance structures and related plan financing, assessment of DAC involvement in decision making processes	Evaluation of RWMG governance to ensure DAC participation in IRWM regardless of ability to contribute financially
Site Assessment	Water quality assessments, median household income surveys, data and mapping activities	Site assessment results in knowledge gained by community staff on water management needs and data for project development
Enhancement of DAC aspects in IRWM plans	Development of Funding Area-wide DAC plan to be utilized as a unified approach for all IRWM plans	IRWM plan DAC-related changes result in IRWM plan updates that support the RWMG's understanding of DAC needs
Project Development Activities or Construction	Planning activities, environmental compliance, pre-construction engineering/design activities, or construction activities	Project development activities for future implementation/construction funding or construction activities

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Appendix B | Images of Outreach Materials

Paid Advertisements

Country Journal Advertising

WaterTalks Website Home Page

Social Media Outreach
Facebook Page

Time is running out...

TAKE THE WATERTALKS SURVEY!

We need your help to plan for the future of California's water.

El tiempo se acaba ...

¡RESPONDA A LA ENCUESTA DE WATERTALKS!

Necesitamos su ayuda para planificar el futuro del agua de California.

WaterTalks is a public program designed to generate and increase community involvement in planning a sustainable water future for California. Our goal is to hear from as many community members from Los Angeles and Ventura Counties as possible!

WaterTalks es un programa público diseñado para generar y aumentar la participación de la comunidad en la planificación de un futuro sostenible del agua para California. ¡Nuestro objetivo es escuchar a tantos miembros de la comunidad de los condados de Los Ángeles y Ventura como sea posible!

¡TU PODRÍAS GANAR $100!

TAKE THE WATERTALKS SURVEY!

¡REALICE LA ENCUESTA DE WATERTALKS!

YOU COULD WIN $100!

The WaterTalks Survey is offered in English, Spanish, Cantonese, Korean and Farsi. This survey is an opportunity for individuals to help plan for their community's water future. **So far, over 2,000 participants have taken the survey. Survey participants are eligible to win a $100 gift card! The survey is open until April 30, 2021.**

Appendix C | Community and Institutional Needs Assessment Materials

Institutional Interview Survey 123 Form

DACIP Institutions Interview Form

Q1: Date of Needs Assessment*

📅 1/18/2022

Q2: Note Taker's Email Address*

✉️ ⊞

Q3: County*

-Please Select- ▾

Q4: IRWM Region*

-Please Select- ▾

Q5: Institution Name*

Q6: Nature of the institution

-Please Select- ▾

Q7: Management role of the institution

Q9: This survey is collecting responses from _____?

-Please Select- ▼

Number of people interviewed:

1₂³

SYSTEMS ●

Q10: What are the water sources for your system? Check all that apply:

☐ Groundwater from well

☐ Groundwater from a spring

☐ Surface water

☐ Purchased water requiring treatment

☐ Purchased water already treated

☐ Do not know

☐ Not qualified to know

☐ Does not apply

☐ Other (please specify)

Q11: What are the objectives of the system? Check all that apply:

- ☐ Drinking water
- ☐ Irrigation
- ☐ Wastewater
- ☐ Do not know
- ☐ Not qualified to know
- ☐ Does not apply
- ☐ Other (please specify)

Q12: Do any of your water sources exceed any primary or secondary drinking water standards?

- ○ Yes
- ○ No

Please explain.

```
                                                          8000
```

Q13 (1): How many residential service connections?

```
1₂³
```

Q13 (2): What percent of them are rental units?

-Please Select- ▼

Q14: How many non-residential service connection are provided in the community?

```
1₂³
```

Q15: Population variability (seasonal or stable)

○ Seasonal

○ Stable

Q16: Before we begin, do you have any questions?

```
                                                    8000
```

COMMUNITY - General ⌄

[PROMPT] Today, we'd like to focus on the community you serve through your role at [agency]. We'd like to start out by asking you to describe some aspects of your community in general. Will you please tell us about your community's strengths, and what it needs?

Q17 (1): Strengths:

```
                                                    8000
```

Q17 (2): Needs:

```
                                                    8000
```

COMMUNITY - Issues and Challenges ⊘

[PROMPT] Q18: What do you see as barriers to access the benefits of drinking water, wastewater, or stormwater infrastructure in your community?

```
                                                    8000
```

(PROBE) Q19: Is safe, affordable water for drinking, washing, and cooking accessible to all members of your community?

-Please Select- ▼

Please explain.

```
                                                    8000
```

Q20 (1): What types of drinking water and wastewater (sanitation) infrastructure/regulations impact your community?

```
                                                    8000
```

Q20 (2): Are there any issues with drinking water and wastewater (sanitation) infrastructure/regulations that impact your community?

-Please Select- ▼

Please explain.

```
                                                    8000
```

(PROBE) Q21: Are parts of the community impacted by storm water quality issues or flooding?

-Please Select- ▼

Please explain.

8000

(PROBE) Q22: Are other water access needs in your community met, such as water for ceremonial purposes or for recreation?

-Please Select- ▼

Please explain.

8000

(PROBE) Q23: Are there any regulatory/compliance issues that impact your community?

-Please Select- ▼

Please Explain.

8000

Institutional Email Blast

Hello,

WaterTalks, a public program designed to generate and increase community involvement in planning a sustainable water future for California is a component of the Department of Water Resources Disadvantaged Communities Involvement (DACI) Program funded by a Proposition 1 Integrated Regional Water Management (IRWM) Grant. WaterTalks was specifically developed for the Los Angeles-Ventura Funding Area, which covers the Upper Santa Clara River (USCR) IRWM Region. In USCR, community engagement is led by the California State University's Water Resources and Policies Initiative (WRPI).

Late last year, WaterTalks launched the WaterTalks Community Survey (Survey) for the LA-Ventura region to gather community input about their water-related needs and priorities. **WaterTalks is also conducting interviews with selected institutions within these communities. Both the community surveys and institutional interviews will be used to inform the distribution of Prop 1 grant funding and to involve disadvantaged communities and economically distressed areas in the Integrated Regional Water Management (IRWM) planning process.** WaterTalks representatives will be gathering input from selected institutions and community members until **April 30th, 2021.**

We anticipate that the virtual interview will take about 60 minutes. I have also provided you with a copy of the interview form to fill out as an alternative to the virtual interview.

Please reply to this email if you are interested in scheduling an interview as soon as possible or please send us back the filled-out spreadsheet and any questions you may have.

Please let me know if you have any questions regarding the WaterTalks program. We look forward to your participation.

Thank you,
Melissa Moreno
Program Manager
Water Resources Institute (WRI)
Water Resources and Policy Initiatives (WRPI)
5500 University Parkway, PL-401
San Bernardino, CA 92407
909-537-4516
Melissa.Moreno2@csusb.edu

Appendix D | Project Description Template and Evaluation Criteria

Project Attributes

Section	Field/Attribute	Categories/Domains (if applicable)	Definition
Project Overview Information	Project Title		
	Project Website		
	Project Concept Abstract (briefly describe -750 words)		
	Project Type	See **Project Types** worksheet	Select ONE Project Type that best describes the project. (e.g. Needs Assessments, K-12 Activities, Tech Assistance, etc.)
	Project Description (8000 Words)		
	Upload additional attachments as needed		Upload additional relevant project documents (resumes, photos, and other materials).
	Project Benefits	See **Project Benefits** worksheet	Identify *one or more* benefits that apply to the project.
	Project Deliverables		List proposed project deliverables (e.g. Property Acquisition, Plan Development, Study, Non-Construction Implementation, Permits, Project Design, Trainings, Permits.)
Applying/Implementing Entity	Entity Name		Name of organization/agency, etc.
	Address		
	Contact Name		Identify an individual point-of-contact.
	Contact Title		
	Contact Email		
	Contact Phone Number		
Other Partners/Collaborators (may replicate this section)	Entity Name		Name of other organizations/agencies
	Address		
	Contact Name		Identify an individual point-of-contact
	Contact Title		
	Contact Email		
	Contact Phone Number		
	Other Stakeholders		Names of project stakeholders *not* identified above as official partners.
Location	Project Geographic Location/Address		
	Sphere of Influence		Identify the sphere of influence of the project. If assistance is needed to determine sphere of influence, please contact DACIP Team. [Enable hyperlink that takes the user to contact info.]
Budget/Cost	Total Project Cost: Known/Unknown	Amount known, Amount unknown, Need help in determining	
	Total Project Cost		Enter *total* project cost. Can be $0. If budget development assistance is needed, please contact DACIP Team. [Enable hyperlink that takes the user to contact info.]
	Matching Resources: Entity Name		Agency or resource providing matching
	Matching Resources: Amount		Amount of matching resources
	Matching Resources: Level of Commitment	Received, Pledged, Planned, Need Help/Assistance	
	Post Grant Funding: Entity Name		Agency or resource providing post grant
	Post Grant Funding: Amount		Amount of post grant funding
	Post Grant Funding: Level of Commitment	Received, Pledged, Planned, Need Help/Assistance	
	Estimated O&M Expenses		
	Cost Breakdown by Deliverable		Identify the cost per deliverable for each task or outcome in this project.
Schedule/Deliverables	Project Duration (# of Months)		Enter the estimated project duration in number of months.
	Schedule of deliverable milestones		Provide an estimated schedule of deliverable milestones.

4. Project Type

[REQUIRED] Select the project type that best describes the project based on the below examples.

(1) **Needs Assessments:** Survey community members or water providers, facilitate meetings or workshops

(2) **Education:** Translation or interpretive services for information sharing, water campaigns for community, regional water management groups education on disadvantaged communities needs

(3) **Community Outreach:** Public meetings open to disadvantaged communities community members, door-to-door outreach

(4) **Engagement with Integrated Regional Water Management Efforts:** Disadvantaged Communities regional engagement coordinator role, disadvantaged communities advisory committee to regional water management group, disadvantaged communities representatives in governance

(5) **Facilitation:** Facilitated regional water management group meetings, facilitated project development meetings

(6) **Technical Assistance:** Public agency/elected official capacity building, agency staff training, assess water charges/rate plans, and assess consolidation of water providers

(7) **Governance Structure:** Increase disadvantaged communities involvement in decision making

(8) **Site Assessment:** Water quality assessments, median household income surveys, data and mapping activities

(9) **Enhancement of Disadvantaged Communities Aspects in Integrated Regional Water Management Plans:** Development of funding area-wide disadvantaged communities plan to be utilized as a unified approach for all integrated regional water management plans

(10) **Project Development Activities or Construction:** Environmental compliance, pre-construction activities, grant writing, project development

(11) **Financial Strategy:** Provides aid with financial aspects of grant applications or similar

-Please Select- ▼

8. Project Benefits

[REQUIRED] Select **one or more** benefits that apply to the project.

Examples:
(1) **Improved Climate Adaptation or Carbon Sequestration:** Uses green infrastructure, nature-based solutions, natural materials/processes

(2) **Adherence to Water Plan(s):** May include adherence to Urban Water Management Plan, Integrated Regional Water Management, Enhanced Watershed Management Program, Groundwater Quality Management Area, Stormwater Resources plan, Measure W Stormwater Investment Plan

(3) **Water Quality:** Improves water quality of drinking water and surface runoff, addresses primary pollutants of concern

(4) **Water Supply Resilience:** Improves drought response

(5) **Habitat Improvement:** Supports specific endangered or at-risk species, increases biodiversity, increases habitat corridors that connect larger open spaces, practives resources stewardship

(6) **Water Conservation:** Reduces water demand, captures runoff/rain

(7) **Recycled Water:** Integrates purple pipe, gray/black water systems

(8) **Improves Groundwater Quality and/or Quantity:** Stormwater filtration, ground water injection, revives dry wells, enhances dry weather runoff treatment

(9) **Reduces Flood Hazards:** Reduces localized street and sidewalk flooding, enhances floodplain protection

(10) **Provides Recreational/Ceremonial Access/Use:** Increases public open space, access to public open space

(11) **Improves Community/Agency Capacity:** Increases community awareness and education, increases community/tribal involvement in project development, improves operational efficiency

TARGET TIER 1 VARIABLES			TAPPED APPLICATION USAGE		
Ref ID	Variable Description	Source Dataset Name	TAPPED Dataset Grouping	Tier 1 Project Evaluation/ Ranking Use	Tier 1 Proj Attribute Display Use
1	Project Title	Project Description Data	Project Description	No	Yes
2	Project Type	Project Description Data	Project Description	Yes	Yes
3	Project Abstract	Project Description Data	Project Description	No	Yes
4	Project Deliverables	Project Description Data	Project Description	No	Yes
5	Total Project Cost	Project Description Data	Project Description	Yes	Yes
6	Project Match Funds	Project Description Data	Project Description	No	Yes
7	Project Sponsor	Project Description Data	Project Description	No	Yes
8	Project Co-Sponsor	Project Description Data	Project Description	No	Yes
9	Project Duration (months)	Project Description Data	Project Description	Yes	Yes
10	Project Geography	Project Description Data	Project Description	No	Yes
11	Project Benefits	Project Description Data	Project Description	No	Yes
12	IRWM Region	IRWM Regions	General Reference	No	Yes
13	County	CA Counties	General Reference	No	Yes
14	WSPs	WSP Boundaries	General Reference	No	Yes
15	MHI	Street Weighted DAC Model	DAC/Socioeconomic	Yes	Yes
16	Average Est. DAC % HH	Street Weighted DAC Model	DAC/Socioeconomic	Yes	Yes
17	Average Est. SDAC % HH	Street Weighted DAC Model	DAC/Socioeconomic	Yes	Yes
18	Total Number of Households	Street Weighted DAC Model	DAC/Socioeconomic	Yes	Yes
19	Population	Street Weighted DAC Model	DAC/Socioeconomic	No	Yes
20	Population Density	Street Weighted DAC Model	DAC/Socioeconomic	Yes	Yes
21	Top Community Water Related Issue	Comm Survey (Q6)	Community Needs	No	Yes
22	Percentage of Responses that Include Top Community Water Related Issue	Comm Survey (Q6)	Community Needs	No	Yes
23	Second Community Water Related Issue	Comm Survey (Q6)	Community Needs	No	Yes
24	Percentage of Responses that Include Second Community Water Related Issue	Comm Survey (Q6)	Community Needs	No	Yes
25	Third Community Water Related Issue	Comm Survey (Q6)	Community Needs	No	Yes
26	Percentage of Responses that Include Third Community Water Related Issue	Comm Survey (Q6)	Community Needs	No	Yes
27	Community Water Related Issues Resolved by Project (%)	Comm Survey (Q6) x Proj Benefits	Community Needs	No	Yes
28	Community Water Related Issues Resolved by Project (Margin of Error)	Comm Survey (Q6) x Proj Benefits	Community Needs	No	Yes
29	Are There Concerns About Drinking Water Quality?	Comm Survey (Q7)	Community Needs	No	Yes
30	Top Community Concern	Comm Survey (Q10)	Community Needs	No	Yes
31	Percentage of Responses that Include Top Community Concern	Comm Survey (Q10)	Community Needs	No	Yes

32	Second Community Concern	Comm Survey (Q10)	Community Needs	No	Yes
33	Percentage of Responses that Include Second Community Concern	Comm Survey (Q10)	Community Needs	No	Yes
34	Third Community Concern	Comm Survey (Q10)	Community Needs	No	Yes
35	Percentage of Responses that Include Third Community Concern	Comm Survey (Q10)	Community Needs	No	Yes
36	Community Concerns Resolved by Project (%)	Comm Survey (Q10) x Proj Benefits	Community Needs	No	Yes
37	Community Concerns Resolved by Project (Margin of Error)	Comm Survey (Q10) x Proj Benefits	Community Needs	No	Yes
38	Do You Participate in Community Planning Efforts?	Comm Survey (Q11)	Community Needs	No	Yes
39	Community Needs Survey Sample Size	Comm Survey	Community Needs	No	Yes
40	Barriers to Access of Clean Water	Inst Survey (Q18)	Institutional Needs	No	Yes
41	Is Safe, Affordable Water Accessible in Community?	Inst Survey (Q19)	Institutional Needs	No	Yes
42	Any Drinking Water or Wastewater Infrastructure/Regulatory Issues That Impact Community?	Inst Survey (Q20 (2))	Institutional Needs	No	Yes
43	Do Stormwater Quality/Flooding Issues Impact Community?	Inst Survey (Q21 (1))	Institutional Needs	No	Yes
44	Are Other Water Access Needs in Community Met?	Inst Survey (Q22 (1))	Institutional Needs	No	Yes
45	Any Regulatory/Compliance Issues Impact Community?	Inst Survey (Q23 (1))	Institutional Needs	No	Yes
46	Does Community Have Enough Funding for Operations and Maintenance Needs?	Inst Survey (Q25)	Institutional Needs	No	Yes
47	Awareness of Service Area on Ancestral Homeland of A Tribe?	Inst Survey (Q31)	Institutional Needs	No	Yes
48	Any Stalled Projects?	Inst Survey (Q45 (1))	Institutional Needs	No	Yes
49	Institutional Needs Survey Sample Size	Inst Survey	Institutional Needs	No	Yes

Appendix E | DAC-Stress Model Methodology

1. Goal: Develop a DAC index composed of three data sources to demonstrate what census tracks indicate a high level of stress.

2. Data Sources/Collection:

a) Enviroscreen 3.0: https://oehha.ca.gov/calenviroscreen/report/calenviroscreen-30

b) Median Household Income (MHI): US Census

c) Social Vulnerability Index (Susan Cutter):

https://svi.cdc.gov/SVIDataToolsDownload.html

3. Date of Production: September, 2018

4. Model Extent: Covered the following counties:

a) LA County

b) Ventura County

c) Orange County

d) San Bernardino County

e) Riverside County

5. Final Model Resolution/Scale: Census Tract

6. Methodology Summary:

a) Created a single functional census tract layer with key attribution via attribute joins:

> i. Enviroscreen: Utilized the continuous numeric composite index attribute: higher number indicates higher stress.
>
> Attribute name: CIscore
>
> ii. MHI: Utilized the continuous numeric MHI attribute: lower number indicates higher stress.
>
> Attribute name: MHI
>
> iii. SVI: Utilize the continuous numeric composite index attribute: higher number indicates higher stress.
>
> Attribute name: RPL_Themes

b) Developed a Scoring Index per Dataset and Reclassified Key Attribution: DAC Stress Model Methodology Outline 2

i. Enviroscreen Data: Broke the continuous numeric composite index attribute (CIscore) into three categories and assign scores:

1. High 1/3: Score of 3

2. Middle 1/3: Score of 2

3. Low 1/3: Score of 1

ii. MHI: Broke the MHI attribute (MHI) into three categories:

1. Tracts with MHI in the bottom 50% (using median value) of the portion below the MHI threshold for poverty: Score of 3

2. Tracts with MHI in the top 50% (using median value) of the portion below the MHI threshold for poverty: Score of 2

3. Scores over the MHI threshold for poverty: Score of 1

4. Used CA Poverty Level of $31,000 as the MHI threshold for poverty.

 a) Good baseline approach considering CA cost of living, wage rate, etc. is proportionally higher than less urbanized areas, like the Midwest and areas of the East Coast.

b) California Poverty Measure – PPIC/SCPI: http://www.ppic.org/publication/poverty-in-california/ iii. SVI: Broke the continuous numeric composite index attribute (RPL_Themes) into three categories and assigned scores:

1. High 1/3: Score of 3

2. Middle 1/3: Score of 2

3. Low 1/3: Score of 1

c) Aggregated Scores to Produce Stress Index:

i. Add the scores for each of the three key attributes and produced a field with their sum per tract. Relevant fields/attributes:

1. EnvScrn_Class: Enviroscreen Score

 2. MHI_Class: MHI Score

3. SVI Class: SVI Score

4. DAC_Index: Aggregated DAC Stress Index

a) Used this as the stress index and used in mapping/visualization (see below for more info).

 b) Null values indicate lack of census data. DAC Stress Model Methodology Outline 3

7. Deliverables:

a) GDB Containing:

i. Final model layer (census tract level)

ii. Clipped versions of final model for the following areas:

1. LA County

2. Ventura County

3. Orange County

4. San Bernardino County

5. Riverside County

6. Santa Ana Watershed

iii. Ingredient data layers

iv. Reference data layers

b) PDF Maps:

 i. One map per county

ii. Use the stress index for symbolization:

1. Use a light, medium, and dark red symbolization scheme to indicate stress per tract.

8. Contact Information:

a) Center for Geospatial Science and Technology California State University, Northridge Website: https://csun.edu/cgst Email: cgst@csun.edu California State University Northridge 18111 Nordhoff Street Northridge, CA

b) Water Resources Policy Initiatives California State University San Bernardino Websites: https://www.csusb.edu/water-resources-institute/wrpi Email: WRPI.Comm@csusb.edu 5500 University Parkway San Bernardino CA 92407 Note: The data produced from this methodology is served up through the DACIP Hub site and is available to the public, but we ask that users cite WaterTalks LA-VEN DACIP as developers of this dataset.

Appendix F | Example Needs Assessment Analysis- Acton, California

One example of a smaller community within the USCR study areas is the Town of Acton, which is serviced by the Los Angeles Department of Water, Waterworks WW District 37 located in Lancaster, California. Acton is located within the eastern portion of the USCR and is characterized by DAC stress levels 3 and 4 as noted in Figure F.1. This is one of many examples within the study area where a single agency serves a community that has multiple stress DAC levels, although the rural nature of the landscape means less population density and less diversity in DAC types. Specific question responses are illustrated below as an example of how the survey data and mapping tool can be effective in identifying and resolving community and institutional needs. Respondents to the community survey were represented by a majority of respondents who were homeowners, with fewer respondents representing renters and business owners.
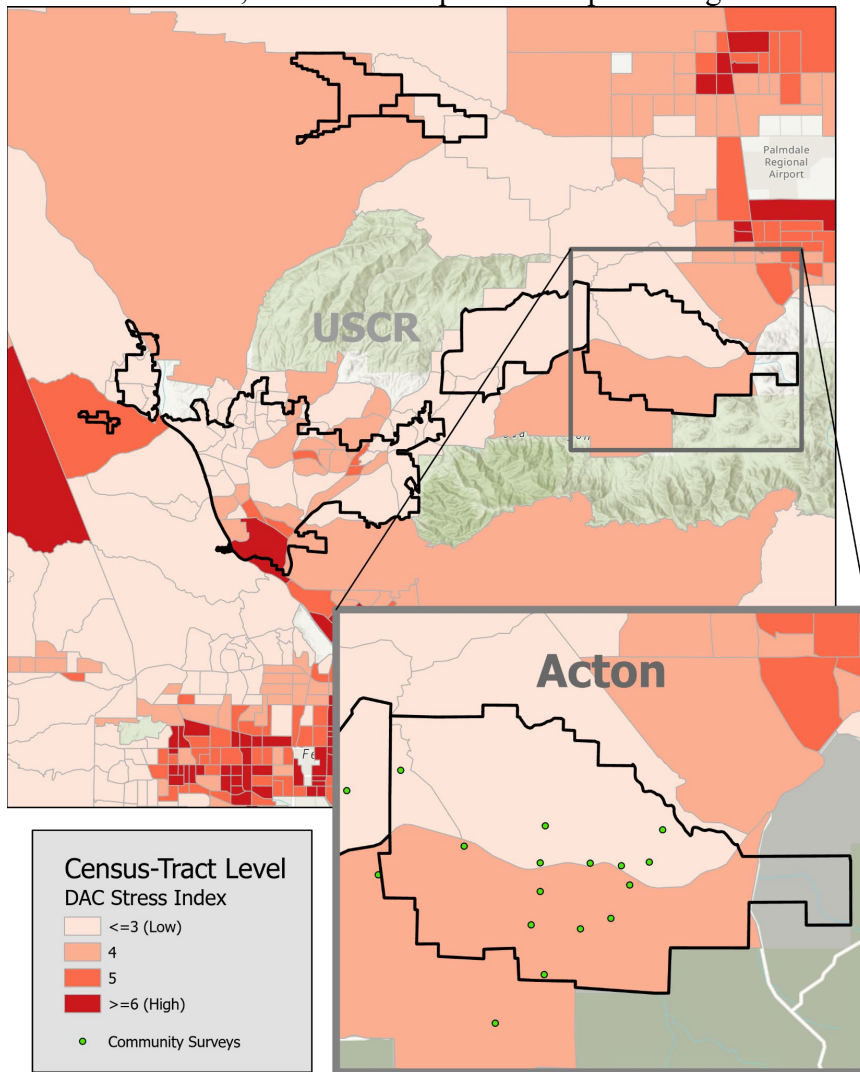
Figure F.1 Acton, California: Water District Boundary with Community Survey Responses (n=16). Community members and the district boundaries encompass three different DAC Stress Model types (3, 4).

Community Needs,
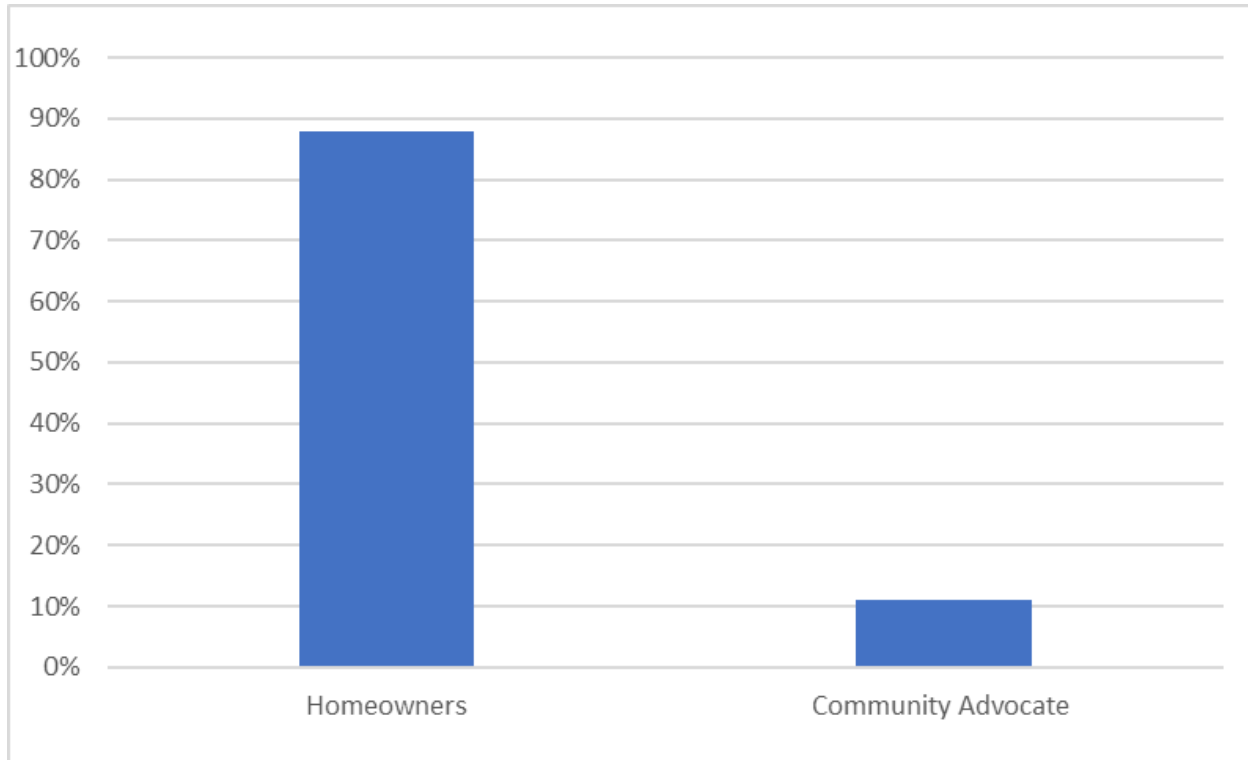
Figure F.2 Stakeholder community survey respondent types within the Acton Community, USCR Region.

Q5 What are the three things your community needs the most?

- *High frequency themes of responses include the following: illegal dumping resulting in the need for better litter control, desire to maintain rural landscape and lack of interest in "city rules'' influencing rural communities. The Acton community is interested in more representation with decision making bodies including county boards, so that they can adequately represent their needs.*
- *There is also a desire across both institutions and communities for better internet for regular and emergency communication. Community members also noted the need to reduce the number of homes being built and an increased focus on developing and maintaining green spaces.*
- *In relation to water resources and community amenities. community members noted the need for better water quality and quantity and reliable utilities including electricity and water, septic vs sewer, and more paved roads.*

Q10. What are your community's most pressing concerns?

- *Homeowners in the Acton community noted transportation challenges related to the need for paved roads and rural-urban transportation networks, increased public safety (i.e. traffic, speeding), and to reduce development in the area.*

- *Water centric needs highlighted include the need for water parks and open spaces that utilize efficient water management and general water quality and quantity concerns. .*

Q16. Do you think that community voices or groups are being heard by the government or the public at large?
- *Eight-Eight percent (88%) of community members surveyed noted that they do not think that their voices are being heard by the government or public at large.*

Community Water Needs and Solutions

a.

b.
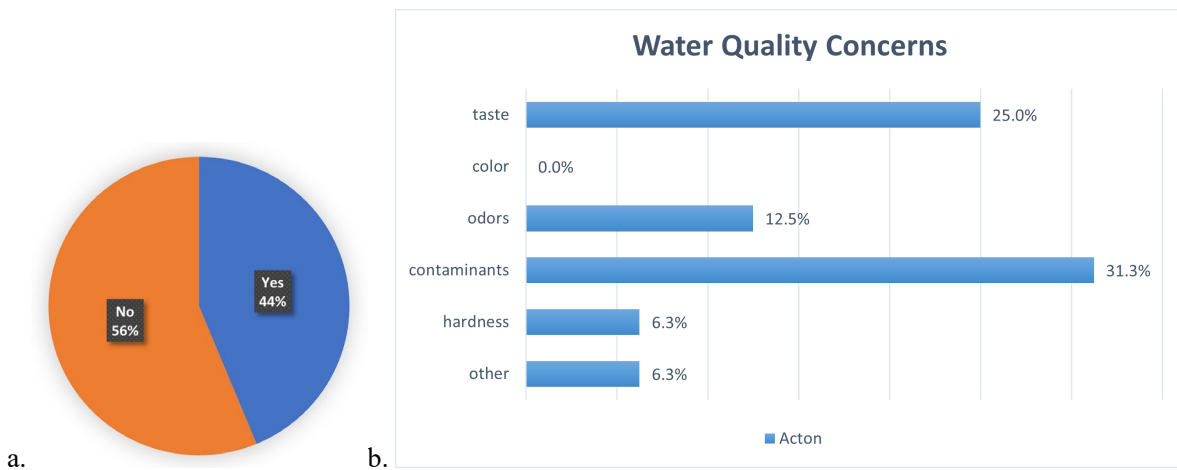
Figure F.3 Acton community survey responses regarding whether there are drinking water quality concerns in the community (a), and the type of drinking quality concerns (b)
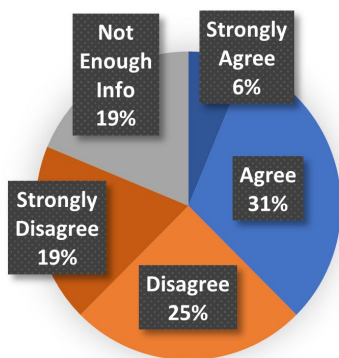
Figure F.4 Whether local government is addressing infrastructure and beautification issues.

Q6. What water-related issues are of greatest concern in your community?
- *Water related issues include the availability and quality of water resources as well as the rising cost of water rates. Additionally, there are water concerns related to the availability of water to support agricultural and fire related activities.*

- *Waste and drinking water were noted by several community members as a growing concern as well as access to wells, hauled water, water infrastructure costs that are collectively making more less affordable.*
- *More shade tress were also noted as a need throughout the community.*

Q7. Are there concerns about drinking water quality in your home, neighborhood, or community you serve?

- *Both community residents and advocates expressed concerns with drinking water contamination and taste.*

Q9 Do you have ideas for how water problems could be addressed?
- *Homeowners expressed interests in utilizing gray water technology in their homes to reduce water use and promote reuse when possible.*
- *Septic systems are seen as one of the primary issues with water quality as well as aging infrastructure, with specific observations around the Thousand Trails area. There is a desire by community advocates to develop a sewage treatment system in Acton to reduce these issues. It is also felt that this would allow for community growth and more guarantee that continued access to clean water from the aquifer would be available.*
- *The community has expressed that they would like water decisions to be made by the community, not the county. The county is very large and urban regions tend to have more say and influence on rural areas. More attention is needed in rural areas by governmental agencies at the local and regional levels. This lack of rural acknowledgement makes it very difficult for rural communities to adequately address their specific water needs.*
- *Community members expressed a desire to have water infrastructure expanded to their region to reduce dependency on failing (i.e. quantity and quality) of wells.*

Community Strengths

Q4 List three things you like about your community.
- *Community members highlighted that they enjoy Acton's natural areas including mountains, distance between development, and greenspaces that attract diverse wildlife. Other likable rural features include a "small town" feeling, low crime, quiet neighborhoods, limited chain businesses and community participation in decision making and addressing community issues.*

Community Engagement

Q11. Do you personally participate in community planning efforts?
- *Several community members noted that they actively and frequently participate in community issues and governance. Of note are participation in the Town Council. MTA*

workshops, Acton Women's Club, and numerous volunteer activities aimed at improving the social and environmental aspects of the community. A few respondents noted they do not know how to participate, however, they are interested in opportunities when available.

Q13. What governing entities and/or elected officials do you seek information from or received information from?
- *City Council*
- *Town Councils*
- *School Districts*
- *County Supervisors*
- *Congressional Representatives*
- *State Senate Assembly Members*

Q15. Have you participated in water related planning in your community?
- *Many residents noted that they do not participate in water planning activities. Reasons were largely associated with their desire to participate, however, they feel that the county makes decisions for them with little opportunity to represent their needs or to decide what is best for their community.*

Q17. Have you ever heard of the Integrated Regional Water Management (IRWM) program?
- *None of the community respondents indicated that they know about IRWM.*

Q18. Do you know what drinking water agency provides your water?
- *Fifty-eight percent (58%) of community respondents indicated they were aware of their drinking water provider, with only one responding each indicating a positive and negative experiences with their water providers.*

Appendix G | Community Needs Assessment Tables

1. Are you responding to this survey as a resident or other community member?

	Count	Percentage
Homeowner	253	82%
Renter	43	14%
Community Advocate	7	2%
Work/Employed in the area	4	1%
Grand Total	307	100%

2. Please provide the zip code of the community for which you are responding.

	Count	Percentage
91350	47	15%
91321	41	13%
91355	40	13%
91387	35	11%
91384	33	11%
91390	32	10%
91351	23	8%
91354	21	7%

93510	19	6%
91381	9	3%
93532	2	1%
91353	1	0%
91335	1	0%
90350	1	0%
1720	1	0%
Grand Total	306	100%

2b.   What City is this community located in?

	Count	Percentage
Santa Clarita	160	54%
Valencia	28	10%
Castaic	22	7%
Newhall	21	7%
Canyon Country	17	6%
Acton	16	5%
Agua Dulce	9	3%

Saugus	9	3%
Los Angeles	3	1%
Unincorporated Los Angeles County	3	1%
Los Angeles County	2	1%
Stevenson Ranch	2	1%
Lake Hughes	1	0%
Val Verde	1	0%
Grand Total	294	100%

2c.   What is the name of this community?

	Count	Percentage
Santa Clarita	52	18%
Saugus	39	14%
Canyon Country	38	13%
Valencia	35	12%
Newhall	17	6%
Acton	16	6%
Castaic	14	5%
Agua Dulce	11	4%

Val Verde	11	4%
Stevenson Ranch	6	2%
Friendly Valley	4	1%
Pacific Crest	3	1%
Los Angeles	3	1%
Plum Canyon	3	1%
None	2	1%
Northpark	2	1%
Canyon Oaks	2	1%
Monte Verde	1	0%
White Heather	1	0%
North Bluffs	1	0%
Circle J Ranch	1	0%
North Park	1	0%
Discovery	1	0%
North Trails Ranch	1	0%
Fair Oaks Ranch	1	0%
North Valencia	1	0%

Happy Valley	1	0%
Not Sure	1	0%
Hidden Lake	1	0%
Old Orchard	1	0%
Lake Hughes	1	0%
Placerita Canyon, Newhall	1	0%
Acton Country Mobile Home Park	1	0%
Sunset Heights	1	0%
Elizabeth Lake	1	0%
The Madison At Town Center	1	0%
Hasley Hills	1	0%
The Summit	1	0%
Live Oak	1	0%
Trestles	1	0%
Glenn	1	0%
West Creek	1	0%
Creekside	1	0%
West Hills	1	0%

Hillcrest	1	0%
Westridge	1	0%
Grand Total	287	100%

6. **What water related issues are of greatest concern in your community?**

	Count	Percentage
Water Recreation Safety	12	1%
Flooding	23	3%
Other	33	4%
Regulations	36	4%
Wastewater	45	6%
More Shade Trees	64	8%
Trash Industrial Contamination	68	8%
Drinking Water Availability	69	9%
Access To Clean Safe Water	81	10%
High Cost Of Water	98	12%
Water Availability Fire Sup Ag	121	15%
Drinking Water Quality	156	19%

	Count	Percentage
Grand Total	806	100%

7. **Are there concerns about drinking water quality in your home neighborhood or community you serve?**

	Count	Percentage
Yes	160	52%
No	147	48%
Grand Total	307	100%

7a. **If yes, select all of the concerns that apply.**

	Count	Percentage
Taste	98	33%
Contaminant	86	29%
Other	45	15%
Odors	43	14%
Color	25	8%
Grand Total	297	100%

8. **My local government is addressing infrastructure and beautification needs.**

	Count	Percentage

Agree	146	48%
Strongly Agree	47	15%
Do Not Have Enough Information	44	14%
Disagree	39	13%
Strongly Disagree	26	8%
Do Not Understand The Question	4	1%
Other	1	0%
Grand Total	307	100%

Use this space to describe the reason for your response:

· Great plan for open space acquisition and preservation; lots of recreational space and ways to get around without a car
· no answer
· We have nice greenbelts on streets and walkways.
· Santa Clarita has always had the "look" of the city a high priority. The city is beautiful and maintaining it that way is very important.
· I love the Paseos
· There are many green spaces
· Our park has been taken care of and remodeled. But I don't know about the other concerns.

· I do see the city workers busy working on repairing water main bursts, sidewalks, and adding trees in the medians.
· I have been disconnected from public projects news in my area for a while due to COVID lockdown for so long.
· Infrastructure needs are not being addressed. Traffic is very congested in many parts of the City. New homes continue to be approved with insufficient long term reliable water supply. A new Sheriff's station is being built to replace the existing one. It needs to be in addition to the existing station.
· The town council seems to bump heads with county rules where there does not seem any input from the town council .
· we are a small community in unincorporated LA county. not a big enough tax base for them to care
· Los Angeles County as a government does not care about the needs of Agua Dulce. They just collect out taxes and do nothing for us.
· To the best of my knowledge, LA County and/or Santa Clarita do not have any beautification programs in place for Agua Dulce. I'd be happy if they would just address the problem with outsiders dumping trash on our roads, or if they would have mowed the roadway shoulders this year to reduce fuel for fires.
· I just know that water out here in Agua Dulce is hard to get from the wells and is always a concern here.
· Locally, we do not have the authority or the control to do anything. Our Acton Town Council cannot decide anything, they can just recommend and/or fight with the County. We are not incorporated, thus we don't have a tax base or any income. The County does whatever it wishes, with no concern about our community.
· Our community has nothing such as this as we are rural - no trees, lighting, or sidewalks. We do have a beautiful park in Acton, but I don't believe the government had much do with it. Please keep our horse trails open and maintained.
· Our roads are always an issue. Always potholes and they never get property fixed

- I feel happy with how our community looks

- of coarse i read your add about a 100$ give away but now i am happy to be apart of a on going concern for our little community.

  people and families are living here a life time and will continue to do so as it is a nice place to come home too.

- they are constructing more walking paths near our community on Sierra Highway

- The Town Council makes recommendations but they want to keep Acton as it is. I feel that the roads need to be addressed in the town because they flood during strong storms.

- I don't think that is needed at this point in time we have enough of that

- We have a beautiful park supported by the community

- The area is looking better but the roads are still a big problem with all the new housing.

- The community has not changed in a long time. It needs better streets, sidewalks, lighting.

- I want our communities to look nice, be safe, and help provide us the opportunity to live a good and decent life. I am also concerned with money spent and would like our land to be improved with cost-efficient choices.

- I am consistently seeing wasteful re-working done on street mediums.

- City does a good job in this area.

- The City on an ongoing and often too quickly following an earlier project, replant, or totally removes and then return s plants and hard scrape is adjusted as California's water needs change. (main roads near my house have gone through 3 major improvements and changes

- I agree that the concern about trees and the water conservation issue seems to be something that is being handled responsibly. The beautification and planting are both taken into consideration.

· They are not planting enough of the wide variety of plants native to the Santa Clarita Valley, specifically, and the Los Angeles area in general. We are losing our native animals as a result.
· The City is allowing builders to come in and pave over natural waterways & drainage routes of ground water. And they are considering allowing home builders to build more houses in areas that have already been designated protected open space. They're eager to bring in more houses, but not to preserve what we have.
· I have a drivers license but choose not to drive when possible-however, the close proximity to high speed traffic and the sidewalk is scary abs discourages walking abs cycling-bike path is a good walk from home, sidewalk is narrow and traffic makes riding in the street too scary- I'm not afraid to 'take the lane' where I come from (Madison, WI) but I fear for my safety and my life on the roads in Santa Clarita
· The water in our home does show discoloration and odor periodically. This issue persists for a period of a week or so and is usually followed by a very strong chlorine smell. I assume the treatment plant is detecting higher levels of bacteria when the smell occurs and then treats that with a shock of chlorine. This is concerning, as we do not want to be drinking the water under either of these conditions. This seems to happen cyclically.
· Sometimes I still see a lot of trash on the street
· They will update Valencia or Stevenson Ranch or all the "rich areas" but the city doesn't care about Newhall or parts of Canyon Country.
· When representatives at city hall are called and a complaint made, they are ignored! Politicians and city representatives can't be trusted!
· The neighborhood is pretty nice but the greenways need improving
· well maintained
· Addressing issues with sidewalks, streets and parks is always needed and benefits the community.
· Streets just repaved and striped. Parks kept up nicely.

· Truck stop not much else except for the wonderful Library, Sports complex, Lake, Swimming pool for community

· The area in which I live has mature trees and is kept nice and clean. I'm very happy with my neighborhood's appearance.

· I see lots of street landscaping projects

· Our local government is a sketchy town council populated by business owners who don't seem to do anything to improve the community

· Local Government is doing a decent job

· I appreciate the new trees planted along Soledad Canyon Rd. in my neighborhood. I also noticed the newly paved roads. I'd like to see more traffic islands for pedestrians, to make it easier to cross busy streets.

· My community is well maintained by the city and residents.

· on the whole, Santa Clarita is maintained very well with respect to streets, parks, and open spaces.

· We have nice parks but our walkways and landscaping are overgrown blocking sidewalks and tress and dead or firing along the old road between Stevenson Ranch Parkway and Constitution

· Too many chemicals

· Really? You all haven't figured it out yet? ABSOLUTELY NO COMMON SENSE is being used by any of the City and County Planning departments. I could have this place back in shape within a year with plans and money for future refurbishing. Again, INFRASTRUCTURE needs to be updated to accommodate current and future needs instead of lame excuses. Boards, meetings, discussions and I see nothing done with taxpayers money other than people that sit around and yap, yet have never picked up a hammer to move things along.

· L they have been rebuilding the center dividers to be better looking and also to hold a sign welcoming visitors to Santa Clarita.

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· The city of Santa Clarita has been addressing these issues since it's incorporation.
· Take a look at Sierra hwy from Golden valley down to Newhall Ave it looks like a forgotten stretch of road
· Santa Clarita cares very much about appearances, and less about social issues like climate change or drought.
· I'm not sure I have enough knowledge to Strongly Agree, but the city does a great job in my neighborhood on trees, lighting the paseos and keeping them tidy, sidewalks well kept up.
· The city of Santa Clarita is constantly improving all issues of concern, keeping and protecting parks and open spaces and is a safe community.
· I have seen initiatives and work crews around the city. However, I have not yet seen any "big" projects in my area
· I don't see it happening anywhere
· Santa Clarita parks are well-tended and provide a lot of joy for thousands of citizens. We are frequent users of the multipurpose fields and frisbee golf course at Central Park, and our daughters have played with AYSO soccer and Storm cross-country. We love the summer concerts (and can't wait to go again).
· The City of Santa Clarita tries its best to keep the city clean and safe, provide park space and open space for its residents and infrastructure as well as new fire stations & new sheriff station. It, however, needs to continue to put money and focus to these areas so that things do not deteriorate or get worse.
· The Santa Clarita City Council is obsessed with the city's image of being clean, quaint and wholesome. Therefore they expend a large amount of resources on city beautification. While ignoring other needs like affordable housing.
· Street repairs not done frequent enough relative to community growth and traffic
· City uses a lot of drought tolerant landscaping

·   Our Graffiti-removal team is amazing. Trees are being planted around the city
·   While they are building a new rec center (yay!) the streets are tree and plantless, dirty and there is little in the way of nature nearby. Luckily the HOA has made some beautiful grounds that are well landscaped.
·   Everything is maintained well.
·   Keep the trees trimmed and streets are cleaned regularly
·   Concerned about concentrating on redoing center dividers of streets, Adding more plants & sprinklers where so often the sprinklers are watering the streets or are constantly broken.
·   I see some road beautification projects
·   Improvements along Soledad are appreciated.
·   I see the beautification in my city all the times especially in recent years
·   My city has been working on a beautification project as I've seen and read in the City's various publications.
·   Our local city website and newspaper plus mobile app provides us with a lot of info
·   as a small unincorporated area of Los Angeles County, our community doesn't seem to be a priority
·   They notify us when things are going on
·   This valley continues to build housing and does not take responsibility for traffic, and environmental impacts.

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· The concern is apparent in newer and more expensive areas. The concern is also apparent in our constantly improving public areas. Some older lower income areas this is not so visible.

Poor planning from the days when we were not a city are at times uncorrected. For example on my street Tall growing trees were planter under low above ground power lines so the power is turned off during windy days.

· Santa Clarita had very beautiful streets, sidewalks, paseos, etc. They should be more water-conscious when they make landscaping decisions.

· Santa Clarita has an abundance of parks and open spaces

· I think the City is doing a great job with infrastructure and beautification

· Dont tax us for structures when you can't collect the water anyway. more taxation without representation. CA.gov spends too much time figuring out how to steal from the residents.

· Need to keep communities looking clean and presentable. Whites Canyon Road from Soledad Canyon Road to Nadal Street needs a beautification program.

· In the past, the focus was on keeping open land for beautification. That is now less important. City is selling out to home building and big business (we have 2 theatres. Now building 2 more within a mile of each other)

· Infrastructure and beautification improves the quality of life, safety, neighborhood improvements and increases the property value.

· city council appears to be engaged and take a practical approach to issues and provide honest and clear and simple responses and answers to public questions

· Local investments in sustainable infrastructure and attracting new businesses is critical for the future of Santa Clarita

· They only change out the plants in the medians

· I am concerned about possible Perchlorinate contamination in my water.

· The city of Santa Clarita is landscaped nicely but my town of Castaic needs a lot of help with landscaping and beautification. We have a lovely lake, but no public use walking or biking trails around the lake.

· We have a beautiful, maintained, park with hiking trails. I'd like to see more hiking trails throughout town. We don't have sidewalks, because this is a rural area. The trees in town grow in vacant lots. No one planted them. They are local indigenous trees and plants that have grown wild. There are some trees (weed trees) that grow rapidly and are hard to control. This could be an issue in the future, but they do give animals and birds a place to live. Sometimes the tumbleweeds get out of control.

· We have 36 beautiful parks in our city, almost all with amenities. Our street has been re-paved 2 times in the last 10 years. That being said, sidewalks need to be addressed, but I think the community needs to bring the trouble spots to the city's attention. Also, I've seen center medians have trees ripped out and replaced with synthetic grass or rocks and then a few years later that's ripped out and the trees are back in. Lastly, sprinklers of city property need to be checked regularly as there are too frequent issues with water running for a long time or broken sprinklers.

· It's a rural area so I am not sure that kind of thing exists

· There seems to be some beautification but there could be more done.

· They miss the mark in the equity of administration of infrastructure and beautification programs.

· Valencia is beautiful, you should check it out. I'm so glad I left LA, it became such a dump.

· Parks and sidewalks are beautiful. Potholes and giant speed humps are costly

· We have excellent parks and green spaces. If there was more water available, we could potentially do more.

· The city has done a great job making city parks and recreation areas a priority. Also, the streets in my neighborhood are resurfaced periodically and city owned trees are trimmed.

· With being quarantined I have not been to enough places to observe the number and degree of improvements being undertaken at this time.

· Living in an HOA, our entire community is well maintained. If we are referring to the community in general, there are some roads and sidewalks that need attention, as expected.

· I think the parks are nice but they can use more vegetation.

· Overall the area is well maintained. Quality has gone down over the years as the infrastructure and plants have aged.

· our streets are re-paved often and our community trees are trimmed.

· Street cleaning can improve.

· We need more trees that withstand wind up in Stevenson ranch. Many older trees have fallen down because of age and they have never been replaced. It gets hot up here and I think more people would be willing to go out if there were more opportunities for shade.

· Santa Clarita is great - beautiful medians, trees, parks, etc.

· It is always nice to keep things up-to-date and remodel every so often. Providing new and improved scenery as well as efficient gadgets for the public.

· Our city does a lot of beautification and maintains parks

· From what I can tell, the area seems well maintained and managed. Streets and paths are pretty clean, well lit, etc. Parks in the area are pretty nice.

· WE don't see any of these type projects in our neighborhood.

· some parts of the city need attention

· Some areas in the city are addressed more than others

· I do not know what steps the city is taking to ensure water purity
· My neighborhood is beautiful
· City needs to use recycled water for irrigation of city owned medians
· Could do more and better/ there is opportunity here- we need to act sooner and have proactive approach- not reactive. Still waiting to hear about the Saugus Library for goodness sake!
· City as spent MILLIIONS on extensively overplanted and overwatered street medians, which City leaders think are beautiful, but all at cost to property owners who had no say in this decision, but that's about all they have done in this area. We don't want the elaborate median plantings.
· When a problem with road surfaces/conditions and sidewalk cracks, they are usually addressed a timely manner.
· There are certain sections of the road that are bad and have been for a long time.
· Water rates going up and also the containments in the water also
· Maintenance is very good
· When I asked what the procedure was to request a bridge, i was told there was none.
· We need street Enhancement
· They are allowing native trees, especially oaks to be removed and not replanting/ We need trees to combat the heat and climate changes. The oak woodland destruction (over 1400 oaks) allowed by the City for the gates industrial project will not be forgotten or forgiven. They did not even replace on a two to one basis as required by their ordinance and are not monitoring.
· I have no idea where this is needed and whether or not they're doing it

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- The county does very little for the unincorporated areas and we have to fight for everything. Our district 36 has no resident representative and the supervisor is weak and useless.

- Hard scape and land scapes seem to be fresh and orderly,.

- We have many wonderful parks, there is not a lot of trash on streets or sidewalks, the medians are well kept.

- In front of my townhome the sidewalk had a tree that was removed for some reason, not sure if it died it didn't look that way. It way never replaced and when I contacted the city, the hole left in the side walk was paved over...

- For the last fifteen years when the Newhall ranch project was delayed it also delayed Val Verde upgrades (stop light Chiquito Cyn Rd and 126, paseos, flood control upgrades, area beautification, covered bus stops etc..).

County put in these nice fiberglass fencing but no budget for maintenance.

Our dirt sidewalks are not graded only during flooding.

Val Verde is a mushroom always pooped on and left in the dark

- I see the same road getting re pave rather than the road that need to be.

- We pay for the beatification on our streets, why we keep planting trees to grow into power lines is beyond me.

We did recently get a very poor surrey pass on some roads.

- Homeowners are paying for beautification, our property taxes have increased to improve my neighborhood

- Keep building homes without concern for future resources

- Again we are a small town all they are conserved about is bring more money into the L A county. to hell with our quality of life and the destruction of wildlife habitat.

- Workers regularly upkeep the vegetation along the streets

· Los Angeles County Supervisors have not insisted the new housing development provide parks or trails in sufficient and public quantity for the new developments. Roads are in poor shape in certain neighborhoods and in others that were resurfaced last fall they are already looking awful. We also need bridges on Hasley Canyon Road near Val Verde that always floods and another way in and out of Castaic for when there is a wildfire and or when the Grapevine shuts down. The LA County of Supervisors need to listen to the Castaic Town Council!		

· I see improvements but they all stop south of Henry mayo Dr.

· Parks are well maintained. Curbs and gutters are non-existent in this community. Either are there any storm drains. The cost to install this infrastructure is prohibitive.

· I see tree trimmers

· Best city ever: -We have quality roads and sidewalks, and nice art through out city. -Broadband issues are always being worked on. -We are getting new community center, sheriff station, ice rink -City and water agency are working on PFAS. -Keep up the great management of our city!

· Acton Park is great; drainage during rainstorms in downtown Acton is abysmal

· City is always making improvements

9. **Do you have ideas for how water problems could be addressed?**

	Count	Percentage
No	190	65%

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	Count	Percentage
Yes	104	35%
Grand Total	294	100%

10.   **What are your community's most pressing concerns?**

	Count	Percentage
Climate Change	114	16%
Transportation Challenges	109	15%
Homelessness	105	15%
Public Safety	104	15%
Water	100	14%
Housing	74	10%
Other	64	9%
Parks Open Space	36	5%
Grand Total	706	100%

11.   **Do you personally participate in community planning efforts?**

	Count	Percentage
No	246	80%
Yes	61	20%
Grand Total	30	100%

11a.   If yes, what efforts do you participate in?

•   Town Council meetings; various volunteer efforts

•   city council meetings

•   Church community events for youth and homeless families.

•   our neighborhood has formed a water company trying to ask the county/state for help in bringing in water. we hold meetings in our area to maintain our roads and trees. (private)

•   I attended a watertalks event last year.

•   Agua Dulce Town Council meetings, communications with City Planners, Santa Clarita City Council meeting (rather pointless though), etc.

•   I have been president of the Acton Town Council, I have been an activist in bringing about rent control for mobilehome parks. I have been active in discussions of the Community Standards District.

•   Town hall meetings

•   I am currently attending the MTA workshops and I'm a member of the Acton Women's Club.

•   Attend town council meetings and assist with projects

•   Town council

•   Water, Parks and Recreation

•   School board member

•   Taking surveys.

•   But before COVID-19, I would go to City Hall too study the planning documents, and attend occasional Planning Department and City Council Meetings. Now I review agendas, attachments to agenda and submit commits virtually in regards to public comments to agenda items

•   I am the GM on Staff at this location.

•   voting and volunteering for democratic efforts

•   Participate in surveys, webinars and documents review.

•   Board member with SCOPE

•   Elections, donations of time and help to community betterment causes

•   Submitting information

•   I am a Parks and Recreation Commissioner for Santa Clarita. I attend community meetings that are held to gather input from citizens.

•   I've been involved in the city arts district planning, discussing zoning issues with city planners, opposing expansion of landfill.

•   Read

•   I have attended local meetings with people on the HOA and in the community in regards to the proposed Resort development.

•   Attend City Hall meetings

•   Have with city in past.

•   Complete surveys

- Attend town council meetings

- as important community issues arise, I participate

- neighborhood watch. attend city council.

- Urban Water Management Plan

- local meetings- town council

- town council meetings/surveys/ communication with representatives Sierra club

- Sierra club, river rally, letter writing

- Public meetings

- Board of Directors of HOA

- I'm on the board for my HOA; Attend CCAC meetings; Attend city council meetings.

- I have attended meetings for the local developments which are being built, trail planning meetings, and the local community meetings (CBFC, VVCA, Castaic Area Town Council). I also participated in the planned fight against the placement of an AT&T cell tower. The company wanted to put its tower, so it would be right above neighbors. The closest neighbor to the tower has a daughter with health issues. My sister-in-law is a cancer survivor, who would've been within 1000 ft of the tower. My brother led the cause and the townspeople won. The tower wasn't built at the location.

- City council Meetings. Voting. School board meetings.

- Conservation issues

- Town council meeting

- I am vocal when needed

- I regularly attend City Council Meetings and am a member of the Canyon Country Advisory Committee

- Comments to OVOV drafts, City General Plan drafts, and EIRs for new developments

- Work with local charity

- Surveys and meetings.

- Attend City meetings

- Castaic Area Town Council and CATC Land use Board

- Santa Clarita Organization for Planning and the Environment. board member

- Involved in the past efforts to close Chiquita Land Fill. Now, observe on occasion how County monitors landfill.

- Spoke at a planning commission session to not allow the Sand Canyon Resort to develop.

- I've worked with the schools on an oversight committee when the last bond was passed

- None currently; active in the past on high school school location & zoning issues

- Town council meeting lettered to county supervisor

- I participate in Lake Clean Up days, pick up trash, watch Town Council meetings, moderate local Facebook groups

- Was on original advisory committee

- homelessness/housing

- Meetings and comments with the county and caltrans
- Stay abreast of local activity, take surveys
- surveys, meetings RE high speed rail
- Volunteer

11b.   Select all of the reasons that apply.

	Count	Percentage
I Don't Know How	96	35%
I Have Other Priorities	72	26%
I Don't Have Time	68	24%
Other	42	15%
Grand Total	278	100%

12.   Does your community participate in community planning efforts?

	Count	Percentage
Not Have Enough Info	163	53%
Yes	111	36%
No	23	7%
Do Not Understand Question	10	3%
Grand Total	307	100%

12a.   If yes, are there specific people or groups you would like to share?

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· no answer
· Not sure I understand this question.
· No
· Agua Dulce town council.
· Agua Dulce Town Council, Acton Town Council.
· The Regional Planning Department of Los Angeles County in conjunction with the Acton Town Council (and the various Town Councils and the Association of Rural Town Councils) are presently actively engaged in updating the various Community Standards Districts documents. and are doing public hearings and Zoom meetings.
· Agua Dulce Town Council and Acton Town Council. They work very hard to keep us from being swallowed up by Santa Clarita's bureaucracy.
· Acton Town Council
· Town council and many community members
· No.
· No
· Nono thank you
· HOA Board Members
· SCOPE
· Not familiar with any
· SCOPE: Santa Clarita Organization for Planning and the Environment

· I believe the local water agency works with Newhall Land and private developers to plan communities, and their plans are required to have EIRs environmental impact reports.
· It's the City Council. They make a plan and then they pretend to care what other people think of their plan while continuing forward with whatever their objective is.
· Lots of people participate in my community participate in water needs. Some I agree with and some I don't.
· The CATC, Castaic Area Town Council and VVCA, Val Verde Civic Association, both have land use committees.
· As a whole, Santa Clarita is involved in planning for the betterment of this community.
· The HOA
· Placerita Canyon Homeowners Association, Sierra Club
· HOA handles the majority of community planning.
· City council
· Various HOA's including Sand Canyon HOA
· no - I don't have their permission to do that
· Santa Clarita Organization for Planning and the Environment.
· I believe there is still a Saugus group as part of the City community groups.
· community planning are prioritized for Castaic not Val Verde. Although Val Verde is a much older and established community Castaic is more recognized because it has political influence.
· Castaic Town Council
· Castaic Town Council, One Piece at a Time, Friends of Castaic Lake, BSA Troop 888, BSA Troop 609, Castaic 411 News and Information Facebook Group

		We do a lot of studies!
	·	Val Verde Civic Association
	·	HOAs, City Newsletters, Elected Official Newsletters

13.   What governing entities and/or elected officials do you seek information from or receive information from?

	Count	Percentage
City Council	162	25%
County Supervisors	111	17%
State Senators Assembly Members	106	16%
Us Congressional Representative	92	14%
School District	84	13%
None	61	9%
Other	29	4%
Grand Total	645	100%

13 Other:

·	KHTS radio
·	town council,

·   Acton Town Council
·   Town council - we are not a city
·   Social Media
·   Various depending on the issue and infrequently contact representatives beyond local City government.
·   Depends on the situation
·   City Manager, Sheriffs Dept.
·   Federal Agencies; private environmental entities
·   Newspaper
·   Signal, KHTS
·   local association and recreation board
·   City departments
·   community councils
·   Water Board Members
·   town council
·   town council
·   Periodic information mailed to residents
·   Our current congressional representative is out of touch completely with the needs of the community.
·   Town Council

· Individual city departments	
· HOA	
· Relevant City govt departments	
· Sheriff's office	
· Castaic Town Council	
· Social media, community group pages	
· Sns	

15.   Have you participated in water related planning in your community?

	Count	Percentage
No	261	85%
Yes	46	15%
Grand Total	307	100%

15a.   If yes, was the planning process responsive to your needs?

· I attend as an employee of a water agency
· participated in a LA County water board meeting to request that the public be able to review and give feedback on candidates for open board position
· Yes.

· No. Meetings are way too long, dominated by special interests and are structured to discourage people from attending (most important topic is always last on the agenda)
· it went know where- we are to small in numbers and $ for anyone to listen
· Not yet
· Minimally.
· It was helpful to understand some of the issues we face.
· No, the Water District dictated what they would do. There was no real exchange of ideas.
· So far, we have been able to keep big cities from sucking our aquafers dry. It's a constant fight. We were unable to keep the water tax from being forced down our throats. We pay a huge amount for this even though we have so much open space on our properties for water to drain into the ocean. Such a crime! By the way, questions 18 and 19 show that whoever created this survey has no idea that there are people here that DO NOT have to depend on the government for this basic necessity for life. Shame!
· Local attempt to bring in water
· No
· Irrigation
· Not really.
· Not sure, I live in an apt. I think they were contacted
· They took my emails " under advisement" but I knot they're going to do whatever makes them money versus what is best for the long term health of our city.
· UWMP, IRWM, SGMA GSA
· Ot sure on back burner

· No
· I attended but did not speak up.
· No.
· Yes, before I retired I worked for a labor union. I would invite our local water officials to attend our training schools and water seminars.
· Yet to be seen
· no. it is an ongoing process that has much red tape.
· water needs to be directed to the lake
· Yes
· I was there as an observer only.
· no use information gathering toward future EIR falsifying and land grabs
· surveys, landscape classes
· Not really
· It was via voting and no.
· Yes
· I listened to a zoom meeting on water in Santa Clarita. I didn't voice any needs.
· Yes
· No, they keep approving more residences.

· Not enough emphasis on the use of recycled water	
· I removed all grass and replaced with xeriscape	
· No. The local water district consistently replies to all water supply concerns, that 'there is plenty of water available for the SCV, we will never run short of water, we can always buy as much water as is needed for the SCV (at a higher and higher cost to prop owners but that's not a concern to the water district), all proposed future developments in the SCV can be approved because they will not impact water supplies for current residents, and the district has reserved millions of acre feet of water in case of emergency need (which doesn't explain why we had water rationing during the 5 yr drought - and isn't our right to that water SECONDARY to other cities that have also reserved access to that water????	
· We removed our grass, installed water-saving sprinklers, etc.	
· Not always.	
· No. Its seems as though they want to present that everything is OK when everyone knows we have some major problems	
· No we still do not have any direct input and representation for district 36. We have some lemming appointed by our supervisor. I have submitted many letters to SCV water district concerning many issues.	
· no	
· yes	

16. **Do you think that community voices or groups are being heard by government or the public at large?**

	Count	Percentage
No	219	71%
Yes	88	29%
Grand Total	307	100%

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16a. **Use the space below to identify which voices or groups are being heard and which still need to be heard.**

· BLM
· no answer
· no answer
· Don't know
· your paper water talks is very informative at least enough to realize our children are being looked after for the future.
· I don't know.
· No thank you
· The officials do listen. It is the idiot public that needs to get things through their thick skulls.
· not sure who they are
· SCOPE, Individual Residents, Developers, Pumpers being heard. Would like to see more input from local businesses and ag community.
· The irate voices are the ones being heard, since they have an ax to grind. Normal people are not that interested unless there's a timely issue in the news. Too bad Santa Clarita has no real newspaper, other than the non-news-filled Signal. I have no clue what's in our drinking water or what the water issues are, other than perpetual drought. That's a climate change issue, and the real problem facing our drinking water.
· Don't know
· N/A
· SCOPE Santa Clarita Org for Planning and the Environment

· I do not have an answer to this and can imagine a lot of people deleting the survey because it won't let you submit without giving answers.
· Not sure.
· If you belong to union your voice is heard very strongly by all government officials.
· Unions
· The voices with money behind their interests, e.g. developers.
· City council, water board, etc
· It is important to get community input. The people in the area, know the area best. I'd like to see a collaboration of government and residents with projects.
· The water agency.
· Based on what I see from our district and county supervisor, it appears they are listening and doing their best to be responsive.
· The public has the opportunity to contact their City government/elected officials daily if they would like, in small numbers or in large petitions. It's up to them to be heard when they have an issue.
· I really do not know - the 'not enough info' button should have been an option
· No concrete knowledge

17. **Have you ever heard of the Integrated Regional Water Management (IRWM) program?**

	Count	Percentage
Yes	33	11%
No	268	89%
Grand Total	301	100%

17a. If yes, in what context?

·   through my work
·   News stories
·   Before retiring I was a Community Library Manager in a different City than I reside.   That community had many water related issues, along with 22 water companies for a city of 70,000.   Much of the water system was old and various topics came up at City Council meetings, which I regularly attended.   It was always interesting, as a city founded fairly early in the Los Angeles scheme of things, and early adjacent City's.   I was also invited to tour local water systems for several greater LA areas water systems as I was Library manager in several geographic areas of the County.   Invitations to visit the systems were directed to local government representatives and various local business owners.   The public Library was often the go to location for members of the community to access regional planning, and many other planning documents, (water, power, CalTrans, etc).
·   In relation to our water needs during fires
·   Management of water for the region.
·   The condensing of multiple small water agencies in the Santa Clarita Valley
·   My ex husband is an engineer. He fought his entire career over this issue.
·   Read information about IRWM on computer

· I was very involved in water management prior to my retirement two years ago. I was a marketing rep for a labor union and part of my job was to meet with water officials learn about new technologies that could possibly put more of the union members to work.
· that it exists
· only after reading your newsletter
· News
· News reports and some personal friends.
· As a water agency employee
· local meetings to discuss how government is going to steal more of our money.

· flooding/runoff/H2O quality/contamination

· This survey/newspaper
· i only know that I've heard it and it seems to have a lot of lobbyists tied to it.
· Generation of the 5 year Urban Water Management Plan
· Water Agency
· I know the process and goals
· Local paper
· News

18.   Do you know what drinking water agency provides you water?

	Count	Percentage
Yes	218	71%
No	89	29%
Grand Total	307	100%

18a.   If yes, have you had a positive or negative experience?

	Count	Percentage
Positive	89	61%
Don't Know	23	16%
Other	18	12%
Negative	15	10%
Grand Total	145	100%

18a Other.

·   i provide me water. truck it in.   LA county just tries to restrict how i get my water.
·   I have my own well. There is no agency providing water -- though I would be open to that option.
·   I have my own water
·   The agency sends out a report as required and offer information to home owners, but most of the information has to be sought after and is not well-known to most home owners.
·   In what context?
·   Neither.
·   have not contacted
·   There's been a lot of controversy and it just seems like it's shifted from one bad way of doing things to another bad way of doing things.
·   Neither really? No interaction with them at all.
·   I have a private well
·   Some of both
·   my well
·   The bill is sent I pay it as expected.
·   Neutral
·   Sometimes they are not completely up front as stated above.
·   In what way(s)? Not in terms of the quality of water...

· Both. It was more positive before Castaic Lake Water and Valencia Water Companies were dissolved and formed into SCV Water
· Private well.

19.   Are you aware of educational opportunities around water issues locally?

	Count	Percentage
No	207	69%
Yes	91	31%
Grand Total	298	100%

19a.   If yes, can you share those opportunities?

· www.yourSCVwater.com
· water agency has educational programs at garden for schools and public
· Gardening classes, yearly open house, appearing at local community events
· I attended a gardening class put on by the water districts. Also had someone from the water district come out to check on my homes water efficiency n
· SCV Water has educational opportunities
· Water Smart workshops from SCV Water
· gardening tips, water saving strategies

· News from Santa Clarita, the County and the town council
· Online workshops
· SCV Water (Valencia Division) offers classes to help conserve water and use it wisely.
· Weekend classes
· The water treatment plant was or is available (CoVID-19) visits and and the local Water Companies provide virtual classes on a variety of subjects.
· Gardening
· SCV water has a program called SCV WaterSMART. It also posts info on Facebook.
· Our local agency does offer classes periodically as well as "parts" that reduce water usage. Their website does offer information that helps home owners with ideas on how to save water at home, such as what plants use less water, how to look for and fix leaks, ask for a survey to be done, etc.
· Gardening workshops
· online workshop
· Stated above in planning question.
· Ka county public works educational programs
· the water district has occasional programs, water usage. plantings etc.
· Castaic Lake Water Agency
· I have attended classes in planting drought tolerant landscaping
· Classes by the water company
· SCVWA puts out a significant amount of educational information

· Our water agency has a garden promoting desert flora and fauna, offers landscaping booklets with sprinkler recommendations, donates bottled water to charity fundraisers, and hosted fundraisers at their facility like Taste of the Town.
· Gardening, plants, recycling
· receive emails
· College of the Canyons has (or had) a water quality certificate degree
· I know they used to have events in the park that were put on by the water companies as a kind of outreach to the community. I've been to a couple.
· lawn irrigation classes
· Emails about water planning
· Email notifications
· annual climate water usage and plant training
· Water saving classes and pamphlets
· Somewhere in town by the water conservation gardens in Santa Clarita, I'm sure there is a website if I was interested.
· Sorry but since my retirement I haven't been very involved or up-to-date on educational water issues.
· Water department provides a lot of community information and community board meetings
· Irrigation conservation
· The facility in Central park has workshops.

·   The Santa Clarita Water Agency has classes to teach about gardening and landscaping. There are also programs for school-aged kids. As a teacher, I contacted them to see if we could collaborate on a project. But I never heard back from them, so that was disappointing.
·   I teach at the local community college, and occasionally workshops or other events are publicized by the SC Water Agency.
·   They have classes about plants that use low or no water. They give rebates for new irrigation
·   SCV water provides workshops
·   Visitor Center, Lake pyramid, and WaterTalks newspaper
·   Classes and zoom meetings
·   I participated in the smart water use online program conducted by Valencia Water
·   Water district classes on line, emails, field trips, in person (pre-covid)...,
·   Santa Clarita Water Agency has had some workshops on landscaping. It's hard to attend when you work full time and then attend in the evenings. I would like to see more online events that are recorded and a hotline to someone to call with questions.
·   As a former educator, I used to take my students to the West Basin Water Reclamation facility. The facility sent a bus to pick up my students at no charge. They gave us a tour of the plant and then we went to the Roundhouse Aquarium. It was a very nice fieldtrip.
·   Castaic Water Agency visits local schools, they have classes on water use and gardening.
·   Gardening, drought tolerant plants, composting. waste treatment
·   Vista Del Lago
·   Classes are offered regarding drought-tolerant landscaping.
·   Castaic Water offers classes on water related topics such as drought resistant landscaping and general gardening.

· I know I can look up Santa Clarita water issues and find answers somewhere, eventually. I can also contact the our local College to email questions to the "Water" professor.
· Workshops for the pubic and for schools
· The local water agency provides education information a classes regularly
· Pre-Covid symposia by the local water district
· Currently, the Urban Water Management Plan Workshops have been very informative
· CLWA has on going education on water wise initiatives-
· local water agency has gardening and water conservations classes.
· 1. Attended water conservation meetings 2. Grass removal rebate 3. Water audit of house/property
· I have used them for planting with water run off and conservation in mind
· COC water courses, water agency public meetings, environmental newsletters
· Santa Clarita Organization for Planning and the Environment. See our web site
· The Castaic water agency offers classes on gardening, landscaping, etc as it relates to water management.
· They gave a tour of the water filtration plant.
· They have had tours as far as I know
· local events, newspaper, community discussions

20.   Is your home or business on a septic system?

	Count	Percentage
No	202	68%
Yes	76	25%
I Don't Know	21	7%
Grand Total	299	100%

21.   Is your home or business on a private well?

	Count	Percentage
No	259	87%
Yes	22	7%
I don't know	18	6%
Grand Total	299	100%

22.   Primary language spoken at home?

	Count	Percentage
English	288	90%
Spanish	12	4%
Other	11	3%
Tagalog	3	1%
Chinese	2	1%
Japanese	2	1%
Vietnamese	1	0%
Farsi	1	0%
Grand Total	320	100%

22 Other. **Primary language spoken at home:**

	Count	Percentage
Korean	3	43%
Telugu	1	14%
Russian and English	1	14%
French	1	14%
Assyrian	1	14%
Grand Total	7	100%

23. **How did you hear about this survey?**

	Count	Percentage
Other	243	79%
College Of The Canyons	42	14%
Active Sgv	8	3%
Treepeople	7	2%
Kycc Koreatown Youth And Community	3	1%
Better World Group	1	0%

145

	Count	Percentage
Sierra Club	1	0%
Mujeres De La Tierra	1	0%
Grand Total	306	100%

23 Other.   How did you hear about this survey?

	Count	Percentage
Mail	80	37%
Email	26	12%
City Of Santa Clarita	19	9%
Facebook	12	5%
Email From City Of Santa Clarita	11	5%
Library	11	5%
SCV Water Newsletter	10	5%
Green Santa Clarita	9	4%
Nextdoor	6	3%
Community Organization	6	3%
Watertalks Website	5	2%

Email From Santa Clarita Water District	5	2%
Country Journal	4	2%
Scope	2	1%
Friends	2	1%
Valencia Water Company Email	1	0%
N/A	1	0%
Local Paper Upper Santa Clara River	1	0%
Neighborhood Cleanup	1	0%
Casebook On Community Site	1	0%
Newsmax	1	0%
Water Resources Institute	1	0%
Community Nature Connection Calnat Course	1	0%
Watertalks Event	1	0%
Phone Call	1	0%
City Function Clean Up Neighborhood 2020	1	0%
Grand Total	219	100%

24.   How was this survey completed?

	Count	Percentage
Hard Copy Mail In	61	97%
Phone Survey	2	3%
Grand Total	63	100%

·   Great plan for open space acquisition and preservation; lots of recreational space and ways to get around without a car

·   no answer

·   We have nice greenbelts on streets and walkways.

·   Santa Clarita has always had the "look" of the city a high priority. The city is beautiful and maintaining it that way is very important.

·   I love the Paseos

·   There are many green spaces

·   Our park has been taken care of and remodeled. But I don't know about the other concerns.

·   I do see the city workers busy working on repairing water main bursts, sidewalks, and adding trees in the medians.

·   I have been disconnected from public projects news in my area for a while due to COVID lockdown for so long.

·   Infrastructure needs are not being addressed. Traffic is very congested in many parts of the City. New homes continue to be approved with insufficient long term reliable water supply. A new Sheriff's station is being built to replace the existing one. It needs to be in addition to the existing station.

· The town council seems to bump heads with county rules where there does not seem any input from the town council .

· we are a small community in unincorporated LA county. not a big enough tax base for them to care

· Los Angeles County as a government does not care about the needs of Agua Dulce. They just collect out taxes and do nothing for us.

· To the best of my knowledge, LA County and/or Santa Clarita do not have any beautification programs in place for Agua Dulce. I'd be happy if they would just address the problem with outsiders dumping trash on our roads, or if they would have mowed the roadway shoulders this year to reduce fuel for fires.

· I just know that water out here in Agua Dulce is hard to get from the wells and is always a concern here.

· Locally, we do not have the authority or the control to do anything. Our Acton Town Council cannot decide anything, they can just recommend and/or fight with the County. We are not incorporated, thus we don't have a tax base or any income.

The County does whatever it wishes, with no concern about our community.

· Our community has nothing such as this as we are rural - no trees, lighting, or sidewalks. We do have a beautiful park in Acton, but I don't believe the government had much do with it. Please keep our horse trails open and maintained.

· Our roads are always an issue. Always potholes and they never get property fixed

· I feel happy with how our community looks

· of coarse i read your add about a 100$ give away but now i am happy to be apart of a on going concern for our little community.

people and families are living here a life time and will continue to do so as it is a nice place to come home too.

· they are constructing more walking paths near our community on Sierra Highway

· The Town Council makes recommendations but they want to keep Acton as it is. I feel that the roads need to be addressed in the town because they flood during strong storms.

· I don't think that is needed at this point in time we have enough of that

- We have a beautiful park supported by the community

- The area is looking better but the roads are still a big problem with all the new housing.

- The community has not changed in a long time. It needs better streets, sidewalks, lighting.

- I want our communities to look nice, be safe, and help provide us the opportunity to live a good and decent life. I am also concerned with money spent and would like our land to be improved with cost-efficient choices.

- I am consistently seeing wasteful re-working done on street mediums.

- City does a good job in this area.

- The City on an ongoing and often too quickly following an earlier project, replant, or totally removes and then return s plants and hard scrape is adjusted as California's water needs change. (main roads near my house have gone through 3 major improvements and changes

- I agree that the concern about trees and the water conservation issue seems to be something that is being handled responsibly. The beautification and planting are both taken into consideration.

- They are not planting enough of the wide variety of plants native to the Santa Clarita Valley, specifically, and the Los Angeles area in general. We are losing our native animals as a result.

- The City is allowing builders to come in and pave over natural waterways & drainage routes of ground water. And they are considering allowing home builders to build more houses in areas that have already been designated protected open space. They're eager to bring in more houses, but not to preserve what we have.

- I have a drivers license but choose not to drive when possible-however, the close proximity to high speed traffic and the sidewalk is scary abs discourages walking abs cycling-bike path is a good walk from home, sidewalk is narrow and traffic makes riding in the street too scary- I'm not afraid to 'take the lane' where I come from (Madison, WI) but I fear for my safety and my life on the roads in Santa Clarita

- The water in our home does show discoloration and odor periodically. This issue persists for a period of a week or so and is usually followed by a very strong chlorine smell. I assume the treatment plant is detecting higher levels of bacteria when the smell occurs and then treats that with a shock of chlorine. This is concerning, as we do not want to be drinking the water under either of these conditions. This seems to happen cyclically.

- Sometimes I still see a lot of trash on the street

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·   They will update Valencia or Stevenson Ranch or all the "rich areas" but the city doesn't care about Newhall or parts of Canyon Country.

·   When representatives at city hall are called and a complaint made, they are ignored!

Politicians and city representatives can't be trusted!

·   The neighborhood is pretty nice but the greenways need improving

·   well maintained

·   Addressing issues with sidewalks, streets and parks is always needed and benefits the community.

·   Streets just repaved and striped. Parks kept up nicely.

·   Truck stop not much else except for the wonderful Library, Sports complex, Lake, Swimming pool for community

·   The area in which I live has mature trees and is kept nice and clean. I'm very happy with my neighborhood's appearance.

·   I see lots of street landscaping projects

·   Our local government is a sketchy town council populated by business owners who don't seem to do anything to improve the community

·   Local Government is doing a decent job

·   I appreciate the new trees planted along Soledad Canyon Rd. in my neighborhood. I also noticed the newly paved roads. I'd like to see more traffic islands for pedestrians, to make it easier to cross busy streets.

·   My community is well maintained by the city and residents.

·   on the whole, Santa Clarita is maintained very well with respect to streets, parks, and open spaces.

·   We have nice parks but our walkways and landscaping are overgrown blocking sidewalks and tress and dead or firing along the old road between Stevenson Ranch Parkway and Constitution

· Too many chemicals

· Really? You all haven't figured it out yet? ABSOLUTELY NO COMMON SENSE is being used by any of the City and County Planning departments. I could have this place back in shape within a year with plans and money for future refurbishing. Again, INFRASTRUCTURE needs to be updated to accommodate current and future needs instead of lame excuses. Boards, meetings, discussions and I see nothing done with taxpayers money other than people that sit around and yap, yet have never picked up a hammer to move things along.

· L they have been rebuilding the center dividers to be better looking and also to hold a sign welcoming visitors to Santa Clarita.

· The city of Santa Clarita has been addressing these issues since it's incorporation.

· Take a look at Sierra hwy from Golden valley down to Newhall Ave it looks like a forgotten stretch of road

· Santa Clarita cares very much about appearances, and less about social issues like climate change or drought.

· I'm not sure I have enough knowledge to Strongly Agree, but the city does a great job in my neighborhood on trees, lighting the paseos and keeping them tidy, sidewalks well kept up.

· The city of Santa Clarita is constantly improving all issues of concern, keeping and protecting parks and open spaces and is a safe community.

· I have seen initiatives and work crews around the city. However, I have not yet seen any "big" projects in my area

· I don't see it happening anywhere

· Santa Clarita parks are well-tended and provide a lot of joy for thousands of citizens. We are frequent users of the multipurpose fields and frisbee golf course at Central Park, and our daughters have played with AYSO soccer and Storm cross-country. We love the summer concerts (and can't wait to go again).

· The City of Santa Clarita tries its best to keep the city clean and safe, provide park space and open space for its residents and infrastructure as well as new fire stations & new sheriff station. It, however, needs to continue to put money and focus to these areas so that things do not deteriorate or get worse.

· The Santa Clarita City Council is obsessed with the city's image of being clean, quaint and wholesome. Therefore they expend a large amount of resources on city beautification. While ignoring other needs like affordable housing.

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·   Street repairs not done frequent enough relative to community growth and traffic

·   City uses a lot of drought tolerant landscaping

·   Our Graffiti-removal team is amazing.

Trees are being planted around the city

·   While they are building a new rec center (yay!) the streets are tree and plantless, dirty and there is little in the way of nature nearby. Luckily the HOA has made some beautiful grounds that are well landscaped.

·   Everything is maintained well.

·   Keep the trees trimmed and streets are cleaned regularly

·   Concerned about concentrating on redoing center dividers of streets, Adding more plants & sprinklers where so often the sprinklers are watering the streets or are constantly broken.

·   I see some road beautification projects

·   Improvements along Soledad are appreciated.

·   I see the beautification in my city all the times especially in recent years

·   My city has been working on a beautification project as I've seen and read in the City's various publications.

·   Our local city website and newspaper plus mobile app provides us with a lot of info

·   as a small unincorporated area of Los Angeles County, our community doesn't seem to be a priority

·   They notify us when things are going on

·   This valley continues to build housing and does not take responsibility for traffic, and environmental impacts.

·   The concern is apparent in newer and more expensive areas. The concern is also apparent in our constantly improving public areas. Some older lower income areas this is not so visible.

Poor planning from the days when we were not a city are at times uncorrected. For example on my street Tall growing trees were planter under low above ground power lines so the power is turned off during windy days.

·   Santa Clarita had very beautiful streets, sidewalks, paseos, etc. They should be more water-conscious when they make landscaping decisions.

·   Santa Clarita has an abundance of parks and open spaces

·   I think the City is doing a great job with infrastructure and beautification

·   Dont tax us for structures when you can't collect the water anyway. more taxation without representation. CA.gov spends too much time figuring out how to steal from the residents.

·   Need to keep communities looking clean and presentable. Whites Canyon Road from Soledad Canyon Road to Nadal Street needs a beautification program.

·   In the past, the focus was on keeping open land for beautification. That is now less important. City is selling out to home building and big business (we have 2 theatres. Now building 2 more within a mile of each other)

·   Infrastructure and beautification improves the quality of life, safety, neighborhood improvements and increases the property value.

·   city council appears to be engaged and take a practical approach to issues and provide honest and clear and simple responses and answers to public questions

·   Local investments in sustainable infrastructure and attracting new businesses is critical for the future of Santa Clarita

·   They only change out the plants in the medians

·   I am concerned about possible Perchlorinate contamination in my water.

·   The city of Santa Clarita is landscaped nicely but my town of Castaic needs a lot of help with landscaping and beautification. We have a lovely lake, but no public use walking or biking trails around the lake.

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· We have a beautiful, maintained, park with hiking trails. I'd like to see more hiking trails throughout town. We don't have sidewalks, because this is a rural area. The trees in town grow in vacant lots. No one planted them. They are local indigenous trees and plants that have grown wild. There are some trees (weed trees) that grow rapidly and are hard to control. This could be an issue in the future, but they do give animals and birds a place to live. Sometimes the tumbleweeds get out of control.

· We have 36 beautiful parks in our city, almost all with amenities. Our street has been re-paved 2 times in the last 10 years. That being said, sidewalks need to be addressed, but I think the community needs to bring the trouble spots to the city's attention. Also, I've seen center medians have trees ripped out and replaced with synthetic grass or rocks and then a few years later that's ripped out and the trees are back in. Lastly, sprinklers of city property need to be checked regularly as there are too frequent issues with water running for a long time or broken sprinklers.

· It's a rural area so I am not sure that kind of thing exists

· There seems to be some beautification but there could be more done.

· They miss the mark in the equity of administration of infrastructure and beautification programs.

· Valencia is beautiful, you should check it out. I'm so glad I left LA, it became such a dump.

· Parks and sidewalks are beautiful. Potholes and giant speed humps are costly

· We have excellent parks and green spaces. If there was more water available, we could potentially do more.

· The city has done a great job making city parks and recreation areas a priority. Also, the streets in my neighborhood are resurfaced periodically and city owned trees are trimmed.

· With being quarantined I have not been to enough places to observe the number and degree of improvements being undertaken at this time.

· Living in an HOA, our entire community is well maintained. If we are referring to the community in general, there are some roads and sidewalks that need attention, as expected.

· I think the parks are nice but they can use more vegetation.

· Overall the area is well maintained. Quality has gone down over the years as the infrastructure and plants have aged.

· our streets are re-paved often and our community trees are trimmed.

· Street cleaning can improve.

· We need more trees that withstand wind up in Stevenson ranch. Many older trees have fallen down because of age and they have never been replaced. It gets hot up here and I think more people would be willing to go out if there were more opportunities for shade.

· Santa Clarita is great - beautiful medians, trees, parks, etc.

· It is always nice to keep things up-to-date and remodel every so often. Providing new and improved scenery as well as efficient gadgets for the public.

· Our city does a lot of beautification and maintains parks

· From what I can tell, the area seems well maintained and managed. Streets and paths are pretty clean, well lit, etc. Parks in the area are pretty nice.

· WE don't see any of these type projects in our neighborhood.

· some parts of the city need attention

· Some areas in the city are addressed more than others

· I do not know what steps the city is taking to ensure water purity

· My neighborhood is beautiful

· City needs to use recycled water for irrigation of city owned medians

· Could do more and better/ there is opportunity here- we need to act sooner and have proactive approach- not reactive. Still waiting to hear about the Saugus Library for goodness sake!

· City as spent MILLIIONS on extensively overplanted and overwatered street medians, which City leaders think are beautiful, but all at cost to property owners who had no say in this decision, but that's about all they have done in this area. We don't want the elaborate median plantings.

· When a problem with road surfaces/conditions and sidewalk cracks, they are usually addressed a timely manner.

· There are certain sections of the road that are bad and have been for a long time.

· Water rates going up and also the containments in the water also

· Maintenance is very good

· When I asked what the procedure was to request a bridge, i was told there was none.

· We need street Enhancement

· They are allowing native trees, especially oaks to be removed and not replanting/ We need trees to combat the heat and climate changes. The oak woodland destruction (over 1400 oaks) allowed by the City for the gates industrial project will not be forgotten or forgiven. They did not even replace on a two to one basis as required by their ordinance and are not monitoring.

· I have no idea where this is needed and whether or not they're doing it

· The county does very little for the unincorporated areas and we have to fight for everything. Our district 36 has no resident representative and the supervisor is weak and useless.

· Hard scape and land scapes seem to be fresh and orderly,.

· We have many wonderful parks, there is not a lot of trash on streets or sidewalks, the medians are well kept.

· In front of my townhome the sidewalk had a tree that was removed for some reason, not sure if it died it didn't look that way. It way never replaced and when I contacted the city, the hole left in the side walk was paved over...

· For the last fifteen years when the Newhall ranch project was delayed it also delayed Val Verde upgrades (stop light Chiquito Cyn Rd and 126, paseos, flood control upgrades, area beautification, covered bus stops etc..).

County put in these nice fiberglass fencing but no budget for maintenance.

Our dirt sidewalks are not graded only during flooding.

Val Verde is a mushroom always pooped on and left in the dark

·   I see the same road getting re pave rather than the road that need to be.

·   We pay for the beatification on our streets, why we keep planting trees to grow into power lines is beyond me.

We did recently get a very poor surrey pass on some roads.

·   Homeowners are paying for beautification, our property taxes have increased to improve my neighborhood

·   Keep building homes without concern for future resources

·   Again we are a small town all they are conserved about is bring more money into the L A county. to hell with our quality of life and the destruction of wildlife habitat.

·   Workers regularly upkeep the vegetation along the streets

·   Los Angeles County Supervisors have not insisted the new housing development provide parks or trails in sufficient and public quantity for the new developments. Roads are in poor shape in certain neighborhoods and in others that were resurfaced last fall they are already looking awful. We also need bridges on Hasley Canyon Road near Val Verde that always floods and another way in and out of Castaic for when there is a wildfire and or when the Grapevine shuts down. The LA County of Supervisors need to listen to the Castaic Town Council!

·   I see improvements but they all stop south of Henry mayo Dr.

·   Parks are well maintained. Curbs and gutters are non-existent in this community.   Either are there any storm drains. The cost to install this infrastructure is prohibitive.

·   I see tree trimmers

·   Best city ever:

-We have quality roads and sidewalks, and nice art through out city.

-Broadband issues are always being worked on.

-We are getting new community center, sheriff station, ice rink

-City and water agency are working on PFAS.

-Keep up the great management of our city!

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- Acton Park is great; drainage during rainstorms in downtown Acton is abysmal

- City is always making improvements